



QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

2025 Fall Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

38th ANNUAL PRODUCTIVITY AND QUALITY AWARDS OCTOBER 15, 2025



The Quality and Productivity Commission (Commission), in collaboration with the Board of Supervisors and the Chief Executive Office, will be hosting the 38th Annual Productivity and Quality Awards (PQA) ceremony on Wednesday, October 15, 2025, at the Music Center.

The deadline to submit proposals was June 20, 2025, and the Commission received 107 submissions. The next step involved a comprehensive evaluation and rating of each proposal. Evaluations took place on Wednesday, August 6, 2025, at Hacienda Heights Community and Recreation Center, with the participation of over 50 Productivity Managers and 8 Commissioners.

Congratulations to this year's Top Ten winners! Who will receive the coveted Gold Eagle Award? Stay tuned for our 2025 Winter Newsletter to read about

the winning projects. The Commission wishes the best of luck to all departments that submitted projects for consideration.

DATES TO REMEMBER

PIF Proposals due by 5:00 p.m. - October 3, 2025

38th Annual PQA - Music Center (Grand Ballroom) - October 15, 2025

PMN General Meeting and Training - Rancho Los Amigos National Rehabilitation Center - November 5, 2025

PMN Holiday Reception - Vermont Corridor (DHR) - December 3, 2025



PRODUCTIVITY MANAGERS' NETWORK (PMN)

PQA Evaluations - August 6, 2025 Hacienda Heights Community and Recreation Center



Keisha Belmaster, Chair, PMN Executive Committee, welcomed the PMN to this year's evaluation, held at Hacienda Heights Community and Recreation Center. She welcomed all the newly appointed Managers taking part in their first evaluation for the upcoming Productivity and Quality Awards (PQA). She thanked Commissioners for attending the evaluation, along with Productivity Managers, who

represented 31 County departments.

To continue reading this article, [click here](#).

"SPOTLIGHT" ON PRODUCTIVITY MANAGERS!

Walter Tucker IV
Executive Advisor
Executive Division
Internal Services Department

Walter Tucker IV is from Compton, California. He began working in public service during high school as a lifeguard for the city of Culver City. He earned his bachelor's and master's degrees from the University of California Riverside, and UCLA, respectively. He previously taught at Howard University and Indiana University in the areas of sociology and African American Studies. He is currently pursuing a doctorate in public administration (DPA) at California Baptist University.



He began working for the County of Los Angeles in 2017. He has worked in several departments, including the Department of Mental Health, LA Superior Court, and the Department of Public Social Services; in the latter department, he participated in the County's Management Fellows Program. Currently, Walter serves as the Executive Advisor of the Internal Services Department (ISD). In addition to his duties as the Productivity Manager for the department, his work focuses on strategic planning initiatives, legislative affairs, and special projects. He previously served as the Program Manager for the Delete the Divide initiative, which offers job opportunities, digital skills training, IT certificates, and free laptops to LA County

residents in underserved communities.

Walter is also a member of several professional organizations, including the Los Angeles County African American Employees Association, the Los Angeles County Management Council, and Alpha Phi Alpha Fraternity Inc. When he is not working, Walter enjoys distance running, having participated in five LA marathons. He also is an avid traveler, having been to over 30 countries.

Walter is happy to serve as Productivity Manager for ISD and seeks to support and empower employees in any way that he can.



Paul Nakashima
Senior Analyst
Chief Executive Office

Paul Nakashima is a Senior Analyst at the County of Los Angeles Chief Executive Office (CEO). He is part of the Policy Implementation and Alignment Branch and works on the Service Integration team. His work focuses on the coordination of multi-departmental projects and the development of solutions for Countywide issues affecting County residents.

His assignments typically involve conducting research and writing reports, for both the annual reports produced by the County and for special projects, as they arise. He applies strategic thinking to every project he is involved with and enjoys working through challenging situations to find creative solutions to Countywide matters.

He is very excited to be a part of the PMN, to learn more about the good work that his fellow productivity managers are involved with and to be able to help showcase the great projects the County is involved in, which improve overall productivity and the quality of services provided to County residents.

WELCOME NEW PRODUCTIVITY MANAGERS!



The Commission welcomes the following Productivity Managers who have been appointed to represent their respective departments:

Jeffrey Ho - Auditor-Controller
Lidia Youssef - District Attorney
Rachel Baker Divine - Public Health

PRODUCTIVITY INVESTMENT FUND

Loans and Grants Awarded to Departments

Established by the Board of Supervisors in 1984 as a function of the Quality and Productivity Commission, the Productivity Investment Fund (PIF) is used to help departments jump-start pilot

projects, develop creative strategies to enhance delivery of services, improve the effectiveness and efficiency of operations, and produce cost savings and/or generate revenue.

The Commission solicits proposals each quarter and carefully reviews project merits in a three-step vetting process before approval.

To view projects approved for loans, grants, or a combination of both [click here](#).

Please contact the Commission office at jalam@bos.lacounty.gov for additional information.



DEPARTMENT VISITS



The Commission visits all County Departments on a two-year cycle, where Commissioners meet with the Department Head and their Executive Team. The purpose is to gain insight into departmental operations and priorities, and to provide support for efforts to enhance quality and productivity.

2025 Department Visits will be held virtually or in-person as determined by the department being visited. Click on the departments highlighted below to view the results of their visit during the calendar year.

The following departments are scheduled for a visit in 2025:

[Agricultural Weights and Measures](#)
[Alternate Public Defender](#)
[Animal Care and Control](#)
[Arts and Culture](#)
[Assessor](#)
[Auditor-Controller](#)
[Beaches and Harbors](#)
Board of Supervisors, Executive Office
[Health Services](#)
[Human Resources](#)
[Internal Services](#)
[Justice, Care and Opportunities](#)
[LA County Library](#)
[Museum of Art](#)
[Natural History Museum](#)
[Parks and Recreation](#)
[Probation](#)
[Public Works](#)
[Registrar-Recorder/County Clerk](#)
[Treasurer and Tax Collector](#)
[Youth Development](#)

To view the results of the 2024 visits, please [click here](#).

QUICK LINKS

[Commission Web](#)

[Annual Report](#)

[Shared Practices Report](#)

[Leadership Conference](#)

[Operational Trends Report](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)

[Prosper LA](#)

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