



37<sup>TH</sup> ANNUAL PRODUCTIVITY  
AND QUALITY AWARDS

OCTOBER 16, 2024

*Commitment*  
to Serving People  
and Solving Problems

LOS ANGELES COUNTY BOARD OF SUPERVISORS  
CHIEF EXECUTIVE OFFICE  
QUALITY AND PRODUCTIVITY COMMISSION



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# 37<sup>TH</sup> ANNUAL PRODUCTIVITY AND QUALITY AWARDS

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## PROGRAM

<b>Welcome</b>	<b>Jackie T. Guevarra</b> , <i>Executive Director Quality and Productivity Commission</i>
<b>Master of Ceremonies</b>	<b>Cher Calvin</b> , <i>News Anchor, KTLA 5</i>
<b>Honor Guard</b>	<b>Los Angeles County Fire Department Honor Guard</b>
<b>Pledge of Allegiance</b>	<b>Tanisha L. Rogers</b> , <i>Veterans Claims Assistant III Department of Military and Veterans Affairs</i>
<b>Opening Remarks</b>	<b>Heidi Oliva</b> , <i>Chair Productivity Managers' Network (PMN)</i>  <b>Patricia Soltero Sanchez</b> , <i>Chair Productivity and Quality Awards Program</i>  <b>Commissioner William B. Parent</b> , <i>Chair Quality and Productivity Commission</i>

## LUNCH

<b>Supervisors' Message</b>	<b>Supervisor Lindsey P. Horvath</b> , <i>Chair, Third District</i> <b>Supervisor Hilda L. Solis</b> , <i>First District</i> <b>Supervisor Holly J. Mitchell</b> , <i>Second District</i> <b>Supervisor Janice Hahn</b> , <i>Fourth District</i> <b>Supervisor Kathryn Barger</b> , <i>Fifth District</i>
<b>Presentations</b>	<b>Commissioner William B. Parent</b> , <i>Chair</i> Productivity Manager-of-the-Year Award Commission Chair Leadership Award Commission Specials Awards Commission Top Ten Awards Commission Eagle Awards
<b>Closing Remarks</b>	<b>Commissioner William B. Parent</b> , <i>Chair Quality and Productivity Commission</i>



# 37<sup>TH</sup> ANNUAL PRODUCTIVITY AND QUALITY AWARDS

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## COMMISSION TOP TEN AWARDS

### **LA vs Hate, Addressing Bias & Hate**

Executive Office of the Board of Supervisors (Human Relations Commission) with 211 LA, Special Service for Groups, Inc., and TaskForce

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### **Paving a Bright Future for Nursing**

Health Services (LA General Medical Center Nursing Education and Human Resources) with Human Resources

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### **Safer@Home**

Health Services (LA General Medical Center, Harbor-UCLA Medical Center, and Rancho Los Amigos National Rehabilitation Center), and CalOx

14

### **Diaper & Hygiene Kits: Supporting Families in Need**

LA County Library with First Supervisorial District and Chief Executive Office

15

### **Homeless Outreach and Mobile Engagement (HOME)**

Mental Health

16

### **Mental Health Housing Court & Diversion Program**

Probation with District Attorney, Health Services (Office of Diversion and Re-Entry), Los Angeles County Superior Court, and Public Defender

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### **The Neurocognitive Disorders Team**

Public Defender with Probation, Southern California Health & Rehabilitation Program, South Central Los Angeles Regional Center, UCLA-Social Justice in Criminal Neuropsychology, and Clinical Psychology Department at The Chicago School, Los Angeles

18

### **Reducing Barriers to Attain Child Care for All**

Public Health with Fire, Public Works, Regional Planning, California Department of Social Services, Community Care Licensing Division, Conrad N. Hilton Foundation, and Public Counsel

19

### **Student Wellbeing Centers: Services Right On Site!**

Public Health with LA County Office of Education, Azusa, Bassett, Los Angeles, Lynwood, Norwalk-La Mirada, and Rowland Unified School Districts; Bell, Chatsworth Charter, Alexander Hamilton, Augustus Hawkins, Lynwood, Maywood Academy, Panorama, University Charter, and Pasadena High Schools; Roybal Learning Center, Contreras Learning Complex, Cortines School of Visual and Performing Arts, Torres Renaissance Academy, The Palmdale Aerospace Academy, and Planned Parenthood Los Angeles

20

### **DYD Credible Messenger Mentorship Pilot**

Youth Development with Anti-Recidivism Coalition, Healing Dialogue and Action, and Young Women's Freedom Center

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**COMMISSION SPECIAL AWARDS**

**Changemaker Award** Recognizes an individual or self-organized group whose commitment to productivity and quality improvement has catalyzed positive department-wide or system-wide culture change.

- ***"We Are Still Here," A Report on Harms,*** Arts and Culture with First Supervisorial District 24

**Commissioners' Legacy Award** Shows a commitment to program quality and productivity excellence. (In memory of former Commissioners for their extraordinary service to the Commission and County).

- ***Breaking Down Language Barriers with a HIT,*** Public Health with Little Tokyo Service Center, Thai Community Development Center, Asian Pacific Islander Forward Movement, South Asian Network, Access to Prevention Advocacy Intervention & Treatment, Pals for Health, Greater Los Angeles Agency on Deafness, African Coalition, Southern California Pacific Islander Community Response Team, and So'oh-Shinálí Sister Project 25

**Community Equity and Inclusion Award** Recognizing quality and/or productivity improvements that deliberately and equitably engage diverse underserved communities, populations, and/or geographies.

- ***The ABC's of Gender Health - Affirming Better Care,*** Health Services (Administration) with First Supervisorial District, Children and Family Services, Mental Health, and Public Health 26

**County Image Enhancement Award** Promotes and communicates a positive awareness of County services.

- ***Safer@Home,*** Health Services (LA General Medical Center) 27

**Customer Service Award** Recognizes significant customer service improvement in access, care and/or response.

- ***"EPIC-LA": An Extraordinary Journey,*** Regional Planning with Chief Executive Office, Fire, Parks and Recreation, Public Health, and Public Works 28

**Mega Million Dollar Award** Demonstrates and documents the greatest cost savings, cost avoidance, and/or revenue generation for the County.

- ***Lead Free Homes LA: Paint Remediation Revolution,*** Public Health with Los Angeles County Development Authority 29

**Outstanding Teamwork Award** Recognizes effective cooperation across County functions, departments, and/or related agencies that produce significant improvements in County operations and services.

- ***Saving Lives Through Hands-Only CPR,*** Public Health with Beaches and Harbors, Chief Executive Office, Child Support Services, Children and Family Services, County Counsel, Fire, Health Services, Internal Services Department, Parks and Recreation, Public Social Services, Public Works, Registrar-Recorder/County Clerk, Sheriff's Department, Treasurer and Tax Collector, American Red Cross, University of Southern California, LA County Office of Education, LA City Fire, and American Heart Association 30

**Performance Measurement Award** Recognizes successful use of systems of measurement to improve service quality and/or productivity.

- ***Rabid Guard,*** Internal Services Department with Animal Care and Control 31

**Process Improvement Award** Recognizes significant business process improvement or operational workflow enhancement.

- ***Strengthening Child Assessment Partnerships,*** Children and Family Services 32



## Message from the Chair of the Quality and Productivity Commission

Commissioner William B. Parent

***“We must both develop new capacities and clear out the policy clutter and ways of working that no longer serve us if we want an administrative state built for today’s world.”***

-- Jennifer Pahlka, *Recoding America: Why Government is Failing in the Digital Age and How We Can Do Better*

Welcome to our annual celebration of excellence, efficiency, effectiveness, and inclusion in Los Angeles County (County) government: the 37th Annual Productivity and Quality Awards (PQA) Program, a partnership of the Board of Supervisors, the Chief Executive Office and the Quality and Productivity Commission.

Our theme “**Commitment to Serving People and Solving Problems**” recognizes County departmental initiatives that, in an era of doubt and skepticism, inspire increased confidence and trust in County government.

This year we received 98 applications from 34 departments for Quality and Productivity Awards. The applications were all carefully reviewed and graded by approximately 50 Productivity Managers and Commissioners. Applications represented innovative efforts to build community equity and inclusion, improve customer service, save taxpayer dollars, apply more effective performance measurements and processes, and create new collaborations across government, the nonprofit and business sectors.

The best of these in each category were given Commission Specials awards. Kudos to Arts and Culture, Children and Family Services, Health Services, Internal Services Department, Public Health, Regional Planning, and all of their collaborators in County government and beyond. Hats off to the 80 projects awarded Special Merit, Traditional, and Certificates of Recognition. And a standing ovation for this year’s top ten awardees which stood out for excellence in their creativity in program design, collaborative spirit, and willingness to rethink roles, and processes to achieve better outcomes.

From a pilot program providing free diapers and hygiene kits at LA County libraries, to taking on the county-wide rise in hate crimes; from making it easier to license child care providers, to making sure that high school students have safe spaces to find personal support; from linking innovative mental health treatment with public defense, to streamlining electronic permitting and inspections processes; and from scores of similar examples, the PQA awards program puts a spotlight on thousands of public employees who every day bring their energy and ingenuity to the tremendously important and often difficult challenges faced by local government in Los Angeles County.

On behalf of all the Quality and Productivity Commissioners and staff, I want to say how fortunate and appreciative we are to learn from, be inspired by, support, and trumpet your achievements. Let me add, the PQA process and luncheon, led by Jackie Guevarra, managed by Laura Perez, assisted by Ruben Khosdikian, is a fine example of excellence in government in itself.

Thank you and congratulations to all, and we hope you take away some new ideas and approaches to affirm and advance our common commitment to serving people and solving problems across Los Angeles County.



## Message from the Chief Executive Officer

### Fesia A. Davenport

Welcome to the 37<sup>TH</sup> Annual Productivity and Quality Awards, showcasing the very best in County services.

This year's theme, ***Commitment to Serving People and Solving Problems***, reflects the work our dedicated employees do every day to rise to the challenge and serve residents with enthusiasm, empathy, resilience, and creativity.

From caring for patients in their homes to helping our unhoused neighbors to establishing wellbeing centers in schools, we lead by example. Many of the 98 projects submitted for award consideration can be modeled by other jurisdictions looking to raise the bar in service.

Every one of this year's Top Ten winners represents a bright spot in our ongoing efforts to make life better for our constituents, often through cross-departmental collaboration. LA vs Hate, a collaboration between the Executive Office, 211 LA County, Special Service for Groups, Inc., and TaskForce is one example to combat the troubling rise of hate acts and speech in our communities.

Another example of practical, hands-on assistance is the Diaper & Hygiene Kits: Supporting Families in Need project. The LA County Library in partnership with the First Supervisorial District and the Chief Executive Office created this pilot to distribute free diapers, baby wipes and menstrual hygiene products and support families in need.

Research shows that low-income families spend roughly \$1,000 a year on diapers or roughly 14% of their after-tax income. These costly but essential care items create a financial burden for low-income families and those experiencing homelessness who already face significant hardships.

Today we honor and recognize our colleagues and the many extraordinary programs being implemented across the County and congratulate the 34 departments that submitted entries this year. The cumulative financial benefits of the 98 projects are truly impressive, exceeding \$1 billion.

I want to thank the Commission for its commitment to promoting quality, efficiency, and innovation in the work we do. And to all honorees and project teams, I am incredibly proud of your creativity and innovation as we work together to continually raise the bar in County services.



## Message from the Executive Officer of the Board of Supervisors

Edward Yen

Thank you for joining us at the 37th Annual Productivity and Quality Awards (PQA) ceremony.

Through this special event, the Quality and Productivity Commission continues its tradition of honoring individual departmental efforts on improving the quality and productivity of services provided to Los Angeles County. This year's Top Ten and Commission Special winners demonstrated their commitment to providing services and programs to underserved County communities and embodied this year's theme, ***Commitment to Serving People and Solving Problems***. Their projects focus on improving family planning services and care programs, advocating for and engaging with the County's unhoused communities, addressing mental health care in the criminal justice system, providing transformative mentorship to detained youth, addressing harms against local Tribes, and more.

This year, 98 projects were submitted for recognition. On behalf of the Executive Office, we congratulate the outstanding work by the County's departments and project teams. Our employees raise the bar higher each year as we continue to work toward advancing efficient and quality services for our communities. We are especially proud of the Executive Office's own Human Relations Commission and their work on the LA vs Hate project, "Addressing Bias and Hate." It is through their tireless advocacy and work that the County's various communities are supported and educated on how to recognize, report and heal from acts of hate. Each department and project team has something to celebrate during this event: your work continues the tradition of providing innovative and meaningful efforts for the County of Los Angeles.

Thank you to the Quality and Productivity Commission for your continued advocacy and vision of innovation, quality, productivity, and service excellence in all aspects of County operations. Through the annual PQA ceremony, we showcase the leading examples of County excellence. Congratulations to all winners!





**Heidi Oliva**  
*Chair*



**Patricia Soltero Sanchez**  
*Chair, PQA Program*

## Message from the Productivity Managers' Network (PMN)

Congratulations to the members of the Los Angeles County Productivity Managers' Network (PMN) for an exceptional 2024! Your accomplishments as Productivity Managers are demonstrative of your leadership and dedication to serving Los Angeles County, and your commitment to furthering the Quality and Productivity Commission's mission.

The PMN Executive Committee would like to express our gratitude for the privilege of representing you. We are grateful for your participation in PMN activities and the continuous support you provide each year. As a Departmental Productivity Manager, you lead in the key areas of innovation, creativity, and enhanced efficiency.

The Quality and Productivity Commission also commends you for your ongoing efforts to promote quality and productivity within your respective departments and throughout Los Angeles County. The Commission values your contributions, which greatly enhance Los Angeles County services.

This year, 35 departments submitted 98 impressive entries in alignment with this year's theme, *Commitment to Serving People and Solving Problems*. The caliber of entries received this year made it difficult to narrow the field to select the Top 10, Commission Specials, and Special Merit and Traditional plaque awards.

As we joyously celebrate the ability to empower innovative solutions, we should be proud of our collective focus to improve the lives of the residents of Los Angeles County. With the leadership of the Commission and support of Commission staff, there is no other team that can match the success of the Quality and Productivity Managers' Network.

### 2024 Productivity Managers' Network Executive Committee

**Heidi Oliva, Chair**

**Jennifer Coultas, Executive Advisor**

**Keisha Belmaster, 1st Vice-Chair**

**Arman Depanian, 2nd Vice-Chair**

**Patricia Soltero Sanchez, Productivity and Quality Awards Program Chair**

**Connie Salgado-Sanchez, Training and Education Chair**

**Arman Depanian, Chair, Productivity Investment Board Advisory Committee**

**Greg Melendez, Co-Chair, Productivity Investment Board Advisory Committee**

## 2024 Quality and Productivity Managers' Network

**Ashley Liang**  
**Francisco Wong Jr. \***  
Aging and Disabilities Department

**Christine Belden**  
Agricultural Commissioner/  
Weights & Measures

**Michael Iwanga**  
**Maria Cordero \***  
Alternate Public Defender

**Dorothy Phillips**  
Animal Care and Control

**Megan Moret**  
**Heather Rigby \***  
Arts and Culture

**Ted Olguin**  
**Kimberly Masse \***  
Assessor

**Jonathan Rono**  
**Cindy Lee \***  
**Michael Pirolo \***  
**Christopher Nguyen \***  
Auditor-Controller

**Stefan Popescu**  
**Angelica Vicente \***  
Beaches & Harbors

**Jennifer Wicks**  
**Lev Levon \***  
Board of Supervisors, Executive Office

**Betty Karmirlian**  
**Kate Anderson \***  
**Neonika Walker \***  
**Elizabeth Marcellino \***  
Chief Executive Office

**Gregory Melendez**  
Chief Executive Office/  
Chief Information Office

**Jennifer Coultas**  
**Andrea Barnes \***  
Child Support Services

**Arman Depanian**  
Children and Family Services

**Ericka Vayas**  
**Christina Huynh \***  
Consumer and Business Affairs

**Jesus Castillo**  
**Lisa Lopez \***  
County Counsel

**Tracy Holcombe**  
District Attorney

**Kevin Anderson \***  
Economic Opportunity

**Heidi Oliva**  
Fire Department

**Connie Salgado-Sanchez**  
Health Services – Administration

**Deedra Williams**  
Health Services –  
ACN – Health System (High Desert)

**Keisha Belmaster**  
Health Services –  
Harbor-UCLA Medical Center

**Leslie Martinez**  
Health Services –  
LA County General Medical Center

**Dr. Ellen Rothman**  
Health Services –  
Martin Luther King, Jr. (MLK)  
Outpatient Center

**Yvette Kemhadjian**  
Health Services –  
Olive View-UCLA Medical Center

**Patricia Soltero Sanchez**  
**Jane Heng \***  
Health Services – Rancho Los Amigos  
National Rehabilitation Center

**Lana Ghil**  
Human Resources

**Ruben Carrasco**  
**Sonia Fernandez \***  
Internal Services Department

**John Franklin Sierra**  
**Petra Lopez\***  
Justice, Care, and Opportunities

**Samangi Skinner**  
**Yolanda Pina \***  
**Sara Keating \***  
LA County Library

**Elisa Vasquez**  
Los Angeles County Development Authority  
(LACDA)

**Sylvia White-Irby**  
**Rob Oftring \***  
Los Angeles Superior Court

**Diane Park**  
**Dr. Nichelle Shaw \***  
Medical Examiner

**Angel Baker**  
**Leticia Ximénez \***  
**Stanley Yen \***  
Mental Health

**Allan Ochoa**  
**Manuel Gomez \***  
Military and Veterans Affairs

**Catherine Massey**  
**Katie Kennedy \***  
Museum of Art

**Leslie Negritto**  
**Chebon Marshall \***  
Museum of Natural History

**Hector Adame \***  
Parks and Recreation

**Louisa Ollague**  
**Francisco Navarro\***  
Probation Department

**Thomas Moore**  
**Dana Cherry \***  
**Marcus Huntley \***  
Public Defender

**Jane Lam**  
**Rachel Baker Devine \***  
**Mariana Khachatryan \***  
Public Health

**Maria Rivera**  
**Elizabeth Herrera \***  
**Sonia Santana \***  
Public Social Services

**Leslie Schenk**  
**Cristina Arechiga \***  
Public Works

**Hsiao-Ching Chen**  
Regional Planning

**Alexander Ogunji**  
Registrar-Recorder/County Clerk

**Richard Martinez**  
**Rhonda Hennessy \***  
**Glen Joe \***  
**Elida Rodriguez \***  
Sheriff's Department

**Nichole Alcaraz**  
**Matthew Gonzalez \***  
Treasurer and Tax Collector

**Taylor Schooley**  
**Sahar Moheize \***  
Youth Development

### BOARD OF SUPERVISORS PRODUCTIVITY MANAGERS

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**Michelle Vega**  
5th Supervisorial District



## Master of Ceremonies

Cher Calvin  
News Anchor, KTLA 5

Cher Calvin joined KTLA in 2005 and anchors KTLA's 5PM, 6 PM and the Emmy Award winning 10:00 PM and 11PM nightly newscasts. Cher is a social justice advocate, and a longstanding supporter and friend to the YWCA—emceeding the annual fundraising event for girls “Racial Justice Breakfast” for more than a decade. She also conceptualized the 2021 Emmy Award winning crime and social issue special “Breaking Bias: Anti-Asian Hate.” She served as co-producer, anchor and reporter.

Cher is also on the Board of Directors and the Vice President of the historic Los Angeles Press Club— whose mission is that a free press is crucial to a free society to support, promote, and defend quality journalism in Southern California. Cher is proud she has hosted two annual LGBT Center Telethons raising over 1 million dollars and the KTLA televised WeHo Pride parade.

Most of all, she is proud that in 2012 she created and co-produced the Emmy Award winning 3 hour special: “Help for The Philippines Telethon” raising more than \$300,000 for typhoon victims in the Philippines in what was KTLA's very first telethon in its long history.

Born and raised in New York City, Cher Calvin graduated from New York University (NYU), with a major in broadcast journalism and minor in political science with a focus on international relations. She went to the all-girls high school: Marymount New York.

As a Filipino American, Cher Calvin has been an active advocate for the AAPI community. Through her work and public presence at the Fil-Am Art and Culture festival, she has strived to shed light on the experiences, achievements, and challenges faced by American Asians. By utilizing her platform, she has worked to promote inclusivity especially during Asian American and Pacific Islander Heritage month, diversity, and representation within the media industry and beyond.

She lives in Los Angeles with her husband and two rescue dogs.



# Menu

## Starter

### **Autumn Green Salad / Vegan, Gluten Free**

Balsamic Roasted Pear, Manchego, Tomatoes, Candied Almonds,  
and Sherry Vinaigrette  
(almonds and vinaigrette will be served on the side)

## Entrée

### **Cuban Braised Beef / Gluten Free**

Braised Beef, Sweet Mini Peppers, Cilantro Lime Rice,  
Black Beans, Pickled Vegetables

## Vegetarian

### **Mushroom Bourguignon / Vegan**

Vegan Polenta and Fingerling Potatoes

## Dessert

### **Olive Oil Cake**

Roasted Fruit Compote, Mint Leaves, Crème Fraiche Chantilly

Fresh Brewed Coffee (Regular and Decaffeinated) and Iced Tea

*Commitment*  
to Serving People  
and Solving Problems

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Commission  
Top Ten Awards Winners



*Top Ten Award Winner*

**LA VS HATE, ADDRESSING BIAS & HATE**

Executive Office of the Board of Supervisors (Human Relations Commission)  
211 LA, Special Service for Groups, Inc., and TaskForce

In February 2018, UCLA published a study that found school administrators were reporting an alarming increase in bullying with rates estimated at +11%. While law enforcement studies note that hate crimes are one of the most under-reported of crimes, research also notes that hate crimes are the most difficult to measure the true impact on demonizing others. In addition, there is no reporting mechanism anywhere for victims of hate to report hate crimes, hate acts, and bullying.

LA vs Hate is a community-driven system that was implemented to address hate violence, bullying, and the prevention and response to this violence. Since its launch, LA vs Hate represented the first hate reporting line, developed a case management system with 211LA, and integrated a network of agencies to respond to hate acts. LA vs Hate art has been used in hundreds of consumer posters, bus shelter ads, lifeguard stations, park sites, and libraries' kiosks. It has been responsible for policy changes, such as a partnership with the California Civil Rights Department's Guidance for landlords, Homeowner Associations, or property management firms, to effectively address hate acts happening in residences, or development of a video training for law enforcement to address the severe under-reporting of hate acts/ crimes which has led to state law requiring reporting of hate acts. LA vs Hate launched eight school Dream Resource Centers to address bullying.

Now, a model for other counties, it has substantially served over 50,469 County residents with effective services and has developed an interactive arts-led messaging campaign reporting 2 billion views and shares.



*Top Ten Award Winner*

**PAVING A BRIGHT FUTURE FOR NURSING**

Health Services (LA General Medical Center Nursing Education and Human Resources) with Human Resources

Prior to the COVID-19 pandemic, newly graduated RNs frequently faced challenges in adapting the academic context to the demanding and intense clinical environment. The challenges encompassed adjusting to complex patient care circumstances, making timely and appropriate clinical decisions, and accepting substantial levels of responsibility. The COVID-19 pandemic significantly disrupted conventional nursing education, resulting in significant gaps in clinical training opportunities for both nursing students and recently licensed RNs.

In October 2022, the Nursing Education Department for Professional Development (NED) implemented the very first Nurse Residency Program (NRP), a six-month program designed to prepare new graduate RNs with less than 12 months of acute care clinical experience. NRP aims to equip novice RNs with the knowledge, skill, and hands-on experiences required to transition confidently from nursing students to competent nurses. The program incorporates in-person classroom, didactic training, skills and specialty training, clinical preceptorship, professional development workshops, including mentorship and initiating a performance improvement project.

The program has shown significant outcomes, including increased confidence and satisfaction among nurse residents, improved retention rates, and enhanced clinical, organizational, and leadership skills, and improved patient care and outcomes.



*Top Ten Award Winner*

**SAFER@HOME**

Health Services (LA General Medical Center, Harbor-UCLA Medical Center,  
and Rancho Los Amigos National Rehabilitation Center), and CalOx

Hospitalizations can be disruptive and harmful for patients, however innovations in practice suggest there is no longer a need to hospitalize patients like before. Other systems have invested in “hospital-at-home” models that rely on in-home visits by nurses and doctors. These models are resource-intensive and untenable for systems with limited staffing and large service areas like the County Department of Health Services.

LA County Central Medical Center developed a new model of home-based care called Safer@Home (S@H). S@H provides virtual home care in lieu of hospitalization for a growing number of acute care conditions. In contrast to other “hospital-at-home” models, S@H does not deploy staff for in-home visits. Instead, S@H leverages remote device technology, a reliable roundtrip transportation process, advances in clinical practice, and an expert team to provide concierge-level, virtual home care, with bring-back visits only as needed.

In its first year, S@H enabled 876 patients to avoid 3,505 days in the hospital (avg. 4 hospital days saved/patient), generating capacity for other patients who truly required hospital-based care, improving overcrowding in the Emergency Department and hospital. When compared to eligible patients not enrolled in S@H, no significant differences were observed in all-cause mortality or 30-day hospital readmissions. S@H was implemented with no new staff or capital investments, and it achieved a net savings of \$6.23M in just its first year. S@H has received local, national, and international recognition for its innovation and effectiveness.





*Top Ten Award Winner*

**DIAPER & HYGIENE KITS: SUPPORTING FAMILIES IN NEED**

LA County Library with First Supervisorial District and Chief Executive Office

During the pandemic, LA County saw parents and caregivers unable to purchase diapers for their children. While supply is now adequate, rising costs are problematic. According to the Center for Economic and Policy Research, even prior to inflation, low-income families were spending roughly \$1,000 a year on diapers, or around 14% of their after-tax income. Period poverty—or inadequate access to menstrual hygiene tools and education is also a struggle in LA County. Costly menstrual products create a disproportionate financial burden for those who menstruate.

The LA County Library in partnership with the Chief Executive Office and First Supervisorial District created a pilot program to distribute free diapers, baby wipes, and menstrual hygiene products at five high-need libraries. Funded by Los Angeles-based nonprofit, Baby2Baby, who provided the supplies, the program was designed to support families disproportionately affected by the pandemic and rising costs. The Diaper and Hygiene Kit Program aims to alleviate the financial strain caused by the recurring expense of diapers and menstrual hygiene products, which can amount to hundreds or even thousands of dollars annually, by providing free care items in libraries, a safe and trusted place where parents, caregivers, children, young people, and those experiencing homelessness frequently visit. Since October 2022, participating libraries have distributed 4,137 kits containing diapers and wipes, plus 11,355 pads, and 4,224 tampons. By removing the barrier to health and well-being and ensuring families have access to necessary products, the Diaper and Hygiene Kit Program helps families break the cycle of poverty.



*Top Ten Award Winner*

**HOMELESS OUTREACH AND MOBILE ENGAGEMENT (HOME)**

Mental Health

As the homeless numbers in Los Angeles County continued to rise between 2014-2019, it had become increasingly evident that a coordinated approach to care was needed. As part of Measure H implementation, a countywide outreach strategy emerged to support transitions from unsheltered homelessness in a strategic manner.

The DMH Homeless Outreach & Mobile Engagement (HOME) program provides street-based engagement & treatment for individuals experiencing homelessness with severe mental illness and profound functional impairment. Individuals served by HOME are gravely disabled, chronically impaired and have a history of multiple treatment and housing failures across multiple social and medical service entities. HOME combines human connection, relentless engagement and the creativity of skilled clinicians and paraprofessionals to support individuals with complex mental health, health, substance abuse and other social support needs. The program was created in response to a growing demand for specialized services to individuals experiencing homelessness that went beyond connection to traditional outpatient treatment and/or even intensive field services.

From Fiscal Year 2022 to 2024 (year-to-date), HOME has served 5,400 unique clients. Between Calendar Year 2022 and 2024 (year-to-date), they have engaged in 465 psychiatric crisis interventions; facilitated 142 conservatorships; 488 placements in interim housing; and 392 transitions to permanent housing.



*Top Ten Award Winner*

**MENTAL HEALTH HOUSING COURT & DIVERSION PROGRAM**

Probation with District Attorney, Health Services (Office of Diversion and Re-Entry),  
Los Angeles County Superior Court, and Public Defender

A primary challenge in Los Angeles County is the rapid growth of the mentally ill/transient population in County jail. Jail reform has increased a need for housing and mental health treatment. An estimated 20 to 25 percent of the U.S. homeless population suffers from severe mental illness, compared to 6 percent of the public. This group often needs intensive, specialized, coordinated care to exit homelessness and incarceration.

Mental Health Housing Court Program is a supervision program for adult mentally ill/homeless clients who receive housing and mental health treatment upon release from county jail. The Mental Health Housing Court Program (MHHC) is an innovative intensive supervision program that requires Deputy Probation Officers (DPOs) to supervise their clients in a community setting. MHHC DPOs are required to conduct a home visit within 48 hours of the client's release from county jail. The MHHC DPO visits their client at least two (2) times a month at either the client's home or housing program location. The goal of MHHC program is to meet the department's expectations of providing support and guidance to a very high-risk population by collaborating with the housing case managers and treatment providers, such as Intensive Case Management Services (ICMS) and the Full-Service Partnership (FSP) to ensure clients are following their treatment plan and goals.

The MHHC program is clearly making a difference by providing supervision and support to over 4,836 clients. Currently, there are over 1,378 MHHC clients in permanent housing.



*Top Ten Award Winner*

**THE NEUROCOGNITIVE DISORDERS TEAM**

Public Defender with Probation, Southern California Health & Rehabilitation Program,  
South Central Los Angeles Regional Center, UCLA-Social Justice in Criminal Neuropsychology,  
and Clinical Psychology Department at The Chicago School, Los Angeles

Since its inception in November of 2021, the Neurocognitive Disorders Team (NDT) has reimagined how the Public Defender (PD) represents clients who have cognitive disorders such as Developmental Disabilities that start earlier in life, including Intellectual Disability and Autism, or acquired conditions that frequently occur later in life, such as brain injuries, and dementias. These clients often have unique needs, go unidentified, and are not successful without appropriate treatment and supports.

The Neurocognitive Disorders Team (NDT) brings best practices to the legal representation of justice-involved adults who are suspected of having cognitive disorders. Individuals with these conditions are vastly overrepresented within the criminal legal system but often slip through unnoticed with devastating consequences since these individuals are prone to making repeated mistakes when not offered the necessary supports. NDT is built on three foundational goals – to improve PD advocacy for impacted individuals, to increase awareness and a better understanding of client needs, and to enhance justice partner connections to treatment providers, which has historically been overlooked. Through compassionate and skillful engagement, NDT assists clients with unique needs who would otherwise be unidentified and provides linkage to appropriate and effective services.

In collaboration with qualified treatment providers, NDT successfully advocates for sentencing alternatives that result in better client and community outcomes. Illustrating the life-changing effect of combining technological advances with diligent legal work, an NDT client’s success was documented in the short film “Forgiving Johnny.” The NDT won the statewide California Public Defender Association “2023 Defender Program of The Year Award”.



*Top Ten Award Winner*

**REDUCING BARRIERS TO ATTAIN CHILD CARE FOR ALL**

Public Health with Fire, Public Works, Regional Planning, California Department of Social Services,  
Community Care Licensing Division, Conrad N. Hilton Foundation, and Public Counsel

Los Angeles County is home to more than 484,000 infants and toddlers, but the County’s early care and education infrastructure is extremely limited and has capacity to serve only four percent of children under 24 months through licensed centers and family childcare homes. The insufficient supply of early care and education spaces has become a crucial economic issue across all sectors and is particularly impacting the participation of women in the workforce.

The Child Care for All Initiative supports early childhood educators increase infant/toddler child care capacity in Los Angeles County. Child Care for All will have enrolled an additional 520 infants and toddlers in early care and education programs with an estimated \$100,000 in cost avoidance. A notable success from this project was the bridging of different sectors that, prior to this project, were unlikely to collaborate or interact with each other. The dedication of our partners to support Los Angeles County’s vulnerable populations, learn from one another, and co-design a system that is accessible, user-friendly, and efficient for early care and education providers yielded extraordinary results, including 740 early educators participating in capacity building trainings, the launch of an LAC facility development fee waiver program, and improved access to infant and toddler child care programs.

**Los Angeles County Infant and Toddler Child Care Crisis**

	<b>233,384</b> Infants and toddlers (ages birth-23 months)	
	<b>9,807</b> Licensed infant and toddler (ages birth-2) child care spaces	
	<b>4%</b> Licensed capacity to serve children under 23 months	
		<b>42%</b> Of California family child care providers that participate in public assistance

COUNTY OF LOS ANGELES OFFICE FOR THE ADMINISTRATION OF EARLY CARE AND EDUCATION  
Sources: 2022 Los Angeles County ECE Needs Assessment, 2022 California Resource and Referral Network Child Care Data Tool, 2022 "The Forgotten One" - The Economic Well Being of Early Educators During COVID-19, Center for the Study of Child Care Employment

*Top Ten Award Winner*

**STUDENT WELLBEING CENTERS: SERVICES RIGHT ON SITE!**

Public Health with LA County Office of Education, Azusa, Bassett, Los Angeles, Lynwood, Norwalk-La Mirada, and Rowland Unified School Districts; Bell, Chatsworth Charter, Alexander Hamilton, Augustus Hawkins, Lynwood, Maywood Academy, Panorama, University Charter, and Pasadena High Schools; Roybal Learning Center, Contreras Learning Complex, Cortines School of Visual and Performing Arts, Torres Renaissance Academy, The Palmdale Aerospace Academy, and Planned Parenthood Los Angeles

Accessing preventive healthcare and achieving educational milestones are crucial indicators for a community’s long-term well-being. LAC youth face obstacles in both areas; those in grades 9-12, who are more prone to engage in unhealthy behaviors, often lack preventive healthcare.

Since 2019, Public Health’s Student Wellbeing Centers (WBCs) have partnered with Planned Parenthood Los Angeles (PPLA), the LAC Office of Education, and school districts to provide clinical services, safe spaces, and health education at 39 high schools, with 13 sites offering behavioral health services. WBCs offer comprehensive, accessible healthcare services and provide youth-friendly spaces that teach students about protective practices, and promote well-being, youth leadership, and safe sexual health resulting in an estimated \$343.5 million cost benefit. In the 2023-24 school year, WBCs made 778 referrals for sexual health services, 233 referrals for mental health services, engaged 64,663 students, taught 1,810 classes, and trained 372 youth leaders. Through the PPLA partnership, barriers to healthcare were reduced, as evident through providing 5,904 preventive healthcare visits & sexual health services, and responding to over 22,000 calls on the Infoline. Furthermore, since 2022, PPLA has provided 1,618 on-site behavioral health interventions to students. The partnership fosters holistic student health and wellbeing and empowers youth to make informed decisions about their health.



*Top Ten Award Winner*

**DYD CREDIBLE MESSENGER MENTORSHIP PILOT**

Youth Development with Anti-Recidivism Coalition, Healing Dialogue and Action, and Young Women’s Freedom Center

The Credible Messenger Mentorship Pilot program was launched in March of 2023, serves about 200 youth per quarter. In response to the closure of the state youth system and realignment of Department of Juvenile Justice (DJJ) youth back to their respective counties, in September 2021 the LA County Board of Supervisor’s directed the Youth Development and Diversion (YDD) Division (previously a division within the Department of Health Services, now a stand-alone department—DYD), to develop a plan to implement a Credible Messenger mentorship program to serve these youth.

The Credible Messenger (CM) Mentorship Program addresses the needs of youth incarcerated in LA County’s juvenile hall and camps by providing culturally relevant support through transformative mentorship. The CM program connects youth with trusted and culturally relevant mentors, or “Credible Messengers,” who have navigated their own lived experience within the juvenile or adult carceral systems. The program uses a co-staffing approach—the first of its kind in LA County—in which the CMs are present in Probation facilities full-time throughout the day. The presence of CMs in facilities provides youth with a consistent positive and relatable adult relationship to support them in navigating day-to-day successes, challenges, and healing, as well as aid in preventing future system involvement. CMs are trained in conflict intervention and de-escalation, restorative practices, and developmentally appropriate youth engagement. Additionally, the program aims to support culture change within Probation facilities, reducing harm in facilities by creating a climate and relationships that are more holistically supportive of young people.







*Commitment*  
to Serving People  
and Solving Problems

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Commission  
Special Award Winners



*Special Award Winner*  
*Changemaker Award*

**“WE ARE STILL HERE,” A REPORT ON HARMS**

Arts and Culture with First Supervisorial District

Settler colonization has resulted in fraught relationships between the government, Tribes, and Native Peoples. In recent years, the County of Los Angeles has been active in both uplifting the true histories of what is now known as Los Angeles County and in prioritizing equity for its communities.

A landmark Harms Report was developed with cultural sensitivity, community engagement, strategic creativity of photography and design, and authenticity—to uplift the voices of local Tribes to inform Countywide efforts including its first Land Acknowledgment and ongoing work of acknowledging and engaging with Tribal and Native American communities. Over a nine-month period in 2022, the Los Angeles City/County Native American Indian Commission, in partnership with the Chief Sustainability Office and the Department of Arts and Culture, met with designated representatives from five local Tribes. A culminating report entitled “We Are Still Here,” A Report on Past, Present, and Ongoing Harms Against Local Tribes includes an accounting of the history of the First Peoples of the region. The report reflects the thoughts, wishes, needs, and recommendations of representatives from the Fernandēño Tataviam Band of Mission Indians, Gabrieleno/Tongva San Gabriel Band of Mission Indians, Gabrielino Tongva Indians of California Tribal Council, San Fernando Band of Mission Indians, and San Manuel Band of Mission Indians.



*Special Award Winner  
Commissioners' Legacy Award*

**BREAKING DOWN LANGUAGE BARRIERS WITH A HIT**

Public Health with Little Tokyo Service Center, Thai Community Development Center, Asian Pacific Islander Forward Movement, South Asian Network, Access to Prevention Advocacy Intervention & Treatment, Pals for Health, Greater Los Angeles Agency on Deafness, African Coalition, Southern California Pacific Islander Community Response Team, and So'oh-Shinálí Sister Project

Language access is critical to Public Health's mission of reaching all communities, including the 54.8% of LA County residents who speak a language other than English at home, and 30% of households that are linguistically isolated. The Center for Health Equity Language Justice Unit created the Hub for Interpretation and Translation (HIT) system, a central digital platform where DPH program offices can request document translation or interpretation to facilitate timely, quality-and cost- controlled language services.

HIT consolidates multiple processes across the department that had resulted in inconsistent and high-cost delivery of language-access services. With a centralized platform and protocol, the HIT system can process a high volume of requests to a combination of 11 in-house language translators and multiple external vendors. It enhances the monitoring of quality, manages per-request costs, and carries the potential for expanding the scope and scale of sustainable ongoing language services.

Since its launch in June 2023, HIT has processed 523 translation requests for 2,449 documents in 21 languages and 60 interpretation requests. HIT has reduced translation time by 5.75 days and costs by 90%, or \$1,000+ per request.



*Special Award Winner*  
*Community Equity and Inclusion Award*

**THE ABC'S OF GENDER HEALTH - AFFIRMING BETTER CARE**

Health Services (Administration) with First Supervisorial District, Children and Family Services, Mental Health, and Public Health

Due to social marginalization, transgender, gender nonconforming and intersex (TGI) people are at elevated risk for experiencing violence, trauma, discrimination, harassment, housing instability, unemployment, poverty, and lack of inclusion in public services. Large nation-wide surveys have indicated that transgender adults are more than twice as likely as cisgender adults to avoid seeking needed health care due to fear of mistreatment.

The DHS Gender Health Program (GHP) has built safe access to high-quality gender affirming medical services for DHS transgender, gender non-conforming and intersex (TGI) patients, a population which is underserved by health care systems. In particular, the GHP serves groups uniquely vulnerable to the impact of social discrimination, trauma and family rejection-including DCFS/child welfare involved youth, those who are unhoused, and people who are currently or formerly incarcerated. Through collaborative work across County Departments, the GHP has addressed limited access to best-practice gender affirming medical services, lack of care coordination, historic precedent and culture which harms the relationship between County and TGI community, and gaps in the electronic health record (EHR) which prevent recording of correct name, pronouns, and gender.

Over the last 3 years, the GHP has served more than 500 TGI individuals; enhancing access to expanded, high-quality gender affirming medical services, and establishing meaningful linkages across Departments and within the community. This has been accomplished through improved collaboration and coordination and without any new costs to participating Departments.



*Special Award Winner*  
*County Image Enhancement Award*

**SAFER@HOME**

Health Services (LA General Medical Center)

Hospitalizations can be disruptive and harmful for patients, but innovations in practice suggest we no longer need to hospitalize many patients like we used to. More out-of-hospital care can also improve access at overcrowded hospitals, by opening beds for the sickest patients who need them most.

Safer@Home (S@H), provides virtual home care in lieu of hospitalization for a growing number of acute care conditions. In contrast to other “hospital-at-home” models, S@H does not deploy staff for in-home visits. Instead, S@H leverages remote device technology, a reliable roundtrip transportation process, advances in clinical practice, and an expert team to provide concierge-level, virtual home care, with bring-back visits only as needed. In its first year, S@H enabled 876 patients to avoid 3505 days in the hospital (avg. 4 hospital days saved/patient), generating capacity for other patients who truly required hospital-based care, improving overcrowding in the ED and hospital. When compared to eligible patients not enrolled in S@H, no significant differences were observed in all-cause mortality or 30-day hospital readmissions. No patients died outside of the hospital. S@H was implemented with no new staff or capital investments, and it achieved a net savings of \$6.23M in just its first year. S@H has received local, national, and international recognition for its innovation and effectiveness.



*Special Award Winner*  
*Customer Service Award*

**“EPIC-LA”: AN EXTRAORDINARY JOURNEY**

Regional Planning with Chief Executive Office, Fire, Parks and Recreation, Public Health, and Public Works

As the largest County in California and the nation, it is easy to imagine how complicated land development is in LA County. Building a home or opening a business means filing multiple permits with different Departments at various offices across LA County. And when Departments work in silos, the applicant ends up responsible for passing messages and sharing updates with everyone involved.

The LA County Electronic Permitting and Inspections (EPIC-LA) system has transformed how land development Departments collaborate and serve the public. EPIC-LA is the enterprise system used by Regional Planning, Public Works, Fire, Parks, and Public Health to accept applications and fees, internally consult, and share information, and issue approvals and generate reports for State requirements and the general public. During the pandemic, EPIC-LA provided key services without interruption, such as permits for temporary outdoor businesses.

Through a customer-centric service model that supports development as a single line of business, now with more than 1,200 County staff as users and County investments exceeding \$31M, EPIC-LA reflects the ongoing commitment and follow-through of County leaders to provide a seamless experience through a collaborative government to create vibrant, resilient communities and effectively implement technology to meet constituents’ needs.



*Special Award Winner  
Mega Million Dollar Award*

## **LEAD FREE HOMES LA: PAINT REMEDIATION REVOLUTION**

Public Health with Los Angeles County Development Authority

Lead is a toxin and causes irreversible biological and neurological damage associated with cognitive and behavioral impairment. The vast majority of housing in Los Angeles County was built before 1978 and contained lead paint. Lead poisoning is completely preventable, and elimination of lead paint hazards, the primary source of lead poisoning in children, is vital to the health of future generations of Angelenos. As such, it is critical to remove lead paint hazards from homes where young children live before they are needlessly exposed to a toxin that could result in a lifetime of negative health impacts.

The Department of Public Health (DPH), in collaboration with the Los Angeles County Development Authority (LACDA), created the Lead Free Homes Los Angeles (LFHLA) program, a transformative Countywide program offering no-cost lead-based paint hazard testing and remediation for pre-1951 residential housing, prioritizing families with children who are already lead-burdened, households with children under age six, and pregnant women in communities with a high prevalence of poverty and considered to have environmental burden.

To date, LFHLA has provided education and lead remediation services to over 750 properties to reduce lead exposure in children, families, and future generations. This settlement has provided unprecedented funding to combat the longest-lasting public health epidemic in California history by allowing LAC and nine other local public entities across the state to perform residential lead-based paint hazard remediation to protect thousands of children from future lead poisoning. Efforts yielded an impressive estimated annual cost benefit of \$176.5 million.



*Special Award Winner  
Outstanding Teamwork Award*

**SAVING LIVES THROUGH HANDS-ONLY CPR**

Public Health with Beaches and Harbors, Chief Executive Office, Child Support Services, Children and Family Services, County Counsel, Fire, Health Services, Internal Services Department, Parks and Recreation, Public Social Services, Public Works, Registrar-Recorder/County Clerk, Sheriff's Department, Treasurer and Tax Collector, American Red Cross, University of Southern California, LA County Office of Education, LA City Fire, and American Heart Association

Heart disease is the leading cause of death in Los Angeles County, with one person dying every 33 seconds from this condition according to the Centers for Disease Control and Prevention (CDC). Each year, more than 350,000 cardiac arrests occur in settings outside of hospitals, with over 70% occurring at home and 16.3% in public settings. Although research shows that individuals who receive Cardiopulmonary Resuscitation (CPR) before an ambulance arrives are 2-3 times more likely to survive, only 40% receive CPR on average. Hands-only CPR focuses on the first few minutes following a cardiac arrest. Chest compressions move oxygen through the body to keep the brain and other vital organs alive, which buys time until an ambulance or other emergency help arrives.

Committed to addressing these gaps, the Department of Public Health (DPH) launched the Heart Heroes campaign in January 2023. This initiative set an ambitious goal to train 500,000 residents and workers in Los Angeles County in hands-only CPR. In just 1 year, 506,332 Los Angeles County residents and workers were trained in hands-only CPR with the support of over 120 collaborating partners, including 16 County departments/agencies, including 1,809 trainings in HPI+ communities.

The program potentially yielding an estimated annual hospitalization cost savings of \$36,940,167. The campaign's outreach and training efforts have been widespread and inclusive, demonstrating a remarkable achievement in public health education and emergency preparedness.





*Special Award Winner  
Performance Measurement Award*

**RABID GUARD**

Internal Services Department with Animal Care and Control

During the height of the COVID-19 pandemic, there was a surge in pet adoptions, leading to increased demand for rabies vaccinations. This created significant pressure with a shortage of staff to the Department of Animal Care and Control (DACC) to process the rabies certification.

The Los Angeles County Internal Services Department’s Robotic Process Automation (RPA) team collaborated with DACC, to develop a software robot, or “bot” for DACC that can learn and mimic human’s activities, and process and complete the rules-based rabies certification forms automatically without any human intervention. This innovation has significantly reduced data entry time from eight minutes per record to mere seconds, enabling DACC to process thousands of records with greater accuracy and speed. The RPA bot is highly efficient and effective compared to manual entry and is equipped with features for handling exceptions and errors to process forms with varying formats and content from different vets and animal clinics. This eases the workload for the animal care staff, streamlines the processes, and improves overall productivity.

This project offers substantial time savings for the department, totaling 1,428 hours per year. (Based on processing around 10,000 certifications per year with the manual data entry process averaging 5-10 minutes per certification).



*Special Award Winner  
Process Improvement Award*

**STRENGTHENING CHILD ASSESSMENT PARTNERSHIPS**

Children and Family Services

Signed into law in February 2018, the Family First Prevention Services Act (FFPSA) Part IV is a landmark legislation that allows Federal dollars (Title IV-E funds) to be used to reimburse child welfare agencies for congregate care placements. If requirements are not satisfied, child welfare agencies may lose or significantly restrict their eligibility for Federal Financial Participation (FFP) to fund these placements for children and youth.

The Family First Prevention Services Act (FFPSA) Part IV C.A.R.E. (Comprehensive Automation for Referral Efficiency) project revolutionized tracking and monitoring of Qualified Individual (QI) Assessment referrals and Short-term Residential Therapeutic Program (STRTP) court approval requests in the Department of Children and Family Services (DCFS). By automating manual processes, the project enhanced operations, reducing administrative workload for social workers, care liaisons, and dependency court staff by over 50%. The transformation ensured 80% of QI Assessments were completed within required timeframes, improving timeliness and appropriateness of placements for children in foster care.

The project maximized Federal funding drawdowns by 20%, allowing DCFS to reallocate local funds to other essential services. Real-time data sharing with the Department of Mental Health (DMH) streamlined communication, improving service delivery. C.A.R.E. exemplifies innovation and collaboration, aligning with the County's strategic goals of strengthening internal controls, maximizing revenue, and improving the administration of critical programs. The initiative exceeds compliance requirements, setting a new standard for excellence in child welfare services.



# *Commitment* to Serving People and Solving Problems

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*Special Merit Plaque  
Award Winners*

*Traditional Plaque  
Award Winners*

*Certificates of Recognition  
Award Winners*



**Special Merit Plaque Winners**

*Distinguishes meritorious accomplishment of special projects or programs  
that successfully fulfill departmental and County objectives*

**Empowering Youth: Paper Checks to Prepaid Card**

Auditor-Controller with Children and Family Services, Internal Services Department, and Treasurer & Tax Collector

**Regional Center Empowerment**

Children and Family Services

**Ain't Easy Being Wheezy: Improving Asthma Care**

Health Services (Edward R. Roybal Comprehensive Health Center)

**Access Granted: Optimizing Speciality Care Delivery**

Health Services (Administration)

**Citizenship in a Bag: Empowering New Americans**

LA County Library with First Supervisorial District

**Holistic Opportunities for People to Excel (HOPE)**

Public Defender

**Rapid Diversion Program**

Justice Care and Opportunities with District Attorney, Mental Health, and Public Defender

**Empowering Communities: From Data to Action**

Public Health with LA County Office of Education, Helpline Youth Counseling, AADAP, Inc., Avalon-Carver Community Center (Prevention), Cambodian Association of America, Change Lanes Youth Support Services, Child & Family Center, Children's Hospital Los Angeles, Day One, Prototypes Youth Prevention Department, Institute for Public Strategies, Korean American Family Services, Koreatown Youth and Community Center, National Council on Alcoholism and Drug Dependence of East San Gabriel and Pomona Valley, Inc., National Council on Alcoholism and Drug Dependence of San Fernando Valley, Inc., Pacific Clinics, Parents Anonymous, Inc., People Coordinated Services of Southern California, Inc., Phoenix House of Los Angeles, Pueblo y Salud, Inc., San Fernando Valley Partnership, Inc., Social Model Recovery Systems, South Central Prevention Coalition, The Wall - Las Memorias, Watts Healthcare Corporation, Special Service for Groups, Inc., Tarzana Treatment Centers, Inc., and Community Coalition

**Youth Overdose Prevention**

Public Health with LA County Office of Education, Student Support Services

**Youth Diversion & Development Program Model**

Youth Development with District Attorney

***Traditional Plaque Winners***

*Recognizes commendable achievements in public service*

**Time2Connect: A Family Time Tool**

Children and Family Services

**CA DASH (Cancer Diagnosis and Staging Help)**

Health Services (Urgent Care/Complex Continuity Clinic/Transitions of Care)

**Together We Screen**

Health Services (LA General Medical Center - Primary Care)

**Laptop & Hotspot Loans: Connecting the Community**

LA County Library

**Work Ready: Strengthening LA County's Jobseekers**

LA County Library

**Community Schools Initiative**

Mental Health with  
Los Angeles County Office of Education

**Probation and Rams NFL Community Outreach**

Probation

**Partners for Justice, Partners for Success**

Public Defender

**Healthy YOUth: Early Substance Use Interventions**

Public Health with Azusa Pacific University School of Behavioral and Applied Sciences, Department of Psychology

**Improving Food Security During the COVID-19 Crisis**

Public Health with Antelope Valley Partners in Health, The Coalition for Humane Immigrant Rights, Chinatown Service Center, International Institute of Los Angeles, Maternal and Child Health Access, Meet Each Need with Dignity, Public Health Institute, South Asian Network, and Watts Labor Community Action Committee

**Saving Pedestrian Lives "Step by Step"**

Public Health with Public Works

**Ladera Park Stormwater Improvements Project**

Public Works with Parks and Recreation

**Wellness Communities: Nourishing LA County**

Public Health with Episcopal Diocese of Los Angeles-Seeds of Hope, Foodbank of Southern California, Los Angeles Regional Food Bank, and Social Justice Learning Institute

## 37<sup>TH</sup> ANNUAL PRODUCTIVITY AND QUALITY AWARDS

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### **Certificates of Recognition**

*Recognizes projects deserving honorable mention*

#### **APS Home Safe Collaboration with DHS ERC Program**

Aging and Disabilities

#### **Integrated Care Services (ICS) Program**

Aging and Disabilities

#### **LA County Aging & Disability Resource Connection**

Aging and Disabilities

#### **Senior Congregate Meal Site Reopening Initiative**

Aging and Disabilities

#### **Wiser Dining**

Aging and Disabilities

#### **COVID-19 Health and Wellness Program**

Aging and Disabilities with Public Health

#### **Illuminate LA**

Arts and Culture with First Supervisorial District

#### **Office of Immigrant Affairs Creative Strategist**

Arts and Culture with First Supervisorial District and Consumer and Business Affairs

#### **Examining Homeownership-Assessor's Data Program**

Assessor

#### **Helping in Times of Need: DOPO**

Assessor

#### **Sharing the Message**

Assessor

#### **Disaster Service Workers (DSW) Dashboard**

Beaches and Harbors

#### **Mission: Paperless**

Chief Executive Office

#### **County Counsel Academy Writing Program**

County Counsel

#### **Office of the County Counsel's Hoteling Program**

County Counsel

#### **Caring For Our People: From DMV To Caring For Me**

Health Services

Certificates of Recognition  
(Continued)

**Unifying Mobility: Introducing a Common Language**

Health Services (7C Medical Surgical Unit)

**Improving Outpatient GI Endoscopy Access**

Health Services (High Desert Regional Health Center)

**The NP Will See You Now: Curing Provider Shortages**

Health Services (Administration)

**SMART Tool to Improve Efficiency and Care Quality**

Health Services (Administration)

**Fill-On-Demand/Return-to-Stock Reduction**

Health Services (El Monte Comprehensive Health Center Pharmacy)

**Webforms for Return to Work**

Health Services (LA General Medical Center-Information Systems, Application Development Team)

**Breaking Barriers for Behavioral Health Equity**

Health Services (LA General Medical Center Primary Care)

**Language Access in Virtual Healthcare Program**

Health Services (Office of Language Access and Inclusion)

**The Next Day Clinic**

Health Services (Olive-View-UCLA Medical Center Department of Medicine)

**Increasing Nutrition Care Via ORCHID Group Visits**

Health Services (Olive View-UCLA Medical Center)

**Olive View Emergency Department Patient Flow Plan**

Health Services (Olive View-UCLA Medical Center Emergency Medicine)

**Tying Up Loose Ends: Improving PM330 Compliance**

Health Services (Olive View-UCLA Medical Center - Quality Services)

**Let's Mix It Up!**

Health Services (Rancho Los Amigos National Rehabilitation Center)

**The Roads Project**

Health Services (Rancho Los Amigos National Rehabilitation Center)

**Food Assessment Surveillance Tactic**

Health Services (Twin Towers Correctional Facility - Correctional Health Services)

Certificates of Recognition  
(Continued)

**Court Ordered Long-Acting Injectables**

Health Services (Twin Towers Correctional Facility - Correctional Health Services) with Superior Court

**DHS Abortion Safe Haven Project**

Health Services (Women's Health Programs and Innovation)

**AskHR - LA County's First HR Policy Repository**

Human Resources

**DHR Signature Dialogue Series**

Human Resources

**Rebrand and Expand! - County Benefits Enrollment**

Human Resources with Chief Executive Office

**Emergency Hiring to Address the Homeless Crisis**

Human Resources with Chief Executive Office and County Counsel

**Operations Key Performance Indicator Dashboard**

Internal Services Department

**Justice Care & Opportunities Dept Incubation Acad.**

Justice Care and Opportunities

**Capacity Building with Cultural Communities**

Mental Health

**LA CO Probation College Internship Program**

Probation

**Camps and Schools Program**

Public Health

**Mitigating COVID-19: A Unique Approach**

Public Health

**Nutritional Inspections for Title 15 Facilities**

Public Health

**Specialized Investigation Team (SIT)**

Public Health

**Bird Flu Surveillance: One Health in Action**

Public Health with Animal Care and Control, Beaches and Harbors, Parks and Recreation, Burbank Animal Shelter, California Wildlife Center, City of Los Angeles Department of Recreation and Parks, International Bird Rescue, Santa Monica Animal Control, California Department of Fish and Wildlife Avian Investigations, Manhattan Beach Police Department Animal Control, and Long Beach Animal Care Services



## 37<sup>TH</sup> ANNUAL PRODUCTIVITY AND QUALITY AWARDS

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Certificates of Recognition  
(Continued)

### **SUD-Capacity Building and Incentives**

Public Health with California Institute for Behavioral Health Solutions

### **Expanding Access to Rapid HIV Services**

Public Health with Health Services, Cicatelli Associates, Inc.,  
City of Long Beach Health Department, and Tarzana Treatment Centers, Inc.

### **SUD Workforce Tuition Incentive Program (TIP)**

Public Health with Tarzana Treatment Centers College

### **Public Works Community Profiles**

Public Works

### **GIS for Equity HUB**

Public Works with Chief Executive Office, Health Services,  
Internal Services Department, Public Health, and Regional Planning

### **Story Map: A History Explorer**

Regional Planning

### **HybridEdge Resource Retention and Training Solution**

Registrar-Recorder/County Clerk

### **Improved VBM and BMD Ballot Tracking**

Registrar-Recorder/County Clerk

### **Information Technology Enterprise Command Center**

Registrar-Recorder/County Clerk

### **Online Candidate Statements Web Portal Program**

Registrar-Recorder/County Clerk

### **Making the Case for Case Management**

Treasurer and Tax Collector

***Commission Chair Leadership Award Recipients***  
*(past five years)*

**Marcia Mayeda**

Animal Care and Control - 2023

**Dr. Christina R. Ghaly**

Health Services – 2022

**Dr. Barbara Ferrer**

Public Health – 2021

**Sachi A. Hamai**

Chief Executive Officer – 2019

**Lisa M. Garrett**

Human Resources - 2019

**John Naimo**

Auditor-Controller - 2018

***Productivity Manager-of-the-Year Award Recipients***  
*(past five years)*

**Inna Sarac**

Los Angeles County Fire Department - 2023

**Keisha Belmaster**

Health Services Harbor-UCLA Medical Center – 2022

**Arman Depanian**

Children and Family Services – 2021

**Elizabeth Mendez**

Parks and Recreation - 2019

**Susan Linschoten**

Auditor-Controller - 2018

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Commissioner Edward McIntyre

Commissioner William Parent

Commissioner Mark Waronek

Patricia Soltero Sanchez, Productivity Manager,  
Health Services (Rancho Los Amigos National Rehabilitation Center)





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### **Some of our Accolades**



**Fortune**

World's Most Admired Companies (2016-2024)



**Time**

World's Best Companies (2023)



**Forbes**

- Global 2000 (2022 & 2023)
- World's Best Management Consulting Firms (2022 & 2023)



**Human Rights Campaign**

Corporate Equality Index Score of 100 Percent (2018-2023)



**Careers and the DisABLED Magazine**

Top 50 Employers List (2021 & 2022)

#### **To learn more, please reach out:**

Mona Kamdjou, Managing Partner, Gartner Consulting  
+1 310 770 7233, [mona.kamdjou@gartner.com](mailto:mona.kamdjou@gartner.com)

Tim Popoli, Sr. Managing Partner, Gartner Consulting  
+1 415 519 5330, [tim.popoli@gartner.com](mailto:tim.popoli@gartner.com)

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