



QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

2023 Winter Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

MESSAGE FROM CHAIR

It was an honor to serve as Chair for a second year in a row. The Quality and Productivity Commission is a unique and dynamic County organization created to promote quality, efficiency and innovation in County services and operations. Commissioners are comprised of individuals from the public sector, labor and non-profit agencies, and academia. They are committed, diligent, and vested in the mission and vision of the Commission. I am grateful for their support and contributions this past year.



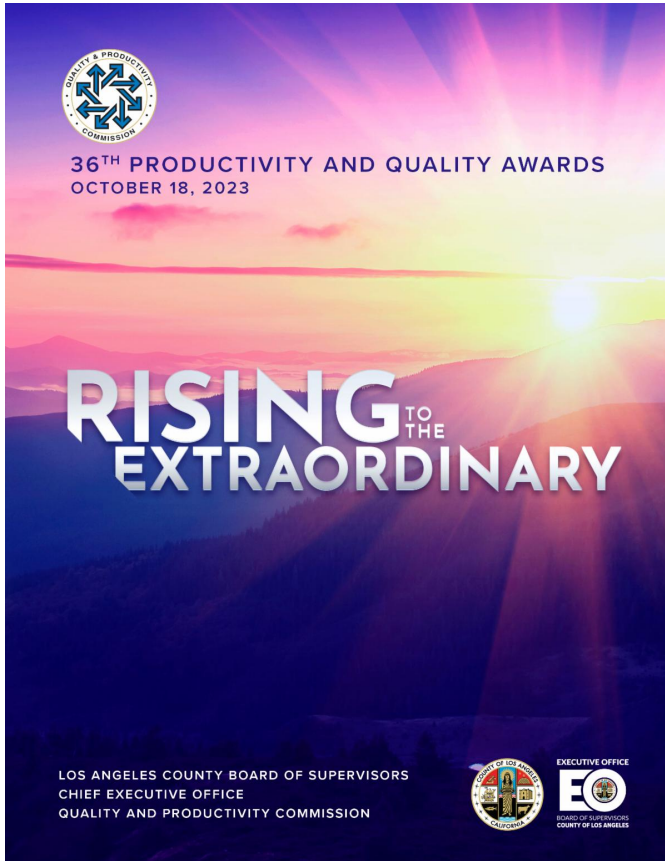
Annually, we host the Commission's signature events, including the Leadership Conference and Productivity and Quality Awards. Both were held in person at the beautiful Dorothy Chandler Pavilion at The Music Center. Thank you to all those who participated this year. The Commission also continued its biennial Department Visits, with the majority of the 16 departments meeting with us in-person. The Commission's core program to promote quality, efficiency, and innovation, awarded over \$3.5 million to several County departments in Productivity Investment Funds (PIF) toward projects in 2023.

We encourage departments to think outside the box and come up with innovative ideas to enhance operations and pilot projects and seek PIF funding when resources are necessary.

Additional Commission highlights:

- We have scheduled 16 Department Visits for 2024
- In accordance with the Procurement Modernization and Transformation Board Motion (June 14, 2022), the Commission contracted with a consultant to review the County's current state of procurement. The Ad Hoc committee is working closely with the Chief Executive Office, Auditor-Controller, Internal Services Department, County Counsel, and the Executive Office of the Board to modernize and transform procurement processes countywide. The Commission will issue a report of findings and recommendations from the consultant in the coming year

36th ANNUAL PRODUCTIVITY AND QUALITY AWARDS OCTOBER 18, 2023



The Board of Supervisors, Chief Executive Office, and Quality and Productivity Commission hosted the **36th Annual Productivity and Quality Awards** (PQA) ceremony on October 18, 2023, at The Music Center's Dorothy Chandler Pavilion. The Master of Ceremonies was Commissioner Bill Parent, with a cameo appearance from Jim Hill, KCAL NEWS, who kicked off the ceremony and welcomed everyone to the PQA.

The awards program included in-person appearances by Supervisor Hilda L. Solis (First District), and Fesia A. Davenport (Chief Executive Officer), who delivered the opening and congratulatory remarks. Supervisor Janice

Hahn (4th District) provided a recorded video message. All acknowledged County employees' commitment to providing necessary, beneficial, and at times life-saving services to County residents.

Since 1987, the PQA program has honored thousands of achievements in service delivery and innovation, which deserve our recognition. This year's theme was **"Rising to the Extraordinary."**

The Commission received 88 applications from 29 County departments for projects that highlight the County's continuing response to COVID-19, mental health crisis, youth employment, our aging population, critical healthcare, poverty alleviation, and use of technology and innovation to provide more efficient and effective services. These projects truly showcase the theme of **"Rising to the Extraordinary"** through purpose, innovation, and creative vision for quality services to the most vulnerable and underserved populations and communities. Cumulatively, these 88 winning projects are estimated to generate over \$3.4 billion in financial benefits to the County.

COMMISSIONER WILLIAM "BILL" WADDELL

William "Bill" Waddell was a founder, longstanding member, and Chair of the Quality and Productivity Commission. He was first appointed to the Commission in 1981. During his tenure on the Commission, he generously shared his expertise in planning and finance with County departments and was Chair of the Commission in 1996 and 1997. He also developed evidence-based structures for various Commission programs, including the Productivity Investment Fund. Commissioner Waddell served 35 years of outstanding volunteer service to the County.



Commissioner Waddell died peacefully at his home in Laguna Niguel on October 25, 2023 at age 95. During the Korean War, he served in the U.S Army 1st Infantry Division, 1st Signal Company in Germany from 1950 to 1953. He attended the University of Southern California earning a M.S. Degree in Industrial Engineering in 1955. He was subsequently a Professor of Management at California State University, Los Angeles where he taught business policy courses and a graduate seminar in strategic planning, and served as Executive Editor of the university's journal Business Forum and remained on the faculty for 25 years. He consulted for a variety of private companies, wrote three books, many columns and articles.

We thank Commissioner Waddell for his many years of devoted services to the Commission and the County, and extend condolences to his family on his passing.

Click [here](#) for Bill Waddell's obituary.

DATES TO REMEMBER

PIF Proposals due by 5:00 p.m. - January 5, 2024

PMN Orientation - February 7, 2024 (Virtual)

PMN General Meeting and Training - February 14, 2024 - Location TBA

PIF Proposals due by 5:00 p.m. - April 5, 2024

PMN General Meeting and Training - May 1, 2024 (Virtual)

21st Annual Leadership Conference - Date TBA

PQA Proposals due by 5:00 p.m. - June 21, 2024

PIF Proposals due by 5:00 p.m. - July 5, 2024

PMN Evaluation - August 7, 2024 - Location to TBA

PIF Proposals due by 5:00 p.m. - October 4, 2024

37th Annual PQA - Music Center (Grand Ballroom) - Date TBA

PMN General Meeting and Training - November 6, 2024 (Virtual)

PMN Holiday Reception - December 4, 2024 - Location to TBA

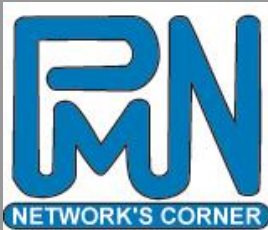
Retirement News

"Celia A. Zavala, Executive Office, Board of Supervisors"



Commissioners wish Celia A. Zavala, Executive Officer of the Board of Supervisors, a well-deserved retirement as she departs the County on January 27, 2024. Commissioners thank her for her support of the Commission these last six years when the Commission transitioned from the Chief Executive Office to the Executive Office of the Board. Commissioners are grateful for her leadership, support and partnership over the years and wish her all of the best as she begins a new chapter in her life. Commissioners look forward to working with Jeff Levinson, Interim Executive Officer.

For additional information on the Executive Office, click [here](#).



PRODUCTIVITY MANAGERS' NETWORK (PMN)

General Meeting and Training November 1, 2023 (Virtual)

The General Meeting and Training of the Productivity Managers' Network (PMN or Network) was held virtually on Wednesday, November 1, 2023. Over 43 Productivity Managers (Managers), Commissioners, and Commission staff attended the quarterly meeting. **Heidi Oliva**, PMN Chair, Fire Department welcomed Managers to the last meeting of the year.



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

Holiday Reception December 6, 2023 Rancho Los Amigos National Rehabilitation Center

The Productivity Managers' Network (PMN) Annual Holiday Reception was held on Wednesday, December 6, 2023. Over 43 Productivity Managers (Managers), Commissioners Nichelle Henderson,



Huasha Liu and Edward McIntyre and Commission staff attended the in-person holiday reception. **Heidi Oliva, PMN Chair**, Fire Department, welcomed Managers to the in-person holiday reception.

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

WELCOME NEW PRODUCTIVITY MANAGERS!



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

Dara Smith - Assessor
Angelica Vicente - Beaches and Harbors
Rob Oftring - Los Angeles Superior Court
William Chow, Diane Park and Javier Ramos - Medical Examiner
Jenai Davis - Military and Veterans Affairs
Caroline Sim - Parks and Recreation
Dana Cherry - Public Defender
Rachel Baker Devine and Jane Lam - Public Health
Rhonda Hennessy - Sheriff
Rob Oftring - Superior Court

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) program 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 lperez@bos.lacounty.gov for additional information.

DEPARTMENT VISITS



The Commission visits all County Department's on a two-year cycle where Commissioners meeting 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.

2024 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 upcoming year.

The following departments are scheduled for a visit in 2024.

Aging and Disabilities
Child Support Services
Children and Family Services
Consumer and Business Affairs
County Counsel
District Attorney
Economic Opportunity
Internal Services Department
LACDA
Medical Examiner
Mental Health
Military and Veterans Affairs
Public Defender
Public Health
Regional Planning
Sheriff

To view the results of the 2023 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](#)

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**Quality and Productivity Commission | (213) 893-0322 |
www.qpc.lacounty.gov**

Quality and Productivity Commission | 500 West Temple Street, Rm 565, Los Angeles, CA
90012

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