



QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

2024 Spring Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

MESSAGE FROM THE 2024 CHAIR

William B. Parent



Three years ago, when I was appointed to the Quality and Productivity Commission (QPC) by my County Supervisor, I wasn't sure exactly what I was getting into. After a career in public policy academia, the QPC seemed a good volunteer opportunity to apply some of what I had learned and taught to try to help make local government work a bit better — and I was told there were free donuts at the meetings.

Three years later, the experience I didn't quite expect was how much the work of the Commission would, in these divisive and cynical times, inspire in me optimism, hope, and deep respect for those who labor to make government work more effectively, efficiently, and equitably across Los Angeles

County.

I work with 16 talented, smart, dedicated Commissioners, all notable in experience and perspective. We have a truly remarkable three-person staff, led by Jackie Guevarra. We participate in informational site visits from Marina Dey to Hacienda Heights; Santa Clarita to Long Beach. We work with the Productivity Managers' Network (PMN) to make grants and loans for innovative ideas through the Productivity Investment Fund, and to recognize excellence by sorting through scores of praiseworthy initiatives to choose annual Productivity and Quality Awards winners. We plan an annual county-wide Leadership Conference to help focus county departments on emerging challenges and effective strategies to meet them. And we analyze and share new trends and ideas through the Strategic Learning Report.

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

DATES TO REMEMBER

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

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

21st Annual Leadership Conference - June 20, 2024 - Music Center

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) - October 16, 2024

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

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



PRODUCTIVITY MANAGERS' NETWORK (PMN)

General Meeting and Training February 14, 2024 Belvedere Community Regional Park

The General Meeting and Training of the Productivity Managers' Network (PMN or Network) was held on Wednesday, February 14, 2024. Over 26 Productivity Managers (Managers), 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](#).



"SPOTLIGHT" ON PRODUCTIVITY MANAGERS!



Leslie Negritto

Chief Operating and Financial Officer
National History Museum

Leslie Negritto holds a master's degree in international relations, with a focus on international business and a regional specialization in Latin America from the School of Global Policy and Strategy at the University of California, San Diego, and a BA in International Relations from Pomona College.

Leslie is the Chief Operating and Financial Officer for the Natural History Museums of Los Angeles County (NHMLAC). In this capacity, she is responsible for the planning, strategic oversight, and direction of all financial and operating activities of the institution. She oversees the areas of accounting, financial reporting, facilities and maintenance, capital projects, as well as security and custodial services.

Leslie was the Vice President for Finance and Administration and Chief Operating Officer for the Claremont Graduate University (CGU) and, before that, the Administrative Dean for the Peter F. Drucker and Masatoshi Ito Graduate School of Management. She also served as an internal consultant for the reorganization of CGU and the redesign of the financial model and business processes. Before her career in higher education, Leslie was a Senior Consultant with Andersen Consulting (now Accenture), where she led project teams to design custom software applications, re-engineer business processes, and train employees in new systems and processes in the consumer products and financial services practices.

Roshanna Sabaratnam
Chief Digital Officer
Natural History Museum



Roshanna Sabaratnam is a graduate of Georgetown University with a Bachelor's of Science degree in Language Arts, with an emphasis in Japanese and Russian, and a minor in Business. Roshanna also holds a Juris Doctor and Master's of Business Administration from Loyola Marymount University.

Roshanna is the Chief Digital Officer and leads NHMLAC's Digital Strategies department. She is responsible for overseeing Information Technology, cybersecurity, web development, eCommerce, digital systems, and digital/technology Innovation. She and her team seek to refine and execute the museum's vision and strategic direction while upleveling the staff, leadership and visitorship's technology portfolio.

Roshanna spent more than 15 years in eCommerce leadership roles, including senior roles at Sotheby's Auction House, J Brand Jeans, and Wasserman Media Group. In addition, Roshanna held digital product roles at Gilt Groupe, Fox Digital Media, and Yahoo!

WELCOME NEW PRODUCTIVITY MANAGERS!



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

Jennifer Wicks - Board of Supervisors - Executive Office
Elizabeth Marcellino and Neonika Walker - Chief Executive Office
Ruben Carrasco - Internal Service Department
LaVasha Floyd - Parks and Recreation
Louisa Ollague and Francisco Navarro - Probation
Jane Heng - Health Services - Rancho Los Amigos National Rehabilitation Center
Sahar Moheize and Taylor Schooley - Youth Development

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
Fire
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](#)

[Prosper LA](#)

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