

Quality and Productivity Commission
36th Annual Productivity and Quality Awards Program
"Rising to the Extraordinary"
WINNER'S LIST

TITLE OF PROGRAM OR PROJECT

DEPARTMENT WITH COLLABORATING AGENCIES

TOP TEN AWARDS

2023 TOP TEN AWARDS

Pets Are Family (PAF) Program	Animal Care and Control with Parks and Recreation
Twenty Years of the Arts Education Collective	Arts and Culture
Claim Your Cash - Increase Tax-Credit Uptake	Chief Executive Office with Aging and Disabilities, Consumer and Business Affairs, Economic Opportunity, Public Social Services, Economic Security Project, Koreatown Youth + Community Center, LA City's Community Investment for Families Department, and PHFE Women, Infants, & Children (WIC) Program
Youth at Work at Parks	Economic Opportunity with Parks and Recreation
Comprehensive Cancer Navigation	Health Services (Administration)
Sickle Cell Lives Matter	Health Services (Harbor-UCLA Medical Center, Department of Ambulatory Care)
Tool Lending Library: Helping Communities Build	LA County Library
The CHOI Story: Healthcare Navigation for Families	Public Health with Public Social Services, Asian Pacific Health Care Venture, Inc., Child and Family Guidance Center, City of Long Beach Department of Health and Human Services, Dignity Community Care, Emanate Health, Human Services Association, Los Angeles County Office of Education, Los Angeles Unified School District, Maternal and Child Health Access, Rising Communities, Inc., and St. Francis Medical Center-Prime HealthCare
Increasing Access to COVID-19 Therapeutics	Public Health with Health Services, Healthvana, Inc., Kaiser Permanente, Mercy Pharmacy Group, and Pico Care Pharmacy
Alternative Crisis Response Initiative	Mental Health

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COMMISSION SPECIALS AWARDS

2023 COMMISSION SPECIAL AWARDS

COMMISSION SPECIALS AWARDS	
Changemaker Award Purposeful Aging Los Angeles (PALA) Phase II	Aging and Disabilities
Community Equity and Inclusion Award Equity Explorer Mapping Tool	Internal Services Department with Chief Executive Office
County Image Enhancement Award Tool Lending Library: Helping Communities Build	LA County Library
Customer Service Award Providing Services Through Telephonic Signatures	Public Social Services
Mega Million Dollar Award Alternative Crisis Response Initiative	Mental Health
Outstanding Teamwork Award Claim Your Cash - Increase Tax-Credit Uptake	Chief Executive Office with Aging and Disabilities, Consumer and Business Affairs, Economic Opportunity, Public Social Services, Economic Security Project, Koreatown Youth + Community Center, LA City's Community Investment for Families Department, and PHFE Women, Infants, & Children (WIC) Program
Performance Measurement Award Recruitment and Hiring Dashboards	Human Resources with Internal Services Department
Process Improvement Award Reengineering "DSO" Automation Project	Auditor-Controller with Chief Executive Office
Commissioners' Legacy Award Reproductive Health in Substance Use Treatment	Public Health with Health Services

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SPECIAL MERIT PLAQUE AWARDS
(Recognizes meritorious accomplishment of special projects or programs that successfully fulfill departmental and County objectives)

SPECIAL MERIT PLAQUE AWARDS

Talk to the Heart: Equity-Focused Virtual Programs	LA County Library
Park & Connect: Free Outdoor Wi-Fi at Libraries	LA County Library with Internal Services Department
System for Helping Vulnerable Children	Children and Family Services with Probation
Overdose Prevention in LA County	Public Health with LA County Library and Los Angeles Unified School District
Quarantine and Isolation Housing - Vagabond	Public Health with Chief Executive Office
GAINSeq: Genetics Access for Underserved Patients	Health Services (Olive View-UCLA Medical Center, Pediatrics)
Violence, Hope & Healing: The Storytelling Project	Public Health with Arts and Culture and Olga Koumoundouros
IPAWS Aware: Automation for Instant Disaster Intel	Chief Executive Office with Internal Services Department

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	Kids Do Better When We Work Together	Health Services (Olive View and High Desert Pediatrics)
	Denying Denied Days at Augustus Hawkins	Health Services (Augustus F. Hawkins Mental Health Center)
	It's Raining (Antigen) Tests	Public Health with Chief Executive Office, Internal Services Department and LA County Library
	Innovation and Equity For The Hard of Hearing	Public Social Services
	Healing Broken Hearts	Health Services (Rancho Los Amigos National Rehabilitation Center/Internal Medicine/Cardiology)
Assessor's Workforce Development Program	Assessor with County Counsel, Economic Opportunity, Human Resources, Los Angeles Community College District, and Rio Hondo College	
TRADITIONAL PLAQUE AWARDS (Recognizes commendable achievements in public service)		
Access to COVID-19 Vaccines for the Homebound	Aging and Disabilities with Public Health	
Guardians of the Ranch	Health Services (Rancho Los Amigos National Rehabilitation Center-Centralized Admissions & Referrals Office)	
Utility Assistance & Financial Relief Program	Aging and Disabilities	
Text to Treat: Use of Technology to Prevent MPOX	Public Health	

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2023 TRADITIONAL PLAQUE AWARDS

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Voice-Activated Devices for Older Adults	Aging and Disabilities
Addiction & Community Medicine Service	Health Services (LA General Medical Center)
Enterprise Patient Queuing System	Health Services (IT Planning and Administration)
Wildfire Response Programs	Economic Opportunity
Indiv. Assessment & Fair Chance Tracking System	Human Resources with Internal Services Department
Learning Management System	Human Resources with Internal Services Department
Public Health Youth Leaders	Public Health
DC Captain Robot	Internal Services Department with Medical Examiner
Fostering Equity and Inclusion Through SOGIE	Public Social Services
Stopping Unplanned Extubations: 20 Years Later	Health Services (Harbor-UCLA Medical Center, Department of Pediatrics)
Digital Media Waiver Application	Internal Services Department with Chief Executive Office and County Counsel
In-Person Voting for Incarcerated Individuals	Registrar-Recorder/County Clerk with Justice Care and Opportunities and Sheriff's Department
Elderly Nutrition Program Grab & Go	Aging and Disabilities
Increasing Access to Hysteroscopy Across DHS	Health Services (Administration)

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2023 CERTIFICATES OF RECOGNITION

CERTIFICATES OF RECOGNITION (Pays tribute to those programs deserving honorable mention)	
Promoting Resilience Among Teens During COVID-19	Public Health
LAC+USC Coerced Sterilization Project	Arts and Culture with Health Services (LA General Medical Center)
Increasing RN Retention by Meaningful Recognition	Health Services (Cardiothoracic ICU, LA General Medical Center)
Court Advanced Routing E-Filing System	Superior Court
Dermatology Expansion and Optimization	Health Services (Administration)
Gender Impact Assessment (GIA)	Chief Executive Office
Annual DHS Diabetes Day	Health Services (Diabetes/Endocrinology Workgroup)
Elections Cybersecurity Operations Center	Registrar-Recorder/County Clerk
MRI on Patients with Implantable Cardiac Devices	Health Services (Olive View-UCLA Medical Center)
Genetics and Genomics Optimization	Health Services (Administration)
Lifeguard Ready Training Program	Parks and Recreation
Creative Strategist with Parks and Recreation	Arts and Culture with Parks and Recreation
ACHcelerate! Speedy Refunds for Mortgage Lenders	Treasurer and Tax Collector with Auditor-Controller and Internal Services Department

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Assessment Appeals Board Virtual Hearing Solution	Board of Supervisors, Executive Office (Assessment Appeals Board)
Collaborating with Schools During a Pandemic	Public Health
Housekeepers Increase Positive Patient Experiences	Health Services (Olive View Medical Center)
Robotic Process Automation for Election Reporting	Internal Services Department with Registrar-Recorder/County Clerk
Empowered Patients Driving Quality & Equitable Care	Health Services (LA General Medical Center) with PFCC Partners Programs
Assessor's AI Chatbot	Assessor
DHS Leadership Development Program	Health Services (Leadership Development Program)
Confidential Criminal Reports - Encrypted & Purged	Superior Court
ePACE	Superior Court with Auditor-Controller and Internal Services Department
IHSS Provider Outreach Marketing Campaign	Public Social Services with Personal Assistance Services Council
EHR Security Access Bot	Auditor-Controller with Internal Services Department
The Side Effect Ninjas	Health Services (Rancho Los Amigos National Rehabilitation Center - Outpatient Clinics)
Countywide Needs Assessment	Arts and Culture
Radiology Optimization and Backlog Reduction	Health Services (Administration)
COVID-19 Reporting System	Public Social Services

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Big Tujunga Dam DADAS Modernization	Public Works
Assessor's Homeowners' Resource Fairs	Assessor
Maximo Work Order System	Beaches and Harbors
Assessor's Virtual Proposition 19 Town Hall	Assessor with California State Board of Equalization
Enhanced Supervisor Maintenance	Internal Services Department with Auditor-Controller and Human Resources
Pre-Check Program for Vote Centers Readiness	Registrar-Recorder/County Clerk
Virtual Payroll Payoff Employee Verification System	Beaches and Harbors
Vote Center Network Data and Power Assessments	Registrar-Recorder/County Clerk
COVID-19 Penalty Refund for Property Tax	Auditor-Controller with Internal Services Department
Assessor's Appointment Online Bookings System	Assessor
Assessor's Website Redesign	Assessor