

**COUNTY OF LOS ANGELES
QUALITY AND PRODUCTIVITY COMMISSION**



Administrative Policy Manual

Policy No.: 4.0

Approved: January 26, 2004

Revised: December 17, 2018

Distribution: Commissioners

SUBJECT: DEPARTMENT VISITS

PURPOSE: To establish aims and procedures for department visits in furtherance of Ordinance §3.51.110 ("Department Visits").

OBJECTIVES:

1. Gain an understanding of departmental operations and priorities and assist County departments in improving productivity and quality.
2. Identify opportunities to assist County departments in defining, assessing, and tracking their performance; identify opportunities to improve departmental quality and productivity in operations, customer service, and workforce development;
3. Identify interdepartmental issues, areas of common concern, and/or areas of possible collaboration;
4. Identify issues for full Commission consideration and/or action.

PROCEDURES:

1. Department Visits shall be scheduled with all County departments and select Offices, Commissions, and related agencies (hereafter "Departments") at least once every two years. Visits to Departments with acting or interim directors, or with newly elected or appointed permanent directors who have served for fewer than twelve (12) months, may be postponed at the discretion of the Commission.
2. Department Visits shall be scheduled and coordinated through the Commission Office. Material sent to the Department Director prior to the meeting, including guidelines, follow-up questions from prior Visits, and pre-meeting requests for information, shall be maintained by the Executive Director.
3. Each year, the Commission shall set the annual and/or biennial schedule of Department Visits and, as needed, review and update the guidelines (including the Departments to be included), materials, agenda formats, and requests for information sent to each Department.

4. Department Visits shall include Commissioner(s) (less than a quorum of the Commission's membership), the Department Director, departmental Productivity Manager(s) and Alternate(s), and the Executive Director or designee. The Department Director shall be encouraged to include the Chief Deputy Director and such Deputy Directors, division heads, and other senior managers as may assist the Commission to fulfill its duties. No Department Visit shall take place in the absence of the incumbent Department Director, whether elected, appointed, permanent, acting, or interim.
5. Following the Department Visit, a summary report shall be sent to the Department Director, Chief Executive Officer, and Executive Officer of the Board, and placed on the Commission agenda for information/discussion.