



# QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

*2025 Spring Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## COMMISSION NEWS

### MESSAGE FROM THE 2025 CHAIR William B. Parent

At a recent Quality and Productivity Commission site visit, where we discuss achievements and challenges with County department heads and their staffs, someone asked the general question, "Well, what's next?"



There was a pause. The silence was one of the most honest, straightforward, and true answers we've ever heard. It's not that we're not all thinking about what's next, it's that there's so much to think about, so much uncertainty, and so much that needs to be done: rebuilding communities after the fires, immigration, health, social services, public safety, justice, and sustaining families and communities under duress -- in short, the work of Los Angeles County government.

At a recent meeting, one of our Commissioners introduced us to a new and splendid word for it: "**polycrisis.**"

Since January, the Commission, staff, and the Productivity Managers' Network have been working to design and plan our two annual signature events, the annual Leadership Conference and the Productivity and Quality Awards luncheon. Our discussions have centered around the necessary qualities the public workforce will need in abundance: resilience, nimbleness, ability to work with uncertainty, flexibility, creativity, and, above all, determination to deliver services and respond to needs effectively and efficiently.

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## DATES TO REMEMBER

PIF Proposals due by 5:00 p.m. - April 4, 2025

PMN General Meeting and Training - West Hollywood Library - May 7, 2025

22nd Annual Leadership Conference - Music Center (Grand Hall) - June 4, 2025

PQA Proposals due by 5:00 p.m. - June 20, 2025

PIF Proposals due by 5:00 p.m. - July 7, 2025

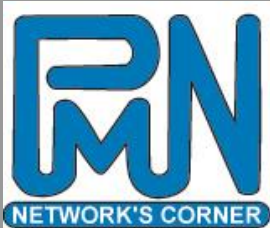
PMN Evaluation - Hacienda Heights Community and Rec Center - August 6, 2025

PIF Proposals due by 5:00 p.m. - October 3, 2025

38th Annual PQA - Music Center (Grand Hall) - October 15, 2025

PMN General Meeting and Training - Rancho Los Amigos National Rehabilitation Center -  
November 5, 2025

PMN Holiday Reception - Location TBA - December 3, 2025



## PRODUCTIVITY MANAGERS' NETWORK (PMN)

### General Meeting and Training February 12, 2025 (Virtual)

The PMN held its first meeting of the year on Wednesday, February 12, 2025. Over 43 Productivity Managers and Commission staff attended the virtual meeting.

**Keisha Belmaster**, PMN Chair (Health Services – Harbor-UCLA), welcomed Productivity Managers to the meeting and thanked Managers once again for voting on the slate of officers for 2025.



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### "SPOTLIGHT" ON PRODUCTIVITY MANAGERS!



#### **Stephanie Todd**

Deputy CIO-Community Services Cluster  
Chief Executive Office/Chief Information Office

Stephanie Todd is a Deputy CIO at LA County's Chief Executive Office/CIO serving as a trusted technology advisor to the Board of Supervisors and the Chief Executive Office. She supports the departments in the Community & Municipal Services cluster providing IT governance and strategic planning, recommendations on technology investments, and providing alignment between enterprise IT goals and department business and technology strategies.

Before going to the CEO/CIO, Stephanie was the Division Manager for the Internet Development Division (IDD) at the Internal Services Department. Her teams worked with all County departments to design and develop websites and applications integrated with GIS tools. Before heading up IDD, Stephanie was the Chief Engagement Officer who managed the Business Relationship Management (BRM) team that worked with all County departments to help improve effectiveness, reduce costs, and meet their strategic goals. Before BRM, Stephanie worked as a Project Manager, Business Analyst, and Systems

Analyst.

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**Dr. Nichelle H. Shaw, DPA**  
Administrative Deputy Director  
Department of Medical Examiner (DME)



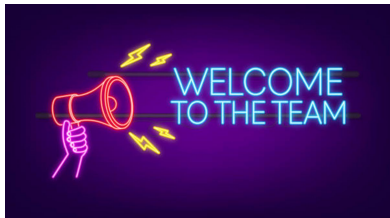
Dr. Shaw is a graduate of the University of Laverne's Doctor of Public Administration program. She also possesses a Master of Arts Degree in Behavioral Science with a concentration in Negotiation and Conflict Management and a Bachelor's degree in General Biology from California State University, Dominguez Hills.

Dr. Shaw's primary responsibilities at the Department of Medical Examiner include oversight and responsibility for the department's Budget/Finance section, the Forensic Data Information System (FDIS) unit, the Human Resources section, the Facilities and Purchasing sections, as well as the department's Grant and departmental Compliance programs.

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## WELCOME NEW PRODUCTIVITY MANAGERS!



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

Paul Nakashima - Chief Executive Office  
Jamie Wells - Health Services  
Kimberly Foley - Justice, Care and Opportunities  
Jennifer Hallman - Mental Health  
Violeta Kim - Mental Health  
Allan Ochoa - Military and Veterans Affairs  
Roberto Alvarez - Military and Veterans Affairs  
Jacob Stock - Museum of Art  
Veridiana Pontes - Museum of Art  
Melissa Bond - Public Health  
Ariana Oliva-Gaytan - Public Health  
Arpine Chatyan - Public Health  
Julie Moore - Regional Planning  
Tracey Jue - Sheriff

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## PRODUCTIVITY INVESTMENT FUND

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### 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 [jalam@bos.lacounty.gov](mailto:jalam@bos.lacounty.gov) for additional information.



## DEPARTMENT VISITS



The Commission visits all County Departments on a two-year cycle where Commissioners meet 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.

**2025 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 this year.**

**The following departments are scheduled for a visit in 2025:**

Agricultural Commissioner/Weights and Measures  
Alternate Public Defender  
Animal Care and Control  
Arts and Culture  
Assessor  
Auditor-Controller  
Beaches and Harbors  
Board of Supervisors, Executive Office  
Health Services Administration  
Human Resources  
Internal Services  
Justice, Care and Opportunities  
LA County Library  
Museum of Art  
Museum of Natural History  
Parks and Recreation  
Probation  
Public Works  
Registrar-Recorder/County Clerk  
Treasurer and Tax Collector  
[Youth Development](#)

To view the results of the 2024 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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