



# QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

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

## COMMISSION NEWS

**NICHELLE M. HENDERSON**  
**2023 CHAIR**  
**QUALITY AND PRODUCTIVITY COMMISSION**

### "MESSAGE FROM THE CHAIR"



Welcome to 2023! I am honored to serve a second term as Chair of the Quality and Productivity Commission (QPC or Commission). The QPC consists of industry experts who bring their knowledge and experience to fulfil the Commission's core mission of providing advice, innovative ideas, assistance and support to the County's elected officials, managers and employees to promote the effectiveness, efficiency and quality of County public services.

Planning for the following Commission programs and events are currently in progress with the support of the Productivity Managers' Network (PMN):

- 20<sup>th</sup> Annual Leadership Conference – June 14, 2023 (9:00-11:30 AM). The theme is "Winning With Trust Through Innovation."
- 36<sup>th</sup> Annual Productivity and Quality Awards (PQA) Program – October 18, 2023 (11:00 AM-2:00 PM). The theme is "Rising To The Extraordinary."

Both events will be held at The Music Center, Dorothy Chandler Pavilion-Grand Hall. Please save-the-dates!

It is an honor and pleasure to lead such a dynamic group of Commissioners. They are committed and dedicated to promoting quality, efficiency and innovation in departmental programs, services to the public, and operations throughout the County. The Commission accomplishes its mission through several major programs, including the Leadership Conference, PQA, Department Visits—we have 17 visits scheduled this year, and the Productivity Investment Fund (PIF)—proposals are due at the start of each quarter. We are here to help you!

I am most grateful to have been re-elected to serve as Commission Chair, along with new Officers William Parent (First Vice Chair) and Nancy Harris (Second Vice Chair). With them I look forward to continued success this year.

**COUNTY OF LOS ANGELES**  
**PROCUREMENT MODERNIZATION AND**

The Board of Supervisors (Board) approved the County of Los Angeles Procurement Modernization and Transformation Board Motion on June 14, 2022 (Agenda Item 18). The Board directed the Quality and Productivity Commission (Commission), in consultation with the Internal Services Department (ISD), Chief Executive Office (CEO), Department of Auditor-Controller, and relevant County departments, to



Since June 14, 2022, the Commission has actively engaged in and completed the following tasks and research:

- For more information on this article, please [click here](#).

## PMN General Meeting and Training - May 3, 2023 (Virtual)

20th Annual Leadership Conference - Music Center - June 14, 2023

PQA Proposals due by 5:00 p.m. - June 23, 2023

PIF Proposals due by 5:00 p.m. - July 7, 2023

PMN Evaluation - August 2, 2023 (In-person) - Location to TBA

PIF Proposals due by 5:00 p.m. - October 6, 2023

36th Annual - Music Center (Grand Ballroom) - October 18, 2023 (In-person)

PMN General Meeting and Training - November 1, 2023 (Virtual)

PMN Holiday Reception - December 6, 2023 (In-person) - TBA



## PRODUCTIVITY MANAGERS' NETWORK (PMN)

### General Meeting and Training February 15, 2023



**Heidi Oliva**, PMN Chair, Fire Department, and **Commissioner Scott Palmer, QPC/PMN Co-Liaison**, welcomed Productivity Managers to the meeting.

Heidi welcomed everyone to the first in-person meeting since February 2020. She thanked Managers again for voting for the slate of officers for 2023. The Executive Committee includes Heidi Oliva, Chair, Keisha Belmaster, 1st Vice-Chair (Health Services - Harbor/UCLA), Arman Depanian,

2nd Vice-Chair (Children and Family Services), Inna Sarac, PQA Co-Chair (Fire), Patricia Soltero Sanchez, PQA Co-Chair (Health Services - Rancho Los Amigo National Rehabilitation Center), Jennifer Coultas, Training and Education Chair (Child Support Services), and Stephanie Maxberry, Executive Advisor (Economic Opportunity).

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:

Aaron Fanwick and Ted Olguin -

Assessor

Betty Karmirlian - Chief Executive Officer

Christina Huynh - Consumer and Business Affairs

Renita Bowlin and Cindy Wan - Justice Care and Opportunities

Lana Ghil - Human Resources

## 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](mailto: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.



**2023 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 2023.**

Agricultural Commissioner/Weights and Measures  
Alternate Public Defender - Virtual  
Animal Care and Control  
Arts and Culture  
[Assessor](#) - In-Person  
[Auditor-Controller](#) - In Person  
Beaches and Harbors  
Children and Family Services  
Health Services  
Human Resources  
LA County Public Library  
Museum of Art  
Museum of Natural History  
Parks and Recreation  
Public Works  
Registrar-Recorder/County Clerk  
Treasurer and Tax Collector

To view the results of the 2022 visits, please [click here](#).

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## QUICK LINKS

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[Commission Web](#)

[Annual Report](#)

[Shared Practices Report](#)

[Leadership Conference](#)

[Operational Trends Report](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)

[Prosper LA](#)

**Quality and Productivity Commission | (213) 893-0322 |**  
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