



QUALITY MATTERS

EXECUTIVE OFFICE

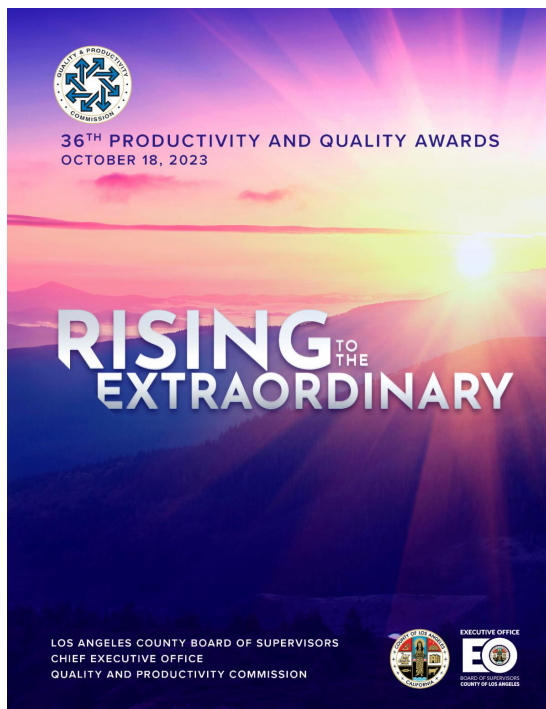


BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

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

COMMISSION NEWS

36th ANNUAL PRODUCTIVITY AND QUALITY AWARDS OCTOBER 18, 2023



The Quality and Productivity Commission (Commission), in collaboration with the Board of Supervisors and the Chief Executive Office, will be celebrating the 36th Annual Productivity and Quality Awards (PQA) program on Wednesday, October 18, 2023, at the Music Center.

The deadline to submit proposals was on June 24, 2023. The next step involves a comprehensive evaluation and rating of each proposal. Evaluations took place on Wednesday, August 2, 2023, at the Hacienda Heights Community Center.

Will your department be a Top Ten recipient? Who will receive the coveted "Golden Eagle" Award? These questions and many more will be answered at the PQA luncheon on October 18, 2023. Good luck to everyone!

DATES TO REMEMBER

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)



PRODUCTIVITY MANAGERS' NETWORK (PMN)

PRODUCTIVITY MANAGER'S NETWORK PQA Evaluation - August 2, 2023 Hacienda Heights Community Center

Heidi Oliva, PMN Chair, Fire Department, welcomed the PMN to this year's evaluation, held at the Hacienda Heights Community Center. She welcomed all the newly appointed managers or managers who are taking part in their first Productivity and Quality Awards (PQA) evaluation. She thanked Commissioners for attending the evaluation, along with Productivity Managers, who represent 35 County departments, and one Board office.



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

"SPOTLIGHT" ON PRODUCTIVITY MANAGERS!



Caren Alvarez, Senior Analyst, Chief Executive Office

Caren Alvarez has served the County of Los Angeles as a dedicated public servant for almost 17 years. Caren started her County career as a Call Center Operator with the Department of Child Support Services. A year later, she transitioned to the Treasurer and Tax Collector, Office of the Public Administrator as a probate case investigator and case manager. It was one of the most exciting and rewarding County assignments she has held, as it allowed her to work in the field directly with the community. One of the

highlights was assisting with a Los Angeles Times article titled "Selling What the Dead Leave Behind." Eight years later, she joined the Internal Services Department and then the Department of Public Works, where she conducted legislative analysis related to waste management and renewable energy. She was then offered an opportunity in the Chief Executive Office, Administrative Services branch, and within a year, she was assisting the Office of Emergency Management with the

Woolsey Fire response and, more recently, with the coronavirus pandemic response, along with helping with the budget and other fiscal tasks. Five years later, Caren continues to enjoy the assignment and envisions a lasting career serving the County in various administrative roles.

Caren earned a Bachelor's degree in finance from California State University, Fullerton. She was born and raised in East Los Angeles by hardworking immigrant parents. Caren's dream has always been to help those in her community live a better life, and as a public servant, she has been able to do just that.

WELCOME NEW PRODUCTIVITY MANAGERS!



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

Angelica Vicente - Beaches and Harbors
William Chow, Diane Park and Javier Ramos - Medical Examiner
Jenai Davis - Military and Veterans Affairs
Caroline Sim - Parks and Recreation
Dana Cherry - Public Defender
Jane Lam - Public Health
Rhonda Hennessy - Sheriff
Rob Oftring - Superior Court

PRODUCTIVITY INVESTMENT FUND

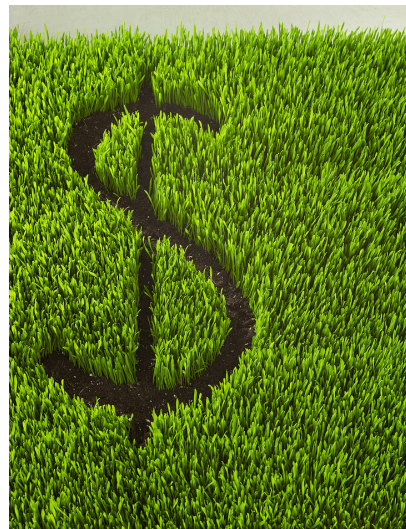
Loans and Grants Awarded to Departments

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.

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](#)

[Health Services](#)

[Human Resources](#)

[LA County Public Library](#) - Virtual

[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](#).

QUICK LINKS

[Commission Web](#)

[Annual Report](#)

[Shared Practices Report](#)

[Leadership Conference](#)

[Operational Trends Report](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

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