



QUALITY MATTERS



2020 Spring e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

COVID-19: A Global Pandemic

On March 4, 2020, the Board of Supervisors declared the existence of a local emergency as a result of the increased transmission of COVID-19 throughout the United States and the identification of numerous confirmed cases within Los Angeles County. In response to the latest announcement by Governor Gavin Newsom and guidance from the County Department of Public Health regarding public gatherings and meetings, the Quality and Productivity Commission (Commission) is doing its part to further mitigate the spread of COVID-19.

We cancelled the March 23, 2020 Commission meeting, and immediately postponed, rescheduled or changed ad hoc Committee meetings to virtual meetings. Commission staff are on telework schedule and continue to work on Commission business from home. We are currently working to address future meetings and events, and to ensure the Commission can most effectively serve the County during this critical time.

We are proud of the dedicated County employees that are delivering essential services to meet the needs of the County and the community. We encourage you to get all of your up-to-date facts on COVID-19 from <http://publichealth.lacounty.gov/> or <http://bos.lacounty.gov/> and to listen to the daily briefings with Supervisor Kathryn Barger. Take care, everyone.



2020 COMMISSION OFFICERS

The Quality and Productivity Commission (Commission) Officers - Chair, First Vice Chair, and Second Vice Chair are elected annually to implement the Commission's strategic direction, carry out Commission decisions, and ensure continuity of Commission operations and administration. Effective January 1, 2020, the Commission Officers are as follows: Jacki Bacharach (Chair), Claire Peeps (First Vice Chair), and Andrés Cuervo (Second Vice Chair).

COMMISSIONER JACKI BACHARACH - CHAIR

Jacki Bacharach is currently the Executive Director of the South Bay Cities Council of Governments. She also served for 14 years as Mayor and Councilmember in the City of Rancho Palos Verdes and for 12 years on the Los Angeles County Transportation Commission (a predecessor agency to the LACMTA). She led the Commission through the development of the overall rail plan for L.A. County and oversaw the construction of the Metro Blue and Green Lines.



Commissioner Bacharach was also a member of the Los Angeles-San Diego Rail Corridor Agency overseeing and improving the Los Angeles-San Diego Amtrak service, a charter member of the Alameda Corridor Transportation Authority dealing with landside access to the Ports of Los Angeles and Long Beach, and served as Founding Chair of the Southern California Regional Rail Authority - the five-county agency that operates the Metrolink commuter rail system.

She served on the State Commission on Local Governance for the 21st Century and as a member of the National Commission on Intermodal Transportation as well as serving as a

member of President Bill Clinton's Transition Team Transportation Cluster Group. In both of these positions, she was the only member from California. Her first job after graduating from UCLA was as a social worker for the Los Angeles County Department of Public Social Services.

For more information [click here](#).

COMMISSIONER CLAIRE PEEPS - FIRST VICE CHAIR



Claire Peeps is the Executive Director of the Durfee Foundation, a family foundation that invests in people and possibilities in Los Angeles. Previously she served as the Associate Director of the Los Angeles Festival, as the publisher of High Performance Magazine, and as Director of Education at the Ansel Adams Center/Friends of Photography. She has served as a consultant to the J. Paul Getty Center, the San Francisco Art Institute, The Music Center of Los Angeles County, ARTS Inc, and Vice Chair of the California Council for the Humanities.

Commissioner Peeps is recognized for her progressive leadership in both the philanthropic and nonprofit sectors. She has served as the Chair of Southern California Grantmakers, Chair of Grantmakers in the Arts, President of the Los Angeles County Arts Commission, and is a Senior Fellow of the Luskin School of Public Policy at UCLA. She is an adjunct professor at USC's Price School of Public Policy, where she was named Outstanding Faculty in 2016. In 2015, she received the Award for Excellence in Leadership from the Joint Affinity Groups for her mentorship through Emerging Practitioners in Philanthropy.

She is a graduate of Stanford University and the University of New Mexico, and holds certificates from the Kennedy School of Government at Harvard University and the Graduate School of Business at Stanford University.

For more information [click here](#).

COMMISSIONER ANDRÉS CUERVO - SECOND VICE CHAIR

Andrés Cuervo is part of the leadership team of the Vice Chancellor of External Affairs at UCLA, where he serves as Director of Operations and Strategic Partnerships to help oversee the planning, budget, and execution of UCLA's centennial. He formerly served as Director of UCLA Tech + Innovation, an initiative to engage the tech sector, foster innovation, address inequity in the tech talent pipeline, and communicate the latest scientific breakthroughs from the university to the public in new and compelling ways. In this role, he coordinated collaborations and



projects such as the launch of the University's first innovation portal, the UCLA Tech Talk Series, Bruin Code Summer Academy with Urban TxT, the autonomous vehicle working group, and the Luskin Automated Robot Assistant.

Prior to UCLA Tech + Innovation, Commissioner Cuervo managed marketing and communications for UCLA's Graduate School of Education & Information Studies, where he led the rebranding of the school, as well as the launch of seven new websites. Before joining UCLA, he coordinated education and workforce development programs for the Riverside Chambers of Commerce, including the Small Business Resource Expo, the Business Education Partnership Council, and the Riverside College & Career Fair.

Commissioner Cuervo earned his B.A. in Political Science with a minor in Sociology from the University of California, Riverside. Prior to his appointment as Commissioner, he was recognized by Supervisor Mark Ridley-Thomas and the Empowerment Congress as one of 40 under 40 leaders in Los Angeles. He serves on the boards of Out in Tech L.A. and New Leaders Council L.A., and recently completed his two-year term as Vice President of the Palms Neighborhood Council.

For more information [click here](#).

DEPARTMENT VISITS

The Commission has thirteen scheduled Department Visits during 2020. The first two Department Visits completed this year were with the Executive Office of the Board of Supervisors (January 30, 2020) and the Public Defender (March 12, 2020). Celia Zavala, Executive Officer, and Ricardo Garcia, Public Defender, provided insight into their respective operations and shared information on various productivity and efficiency initiatives.

BOARD OF SUPERVISORS - EXECUTIVE OFFICE - JANUARY 30, 2020



(from left to right (front row) Commissioners Shawn Landres, Viggo Butler, Edward McIntyre, Jeffrey Penichet, Jacki Bacharach, Celia Zavala, Executive Officer, Jackie Guevarra, Executive Director, Quality and Productivity Commission, Rodney Gibson; (back row) Jeramy Gray, Chief Deputy, Commissioners Will Wright, and E. Scott Palmer.

DEPARTMENT VISITS

OFFICE OF THE PUBLIC DEFENDER - MARCH 12, 2020



(from left to right Commissioners Rodney Gibson, Shawn Landres, Ricardo Garcia, Public Defender, Commissioners Jacki Bacharach, Edward McIntyre and Jackie T. Guevarra, Executive Director, Quality and Productivity Commission)

DATES TO REMEMBER

April 3, 2020 - PIF Proposals Due by 5:00 p.m.
 May 6, 2020 - PMN General Meeting & Training - LACO
 Development Authority (LACDA)
 June 10, 2020 - 18th Annual Leadership Conference - Music Center, 5th Floor
 June 26, 2020 - PQA Proposals Due by 5:00 p.m.
 July 10, 2020 - PIF Proposals Due by 5:00 p.m.
 August 5, 2020 - PMN Evaluation (TBD)
 34th Annual PQA Luncheon & Ceremony - (October Date To Be Announced)
 November 4, 2020 - PMN General Meeting & Training (Location TBD)
 December 2, 2020 - PMN Holiday Reception - Room 743



PRODUCTIVITY MANAGERS' NETWORK (PMN)

Productivity Managers' Network (PMN)
Meeting and Training
Public Health - Central Health Clinic -
Conference Room 152
February 19, 2020



The first Productivity Managers' Network (PMN) General Meeting and Training of 2020 was held on February 19, 2020 at Department of Public Health's (DPH) Central Health Clinic in downtown Los Angeles. Commissioner Nichelle Henderson, Quality and Productivity Commission (QPC) Liaison to the PMN, 27 Productivity Managers, and QPC staff attended the quarterly meeting. Arman Depanian (Department of Children and Family Services), 2020 PMN Chair, and Commissioner Henderson welcomed everyone to the meeting.

Team Building Event

Jackie Guevarra, QPC Executive Director, led Managers in the teambuilding event. Managers broke into teams and built paper airplanes designed for distance, using available supplies

(e.g., paper, paper clips, tape, etc.). Each team selected a "pilot" and the team whose airplane flew the furthest would win. Each team was allowed two flights. After the first flight, teams were given the opportunity to modify their paper airplanes or change "pilots" to improve the flight distance. Designs varied from floating airplanes that glided gently across the room to aerodynamic arrows that cut quickly through the air. Team members animatedly planned and designed their airplanes and cheered enthusiastically for all the teams during their test flights. Managers had the opportunity to stretch their creative wings, problem solve, and support each other in this collaborative activity. The winners were Arman Depanian (DCFS), Connie Salgado-Sanchez (Health Services), Stanley Yen (Human Resources), and Monika Ramnath (Internal Services Department). Congratulations!

For more information, please [click here](#).

**CONGRATULATIONS DIANE QUARKER,
PRODUCTIVITY MANAGER,
INTERNAL SERVICES DEPARTMENT, ON
YOUR RETIREMENT!**



Jackie Guevarra, Diane Quarker, Laura Perez and Tammy Johnson at Diane Quarker's retirement luncheon on January 23, 2020.

WELCOME NEW PRODUCTIVITY MANAGERS!

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

David Diaz, Consumer and Business Affairs
Michelle Jiang, Consumer and Business Affairs

Productivity Managers play a valuable role in accomplishing many of the Commission's events and goals throughout the year. They are highly respected and valued by the Commission!



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 (213) 893-0322 for additional information.



2019 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.

The Commission scheduled the following Department Visits during 2020. Click on the department below to view the results of the visit:

[Board of Supervisors, Executive Office](#)

Assessor
Consumer and Business Affairs
County Counsel
District Attorney
Fire Department
Military and Veterans' Affairs
[Public Defender](#)
Public Health
Public Social Services
Public Works
Registrar-Recorder/County Clerk
Sheriff

To view the results of last year's visits, [click here](#).

QUICK LINKS

[Commission Web](#)

[Annual Report](#)

[Shared Practices Report](#)

[Leadership Conference](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)