



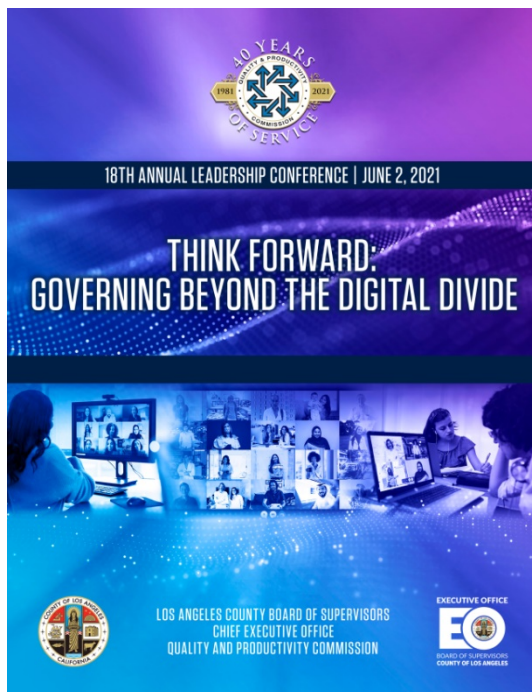
QUALITY MATTERS



2021 Summer Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

LEADERSHIP CONFERENCE - VIRTUAL



The Quality and Productivity Commission (Commission) virtually hosted the 18th Annual Leadership Conference on June 2, 2021 via the Zoom platform. This year's theme was *"Think Forward: Governing Beyond the Digital Divide."* The Annual Leadership Conference is jointly sponsored by the Board of Supervisors, Chief Executive Office, and the Quality and Productivity Commission.

Commissioner Will Wright served as this year's Leadership Conference Ad Hoc Committee Chair and also as the Master of Ceremonies during the Conference. He welcomed over 200 attendees to the first virtual Leadership Conference. The event served as a forum on the digital divide and its impact during the

COVID-19 pandemic and highlighted how governments can address the issue "in order to ensure that interactions are inclusive and equitable for County employees and residents."

The Keynote Speaker was Los Angeles County's (County) Chief Executive Officer, Fesia Davenport. She presented on the digital divide and emphasized that the disparity is more than about those who have computers versus those without; rather, the topic is about who can benefit from bridging the divide. This bridge would be supported by equitable access to broadband connections and related resources, and adequate security and privacy for all users of digital technology. In short, the goal is to bridge the divide and provide equal access and opportunity to use digital resources for all! Following Ms. Davenport's presentation, the County's Chief Information Officer, William Kehoe, facilitated a Q&A and covered topics ranging from broadband access, digital literacy, provision of digital devices, challenges/solutions, and identifying the critical needs of the community.

To read the full article, please [click here](#).

PROSPER LA 2021 NACO ACHIEVEMENT AWARD WINNER



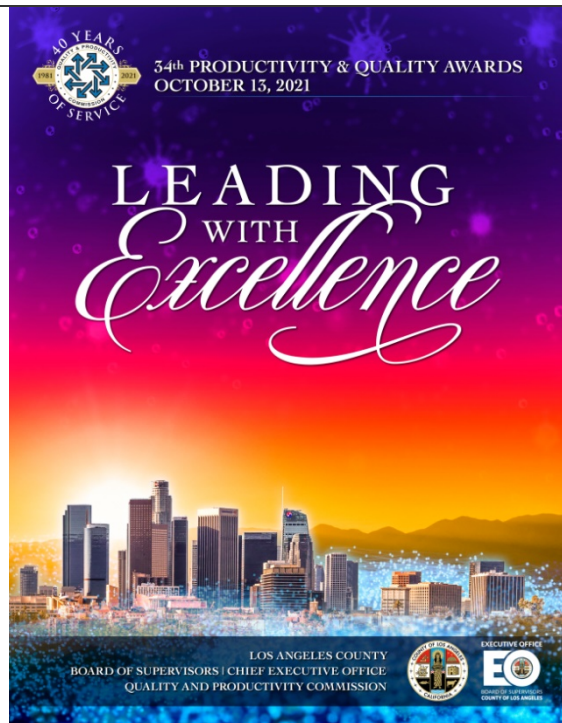
On April 28, 2020, the Los Angeles County (County) Board of Supervisors (Board) directed the Executive Officer of the Board to work with the Quality and Productivity Commission, in consultation with the Small Business Commission and Citizens' Economy and Efficiency Commission, to create a working group to 1) encourage innovative ideas from County employees, businesses, and labor partners that could streamline the County's contracting process, encourage strategies to engage and assist businesses, and identify potential cost- savings actions that

could be taken by each of the 37 County departments; and 2) establish a website and email contact to accept and promote innovative and thoughtful ideas. These directives are part of a comprehensive countywide effort, inclusive of partnerships with the community, businesses, and nonprofits, to identify actionable ideas to spur economic recovery during the coronavirus (COVID-19) pandemic. The Prosper LA Working Group was formed from this collaboration. On June 30, 2020, the working group launched the Prosper LA website at <https://prosperla.lacounty.gov/>. Between July 1, 2020 through December 31, 2020, the website received 118 ideas from County employees, residents, businesses, and nonprofits.

To view the NACO award website, [click here](#).
To view the press release, [click here](#).

34TH ANNUAL QUALITY AND PRODUCTIVITY AWARDS OCTOBER 13, 2021

The Quality and Productivity Commission will host the 34th Annual Productivity and Quality Awards (PQA) program on Wednesday, October 13, 2021. This year's PQA will be a hybrid event. The deadline to submit proposals was June 25, 2021. Thank you to all the departments that submitted a proposal!! This year's theme is "Leading with Excellence". The next step involves a comprehensive evaluation and rating of each proposal. This year the Evaluations will be held virtually from July 26, 2021 to August 4, 2021. Will your department be a Top Ten winner? Who will receive the coveted "Gold Eagle" Award? These questions and many more will be answered at the PQA luncheon on October 13, 2021. Good luck to everyone!



DATES TO REMEMBER

PIF Proposals are due by 5:00 p.m. - July 9, 2021

PQA Top Ten Site Visits - August 18-31, 2021

PQA Video Shoots - September 7 - 16, 2021

PIF Proposals due by 5:00 p.m. - October 1, 2021

34th Annual PQA - October 13, 2021 (Hybrid Event) – 1:00 p.m. – 3:00 p.m.

PMN General Meeting and Training - November 3, 2021

PMN Holiday Reception - December 1, 2021

Thank you and be safe!

PRODUCTIVITY MANAGERS' NETWORK (PMN)



"SPOTLIGHT" ON PRODUCTIVITY MANAGERS!



Sylvia White-Irby
Judicial and Executive Support Director
Superior Court of California, County of Los Angeles

Sylvia White-Irby has worked for the Courts for over 32 years and is a senior executive team member. In her role, she oversees the Judicial and Executive Support department which oversees services for judicial officers and the executive office. She loves her challenging role and has prepared for it by serving in several managerial positions in various Court areas. Ms. White-Irby is respected for her "can do" attitude and her willingness to always assist others. She holds a bachelor's degree in Sociology

from University of California, Santa Barbara and a master's degree in Public Administration from University of Southern California, specializing in judicial administration.

In her free time, Ms. White-Irby enjoys running marathons, crafting, and organizing. Ms. White-Irby is a dedicated and talented Director and honored to work for the Superior Court of California, County of Los Angeles, and serve as a Productivity Manager representative for the Court.

PRODUCTIVITY MANAGERS' NETWORK GENERAL MEETING AND TRAINING MAY 5, 2021 (Virtual Meeting)

The Productivity Managers' Network (PMN) was held virtually on Wednesday, May 5, 2021. Over 40 Productivity Managers, Commissioner Nichelle Henderson, and Arman Depanian, PMN Chair, Department of Children and Family Services, were in attendance.



Arman Depanian and **Commissioner Nichelle Henderson** welcomed back all of the Productivity Managers. Last year, in lieu of the Productivity and Quality Awards program, the Commission established a Special Recognition Program to recognize all of the outstanding work being done by County departments during the pandemic. Productivity Managers also heard a presentation on the Diversity Skills for the 21st Century Workforce.

To read the full article, please [click here](#).

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 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.



Due to the Public Health Officer's order regarding large gatherings, the Commission has decided to host the Department Visits virtually for 2021. Click on the departments highlighted below to view the results of their visit.

The following departments are scheduled for a visit in 2021.

Agricultural Commissioner/Weights and Measures

[Alternate Public Defender](#)

[Arts & Culture](#)

Animal Care and Control

[Auditor-Controller](#)

Beaches and Harbors

[Children and Family Services](#)

Health Services

[Human Resources](#)

LA County Library

Medical Examiner-Coroner

Mental Health

[Museum of Art](#)

Natural History Museum

Public Health

[Public Works](#)

Regional Planning

[Registrar-Recorder/County Clerk](#)

[Treasurer and Tax Collector](#)

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](#)

[Prosper LA](#)

[2020 Recognition](#)

Quality and Productivity Commission | (213) 893-0322 |
www.qpc.lacounty.gov

Quality and Productivity Commission | 500 West Temple Street, Rm 565, Los Angeles, CA 90012

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