



QUALITY MATTERS



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

COMMISSION NEWS

Chair's Message

From the Quality and Productivity Commission, we hope that your holidays have been good this year, if not quieter than normal.



We want to extend a big Thank You for your hard work, dedication and resilience during this challenging year. County employees, managers, and Department Heads didn't miss a beat. Many of you continue to find new and creative ways to provide an outstanding level of service, as evidenced by the 98 projects submitted for the 2020 Recognition program. We are so proud of your accomplishments during this unprecedented time.

As public servants, there is no opportunity greater than to serve those in need, especially during a pandemic, social injustice, election and census year. Many of you served as Disaster Service Workers (e.g., contact tracers, election workers, Project Room Key staff, etc.), or were assigned to the County Emergency Operations Center, in addition to your work responsibilities. You did so with enthusiasm and passion! What an amazing and dedicated County workforce!

Together, we will continue to lead with innovation, creativity, and efficiency into 2021. Thank you all for your hard work throughout the year.

On behalf of the Quality and Productivity Commissioners and staff, we wish you all a safe and happy New Year. We look forward to working with you in 2021.

QUALITY AND PRODUCTIVITY COMMISSION 2020 RECOGNITION

In the spirit of the Productivity and Quality Awards program, the Commission wants to thank and acknowledge County employees for all their efforts during these unprecedented and challenging times. We received almost 100 submissions from 19

Animal Care and Control

Pet Fostering Creates Community Engagement



In response to the County's pandemic guidelines, animal care centers were forced to curtail traffic at each location and made the decision to schedule appointments for potential adopters. This drastically reduced the foot traffic at the care centers and staff were concerned that this change would affect their ability to adopt pets out to their forever homes.

Line staff, managers, executives, and volunteers worked together, and their online foster program was

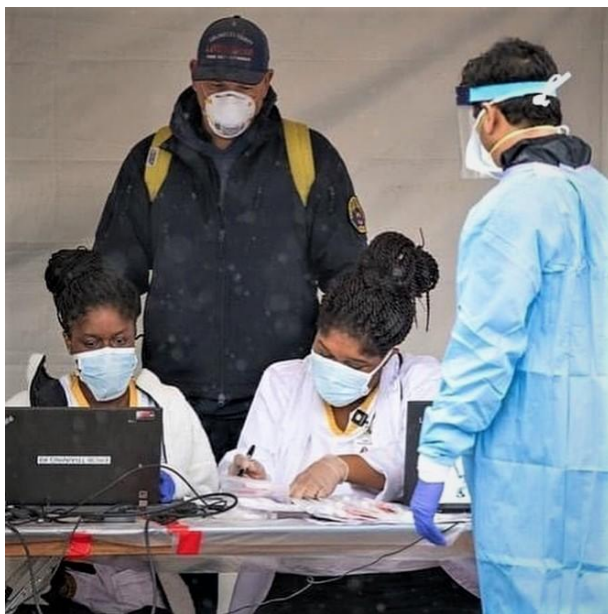
born! This program allows foster parents to apply and receive all their training online and provides curbside pickup once a foster match has been made.

The Department's foster program has engaged the community, created strong partnerships, and ensures that the animals in their care still find their forever homes, regardless of outside circumstances. The community is engaged in finding solutions for the animals that need homes and in turn, receive love and companionship during difficult and isolating times.

Fire

LACoFD IMT Support DPH COVID-19 Logistic/Housing

The Fire Chief assigned Incident Management Team 1 (IMT-1) to support the Department of Health Services (DHS) and the Department of Public Health (DPH) in mid-March. IMT-1 (75 people) deployed to the Long Beach Convention Center to support the receiving, storage, packaging, and distribution of Personal Protective Equipment Countywide. In early May, logistics operations transitioned from Long Beach to the Los Angeles Unified School District and the Fire Department handed operations back to DHS and DPH. IMT-1 distributed more than 15 million items in over 3,500 shipments to over 1,200 different locations countywide. In late March, Chief Daryl Osby redirected IMT-1 to support the Los Angeles Homeless Services Authority and



the Los Angeles County Homeless Initiative to help stand up hotels for the Office of Public and Indian Housing (PIH) as part of the Statewide initiative, Project Room Key. Through mid-May, IMT-1 helped to successfully open 26 hotels with 2,300 rooms sheltering more than 2,000 PIH.

In early April, a portion of IMT-1 was reassigned to assist Dr. Clayton Kazan, Medical Director, his team, and nearly 75 lifeguards with the management of COVID-19 testing sites. Together, over a six-week period, they oversaw the operation of 32 testing sites, ten of which were drive-up sites, testing more than 128,000 County residents. On May 15, 2020, the IMT-1 handed testing site management over to DHS. Here is a video link the Lifeguard members created: <https://vimeo.com/424160243/2ec90214c6>.

Fire *Quarantine & Isolation Shelter Project*



The Quarantine and Isolation (QI) Shelter Project was started in March 2020, headed by the Department of Health Services (DHS), and supported by the County Emergency Operations Center (CEOC) for County residents suffering from COVID-19 but well enough not to be hospitalized. These high risk facilities were staffed with DHS contract medical personnel responsible for patient care and monitoring. Because these

facilities were not hospitals or formal medical facilities, there were many unmet logistical needs and no one available to assist with the day-to-day operations. In March 2020, as the initial facility at Dockweiler Beach was getting stood-up, a call was placed to the CEOC requesting qualified logistics personnel to assist. The Fire Department's Lon Anderson and Patrick O'Neill were dispatched for what would be a 103-day assignment to establish 5 additional QI shelters throughout the County. They were responsible for the complete organization of the facilities, including the setup of hot, warm and cold zones; maintaining appropriate personal protective equipment levels; build out of remote nurses' stations; development of site maps; client drop-off/pick-up areas; pre-plans for expansion, etc. Once the needs of the site were met, Lon Anderson and Patrick O'Neill maintained logistical support. At the end of their assignment, they demobilized/combined sites and preplanned for 3 additional sites on County property.

Health Services *Primary Care Drive-up Services*

The World Health Organization states that during a pandemic, continued access to vaccination services is imperative to prevent concurrent outbreaks of other communicable diseases. Patients' families at LAC+USC Medical Center were hesitant to come to our clinics to

receive vaccinations for their children during the Covid-19 pandemic. To minimize exposure and risk to families, we designed a drive-up primary care service offering pediatric vaccinations. Patients are scheduled for an appointment, are greeted curbside by a clinic team member, and remain in their vehicle during the visit. Additionally, we know that the economic devastation caused by Covid-19 disproportionately impacts the patients and families in our care. Therefore, those who screen positive for food insecurity are met with a box of fresh and non-perishable food at the curb when they arrive for their drive-up appointment. To date, the drive-up clinic has vaccinated over 110 children. One-third of families coming to the drive-up vaccine clinic have received food distribution due to food insecurity. We have received positive feedback from families, who noted that the visit was "quicker than coming to the clinic building" and they "felt safe coming to the drive-up clinic" for vaccines.



Health Services

Rancho Employee Childcare-We Are Family



Many Rancho patients describe us as 'their second home'. During the pandemic, Rancho leadership has continued to show its strength by looking out for its 'family' of patients and employees. Rancho recognized the challenges many staff were encountering as school moved to virtual learning and parents were still trying to come to work. Rancho, in collaboration with Don Knabe Wellness Center (DKWC)/Rancho

Research Institute and Rancho Los Amigos Foundation (RLAF), opened the Rancho Employee Childcare Center in late March 2020. Staffing was a kaleidoscope of Rancho clinical staff, Rancho KnowBarriers peer mentors, and disaster service workers from across Los Angeles County. Children attended the childcare in the DKWC building, with craft supplies and snacks provided by RLAF. Childcare staff and children alike enjoyed our beautiful new outdoor campus; especially the weekly visits to the Rancho Therapeutic Garden. We made cardboard cars, celebrated a couple birthdays, made Rancho Hero posters to celebrate our staff and even created a YouTube video reminding us all to wash our hands and stay six feet apart. Rancho is grateful to the Los Angeles County family for providing us with the extra staffing we needed to provide this service to our employees!

Sheriff

Video Arraignment Pilot Program

During the early weeks of the

Novel Coronavirus (COVID-19) pandemic, the transportation of defendants from local arresting agencies to the courthouses became a concern. The movement of newly arrested and undiagnosed individuals into the confines of a courtroom created a huge risk to the health and safety of Court personnel, County employees, the public, and those already housed in the jail system. In order to minimize the movement of defendants and facilitate a quicker release of those not remanded into the custody of the Sheriff's Department, the Sheriff's



Department took the initiative to host a Video Arraignment Pilot Program (VAPP) at designated patrol stations. Court Services Division oversaw the project and provided personnel to facilitate video conferencing, attorney interviews and video arraignment court procedures. The video arraignment process linked video communication between station jail video arraignment areas and court video arraignment departments. During the pilot program, the use of video arraignment reduced the necessity of transporting undiagnosed defendants by 47%. This innovative program greatly contributed to maintaining the low number of positive COVID-19 patients who were in custody.

Workforce Development, Aging and Community Services *Centers on the Front Line Supporting the Community*



To date the centers have distributed over one million pounds of emergency food to communities throughout the County of Los Angeles and made over 52,000 reassurance calls to the community informing everyone of available resources. Center staff also assisted the community in applying for CalFresh - through the pandemic they assisted over 80 applicants with CalFresh. At select centers, Utility Assistance was available that helped residents apply for a grant to cover a portion or all their

electric and/or gas bills. The centers distributed activity kits to older adults and children in the community. Older adults' kits contained a mask, Sudoku, and crossword puzzles; children received toys, board games and crafts. Everyone eagerly accepted their kits as they adapted to new social distancing norms and stayed home. The centers developed partnerships with Critical Delivery Service, Wider Circles, and the Native American Indian Commission to deliver emergency food to Native American communities and/or home-bound individuals. Additionally, a partnership with Baby2Baby resulted in a TikTok dance that safely brought the community together and provided toys, resources, and giveaways. The centers have provided a wide range of essential services through the pandemic.

DATES TO REMEMBER

January 8, 2021 - PIF Proposals due by 5:00 p.m.

February 3, 2021 - PMN Orientation (Virtual)

February 17, 2021 - PMN General Meeting and Training (Virtual)

April 2, 2021 - PIF Proposals due by 5:00 p.m.

May 5, 2021 - PMN General Meeting and Training (Virtual)

18th Annual Leadership Conference (TBA)

June 25, 2021 - PQA Proposals due by 5:00 p.m. (TBA)

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

October 1, 2020 - PIF Proposals due by 5:00 p.m.

34th Annual PQA Luncheon (TBA)

November 3, 2021 - PMN General Meeting and Training (TBA)

December 1, 2021 - PMN Holiday Reception (TBA)

Thank you and be safe! We look forward to the day when we can see you again.



PRODUCTIVITY MANAGERS' NETWORK (PMN)

WELCOME NEW PRODUCTIVITY MANAGERS!

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

Heather Rigby, Arts & Culture
Andrea Barnes, Child Support Services
Leslie Foxvog, Human Resources
Molly Gonzalez, Human Resources
Frank Imperial, Probation
Angel Baker, Mental Health
Daniel Johnson, Museum of Art
Catherine Massey, Museum of Art



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!

General Meeting and Training November 4, 2020 at 9:30 a.m.



The Productivity Managers' Network (PMN) General Meeting and Training was held virtually on Wednesday, November 4, 2020. Over 38 Productivity Managers, Commissioner Nichelle Henderson, Commission Liaison to the PMN, and Commission staff attended the quarterly meeting. Arman Depanion, PMN Chair, Department of Children and Family Services, and Commissioner Nichelle Henderson welcomed Managers to the last general meeting of this incredible year. It will be one to remember!

For more information on the full article please [click here](#).

Holiday Reception December 2, 2020 at 10 a.m.

The Productivity Managers' Network (PMN) Holiday Reception was held virtually on Wednesday, December 2, 2020. Over 20 Productivity Managers, Celia Zavala, Executive Officer, Board of Supervisors, Commissioners Jacki Bacharach and Ed McIntyre, Arman Depanion, PMN Chair, Department of Children and Family Services, welcomed Managers to the holiday reception.



To view the Power point shown at the Holiday Reception please [click here](#).

For more information on the full article please [click here](#).



Quality and Productivity

Manager's Network

"Spotlight" on Productivity Managers!

**Arman H. Depanion
Section Head
Department of Children and Family
Services**



Arman H. Depanian began working in the Department of Children and Family Services (DCFS) on October of 2015. He currently oversees management of Contract Accounting operations. He ensures that all DCFS contracted agencies are paid for the services they provide, and that payments are processed accurately in compliance with the terms and conditions of each contract. He concurrently serves DCFS as the Department's Productivity Manager. On January of 2016, he was appointed to the functional role of

Productivity Manager and directed to serve as a liaison between DCFS and the Quality and Productivity Commission (QPC). As Productivity Manager, he works to help the Department promote, support and facilitate programs that increase quality, efficiency and effectiveness of County activities and public service.

As Productivity Manager, his service to the QPC includes participating in their Productivity Investment Board (PIB) Advisory Committee, Leadership Conference Committee, and Strategic Learning Committee. Currently, he serves as both Chair of the Productivity Manager's Network and Co-Chair of the PIB Advisory Committee.

[click here](#) to read the entire biography

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.

2021 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.

The following departments are scheduled for a visit in 2021.

[Agricultural Commissioner/Weights and Measures](#)

[Alternate Public Defender](#)

[Arts & Culture](#)

[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

Some readers see this part of your email after the subject line in the inbox.
Write something brief and catchy, compelling them to open the email.

[Commission Web](#)

[Annual Report](#)

[Shared Practices Report](#)

[Leadership Conference](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)

[Prosper LA](#)

[2020 Recognition](#)

