



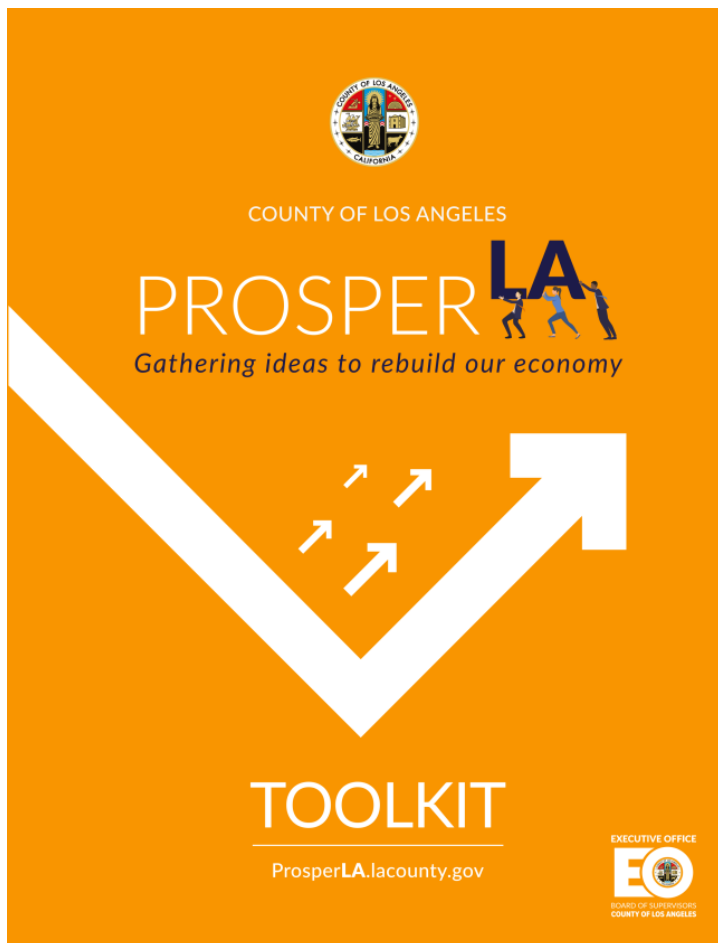
QUALITY MATTERS



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

COMMISSION NEWS

County of Los Angeles PROSPER LA



On April 28, 2020, the Board of Supervisors (Board) approved the Los Angeles County (County) Roadmap to Economic Recovery motion as part of the County's reconstitution efforts. The Board established an Economic Resiliency Task Force to develop actionable recommendations based on best practices for phased recovery of the County's economy. These recommendations will shape public policy that will allow the County to safely re-open our economy.

As part of the motion, the Board directed the Executive Officer of the Board to work with the Quality and Productivity Commission, in

consultation with the Small Business Commission, and the Citizens' Economy & Efficiency Commission, to report back to the Board quarterly on the following:

- Create a working group to encourage innovative ideas from County employees, businesses and labor partners that County's contracting process and encourage strategies to engage and assist businesses; and;

- Establish a website and email contact to accept and promote innovative and thoughtful ideas from Department staff, businesses and the public to streamline contracting, assist businesses and identify potential cost-savings actions that could be taken by each department.

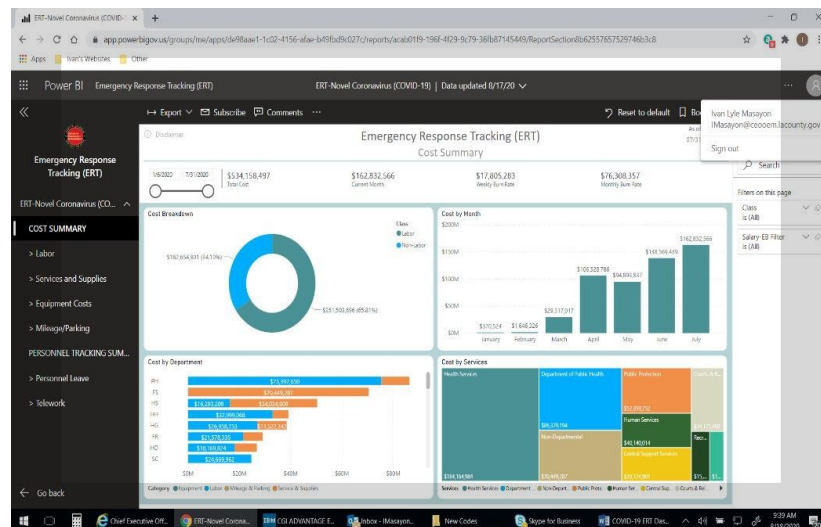
For more information on Prosper LA [click here](#).

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 County Departments. The first six projects to be highlighted are shared below. Thank you for all of your submissions!)

Chief Executive Office, Office of Emergency Management *Emergency Response Tracking (ERT) Dashboard*

The Chief Executive Office, Office of Emergency Management collaborated with the Auditor-Controller, Human Resources, and Internal Services Department to develop a broad solution that improves the County's comprehensive Emergency Response Tracking (ERT) program.

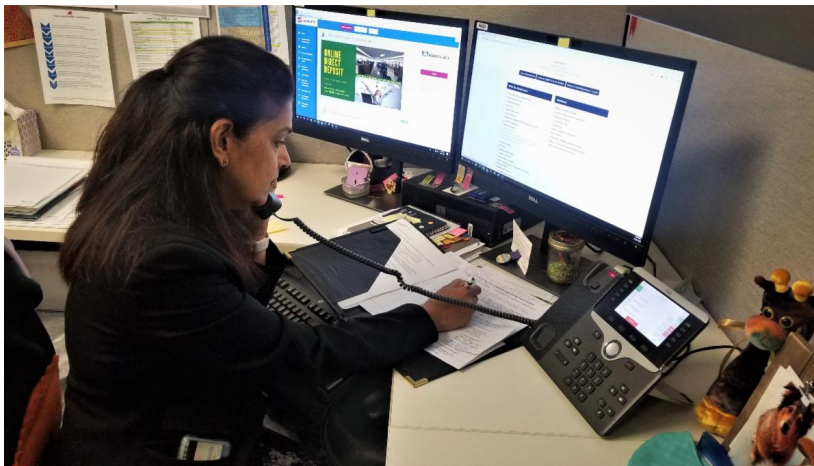


The ERT is a countywide data analytics (dashboard) that monitors COVID-19 financial, payroll and human resources costs from various data sources, including the digitalization of over 35,000 employee timesheets and over 18,000 wage statements for 33 County departments generated every pay period. Detailed files consisting of over 400,000 transactions are produced every pay period and provided to departments to verify costs are being captured and reported accurately.

These files significantly reduce the time spent managing and reconciling department costs for recovery purposes. The dashboard provides the capability to assess the financial impact of the emergency through charts, graphs, and reports. Since March 2020, the dashboard has reported over \$450 million in COVID-19 related costs, of which \$313.9 million were attributed to labor. To date 32,245 employees from almost every department have logged over 4.5 million labor hours to COVID-19 work activities.

Public Health

Answering the Call: Contact Tracing in Los Angeles County



Early in the COVID-19 pandemic, the Department of Public Health (DPH) deployed over 600 Public Health Staff to advance case interviewing and contact tracings efforts. However, the substantial surge in daily cases of COVID-19 required

DPH to work collaboratively across public and private agencies to rapidly onboard, train, and deploy more than 2,000 employees from other County Departments, Los Angeles City, the State, and public and private agencies to serve as case interviewers and contact tracers.

DPH also partnered with colleges and universities to bring on social services, medical, and nursing students to support our COVID-19 efforts. Of the 239,756 total positive cases of COVID-19, 94.7% (169,976) have had a follow-up within one day of assignment. Of the 65,078 contacts through case interviews, 79.7% contacts (51,869) had a follow-up initiated with one day of assignment. DPH continues to identify strategies to increase the response rate and number of contacts identified, including a social media campaign to create awareness about the importance of responding to a call from public health, text messages to those who have not responded to calls from case interviewers, and a gift card incentive program to encourage completion of case interviews.

LA County Library

Leading-Edge Library Staff Tap Into Diverse Skills

Dedicated to serving County residents, LA County Library staff met the challenges of the pandemic head-on by creatively utilizing their diverse skills to step into new roles. More than 150 Library staff used their finely-honed interpersonal and reference skills to assist with vital Contact Tracing, working to help reduce the spread of the virus.



Several staff assisted individuals experiencing homelessness at Project Roomkey sites and prepared 7,000 care kits for residents, which included access to free

Library resources. Multiple Library locations have hosted COVID-19 testing as well as drive-through food distribution events in partnership with the Los Angeles Regional Food Bank, with staff distributing boxes of food to households struggling with food insecurity.

From working at the Department of Consumer & Business Affairs Call Center to providing election assistance to Registrar-Recorder/County Clerk to manufacturing Personal Protective Equipment for essential workers, Library staff met the challenging circumstances brought about by the pandemic by expanding beyond their traditional roles. By adapting their unique skillsets. Library staff have are providing innovative solutions that provide County residents with services that support their needs.

Los Angeles County Development Authority ***Business Needed Help. LACDA Provided Hope.***



“

For the past 15 years, we take minority probation and foster teenagers for a day mountain biking. The kids had such a great time and they asked to do it again, soon. Thanks again for working with small businesses like mine.

”

- Chris Kelly, Topanga Creek
Outpost Owner



In recognizing the detrimental impacts of COVID-19, the Los Angeles County Development Authority (LACDA) extended a helping hand to small businesses undergoing economic hardship during these unprecedented times. Since April 2020, the LACDA has contributed to six loan and grant programs, including the transit Oriented Communities Metro Loan, Small

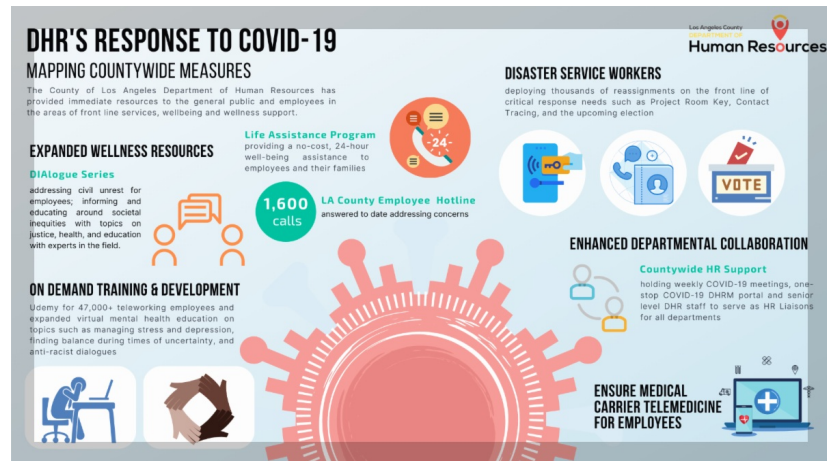
Business Recovery Loan Program, LA Regional COVID-19 Fund, First District COVID-19 Business Relief Grant, Fourth District Business Grant, and Small Business Grant Assistance Program for seven participating cities.

In an effort to prevent job loss and business closure, the agency expedited the development of program guidelines, maintained day-to-day operations, rolled out user-friendly portals, and directed nearly hourly engagements with partnering County departments to ensure that the presence of businesses remained in the communities they serve. Thus far, the LACDA has funded 252 small businesses and is documenting ongoing impacts. Through collaborative strategies and effective program implementation, the LACDA continues to provide equitable access to capital funds across various demographics and sustain resources within underserved communities.

Department of Human Resources ***DHR's Response to COVID-19***

The Department of Human Resources (DHR) provided immediate resources countywide to managers and employees. Projects included: 1) Recruited and reassigned thousands of Disaster Service Workers to handle

front line critical emergency response needs such as Project Room Key, Contact Tracing, and the upcoming election; 2) Established the LA County Employee Hotline with live operators who have answered over 1,600 calls to date; 3) Launched the Life Assistance Program, a no-cost, 24-hour wellbeing assistance to employees and their families; 4) Supported Countywide HR through weekly COVID-19 DHRM portal and senior level DHR staff to serve as Human Resources Liaisons for all Departments; 5) Provided on-demand training and development for 47,000+ teleworking employees with Udemy; 6) Produced the Dialogue Series addressing civil unrest, informing and educating employees around societal inequities with topics on justice, health and education with experts in the field; 7) Ensured medical carrier telemedicine for employees; 8) Expanded virtual mental health education on topics such as managing stress and depression, finding balance during times of uncertainty, and anti-racist dialogues in partnership with the Department of Mental Health-UCLA.



Workforce Development, Aging and Community Services (WDACS) *New Freedom Transportation-Critical Delivery Services*

In response to COVID-19 and the State and Federal Safer at Home Initiatives, the Los Angeles County workforce Development, Aging, and Community Services (WDACS) Department's New Freedom Transportation (NFT) Program expanded its existing services to include the Critical Delivery Services (CDS) Program to provide the delivery of meals, medication, emergency food, and many other vital necessities to older adults 60 years and over, as well as to individuals with disabilities of all ages.

The NFT Critical Delivery Services Program provides FREE delivery throughout all of Los Angeles County 24 hours per day, 7 days



per week. To schedule a delivery, clients may call the NFT hotline at (888) 863-7411, Monday through Friday 8:00 a.m. to 5:00 p.m. Since April 6, 2020, through a grant from the Metropolitan Transportation Authority, the NFT CDS program has provided over 2,000 older adults and individuals to benefit from CDS for their deliveries. By enabling these vulnerable individuals to benefit from the delivery program, New Freedom Transportation has played an integral role in providing security and hope to these communities, while uplifting and protecting the lives of the entire Los Angeles County Community.

DATES TO REMEMBER

Due to the current public health crisis and economic uncertainties these last few months, the Commission made the very difficult decision to cancel/postpone the following event and program:

34th Annual PQA Luncheon and Ceremony scheduled for October 21, 2020

The Following Will Resume As Scheduled:

October 2, 2020 - PIF Proposals Due by 5:00 p.m.

November 4, 2020 - PMN General Meeting & Training (Virtual Meeting)

December 2, 2020 - PMN Holiday Reception - Room 743 (Tentative)

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



WELCOME NEW PRODUCTIVITY MANAGERS!

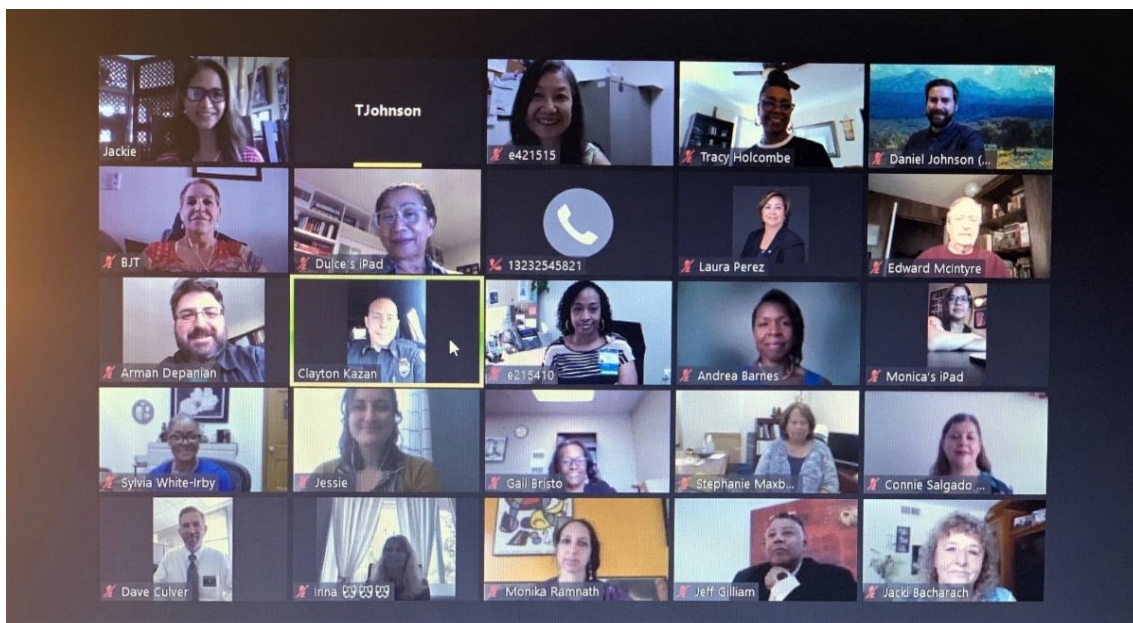
The Commission welcomes the following Productivity Managers who have been appointed to represent their respective departments:

Andrea Barnes, Child Support Services
Leslie Foxvog, Human Resources
Molly Gonzalez, Human Resources
Frank Imperial, Probation
Daniel Johnson, Los Angeles County Museum of Art
Catherine Massey, Los Angeles County Museum of Art
Angel Baker, Mental Health



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 MANAGERS' NETWORK Virtual General Meeting and Training August 5, 2020



The Productivity Managers' Network (PMN) held a virtual General Meeting and

Training on Wednesday, August 5, 2020. Over 43 Productivity Managers, 3 Commissioners, and Commission staff attended the quarterly meeting. **Arman Depanian**, PMN Chair (Department of Children and Family Services), and **Commissioner Nichelle Henderson**, QPC/PMN Liaison, welcomed Managers to the PMN General Meeting and Training.

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

PRODUCTIVITY MANAGER SPOTLIGHT!



Heidi Oliva, a 23-year veteran with the Los Angeles County Fire Department (LACoFD), is the Executive Support Division Chief. In her role as the Executive Support Division Chief, Ms. Oliva oversees the Communications Section and Headquarters Support Section, with a team of 12 employees. The Executive Support Division provides specialized knowledge, expertise, and support to the Fire Chief, the Executive Office and the Executive Team in the creation and dissemination of

internal and external communications and sustainable policies and practices.

During her tenure with the LACoFD, Ms. Oliva served as Fire Chief Daryl L. Osby's Executive Assistant and also spent nine years managing the Grants Management Section where she was responsible for program management including needs determination, administration, expenditure auditing, and achievement ratings for federal, state, and private foundation grants, totaling over \$10.1M annually.

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

PRODUCTIVITY INVESTMENT FUND

Los Angeles County Department of Public Health ANGELENOS IN ACTION! Slow the Spread of COVID-19 (194,380 Grant approved April 20, 2020)

The Los Angeles County Department of Public Health launched "Angelenos in Action", a voluntary, text-based survey to monitor COVID-19 symptoms across LA County.

The goal of this survey is to fill a data gap where many people with mild symptoms may not seek care or get tested, and hence, not be

counted as part in the COVID-19 positive cases. The secondary purpose is to capture potential spikes and trends in real-time to allow Public Health workers to appropriately prepare and allocate resources to affected communities.

The Department's goal is to recruit approximately 20,000-30,000 survey participants that are roughly representative of LA County. Anyone who is over the age of 18 years, lives in LA County (including Pasadena and Long Beach), and has a cell phone with texting capabilities is eligible.

People can enroll in the voluntary survey either online or by texting "@PROTECT" to 35134 where they will be asked their age group, race/ethnicity, sex, and zip code. Phone numbers will also be collected. Once enrolled, participants will be randomized to 1 day a week, and every week on that day, they will receive a text asking how they are feeling (well or sick). If they respond that they feel sick, Public Health will text an additional 2 yes/no questions about specific COVID-19-like symptoms and remind them to call their doctor (or 211 if they don't have one). No further follow up occurs.

The survey is available in both English and Spanish and will run for approximately 20 weeks. The survey itself takes less than 1 minute to complete!

If you have any questions or needed additional information please [click here](#).

ANGELENOS IN ACTION

Slow the Spread of COVID-19

Sign up to take a weekly text survey to help keep yourself and others safe from COVID. This voluntary survey is less than 1-minute and will help us track COVID-like symptoms throughout LA County.


Join Angelenos in Action to help LA County respond quicker to COVID!

HERE'S HOW IT WORKS

- 1 Text **@PROTECT** to **35134** to sign up for the survey or [click here](#) to sign up online
- 2 Answer 5 quick questions
- 3 Once enrolled, you will be randomized to one day a week to receive the text survey
- 4 Every week on that day, the LA County Department of Public Health will text you one YES/NO question to ask how you're feeling
- 5 If you feel unwell, you will receive two more YES/NO questions about COVID-19-like symptoms

All your data is completely confidential. You can opt out at any time. [Click here](#) for more information on the survey.

Los Angeles County Department of Public Health



Los Angeles County Fire Department Advanced Provider Response Unit (APRU) (11,500 Grant approved March 31, 2020)

The Los Angeles County Fire Department (LACoFD) launched the Advanced Provider Response Unit (APRU) pilot program at the end of 2019 and has shown progress since its initiation.

An APRU team consists of a nurse



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 the remainder of the year. Click on the departments highlighted below to view the results of their visit.

[Board of Supervisors, Executive Office](#)

[Assessor - Virtual](#)

Consumer and Business Affairs - Virtual

County Counsel - Virtual

Fire Department - Virtual

Military and Veterans' Affairs - Virtual

[Public Defender](#)

Public Health - Virtual

Public Social Services - Virtual

Sheriff - Virtual

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](#)

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