



# QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

*2022 Spring Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## COMMISSION NEWS

**NICHELLE M. HENDERSON**  
**2022 CHAIR**  
**QUALITY AND PRODUCTIVITY COMMISSION**

### "MESSAGE FROM THE CHAIR"



The Quality and Productivity Commission is off to a great start to 2022. As we continue to adapt to the physical and emotional impacts of COVID variants, boosters and mask mandates, I hope that you and your families are well.

Serving as the Chair of the Quality and Productivity Commission is such an honor. Since joining the Commission in 2019, as a Labor appointee, I have been in awe of the Commission's legacy and the accomplishments of past Chairs such as Jacki Bacharach. I commend Commissioner Bacharach for leading the commission through the pandemic, namely her ability to effectively pivot to conducting commission business in the virtual space.

My First Vice Chair, Scott Palmer, and Second Vice Chair, Teresa Dreyfuss, and I are committed to advancing the Commission's vision of a County culture enriched by the continual improvement of employee productivity and the quality of services provided internally and externally.

During our first quarter we have approved two Productivity Investment Fund proposals totaling just over \$450,000. We forge ahead with a robust calendar of sixteen Department Visits in partnership with our Productivity Manager's Network and prepare to gather in person for our annual Leadership Conference to be held in June and Productivity and Quality Awards Luncheon to be held in October.

Through the work of our Strategic Learning Committee, we have updated our Strategic Plan to align with the goals set by the Board and the Executive Office. The Procurement Ad Hoc committee is reviewing procurement processes such as vendor contracting and invoicing, we created a Digitization Ad Hoc Committee to review and identify trends of paper-based systems and we continue to revamp our messaging through a Rebranding Ad Hoc committee that began in 2021 with the branding of the Commission's 40th Anniversary. I urge you to visit the Prosper LA Website to view the creative ideas that are being presented by County employees, local businesses, and labor organizations.

I am very excited about the direction that the commission is moving. We are seventeen commissioners strong with the recent appointments of Yasmine-Imani

McMorrin (2nd District) and Dion Rambo (CEO). With the support of our Executive Director, Jackie T. Guevarra, Program Manager Laura Perez, and Program Support Tammy Johnson, we work together much like a fine-tuned machine. It is with gratitude that I lead this commission and appreciation that I can work with such a fine group of commissioners.

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## WELCOME - COMMISSIONER YASMINE-IMANI McMORRIN

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Commissioner Yasmine-Imani McMorrin was appointed to the Quality and Productivity Commission on December 21, 2021, as an appointee of Supervisor Holly J. Mitchell. She is an attorney, equity advocate, and mom. In November 2020, Yasmine-Imani was elected as a Council Member in Culver City. She is the first Black woman to serve in this capacity. She sits on various Ad Hoc committees of the City Council including Education, Housing and Homelessness, and Sustainability, among others. Yasmine-Imani is employed as the Director of Advocacy and Stakeholder Engagement for Diversity in

Leadership Institute.

She is a graduate of the Los Angeles African American Women's Public Policy Institute (LAAAWPPI) and New Leaders Council-Los Angeles. She earned a J.D. from Rutgers School of Law and B.A. in Economics from Spelman College.

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## WELCOME - COMMISSIONER DION RAMBO

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Commissioner Dion Rambo was appointed to the Quality and Productivity Commission on February 15, 2022, as a joint appointee of the CEO/QPC. He is well known in Los Angeles as a creative and strategic problem solver. He is the founder and CEO of Rambo House, a full-service marketing firm. His expertise includes public relations, event and media coordination, advertising, branding, and social media marketing.

Mr. Rambo is also the founder and CEO of TeleHealth Vans, a company he created during the pandemic to solve the problem of lack of access to ongoing mental health services in underserved communities of Los Angeles. TeleHealth Vans has facilitated more than 10,000 telehealth visits with mental health therapists for L.A.'s low-income community. TeleHealth Vans has also been recognized by the U.S. military and provides telehealth services to Afghani refugees being housed at three military bases.

In 2022, Mr. Rambo was selected to participate in Mayor Eric Garcetti's Entrepreneur-in-Residence, a program that enlists business executives and expert entrepreneurs to work with the City to strengthen L.A.'s economy. Mr. Rambo's

efforts will be focused on developing additional resources to help minority entrepreneurs to successfully win contracts with the City.

To read his full biography, [click here](#).

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## DATES TO REMEMBER

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PMN General Meeting and Training (Virtual) - May 4, 2022

19th Annual Leadership Conference - June 1, 2022 - Music Center  
(Grand Ballroom)

PQA Proposals due by 5:00 p.m. - June 24, 2022

2022-23 1st Quarter PIF Proposals due by 5:00 p.m. - July 1, 2022

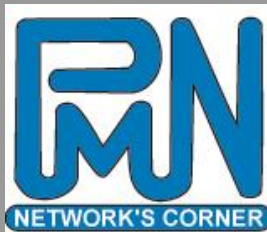
PMN Evaluation - August 3, 2022

35th Annual PQA - October 12, 2022 - Music Center (Grand Ballroom)

PMN General Meeting and Training - November 2, 2022

PMN Holiday Reception - December 7, 2022

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## PRODUCTIVITY MANAGERS' NETWORK (PMN)

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### PRODUCTIVITY MANAGER'S NETWORK General Meeting and Training February 16, 2022 (Virtual Meeting)

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**Arman Depanian, PMN Chair**, Department of Children and Family Services, and **Commissioners Scott Palmer and Maxwell Billieon, QPC/PMN Co-Liaisons**, welcomed Productivity Managers to the first meeting of the year. Arman thanked everyone for participating in the meeting and hopes to see Managers at all the meetings throughout the year.

This is Arman's second year as PMN Chair. He stated that 2021 was another challenging year. The Commission commends Productivity Managers' resilience and hard work to continue providing services to County residents during the pandemic.

Commissioner Billieon and Palmer also welcomed Managers to the meeting. This is Commissioner Billieon's first year as QPC/PMN Co-Liaison. He looks forward to attending the PMN meetings throughout the year, meeting Managers, and participating and learning about various topics discussed at the meetings. Commissioner Palmer also welcomed Managers and stated he enjoyed working with the PMN last year and looks forward to another successful year.

For more information on this article, [click here](#).

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## WELCOME NEW PRODUCTIVITY MANAGERS!

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The Commission welcomes the following Productivity Manager who has been appointed to represent her respective department:

Melissa Tarver, Chief Executive Office

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!

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## PRODUCTIVITY INVESTMENT FUND

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### Super Bowl LVI Legacy Program

The National Football League (NFL) has a tradition of supporting a "community project" in the host City of the Super Bowl. This year, the City of Inglewood was host to Super Bowl LVI. On February 10, 2022, the NFL, in partnership with LA 84/Play Equity Fund and the County's Department of Parks and Recreation (DPR), held an official ribbon cutting ceremony at Jefferson Elementary School in the City of Lennox for the *Mobile Recreation Play Program: Park On The Move*. Functioning as a park on wheels, the Super Bowl Legacy *Mobile Recreation Play Program* will serve communities with limited park and recreation space to meet youth in their neighborhoods and provide them an opportunity to play for years to come.

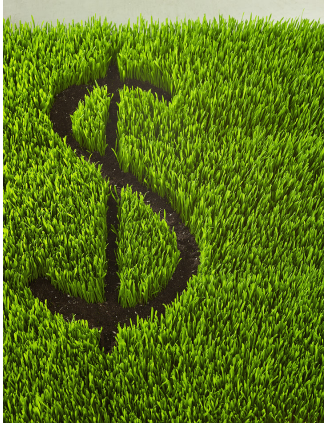


The *Mobile Recreation Play Program: Park On The Move* is partially funded by the Productivity Investment Fund. On August 26, 2019, the Quality and Productivity Commission approved a \$159,175 grant for DPR's project entitled *Mobile Recreation: Play for All*.

For more information on this article, [click here](#).

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### 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](mailto:lperez@bos.lacounty.gov) for additional information.

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## DEPARTMENT VISITS

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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 ongoing pandemic, the Commission has decided to host the Department Visits virtually for 2022. 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 2022.**

Assessor  
[Board of Supervisors, Executive Office](#)  
Chief Executive Office  
Child Support Services  
Consumer and Business Affairs  
County Counsel  
[District Attorney](#)  
Fire  
[Internal Services](#)  
LACDA  
Mental Health  
Parks and Recreation  
Probation  
Public Defender  
Public Health  
Sheriff

To view the results of the 2021 visits, please [click here](#).

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## QUICK LINKS

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[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 |  
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