



# QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

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

## COMMISSION NEWS

### Chair's Message Jacki Bacharach

From the Quality and Productivity Commission, we hope that you and your families are safe, and started off 2021 healthy and well.

In the past year, we have seen the impact of the coronavirus (COVID-19) on our County, nation, and the world. The changes to our society and government will have long-lasting effects for years to come.

We want to extend a big Thank You for your hard work, dedication, positive energy and resilience during the past year. We asked and you responded with stories of exemplary performance and projects to serve those in most need in our communities. We are proud to be part of the County family.

The distribution of the vaccine brings hope, optimism, and the opportunity to rebuild, restore, create, and innovate. With businesses and schools reopening, the focus is now on recovery: medical, organizational, professional, economic and social. We encourage all of you to think about what changed during this last year – what worked and what didn't and then think outside the box as you continue to serve the public and provide much needed services and benefits. And remember that the Prosper LA website (<https://prosperla.lacounty.gov/>) is still taking your ideas for additional improvements.



In this same spirit of optimism, getting back-to-business and the desire to share the valuable lessons that have been learned and the exemplary programs that supported county programs, the Commission is excited to plan for the 18th Leadership Conference (June 2, 2021) and 34th Productivity and Quality Awards program (October 13, 2021). Please save-the-dates! We look forward to recognizing all of the wonderful work going on in the County.

The Commission is ready to help. We are partners and collaborators on this journey forward. Together, we will continue to lead with innovation, collaboration, creativity, and efficiency in 2021. Thank you again for your hard work and service. We are here to support you!

## **WELCOME - COMMISSIONER WILLIAM B. PARENT**



Commissioner William “Bill” Parent was appointed to the Commission by the Board of Supervisors as a Third District appointee on January 5, 2021. He is a recently-retired lecturer in public policy at the UCLA Luskin School of Public Affairs, where he worked as an administrator and teacher for 20 years. He taught courses on Leadership and Management of Nonprofit Organizations, Leadership in the Public Interest, and Urban Homelessness Policy. He served as Associate Dean for Administration, Associate Dean for Advancement, and Associate Dean for Strategic

Initiatives. He was Acting Director of the former UCLA Luskin Center for Civil Society from 2009 to 2015.

In Santa Monica, Bill has served on the Social Services Commission since 2015, including a term as Chair, with a focus on homelessness. He was also Co-Chair of the Santa Monica Homelessness Steering Committee, 2017-2018.

Before joining UCLA in 2000, Bill was on the senior staff of the Harvard Kennedy School from 1986 to 1999, including five years as Executive Director of the Harvard University-Ford Foundation Innovations in American Government Program.

He is a former newspaper reporter who has published articles in the Los Angeles Times, Huffington Post, The Washington Post, The Boston Globe and California Policy Options. He also worked previously for the Paterson New Jersey Board of Education, New York City Board of Education, the California Governor’s Office of Appropriate Technology during Governor Jerry Brown’s second term, and for the University of Massachusetts at Amherst, where he also received his B.A and Ed.D.

In retirement, he recently completed a full-length screenplay based on a true story, *The White Hibiscus*.

## DATES TO REMEMBER

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

18th Annual Leadership Conference (Virtual) - June 2, 2021

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

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

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

34th Annual PQA Luncheon - October 13, 2021

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!**



**Dorthy Phillips**  
**Staff Development Specialist**  
**Department of Animal Care and Control**

Dorthy Phillips is an accomplished learning and development professional with over 30 years of experience in instructional design, performance improvement and knowledge management.

She holds a Bachelor's degree in Business Management and Marketing and a Master's degree in Human Resources with an emphasis in Training Science. Dorthy spent many years in the retail sector focusing on design and delivery of corporate training programs and the use of biofeedback data

to evaluate instructional design efficacy and alignment to organizational goals.

Dorthy began her County career as a Contract Trainer with the Registrar-Recorder/County Clerk's Office in 2007 and in 2009 began working as the Staff Development Specialist at the Department of Animal Care and Control. Working for the largest animal welfare agency in the country, Ms. Phillips is able to utilize her knowledge and skills to their fullest. She is also excited that in her role she is able to assist smaller, under-served animal welfare agencies with their training endeavors.

A life-long learner and animal lover, Dorthy is proud to work for the Department of Animal Care and Control, the County of Los Angeles, and in her role as Productivity Manager for her Department.

**PRODUCTIVITY MANAGERS' NETWORK**  
**GENERAL MEETING AND TRAINING**  
**FEBRUARY 17, 2021 (Virtual Meeting)**

The Productivity Managers' Network (PMN) first meeting of 2021 was held virtually on Wednesday, February 17, 2021. Over 47 Productivity Managers, Commissioners Nichelle Henderson and Scott Palmer, and Arman Depanian, PMN Chair, Department of Children and Family Services, were in attendance. Arman Depanian, Chair.

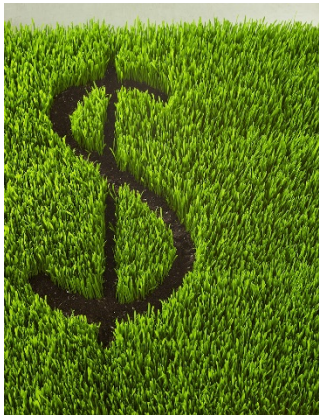


**Arman Depanian, PMN Chair**, Department of Children and Family Services, and **Commissioners Nichelle Henderson and Scott Palmer QPC/PMN Co-Liaisons**, welcomed Productivity Managers to the first meeting of the year. Arman thanked everyone for participating in today's meeting. He hopes to see Managers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

This is Arman's second year as PMN Chair. He stated that 2020 was a challenging year. The Commission commends Managers' resilience and hard work to continue providing services to County residents during the pandemic. 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. The 98 projects submitted last year highlight the success of County programs and services offered during this very challenging time.

For more information on 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](mailto: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](#)

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