



QUALITY MATTERS



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

COMMISSION NEWS

Chair Update "County Employees Meeting The Challenge"



When the new year began, no one could have predicted a pandemic or social unrest. In the past few months, we have all seen the impact of the coronavirus (COVID-19) in our County, nation, and the world, followed by the tragic death of George Floyd that brought massive protests nationwide and even throughout the world. It has been an unprecedented year that we will never forget. Undoubtedly this year will bring economic, civil and medical changes to our society and government with long-lasting effects for

years to come.

Over the past months, we have witnessed County employees from all Departments doing an outstanding job dealing with the unique and diverse new challenges that have arisen. It has been a fluid situation that has required Department Heads and employees to think outside the box to serve communities in thoughtful and inventive ways.

Employees have been meeting this challenge with dignity, compassion, teamwork, and a "can do" attitude. The Commission is proud of all County employees for their commitment and dedication.

In the spirit of the PQA, the Commission wants to thank and acknowledge County employees for all of their efforts during this unprecedented and challenging time.

Beginning with the Summer 2020 newsletter, the Commission will be highlighting the outstanding efforts occurring in County departments during the pandemic. We will also be posting these efforts on the Commission's website. It is a small way to acknowledge the great work being done and sacrifices being made for the benefit of our communities.

[Click here](#) to read the full letter.

THE QUALITY AND PRODUCTIVITY COMMISSION HAS GONE VIRTUAL



Since March 31, 2020, all of the meetings for the Quality and Productivity Commission have been virtual due to COVID-19. Virtual meetings are becoming the new normal and the most efficient way to hold meetings in business today. They can be used for business meetings with colleagues, online classes, training sessions, and a way for us to communicate with family and friends. Regardless, this real-time and fast growing way to conduct meetings that cannot be ignored, and if you are not yet using this tool, now is the time to begin.

MEETING THE CHALLENGE DURING THE PANDEMIC

First in a Series of Articles

COVID-19: Medical Examiner-Coroner response to the pandemic

As COVID-19 swept through the world, the Department of Medical Examiner-Coroner swiftly responded to the challenges posed by the pandemic, and immediately prepared for the potential fallout.

At the outset, the Operations Division secured extra refrigerated storage to increase the department's body capacity from 500 to 2000. The



supplemental refrigerated storage is a permanent resource the department - and the region - will have if a surge of deaths or catastrophe were to occur in the near future.

Additionally, with the discovery of earlier coronavirus-related deaths in February, the state petitioned medical examiner offices to test decedents who died between December 2019 to March 2020. The request was meant to determine if COVID-19 related deaths may have been missed in the

months leading up to the pandemic in California. For several weeks, Medical Examiner-Coroner personnel have been working closely with the Department of Public Health to select appropriate cases and submit samples for testing to the Centers for Disease Control and Prevention (CDC).

[Click here](#) to read the full article

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 events and programs:

18th Annual Leadership Conference scheduled for June 10, 2020

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

Remaining Department Visits for 2020

The Following Will Resume As Scheduled:

July 10, 2020 - PIF Proposals Due by 5:00 p.m.

August 5, 2020 - PMN General Meeting & Training (Tentative)

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

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

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:

David Diaz, Consumer and Business Affairs

Michelle Jiang, Consumer and Business Affairs



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 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.



2020 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 postponed all in-person Department Visits until further notice. We are working on scheduling virtual visits in the near future. Click on the two departments highlighted below to view the results of their visit.

[Board of Supervisors, Executive Office](#)

Assessor - Postponed
Consumer and Business Affairs - Postponed
County Counsel - Postponed
District Attorney - Postponed
Fire Department - Postponed
Military and Veterans' Affairs - Postponed

[Public Defender](#)

Public Health - Postponed
Public Social Services - Postponed
Public Works - Postponed
Registrar-Recorder/County Clerk - Postponed
Sheriff - Postponed

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](#)

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