



QUALITY MATTERS



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

COMMISSION NEWS

19TH ANNUAL LEADERSHIP CONFERENCE

We're back! On June 1, 2022, the Quality and Productivity Commission (Commission) hosted the 19th Annual Leadership Conference at The Music Center Dorothy Chandler Pavilion - Grand Hall. This year's theme was *"People First: Expanding Possibilities,"* with a focus "to envision, reimagine, and share ideas and approaches that empower the County workforce to thrive."

Commissioner William B. Parent served as this year's Leadership Conference Ad Hoc Committee Chair. He welcomed over 150 guests who attended in person and hundreds more who watched via live streaming.

Supervisor Holly J. Mitchell, Chair, Board of Supervisors gave the opening remarks. She focused the audience on equity, and the foundation of diversity, inclusion, and structural racism. The idea of "unfinished neighborhoods" identifies where and what needs to be done next.

Fesia A. Davenport, Chief Executive Officer, built on Supervisor Mitchell's theme of equity: equity driven initiatives, removing systemic barriers to employment, confronting racism, enhancing diversity and inclusion. New County departments will focus on aging, youth, justice care and economic opportunity.

The Keynote Speaker was William Eggers, Executive Director, Center for Government Insights, Deloitte Services LP. Mr. Eggers indicated that "pay matters" and challenged us to realize the different emerging workplace values: flexibility, location, entrepreneurial spirit, multiple careers, and serious concern for mental health and well-being. Government jobs of the future include Algorithm Auditor, Mobility Platform Manager, and Exponential Nurse.



35TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS LUNCHEON WEDNESDAY, OCTOBER 12, 2022

The Board of Supervisors, Chief Executive Office, and the Quality and Productivity Commission will host the 35th Annual Productivity and Quality Awards (PQA) Program on Wednesday, October 12, 2022, at the Music Center.

The deadline to submit proposals was on June 24, 2022. The next step involves a comprehensive evaluation and rating of each proposal. Evaluations will take place on Wednesday, August 3, 2022, at Marina Del Rey.

Will your department be a Top Ten recipient? Who will receive the coveted "Gold Eagle" Award? These questions and many more will be answered at the PQA luncheon on October 12, 2022. Good luck to everyone!

DATES TO REMEMBER

PMN Evaluation - August 3, 2022 (Marina)

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

PMN General Meeting and Training - November 2, 2022

PMN Holiday Reception - December 7, 2022



PRODUCTIVITY MANAGERS' NETWORK (PMN)

PRODUCTIVITY MANAGER'S NETWORK General Meeting and Training May 4, 2022 (Virtual Meeting)

Arman Depanian, PMN Chair, Department of Children and Family Services, and **Commissioners Maxwell Billieon and Yasmine-Imani McMorrin**, QPC/PMN Co-Liaisons, welcomed Productivity Managers to the meeting.



Arman thanked Managers for responding to the training survey sent out on February 16, 2022. The survey assisted the Executive Committee to make decisions about future trainings and/or presentations at PMN meetings based on the Network's preferences. Due to the overwhelming response and positive support of the Los Angeles County Employees Retirement Association's (LACERA) presentation on February 16, 2022, they were invited back to give a presentation on LACERA's Special Durable Power of Attorney. More on their presentation further in the newsletter.

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

WELCOME NEW PRODUCTIVITY MANAGERS!

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

Michelle Vega, Fifth Supervisorial District
Robert Duarte, Jr. and Ivan Masayon - Assessor
Jonathan Rono - Auditor-Controller
Leslie Martinez - Health Services - LAC+USC Medical Center
Yvette Kemhadjian - Health Services - Olive View-UCLA Medical Center
Tommie Baines and Jessica Gama, Probation
Marcus Huntley and Thomas Moore, Public Defender

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

Department of Public Health NACo 2022 Achievement Award Winner for "Angelenos in Action"

Every year, the National Association of Counties (NACo) recognizes innovative County government programs that support and enhance services for residents. Please join us in congratulating the Department of Public Health (DPH) for receiving the NACo 2022 Achievement Award for "Angelenos in Action".



On April 20, 2020 - right at the start of the pandemic, the Commission awarded \$194,380 seed money to DPH for the Productivity Investment Fund project (PIF 20.22) Community Participatory COVID-19 Symptom Monitoring project also known as "Angelenos in Action." The funding was used to purchase a software platform which leveraged text messaging to engage communities and create a dataset on COVID-19 symptoms and cases that informed public health responses.

Congratulations to DPH. The Commission is a proud partner on this project!



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.

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 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](#)
[Child Support Services](#)
[Consumer and Business Affairs](#) (In-person)
[District Attorney](#)
[Fire](#)
[Internal Services](#)
[LACDA](#)
Probation
Public Defender
Public Health
Sheriff

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

**Quality and Productivity Commission | (213) 893-0322 |
www.qpc.lacounty.gov**