



QUALITY MATTERS

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

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

COMMISSION NEWS

MESSAGE FROM THE CHAIR

What an honor to lead an organization that I have so much respect for! When I started as Chair of the Commission, I looked forward to a regular year as we all did, but it has been anything but that. True to the commitment of the Commissioners and staff to get the job done, we proceeded through the pandemic, not only with our normal activities, but also with added responsibilities. We accomplished a lot in the last year.

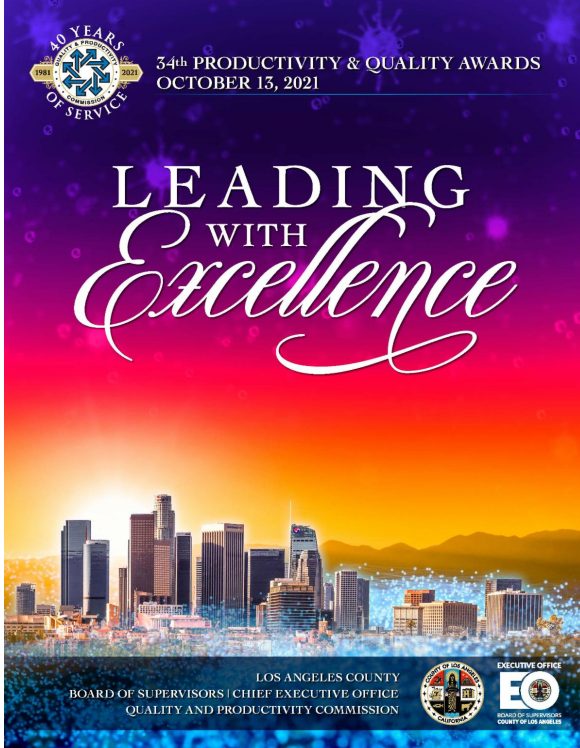


We cancelled the Leadership Conference in 2020, but we came back strong in 2021 with "Think Forward: Governing Beyond the Digital Divide." We continued the Productivity Investment Fund (PIF) program – 13 projects totaling over \$3 million were approved in 2021. These projects allowed departments to modernize and harness technology in their operations with apps for video translation, the ability to handle work in the field such as the Fire Department's Advanced Provider Response Unit, which allowed an on-site Advanced Provider to appropriate a cost-effective level of care. We provided funding to the Department of Regional Planning to incorporate drones as part of their inspections for hard-to-reach areas, and trainings and customer management systems for other departments.

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

34TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS OCTOBER 13, 2021

The Board of Supervisors, Chief Executive Office, and Quality and Productivity Commission celebrated the 34th Annual Productivity and Quality Awards



(PQA) as a virtual event—the first ever in the Commission’s history. The Master of Ceremonies was Ms. Naibe Reynoso, a multiple Emmy award-winning journalist from local Los Angeles television station LA36. The awards included appearances by the Board of Supervisors and the County’s Chief Executive Officer, Fesia A. Davenport. Supervisor Hilda L. Solis, First District, delivered a warm welcome to start off the program.

Two County programs that focused on responding effectively to the COVID-19 pandemic and an innovative digitization and records management program took home the prestigious Gold and Bronze Eagle Awards at the virtual ceremony.

Since 1987, the PQA program has honored thousands of achievements in service delivery, which deserve our recognition, especially during the COVID-19 pandemic. This year’s theme was “Leading with Excellence.” We applaud the innovation, creativity, efficiency, and enhancements in County services delivered to our residents. We also commend the County’s monumental—and heroic—response to the pandemic.

This year, the Commission received 147 applications from 34 County departments. These projects represent a commitment to excellence through empowerment, innovation, and quality services to the most vulnerable individuals in our communities. Supervisor Hilda L. Solis praised the efforts of the County workforce, and acknowledged their commitment to service excellence, their innovation and creativity, and their dedication to empowering solutions to complex problems. Cumulatively, these 147 winning projects are estimated to generate over \$1.5 billion in financial benefits to the County.

For a list of all the winners [click here](#).

34TH ANNUAL PQA - EAGLE WINNERS



GOLD EAGLE AWARD

Emergency Expansion of Telerwork Department of Human Resources with Board of Supervisors, Executive Office of the Board, Chief Executive Office, Internal Services Department, and Department of Regional Planning

GOLD EAGLE AWARD

Predictive Modeling of the COVID-19

Pandemic
Department of Health Services (HSA
and Emergency Medical Services
Agency) with Berry Consultants, LLC,
Chief Executive Office, LA Care,
Department of Public Health, and UCLA
Departments of Biostatistics,
Mathematics, and Statistics



BRONZE EAGLE AWARD
e-Personnel Digitization and Records
Management
Human Resources with Internal
Services Department and Registrar-
Recorder/County Clerk

DATES TO REMEMBER

2021-22 3rd Quarter PIF Proposals due by 5:00 p.m. - January 7, 2022

New Managers Orientation (Virtual) - February 2, 2022

PMN General Meeting and Training - February 16, 2022

2021-22 4th Quarter PIF Proposals due by 5:00 p.m. - April 1, 2022

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

19th Annual Leadership Conference - TBA (June)

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 - TBA (August)

35th Annual PQA - TBA (October)

PMN General Meeting and Training - November 2, 2022

PRODUCTIVITY MANAGERS' NETWORK (PMN)



PRODUCTIVITY MANAGER'S NETWORK HOLIDAY RECEPTION DECEMBER 1, 2021



The Productivity Managers' Network (PMN) Annual Holiday Reception was held on Wednesday, December 1, 2021. Over 20 Productivity Managers (Managers), Commissioners Scott Palmer Shawn Landres, Huasha Liu and Edward McIntyre, and Commission staff attended the in-person holiday reception. **Arman Depanian, PMN Chair**, Department of Children and Family Services, and **Commissioner Scott Palmer, (Commission Liaison to the PMN)**, welcomed Managers to the in-person holiday reception.

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

WELCOME NEW PRODUCTIVITY MANAGERS!

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

Sara Keating, LA County Library

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.

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
Chief Executive Office
Child Support Services
Consumer and Business Affairs
County Counsel
District Attorney
Fire
Internal Services
LACDA
Mental Health
Military and Veterans Affairs
Parks and Recreation
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](#)

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