32nd Annual Productivity and Quality Awards

The Board of Supervisors, Chief Executive Office, and the Quality and Productivity Commission celebrated the 32nd Annual Productivity and Quality Awards (PQA) program on Wednesday, October 10, 2018 at the Music Center.

"Innovating for Impact" was this year's theme. This year, 26 departments submitted 66 outstanding entries. The submissions clearly demonstrated that County employees are innovative, creative and continually strive to provide efficient, effective, high quality service to the public.

This year's Emcee was Suzie Suh from CBS2/KCAL9.

For a List of all the winners click here.

The Gold and Silver Eagle Award Winners were decided by "In My County" Dance Challenge between Parks and Recreation and Fire.
The Gold Eagle Award went to the Department of Parks and Recreation for "Parks After Dark" with Mental Health, Public Health, Children and Family Services, Probation, Sheriff, and Workforce Development, Aging and Community Services.
Commissioners In Action

Shawn Landres, Chair of the Quality and Productivity Commission, served as Keynote Speaker at the Executive Leadership Development Program’s (ELDP) Graduation Reception on Thursday, June 21, 2018. The graduation was held at the University of Southern California Davidson Conference Center.

Approximately 30 graduates from cohorts 20 and 21 representing different County Departments participated in the graduation. The ELDP is a customized leadership development program administered by the Department of Human Resources and "designed to enhance the leadership competence of mid- to senior-level managers who aspire to executive leadership positions." The ELDP pilot project was funded by the Quality and Productivity Commission on December 10, 2012.

DATES TO REMEMBER

January 11, 2019 - PIF Proposals Due
February 7, 2019 - New Managers Orientation
February 2019 - PMN General Meeting and Training (TBD)
May 1, 2019 - PMN General Meeting and Training
June 5, 2019 - Leadership Conference
Jennifer Coultas, PMN Chair, welcomed Managers to the Evaluation at the Marina on August 1, 2018, at Burton Chavez Park Community Center in Marina del Rey. There were 44 managers, representing 30 departments, and six Commissioners who attended. Managers read and evaluated 66 PQA entries, which is the first stage in selecting the Top Ten, Commission Special and Eagle Awards.

Commissioners Landres, Liu, McIntyre and Gutierrez welcomed and thanked managers for their participation. Without their commitment to this process, the Awards Ceremony would not be such a success! Commissioners Gibson and Hollenbeck also attended and reviewed the proposals.

In addition, the following entries were recognized for their creative titles by Commissioner Evelyn Gutierrez:

- Parks After Dark - Parks and Recreation with Mental Health, Public Health, Children and Family Services, Probation, Sheriff, and Workforce Development, Aging and Community Services
- The Great Read Away - Fine Forgiveness For Youth - LA County Library
- A Dose of Patient Safety Every Day - Health Services
- eCert to Recert - Fire Department
- Lyfying Spirits: Savings Lives One Kitten at a Time - Animal Care & Control

For additional information please click here.
Jennifer Coulta, Productivity Managers' Network Chair (PMN), welcomed managers to the PMN General Meeting and Training. The meeting was held on November 7, 2018 at the Office of the District Attorney - Hall of Justice and attended by over 31 managers.

Commissioner Ed McIntyre, QPC/PMN Co-Chair, gave welcoming remarks and thanked Managers for all their hard work throughout the year. The Commission is looking forward to another productive and successful 2019!

Tracy Holcombe, Productivity Manager, District Attorney, welcomed and thanked everyone for attending the meeting. She introduced Pam Booth, Assistant District Attorney, for a special presentation.

For additional information please click here.

WELCOME NEW PRODUCTIVITY MANAGERS!

The Commission welcomes the following Productivity Managers who have been appointed to represent their respective departments:

Barbara Garcia, 1st District
Tamela Omoto-Frias, 1st District
Kate Anderson - Chief Executive Office
Elizabeth Herrera, Public Social Services
Alexander Ogunji, Registrar-Recorder/County Clerk
Katherine Takata, Agricultural Commissioner/Weights and Measures

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!

SPOTLIGHT ON PRODUCTIVITY MANAGERS!

Keisha Belmaster is an Assistant Hospital Administrator and the Privacy Manager at Harbor-UCLA Medical Center. She joined the Productivity Managers’ Network in 2011 as the representative for Rancho Los Amigos National Rehabilitation Center. When she moved to Harbor-UCLA last May, she was able to resume her Productivity Manager Role at her new facility. She didn't have to wait long to contribute...she was able to work with her new
colleagues to submit five projects for last year's "Productivity and Quality Awards", one of which took both the Gold Eagle and the Mega-Million Awards.

Keisha has been with the County of Los Angeles Department of Health Services for the past 32 years. She began her professional journey in 1986 as an Intermediate Typist Clerk at Rancho, providing clerical support to the Occupational and Physical Therapy Departments. Early in her career, Keisha set her sights on a career in administration, and she looked for experiences that would move her in that direction. Over the next three decades, she advanced with consistency and determination, promoting to higher clerical and staff assistant positions, taking on more challenging assignments and broadening her scope of responsibility.

For more information please click here.

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**PMN Holiday Reception**

The Productivity Managers’ Network (PMN) Holiday Reception was cancelled due to the Board of Supervisors declaring a "National Day of Mourning" for President George H. W. Bush.

On behalf of Commissioners and staff of the Quality and Productivity Commission, we want to wish everyone a Happy Holiday Season!

[Click here](#) for a year in review of the PMN in 2018.

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**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 in Fiscal Year 2017-2018, click here.

Please contact the Commission office at (213) 893-0322 for additional information.

2018 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.

The Commission visited the following departments during 2018. Click on the department to view the results of the visit:

- Alternate Public Defender
- Assessor
- Child Support Services
- District Attorney
- Fire
- Internal Services
- Military and Veteran Affairs
- Public Health
- Public Works
- Registrar-Recorder/County Clerk
- Sheriff
- Workforce Development, Aging and Community Services (WDACS)

To view the results of last year’s visits, click here.

QUICK LINKS

- Commission Web
- Annual Report
- Best and Shared Practices
- Leadership Conference
- Productivity Investment Fund