

Innovative Customer Service Practices

13th Leadership Conference

“Innovation in Customer Service: Access, Care and Response” was the theme of the County’s 13th Leadership Conference, sponsored by the Board of Supervisors, Chief Executive Office, and the Quality and Productivity Commission (QPC), held at The Music Center on May 27.

Supervisor Michael D. Antonovich, Mayor, welcomed the more than 160 attendees to the annual gathering. “This conference brings together County leaders and managers, who constantly seek out ways to improve County services,” said Mayor Antonovich.



Supervisor Sheila Kuehl (left) encouraged the capacity audience to remember that the County’s customers are the more than 10 million residents who call Los Angeles home.

The Leadership Conference was once web-streamed and more than 300 persons viewed the event online. Evaluations filled out by a majority of conference attendees rated the meeting “excellent” overall.

“Our objective was to promote innovation and effectiveness in customer service,” said Commissioner Rod Gibson, QPC Chair.

Opening the conference with an inspiring invocation was Rev. Fr. Marcos Gonzalez, St. John Chrysostom Church in Inglewood; followed by the Pledge of Allegiance led by Brig. Gen. (Ret.) Ruth Wong, Director, Military and Veterans Affairs.

Sheryl Spiller, Director, Public Social Services, spoke on the renovation of DPSS Customer Service Centers; while County Librarian Margaret Donnellan Todd gave details on moving to the 24/7 Virtual Library. Auditor-Controller John Naimo talked about the collaborative process with Internal Services and DPSS, which led to the development of MARS (Mileage Authorization and Reimbursement System).



Conference attendees were impressed with presentations from Dr. Tad Funahashi and Kris Dagger, Kaiser Permanente, and Dr. Mitchell Katz (left), Department of Health Services, which covered the positive impact of technology on health care delivery.

David Sommers, Director, Office of Countywide Communications, filled in for Interim CEO Sachi Hamai and delivered an informative presentation on digital customer service.



Supervisor Michael D. Antonovich is joined at the Leadership Conference by Commissioner Jaclyn Tilley Hill and Rev. Marcos Gonzalez, who gave the invocation.



Director of Personnel Lisa Garrett, first row, left, welcomed Kris Dagger, second from left, and Dr. Tad Funahashi, fourth from left, both of Kaiser Permanente, to the Leadership Conference. Also attending are Commissioners Jaclyn Tilley Hill, Nancy Harris, and Shawn Landres, front row, and, rear from left, Epifanio Peinado and Shawn Atin, DHR, and Commissioner Will Wright.



A capacity crowd of more than 160 people attended the recent Leadership Conference including, Commissioners Walt Allen, Ed McIntyre, Rod Gibson, Jaclyn Tilley Hill, Nancy Harris, and Evelyn Gutierrez; and Department Heads Russ Guiney, Parks and Recreation; Sheryl Spiller, Public Social Services; Steven Golightly, Child Support Services; Philip Browning, Children and Family Services; and Margaret Donnellan Todd, County Library.