

County of Los Angeles

Productivity Managers' Network

General Meeting and Training
Virtual Meeting
February 17, 2021, at 9:30 a.m.

The Productivity Managers' Network (PMN) first meeting of 2021 was held virtually on Wednesday, February 17, 2021. Over 47 Productivity Managers, Commissioners Nichelle Henderson and Scott Palmer, and Arman Deapanian, PMN Chair, Department of Children and Family Services, were in attendance. Arman Deapanian, Chair.

Meeting Agenda

Welcome Remarks

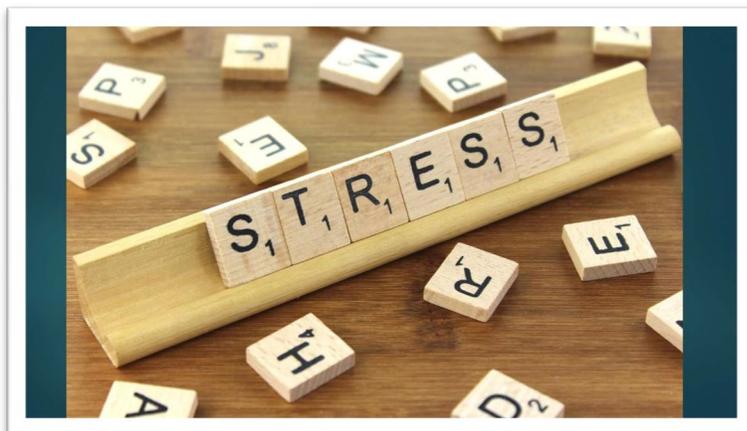
Arman Deapanian, PMN Chair, Department of Children and Family Services, and **Commissioners Nichelle Henderson and Scott Palmer QPC/PMN Co-Liaisons**, welcomed Productivity Managers to the first meeting of the year. Arman thanked everyone for participating in today's meeting. He hopes to see Managers at all the meetings throughout the year.



*Arman Deapanian, Chair
Productivity Managers' Network*

This is Arman's second year as PMN Chair. He stated that 2020 was a challenging year. The Commission commends Managers' resilience and hard work to continue providing services to County residents during the pandemic. Last year, in lieu of the Productivity and Quality Awards program, the Commission established a Special Recognition Program to recognize all of the outstanding work being done by County departments during the pandemic. The 98 projects submitted last year highlight the success of County programs and services offered during this very challenging time.

Power Point Presentation



Dr. Jamie Rifkin, Clinical Psychologist, Department of Human Resources, gave an informative presentation on "Stress Management". The Managers appreciated the information they received on breathing, body scan, guided imagery, and the Headspace app. Managers, as well as Commissioners and Commission staff, benefitted from the

presentation, and more importantly, take back the information from the presentation to their Departments and families during this stressful time for everyone during the pandemic.

Power Point Presentation

Emy Tzimoultis, Manager, and Gevik Shahverdian, Senior Analyst, Service Integration Branch in the Chief Executive Office, gave an informative presentation on the services that 211 LA County provides for individuals and families in need with the appropriate community-based organizations and government agencies. The Managers appreciated the presentation, and plan to take the information back to their respective Departments to inform employees of the services that 211 provides.



*Jackie T. Guevarra, Executive Director
Quality and Productivity Commission*

Power Point Presentation

Jackie T. Guevarra, Executive Director, Quality and Productivity Commission, gave an outstanding presentation to assist Managers as they prepare for their virtual Department Visits in the months ahead. Managers paid close attention as she explained what it takes to have a successful Department Visit. The PowerPoint presentation provided a clear roadmap of the process, which will prove to be invaluable to Productivity Managers who have not yet been through a Department Visit.

Department Visits occur every two years and provide an opportunity for the Commission to meet with Department Heads and their executive teams. It provides an opportunity for the Commission to highlight its efforts and commitment to assist all County departments. It also provides an opportunity for the departments to showcase their best trends, accomplishments, innovative programs, and best practices. More importantly, it is an opportunity for departments to speak about their challenges, actions, and opportunities to work with the Commission. Heidi Olivas, Fire Department, shared tips and insights on her Department's virtual visit last year. Thank you, Heidi!

2020 Commission Announcements

Commissioner, Scott Palmer, Quality and Productivity Commission, provided the following Commission updates:

- Until further notice, due to the pandemic, the Commission plans to continue all meetings virtually.
- The Leadership Conference is being scheduled for June 2 or 9, 2021. Should have a confirmed date soon. Commission staff will email all Productivity Managers as soon as they have the date. Be on the lookout for the email and please put it on your Director's calendar as well as your own. The Commission plans to host the Leadership Conference virtually. Details to follow.
- The Productivity Investment Fund (PIF) solicitation memo went out on February 5. If your department is interested in submitting a PIF, the deadline to submit is April 2, 2021, by 5 p.m.
- The Commission has decided to host the 34th Annual Productivity and Quality Awards (PQA) program. It will be a virtual event. Details are being worked on now. The announcement memo with the application, guidelines, and awards descriptions will be sent out around mid-April. The deadline to submit applications will be June 25, 2021, by 5 p.m. Please start looking for projects in your respective Departments. Also, mark May 5, 2021, 9:30 a.m. on your calendars. Since it will be a virtual event, a special presentation of PQA will be held on this day, which included the changes you need to be aware of.
- This year marks the Commission's 40th Anniversary. The QPC was established on May 12, 1981. A special video is being produced about the Commission. Some PQA winners and PIF projects will be highlighted in the video.
- The Commission is also resuming the 2021-2025 Strategic Plan this year with a new Facilitator. They may reach out to the PMN for input.



*E. Scott Palmer, Commissioner
Quality and Productivity Commission*

Raffle Winners

Commissioner Scott Palmer announced the two raffle winners. Congratulations to Elizabeth Mendez from the Department of Parks and Recreation and Katherine Takada from the Department of Agriculture Commissioner/Weights and Measures! They took home gift cards from Starbucks.

