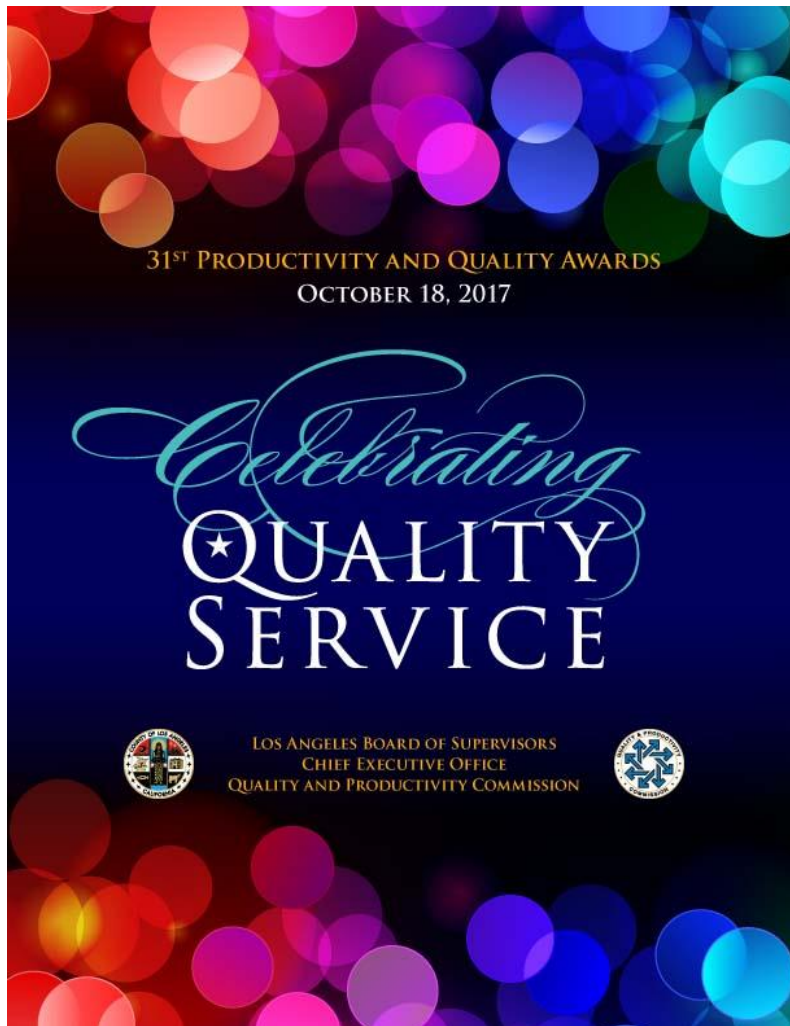


**31<sup>st</sup> ANNUAL COUNTY OF LOS ANGELES  
QUALITY AND PRODUCTIVITY AWARDS PROGRAM**

The Board of Supervisors, Chief Executive Office, and Quality and Productivity Commission honored the hard work and dedication of County employees at the 31<sup>st</sup> Productivity and Quality Awards



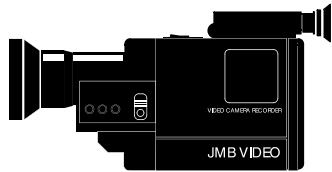
***Program Book***

***Event Video***

***“Celebrating Quality Service” Part I – Introduction***

***“Celebrating Quality Service” Part II***

# Video Segments



## Top Ten Award Winners

### **GOLD EAGLE**

Team Triage in the ER...Why Wait?

Health Services (Harbor UCLA Medical Center,  
Department of Emergency Medicine)

### **SILVER EAGLE**

Jail Mental Health Liaison Program

Public Defender with District Attorney,  
Mental Health, and Sheriff

### **BRONZE Eagle**

Fur Ever Families: Pets, People and  
Partnerships

Animal Care and Control

A Movement Begins: LA County's Homeless  
Initiative

Chief Executive Office with County Counsel,  
Community Development  
Commission/Housing Authority, Children and  
Family Services, Health Services, Mental  
Health, Public Social Services, Public Health,  
Probation, Regional Planning, Sheriff, and  
Los Angeles Homeless Services Authority

Housing without Borders

Community Development  
Commission/Housing Authority

SOLAR: Bridging Healthcare and Housing

Community Development  
Commission/Housing Authority with Health  
Services

Employees Secure Records & Achieve Huge  
Savings!

Health Services (Divisions of Health  
Information Management & Facilities  
Management) with County Counsel

Team Triage in the ER...Why Wait?

Health Services (Harbor UCLA Medical  
Center, Department of Emergency Medicine)

Blazing Trails on the World Wide Web

Parks and Recreation with National Park Service, California State Parks, Santa Monica Mountains Conservancy, Mountains Recreation and Conservation Authority, Mountains Restoration Trust, and Internal Services

Think Health LA: Let Your Fingers Do The Walking

Public Health

Adult 101 Life Skills Bootcamp for Teens

Public Library

## Commission Special Awards

Changemaker Award  
Caseload Accountability Panel: Promoting Teamwork

Children and Family Services

Commissioners' Legacy Award  
DPSS Model Office Concept for District Lobbies

Public Social Services

County Image Enhancement Award  
Library Offers Mobile Makerspaces

Public Library

Customer Service Awards  
Sandbags for Homebound Seniors

Workforce Development, Aging and Community Services with Public Works, Fire, Public Social Services, and Chief Executive Office/Office of Emergency Management

Mega Million Dollar Award  
Team Triage in the ER...Why Wait?

Health Services(Harbor UCLA Medical Center, Department of Emergency Medicine)

Outstanding Teamwork Award  
A Movement Begins: LA County's Homeless Initiative

Chief Executive Office with County Counsel, Community Development Commission/Housing Authority, Children and Family Services, Health Services, Mental Health, Public Social Services, Public Health, Probation, Regional Planning, Sheriff, and Los Angeles Homeless Services Authority

Performance Measurement Award  
Vision Zero Collision Geodatabase

Public Works

Process Improvement Award  
Saving Dollars, Saving Time, Saving Lives

Health Services (Olive View Medical Center, Utilization Management Department)