COUNTY OF LOS ANGELES BOARD OF SUPERVISORS
CHIEF EXECUTIVE OFFICE
QUALITY AND PRODUCTIVITY COMMISSION

THE 28TH ANNUAL
PRODUCTIVITY AND QUALITY AWARDS

AHEAD OF THE CURVE

OCTOBER 22, 2014
In Memoriam

Edward McIntyre
Chair

William Sullivan
1st Vice-Chair

Rodney Gibson
2nd Vice-Chair

Jaclyn Tilley Hill
Chair Emeritus

Walter Allen
Jacki Bacharach
Viggo Butler
Marshal Chuang
Evelyn Gutierrez

Nancy Harris

Gerald Nadler
March 12, 1924 – July 28, 2014

Patricia Johnson

J. Shawn Landres
Huasha Liu
Bud Treece
William Waddell
Jospeh Wetzler

Victoria Pipkin-Lane
Executive Director

Mary Savinar
Program Manager

Laura Perez
Program Support
Menu

First Course
Compressed Salad with Fall Squash, Pepitas, Pistachio Dressing
Served with Baguette, Flat Bread and Grissini

Entrée
Chicken Ballotine, Crispy Polenta Cake, Mole Negro, Roasted Poblano Peppers, Chicken Chicharrones

or

Mushroom Ravioli (Vegetarian)

Dessert
Strawberry Cheesecake
Macerated Strawberries, Graham, Vanilla Chantilly Gooseberries

Fresh Brewed Coffee (regular and decaffeinated) and Paradise Iced Tea
Program

Welcome
Jennifer Coulta, Co-Chair, Productivity Managers’ Network
Elisa Vasquez, Co-Chair, Productivity Managers’ Network
Elizabeth Mendez, Productivity and Quality Awards Chair

Honor Guard
Sheriff's Department

Pledge of Allegiance
Todd Tortorici
SPC/Specialist, United States Army
Military and Veterans Affairs

National Anthem
Byron Ward, Deputy
Sheriff's Department

Invocation
Most Reverend Edward Wm. Clark
Auxiliary Bishop of Los Angeles
Our Lady of the Angels Pastoral Region

Master of Ceremonies
Rich Fields
KCBS/KCAL9

Lunch

Welcome and Opening Remarks
Commissioner Edward T. McIntyre, Chair
Quality and Productivity Commission

William T Fujioka
Chief Executive Officer

Supervisors’ Message
Supervisor Don Knabe, Chairman
4th District

Supervisor Gloria Molina
1st District

Supervisor Mark Ridley-Thomas
2nd District

Supervisor Zev Yaroslavsky
3rd District

Supervisor Michael D. Antonovich
5th District

Presentations
Commission Chair Leadership Award
Productivity Managers’ Network Award
Commission Special Awards
Commission Top Ten Awards
Commission Eagle Awards

Closing Remarks
Commissioner Edward T. McIntyre, Chair
Quality and Productivity Commission
Commission Special Awards

**Best Application of Technology Award** Shows a significant service quality or productivity improvement from the use of recent technological advances
- MARS: Mileage Authorization & Reimbursement System, Auditor-Controller with Internal Services and Public Social Services .......................................................... 11

**Best Service Improvement Award** Recognizes best improvement in service
- The Children’s Welcome Center, Children and Family Services with Health Services, Mental Health, and Public Health ............... 12

**Best Teamwork Award** Reflects application of the most innovative and creative cooperation between agencies or departments and/or agencies, or across County functions
- Annual Public Health Expo: Prevention Starts with You, Public Health with Human Resources, Animal Care and Control, Parks and Recreation, Children and Family Services, Public Social Services, and Internal Services .......................................................... 13

**Commissioners’ Memorial Award** Shows a commitment to program quality and productivity excellence (in memory of former Commissioners Arthur Gutenberg, Sara Stivelman, Robert Silberman, Ernest J. Friedman, Clayton Anderson, Raymond Hemann, Algird Leiga and Gerald Nadler who served with distinction)
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**County Image Enhancement Award** Promotes a positive image of County employees
- Electrifying Student Success: HAR Scholarships, Community Development Commission/Housing Authority ................. 15

**Mega Million Dollar Award** The top program reporting the most cost savings, cost avoidance, or revenue generated
- eCloud – LA County Cloud Computing, Internal Services ........................................................................ 16

**Performance Measurement Award** Recognizes successful systems of measurement in delivering quality services
- ERIC Manages Risk in “A Dash,” Chief Executive Office with Internal Services .......................................................... 17

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- Elder Financial Abuse Outreach Campaign, District Attorney .................................................................................. 19

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- eCase Document Management and Archival System (DMS), Alternate Public Defender .......................................................... 20

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- MARS: Mileage Authorization & Reimbursement System, Auditor-Controller with Internal Services and Public Social Services ........................................................................ 23
- ERIC Manages Risk in “A Dash,” Chief Executive Office with Internal Services .......................................................... 24
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Message from the Chief Executive Officer
William T Fujioka

The 28th Annual Productivity and Quality Awards (PQA) ceremony is a time when the County family comes together to celebrate outstanding achievement in programs and services. It is our “Academy Awards” event.

Our version of the “red carpet” is the proud walk Department Heads, project leaders and productivity managers take from their seats in the Grand Hall of the Dorothy Chandler Pavilion to the stage to receive a well-deserved and hard-earned honor.

In partnership with the Board of Supervisors and Chief Executive Office, the Quality and Productivity Commission recognizes projects, which enhance productivity, improve the quality of County services and result in cost savings.

Many of the award-winning programs are the result of collaborations with other departments or outside agencies. “The Children’s Welcome Center,” a partnership between the Departments of Children and Family Services, Health Services, Mental Health and Public Health, is a dual winner as a Top 10 and Best Service Improvement Award recipient. More importantly, the Center reduces the trauma experienced by abused and neglected children who are taken into protective custody by providing a comfortable, child-friendly facility prior to placement in a suitable foster home.

Additional information on all of the award-winning PQA projects is available in this booklet, and I hope you will take the time to read about them.

Although I am retiring and attending my final awards ceremony, I will always look back fondly on my tenure as Chief Executive Officer and the accomplishments of the Productivity and Quality Awards program. I am proud that during the past seven years, the projects honored by the Commission have resulted in estimated benefits to the County that exceeds $100 million dollars.

It is my sincere hope that the Commission will continue its outstanding work of promoting quality, productivity, and efficiency across County Departments.

Congratulations and best wishes to all award winners!
Message from the Chair of the Quality and Productivity Commission

Commissioner Edward T. McIntyre

It is my pleasure to welcome you to the 28th Annual Productivity and Quality Awards (PQA) ceremony, the County’s premier recognition event. Our theme is “Ahead of the Curve.”

County Departments submitted 55 projects this year, which were reviewed and evaluated by members of the Productivity Managers’ Network and the Commission. Out of this group, Commissioners and Productivity Managers selected the very best projects, the ones that were clearly “Ahead of the Curve” in improving employee productivity and the quality and efficiency of County services.

All of these programs are featured in the Commission’s annual “Best and Shared Practices Report,” which is available on the website at http://qpc.co.la.ca.us. County Departments are encouraged to peruse the report for programs, which are transferable and potentially improve operational effectiveness.

Many of the PQA Top 10 projects have received state and national recognition. For example, the Auditor-Controller’s “Mileage Authorization and Reimbursement System (MARS),” was honored with a Merit Award by the California State Association of Counties.

In addition, the outstanding programs being honored today provide nearly $32 million dollars in annual benefits to the County – more than $15.2 million in cost avoidance, nearly $620,000 in revenue and approximately $15.8 million in direct cost savings.

On behalf of the Quality and Productivity Commission, I extend thanks and appreciation to the Board of Supervisors, the Chief Executive Office, Productivity Managers and the dedicated County employees for ongoing support of all Commission programs, including the annual PQA celebration. We also thank our corporate sponsors, who are listed elsewhere in the program book. I also want to thank Commissioner Evelyn Gutierrez, Chair of the Commission’s PQA Committee, for continued dedication and support of all aspects of the PQA program.

Finally, I hope you are inspired by our 28th annual Productivity and Quality awards ceremony. Congratulations to all of the project teams and Department heads.
Congratulations to all 2014 Productivity Managers on another productive year! You are to be commended for your commitment to elevating your respective Departments by effectively utilizing the programs available through the Commission. We recognize that the Managers Network plays a key role in developing departmental leaders and we should all feel proud to be considered part of such an elite group of professionals. Without your dedication and commitment to the Network and to your respective Departments, our collective achievements would not be possible. Further, our successes are directly attributable to the commitment and dedication of the Quality and Productivity Commission and Commission staff. We truly appreciate their enthusiasm and perseverance in ensuring that Los Angeles County and its employees consistently perform at their best.

Entries in the annual Productivity and Quality Awards programs highlight the many impressive projects underway within the County. The entries clearly demonstrate that we are a group of innovative and creative individuals who strive to provide efficient, effective, high quality services to the public. This year, 20 departments submitted 55 outstanding entries. The impact of these projects is truly impressive, with significant cost benefits and service enhancements to the County and its residents.

Quality is in our name and productivity is our game. With the leadership of the Commissioners, and support of Commission staff, we are propelled to remain well ahead of the curve!

2014 Quality and Productivity Manager’s Network (PMN) Executive Committee

Jennifer Coultas, Co-Chair
Elisa Vasquez, Co-Chair
Stephanie Maxberry, Executive Advisor
Kirk Shelton, 1st Vice-Chair
Kumar Menon, 2nd Vice-Chair
Gerardo Pinedo, Training and Education Co-Chair
Catherine Mak, Training and Education Co-Chair
Elizabeth Mendez, Productivity and Quality Awards Program Chair
Susan Linschoten, Productivity Investment Board Advisory Committee Chair
2014 Quality and Productivity Managers’ Network

Alycia Araya  
Agricultural Commissioner/Weights & Measures

Gary Baucum  
Robert Meneses*  
Alternate Public Defender

Janet Yarbrough  
Animal Care and Control

Steven M. Hernandez  
Judy Chao*  
Eva Mora*  
Assessor

Dulce Maycumber  
Susan Linschoten*  
Christopher Nguyen*  
Auditor-Controller

Stefan Popescu  
Nicolette Taylor*  
Beaches & Harbors

Robin Guerrero  
Executive Office, Board of Supervisors

Jerry Ramirez  
Erlinda Castro*  
Chief Executive Office

Gregory Melendez  
Kimberly Jo*  
Chief Information Office

Jennifer Coultas  
Child Support Services

Tricia J. Denson  
Children and Family Services

Stephanie Maxberry  
Rafael Carbajal*  
Community & Senior Services

Elisa Vasquez  
Community Development Commission/Housing Authority

Kirk Shelton  
Consumer Affairs

Sarah Ahonima  
Inna Sarac*  
Coroner

Veritta Smith  
County Counsel

Priscilla Cruz  
District Attorney

Roxanne Benavides-Ortega  
Fire Department

Gerardo Pinedo  
Health Services - Administration

Arlesia Preyer  
Health Services - Martin Luther King, Jr. (MLK) Outpatient Center

Phil Rocha  
Health Services - Harbor-UCLA Medical Center

Behnaz Hekmatnia  
Health Services - LAC+USC Health Care Network

Deedra Williams  
Health Services - High Desert Health System

Joselin Escobar Duran  
Health Services - Olive View-UCLA Medical Center

Keisha Belmaster  
Health Services - Rancho Los Amigos National Rehabilitation Center

Shawn Atin  
Gina Lugo-Tully*  
Human Resources

Felix Basadre  
Information Systems Advisory Body

Celina Ortiz  
Diane Quarker*  
Internal Services

Mary Hearn  
Sylvia White-Irby*  
Los Angeles Superior Court

Kumar Menon  
Leticia Ximénez*  
Mental Health

Rose Bueta  
Karla Gutierrez*  
Military and Veterans’ Affairs

Ann Rowland  
Museum of Art

Dawn McDivitt  
Museum of Natural History

Elizabeth Mendez  
Monica Pollacia*  
Parks and Recreation

Daphne Durr  
Probation Department

Joanne Rotstein  
Jenny Brown*  
Office of Public Defender

Catherine Mak  
Public Health

Yolanda De Ramus  
Public Library

Nadia Mirzayans  
Jean Li*  
Public Social Services

Bob Spencer  
Kimberly Lyman*  
Public Works

Hsiac-Ching Chen  
Ania G. Onley*  
Regional Planning

Ann Smith  
Margaret Palacios*  
Registrar-Recorder/County Clerk

Glen Joe  
Sharon Johnson*  
Sheriff’s Department

Sandra Pina-Barbee  
Office of Treasurer and Tax Collector

BOARD OF SUPERVISORS  
Productivity Board Deputies

Louisa Ollague  
1st Supervisorial District

Vincent Harris  
2nd Supervisorial District

Alisa Katz  
3rd Supervisorial District

Cheryl Burnett  
4th Supervisorial District

Kathryn Barger-Leibrich  
5th Supervisorial District

*Alternates
Rich Fields joined CBS 2 and KCAL 9 in 2010. He currently appears on KCAL9’s weeknight 8, 9 and 10 p.m. newscasts.

Fields was born and raised outside of Cleveland, Ohio. At the age of 16, he moved to Clearwater, Florida, where he graduated from Clearwater High School. Fields later attended the University of Florida, where he majored in Broadcasting. After more than 25 years as a successful radio personality (including 10 years with CBS RADIO in Los Angeles), he decided to go back to college for post-graduate work in meteorology at Mississippi State University.

In 2000, Fields completed his meteorology internship at weather hot spot WFLA in Tampa, Florida, where he became very familiar with severe thunderstorms and hurricane dynamics.

In 2001, Fields accepted the morning weather position at CBS affiliate KPSP in Palm Springs, California, and later moved up to the position of Chief Meteorologist.

In 2004, while still working at KPSP, Fields was offered the announcer position at the popular CBS Daytime game show “The Price Is Right.” He spent four seasons on stage with Bob Barker and three seasons with Drew Carey.

Fields is a former cancer patient who has survived two bouts with the disease and three surgeries. He volunteers when he can for American Cancer Society events with the hope of inspiring young cancer patients to realize that cancer is not a death sentence and they can have hopes and dreams for a successful future.

Rich and his wife Christine live in the Los Angeles area with their Pug named Gunner.
Commission
Special Award Winners
Los Angeles County employees were spending significant time manually preparing, submitting, approving, and processing mileage and parking claims. The County’s legacy mileage claim process was paper-based, inefficient, and time-consuming. The Department of Auditor-Controller, in collaboration with the Internal Services Department and the Department of Public Social Services, embarked on a project to automate the mileage/parking claim process and reduce the time and cost to submit and process claims.

The Mileage Authorization and Reimbursement System (MARS) was implemented on October 1, 2012, for over 35,000 County mileage drivers as a completely paperless, automated, user-friendly, easy to use, and convenient web-based application that eliminates the burdens and inefficiencies of the traditional paper process. MARS incorporates geographic information technology to compute the distances traveled. County drivers, and their supervisors, benefit immediately from using MARS through faster, more accurate claims preparation, submission, and payment.
Special Award Winner

Best Service Improvement Award

The Children’s Welcome Center
Children and Family Services with Health Services, Mental Health, and Public Health

Since the closure of MacLaren Children’s Center in 2003, infants and children taken into protective custody due to abuse and/or neglect were housed in regional offices or at the Emergency Response Command Post afterhours or on weekends and holidays, while they waited for a suitable foster care placement. The locations did not provide healthy food options or sufficient bathing or resting places.

Dr. Astrid Heger of the Violence Intervention Program provided a generous monetary gift, which enabled the Department of Children and Family Services to secure a former daycare site to house children taken into protective custody. With assistance from Supervisor Gloria Molina, and in partnership with Dr. Heger, the Departments of Health Services, Mental Health and Public Health, the Children’s Welcome Center opened its doors in July of 2012.

The Center is open 24 hours a day, seven days a week, and provides a warm, caring environment for infants and children up to 11 years of age. Children in sibling sets and teen parents and their infants are accepted without being separated, which provides a smooth transition into foster care.
With rising rates in obesity and chronic illnesses, it is important to encourage healthier lifestyles and connect the community with health providers. The Department of Public Health collaborated with the Department of Human Resources, the City of Los Angeles, and community partners (such as Kaiser, the American Diabetes Association, Lions Club, etc.) to organize the Fourth Annual Public Health Expo.

Over 60 health organizations and community partners participated in the department’s events with thousands attending. There were two separate Expos: one for County employees and the other for community members. The employee Expo kicked off the Countywide Fitness Challenge by encouraging healthier lifestyles and providing health screenings. The community Expo provided free health screenings and assistance for health care coverage enrollment. The objective of these Expos is to fulfill the department’s mission of protecting health, preventing disease, and promoting health and well-being.

The Expos served as models for other jurisdictions on ways to improve access to care and ultimately reduce the County’s burden of medical care and the overhead cost of insurance.
In 2008, the Department of Parks and Recreation filled the newly-created position of Associate Curator to conduct and maintain the first-ever inventory of historic and cultural resources in the Department’s possession. This work has resulted in the creation of a web-based database that organizes, in a centralized location, the details on thousands of historic artifacts, photographs and other items of great interest and immeasurable value to the public. The database has already become a key component in securing educational resources that should be protected for future generations.

Whether as a resource for researchers, helping ensure Department compliance with regulations for historic preservation or more efficiently tracking interpretive display and artifact loan agreements, the database ensures that everyone can benefit from the insight and knowledge contained in these irreplaceable pieces of County history.
According to the Brookings Institute, of children in households from the bottom fifth income quintile, only 11% earn a college degree, while 80% of the top fifth earn one. However, through a creative public-private partnership between the Housing Authority of the County of Los Angeles (HACoLA) and Southern California Edison (SCE), low-income student success is getting a jolt of excitement.

During a meter conversion at the Nueva Maravilla Housing Development, SCE suggested that HACoLA become a “capitation rate partner” which would allow the agency to sign up Nueva Maravilla residents for a reduced-cost energy bill based on income. For each unit that signed up for the California Alternate Rates for Energy (CARE) program, a donation of $15 would be made toward the Housing Authority Resident (HAR) Scholarship Fund. With the assistance of individual donations, and corporate and local business sponsorships, in total, in May 2012, 21 scholarship awards were made to low-income Section 8 participants and public housing residents to attend a 4-year university, community college, or vocational training program. This spark of creativity has established a valuable partnership that is a win-win-win for HACoLA, SCE, and County residents.
Prior to “eCloud,” individual servers were being maintained for each application resulting in underutilization of server, network, and data storage capacity and duplicative support labor.

The LAC private cloud (eCloud) provides a more efficient and effective solution for deploying and maintaining LA County departmental computing resources. The eCloud solution leverages advanced virtualization and technologies to consolidate server, network, and data storage resources, enabling IT staff to more effectively manage systems and services. Moreover, shared hardware resources use less physical space, consume less power and cooling, and require substantially less person-hours to maintain due to expanded process automation associated with the eCloud environments.

Customers recognize benefits via accelerated and streamlined deployment of applications without depending on the procurement of new hardware. Applications run more reliably within the eCloud environment due to the flexibility and operational resiliency associated with inherent automated disaster recovery features. Significant cost savings are recognized through shared hardware, reduced power and cooling costs, and optimized technical resources.
Did you know the County pays out $500 million on workers compensation and liability claims a year! That’s more than the budgets of the Assessor, Alternate Public Defender, Community and Senior Services, Human Resources, and Treasurer and Tax Collector combined.

So what is the County doing about that? The CEO Risk Management Branch (RMB) implemented an Enterprise Risk Information Center (ERIC) dashboard, which is a user-friendly, multi-faceted tool that allows risk managers to view, update and track workers’ compensation claims and tort liability data, making them partners in the Countywide effort to reduce liability exposure and associated costs.

What are the results? Immediately, the dashboard realized cost savings in RMB staff by eliminating the need to produce monthly risk management reports to departments. More importantly, the dashboard provides accurate, consistent information allowing claims to be avoided, dealt with early, and managed efficiently. In fact, it’s estimated that the ERIC dashboard will produce a cost avoidance of approximately $2.5 million annually, if not much more. That’s cost savings “in a dash.”
Special Award Winner
Personal Best Award

Public Health Practice – What Works
Jonathan E. Fielding and Steven M. Teutsch – Public Health

How can information be disseminated on evidence-based best practices that really work in Los Angeles, the nation’s largest and most diverse County, to other local health jurisdictions, healthcare professionals, universities and scientific centers? Dr. Jonathan Fielding, visionary and successful champion of many population health improvement initiatives, published a book showcasing the Los Angeles County Department of Public Health’s efforts to provide practical guidance on how to address public health challenges and opportunities for innovation.

Together with Dr. Steven Teutsch, the Department’s Chief Science Officer, and Stephanie Caldwell, Special Assistant, Dr. Fielding motivated and encouraged his staff to collaborate on a book that covers many facets of public health. Available through Oxford University Press since 2012 with the consent from the Board of Supervisors, this book includes critical discussion of strategic planning, performance improvement, health promotion and protection, service delivery, and emergency management and response. It also touches on topics that affect our daily lives, such as, food safety, immunization, obesity, and workplace hazards.
Of the more than 10 million residents in Los Angeles County, approximately 1.1 million are 65 years of age or older. Seniors, who have worked hard and saved for retirement, hold 70% of this nation’s wealth. Yet, financial security can be destroyed by criminals who prey on elders whose physical and/or cognitive abilities may be on the decline.

The District Attorney’s Office launched the Elder Financial Abuse Outreach Campaign to combat this growing problem by training prosecutors, law enforcement officers, and other professionals on how to identify criminal financial elder abuse. The attorneys in the Elder Abuse Section also lecture at many senior organizations, directly reaching out to provide seniors with sound advice on how to prevent victimization. The office recently published a new brochure focusing on criminal financial elder abuse called “Safeguarding Your Future – Tips to Help Seniors Avoid Financial Fraud.” By joining forces with other community groups, such as the Rotary Club of Los Angeles, this brochure, and the valuable information it contains, has been distributed throughout the County.
The Alternate Public Defender (APD) is appointed on over 30,000 new cases every year. State Bar rules require APD to keep case files for an indefinite period resulting in ever increasing off-site storage and retrieval costs. APD must access these closed files on a regular basis. APD lawyers also need access to their active case files when away from work. APD needed a system that would: 1) allow it to store closed files and reduce the cost of files stored with its off-site vendor; 2) allow staff to work with active case files from work, courts, or home; 3) receive electronic probation reports; and 4) allow for the speedy scanning of files directly to the system with minimal user interaction.

The APD created a document management solution that archives closed files, allows staff to create and share active case files, is accessible from anywhere there is internet access, auto-index scanned files and documents, receive electronic probation reports, and reduce the time required to process a client file request.

The department had a cost savings/avoidance from fewer stored files, speedy access to active and closed files, ability to receive eProbation reports, reduced scanning costs via in-house scanning, and cut in half the time it takes to deliver a closed file to a client.
Commission
Top Ten Award Winners
Top Ten Award Winner

Ahead of the Curve with Critical Case Processing
Animal Care and Control

In 2011, the Department of Animal Care and Control (DACC) recognized a surge in the reported number of aggressive dog cases. It was difficult for field officers to balance their ongoing daily response activities with the need to investigate these complicated cases that required meticulous investigation, court case filings, and time-consuming follow through.

To address this problem, the Department centralized activities under a pilot program dedicated to the investigation and resolution of potentially dangerous dog and vicious dog cases. This team, composed of seasoned field officers, was named the Critical Case Processing Unit (CCP). The benefits from this reorganization included quicker resolution of cases, significant cost savings to DACC, and safer communities with satisfied residents. The program included ordinance changes allowing DACC to hold administrative hearings, thus moving this activity out of the costly, overburdened court system. In its first fiscal year CCP Unit, resolved 315 cases through hearings.
Top Ten Award Winner

MARS: Mileage Authorization & Reimbursement System
Auditor-Controller with Internal Services and Public Social Services

Los Angeles County employees were spending significant time manually preparing, submitting, approving, and processing mileage and parking claims. The County’s legacy mileage claim process was paper-based, inefficient, and time-consuming. The Department of Auditor-Controller, in collaboration with the Internal Services Department and the Department of Public Social Services, embarked on a project to automate the mileage/parking claim process and reduce the time and cost to submit and process claims.

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Top Ten Award Winner

Pathways to Independence
Community Development Commission/Housing Authority

Every year, approximately 1,800 youth emancipate from foster care in Los Angeles County and face the risk of homelessness. Completed in December 2012, and occupied in 2013, Coteau III is the Community Development Commission’s (CDC) first newly constructed housing project for foster youth. The CDC partnered with United Friends of the Children’s (UFC) to provide housing and teach independent living skills to these youth in a safe and well-designed living environment. In 2007, CDC began collaborating with UFC to develop six units of new housing to expand their Pathways to Independence Transitional Living Program (Pathways), offering a full spectrum of support for emancipated foster youth between the ages of 18 and 24, with a focus on those homeless or at-risk of homelessness.

The core program components include: housing, career/vocational counseling and development, educational mentoring and assistance, health and mental health services, life skills training courses, advocacy counseling, and alumni services. Pathways is highly successful in moving participants to self-sufficiency. Among the 69% of all former program participants (alumni) with whom UFC is in contact since June, 83% are in permanent housing, and 66% are employed.
O
f the more than 10 million residents in Los Angeles County, approximately 1.1 million are 65 years of age or older. Seniors, who have worked hard and saved for retirement, hold 70% of this nation’s wealth. Yet, financial security can be destroyed by criminals who prey on elders whose physical and/or cognitive abilities may be on the decline.

The District Attorney’s Office launched the Elder Financial Abuse Outreach Campaign to combat this growing problem by training prosecutors, law enforcement officers, and other professionals on how to identify criminal financial elder abuse. The attorneys in the Elder Abuse Section also lecture at many senior organizations, directly reaching out to provide seniors with sound advice on how to prevent victimization. The office recently published a new brochure focusing on criminal financial elder abuse called “Safeguarding Your Future – Tips to Help Seniors Avoid Financial Fraud.” By joining forces with other community groups, such as the Rotary Club of Los Angeles, this brochure, and the valuable information it contains, has been distributed throughout the County.
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Collaboration, communication, problem solving and social competence are necessary skill sets that appear repeatedly in current research on competencies for success in a 21st Century workplace and society. Yet with all of the challenges faced by teens today, developing these skills can be daunting.

Ensuring that teens are prepared for the future through self-sustainability can prevent costly interventions down the road. In the past few years, libraries have realized they have the power to create the kind of spaces, services, and experiences that today’s teens need in order to succeed in school and life.

Professionally trained Library staff also act as positive role models. The County of Los Angeles Public Library has embraced this opportunity for the past several years through engaging and innovative youth programming. Teen Advisory Boards (TABS) have been at the forefront of this programming as a model for civic engagement with the benefit of giving teens a voice in building and leading programs and services in their own community libraries. Since 2007, 50 TABs and more than 1,000 teens have implemented over 5,000 programs and provided the inspiration for youth to take on greater leadership roles in their communities.
The Public Defender sought to improve attorney communications with incarcerated clients and reduce unproductive in-court wait time. The solution was to create a remote virtual office so that attorneys could video conference with incarcerated clients and access their work stations and technology tools from almost anywhere.

The Public Defender deployed 499 video-enabled laptops to attorney staff to capitalize on the Court’s Wi-Fi network at a total project cost of $1,077,000. This initiative improved the quality of representation of clients in custody by increasing the number of attorneys who could communicate with clients via video and increasing the frequency of attorney-client communications throughout the court process. It also resulted in cost savings and cost avoidance through reduced mileage and travel expenses estimated at $450,000 for the first two years of the Initiative. Additionally, utilization of the same technology allowed attorneys to access their virtual office and capture unproductive in-court wait time estimated at over $1 million dollars in the first two years. The initiative’s total cost savings and avoidance exceeded $1.5 million so that the Public Defender realized a complete return on investment in less than two years.
The increased use of the internet to gather information concerning elections and voting has been well documented, and now is an essential practice for most, if not all, election officials. The increase of cell phone use and mobile access to the internet presents new opportunities to engage and inform potential and registered voters. Reaching the voting population through online and mobile outreach efforts can be cost effective and most importantly, a more engaging way to attract a new generation of voters.

During the month proceeding the November, 2012 Presidential Election, the Los Angeles County Registrar-Recorder/County Clerk (RR/CC) partnered with two prominent multicultural radio stations (Super Estrella and Power 106) to launch an online mobile campaign to promote voter registration and the use of the RR/CC’s website (www.lavote.net) to access information about the election. This program was a first of its kind campaign for the Department.
AHEAD OF THE CURVE

Special Merit Commission Plaque Award Winners

Traditional Commission Plaque Award Winners

Commission Certificates of Recognition Award Winners
Special Merit Plaque Winners

Distinguished and meritorious accomplishment of special projects or programs that successfully fulfill departmental and County objectives

DA-Web – Online Direct Assessment Self Service
Auditor-Controller

Consolidated Counseling 4 Better Customer Service
Consumer Affairs

eConsult-Patient Centered Specialty Care Program
Health Services

POWER Group Visit Combats Obesity
Health Services/MLK Outpatient Center

Burbank Mental Health Evaluation Team (BMHET)
Mental Health

Care Clinic Innovation Long Beach Mental Health
Mental Health

Hope on the Horizon: Community Based PEI Project
Mental Health with Community and Senior Services

Intensive Field Capable Clinical Services (IFCCS)
Mental Health with Children and Family Services

DPSS Mobile Application
Public Social Services

Evidence-Based Approach to Increasing Employment
Public Social Services

County of Los Angeles Storm Drain Network
Public Works

LA County Waterworks District Solar Power System
Public Works with Internal Services

Fleet Asset Status Tracking (FAST) Program
Sheriff
Traditional Plaque Winners

Recognizes commendable achievements in public service

Safety in Numbers
Community Development Commission/Housing Authority

Animal Cruelty Prosecution Program
District Attorney with Animal Care and Control

Call Wait Time Reduced in DHS Clinics
Health Services

Indigent Patient Product Reimbursement
Health Services/ Harbor-ULCA Medical Center

100 Citizens Fitness Program
Parks and Recreation

Team Up to Clean Up
Parks and Recreation

CalFresh Awareness Month Campaign
Public Social Services

Light by Light Audit Program
Public Works

Community College Bureau Threat Assessment Program
Sheriff

City Jails Contract Meal Program
Sheriff

Property Tax Email Notification Service
Treasurer and Tax Collector
Certificates of Recognition

Recognizes projects deserving honorable mention

Mediation Works
Children and Family Services

Loan Repayments Attract Quality DHS Providers
Health Services

“Crash Cart on Deck”
Health Services/ Harbor-UCLA Medical Center

“Going Green” at Harbor-UCLA Medical Center
Health Services/ Harbor-UCLA Medical Center

Improve Out-Patient Phlebotomy Turn-Around Time
Health Services/ Olive View Medical Center

Outpatient Clinic Redesign
Health Services/Olive View Medical Center

Percutaneous Dilatational Tracheostomy Program
Health Services/Olive View Medical Center

Absence Management System
Human Resources with Chief Executive Office

Lobby Management and Display System
Public Social Services

Service Area Redistricting Application (SARA)
Public Social Services

Los Angeles County Sheriff’s Department Buses
Sheriff

Marina del Rey – Revitalization of Ladera Community Center
Sheriff

MARS (Military Auxiliary Radio System)
Sheriff

Avoid Penalties by Understanding Postmarks
Treasurer and Tax Collector

Customer Service Lobby Ambassadors Program
Treasurer and Tax Collector

The Redesigned Unidentified Payment System Process
Treasurer and Tax Collector
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Saluting Programs “Ahead of the Curve”

I am proud to join the County Board of Supervisors, fellow commissioners and Department Heads in congratulating this year's Top Ten Award winning programs and special award recipients.

They exemplify extraordinary best practices in technology, social services, library services and public services that truly enhance the quality of life in Los Angeles County.

Congratulations to all the hard working program managers and staff honored today.

Commissioner Evelyn Gutierrez
PQA Committee Chair
Los Angeles County Quality & Productivity Commission
“Quality means doing it right when no one is looking.”
— Henry Ford

We at Fickewirth Benefit Advisors salute the winners of the Productivity and Quality Awards for 2014 and The County of Los Angeles’ Quality and Productivity Commission.

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