



# QUALITY MATTERS



*2017 Spring e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## COMMISSION NEWS

### MESSAGE FROM THE CHAIR



It is an honor to have been elected to serve this year as Chair of the Quality and Productivity Commission. First Vice Chair Evelyn Gutierrez, Second Vice Chair Will Wright, and I are working hard to keep us ahead of the curve in promoting efficiency, innovation, and quality in County public services.

As expressed in our Strategic Plan, we envision a creative and collaborative County culture of continual improvement that yields ever-more productive, efficient, and effective services to enrich lives. Our founding Supervisor, Michael D. Antonovich, who retired last year, has left us a heritage of excellence, working effectively in collaboration with departments, the Chief Executive Officer, and the Board of Supervisors. A special thanks to Commissioner and Immediate Past Chair Rodney Gibson

for his outstanding service as Chair these past two years. I look to his counsel and support during my tenure.

Looking ahead, I have set a few priorities that for the year:

To read more [click here...](#)

**WELCOME - COMMISSIONER JEFFREY PENICHET**

On December 6, 2016, Commissioner **Jeffrey Penichet** was appointed by **Supervisor Hilda Solis** to serve on the Quality and Productivity Commission.

As a business owner and longtime board member for multiple non-profit organizations and previous commission appointments, he is experienced in organizational management, quality effectiveness analysis, policy development, financial statement evaluation, and investment recommendations.

He founded, managed and grew from a start-up to a medium sized business entity Bilingual Educational Services, Inc. Over time, he developed systems for producing and publishing education materials; moved from manual records to computerization with specialized software; analyzed financial growth and contained labor and production costs; and, developed organizational structures for a 65,000 square foot storage and distribution warehouse.



Commissioner Jeffrey Penichet

Read more about Commissioner Penichet by [clicking here](#).

## 2017 LEADERSHIP CONFERENCE

On May 25, 2017, the **Board of Supervisors**, **Chief Executive Office**, and the **Quality and Productivity Commission** will jointly sponsor the annual Leadership Conference at the Music Center.

This year's theme is "Embracing a Changing Demography." Governments, corporations and non-government organizations use demographics to learn more about a population's characteristics for many purposes, including policy development and economic market research. The objective of the Leadership Conference's is to look at adapting public services to demographic and geographic changes in the County population.

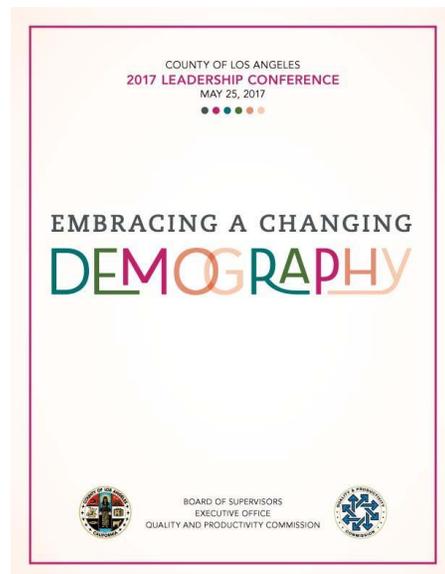
Speakers Include:

"Angelinos - Who We Really Are"

Sarah Burd-Sharps, Co-Director, Measure of America

New Ideas Panel - Generational Demographics

Gen "Z" and Millennials - Efrain Escobedo, Vice-President  
Civic Engagement and Public Policy, California Community Foundation Seniors  
and  
Boomers and Seniors - Laura Trejo, General Manager



Los Angeles City Department on Aging

Women and Girls Initiative

Fesia Davenport, Assistant Chief Executive Officer  
Chief Executive Office

Museums and Community Connections

Michael Govan, Director and CEO  
Los Angeles County Museum of Art

Wrap-Up

Lori Glasgow, Executive Officer  
Board of Supervisors, Executive Office

For additional information, contact the Quality and Productivity Commission at  
(213) 893-0322.

## **DATES TO REMEMBER**

**Leadership Conference**

May 25

**PMN General Meetings**

May 3

August 2

November 8

December 7 (Holiday Reception)

**PQA Awards Luncheon**

October 18, 2017



# PRODUCTIVITY MANAGERS' NETWORK

## Productivity Managers' Network General Meeting Rosemead Library - February 22, 2017



**Jennifer Coultas**, PMN Chair, welcomed managers to the first PMN General Meeting and Training of the year. The meeting was held at the Rosemead Library in Rosemead and attended by over 21 Managers.

**Sue Yamamoto**, Community Library Manager, gave a warm welcome to Managers and Commissioners **Ed McIntyre** and **Huasha Liu**, PMN Co-Chairs, thanked Managers for all their hard work throughout the year and gave welcoming remarks as well. Commissioner **Evelyn Gutierrez**,

PQA Chair, greeted Managers' and solicited three suggestions from each one for a Productivity and Quality Awards theme.

**Victoria Pipkin-Lane**, Executive Director, started the meeting with a fantastic ice breaker that encouraged Managers to get to know one another better. It was a wonderful way to start the meeting.

Read more on the visit by [clicking here](#).

## WELCOME NEW PRODUCTIVITY MANAGERS!

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

Christine Belden, Agricultural Commissioner  
Susan Huff, Board of Supervisors-Executive Office  
Marco Gonzales, Fire  
Dr. Ellen Rothman, Health Services - MLK  
Sheila Mitchell, Health Services - Harbor-UCLA  
Laura Sarff, Health Services - LAC+USC  
William Leung, Human Resources  
Michelle Jiang, Military and Veterans' Affairs



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.

## PRODUCTIVITY INVESTMENT FUND

### Loans and Grants Awarded to Departments

Established by the Board of Supervisors in 1984, the Productivity Investment Fund (PIF) program is used to help departments jump-start pilot projects, develop creative strategies to enhance services, improve employee productivity, and produce cost benefits.

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 2015-2016, [click here](#).

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



## 2017 DEPARTMENT VISITS



The Commission visits all County departments on a two-year cycle where Commissioners meet with the department head and the 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 in the first quarter of the year. Click on the department to view the results of the visit:

[Human Resources](#)  
[Museum of Art](#)  
[Health Services](#)

To view the results of last year's visits, [click here](#).

## QUICK LINKS

[Commission Web](#)

[Best and Shared Practices](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)