



QUALITY MATTERS



2016 Winter e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.

COMMISSION NEWS

REFLECTIONS 2016

***"The secret of change is to focus all of your energy not on fighting the old, but on building the new."
Socrates***

As I conclude my second term as Chair of the Commission, it's a good time to reflect on the honor and privilege it has been for me to lead this august body. It has been my pleasure to serve with such a dedicated, professional group of private individuals, who are committed to improving productivity and quality across County Departments and Related Agencies.



We accomplished a lot in two years. The biennial schedule of Department Visits continued at a robust pace, and Commissioners gained an even greater insight into Department operations. Among the highlights were the briefing by the Agricultural Commissioner/Weights and Measures on an e-Commerce program on the Department website to expedite CalAg permits; Human Resources' successful Executive Leadership Development Program, now in its third year; and the Registrar-Recorder/County Clerk's prototype device that will modernize the voting experience. The latter may be the model for a new, nationwide voting device.

A visionary Treasurer-Tax Collector took a pro-active approach to cybersecurity, while the Los Angeles County Museum of Art promoted the growth and development of the next generation of curators to reflect the area's rapidly changing demographic.

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30TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS

The 30th Anniversary of the Productivity and Quality Awards (PQA) program was held on October 19, 2016. **Rick Garcia** from KCAL/KCBS served as Emcee.

Supervisors Hilda Solis and Sheila Kuehl delivered remarks in support of the County's program to enhance productivity, efficiency and improve the quality of public services. They also commended Supervisor Antonovich for creating the Commission and the PQA program, which recognizes innovative projects, developed by County employees, that result in cost savings, revenue or cost avoidance.

Highlighting the ceremony was a video tribute to Supervisor Antonovich, who introduced the Board motion creating the Commission in 1980. The ceremony provided an opportunity for the Commission to salute the Supervisor who has inspired quality and productivity across County Departments. As Chief Executive Officer Sachi Hamai said in her remarks, "your vision of quality, productivity and innovation will continue to thrive in the County for decades to come."



[Click here](#) to read County Digest Article for additional information on the PQA.



DATES TO REMEMBER

Productivity Investment Fund (PIF) Proposals Due

January 13

April 7

July 7

October 6

Leadership Conference

May 25

PMN General Meetings

February 22

May 3

August 2

November 8

December 7 (Holiday Reception)

PQA Awards Luncheon

October 18

Happy Holidays



PRODUCTIVITY MANAGERS' NETWORK

HOLIDAY RECEPTION December 1, 2016

The Commission held a Holiday Reception honoring Productivity Managers and "Alumni" on December 1 in Room 739 of the Hall of Administration.

Newly-Elected Supervisor, Kathryn Barger, stopped by to say hello and thank the Commissioners and Productivity Managers. Commissioners look forward to a close working relationship with the Supervisor in the coming year.

Commissioners Shawn Landres and Evelyn Gutierrez welcomed Managers and Alumni to the 2016 Holiday Reception. They thanked their fellow Commissioners for their time and energy committed to the Commission and County. They also thanked Managers for the outstanding work they do throughout the year to promote quality and productivity in their departments.

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GENERAL MEETING

Dockweiler Beach Youth Center - November 2, 2016

Commissioner Shawn Landres welcomed managers to the final PMN meeting of the year. The meeting was held at the beautiful Dockweiler Beach Youth Center in Playa del Rey and attended by over 30 managers.

Jennifer Coultas, First Vice-Chair, Child Support, gave a presentation on "Emotional Intelligence" and **Dr. Leticia Ximenez**, Productivity Manager, (Alternate) Mental Health, gave a presentation on "Cultural Competency." Both presentations were excellent and extremely helpful to Managers who work with diverse communities in Los Angeles County.

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"SPOTLIGHT" ON NETWORK MANAGERS"



ANN SMITH

Fiscal Operations Branch Manager
Registrar-Recorder/County Clerk

Ann has over 30 years of budget and finance experience with the County of Los Angeles. She earned her Bachelor of Science Degree in Accounting at CSUN. Her career began in 1985 working for Health Services Administration in the Expenditure Management Division and in 1999 transferred to the Registrar-Recorder/County Clerk as a Budget Officer. She is currently the manager of the Fiscal Operations Branch overseeing a \$150 million Budget and Fiscal operation. She has served as the Department's Quality and Productivity Manager for 15 years and has seen the incredible benefits this program has provided to her Department.

Ann and her husband of 26 years spent many fun-filled years raising their 2 wonderful sons. In her spare time, Ann likes to cook, travel and volunteer at church. She is a proud daughter of Ecuadorian immigrant parents who came to this country with very little means. With hard work and perseverance, Ann's parents realized the American dream, always expressing their gratitude for the opportunities this Country has bestowed upon them. Through her parents' upbringing, this sense of gratitude and hard work has been instilled in Ann, who is very thankful of the opportunities she has been blessed with throughout her County career.



WELCOME NEW PRODUCTIVITY MANAGERS!

The Commission welcomes the newest Productivity Managers to the Network:

Lisa Finkelstein (Alternate), Health Services
Michelle Jiang, Military and Veterans' Affairs
Rene Martinez (Alternate), Probation

Productivity Managers play a valuable role in carrying out programs and activities sponsored by the Commission. They are highly respected 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 innovative pilot projects, develop creative strategies to enhance services, improve employee productivity, and produce cost benefits.



The Commission solicits proposals each quarter and carefully reviews the merits of each project in a three-step vetting process before approval by the full Commission.

To view projects approved for loans, grants, or a combination of both in Fiscal Year 2015-2016, [click here](#). Proposals for the third quarter in Fiscal Year 2016-2017 is due on January 13, 2017.

Please contact the Commission office at (213) 974-1390 for additional information.

2016 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 will be visiting the following departments in the coming year:

Agricultural Commissioner/Weights and Measures
Animal Care and Control
Auditor-Controller
Board of Supervisors - Executive Office
Consumer and Business Affairs
County Counsel
Health Services
Human Resources
Museum of Art
Museum of Natural History
Parks and Recreation
Probation
Public Library
Public Social Services
Regional Planning

To view Department Visit reports for 2016, [click here](#).

QUICK LINKS

[Commission Web](#)

[Best and Shared Practices](#)

[Productivity Investment Fund](#)

[Productivity and Quality Awards](#)

[Productivity Managers' Network](#)

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