

**Dates to Remember in 2015!**

**PQA Awards Luncheon  
October 21**

**PIF Proposals Due  
July 10  
October 9**

**PMN General Meetings  
August 5  
November 4**

**PMN and PMN Alumni  
Holiday Reception  
December 1**

### **Quick Links**

[Commission Website](#)

[Best and Shared Practices](#)

[Productivity Investment Fund](#)



# QUALITY MATTERS



*2015 Summer e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## COMMISSION NEWS



## LEADERSHIP CONFERENCE

"Innovation in Customer Service: Access, Care and Response," was this year's theme for the County's 13th Annual Leadership Conference, sponsored by the Board of Supervisors, Chief Executive Office, and the Quality and Productivity Commission on May 27.

Mayor Michael Antonovich and Supervisor Sheila Kuehl welcomed more than 160 attendees to the conference. Webstreaming also brought more than 300 persons to the event online. The objective of the conference was to promote innovation and effectiveness in customer service to Los Angeles County residents, employees, and diverse communities.

Other speakers included, Dr. Tad Funahashi and Kris Dagger of Kaiser Permanente; Sheryl Spiller, Director of Public Social Services; Margaret Donnellan Todd, Public Librarian; John Naimo, Auditor-Controller; Dr. Mitchell Katz, Director of Health Services; and David Sommers, Director, Office of Countywide Communications.

Evaluations filled out by conference attendees rated the meeting "excellent" overall. For additional information, click [here](#).

**Productivity  
and Quality  
Awards**

**Productivity  
Managers'  
Network**



***PRODUCTIVITY INVESTMENT FUND***

**"AWARDS"**



The Commission is ***proud*** to announce the awards given to the departments below for their outstanding programs and to have taken a small part in their success by funding them with grants from the Productivity Investment Fund.

**Agricultural Commissioner/Weights and Measures**

In June 2015, the Agricultural Commissioner/ Weights and Measures received the "Outstanding Internet Application Award" by the California Geographic Information Association (CGIA). This award is granted to the outstanding integration of

GIS and web technologies demonstrating excellence in aesthetic presentation, functionality, ease of use, and overall user experience.

On December 9, 2013, the Department secured a \$250,000 grant from the Quality and Productivity Commission (Commission) for their Exotic Insect Detection Program Map Conversion. The program enabled the department to convert its outdated, inefficient, paper-based Exotic Pest Detection trapping book maps to conform to the State's new grid mapping requirements.

On June 15, 2015, the Commission funded the Department's second phase of the project, which is a data management system, with a \$200,000 grant.

### **Fire Department**

On June 24, 2015, **Chief Daryl Osby** traveled to Dallas, Texas, to receive the American Heart Association's Award for Meritorious Achievement on behalf of the Los Angeles County Fire Department.

Last year, the Department secured a \$200,000 grant from the Commission to fund the purchase of 11,000 CPR anytime educational kits. As a result, the Department trained over 5,000 middle and high school students in Hands Only CPR. This year, the department is continuing their efforts by providing community training opportunities at over 70 locations throughout Los Angeles County.

The Fire Department's commitment to engage with communities will help save lives.

**CONGRATULATIONS!**



## "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 2013-2014, [click here](#).

The next PIF Proposals will be due on:

July 10  
October 9

## ***PRODUCTIVITY MANAGERS' NETWORK***

### ***GOOD LUCK AND THANK YOU!***

The Commission wishes to congratulate **Kirk Shelton**, long-time Productivity Manager for the Department of Consumer and Business Affairs, on his new position in the Chief Executive Office, Service Integration Branch. We thank Kirk for his outstanding service to the Productivity Managers' Network (PMN).



Kirk's participation and support over the last five years has been an integral part of the PMN. He served on both the PMN Executive Committee and on multiple Quality and Productivity Commission Committees throughout the years. In particular, his participation on the Leadership Conference Committee helped bring the event to exciting new heights.

The Commission recognized Kirk's involvement and leadership with the "Productivity Manager of the Year" award in 2013.

Again, congratulations and best wishes in your new position. The Commission will miss you!



## A "BIG" WELCOME TO NEW MANAGERS

A total of nine new Productivity Managers have joined the Productivity Managers' Network. **Commissioner Shawn Landres**, **Jennifer Coultas**, Chair, Productivity Managers' Network, and **Victoria Pipkin-Lane**, Executive Director of the Commission, welcomed managers to the New Managers Orientation meeting on June 18, 2015. New members include:

Jesus Castillo, County Counsel  
Sonia Fernandez, Internal Services  
Gina Lugo-Tully, Human Resources  
Barbara Nack, Executive Office - BOS  
Maria Rivera, Public Social Services  
Theresa Tran, Human Resources  
Sarah Truong, County Counsel  
Caroline Torosis, Consumer Affairs  
Kimberly White, Public Social Services

The Commission looks forward to working with the new managers to continue promoting and bringing new and innovative programs to the Commission.

## Productivity Managers' Network General Meeting Museum of Art - May 6, 2015



On Wednesday, May 6, 2015, over 35 Productivity Managers attended the meeting held at the Los Angeles County Museum of Art's (LACMA) "Brown Auditorium." The primary focus of the meeting was to prepare managers to identify, solicit, and prepare PQA entries.

Network Manager meetings provide an opportunity to learn more about the County, to hear from Commissioners, and listen to a variety of speakers on professional and personal development in the workplace.

The meeting was followed by a tour of the Art and Technology Lab.

The next meeting of the Productivity Managers Network will be on Wednesday, August 5, at the Marina. **Save the date!** We will review entries submitted by departments for the annual Productivity and Quality Awards.

[Click here for additional information...](#)

## *DEPARTMENT VISITS*



The Commission visits all County departments on a two-year cycle and meets with the department head. The purpose is to gain insight of departmental operations and priorities and to assist the department in enhancing quality and productivity.

The Commission visited the following departments during the second quarter of 2015:

- [Animal Care and Control](#) (April 30)
- [Museum of Natural History](#) (May 7)
- [Public Social Services](#) (June 17)
- [Agricultural Commissioner/Weights and Measures](#) (June 25)

Click on the department above to review their report.