

Dates to Remember in 2015!

PQA Awards Luncheon
October 21

PIF Proposals Due
October 9

PMN General Meetings
November 4

PMN and PMN Alumni Holiday Reception
December 1

Quick Links

[Commission Website](#)

[Best and Shared Practices](#)

[Productivity Investment Fund](#)



QUALITY MATTERS



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

COMMISSION NEWS



29th Annual Productivity and Quality Awards Program October 21, 2015

The 29th Annual Productivity and Quality Awards ceremony is a time when the County family comes together to celebrate outstanding achievement in programs and services. It is our "Academy Awards" event, and our version of the "red carpet" is the proud walk Department Heads, project leaders, and productivity managers take from their seats 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.

This year's theme is "Champions for Change: Together We Make a Difference." Over 500 attendees are expected to attend, primarily from our County family, but also our generous sponsors, and outside agencies that participated with departments on their respective projects.

**Productivity
and Quality
Awards**

**Productivity
Managers'
Network**

The luncheon will be web-streamed live. Look out for the link that will come out a few days before the luncheon.

Below is last year's Golden Eagle Award winner:



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

New Commissioner on the Block!



Commissioners welcomed Jacqueline "Jackie" Agnello Wong to the Quality and Productivity Commission after being appointed by Supervisor Hilda Solis on June 2015.

Since 2007, Jackie has been on the staff of the Program for Environmental and Regional Equity and the Center for the Study of Immigrant Integration. She leads their administrative team by facilitating organizational development, planning events, designing reports, and supporting communications.

She has a Master's Degree in Public Administration from University of Southern California and holds a B.A. from the University of California, Santa Cruz.

Commissioners look forward to working with her and introducing her to the County family.

[Read more on Jackie...](#)

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 2013-2014, [click here](#). Fiscal Year 2014-2015 will be available on our next newsletter.

The next PIF Proposals will be due on:

October 9

PRODUCTIVITY MANAGERS' NETWORK

Spotlight on Network Managers'

Elisa Vasquez

Community Development Commission/Housing Authority



While obtaining a Masters of Science in Public Administration at Cal State University, Los Angeles in 1995, Elisa began working for the Community Development Commission of the County of Los Angeles (CDC). After serving in various capacities, she advanced to the position of Intergovernmental Relations Manager/Public Information Officer. She has held that position since 2007. Elisa completed her undergraduate work at Loyola Marymount University in 1989 and worked at several non-profit organizations before joining the CDC.

Elisa is a proud native of Los Angeles and can navigate the "mean streets" of the City quite well. She loves exploring neighborhoods and discovering shortcuts, especially when finding new restaurants to try.

Productivity Managers' Network General Meeting Evaluation at the Marina - August 5, 2015

On Wednesday, August 5, 2015, over 50 Productivity Managers, including several Commissioners, participated in the annual Evaluation at the Marina at the Burton Chase Park Community Room.



It was another beautiful day at the Marina which made it pleasant for Managers to read and evaluate 56 Productivity and Quality Award entries.

Jennifer Coultas, Chair of the Productivity Managers' Network, welcomed everyone, especially the new Managers who were evaluating projects for the first time. **Elisa Vasquez** and **Elizabeth Mendez**, Co-Chairs, Productivity and Quality Awards Luncheon, provided instructions

and an overview of the evaluation process for Managers and Commissioners.



[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 third quarter of 2015:

- [Children and Family Services \(July 9\)](#)
- [Health Services \(July 13\)](#)
- [Consumer and Business Affairs \(July 29\)](#)
- [Beaches and Harbors \(July 30\)](#)
- [Auditor-Controller \(August 3\)](#)
- [Regional Planning \(August 13\)](#)
- [Mental Health \(August 20\)](#)
- [Public Works \(August 31\)](#)

Click on the department above to review their report.