



QUALITY MATTERS



2015 Winter 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

On October 21, 2015, Supervisors, the Chief Executive Officer, and the Quality and Productivity Commission proudly honored innovative projects that benefit County residents. Rick Garcia of KCBS/KCAL-TV served as Master of Ceremonies.

"These creative projects improve the quality of services provided by County Departments to the more than 10 million residents, who call Los Angeles home," said Supervisor Michael D. Antonovich, Mayor of the Board. CEO Sachi Hamai said, "The PQA recognizes projects, developed by County employees that will result in cost savings revenue or cost avoidance; and the programs honored this year have an estimated value to the County of \$75 million."

Also joining Mayor Antonovich at the ceremony were Supervisors Hilda Solis and Sheila Kuehl, and Assessor Jeffrey Prang.



2015 Gold Eagle Award Recipients
(Public Health, Public Works, Parks & Recreation, Arts Commission,
Regional Planning and Internal Services)



Sheryl Spiller and Rod Gibson. Sheryl was this year's recipient of the Chair's Leadership Award



Rod Gibson, Sachi Hamai, and Supervisors Antonovich and Solis

Read more about the [Awards Program...](#)

Message from the Chair of the Commission



For the Quality and Productivity Commission, it was an exciting year of change and new opportunities. Supervisors Hilda Solis (First District) and Sheila Kuehl (Third District) settled into their new positions, Sachi Hamai was appointed Chief Executive Officer, and the Commission produced two Board Reports: "[Services Provided by Eligibility Workers](#)" and "[Digital by Default: Leveraging Software as a Service for Accessibility and Impact.](#)"

We conducted 15 Department Visits, where Commissioners met with Department Directors and Executive staff to discuss a wide range of issues, including best and shared practices.

In addition, our effective partnership with the Board of Supervisors and CEO again produced two important County events, the annual Leadership Conference in May and the 29th Productivity and Quality Awards ceremony in October.

As we look ahead to 2016, the Commission stands ready to encourage and promote employee productivity and quality public services!



DATES TO REMEMBER

Leadership Conference
May 26

PMN General Meetings

February 24
May 4
August 3
November 2
December 1 (Holiday Reception)

PQA Awards Luncheon - 30th Anniversary
October, 2016 (final date to be determined)

PRODUCTIVITY MANAGERS' NETWORK

2015 Productivity Manager of the Year Jennifer Coultas - Child Support Services

The Commission named Jennifer Coultas the 2015 Productivity Manager of the Year at the Productivity and Quality Awards (PQA) Program on October 21.

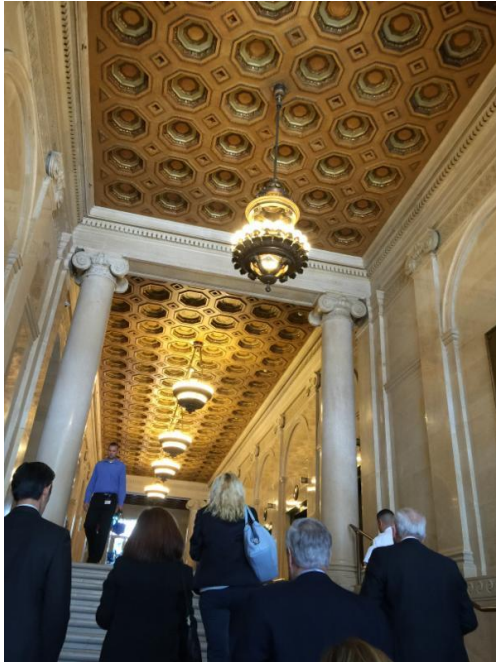
Jennifer was appointed to the Productivity Managers' Network (Network) in 2008. She quickly took on leadership roles, serving as PQA Co-Chair in 2009 and 2010, and 1st Vice-Chair in 2011. She took on the duties of Network Chair in 2012 and 2013, Co-Chair in 2014, and is again the current Chair of the Productivity Managers Network.

She is an accomplished Attorney with the Child Support Services Department. She re-energized the network's "mentor program," and added inspirational, career-building videos to the quarterly, network meetings. This year, Jennifer played a key role in the Commission's "Strategic Plan Workshop" held in May at the Eaton Canyon Nature Center.

The Commission congratulates Jennifer once again and thanks her for her dedication to the Network!



Productivity Managers' Network General Meeting Hall of Justice - November 4, 2015



On Wednesday, November 4, 2015, over 40 Productivity Managers attended the General Meeting and Training class at the Sheriff's Department, Hall of Justice. Commander Michael J. Parker and Deputy Anthony Moore gave an outstanding presentation on "Social Media - Uses in Local Government."

Managers were welcomed by Jennifer Coultas, Chair of the Network, and Commissioner Evelyn Gutierrez, Liaison to the Network. Commissioners Hill and McIntyre were also in attendance and welcomed everyone. Sheriff Jim McDonnell also took time out of his busy schedule to greet Managers and welcome them to the Hall of Justice.

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

2016 PMN Executive Committee

On November 4, 2015, Managers voted for their 2016 PMN Executive Committee. The members are:

Kumar Menon, Chair
Stephanie Maxberry, Executive Advisor
Jennifer Coultas, 1st Vice Chair
Catherine Mak, 2nd Vice Chair
Caroline Torosis, Training and Education Co-Chair
Phil Rocha, Training and Education Co-Chair
Elisa Vasquez, PQA Co-Chair
Elizabeth Mendez, PQA Co-Chair
Susan Linschoten, PIB Advisory Committee Chair



The Commission wishes to congratulate and thank the Executive Committee for

volunteering their time and efforts to the mission and goals of 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 2014-2015, [click here](#).

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



DEPARTMENT VISITS

2016 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 will be visiting the following departments in 2016:

Alternate Public Defender
Assessor
Child Support Services
Community and Senior Services
Community Development Commission/Housing Authority

District Attorney
Fire Department
Medical Examiner-Coroner
Military and Veterans' Affairs
Probation
Public Defender
Registrar-Recorder/County Clerk
Sheriff
Treasurer and Tax Collector

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](#)



Happy Holidays_