



QUALITY MATTERS



2016 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 of the Commission



Commissioner Rod
Gibson

The Quality and Productivity Commission has completed a very busy first quarter of activities, ranging from an orientation/training for new Productivity Managers to revamping the Productivity Investment Fund. Now, we are busy preparing for the annual Leadership Conference scheduled for Thursday, May 26, 2016. We have a great program planned under the theme, "Connectivity to Productivity."

We are working diligently to support departments as they develop innovative projects and bring them to the Commission's Productivity Investment Board for consideration for funding. I also had a productive meeting with Sheriff Jim McDonnell in preparation for our first department visit.

As we look towards the remainder of the year, great things are on the horizon, Commission staff has transferred to the Executive Office/Board of Supervisors as part of the reorganization of the Chief Executive Office. The Commission reports to the Board and being in the Executive Office streamlines the reporting process. We look forward to working with Lori Glasgow, newly appointed Executive Officer of the Board and her staff.



Finally, it gives me great pleasure to welcome the newest member of our Commission, Lisa Korbato. Lisa attended her first Commission meeting on March 7, 2016. Commissioners look forward to working with her throughout the year.

Read more about Commissioner Korbato in the next section.

Welcome - Commissioner Lisa Korbato

On February 16, 2016, Commissioner Lisa Korbato was appointed by the Board of Supervisors to serve on the Quality and Productivity Commission.

Since 1996, Lisa has been a Partner at Amalgamated Real Estate Services, a commercial property management company specializing in retail, industrial, and manufacturing space for garment-related businesses. She currently manages 20 commercial buildings in the Downtown Fashion District on the Westside of Los Angeles.

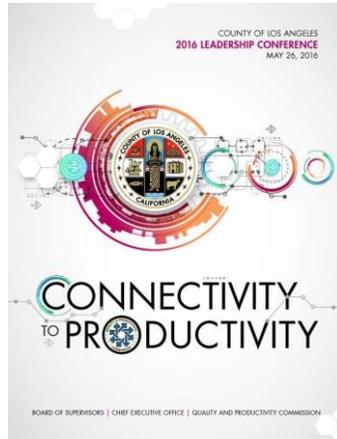
She is a lifelong resident of Beverly Hills, an alumna of Beverly Hills High School and graduate of the University of Southern California. Since 2009, she has served as a Governing Member of the Beverly Hills School Board, including a term as its President. She was reelected in 2013.



Lisa has been married to Igor Korbato for over 30 years and has three daughters, Lauren, Anna Bella, and Elizabeth.

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

2016 LEADERSHIP CONFERENCE



On May 26, 2016, the Board of Supervisors, Chief Executive Office, and the Board of Supervisors will jointly sponsor the annual Leadership Conference at the Music Center.

This year's theme is "Connectivity to Productivity," which looks to advance productivity by connecting through vision, planning and action. Speakers include:

John P. Keisler
Director, Innovation Team
City of Long Beach

Kurt Floren
Agricultural Commissioner/Director of Weights and Measures

Cynthia Harding
Acting Director, Public Health

Marcia Mayeda
Director, Animal Care and Control

Norma B. Clayton
Vice President - Learning, Training & Development
The Boeing Company

Jim Jones
Chief Operating Officer, Chief Executive Office

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



DATES TO REMEMBER

Leadership Conference

May 26

PMN General Meetings

May 4

August 3

November 2

December 1 (Holiday Reception)

PQA Awards Luncheon - 30th Anniversary

October 19, 2016

PRODUCTIVITY MANAGERS' NETWORK

Productivity Managers' Network General Meeting Fire Department - February 24, 2016

On Wednesday, February 24, 2016, over 30 Productivity Managers attended the meeting held at the Los Angeles County Fire Department's Training Center.

The focus of the meeting was to provide training to Productivity Managers in the event they face an active shooter situation. Deputies Irvin DeRoche and Fernando Gonzalez of the Los Angeles County Sheriff's Department, Tactics and Survival Training Unit, provided the training. In addition, Dulce Maycumber, Productivity Manager for the Auditor-Controller, gave an informative presentation on preparing for a successful Department Visit.

The meeting was followed by a tour of the Emergency Operations Center and equipment used by the Fire Department.

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



WELCOME NEW PRODUCTIVITY MANAGERS!

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

Russell Horning, First District
Dorinne Jordan, Second District
Maria Cordero, Alternate Public Defender
Arman Depanian, Children and Family Services
Kevin Anderson, Community and Senior Services
Laura Sarff, Health Services-LAC/USC Medical Center
Cynthia Monica Lopez, Military and Veterans' Affairs
Tom Ivey, Treasurer and Tax Collector



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.

NOTE: The Commission is currently soliciting PIF proposals up to \$100,000 for projects that address the issues raised by the Commission's Board Report: Digital by Default - Leveraging Software as a Service for Accessibility and Impact. A total of \$100,000 will be allocated to this challenge, with preferences for collaborations, cost-sharing, and loans. The funds may go to more than one proposal. Please contact your department's Productivity Manager for additional information.

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.

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 visited the following departments in the first quarter of the year. Click on the department to view the results of the visit:

[Community and Senior Services](#)

[Fire Department](#)

[Military and Veterans' Affairs](#)

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](#)

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