



QUALITY MATTERS



2018 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 (REVISED)



It is an honor to have been elected, once again, as Chair of the Quality and Productivity Commission. **First Vice Chair Huasha Liu, Second Vice Chair Jot Hollenbeck,** and I will work hard to continue promoting efficiency, innovation, and quality in County public services throughout the coming year.

A special thanks to former **First Vice Chair Evelyn Gutierrez and Second Vice Chair Will Wright** for their outstanding service last year. I look forward to working with them and to their continued support for the Commission's efforts this year.

After nearly 22 years of service and leadership, Commissioner and Chair Emeritus, Jaclyn Tilley Hill, retired from the Commission on March 7, 2018. She served with honor and distinction as the first woman to serve as Chair of the Quality and Productivity Commission (for a record six years), where she championed the award-winning Plain Language Initiative, advocated for innovation, and sought increased appropriations for the Productivity Investment Fund. The Board of Supervisors recognized her for her outstanding and dedicated service to the Commission and the County during its weekly Board meeting on March 6, 2018.

To read more [click here](#)

WELCOME - COMMISSIONER JAMES B. HUSSEY

On December 5, 2017, Commissioner **James B. Hussey** was appointed by **Supervisor Janice Hahn** to serve on the Quality and Productivity Commission.

James "Jim" Hussey has been an advocate member of his community for the past several decades. He has served for 10 years as Chairman for the Citizen Advisory Committee for the Pacific Corridor Revitalization Project in San Pedro. On the Committee, he was part of a Community Development project to revitalize downtown San Pedro and advocated for a park to be built at the entrance of San Pedro called Welcome Park. The park was later generously dedicated to him by then Los Angeles City-Councilmember Janice Hahn.



Commissioner James B. Hussey

For the past 52 years, he has served as the President of Hussey Insurance Agency, a multiline insurance agency representing the State Farm Insurance Company in Southern California. For 18 years, he also served as Chairman for Aries Automotive Inc., a \$12 million dollar marketing and distribution company of aftermarket automobile accessories.

James grew up in Los Angeles, and graduated from Torrance High School. He served in the Army and earned an undergraduate degree from UCLA in 1964. He currently resides in Rolling Hills Estates with his wife Marguerite of over 50 years.

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

LEADERSHIP CONFERENCE

On May 16, 2018, the **Board of Supervisors, Chief Executive Office, and the Quality and Productivity Commission** will jointly sponsor the annual Leadership Conference at the Music Center.

This year's theme is "Sensors and Sensibility: Leadership in an Age of Advancing Technology." The objective of the Leadership Conference's is to explore how County employees can make best use of emerging technologies to improve productivity and enrich lives..

Speakers Include:

Keynote Speaker

Dustin Haisler, Chief Innovation Officer,
e.Republic, Inc.

New Ideas Panel - Future of Knowledge Work

Lori Bettison-Varga, Director, Natural History Museum
Mark Pestrella, Executive Director, Public Works
Dr. Christina Ghaly, Acting Director, Health Services

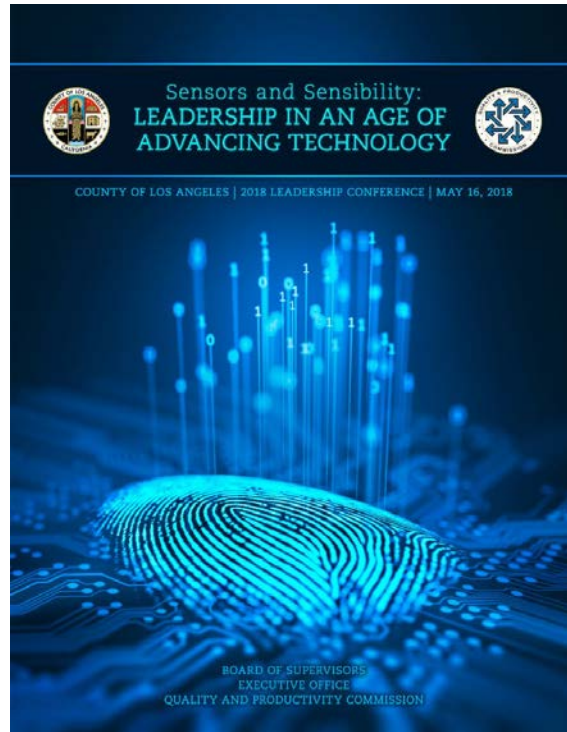
Ethics and Advancing Technology

Lane Dilg, City Attorney
City of Santa Monica

What We Learned & Where We're Going

Jeremy Gray, Acting Executive Officer
Board of Supervisors

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



DATES TO REMEMBER

Leadership Conference

May 16

PIF Proposals Due

April 6

July 13
October 5

PMN General Meetings

May 2
August 1
November 7
December 5 (Holiday Reception)

PQA Awards Luncheon

October 10, 2018



PRODUCTIVITY MANAGERS' NETWORK

Productivity Managers' Network General Meeting Public Social Services - February 21, 2018



Jennifer Coultas, PMN Chair, welcomed managers to the first PMN General Meeting and Training of the year. The meeting was held at the Department of Public Social Services and attended by over 31 Managers.

Cheryl Spiller, Director, Department of Public Social Services, gave a warm welcome to Managers. Commissioners **Ed McIntyre** and **Huasha Liu**, PMN Co-Chairs, thanked Managers for all their hard

work throughout the year and gave welcoming remarks as well.

Jennifer Coultas and Inna Sarac, gave a presentation on Department Visits, Cheryl Wold, Consultant, Los Angeles County, Office of Child Protection, made a presentation on the "Portrait of Los Angeles County"; and Linda Hopkins, Board of Directors, Retired Employees of Los Angeles County (RELAC) gave a presentation on Planning your Next Journey (AKA Life After Retirement).

Victoria Pipkin-Lane, Executive Director, Quality and Productivity Commission, started the meeting with a fantastic ice breaker that encouraged Managers to get to know one another better. It was a wonderful way to start the meeting.

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

WELCOME NEW PRODUCTIVITY MANAGERS!

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

Lisa Canada, Auditor-Controller
Christian Olmos, Consumer and Business Affairs
Jose Chew, Chief Executive Office
Heidi Oliva, Fire
Connie Salgado-Sanchez, Health Services
Matthew Gonzalez, 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.

To view projects approved for loans, grants, or a combination of both in Fiscal Year 2016-2017, [click here](#).

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



2018 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:

[Assessor](#)
[Fire Department](#)
[Military and Veteran Affairs](#)
[Registrar-Recorder/County Clerk](#)
[Workforce Development, Aging and Community Services \(WDACS\)](#)

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](#)