



# QUALITY MATTERS



*Winter 2017 e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## COMMISSION NEWS



### 31ST ANNUAL PRODUCTIVITY AND QUALITY AWARDS



At left, Supervisor Mark Ridley-Thomas, right joins CEO Sachi Hamai and QPC Chair Shawn Landres.

Supervisor Mark Ridley Thomas, Chairman of the Board of Supervisors, and Supervisor Sheila Kuehl, Chair Pro Tem, commended County employees for projects that improve the quality of County public services and employee productivity during the 31<sup>st</sup> Annual Productivity and Quality Awards (PQA) on October 18.

"Celebrating Quality Service" was the theme of the County's version of the Academy Awards, which were presented before a capacity audience in the Grand Hall, Dorothy Chandler Pavilion of the Music Center. Julio

Cesar Ortiz, reporter, Univision 34 Los Angeles, was the master of ceremonies.

The Board of Supervisors, Chief Executive Office and the Quality and Productivity Commission jointly sponsor the PQA ceremony. Projects honored this year could result in estimated annual benefits to the County in excess of \$388 million.

Heading the list of Eagle Award winners was Health Services-Harbor/UCLA Medical Center, Department of Emergency Medicine for "Team Triage in the ER...Why Wait?" who received the Gold Eagle Award; the Public Defender, in partnership with the District Attorney, Mental Health and the Sheriff, received the Silver Eagle Award for its "Jail Mental Health Liaison Program," and Animal Care and Control, in collaboration with the ASPCA, took home the Bronze Eagle Award for "Fur Ever Families: Pets, People and Partnerships."

"The projects honored today bring the County's strategic plan goals to life," said CEO Hamai. "They represent investments that transform lives, they foster vibrant and resilient communities, and they are at the forefront of realizing tomorrow's government today," she added. The Commission publishes the PQA projects in its annual "Best and Shared Practices Report," which is distributed to County Departments and Related Agencies." See the report at <http://qpc.lacounty.gov>.

For more details, [click here](#)

## PRODUCTIVITY MANAGERS' NETWORK

### **PMN General Meeting & Training - Rancho Los Amigos National Rehabilitation Center**

The PMN held its final meeting of the year on Wednesday, November 8, 2017 at Rancho Los Amigos National Rehabilitation Center in Downey. More than 25 managers were in attendance. Inna Sarac, Productivity Manager for the Medical Examiner-Coroner's Office, started us off with a wellness exercise. The documentary, ***Political Animals***, which features Supervisor Sheila Kuehl, Third District, was shown. There was a great discussion following the video; and Dr. Shawn Phipps, Productivity Manager, arranged a nice tour of the new Don Knabe Wellness Center.



**Productivity Managers' Network  
Evaluation at the Marina  
Burton Chace Park - August 2, 2017**

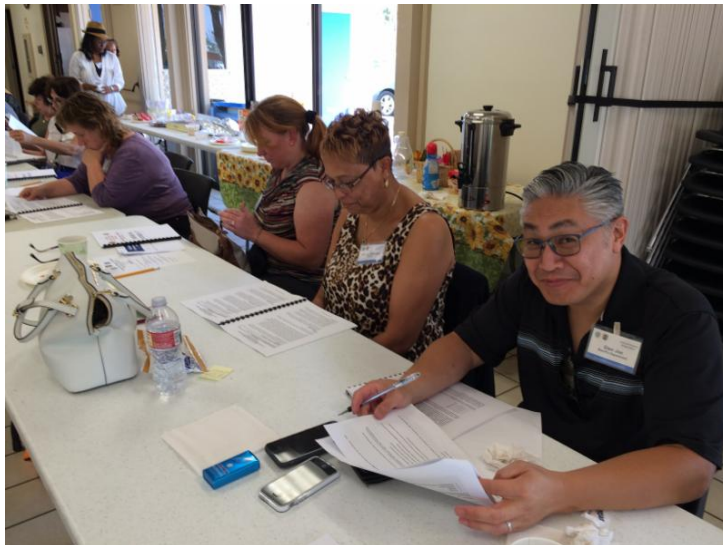


**Commissioner Evelyn Gutierrez, PQA Chair, and Jennifer Coultas, PMN Chair, welcomed managers to the Evaluation at the Marina on**

August 2, 2017, at Burton Chace Community Center in Marina del Rey. There were 46 managers, representing 30 departments, and three Commissioners who attended. Managers read and evaluated 60 PQA entries, which is the first stage in selecting the Eagles, Top Ten, and Commission Special Awards.

It was another beautiful day at the Marina and managers read a number of excellent proposals. In addition, the following entries were recognized for their Creative Title:

- Blazing Trails on the World Wide Web - Parks and Recreation with Collaborators
- Fast and Furious: Running Down TB In Skid Row - Public Health
- Fur Ever Families: Pets, People and Partnerships - Animal Care and Control
- Lord of the Plans - Update LA County General Plan - Regional Planning with Collaborators
- Harbor's Spring Cleaning Turns Trash Into Cash - Health Services (Harbor UCLA Medical Center)
- Signed, Sealed,Delivered! - Treasurer and Tax Collector





Productivity Managers Reading Proposals

## "SPOTLIGHT" ON NEW MANAGERS"



**Inna Sarac, MPA**  
**Los Angeles County Medical**  
**Examiner, Coroner**

Inna received her Bachelor's degree in Psychology and a Master's in Public Administration from California State University Northridge. She has been working for the County of Los Angeles for ten years. During these 10 years, she worked for the Department of Public Social Services, followed by

the Department of Mental Health and presently works for the Department of Medical Examiner-Coroner as a Management Analyst.

Over the past three years, since she has been working for the Department of Medical Examiner-Coroner, she has been coordinating multiple assignments for the Department.

Inna is very proud to be a part of the Quality and Productivity Commission, serving as the PQA Co-Chair on the PMN Executive Committee and she is the Department Productivity Manager. She is married to her husband Eddie, has two wonderful children, a daughter and a son and two beautiful cats. Her hobbies include reading, watching history and science shows, and visiting her mom, who lives in her neighborhood.

To read more about Inna, [click here](#).



## DATES TO REMEMBER

### PIF Proposals Due

January 12, 2018

### PMN

February 8, 2018 (Orientation)

February 21, 2018 (General Meeting & Training)

### Green Leadership Entries Due

February 16, 2018





## **WELCOME NEW PRODUCTIVITY MANAGERS!**

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

Jaclyn Baucum, 4th District  
Alison Mendes, 5th District  
Elizabeth Hahn and Dara Smith, Assessor  
Cindy Lee, Auditor-Controller  
Lev Levon, Board of Supervisors, Executive Office  
Dr. Ellen Rothman, Health Services, Martin Luther King, Jr. (MLK)  
Outpatient Center  
Darolyn Jensen and William Leung, Human Resources  
Laura Sarff, Health Services LAC+USC Medical Center  
Kiara Brown, Museum of Natural History  
Gail Bristo, Public Defender  
Victoria Frausto and Leslie Schenk, Public Works

Productivity Managers play a valuable role in accomplishing many of the Commission's event 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 innovative pilot projects, develop creative strategies to enhance services, improve employee productivity, and produce cost benefits.



The Commission solicits proposals each quarter and carefully reviews the merits of each project in a three-step vetting process before approval by the full Commission.

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.

## 2017 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 second quarter of the year. Click on the department to view the results of the visit:

- [Agricultural Commissioner/Weights and Measures](#)
- [Animal Care and Control](#)
- [Auditor-Controller](#)
- [Beaches and Harbors](#)
- [County Counsel](#)
- [Parks and Recreation](#)
- [Public Library](#)
- [Public Social Services](#)

To view Department Visit reports for the entire year, [click here](#) .

## QUICK LINKS

- [Commission Web](#)
- [Best and Shared Practices](#)
- [Productivity Investment Fund](#)
- [Productivity and Quality Awards](#)
- [Productivity Managers' Network](#)