



# Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

## MINUTES OF THE MEETING OF January 25, 2021 at 10 a.m.

Virtual Meeting

Call in number: (669) 900-9128

Meeting ID: 860 5222 1292

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County of Los Angeles  
Quality and Productivity  
Commission

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### Chair

Jacki Bacharach

### First Vice Chair

Andrés Cuervo

### Second Vice Chair

Vacant

### Immediate Past Chair

J. Shawn Landres, Ph.D.

### Chair Emeriti

Rodney C. Gibson, Ph.D.

Edward T. McIntyre

Maxwell Billieon

Viggo Butler

Teresa Dreyfuss

Evelyn Gutierrez

Nancy Harris

Nichelle M. Henderson

Huasha Liu

Blaine J. Meek

E. Scott Palmer

Jeffrey Jorge Penichet

Will Wright

### Executive Director

Jackie T. Guevarra, CPA

### Program Manager

Laura Perez

### Program Support

Tammy Johnson

## EXECUTIVE OFFICE



BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

*“To enrich lives through  
effective and caring service”*

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## THE FOLLOWING COMMISSIONERS WERE PRESENT

### (TAKEN BY ROLL CALL):

Jacki Bacharach

Maxwell Billieon

Viggo Butler

Andrés Cuervo

Teresa Dreyfuss

Rodney Gibson

Evelyn Gutierrez

Nancy Harris

Nichelle Henderson

Shawn Landres

Huasha Liu

Edward McIntyre

Blaine Meek

E. Scott Palmer

William B. Parent

Jeffrey J. Penichet

Will Wright

## PRODUCTIVITY MANAGERS' NETWORK (PMN)

Arman Depanian, Chair

## CALL TO ORDER

The Chair called the meeting of the Quality and Productivity Commission to order at 10 am.

Commissioner Bacharach welcomed everyone to the January 25, 2021, meeting and noted the meeting is being recorded. She announced that members of the public can send their questions or comments to Jackie Guevarra during the meeting via email at [jguevarra@bos.lacounty.gov](mailto:jguevarra@bos.lacounty.gov). Any information received will become part of the official meeting record. She also announced that the opportunity to speak and vote on the agenda items will be taken by roll call.

Members of the public were also given the opportunity to send their comments and questions to the Executive Director by January 24, 2021, 4:00 p.m. No written comments were received. However, members of the public can continue to send public comment to Jackie Guevarra during the meeting, and any information received will become part of the official meeting record.

*We support plain language*

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**APPROVAL OF DECEMBER 7, 2020, MINUTES**

Commissioner McIntyre moved to amend the minutes of December 7, 2020. The Aye votes for PIF project 21.7 – Parks and Recreation for *Regional Parks Automated Vehicle Entry Collection System* were not reflected on the page, seconded by Commissioner Gutierrez. The minutes, as amended were unanimously approved.

**CHAIR’S REPORT: ADMINISTRATIVE ITEMS, DEPARTMENT VISITS, AD HOC COMMITTEE**

Commissioner Bacharach welcomed Commissioner William “Bill” Parent to his first meeting. Commissioner Parent was appointed by Supervisor Kuehl and replaces Commissioner Claire Peeps who resigned in October 2020. He is a writer and civic volunteer. He is a member of the City of Santa Monica Social Services Commission; former co-chair of the City of Santa Monica Homelessness Steering Committee; Volunteer Panelist, City of Los Angeles Neighborhood Justice Program; member of the Santa Monica Forward Steering Committee; Board of Advisors, LA Commons. He was a Lecturer at the UCLA Luskin School of Public Affairs. Several years ago, Bill was also the Executive Director of Innovations of American Government Program at Harvard University, John Kennedy School of Government. He is a person who looks for innovation in Government and that is what our Commission is all about.

Commissioner Landres also welcomed Commissioner Parent to the Commission. They worked together on past projects for charitable giving and innovations at UCLA Luskin School of Public Affairs. They also collaborated on a report to fight homelessness and the “Homeless Crisis for Angelenos.”

Commissioner Parent thanked everyone for their kind words. He is looking forward to working with everyone.

**PRESENTATION BY THE DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS (DCBA)**

Commissioner Bacharach introduced and welcomed Rafael Carbajal, Director of the Department of Consumer and Business Affairs (DCBA), Azusena Favela, Jethro Rothe-Kushel, Joel Ayala, David Diaz, Michelle Jiang and Renee Vasquez. Mr. Carbajal is newly appointed as Director of DCBA. The Department serves consumers, businesses, and communities through education, advocacy, and complaint resolution. Their mission is to create a fair and vibrant marketplace for consumers and businesses. A PowerPoint accompanied his presentation. Mr. Carbajal and his team also briefed Commissioners on the following topics:

Consumer Counseling	Financial Empowerment
COVID-19	Tenant Protections
Investigations	Foreclosure Prevention
Small Claims	Small Business
Dispute Resolution	Immigrant Affairs
Wage Enforcement	

### **PRESENTATION BY THE EXECUTIVE LEADERSHIP DEVELOPMENT TEAM**

Commissioner Bacharach introduced and welcomed Jackie Guevarra, Executive Director, Quality and Productivity Commission, George Dixon, Military and Veterans Affairs, Elaine Kunitake, Public Works, and Thomas Moore, Public Defender, who worked as a team on the Executive Leadership Development Program (ELDP). The ELDP team presented and spoke on their project to rebrand the Quality and Productivity Commission. Their research indicate that some entry level County employees are not familiar with the Commission's responsibilities nor aware of its existence. The team came up with a marketing plan to better promote the Commission. A PowerPoint accompanied their presentation. The team also briefed the Commissioners on the following topics:

- Project Summary
- Process
- Data Collection
- Results and Analysis
- Recommendations

### **CHAIR'S REPORT: ADMINISTRATIVE ITEMS, DEPARTMENT VISITS, AD HOC COMMITTEE (CONTINUED)**

Commissioner Bacharach reported the following:

- The next regular Commission meeting is on March 22, 2021.
- The Commission received three Productivity Investment Fund (PIF) proposals which will be reviewed by the Productivity Investment Board (PIB) on February 22, 2021.
- The Strategic Learning Report ad hoc Committee will meet today following the QPC meeting. Commissioner Gibson is the Chair for 2021 and Commissioner Cuervo is the 2020 Report Lead.
- Commissioners Dreyfuss, Penichet and Bacharach were reappointed on December 8, 2020. We are waiting for 2<sup>nd</sup> District reappointments and hope to schedule a meeting with Supervisor Holly Mitchell to discuss appointments, as well as the Commission. The 3<sup>rd</sup> District appointed Commissioner Parent and Commissioner Landres is on the January 26, 2021 Board of Supervisors meeting agenda for approval. Reappointments from the 5<sup>th</sup> District for Commissioners Butler and Palmer are pending.
- The next quarterly meeting with Fesia Davenport, CEO, and Joe Nicchitta, Acting Chief Deputy, is on Friday, March 5, 2021 at 1:00 p.m.
- A new 40<sup>th</sup> Anniversary logo for the Commission has been created. The Commission is celebrating 40 years of service. We are excited for the opportunity to look at what we have done and discuss how we will be moving forward.

### **PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING**

Arman Depanian, Chair, Productivity Managers' Network, reported the following:

- The PMN Holiday Reception was held virtually on December 2, 2020. Approximately 20 Productivity Managers attended, along with Celia Zavala, Executive Officer of the Board of Supervisors, who gave welcome remarks, and

Commissioner Bacharach who made Commission announcements. A PowerPoint presentation on a “year in review” was also shared at the reception.

- Maria Rivera, Nominating Committee Chair, presented the officers of the 2021 PMN Executive Committee,
- The PMN Executive Committee met on January 14, 2021. The Committee discussed and planned for the first PMN General Meeting and Training of the year, scheduled for February 17, 2021 at 9:30 a.m. All PMN General Meetings and Trainings will be held virtually until further notice. The speaker will be from the CEO’s Service Integration Branch who will present on the new 211 system. The CEO was initially scheduled to present at the November 4, 2020 meeting, but was in the middle of completing the RFP for the 211 system.
- Welcomed Commissioners Henderson and Palmer as the Commission’s 2021 Liaisons to the PMN. The PMN looks forward to working with them throughout the year.
- A PMN New Managers’ Orientation meeting is scheduled for February 3, 2021.
- The third quarter PIF proposals were due on January 8, 2021. The PIB Advisory Committee met on January 20, 2021 to review the proposals.
- Look forward to working with the Commission as PMN Chair and leading the Network in achieving the Commission’s goals.

**EXECUTIVE DIRECTOR’S REPORT: COMMISSION EVENTS UPDATE, CALENDAR OF EVENTS, DEADLINES, ADMINISTRATIVE ITEMS (AGENDA #6)**

Jackie Guevarra, Executive Director, reported the following:

- The Executive Office is issuing new employee and Commissioner ID badges. Photos will be taken by appointment.
- Commission staff sent outstanding training reminders on December 3, 2020. Eleven Commissioners have training that need to be completed.
- Staff are currently working on the Spring Newsletter, which will be issued by March 31, 2021.
- The 2020 Annual report will be issued by April 2021.
- There are 19 Department Visits set for 2021. Please let staff know which visits you are interested in attending.
- For the 2021 Commission Calendar, all meetings will be virtual until further notice. Mark your calendars for the Commission meetings (standing and ad hoc) and events.

**ROADMAP TO ECONOMIC RECOVERY BOARD MOTION (APRIL 28, 2020) – PROSPER LA UPDATE (AGENDA #8)**

Commissioner Bacharach made the following update:

- The quarterly report as of December 31, 2020 was issued on January 13, 2021. The next quarterly report is due March 31, 2021.
- Ideas received were shared with Departments Liaisons and they were asked to respond to the feasibility of the ideas.

- Since the last report, we have received two ideas on the website. It is important that the Commission reenergize and send information over to the Prosper LA working groups and the PMN to help promote the website.
- We are asking Commissioners to promote the website to colleagues and organizations they represent.

### **2020 LEADERSHIP CONFERENCE UPDATE (AGENDA #9)**

Commissioner Wright, Chair, Leadership Conference Ad Hoc Committee, gave the following report:

- Commissioner Meek is the new Vice Chair.
- Working to secure Fesia Davenport, CEO, as keynote speaker.
- The Leadership Conference is scheduled for June 2 or 9, 2021; date to be announced.
- Using a virtual platform. Hope to make the conference a little bit more interactive and more entertaining.
- He thanked Commissioners Billieon and Landres for their ideas on how to energize the conference.

### **34<sup>TH</sup> ANNUAL PRODUCTIVITY AND QUALITY AWARDS (AGENDA #10)**

Commissioner Henderson, Chair, Productivity and Quality Awards Ad Hoc Committee, gave the following report:

- The ad hoc Committee last met in December 2020. Considering whether to have a live or virtual event for 2021. The committee is planning for a virtual event; however, depending on public health orders, it could be possible to have a live event this year.
- The ad hoc Committee is looking into virtual a platform (i.e., Lunchpool).
- The next meeting is scheduled for February 9, 2021, to discuss themes, guidelines, awards, and descriptions.

### **DEPARTMENT VISITS AD HOC COMMITTEE (AGENDA #11)**

Commissioner Penichet, Chair, Department Visit Ad Hoc Committee, gave the following report:

- The committee met on January 13, 2021 to review the summary questions, agenda, and Lead Commissioner instructions. No changes were made.
- The Committee also discussed if the visits should revert to in-person visits or continue virtually on Zoom when public health orders allow for gatherings. The consensus and preference are to resume in person when able.
- Request to attend Department Visits are taken on a first come, first served basis. Commissioners are encouraged to sign up as soon as possible. There are 19 Department Visits this year.
- The first visit is scheduled for the Arts and Culture Commission on February 24, 2021 at 10:00 a.m. The Arts and Culture is a new Department that was created by the Board of Supervisors on July 1, 2019. It will be our first visit with the new Director, Kristin Sakoda.

- There are four Department visits that were postponed and carried over from last year: District Attorney, Public Health, Public Works, and Registrar-Recorder/County Clerk.

### **2021-2025 STRATEGIC PLAN AD HOC COMMITTEE UPDATE (AGENDA #12)**

Commissioner Harris, Chair, Strategic Plan Ad Hoc Committee, gave the following report:

- Work on the 2021-2025 Strategic Plan has resumed. Working with a CEO recommended consultant on the Statement of Work (SOW).
- Met on January 19, 2021 to discuss the SOW from the consultant. Commissioners Bacharach, Butler, Harris, and the Executive Director were in attendance. Commissioner Bacharach will meet with Fesia Davenport, CEO, and Joe Nicchitta, Acting Chief Deputy, on March 5, 2021 and provide an update.
- Discussed elements (e.g., timeline, scope of work, etc.) of the Statement of Work:

### **COUNTYWIDE CRIMINAL JUSTICE COORDINATION COMMITTEE (CCJCC) UPDATE (AGENDA #13)**

Commissioner McIntyre, Liaison, gave the following report:

- The CCJCC met on January 13, 2021, at 12:00 noon via Microsoft Teams.
- Otto Solorzano, Acting Director, Workforce Development, Aging and Community Services (WDACS) provided an overview of WDACS employment support services and ongoing efforts to connect justice-involved populations with employment opportunities.
- Thomas Kooy, Director, Information Systems Advisory Board (ISAB) was appointed on November 2020. He provided a status update on ISAB's current projects and priorities to facilitate data sharing and systems integration within the criminal justice system. He also noted that there had been four Executive Directors in six years. He will focus on redefining the ISAB's mission.

### **COMMISSIONER ANNOUNCEMENTS REGARDING CONFERENCES, MEETINGS, AND GATHERINGS OF INTEREST TO THE COMMISSION (AGENDA#14) – FOR DISCUSSION ONLY**

Commissioner Bacharach shared that the South Bay Cities Council of Governments General Assembly will be held on March 18, 2021. This year's theme is "Intersections: Finding Tomorrow's Solutions for Today's Issues". Information will be sent out to all the Commissioners.

### **COMMISSIONER DISCUSSION ON GOALS, IDEAS, FUTURE PROJECTS, AND/OR DIRECTION OF THE COMMISSION – FOR DISCUSSION ONLY**

Commissioner Gutierrez asked if we could explore the use of the County Channel to promote the Commission. She asked who would review the content? Commissioner Bacharach responded that an ad hoc Committee would need to be formed to address this topic. The question will be saved for the ad hoc Committee and return with a response.

**MATTERS NOT ON THE POSTED AGENDA TO BE PRESENTED AND PLACE ON A  
FUTURE AGENDA – FOR DISCUSSION ONLY**

None

**PUBLIC COMMENT**

None

**ADJOURNMENT**

Commissioner Bacharach adjourned the meeting at 12:34 p.m. The next full Commission meeting will be on Monday, March 22, 2021.