



Los Angeles County
QUALITY AND PRODUCTIVITY COMMISSION

MINUTES OF THE MEETING OF
July 26, 2021 at 10:00 a.m.

County of Los Angeles
Quality and Productivity
Commission

565 Kenneth Hahn
Hall of Administration
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Los Angeles, CA 90012

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Virtual Meeting
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cGUwT1NTbIBiZz09

THE FOLLOWING COMMISSIONERS WERE PRESENT
(TAKEN BY ROLL CALL):

Chair
Jacki Bacharach
First Vice Chair
Nichelle M. Henderson
Second Vice Chair
E. Scott Palmer
Immediate Past Chair
J. Shawn Landres, Ph.D.

Jacki Bacharach
Maxwell Billieon
Viggo Butler
Teresa Dreyfuss
Rodney Gibson
Evelyn Gutierrez

Nancy Harris
Nichelle Henderson
J. Shawn Landres
Huasha Liu
William B. Parent
Jeffrey J. Penichet
William R. Wright

Chairs Emeriti
Rodney C. Gibson, Ph.D.
Edward T. McIntyre

ABSENT

Edward McIntyre
Blaine Meek
E. Scott Palmer

Maxwell Billieon
Viggo Butler
Teresa Dreyfuss
Evelyn Gutierrez
Nancy G. Harris
Huasha Liu
Blaine J. Meek
William B. Parent
Jeffrey Jorge Penichet
Will Wright

PRODUCTIVITY MANAGERS' NETWORK (PMN)

Arman Depanian, Chair

Executive Director
Jackie T. Guevarra, CPA

Program Manager
Laura Perez

Program Support
Tammy Johnson

CALL TO ORDER

The Chair called the meeting of the Quality and Productivity Commission to order at 10:00 a.m.

Commissioner Bacharach welcomed everyone to the July 26, 2021 meeting and noted the meeting is being recorded. She announced that members of the public could send their questions or comments to Jackie Guevarra during the meeting via email at 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.

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

"To enrich lives through
effective and caring service"



Members of the public were also given the opportunity to send their comments and questions to the Executive Director by July 25, 2021, 4:00 p.m. No written comments were received. However, members of the public could continue to send public comment to Jackie Guevarra during the meeting, and any information received will become part of the official meeting record.

APPROVAL OF THE JUNE 28, 2021 MINUTES

Commissioner Gutierrez moved to approve the minutes of June 28, 2021, seconded by Commissioner Liu. The minutes were unanimously approved.

PRESENTATION AND UPDATE BY THE INTERNAL SERVICES DEPARTMENT (ISD) ON CURRENT PROCUREMENT AND CONTRACTING PROCESSES AND EFFORTS TO STREAMLINE, ENHANCE AND IMPROVE THEM

Commissioner Bacharach introduced and welcomed Michael Owh, Chief Deputy, Internal Services Department. Michael made a presentation on the County's current procurement and contracting processes. He presented his preliminarily identified areas for improvement and/or enhancement. He briefed Commissioners on the following topics (a PowerPoint accompanied his presentation and is on file):

- Los Angeles County Certified Businesses
- Inclusive Procurement
- JPMorgan Chase Ascend Program
- Improvement Initiatives
- Contract/Purchasing Awards
- Procurement Functions/Current Technical State
- Benefits of End-to-End e-Procurement Solution
- Case Study: New York City

Commissioners had further discussion under the Procurement Ad Hoc Committee update.

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

Commissioner Bacharach reported the following:

- The next regular Commission meeting is on August 23, 2021 and the next PIB meeting is scheduled for August 2, 2021
- The quarterly meeting with Fesia Davenport, Chief Executive Officer, and Joe Nicchitta, Chief Deputy, scheduled on June 24, 2021 was postponed to September 9, 2021 at 4:00 p.m. Fesia and Joe were busy with budget deliberations

PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING

Arman Deapanian, Chair, reported the following:

- The PMN Executive Committee and QPC/PQA Co-Chairs met on July 7 to discuss PQA submissions and this year's evaluation. The following was discussed:
 - A review of the 148 applications received were made. The Executive Committee ensures applications were submitted correctly before they are

- prepared for the evaluation. Update: A total of 147 applications have been accepted and will be evaluated. Of the 147, 31 applications are for the COVID-19 Impact Award only
- Commissioner Henderson showed the final PQA graphic. Commission staff will begin to prepare to order banners, plaques, the program book, and other materials. She also reported that this year's PQA will have a virtual and live component. The virtual component will be held via Lunchpool (an interactive platform) and the live component will be at the Board of Supervisors Hearing Room with the Top Ten winners attending. Lunchpool will also provide a live stream via YouTube for those participants who have difficulties entering the Lunchpool app
 - Keisha Belmaster and Inna Sarac reported that this year's evaluation will be held electronically from July 26 through August 4, 2021. The deadline to submit the scoring sheet by each department and Commissioner will be August 4, 2021, by 5 p.m.
 - How the booklets and scoring sheet would be sent out was discussed. Commission staff mentioned they would be using either one drive or drop box. It was mentioned that Microsoft Teams might be a good way to send the documents as well. Commission staff will discuss the best way to send the documents with their IT division
 - PIF proposals for the first quarter of the new fiscal year 2021-2022 were due on July 9. Four proposals were received. The PIB Advisory Committee met on July 14 to review and evaluate the proposals
 - The next PMN General Meeting and Training will be held on November 3, 2021. The Executive Committee will plan that meeting on October 4, 2021

EXECUTIVE DIRECTOR'S REPORT: COMMISSION EVENTS UPDATE, CALENDAR OF EVENTS, DEADLINES, ADMINISTRATIVE ITEMS

Laura Perez, Program Manager, made the following report on behalf of Jackie Guevarra, Executive Director:

- At the PIB Advisory Committee on July 14, 2021, there was discussion on whether Michael Owh should serve as a consultant/advisor to the PIB Advisory Committee. The Committee agreed he should sit in on the meeting. All PIF proposals will be sent over to him to review for contracting or procurement issues
- There have been inquiries on whether Chief Deputies can sign for Department Heads and represent the Department Heads during Department Visits. We will continue to require Department Head signatures on PIF and PQA applications. Likewise, although the Chief Deputy is invited and can be part of the team presenting at the Department Visit, the Department Head must also be present
- Commission staff is working on the 2020 Annual Report and the Shared Practices Report, Department Visits, PIF projects, Strategic Planning meetings, and the PIB meeting. The PQA Program is in full swing and taking up most of the staff's time
- Jackie Guevarra continues to work on the Prosper LA Report and with the Executive Office of Equity Action Team who are working on the Anti-racism, Diversity, and Inclusion (ARDI) initiative
- Jackie inquired with the Executive Office on whether Commissioners can be assigned County emails. The response is Yes. Approvals are made by the

Executive Office and are made on a Commission-by-Commission basis. The Commissioners were also briefed on the following:

- Board of Supervisors Executive Office Information Resources Management (IT Team):
 - Access to County email would be through BOSvD similar to a Virtual Private Network (VPN) only on County issued devices if approved
 - Recommend that all Commissioners have Board of Supervisors email accounts going forward to better manage and protect County data and to facilitate secure communication/collaboration within the BOS365 ecosystem
- County Counsel stated that the County has a procedure in place to assign County email and should be followed.
 - Whether communications are being made by County email or personal email, if they are work related, then they could be subject to disclosure absent some objection. In the legal world, discovery has a specific meaning. The responding party has to provide the records unless there are some legal objections that can be raised, like attorney-client privilege, deliberative process, or when the risk of disclosure outweighs the benefit of disclosure, etc.
 - When using County issued laptops and cell phones, it is easier to separate what is business versus what is personal, not all employees have County issued devices
 - If the email address is a County email address, it gives the appearance that it is more official

ROADMAP TO ECONOMIC RECOVERY BOARD MOTION (APRIL 28, 2020) – PROSPER LA UPDATE (AGENDA #7)

Commissioner Bacharach gave the following update:

- The next quarterly report as of June 30, 2021 is in progress. The report covers fourteen ideas from March 1 to June 20, 2021
- Ideas by Category: Business Assistance (4); Cost Savings (1); Other (9);
- Types of Contact: Residents (4); Business (3); Nonprofits (3); County Employee (2); Other (2)

LEADERSHIP CONFERENCE UPDATE (AGENDA #8)

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

- Thanked the 2021 Leadership ad hoc Committee members
- Looking for volunteers for the 2022 Leadership Conference ad hoc Committee
- Technically, Commissioner Meek as Vice Chair should be the next Chair. Will reach out to Blaine to see if he would like to be the next Chair in 2022. We need to fill 7-8 seats on the ad hoc Committee. An email will be sent out by Commission staff soliciting Commissioners wishing to participate on this Committee

PRODUCTIVITY AND QUALITY AWARDS (AGENDA #9)

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

- This year's PQA evaluation will be held electronically. Copies of the applications and the scoring sheet will be sent to Commissioners and Productivity Managers on July 26, 2021. All scores are due on August 4, 2021 to Commission staff by 5:00 pm
- After all the projects are scored, there will be a special PQA meeting on August 10, 2021 to discuss the results. The Top Ten and Commission Specials will be announced immediately after the meeting
- Commissioners should be ready for the PQA Top Ten Site Visits from August 18 to August 31, 2021. There will be a flurry of emails that will be sent out from Commission staff asking Commissioners if they can participate in the site visit. It is important that everyone reply promptly. Departments will be given the option of having an in-person visit or a virtual one

DEPARTMENT VISITS AD HOC COMMITTEE (AGENDA #10)

Commissioner Penichet reported the Commission has completed 15 of the 19 scheduled Department Visits for the year. It was hoped the Commission would be done with all 19 visits by the end of July, but several Departments rescheduled between September and October. The Department Visit reports for the following were received and filed today: Health Services, Agricultural Commissioner/Weights and Measures, Beaches and Harbors, and Animal Care and Control.

2021-2025 STRATEGIC PLAN AD HOC COMMITTEE UPDATE (AGENDA #11)

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

- Round 1 Focus Groups were conducted on June 8, 9, 22 and 23, 2021
- Round 2 Focus Groups are scheduled on July 27, 29, August 5 and August 11, 2021. Five Commissioners have not selected a date/time
- At a prior meeting, there was a discussion on whether to conduct the Round 2 Focus Groups in person. Jackie Guevarra surveyed the Commissioners. 13 Commissioners responded: 65% voted for virtual (9 virtual only, 3 no preference, 1 in-person only)
- Cynthia Sax, PSI Facilitator, provided an update on Round 1 Focus Group results and the next steps. (A PowerPoint accompanied her presentation and is on file)

PROCUREMENT AD HOC COMMITTEE UPDATE (AGENDA #12)

During Michael Owh's presentation, the following items were discussed:

- A future date will be set for the Procurement Ad hoc Committee to discuss the best way to proceed on how the Commission can assist the Internal Services Department to update their contracting/procurement system
- Commissioner Butler will continue to work with Michael Owh on a possible letter of support from the Commission on the Department's efforts to improve and enhance the County's contracting and procurement processes, including the preliminarily identified areas covered in Michael's presentation above

- Commissioner Landres recommended to add this matter on the Commission's Operational Trends Report next year and highlight the Department's needs there

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

Laura Perez, Program Manager, made the following report on behalf of Commissioner McIntyre:

- The CCJCC met on July 14 at noon. Mark Delgado, Executive Director, gave a briefing on the Public Safety Realignment Team Community Corrections Partnership (CCP) realignment implementation plan submitted to the Board of Supervisors on June 15, 2021
- The Honorable Sergio Tapia, Supervising Judge, Criminal Division Los Angeles Superior Court gave an update on Los Angeles Superior Court's pre-arraignment/pre-trial pilot and related efforts
- Representatives from the Sheriff's Department and the Los Angeles Police Department presented on the Task Force for Regional Auto-Theft Prevention's current operations and trends
- The next meeting is September 8, 2021 at 12:00 p.m.

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

Commissioner Landres provided an update on the Strategic Partnership on LA vs Hate.

COMMISSIONER DISCUSSION ON GOALS, IDEAS, FUTURE PROJECTS, AND/OR DIRECTION OF THE COMMISSION (AGENDA #15) – FOR DISCUSSION ONLY

None

MATTERS NOT ON THE POSTED AGENDA TO BE PRESENTED AND PLACE ON A FUTURE AGENDA (AGENDA #16) – FOR DISCUSSION ONLY

None

PUBLIC COMMENT

None

ADJOURNMENT

Commissioner Bacharach adjourned the meeting at 12:13 p.m. The next full Commission meeting will be on Monday, August 23, 2021.