



Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

MINUTES OF THE MEETING OF
March 22, 2021 at 10:00 a.m.
Virtual Meeting

County of Los Angeles
Quality and Productivity
Commission

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Chair

Jacki Bacharach

First Vice Chair

Andrés Cuervo

Second Vice Chair

Nichelle M. Henderson

Immediate Past Chair

J. Shawn Landres, Ph.D.

Chairs Emeriti

Rodney C. Gibson, Ph.D.

Edward T. McIntyre

Maxwell Billieon

Viggo Butler

Teresa Dreyfuss

Evelyn Gutierrez

Nancy G. Harris

Huasha Liu

Blaine J. Meek

E. Scott Palmer

William B. Parent

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"*

**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
William B. Parent
Will Wright

ABSENT

E. Scott Palmer
Jeffrey J. Penichet

PRODUCTIVITY MANAGERS' NETWORK (PMN)

Arman Deapanian, Chair

CALL TO ORDER

Commissioner Bacharach called the regular meeting of the Quality and Productivity Commission to order at 10:01 a.m.

Commissioner Bacharach welcomed everyone 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. 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 March 21, 2021, by 4 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.

APPROVAL OF JANUARY 25, 2021 MINUTES

Commissioner Meek moved to approve the minutes of January 25, 2021, seconded by Commissioner Wright. The minutes were unanimously approved.



1981-2021

REPORT ON PRODUCTIVITY INVESTMENT FUND (PIF) PROPOSALS (FOR DISCUSSION AND POSSIBLE ACTION) AND FUND BALANCE REPORT, FISCAL YEAR 2020-2021, 3RD QUARTER

Fund Balance Report

Commissioner McIntyre reported that four proposals are before the Commission for consideration in the 3rd Quarter of Fiscal Year 2020-2021. As of January 15, 2021, the outstanding PIF fund balance is \$5,444,160. The four proposals being heard today total \$1,294,022 which includes a revised proposal for Workforce Development, Aging and Community Services (WDACS). If all four projects are approved today, the fund balance would be revised to \$4,150,138.

Presentation of PIF Proposals for Discussion and Action

21.9 – Los Angeles County Library, for *Volunteer Expansion and Management (VEM) Program*, \$100,000 Grant.

Skye Patrick, Debbie Anderson, Jesse Walker-Lanz, Manny Moreno, Grace Reyes, Arpi Zadoorian and Samangi Skinner were in attendance to support the proposal. Skye Patrick, Debbie Anderson, and Manny Moreno were available to answer questions.

Commissioner McIntyre reported there is a motion out of the Productivity Investment Board (PIB) recommending a \$100,000 Grant.

Commissioner Landres presented the project. The grant would be used to expand and promote a robust and vibrant volunteer program, including recruitment design. The Library would also subscribe to a volunteer management system platform that would streamline Library programs and services that require the participation of community volunteers. The Department was asked to include a supplemental document answering questions the Productivity Investment Board (PIB) Advisory Committee had on the project—the Department presentation did not fully address the Advisory Committee's questions and comments.

After discussion and questions, Commissioner Bacharach made a motion to approve a \$100,000 grant. The motion was seconded by Commissioner Landres. The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon, Butler, Cuervo, Gibson, Gutierrez, Harris, Henderson, Landres, Liu, McIntyre, Meek, Parent and Wright
Nos: None
Abstain: None

Commissioner Dreyfuss stepped away and did not vote on this item.

Since the next department and project was not yet available for presentation, other Commission business went forward.

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

Commissioner Bacharach reported the following:

- The next regular Commission meeting is on April 26, 2021. Tiana Murillo, Assistant CEO, Strategic Integration Branch, will be a speaker at the meeting. She will provide an update on the Homeless Initiative
- Commissioner reappointments - Shawn Landres, 3rd District (reappointed on January 26, 2021), Viggo Butler, 5th District (reappointed on March 2, 2021), Scott Palmer, 5th District (reappointed on February 9, 2021). Teresa Dreyfuss and Jeff Penichet, 1st District (reappointed on December 8, 2020). Bill Parent, 3rd District (newly appointed on January 5, 2021). Waiting to meet with Supervisor Holly Mitchell to discuss appointments for the 2nd district
- Met with Celia Zavala, Executive Officer of the Board of Supervisors, and Lorayne Lingat, Assistant Executive Officer, on March 11, 2021 and discussed the following: Productivity and Quality Awards Program; Department Visits; Prosper LA; 2021-2025 Strategic Plan; Brown Act requirements for Commission meetings
- Met with Joseph Nicchitta, Acting Chief Deputy, on Friday March 12, 2021. Fesia Davenport, CEO, was not able to join the meeting. The following items were discussed: Productivity Investment Fund process and proposals; 18th Annual Leadership Conference; 34th Annual Productivity and Quality Awards Program; Department Visits; Commissioner reappointments; Prosper LA; 2021-2025 Strategic Plan; and the Commission's 40th Anniversary

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

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

- The ad hoc Committee met on March 17, 2021.
- Work on the 2021-2025 Strategic Plan continues. After reviewing a list of potential vendors, the ad hoc Committee selected PSI Services LLC. Will include virtual focus group sessions. Commissioners are asked to set aside time for the focus groups. Additional information will be provided in the next 30-60 days
- Commissioner Landres asked if dates can be sent to Commissioners so they can make themselves available for discussion
- Commissioner Bacharach stated that the target start date will be by April 26, 2021

PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING (AGENDA #5)

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

- On February 17, 2021, the first PMN General Meeting and Training of the year was held virtually via Zoom. Over 46 Managers attended. The meeting covered the following topics:
 - Commissioners Nichelle Henderson and Scott Palmer, PMN Co-liaisons for the Commission, introduced themselves and gave welcoming remarks

- Dr. Jamie Rifkin, Clinical Psychologist from the Department of Human Resources, gave a presentation on stress management, available assistance related to personal and work problems (e.g., anxiety, mood changes, bereavement/loss, alcohol/drug problems, job-related issues, etc.). Managers appreciated the breathing and guided imagery exercises that Dr. Rifkin walked them through
- Emy Tzimoulis, Manager, and Gevik Shahverdian, Senior Analyst, from the Service Integration Branch of the Chief Executive Office, provided a presentation on 211LA – Constituents First Point of Contact, including services that 211 LA County provides for individuals and families in need with the appropriate community-based organizations and government agencies. A new 211 system will be rolling out in the future
- Jackie Guevarra, Executive Director, provided an informative presentation on the Department Visit virtual process. With Department Visits conducted virtually in 2021, Managers were eager to hear of the virtual process
- Commissioner Scott Palmer provided Commission Announcements that included event and activities happening throughout the year
- The PMN Executive Committee meets again on April 7, 2021. The meeting includes the PQA Ad Hoc Committee Chair. Together, they will kick off the PQA season. They will also plan the May 5, 2021, PMN General Meeting and Training which will include PQA training

Presentation of PIF Proposals for Discussion and Action (continued)

21.10 – Public Defender, for *Building Capacity for Justice and Social Services*, \$694,022 Grant.

Ricardo Garcia, Bill Stone, Thomas Moore, Mohammed Al-Rawi, Natasha Khamashta, Jon Trochez, Jeff Gilliam, and Gail Bristo were in attendance to support the proposal. Ricardo Garcia, Thomas Moore, Jon Trochez, Mohammed Al-Rawi, Natasha Khamashta and Bill Stone were available to answer questions.

Commissioner McIntyre reported there is a motion out of the PIB recommending a \$694,022 grant with the condition that the Department include a financial and performance evaluation at the end of the project.

Commissioner Gibson presented the project. The grant would be used to launch an innovative, impactful, cost-effective, first of its kind pilot in Los Angeles County to address the critical ancillary civil needs of those involved with the criminal legal system. Embedded advocates will provide holistic, wrap-around support to stabilize clients, promote wellness, and reduce days of incarceration.

After discussion and questions, Commissioner Gibson made a motion to approve a \$694,022 grant, with the condition that the Department include a financial and performance evaluation at the end of the project. The motion was seconded by Commissioner Cuervo.

The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon, Butler, Cuervo, Gibson, Gutierrez, Harris, Henderson, Landres, Liu, McIntyre, Meek, Parent and Wright
Nos: None
Abstain: None

Commissioner Dreyfuss left the meeting and did not vote on this item.

21.11 – Public Social Services, for *Economic Mobility*, \$150,000 Grant.

Antonia Jimenez, Nick Ippolito, Ernie Gomez, Brian Risely, Maria Rivera, and Elizabeth Herrera were in attendance to support the proposal. Antonia Jimenez and Nick Ippolito were available to answer questions.

Commissioner McIntyre reported there is a motion out of the PIB recommending a \$150,000 grant. As a stipulation to the motion, the PIB asked the Department to consult and collaborate with the Los Angeles County Development Authority and to check to see what other jurisdictions are doing regarding this issue. In addition, they were asked to incorporate the Portrait of Los Angeles data collection and use the information gathered to reevaluate the type of vendor needed. Due to the additional requests, the Department was given the option to continue the project while they obtained the data and come back at a future Commission meeting.

Commissioner Butler presented the project. The grant would be used to procure the services of an economist, who will evaluate the regional economic needs in Los Angeles County and identify barriers to achieving self-sufficiency. The Department answered the questions asked by the PIB and are now before the Commission for consideration of their project.

After discussion and questions, Commissioner Bacharach made a motion to approve a \$150,000 grant. The motion was seconded by Commissioner Gibson.

The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon, Butler, Cuervo, Gibson, Gutierrez, Henderson, Landres, Liu, McIntyre, Meek, Parent and Wright
Nos: None
Abstain: None

Commissioners Dreyfuss and Harris both stepped away and did not vote on this item.

21.8 – Workforce Development, Aging and Community Services, for *Addressing Bias & Hate Using Art Justice & Cultural Action Strategies*, \$350,000 Grant.

Otto Solórzano, Robin Toma, Terri Villa McDowell, and Stephanie Maxberry were in attendance to support the proposal. Otto Solórzano, Robin Toma and Terri Villa McDowell were available to answer questions.

Commissioner McIntyre reported there is a motion out of the PIB recommending a \$350,000 grant.

Commissioner Gutierrez presented the project. This project was originally presented at the November 16, 2020 PIB meeting. The Department previously asked for a \$600,000 grant. The PIB referred the proposal back to the Department and asked that they return with a more focused proposal at a future PIB meeting. The Department returned to the PIB meeting on February 22, 2021 with a new proposal and is requesting a \$300,000 grant. The grant would be used to hire a consultant to produce strategies to enhance LA vs Hate messaging and response to hate acts, and support interventions to promote feelings of safety throughout Los Angeles County.

Commissioners Bacharach and Landres stated for the record that they have attended LA vs Hate Committee meetings but did not participate in meetings when this proposal was discussed. Commissioner Parent recused himself from voting due to a conflict of interest with an organization connected to the proposal.

After discussion and questions, Commissioner Wright made a motion to approve a \$350,000 grant. The motion was seconded by Commissioner Gutierrez.

The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon, Butler, Cuervo, Gibson, Gutierrez, Henderson, Liu, McIntyre, Meek, and Wright
Nos: None
Abstain: Commissioners Landres and Parent

Commissioners Dreyfuss and Harris both left the meeting and did not vote on this item.

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

Jackie Guevarra, Executive Director, reported the following:

- The Executive Office is issuing new employee and Commissioner ID badges. Commissioner photos will be taken by appointment
- The annual Form 700 is due on Thursday, April 1, 2021. Statements filed late are subject to a late fee of \$10 per day up to a maximum of \$100
- Commission staff sent outstanding training reminders on March 8, 2021. Eleven Commissioners have outstanding training. Please contact Roxana Diaz, Human Resources, if you are having any problems signing in or completing the training
- Staff are currently working on the Spring 2021 Newsletter, which will be issued by March 31, 2021

- The 2020 Annual report will be issued by April 2021
- The PIF Annual and Final Reports have been distributed to Commissioners. The PIB will review the reports at their May 24, 2021 meeting
- Staff are working on the 2022 Calendar of Events/Meetings
- The Commission requested \$4 million in PIF funding for Fiscal Year 2021-2022. Will know in the Supplemental Budget (September/October) what, if any, funding will be allocated to the Commission. The Commission gave \$6 million in grants and loans during Fiscal Year 2019-20
- There are 19 Department Visits scheduled for 2021. Please let staff know which visits you are interested in attending

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

Commissioner Bacharach made the following report:

- The quarterly report as of December 31, 2020, was issued on January 13, 2021. The next quarterly report is due March 31, 2021
- Since the last report, seven ideas have been received. 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
- Commissioners are encouraged to promote the website to colleagues and organizations they represent
- The Executive Office entered an application for the Prosper LA website for consideration of a NACo Achievement Award: Best of County Administration and Management. The winners will be notified the week of April 26

2020 LEADERSHIP CONFERENCE UPDATE (AGENDA #8)

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

- The conference will be held virtually on June 2, 2021, using Zoom
- Theme: *Think Forward: Governing Beyond the Digital Divide*
- Fesia Davenport, CEO, will be the Keynote Speaker. Guest speakers include Rebecca F. Kauma, Program Manager, City of Los Beach, Stephen Goldsmith, Director of Innovations in Government Program, Harvard Kennedy School and Chike Aguh, Chief Innovation Officer, U.S. Department of Labor
- A save-the-date email will be sent out by April 1, 2021

34TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS (AGENDA #9)

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

- The PQA ad hoc Committee met on March 15, 2021
- Welcomed Commissioner Parent to the ad hoc Committee and introduced Commissioner Billieon as the new Vice Chair, replacing Commissioner Gutierrez who stepped down from the ad hoc Committee.

- Due to current social distancing requirements, the ad hoc Committee voted unanimously to host the PQA virtually. The ad hoc Committee participated in a demo with Lunchpool, a virtual platform similar to Zoom, and imitates an in-person event
- The PQA is scheduled for October 13, 2021, starting at 11:00 a.m.
- The ad hoc Committee is considering options to the Top Ten winners for in person acceptance of the awards
- Changes were made to the announcement memo, application, and guidelines to reflect changes, color schemes will be similar to the 2017 PQA, and we need an Emcee (please let Commission staff know if you have a recommendation)
- Supervisor Solis has been confirmed to attend
- Jackie Guevarra, Executive Director, stated there will be a new category for COVID-19 that will fall under the Commission Specials Awards

DEPARTMENT VISITS AD HOC COMMITTEE (AGENDA #10)

On behalf of Commissioner Penichet, Chair, Department Visit ad hoc Committee, Jackie Guevarra, Executive Director, presented the Department Visit reports for the Department of Arts and Culture and Alternate Public Defender. After discussion, the Commission received and filed the reports.

REBRANDING AD HOC COMMITTEE (AGENDA #12)

Commissioner Cuervo, Chair, Rebranding Ad Hoc Committee, gave the following report:

- Following the Executive Leadership Development Program (ELDP) project team's presentation at the January 25, 2021 Commission meeting, the Rebranding ad hoc Committee met on March 15, 2021. Commissioner Cuervo stated the ELDP's recommendations: promote success stories; amplify the Commission's message; and engage County staff and stakeholders. The ad hoc Committee focused on the Commission's brand and values.
- Commissioner Bacharach stated the ad hoc Committee looked at logo graphics and considered taglines/mottos/slogans. Ideas will be shared with the Graphic Arts Unit.

STRATEGIC LEARNING REPORT (AGENDA #13)

Commissioner Gibson, Chair, Strategic Learning Ad Hoc Committee, gave the following report:

- Commissioner Cuervo is the 2020 report lead.
- The report name was changed to the Operational Trends Report from the Strategic Learning Report in 2019.
- The ad hoc Committee met on January 25, 2021 to discuss the 2020 report trends and on March 31, 2021 to discuss the specific examples to use in the final report.
- Jackie Guevarra, Executive Director, is working with Commissioner Cuervo to finalize the draft that will be submitted to the ad hoc Committee for final review.

COUNTYWIDE CRIMINAL JUSTICE COORDINATION COMMITTEE (CCJCC) UPDATE (AGENDA #14)

Commissioner McIntyre, Liaison, gave the following report:

- The CCJCC meeting was on March 10, 2021.
- An update was provided on the implementation of the Psychiatric Social Worker Program that has been embedded in the Public Defender and Alternate Public Defender Departments. The program is aimed toward women and requested by an attorney. It is an effort to provide services at a point of entry into the system. These are individuals who are in dire need of help to deal with the system from a mental health standpoint.
- A hate crimes report by the County and the City of Los Angeles was provided. The report compared 2019 and 2020. Hate Crimes are steady at best at how well the crimes are reported. Hate crimes related to gender, race, ethnicity, sexual orientation was up between 2019 and 2020; related to religion, the number was down; and related to disability, there was no change.

COMMISSIONER ANNOUNCEMENTS REGARDING CONFERENCES, MEETINGS, AND GATHERINGS OF INTEREST TO THE COMMISSION (AGENDA#15) – FOR DISCUSSION ONLY

None

COMMISSIONER DISCUSSION ON GOALS, IDEAS, FUTURE PROJECTS, AND/OR DIRECTION OF THE COMMISSION – FOR DISCUSSION ONLY (AGENDA #16)

Commissioner Wright announced that the American Institute of Architects (AIA) Los Angeles Chapter is hosting a program on March 25, 2021 at 9:00 and will feature the Los Angeles County Vignes Interim Housing Project. Everyone is welcome to join the meeting. Vince Yu, Department of Public Works, is one of the speakers. Additional information will be shared with Commission staff for distribution to Commissioners.

MATTERS NOT ON THE POSTED AGENDA TO BE PRESENTED AND PLACE ON A FUTURE AGENDA – FOR DISCUSSION ONLY (AGENDA #17)

None

PUBLIC COMMENT (AGENDA #18)

None

ADJOURNMENT

Commissioner Bacharach adjourned the meeting at 1:13 p.m. The next full Commission meeting will be on Monday, April 26, 2021.