



Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

MINUTES OF THE MEETING OF June 28, 2021 at 10:00 a.m.

Virtual Meeting

Call in Number: (669) 900-9128

Meeting ID: 884 8380 1717

Passcode: 064779

Join Zoom Meeting

<https://us02web.zoom.us/j/88483801717?pwd=UjlUTDI3dGhmMkcZOXFMcEJJTE1Vdz09>

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

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

Jacki Bacharach

Maxwell Billieon

Viggo Butler

Andrés Cuervo

Teresa Dreyfuss

Rodney Gibson

Evelyn Gutierrez

Nichelle Henderson

Shawn Landres

Huasha Liu

Edward McIntyre

E. Scott Palmer

William B. Parent

Jeffrey J. Penichet

William R. Wright

ABSENT

Nancy Harris

Blaine Meek

PRODUCTIVITY MANAGERS' NETWORK (PMN)

Arman Depanian, Chair

CALL TO ORDER

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

Commissioner Bacharach welcomed everyone to the June 28, 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. 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 June 27, 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.

APPROVAL OF THE APRIL 26, 2021 MINUTES

Commissioner McIntyre moved to approve the minutes of April 26, 2021, seconded by Commissioner Landres. The minutes were unanimously approved.

PRESENTATION OF PRODUCTIVITY INVESTMENT FUND (PIF) PROPOSALS AND FUND BALANCE REPORT, FISCAL YEAR 2020-21, 4TH QUARTER

Fund Balance Report

Commissioner McIntyre reported that two proposals are before the Commission for consideration in the 4th Quarter of Fiscal Year 2020-2021. As of June 28, 2021, the outstanding PIF fund balance is \$4,196,646. The two proposals being heard today total \$583,000. If both projects are approved today, the fund balance would be revised to \$3,613,646. He also reported that the Department of Health Services informed Commission staff that they will not be using the \$1,150,000 loan they received for Project 20.21- *Emergency Response to COVID-19*. This return-of-funds will be reflected in the next fund balance report.

Presentation of PIF Proposals for Discussion and Action

21.12 – Public Health, for *Electronic Plan Check System*, \$208,000 Grant

Dr. Barbara Ferrer, James Dragan, Beatrice LeDuff, Liza Frias and Catherine Mak were in attendance to support the proposal and to answer questions.

Commissioner McIntyre reported there is a motion out of the Productivity Investment Board (PIB) recommending a \$208,000 Grant.

Commissioner Landres presented the project. The grant would be used to implement an electronic plan review system to increase efficiency. The electronic system will replace the outdated paper-based plan review system currently in place. The grant would also pay for equipment, installation of and training on software and licensing and maintenance for three years.

After discussion and questions, Commissioner Landres made a motion to approve a \$208,000 grant. The motion was seconded by Commissioner Bacharach. The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon, Butler, Cuervo, Dreyfuss, Gibson, Gutierrez, Henderson, Landres, Liu, McIntyre, Palmer, Parent, Penichet and Wright



Nos: None

Abstain: None

21.13 – Natural History Museum, for *Customer Relationship Management Solution Phase II*, \$375,000 Grant

Dr. Lori Bettison-Varga, Roshanna Sabaratnam and Dawn McDivitt were in attendance to support the proposal and answer questions.

Commissioner McIntyre reported there is a motion out of the PIB recommending a \$375,000 Grant.

Commissioner Gutierrez presented the project. The grant would be used to convert and migrate all existing 100,000+ records; validate data; test and re-test for accuracy; integrate and customize seven plug-in modules; and train staff to maximize system features. This will complete the second and final phase of the Customer Relationship Management Solution project.

After discussion and questions, Commissioner Penichet made a motion to approve a \$375,000 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, Dreyfuss, Gibson, Gutierrez, Henderson, Landres, Liu, McIntyre, Palmer, Parent, Penichet and Wright

Nos: None

Abstain: None

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

Commissioner Bacharach reported the following:

- The next regular Commission meeting is Monday July 26, 2021. Michael Owh, Chief Deputy, Internal Services Department, has been confirmed to join the meeting to discuss the procurement process and some of his ideas on County efficiency. Commissioners were reenergized to look again at the procurement process due to continued issues. Commissioner Butler will resume as Chair of the Procurement ad hoc Committee
- The next PIB meeting is scheduled for Monday, August 2, 2021
- The quarterly meeting with Fesia Davenport, Chief Executive Officer, and Joe Nicchitta, Chief Deputy, scheduled on June 24, 2021 has been postponed to a future date
- There have been some mispronunciations of names by Commissioners. Please check with Jackie Guevarra if unsure of a pronunciation



- Today is Commissioner Andrés Cuervo's last day as a Commissioner. He starts his new role at Facebook in a few weeks. Andrés has consistently made important contributions to the Commission. He has been with the Commission for three years. Commissioner Cuervo will direct Facebook's University Recruiting Program in North America. We wish him well and much success at Facebook

PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING

Arman Depanian, Chair, reported the following:

- Approximately 208 people, including Productivity Managers, attended the June 2, 2021, Leadership Conference. Sylvia White-Irby, Productivity Manager, Superior Court, and her Audio-Video team, played a key role in the success of the conference, along with Commission staff. A big thanks to Sylvia, Estevan Padilla, Productivity Manager, Executive Office, and Angel Baker, Productivity Manager, Mental Health, for participating in the 2021 Leadership Conference Ad Hoc Committee.
- On May 5, 2021, the PMN held its quarterly General Meeting and Training virtually. Approximately 30 Productivity Managers attended, along with Commissioner Henderson and Commission staff. Training was provided by:
 - Keisha Belmaster, Productivity Manager, Health Services (Harbor UCLA) and Inna Sarac, Productivity Manager, Medical-Examiner/Coroner, and this year's PQA Co-Chairs, gave a presentation on the Do's and Don't's of the PQA application process. They also provided information on the new COVID-19 Impact award and the hybrid format of the PQA
 - Kendra Wiggins, Sr. Deputy Compliance Officer, Department of Human Resources, gave an informative presentation on *Diversity: Skills for the 21st Century Workforce*. Her presentation covered the dimensions of diversity, the benefits of working in a diverse workplace, and tips for successful communication
- Fiscal Year 2021-22, 1st Quarter PIF proposals are due July 9, 2021. The PIB Advisory Committee will meet on July 14, 2021 to review and discuss the proposals with department representatives

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

Jackie Guevarra, Executive Director, reported the following:

- Commission staff sent out reminders on June 3, 2021 to Commissioners with outstanding training(s). Any Commissioner experiencing issues should contact Commission staff who will connect them to Executive Office, Human Resources Division.
- The Department of Human Resources will be replacing the Learning Net training system. The system is set to go live next month, July 1, 2021. The new system now allows users to take the training on different devices such as iPads, tablets, and cellphones



- Commission staff reached out to the Executive Office's Information Resources Management (IRM) team on whether emails can be converted and sent via text. IRM is currently working on SMS for a few test cases. Once its on-board, IRM will look at different ways to use it in the department and countywide. Currently, IRM does not have it in-house or provide support for SMS and text messaging features. Any updates will be provided in the future
- Commission staff is working on the Summer Quarterly Newsletter, the 2020 Annual Report, and the 2022 Calendar. Although all meetings are virtual for now, staff is reserving meeting rooms for the Brown Act meetings.
- Staff continues to work on Department Visits. There have been several date changes

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

Commissioner Bacharach gave the following update:

- The next quarterly report is due June 30, 2021
- Since the last report, we received fourteen ideas on the website.
Types of Contact: Residents (4); Business (3); Nonprofits (3); County Employee (2); Other (2)
Ideas by Category: Business Assistance (4); Cost Savings (1); Other (9)
- The report frequency will change from quarterly to biannual. The next report is due December 31, 2021. For now, the site has no sunset date. Please continue to promote the Prosper LA website to your networks
- Prosper LA received a 2021 NACo Achievement Award for Best of County Administration and Management. The awards presentation will be live streamed in July 11, 2021. The link will be sent out to all Commissioners for the presentation.

PRODUCTIVITY AND QUALITY AWARDS (AGENDA #9)

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

- The PQA will be held on Wednesday, October 13, 2021 from 1:00 pm–3:00 pm, using a virtual hybrid format (Board of Supervisors Hearing Room plus Lunchpool)
- The theme is *Leading with Excellence* (Commission staff shared the graphic)
- Commission staff are working with the Executive Office, Information Resources Management (IRM) on the Board Hearing Room logistics for the event; IRM staff contacted Lunchpool and will work with them and Commission staff on the program flow of the event; Lunchpool will also use a livestreaming platform to expand access to the program
- Ongoing construction in the Board Hearing Room should be completed construction by August 2021
- PQA applications were due Friday, June 25, 2021. We received 156 applications, with a number of those applications for the COVID-19 Impact Award only

- 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

DEPARTMENT VISITS AD HOC COMMITTEE (AGENDA #10)

Commissioner Penichet reported the Commission has scheduled 19 Department Visits for the year. Eleven have been completed, with 8 visits remaining. All eight upcoming Department Visits are in July (Beaches and Harbors, Animal Care and Control, LA County Library, Mental Health, Medical Examiner-Coroner, Museum of Natural History, Regional Planning and Public Health). The Department Visit reports for the following were received and filed today: Auditor-Controller, Human Resources, Children and Family Services, Registrar-Recorder/County Clerk, Public Works, and Treasurer and Tax Collector. The report for Health Services is carried over to the next meeting.

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

Commissioner Bacharach and Jackie Guevarra reported on behalf of Commission Harris, Chair, Strategic Plan Ad Hoc Committee:

- Round 1 Focus Groups were conducted between June 8-23, 2021
- Round 2 Focus Groups are scheduled between July 27–August 11, 2021. Five Commissioners have not selected a date/time
- Round 2 Focus Groups - Commissioners were surveyed on their preference for either a virtual or in-person meeting for Round 2. 12 Commissioners responded (8 virtual only, 3 no preference, 1 in-person only). Overall 11 (65%) voted for virtual and 4 voted for in-person (23%)
- Cyndi Sax, PSI Facilitator, will provide an update on the focus groups at the July 26, 2021 Commission meeting
- In response to an inquiry on changing the timeframe for the Strategic Plan from 2021-2025 to 2022-2026, Jackie Guevarra checked with the Executive Office for guidance, and reviewed the County Ordinance and Commission policies. There is no restriction to changing the date.

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

Commissioner McIntyre gave the following report:

- The CCJCC met on June 9, 2021
- The Los Angeles Regional Interoperable Communications Systems (LA-RICS) gave an update on the LA-RCIS initiative to improve radio and broadband communications among emergency responders in Los Angeles County.
- The Alternatives to Incarceration (ATI) Office provided an overview of on ATI efforts, strategies, and programs.

PROCUREMENT AD HOC COMMITTEE UPDATE (AGENDA #14)

Commissioner Butler gave the following report



- The Procurement Ad hoc Committee will resume meeting and restart discussions on how the Commission can assist departments with the procurement process. Commissioners continue to hear of procurement issues at department visits and with PIF projects
- The ad hoc Committee will work with Michael Owh, Chief Deputy, Internal Services Department to learn more on the procurement process, identify problem areas and solutions
- Michael Owh has been invited to provide an update at the July 26, 2021 Commission meeting

LEADERSHIP CONFERENCE UPDATE (AGENDA #8)

Commissioner Bacharach gave the following report on behalf of Commissioner Wright, Chair, Leadership Conference Ad Hoc Committee:

- The Conference was held virtually on June 2, 2021, using Zoom
- All the panelists attended the event, except for Stephen Goldsmith, Harvard Kennedy School, who had a medical emergency over the Memorial Holiday weekend. Bill Kehoe, Chief Information Officer, stepped in as a last-minute replacement. It was a successful event. Bill Kehoe is leaving the County effective June 30, 2021
- Overall, attendees rated the Conference as Excellent; they also provided feedback on what they liked most and least about the Conference
- The Leadership Conference ad hoc Committee had a wrap-up meeting on June 15, 2021 to discuss the evaluations

REOPENING: DISCUSSION ON VIRTUAL AND/OR IN-PERSON MEETINGS (AGENDA #13)

Commissioner Bacharach gave the following report:

- Per the Executive Office of the Board of Supervisors, the Governor extended the current Executive Orders relaxing the Brown Act through September 30, 2021.
- For now, most County facilities continue to remain closed to the public and will be reopened on a phased-in basis
- If the Governor's Executive Order expires in September, the Commission and PIB Brown Act meetings will shift to in-person meetings; the ad hoc Committee meetings and the Department Visits may continue virtually or in-person—the Commission will look at a model hybrid Committee meetings
- Commissioner Landres clarified that hybrid would only apply to non-Brown Act meetings

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

- Commissioner Palmer asked for information on how PIF funds are tracked, distributed and/or recovered from the County Departments. Commission staff will respond to his request.



- Commissioner Butler reported that he received answers to questions he had after a department visit that he felt should have been part of the information provided during the department visit. Commissioner Bacharach informed that any additional questions after a department visit should be relayed to the Executive Director for a response from the department, but the response should not be discussed outside the department visit. Commissioners are reminded that department visits are confidential. In addition, changes in the department visits process should be addressed by the Department Visit ad hoc Committee.

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

None

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

None

PUBLIC COMMENT

None

ADJOURNMENT

Commissioner Bacharach adjourned the meeting at 12:06 pm. The next full Commission meeting will be on Monday, July 26, 2021.

