



Los Angeles County
QUALITY AND PRODUCTIVITY COMMISSION

AMENDED MINUTES OF THE MEETING OF
December 6, 2021 at 10:00 a.m.

County of Los Angeles
Quality and Productivity
Commission

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Los Angeles, CA 90012

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Virtual Meeting
Join Zoom Meeting
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YWVvSDhEU3V2QT09
Meeting ID: 880 4210 9333
Passcode: 667721
Call in Number: (669) 900-9128

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

Jacki Bacharach
Maxwell Billieon
Viggo Butler
Teresa Dreyfuss
Rodney Gibson
Nancy Harris
Nichelle Henderson
Shawn Landres
Huasha Liu
Edward McIntyre
Blaine Meek
Scott Palmer
William Parent
Jeffrey Penichet
William Wright

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

PRODUCTIVITY MANAGERS' NETWORK (PMN)
Arman Depanian, Chair

ABSENT
Jackie Guevarra, Executive Director

CALL TO ORDER
The Chair called the meeting of the Quality and Productivity Commission to order at 10 a.m.

Executive Director
Jackie T. Guevarra, CPA

Program Manager
Laura Perez

Program Support
Tammy Johnson

ASSEMBLY BILL (AB) 361 DECLARATION BY THE CHAIR
Before beginning today's meeting, Commissioner Bacharach made the following statement regarding AB 361.

As previously reported, the State legislature passed AB 361 to continue to allow broader access through teleconferencing options, consistent with the Governor's executive orders, permitting expanded use of teleconferencing during the COVID-19 pandemic. The Governor signed AB 361 into law on September 16, 2021, which took effect immediately.

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

"To enrich lives through
effective and caring service"



On September 28, 2021, the Board of Supervisors (Board) reported that the Board and commissions, task forces, committees, etc., which were either created by the Board, or were created at the Board's direction, and are subject to the Brown Act, will continue to meet via teleconferencing, in compliance with AB 361, while we are under a state of emergency, and while state and local officials continue to recommend measures to promote social distancing.

The Board will reconsider the circumstances of the state of emergency to determine whether teleconferencing should continue within 30 days after the Board's first meeting under AB 361, as required by the law. As such, the Commission will continue "to meet via teleconferencing" in compliance with AB 361 until such time as deemed otherwise by the Board.

OPENING REMARKS

Commissioner Bacharach welcomed everyone to the December 6, 2021, meeting and noted the meeting is being recorded. She announced that members of the public could send their questions or comments to Laura Perez during the meeting via email at lperez@bos.lacounty.gov or via the chat feature. Please inform Laura Perez via email or the chat feature which item you have a comment on. 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 December 5, 2021, 4:00 p.m. No written comments were received. However, members of the public could continue to send public comment to the Executive Director during the meeting. Any information received will become part of the official meeting record.

APPROVAL OF THE OCTOBER 25, 2021 MINUTES

Commissioner Gibson moved to approve the minutes of October 25, 2021, seconded by Commissioner McIntyre. The minutes were approved by the following vote:

Yes: Commissioners Bacharach, Butler, Gibson, Harris, Henderson, Landres, Liu, Meek, McIntyre, Palmer, Parent, Penichet, and Wright
No: None
Abstain: None

Commissioners Billieon and Dreyfuss did not vote. They arrived at the meeting after the minutes were approved.

PRESENTATION OF PRODUCTIVITY INVESTMENT FUND (PIF) PROPOSALS AND FUND BALANCE REPORT, FISCAL YEAR 2021-2022, 2nd QUARTER

Fund Balance Report

Commissioner McIntyre reported that four proposals from 3 departments are before the Commission for consideration in the 2nd Quarter of Fiscal Year 2021-2022. As of September 30, 2021, the outstanding PIF fund balance is \$6,584,000. The four

proposals being heard today total \$486,000. If all projects are approved today, the fund balance would be revised to \$6,098,000. The Commission received \$2 million as part of the Supplemental Budget for Fiscal Year 2021-2022.

Presentation of PIF Proposals for Discussion and Action

22.5 – Animal Care and Control, for *Love at First Sight – Photo and Video Enhancements at Animal Care Centers, \$42,000 Grant*

Marcia Mayeda, Ann Marie Johansen, Allison Cardona, Frank Corvino, Rachel Williams, Shakeel Qazi, Bradley Kim, Whitney Duong, and Dorthy Phillips 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 \$42,000 grant.

Commissioner Gibson presented the project. The grant would be used to purchase equipment and supplies to improve intake photos and add the use of videos to portray positive interactions and enrichment, such as dog play groups and cat interaction areas.

After discussion and questions, Commissioner Bacharach made a motion to approve a \$42,000 grant. The motion was seconded by Commissioner Penichet. The motion was unanimously approved (taken by roll call):

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

Nos: None

Abstain: None

22.6 – Animal Care and Control, for *DACC Live Interactive Chatbot, \$84,000 Grant.*

Marcia Mayeda, Ann Marie Johansen, Allison Cardona, Frank Corvino, Rachel Williams, Shakeel Qazi, Bradley Kim, Whitney Duong, and Dorthy Phillips were in attendance to support the proposal and to answer questions.

Commissioner McIntyre reported there is a motion out of the PIB recommending an \$84,000 grant.

Before discussing the project, Commissioner McIntyre announced that the Commission has a very strict policy against disclosing any vendor names during presentations. At the PIB meeting, a vendor (Amazon) was mentioned. He asked Commissioners to state whether they have a conflict of interest with Amazon.

Commissioners Billieon and Landres disclosed disqualifying economic interests in Amazon, recused themselves, and left the meeting at 10:32 (Landres) and 10:34 (Billieon). Hearing no other conflict of interest (actual or implied) from the remaining Commissioners, the presentation continued.

Commissioner Liu presented the project. The grant would be used to purchase an automated chatbot using voice and text that will interact with customers without involving a live agent, using speech recognition and text.

After discussion and questions, Commissioner Liu made a motion to approve an \$84,000 grant. The motion was seconded by Commissioner Henderson and approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Butler, Dreyfuss, Gibson, Harris, Henderson, Liu, Meek, McIntyre, Palmer, Parent, Penichet and Wright
Nos: None
Abstain: None

Having disclosed disqualifying economic interests, having recused themselves, and having left the meeting, Commissioners Billieon and Landres took no part in hearing, discussing, or voting on any part of this matter. Commissioner Landres and Billieon returned to the meeting at 10:45.

22.7 – Fire, for *Emergency Wildfire Augmentation Optimization Model Software*, \$270,000 Grant.

Anthony Marrone, Albert Yanagisawa, Thomas Ewald and Heidi Oliva were in attendance to support the proposal and to answer questions.

Commissioner Landres presented the project. The grant would be used to purchase a wildfire resource augmentation optimization software solution to facilitate efficient staffing during “red flag” conditions by predicting where a fire will start and how large it will be.

After discussion and questions, Commissioner Landres made a motion to approve a \$270,000 Grant. The motion was seconded by Commissioner Dreyfuss and unanimously approved (taken by roll call):

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

2022-2026 STRATEGIC PLAN AD HOC COMMITTEE UPDATE (AGENDA #6)

Commissioner Bacharach introduced and welcomed Cynthia “Cyndi” Sax, PSI. Ms. Sax served as the Facilitator for the 2022-2026 Strategic Plan. Ms. Sax thanked Commissioners for their time and the Strategic Planning ad hoc Committee for all their hard work to bring together the Commission’s goals and objectives for the next five years. The Ad hoc Committee did much of the work, as well as Commission staff. Commissioner Harris, Chair, Strategic Plan ad hoc Committee, thanked Ms. Sax for her

coordination and Commissioners for their participation and time spent on the focus groups.

Ms. Sax shared her PowerPoint presentation that included a summary of the Strategic Plan. After discussion and questions, Commissioner Landres made a motion to approve the 2022-2026 Strategic Plan pages 55-59 on the agenda, keep the text from pages 61, 62, and 63, but remove the chart objectives (pages 61-64). The motion was seconded by Commissioner Harris and approved by the following vote (taken by roll call):

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

Commissioner Palmer left the meeting and did not vote on this matter.

Presentation of PIF Proposals for Discussion and Action (continued)

22.8 – Medical Examiner-Coroner, for Workstations on Wheels (WOW) for Enhancement of Autopsy Service, 100,000 Grant.

Dr. Jonathan Lucas, Dr. Odey Ukpo, Darwin Sypinero, Patricia Romo and Inna Sarac were in attendance to support the proposal and to answer questions.

Commissioner Bacharach presented the project. The grant would be used to purchase 15 medical grade workstations on wheels for the autopsy service floor. Funding will also provide a wireless network, hardware, engineering, and labor to install the wiring and necessary wireless controller services.

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

Ayes: Commissioners Bacharach, Butler, Dreyfuss, Gibson, Harris, Henderson, Landres, Liu, Meek, McIntyre, Parent, Penichet and Wright
Nos: None
Abstain: None

Commissioners Billieon and Palmer had both left the meeting and did not vote on this project.

AD HOC NOMINATING COMMITTEE REPORT AND ELECTION OF COMMISSION OFFICERS FOR 2022 (AGENDA #5)

Commissioner Wright, Chair, Nominating ad hoc Committee introduced Commissioners Landres and Liu as members of the Committee, and provided the following report:

- The Executive Director contacted Commissioners for their interest in serving as Chair, First Vice Chair, and Second Vice Chair in 2022

- The Committee recommends the following candidates:
 - Chair – Nichelle Henderson
 - First Vice Chair – Scott Palmer
 - Second Vice Chair – Teresa Dreyfuss

Commissioner Bacharach opened the floor for discussion and additional nominations. No other nominations were received. Commissioners voted to approve the slate, rather than individual candidates. Commissioner Landres made a motion to accept the slate of officers, as presented by the ad hoc Nominating Committee, and seconded by Commissioner Gibson. The motion was unanimously approved (taken by roll call).

Ayes: Commissioners Bacharach, Billieon, Butler, Dreyfuss, Gibson, Harris, Henderson, Landres, Liu, Meek, 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 Productivity Investment Board meeting will be on February 28, 2022
- Digitization survey results - We received responses from 18 departments: 510 itemized processes. Commissioners Bacharach, Henderson and Landres will review the list and identify commonalities
- Working on Commissioner reappointments – Maxwell Billieon, Viggo Butler, 2nd District vacancy-replacing Andres Cuervo, CEO/QPC vacancy-replacing Evelyn Gutierrez, Huasha Liu and William Parent
- County email for Commissioners: Three Commissioners previously expressed an interest in County email address. The cost to the Commission is as follows and comes out of the PIF budget:
 - County issued device (iPad, tablet) is \$800 each
 - Personal hardware – BOSvd subscription (similar to a Virtual Private Network PN to access email) \$1,100 per year
 - Both devices are subject to discovery and the Public Records Act requests
 - Due to the cost, unless the Commissioners want to personally cover the cost, the Officers recommended not issuing County emails to Commissioners. An alternative is to create a separate gmail or yahoo account for Commission business
- LA vs Hate United Against Hate Week Update (November 14-20, 2021):
 - Commissioner Landres participated in a workshops and panel discussion on “Solidarity Dividends – Building a Hate Free LA County”
 - The Commission was acknowledged as a partner of United Against Hate Week
- Commissioner Bacharach thanked Commissioners for their support during her last two years as Chair. She expressed what an honor it was to lead an organization that she has so much respect for. She thanked all the Commissioners for their commitment, and specifically the former Chairs she

called on for advice. She also thanked past and current Officers— Andrés Cuervo, Claire Peeps, Nichelle Henderson, Scott Palmer—and the Productivity Managers for their support. One of her biggest highlights was to honor the Commission’s incredible staff at the 34th Annual Productivity and Quality Awards program so the entire County could recognize how much the Commission appreciates them. She also thanked Supervisor Janice Hahn, Fourth District, for her appointment. She wished Nichelle Henderson, Scott Palmer and Teresa Dreyfuss well in the coming year. She looks forward to their leadership

PMN CHAIR’S REPORT: GENERAL MEETING AND TRAINING

Arman Depanian, Chair, reported the following:

- The PMN held its final virtual meeting of the year on Wednesday, November 3, 2021. More than 35 managers attended, including Commissioners Palmer and Henderson. Commissioner Palmer provided Commission announcements and Executive Director, Jackie Guevarra, provided a presentation on the Department Visit process to assist Productivity Managers prepare for their virtual Department Visits in the new year. Following her presentation, Damien Scott, Department of Human Resources, provided an informative presentation on “Team Building”
- The PMN Holiday Reception was held on December 1, 2021 in person. Twenty Managers and four Commissioners attended. The results of the PMN election were announced. The PMN Executive Committee Officers for 2022 are:
 - Arman Depanian, Chair
 - Heidi Oliva, First Vice-Chair
 - Stanley Yen, Second Vice-Chair
 - Jennifer Coultas, Training & Education Co-Chair
 - Keisha Belmaster, Training and Education Co-Chair
 - Inna Sarac and Michelle Jiang, PQA Co-Chairs
 - Stephanie Maxberry and Elizabeth Mendez, Executive Advisors
 - Susan Linschoten, Chair, and Arman Depanian, Co-Chair, PIB Advisory Committee
- Orientation for new Productivity Managers was held on November 4, 2021. Five new Managers attended.
- The PMN Executive Committee will meet on January 16, 2022, to plan the first PMN General Meeting and Training, tentatively scheduled for Wednesday, February 16, 2022, at 9:30 a.m.

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:

- County employees need their County ID to enter the building. The public can only access certain parts of the building
- The Executive Office is issuing new ID badges for department employees. Please let Commission staff know when you are available to take your photo so they can schedule an appointment for you.

- The Executive Office installed a security keypad to access the Commission Office (Room 565). Once activated, the new IDs will work on them
- The deadline for Commissioners to indicate their 2022 ad hoc Committee preferences is December 7, 2021
- Staff is working on the Winter Newsletter due out by December 31, 2021; the 2022 Calendar that includes Brown Act meetings (a copy of the calendar will be sent out before the end of the month); and the 2021 Annual Report
- Federal Indictment Due Process Update (*Background: Board Agenda Item 43C (10/19/21) – “Direct all County departments, including those referenced in the Federal indictment, in conjunction with County Counsel, to cooperate with the Federal investigation and prosecutions, including preserving all potentially relevant materials and information.”*)
 - Staff conducted a cursory review of Commission related business (e.g., PIF, PQA) to identify a potential nexus to parties involved and relay the information to the Executive Office, if any
 - Staff identified one PQA project that references a University of Southern California contact – *Moving Families from the Hotline to a Helpline* (2019 PQA Gold Eagle winner)
 - The Executive Director reached out to the Office of Child Protection (OCP). OCP and County Counsel have already reviewed the contract

ROADMAP TO ECONOMIC RECOVERY BOARD MOTION (APRIL 28, 2020) – PROSPER LA UPDATE (AGENDA #10)

Commissioner Bacharach reported that Jackie Guevarra, Executive Director, is working on the draft report, the next report is as of December 31, 2021.

DEPARTMENT VISITS AD HOC COMMITTEE (AGENDA #11)

Commissioner Penichet, Chair, Department Visit ad hoc Committee, thanked the members of the ad hoc Committee (Viggo Butler, Nancy Harris, Huasha Liu, Blaine Meek, Scott Palmer and Will Wright). The last Department Visit was conducted on November 1, 2021 with the Natural History Museum. The Commission completed seventeen of the nineteen scheduled visits this year. He thanked all the Commissioners who participated in the visits and Commission staff, especially Tammy Johnson for coordinating the visits with the departments and Laura Perez for her running the visits on Zoom Pro. The Department Visit report for the Natural History Museum was received and filed today.

PROCUREMENT AD HOC COMMITTEE REPORT (AGENDA #12)

Commissioner Butler, Chair, Procurement ad hoc Committee, reported that he and Jackie Guevarra met with representatives from the Mayor’s Office of Contract Services (MOCS), New York City, on Thursday, November 18, 2021 regarding the city’s procurement system. The ad hoc Committee met on Tuesday, November 30, 2021 to discuss the MOCS presentation and discuss next steps.

COMMISSIONER ANNOUNCEMENTS REGARDING CONFERENCES, MEETINGS, AND GATHERINGS OF INTEREST TO THE COMMISSION (AGENDA#11) – FOR DISCUSSION ONLY

Laura Perez, Program Manager, stated for the record that Commissioners Billieon and Landres left the Zoom meeting during the PIF Project 22.6 presentation and returned after the vote was taken.

COMMISSIONER DISCUSSION ON GOALS, IDEAS, FUTURE PROJECTS, AND/OR DIRECTION OF THE COMMISSION (AGENDA #12) – FOR DISCUSSION ONLY

Commissioner Butler expressed his concern that PIF projects being brought before the Commission are not innovative enough to fund. The projects presented are not cutting edge. After discussion, this matter will be sent to the PIB for further discussion.

MATTERS NOT ON THE POSTED AGENDA TO BE PRESENTED AND PLACE ON A FUTURE AGENDA (AGENDA #13) – FOR DISCUSSION ONLY

None

PUBLIC COMMENT

Commissioner Bacharach thanked all the Commissioners, once again, for all their support during her time serving as Chair of the Commission

ADJOURNMENT

Commissioner Bacharach adjourned the meeting at 12:30 p.m. The next full Commission meeting will be on Monday, January 24, 2022.