



Los Angeles County
QUALITY AND PRODUCTIVITY COMMISSION
MINUTES OF THE MEETING OF
JANUARY 22, 2024, at 10:00 a.m.
Kenneth Hahn Hall of Administration, Room 374A
500 West Temple Street, Los Angeles, CA 90012

County of Los Angeles
Quality and Productivity
Commission

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Website: qpc.lacounty.gov

Members of the public may participate remotely (virtual meeting)
or listen to the meeting via telephone at:

Call in Number: (669) 900-9128

Meeting ID: 886 4726 1344

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gov.zoom.us/j/88647261344?pwd=Y3hHZ2czYUh5TIBFRXhXMElrNIUvdz09

Chair

William B. Parent

First Vice Chair

William R. Wright

Second Vice Chair

Dion Rambo

Immediate Past Chair

Nichelle M. Henderson

Chairs Emeriti

Jacki Bacharach

Rodney C. Gibson, Ph.D.

J. Shawn Landres, Ph.D.

Edward T. McIntyre

Viggo Butler

Teresa Dreyfuss

Nancy G. Harris

Derek Hsieh

Huasha Liu

Marsha D. Mitchell

E. Scott Palmer

Jeffrey Jorge Penichet

Executive Director

Jackie T. Guevarra, CPA

Program Manager

Laura Perez

Program Support

Tammy Johnson

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CALL TO ORDER

Commissioner Parent, Chair, called the meeting of the Quality and Productivity Commission to order at 10:01 a.m.

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

Jacki Bacharach

Viggo Butler

Teresa Dreyfuss

Rodney Gibson

Nichelle M. Henderson

Derek Hsieh (Virtual)

J. Shawn Landres

Edward McIntyre

Marsha D. Mitchell

William B. Parent

Jeffrey J. Penichet

Dion Rambo

ABSENT

Nancy G. Harris

Huasha Liu

E. Scott Palmer

William R. Wright

PRODUCTIVITY MANAGERS' NETWORK (PMN)

Heidi Oliva, Chair (Virtual)

OPENING REMARKS

Commissioner Parent welcomed everyone to the Commission's in-person meeting, and noted the meeting is being recorded. He 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 or via the chat feature. Please inform Jackie Guevarra via email or the chat feature which item(s) you have a comment on. Any information received will become part of the official meeting record.

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 Jackie Guevarra by January 21, 2024, 4:00 p.m. No written comments were received.

He also announced that each Commissioner will have the opportunity to speak on any agenda item and vote on the items will be taken by roll call.

**LAND ACKNOWLEDGEMENT (AGENDA #2)**

On November 1, 2022, the Board of Supervisors adopted a formal Land Acknowledgement for the County. Commissions are to open their public meetings with a Land Acknowledgement, as follows below. Commissioner Henderson announced that the Commission will start each Brown Act meeting by reading the Land Acknowledgement.

*“The County of Los Angeles recognizes that we occupy land originally and still inhabited and cared for by the Tongva, Tataviam, Serrano, Kizh and Chumash Peoples. We honor and pay respect to their elders and descendants -- past, present, and emerging -- as they continue their stewardship of these lands and waters. We acknowledge that settler colonization resulted in land seizure, disease, subjugation, slavery, relocation, broken promises, genocide, and multigenerational trauma. This acknowledgment demonstrates our responsibility and commitment to truth, healing, and reconciliation and to elevating the stories, culture, and community of the original inhabitants of Los Angeles County. We are grateful to have the opportunity to live and work on these ancestral lands. We are dedicated to growing and sustaining relationships with Native peoples and local tribal governments, including (in no particular order) the: Fernandño Tataviam Band of Mission Indians, Gabrielino Tongva Indians of California Tribal Council, Gabrieleno/Tongva San Gabriel Band of Mission Indians, Gabrieleño Band of Mission Indians - Kizh Nation, San Manuel Band of Mission Indians, San Fernando Band of Mission Indians. To learn more about the First Peoples of Los Angeles County, please visit the Los Angeles City/County Native American Indian Commission website [lanaic.lacounty.gov](http://lanaic.lacounty.gov)*

**ASSEMBLY BILL 2449 (AGENDA #3)**

Commissioner Parent announced that AB 2449 became effective on January 1, 2023. Provisions of this bill permit members of a legislative body of a local agency to participate remotely and to not identify their location.

Commissioner Parent announced that Commissioner Hsieh was attending the meeting remotely under AB2449 (for just cause). Commissioner Hsieh confirmed that no person over 18 years old was present as a member of the public at his respective location.

**APPROVAL OF THE DECEMBER 18, 2023, MINUTES (AGENDA #4)**

Commissioner Bacharach moved to approve the minutes of December 18, 2023, seconded by Commissioner Dreyfuss. The minutes were approved by the following vote (taken by roll call):

Yes: Commissioners Bacharach, Butler, Dreyfuss, Gibson, Henderson, Hsieh, Landres, McIntyre, Mitchell, Parent, Penichet, and Rambo  
No: None  
Abstain: None

### **PRESENTATION ON PREPARING LOS ANGELES COUNTY FOR THE 2028 OLYMPIC AND PARALYMPIC GAMES (AGENDA#5)**

Commissioner Parent introduced and welcomed John Cooke, Assistant Chief Executive Officer (Asset Management, Chief Executive Office), Kristin Sakoda, Director (Arts and Culture), Kelly LoBianco, Director (Economic Opportunity), Norma Garcia, Director (Parks and Recreation). They gave a presentation on preparing Los Angeles County for the 2028 Olympic and Paralympic Games. Anji Gaspen-Milanvoc and Megan Moret from Arts and Culture also attended the presentation. Commissioners were briefed on the following topics (a PowerPoint accompanied their presentation):

- Preparing Los Angeles County in Advance of the 2026 Men's FIFA World Cup and 2028 Olympic and Paralympic Games Board Motion (July 11, 2023)
- County Service Priorities in Alignment to the 2028 Games
- Preparations for the FIFA World Cup
- Unincorporated Areas and Contract Services Near Venues
- Working with City of Los Angeles and Metro
- Access and equity for communities Countywide
- Engage youth through arts education
- Job Creation and sustainability
- Transportation and logistics (regional coordination)
- Infrastructure
- Digital Divide
- Youth at Work Program
- Frank G. Bonelli Regional Park hosting the Mountain Bike Olympic games
- Current Activities and Next Steps

### **PROCUREMENT AD HOC COMMITTEE REPORT UPDATE (AGENDA #6)**

Commissioner Butler made the following report:

- The Procurement Board Motion started 18 months ago; members of the ad hoc Committee met with the City of New York to discuss their procurement transformation efforts
- As of today, Gartner has conducted Current State Discovery sessions and interviews in December and January, with 11 County departments (Assessor, Auditor-Controller, Chief Executive Office, County Counsel, Economic Opportunity, Health Services, Internal Services, Mental Health, Public Works, Registrar-Recorder/County Clerk and Sheriff)
- Select members of the ad hoc Committee met with Gartner, Chief Executive Office, Internal Services, Auditor-Controller and County Counsel on January 10, 2024, for a Current State Validation session
- Gartner conducted a secondary Current State Validation session with the remaining County departments on January 17, 2024
- The preliminary report validates the challenges the Commission heard from interviews with County departments in 2022
- Mona Kamdjou, Managing Partner, Gartner Inc., gave Commissioners an update on the following:
  - Summary engagement status

- Project timeline and work product status
- Project risks and issues
- Project meeting overview
- Project approach, workshop and interview scheduling

**CHAIR'S REPORT: ADMINISTRATIVE ITEMS, DEPARTMENT VISITS, AD HOC COMMITTEE (AGENDA #7)**

Commissioner Parent, reported the following:

- He thanked and acknowledged Commissioner Henderson for her service as Chair in 2022 and 2023
- The next regular Commission meeting is scheduled for Monday, March 18, 2024
- The PIB Advisory Committee will meet on Wednesday, January 17, 2024, to review three (3) PIF projects received for the 3<sup>rd</sup> Quarter of Fiscal Year 2023-2024
- The next PIB meeting is scheduled for Monday, February 26, 2024
- Commission staff will schedule a New Commissioners' Orientation meeting with Marsha Mitchell (2<sup>nd</sup> District) and incoming Commissioner Mark Waronek (4<sup>th</sup> District)
- Commission staff are also working to schedule the bi-annual meeting with Fesia Davenport, Chief Executive Officer
- Thanked and acknowledged Celia Zavala, Executive Officer, Board of Supervisors on her retirement on January 27, 2024. The Commission appreciates her support, especially during the Commission's transition from the Chief Executive Office to the Executive Office of the Board of Supervisors. Jeff Levinson will serve as Interim Executive Officer until the Board of Supervisors appoints a replacement

**PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING (AGENDA #8)**

Jackie Guevarra reported the following on behalf of Heidi Oliva, Chair, PMN:

- The PMN Holiday Reception was held on December 6, 2023, at Rancho Los Amigos National Rehabilitation Center (RLANRC) in Downey. She thanked Patricia Soltero Sanchez, Productivity Manager, for hosting the reception. There were approximately 43 Productivity Managers and Commissioners in attendance. The Network Managers also donated many toys for patients at RLANRC. The following were announced at the reception:
  - The Network voted to have a hybrid schedule in 2024. The February and August meetings, as well as the Holiday reception will be held in-person, and the May and November meetings will be held virtually
  - The Network unanimously voted for the 2024 slate of officers: Heidi Oliva (Chair), Keisha Belmaster (1st Vice-Chair), Arman Depanian (2nd Vice-Chair), Patricia Soltero Sanchez (PQA Chair), Connie Salgado Sanchez (Training and Education Chair), and Stephanie Maxberry and Jennifer Coultas (Executive Advisors)
- The PMN Executive Committee's first meeting of the year was held on January 10, 2024. The Committee discussed and planned the PMN General Meeting and Training scheduled for February 14, 2024 at 9:30 a.m. The meeting will be held at Belvedere Community Regional Park in East Los Angeles. Training topics to be provided will be the Productivity Investment Fund, and a secondary presenter from the Department of Human Resources to provide training on Effective Communication and Difficult Conversations. Commissioners are welcome to attend all PMN meetings.

- She welcomed back Commissioners Scott Palmer and Derek Hsieh, as QPC-PMN Liaisons to the Network. The Network Managers look forward to working with them throughout the year and appreciate all their support
- A New Managers' Orientation meeting is scheduled for February 8, 2024; there are approximately 13 new Network Managers
- Fiscal Year 2023-2024, 3<sup>rd</sup> quarter PIF proposals were due on January 5, 2024; three proposals were received from the Departments of Public Health (1) and Military and Veterans Affairs (2). The PIB Advisory Committee will meet on January 17, 2024 to provide feedback to departments

### **EXECUTIVE DIRECTOR'S REPORT: COMMISSION EVENTS UPDATE, CALENDAR OF EVENTS, DEADLINES, ADMINISTRATIVE ITEMS (AGENDA #9)**

Jackie Guevarra, Executive Director, reported the following:

- Staff have been working on and/or preparing for various meetings:
  - Working on the Winter Quarterly Newsletter, sent out on January 12, 2024. Next is the Spring 2024 Quarterly Newsletter due out by March 31, 2024
  - 2023 Annual Report, which includes the Operational Trends Report
  - Productivity Investment Fund (PIF) Tracking Replacement Project
  - Updates to the Commission website (i.e., the 2024 ad hoc Committee Chairs and Committee members as of January 1, 2024); reviewed website and letterheads to ensure it reflects the new Board Chair, Supervisor Lindsey P. Horvath
- Board of Supervisors and Supervisor Lindsey P. Horvath priorities include:
  - Homelessness
  - Climate Change/Sustainability
  - Mental health
- Gender-based Violence Prevention Countywide priorities:
  - ARDI
  - Homelessness
  - Information Security/Cybersecurity
  - Prevention Infrastructure a new Prevention and Promotion Coordination and Implementation Team
  - Women and Girls Initiative
  - Expanding EPIC LA will permit and developed processes
  - Expanding Preparing Los Angeles for County Employment (PLACE).
  - Language Access for equity across diverse populations
  - Sustainability
- Looking for speakers for the April 22, 2024, Commission meeting
- Asked Commissioners to respond to the Demographics Survey coming out shortly
- AB 817 is coming before the legislature this month for consideration to allow some flexibility for remote participation for eligible subsidiary body members. Commission staff is working with County Counsel to determine if QPC is a "Subsidiary Body" in accordance with AB 817. This bill will allow the Commissioners to continue meeting remotely without putting their address on the agenda from the location they are working from. Additional information will be provided in the future
- Scroll presentations will resume in person beginning January 30, 2024 (one per Board office)
- Executive Office is building a press/media box in the Board Hearing Room

- Room 140 availability will possibly be open March or April 2024
- Working on recruitment to backfill for Tammy' Johnson's position

### **DEPARTMENT VISIT AD HOC UPDATE (AGENDA #10)**

Jackie Guevarra made the following report on behalf of Will Wright, Chair:

- The ad hoc met on Tuesday, January 9, 2024, and decided on the following:
  - Although, the ad hoc Committee prefers and recommends in-person visits, County departments will have the option for a virtual and/or hybrid visit to accommodate schedules and different work locations
  - Ad hoc Committee wants to ensure that departments are candid and open about their challenges. Therefore, the Director's will be reminded that the visit is a safe place to discuss what keeps them awake at night matters.
  - Question #5 of the Department Visit Summary was revised to address departmental barriers:  
From: State the major department quality and productivity challenges (e.g., County processes, State and federal regulations, etc.) and what actions are being taken.  
To: State the major department quality and productivity challenges (e.g., County processes, State and federal regulations, etc.) What specific county led resources and/or actions would be helpful to address these barriers?
- First Department Visit is scheduled on March 6, 2024 with the Department of Children and Family Services
- Commission Policy 2.0 requires Commissioners to attend at a minimum of three Department Visits per year

### **STRATEGIC LEARNING REPORT AD HOC COMMITTEE UPDATE (AGENDA #11)**

Commissioner McIntyre made the following report:

- The ad hoc Committee met on January 10, 2024, to discuss preliminary topics and trends, including:
  - Navigator Program
  - Robotic Process Automation (RPA)
  - Lived Experience
  - County Hiring Practices and Retention
- The ad hoc Committee will next meet on March 4, 2024, to finalize the report

### **LEADERSHIP CONFERENCE AD HOC COMMITTEE UPDATE (AGENDA #12)**

Commissioner Rambo made the following report:

- The ad hoc Committee met on January 8, 2024
- The event will be held at the Music Center on Thursday, June 20, 2024, from 9:00 a.m. – 11:30 a.m. Staff is waiting for the Music Center to confirm date
- Preliminary topics and themes include:
  - LA 2028 Olympics Games – *“Partnering for the World Stage: Productivity, Inclusion, & Prosperity”*
- The ad hoc Committee will next meet on Monday, February 5, 2024, at 10:00 a.m.

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

Commissioner McIntyre made the following report:

- The CCJCC met on January 10, 2024 (In Person)
- The meeting covered the following agenda items:
  - IV. LOS ANGELES COUNTY ANNUAL REPORT ON HATE CRIMES BRIEFING
    - Presentation of the Commission on Human Relations 2022 Annual Report on Hate Crimes. Partnership to expand the reach of the LA vs. Hate initiative and other anti-hate strategies
  - V. ENHANCING SERVICES FOR JUSTICE-INVOLVED VETERANS
    - Overview of committee convened by the Department of Military and Veterans Affairs (MVA) to promote services for justice-involved veterans
    - Discussion of collaboration opportunities with CCJCC and member agencies
- Next meeting is February 14, 2024

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

Commissioner Bacharach stated that the South Bay Cities Council of Governments' 24<sup>th</sup> General Assembly, "Artificial Intelligence Friend or Foe" will be held on Thursday, March 28, 2024, from 9:00 a.m. – 3:00 p.m. This event is free and open all the Commissioners to attend. Keynote Speaker is Ted Lieu, 36<sup>th</sup> District Congressman. For more information on the event or to register, please visit: <https://southbaycities.org/event/24th-annual-general-assembly>

Commissioner Rambo stated that Telehealth Van is hosting a free event for and training for small business owners on February 17, 2024, at the Westin Hotel Ballroom.

**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 (AGENDA #17)**

None

**ADJOURNMENT**

Commissioner McIntyre moved to adjourn the meeting, seconded by Commission Butler. The meeting adjourned at 12:45 p.m. The next full Commission meeting will be on Monday, March 18, 2024.