

GOVERNMENT IN MOTION

THE EVOLVING COUNTY WORKPLACE



Board of Supervisors
Chief Executive Office
Quality and Productivity Commission



COUNTY OF LOS ANGELES
Quality and Productivity Commission



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17TH ANNUAL LEADERSHIP CONFERENCE

GOVERNMENT IN MOTION: THE EVOLVING COUNTY WORKPLACE

June 5, 2019

Quality and Productivity Commission

The Quality and Productivity Commission is in a unique position to recognize best practices throughout the County as a result of its various programs, including the Productivity Investment Fund, Department Visits, and Productivity and Quality Awards Program.

Mission and Vision Statement

Provide advice, innovative ideas, assistance and support to the County's elected officials, Department directors, County managers, and employees to promote the effectiveness, efficiency, and quality of County public services.



CONFERENCE OBJECTIVE

Anticipating the future of work – empowering an increasingly mobile workforce to improve services and extend impact.

The Commission wishes to thank the Productivity Managers' Network for its dedication, energy and commitment in supporting quality and productivity throughout the County.

<http://qpc.lacounty.gov>

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June 5, 2019

Commissioner Andrés Cuervo
Master of Ceremonies
Quality and Productivity Commission

- 8:00 – 8:25 **Registration and Continental Breakfast**
Music Center, 5th Floor
Salons A, B, and C
- 8:25 – 8:30 **Call to Order**
Jackie T. Guevarra, Executive Director
Quality and Productivity Commission
- 8:30 – 8:35 **Invocation**
Rabbi Leah Lewis
Temple Menorah
- 8:35 – 8:40 **Pledge of Allegiance**
Kimberly Hill, Staff Sergeant
California Army National Guard, 40th Infantry Division
Department of Military and Veterans Affairs
- 8:40 – 8:45 **Welcome and Introductions**
Andrés Cuervo
Quality and Productivity Commission
- 8:45 – 9:20 **Keynote Speaker**
Preparing our People:
AI + Workforce of the Future
Toni Townes-Whitley, President
Microsoft – US Regulated Industries

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June 5, 2019

9:20 – 10:20

People, Place, Culture: What's Next?

- ▲ Lisa M. Garrett, Director of Personnel
Department of Human Resources
- ▲ Scott D. Minnix, Director
Internal Services Department
- ▲ Skye Patrick, Library Director
LA County Library
- ▲ Shawn Landres, Moderator
Chair, Quality and Productivity Commission

10:20 – 10:40

Workplace Trends

Kathleen Selke, Director
Global Business Division, Knoll, Inc.

10:40 – 11:00

Conference Wrap-Up

Commissioner Will Wright, Quality and Productivity Commission
Sachi A. Hamai, Chief Executive Officer

11:00 – 11:25

Board of Supervisors

Supervisor Hilda L. Solis, 1st District
Supervisor Mark Ridley-Thomas, 2nd District
Supervisor Sheila Kuehl, 3rd District
Supervisor Janice Hahn, 4th District
Supervisor Kathryn Barger, 5th District

11:25 – 11:30

Closing Remarks

Keynote Speaker



Toni Townes-Whitley
President,
U.S. Regulated Industries

As President of U.S. Regulated Industries at Microsoft, Toni Townes-Whitley leads the U.S. sales strategy for driving digital transformation across customers and partners within the public sector and regulated industries. She is one of the leading women at Microsoft, and in the technology industry. Her organization is responsible for executing on Microsoft's industry strategy and go-to-market for both public sector and regulated industries in the United States, including government.

Passionate about leveraging technology to create positive societal and global impact, Toni represents Microsoft at the World Business Council for Sustainable Development. In this capacity, she works with CEOs from each industry to address global issues around urbanization, climate change, and workforce readiness. Toni's external efforts align to her innovation within Microsoft, specifically in the creation of a Digital Leadership vision and narrative that extends the company's focus beyond customer transformation to responsible and principled implementation of technology and inclusive transformation for every person and organization on the planet.

Prior to joining Microsoft, Toni was President of CGI Federal, where she was responsible for a portfolio of more than \$1 billion, leading 6,600 employees in more than 70 countries to deliver greater value to U.S. Government civilian, defense, and intelligence sectors. Prior to her role at CGI, Toni held several management roles at Unisys Corporation leading global, public sector systems integration and the Federal Civilian group.

Toni is a graduate of Princeton University's Woodrow Wilson School and has received certifications from Wharton Executive Education, New York University, and the Performance Management Institute. A writer and presenter on topics of IT innovation in society, she has delivered presentations most recently with Gender Fair (TED Talk), Stanford University, INSEAD, United Nations Council on Women, World Economic Forum, White House Refugee "Call to Action", GlobeSec, and numerous other industry client and partner organizations. She is the recipient of the 2018 FedScoop 50 Industry Leadership award, the 2018 NVTC Tech 100 Executive award, and the Black Enterprise's 2018 Top Tech Influencers award.

People, Place, Culture: What's Next?



Lisa M. Garrett
Director of Personnel,
Department of
Human Resources

On March 30, 2010, Lisa M. Garrett was appointed as Director of Personnel for the County of Los Angeles after serving as Acting Director of the Department of Human Resources (DHR) for nearly one year. Ms. Garrett is a career public servant and has worked in both the City of Los Angeles and the County of Los Angeles.

Ms. Garrett was hired into the County in 1994 as a Deputy District Attorney in the District Attorney's Bureau of Family Support Operations. Seven years later, she moved to the Child Support Services Department, where she served as Assistant Division Chief in two large divisions, the Executive Assistant to the Director, and as the Chief Deputy Director and Chief Attorney before being appointed as Acting Director of Personnel. During her tenure in DHR, Ms. Garrett has guided the implementation of many significant initiatives to strengthen the County's workforce, improve customer service and access, and "automate all things HR." Ms. Garrett has led her team in creating a metrics program for data-based decision-making, implementing comprehensive automated systems for job application processing, leave management, and performance management with report-generation capabilities and management dashboards, and in developing an award-winning wellness program that has served to reduce rates of employee obesity, high cholesterol and hypertension.

Ms. Garrett is a graduate of the University of California at Los Angeles with a major in Psychology, holds a Juris Doctorate from the Southwestern University School of Law, and an MBA from Pepperdine University. She is an active member of the State Bar of California, the Los Angeles Bar Association Labor Employment Law Section, the Society for Human Resource Management, and the International Public Management Association for Human Resources (IPMA). Ms. Garrett is designated as an IPMA-HR Certified Professional and holds a certificate in Advanced HR Management from the UCLA Anderson School of Management Executive Program. In 2016, Ms. Garrett received the American Society for Public Administration, Clarence A. Dykstra Award for Excellence in Government.

People, Place, Culture: What's Next?



Scott D. Minnix
Director,
Internal Services
Department

Scott D. Minnix is the Director of Los Angeles County's Internal Services Department (ISD). ISD is one of the largest and most functionally diverse municipal support departments in the United States. With nearly 8,000 employees, ISD plays a vital role in maintaining the County's building, Information Technology, Fleet and Energy Management infrastructure as well as serving as the County's Purchasing Agent.

Prior to joining the County of Los Angeles, Scott served in an executive leadership position with the City of Seattle and more recently served as the Director of the General Services Department at the City of Houston. While with the City of Houston, he led a comprehensive facility condition assessment, which led to reducing \$6 million in deferred maintenance. Scott was also instrumental in retrofitting city buildings and significantly reducing energy consumption and greenhouse gas emission.

Scott has earned professional recognition as a high impact, performance driven, and solutions oriented executive and leader. He has a passion for driving consistent improvement in his organizations whether in government, the military or private industry. Scott thinks of himself as a "servant leader," he leads by example demonstrating commitment to customers, stakeholders and employees. Scott has a "people come first" personal philosophy and a drive to build meaningful and lasting professional relationships.

Scott served nearly 10 years as an officer in the United States Naval Reserve. He is a Pacific Northwest native and earned his Bachelor's Degree in Business Administration from the University of Puget Sound, and his Master of Public Administration from the University of Washington. He has furthered his education through Harvard University cybersecurity trainings and Colombia University executive coaching courses.

Scott is committed to STEM education and diversity and inclusion in the workplace. He has worked with the Society of Hispanic Professional Engineers, the American Indian Science and Engineering Society, and the National Society of Black Engineers. He is a member of the Alpha Phi Alpha, and the National Association of Black Public Administrators. He has served as an adjunct faculty member at the University of Washington and Texas Southern University.

People, Place, Culture: What's Next?



Skye Patrick
Library Director,
LA County Library

Skye Patrick was appointed LA County Library Director on February 1, 2016. She manages the Library's \$201 million annual budget and is responsible for the operation of the Library's 87 libraries and a 15-vehicle mobile fleet, serving 3.4 million residents in a 3,000-mile area.

She has made it her mission to break down barriers and increase access for all by introducing the iCount equity initiative, which ensures the Library makes a conscious effort in designing services and programs that address the needs of the diverse community it serves.

Ms. Patrick has been diligent in her endeavors to make library services available beyond library walls and has championed and implemented ten MākMō maker mobiles and five Reading Machine early literacy mobiles, both of which put library services on the road.

In continued efforts to eliminate barriers to library use, Ms. Patrick implemented a Fine Forgiveness Month in May 2017. With a direct focus on bringing youth back to the library, The Great Read Away program allows cardholders with fines to read down fines at their library. A fine-free student card was introduced as part of the Library Card Challenge, a national effort to ensure that every child enrolled in school has access to public libraries.

She focused on improving the Library's information technology infrastructure by forming a new digital alliance with Microsoft, which allows the Library to update operating systems, and secured funding from the Federal Communications Commission's Schools and Libraries program to increase bandwidth for a faster internet connection.

As the Library Director, Ms. Patrick continues to reinforce the Library's role in the community as a civic and cultural center, a hub for public information and services, and an institution of literacy, innovation, and lifelong learning. In January 2019, Ms. Patrick was named Librarian of the Year by Library Journal, one of the nation's most established industry publications!

Workplace Trends



Kathleen Selke

Director,
Global Business Division,
Knoll, Inc.

Kathleen Selke leads complex account teams in Knoll's Global Business Division. Kathleen is a licensed and certified Change Management practitioner and has considerable expertise working with US-based multi-nationals. Utilizing current research and knowledge of workplace trends, Kathleen collaborates with clients to develop workplace solutions in support of their company culture and business goals. Her strength is in developing tailored strategies focused on Key Performance Indicators and strategic initiatives including real estate portfolio utilization, fortifying employee attraction and retention through design, furthering employee well-being through education and special programs, increasing productivity, and fostering collaboration and innovation.

Kathleen has a successful track record of creating and managing programs based on her client's growth strategies that streamline the workplace design process including: cost studies, stocking programs, guideline creation, custom product development, inventory management as well as executing assessments and benchmarking studies to uncover the diverse aspects of work, workers, workplace and the resulting drivers to the performance of individuals and organizations.

Conference Wrap-Up



**Commissioner
Will Wright**

Chair,
Leadership Conference,
Quality and Productivity
Commission

Will Wright currently serves as the Director of Government and Public Affairs for the Los Angeles chapter of the American Institute of Architects (AIA|LA). As Los Angeles' chief advocate for better architecture and urban design, he helps bring together design thinkers and civic leaders to solve problems and set priorities. With more than a dozen years of experience advocating for a healthier, more beautiful and better functioning city, he is responsible for a variety of roles including connecting architects and designers with civic leaders to help shape public policy and provide critical input on project delivery methods, procurement best-practices, infrastructure investments and environmental performance.

Will currently serves on the Board of Directors of the Los Angeles County Business Federation (BizFed) as Vice Chair of the Transportation Committee. Previously, he served as the Vice Chair of BizFed's Planning and Land-Use Committee. In 2013, Will became a founding Board Member of the non-profit From Lot To Spot, which helps underserved communities transform vacant lots into parks and open space. He also currently serves as a public board member of the Building Owners and Managers Association Greater Los Angeles (BOMA-GLA) Political Action Committee.

He has a BFA from Southern Methodist University in Dallas, Texas and a Masters in Fine Arts from the Art Center College of Design in Pasadena, California.

Conference Wrap-Up



Sachi A. Hamai
Chief Executive Officer,
Chief Executive Office

Sachi A. Hamai is the Chief Executive Officer of Los Angeles County. She is responsible for managing the strategic direction and day-to-day operations of the nation's largest municipal government, including the oversight of Los Angeles County's \$32.5 billion budget. Her commitment to strong fiscal management has led to the County achieving its strongest long-term credit ratings in more than a decade.

As CEO, Sachi also leads L.A. County's workforce of more than 112,000 in developing, implementing and advancing the Board of Supervisors' key priorities. These include the unprecedented response to the region's homeless crisis, streamlining access to health services, justice reform, child protection, immigrant rights protection and environmental innovation and oversight.

A champion of transformative change within local government, Sachi has successfully challenged L.A. County's workforce to break down barriers, collaborate and innovate across a broad range of society's most challenging issues. Sachi is also committed to helping L.A. County's next generation. In 2017, she co-founded WomenLeadLAC to network up-and-coming women in management with L.A. County's top executives.

In 2019, Sachi was named one of L.A.'s Top 500 most influential leaders for the fourth consecutive year by the Los Angeles Business Journal. Most recently, Innovate@UCLA announced Sachi as their unanimous choice to receive their 2019 Public Sector Executive Leadership Award. Sachi is also the 2018 winner of the Clarence A. Dykstra Award for Excellence in Government. Her honors also include the Asian American Architects and Engineers Association's 2017 Asian American Leadership Award, and honors from the Asian American Employee Association and the Indian American Professional Association.

She serves on the board of United Way of Greater Los Angeles and is a member of the U.S.-Japan Council.

Sachi is also a passionate marathon and long-distance runner who has participated nationally and internationally in nearly 40 races in the past five years. She achieved her personal best time in the 2015 Tokyo Marathon.

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Panel Moderator



Shawn Landres, Ph.D.
Chair,
Quality and Productivity
Commission

Connecting people, ideas, and resources, Shawn Landres, Ph.D., has earned international recognition for his leadership in social innovation. He is co-founder of Jumpstart Labs, a philanthropic research and design consultancy. A Senior Fellow at the UCLA Luskin School of Public Affairs, Landres is a City of Santa Monica Planning Commissioner and serves on the Santa Monica-Malibu Unified School District Financial Oversight Committee. He is a former chair of the City of Santa Monica Social Services Commission.

Landres holds degrees from Columbia, Oxford, and UC Santa Barbara, where he earned a PhD in religious studies. In 2016, he co-authored the UCLA/California Community Foundation report, “The Generosity Gap: Donating Less in Post-Recession Los Angeles County.” In 2017, he co-authored the Future of Cities LA/USC Huntington Institute report, “Space to Lead: A Century of Civic Leadership in Los Angeles.” In 2013, the Liberty Hill Foundation honored him with its NextGen Leadership Award. He was a 2015-16 California Connections Fellow of the Southern California Leadership Network, which in 2017 selected him as a 30th anniversary “30-in-30” alumni honoree.

Facilitator



Andrés Cuervo
Commissioner,
Quality and Productivity
Commission

Andrés Cuervo serves in the Office of the Vice Chancellor of External Affairs at UCLA, directing the university’s centennial celebration. Andrés formerly served as Director of UCLA Tech + Innovation, an initiative to engage the tech sector and foster innovation. In this role, Andrés coordinated collaborations and projects such as the launch of the University’s first innovation portal, the UCLA Tech Talk Series, Bruin Code Summer Academy with Urban TxT, the autonomous vehicle working group, and the Luskin Automated Robot Assistant.

Prior to UCLA Tech + Innovation, Andrés managed marketing and communications for UCLA’s Graduate School of Education & Information Studies. He serves on the boards of Out in Tech L.A. and New Leaders Council L.A., and recently completed his two-year term as Vice President of the Palms Neighborhood Council.

SPECIAL THANKS

2019 Leadership Conference Ad Hoc Committee

Commissioner Will Wright, Chair

Commissioner Claire Peeps, Vice Chair

Commissioner Jacki Bacharach

Commissioner Maxwell Billieon

Commissioner Andrés Cuervo

Commissioner Shawn Landres

Commissioner Huasha Liu

Commissioner Blaine J. Meek

Arman Depanian, Productivity Manager, Department of Children and Family Services

Maria Rivera, Productivity Manager, Department of Public Social Services

Productivity Managers' Network

Internal Services Department

The Music Center

Patina

Rainbow Sound & Lights

COUNTY OF LOS ANGELES
Board of Supervisors



Janice Hahn
Chair
Supervisor, 4th District



Hilda L. Solis
Supervisor, 1st District



Mark Ridley-Thomas
Supervisor, 2nd District



Sheila Kuehl
Supervisor, 3rd District



Kathryn Barger
Supervisor, 5th District



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