



Los Angeles County
QUALITY AND PRODUCTIVITY COMMISSION
MINUTES OF THE MEETING OF
April 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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Los Angeles, CA 90012

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

Virtual Meeting
Call in Number: (669) 900-9128
Meeting ID: 872 2392 0201
Passcode: 326320

https://bos-lacounty-
gov.zoom.us/j/87223920201?pwd=TEV5ZHpPNkdKOW5UYjcvbG80MzJ
GUT09

CALL TO ORDER

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

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

- Jacki Bacharach
Viggo Butler
Rodney Gibson
Nancy G. Harris
Derek Hsieh
J. Shawn Landres
Huasha Liu
Edward McIntyre
Marsha D. Mitchell
William B. Parent
Jeffrey Jorge Penichet
Dion Rambo
Mark A. Waronek
William R. Wright

ABSENT

- Teresa Dreyfuss
Nichelle M. Henderson
E. Scott Palmer
Heidi Oliva, Chair, Productivity Managers' Network (PMN)

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.

Members of the public were also given the opportunity to send their
comments and questions to Jackie Guevarra by April 21, 2024, 4:00 p.m.
No written comments were received.

- Chair
William B. Parent
First Vice Chair
Will 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
Mark A. Waronek

Executive Director
Jackie T. Guevarra, CPA

Program Manager
Laura Perez

Program Support
Ruben Khosdikian

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

"To enrich lives through
effective and caring service"

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 Parent 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: Fernandeano 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

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. There were no Commissioners attending the meeting remotely.

APPROVAL OF THE MARCH 18, 2024, MINUTES (AGENDA #4)

Commissioner Gibson moved to approve the minutes of March 18, 2024, seconded by Commissioner Bacharach. The minutes were approved by the following vote (taken by roll call):

Yes: Commissioners Bacharach, Butler, Gibson, Harris, Hsieh, Landres, Liu, McIntyre, Mitchell, Parent, Waronek and Wright

No: None

Abstain: Commissioner Penichet

Commissioner Rambo had not yet arrived at the meeting and did not vote.

PRESENTATION ON EXPANDING THE LOS ANGELES COUNTY ELECTRONIC PERMITTING AND INSPECTIONS (EPIC-LA) (AGENDA #5)

Commissioner Parent introduced and welcomed Dennis Slavin, Chief Deputy Director, Department of Regional Planning, and Art Vander Vis, Deputy Director, Department of Public Works. They gave a presentation on EPIC-LA. Commissioners were briefed on the following topics (a PowerPoint accompanied their presentation):

- EPIC-LA is a permit and inspection tracking system
- Permits and projects from multiple departments live in the same system
- Aimed at providing updates on projects to members of the public
- 2022 Gartner Study: 5-month study and review of business processes using a limited number of case types with all participating departments

CHAIR'S REPORT: ADMINISTRATIVE ITEMS, DEPARTMENT VISITS, AD HOC COMMITTEE (AGENDA #6)

Commissioner Parent, reported the following:

- The next regular Commission meeting is scheduled for June 24, 2024, and July 22, 2024
- The speaker for the July 22, 2024, meeting will be Dr. Tamara Hunter, Executive Director, Prevention and Promotion Systems Governing Committee to provide information and role of the new Committee. Commission staff are also working on a presentation on the County's 2024-2030 Strategic Plan
- The next Productivity Investment Board meeting will be on May 20, 2024. The Commission received three Productivity Investment Fund projects. If all three projects move to the full Commission meeting on June 24, 2024, the meeting will need to start at 9:00 a.m. to ensure there is adequate time to hear all three projects
- The next biannual Meeting with Fesia Davenport, Chief Executive Officer (CEO), is scheduled for Wednesday, May 8, 2024. If Commissioners have any questions for the CEO, please contact the Jackie Guevarra
- A new Commissioner's Orientation was conducted with Marsha Mitchell and Mark Waronek on April 15, 2024

PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING (AGENDA #7)

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

- The PMN Executive Committee met on April 3, 2024. The meeting was combined with the Chair of the Productivity and Quality Awards (PQA) Ad Hoc Committee and the PMN Executive Committee to kick-start the PQA season. The Executive Committee also planned the May 1, 2024 PMN General Meeting and Training. Discussions included review of the PQA process. After discussion and feedback, the following was decided by both the PQA Ad Hoc Committee Chair and PMN Executive Committee:
 - Format – This year's PQA will be held in a hybrid format (in-person and web streaming). A maximum of 350 guests to attend in person was approved.
 - Theme – The theme selected for this year is "Commitment to Serving People and Solving Problems"
 - Award Categories:

- Mega Million Dollar Award: Changed to “*Demonstrates* (added) and documents the greatest cost savings, cost avoidance, and/or revenue generation for the County”
- Commissioners’ Legacy Award: Changed to “Shows a commitment to program quality and productivity excellence. (*In memory of former Commissioners for their extraordinary service to the Commission and County*).
- The announcement memo will have no changes other than the theme and dates
- The PQA evaluation will be held at Burton Chase Park in Marina del Rey on Wednesday, August 7, 2024, beginning at 8:30 a.m.
- The PQA training presentation for the May 1, 2024 PMN meeting will reflect these changes
- The May 1, 2024, PMN General Meeting and Training will be held virtually. The following was approved:
 - The meeting will be virtual (Zoom)
 - The agenda includes a presentation on the PQA by Patricia Soltero Sanchez, PQA Chair, and Jackie Guevarra, Executive Director
 - A second presentation is by Carrie Miller, Senior Manager, Policy Implementation and Alignment Branch, and Latrice Jones, Chief Executive Office, on the Los Angeles County’s 2024-2030 Strategic Plan
 - PIF proposals were due on April 5, 2024. Three proposals were received (Public Health, Military and Veterans Affairs, and Los Angeles County Museum of Art). The PIB Advisory Committee will meet on April 17, 2024 to review and discuss the proposals with department representatives

EXECUTIVE DIRECTOR’S REPORT: COMMISSION EVENTS UPDATE, CALENDAR OF EVENTS, DEADLINES, ADMINISTRATIVE ITEMS (AGENDA #8)

Jackie Guevarra, Executive Director, reported the following:

- Staff have been working on and/or preparing for various meetings:
 - The Spring 2024 Quarterly Newsletter was issued on April 15, 2024
 - The Summer 2024 Quarterly Newsletter is due out by June 30, 2024
 - 2023 Annual Report
 - Speakers for the July 22, 2024 Commission meeting
- Leadership Conference:
 - The Board Motion will be on the May 7, 2024 meeting agenda
 - Working on the program book and invitations
 - Processing the purchase order and deposit to The Music Center
 - Setting up meet and greet with all speakers around mid-late May
- 37th Annual PQA:
 - Announcement Memo went out April 19, 2024
 - PQA presentation to Productivity Managers on May 1, 2024
- Commissioner Training Update: Some Commissioners continue to have log in issues. Information Resources Management (IRM) informed Jackie Guevarra that Commissioners’ accounts have been reset and configured by the Internal Services Department and should be good to access the training. IRM asked that Commissioners try to access the training again
- Department Visits:
 - Commissioners were reminded to check their calendar since May is a busy month

- Due to last minutes changes and cancellations, staff will send reminders and confirmation to Commissioners closer to the visit dates

PROCUREMENT AD HOC COMMITTEE REPORT UPDATE (AGENDA #9)

Commissioner Butler, Chair, reported the following:

- Reminded the Commission that its purpose is to bring new ideas to the County to improve operations. The Board asked the Commission two years ago to look into the issues regarding the County's procurement process. The Commission identified some of the challenges and hired a consultant to conduct a review.
- The ad hoc Committee met with Gartner on March 26, 2024, to discuss the findings and recommendation. The final report was received on March 29, 2024, after changes
Key recommendations include:
 1. Creation of a Transformation Program Office to lead the countywide transformation efforts. County to determine which department(s) should take the lead and/or bring consultant whose focus will be to implement the action items
 2. Chosen technology (eventually) should reflect new policies and protocols, not the existing current state of procurement. The County should not implement new technology "to solve all" until the existing problems have been addressed
 3. There are action items that can be taken by the County within 6 months, including a review of policies, conducting training/skills analysis, identifying a document management solution, etc.
- The ad hoc Committee had a follow up meeting April 1, 2024, to draft the Board memo
- The 3rd and 5th Districts have been informed of the upcoming report. The 1st, 2nd and 4th Districts also need to be briefed.
- Commissioner Parent recited Policy 12: Special Reports to the Board of Supervisors requires that "prior to submission to the Board, the final draft report shall be placed on the Commission's agenda for review, discussion, and consideration for approval"

After discussion, Commissioner Wright made a motion to have the final report submitted at the discretion of the Chair, when and if the Chair feels it is ready to be submitted to the Board. Commissioner Bacharach made an amendment to the motion requesting that the Chair wait five (5) working days from the day of the distribution of the report to Commissioners so they have an opportunity to respond. If there are any questions or issues with the report, the item will be agendized for a special meeting of the Commission on May 20, 2024, immediately preceding the Productivity Investment Board meeting. The motion was seconded by Commissioner Landres and approved by the following vote (taken by roll call):

Yes: Commissioners Bacharach, Butler, Gibson, Hsieh, Landres, Liu, McIntyre, Parent, Penichet, Rambo, Waronek and Wright
No: None
Abstain: Commissioner Mitchell

Commissioner Harris left the meeting and did not vote.

DEPARTMENT VISIT AD HOC REPORT (AGENDA #10)

Will Wright, Chair, reported the following:

- The Department Visit Report for the Department of Children and Family Services (DCFS) is before the Commission. There were no questions or discussions. The report was received and filed
- The next Department Visit is with the Department of Public Health on April 25, 2024
- Half of this year's visits (8) will take place in May. Please check your calendars to confirm your attendance. If you need to cancel, please inform Jackie Guevarra and Ruben Khosdikian immediately so they can find your replacement.

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

Ed McIntyre, Chair, reported the following:

- The ad hoc committee met on March 21, 2024, to finalize the trends and select examples for the report. The trends identified are as follows:
 - Mature Trend: Navigation
 - Current Trend: Robotic Process Automation
 - Emerging Trend: Participatory Decision-Making by People with Lived Experience
- Commissioner McIntyre thanked the ad hoc Committee members for their work on the 2023 report: Shawn Landres (2023 Report Lead), Teresa Dreyfuss, Nancy Harris, Huasha Liu, Bill Parent, Lana Ghil (Human Resources) and Leslie Negritto (Natural History Museum)
- The Operational Trends Report will be shared with Board Deputies, Department Heads and Productivity Managers

LEADERSHIP CONFERENCE AD HOC REPORT (AGENDA #12)

Dion Rambo, Chair, reported the following:

- Confirmed Speakers for the Conference are:
 - Supervisor Hilda L. Solis
 - Fesia Davenport, Chief Executive Officer
 - Keynote Speaker: Susan Goldsmith, Deloitte Consulting LLP
 - Guest Speaker: Renata Simril, President & CEO, LA84 Foundation (pending)
- Next step is to draft the talking points and question for the speakers

PRODUCTIVITY AND QUALITY AWARDS PROGRAM (AGENDA #13)

Jacki Bacharach, Chair, reported the following:

- The event is scheduled for October 16, 2024, 11:30 am-2:00 pm; the Commissioners' group photo will be taken at 11:00
- Venue: Music Center, Dorothy Chandler Pavilion-Grand Hall
- Theme: "Commitment to Serving People and Solving Problems"
- The ad hoc will next meet to finalize the graphics
- PQA Announcement memo went out to the Board of Supervisors, Department Heads, and the Productivity Managers' Network on April 19, 2024, to kickoff this year's PQA
- The PQA Top Ten site visits are scheduled for August 19-30, 2024. Commissioners are expected to attend at least 3 visits. The sign-up schedule will be shared with

Commissioners after the Top Ten winners are determined on August 13, 2024. Commissioners need to attend as many as they can to properly score the projects

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

Marsha Mitchell, reported the following:

- The CCJCC met on April 10, 2024 (In Person)
- The meeting covered the following agenda items:
 - IV. INFORMATION SYSTEMS ADVISORY BOARD (ISAB)
 - Annual update on ISAB current projects and priorities to facilitate data sharing and systems integration with the criminal justice system
 - V. CARE COURT
 - Update on implementation of CARE Court in Los Angeles County
- The next meeting is May 8, 2024

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

Commissioner Mitchell thanked Commissioner Bacharach regarding the South Bay City Council of Governments' Annual General Assembly that was held on Thursday, March 28, 2024. It was an amazing event, and she learned a lot.

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 (AGENDA #18)

None

ADJOURNMENT

Commissioner Parent moved to adjourn the meeting, seconded by Commissioner Mitchell. The meeting adjourned at 12:23 p.m. The next full Commission meeting will be on Monday, June 24, 2024.