



Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

MINUTES OF THE MEETING OF

June 23, 2025, at 10:00 a.m.

Kenneth Hahn Hall of Administration, Room 140
500 West Temple Street, Los Angeles, CA 90012

County of Los Angeles
Quality and Productivity
Commission

565 Kenneth Hahn
Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Telephone: (213) 974-1361
(213) 974-1390
(213) 893-0322

Website: qpc.lacounty.gov

Chair

William B. Parent

First Vice Chair

Will Wright

Second Vice Chair

Marsha D. Mitchell

Immediate Past Chair

Nichelle M. Henderson

Jacki Bacharach*
Viggo Butler
Barry Donelan
Rodney C. Gibson, Ph.D.*
Nancy G. Harris
J. Shawn Landres, Ph.D.*
Huasha Liu
Edward T. McIntyre*
E. Scott Palmer
Jeffrey Jorge Penichet
Dion Rambo
Mark A. Waronek
Joe Waz

Executive Director

Jackie T. Guevarra, CPA

Program Manager

Jane Lam

Program Support

Betty Belavek
Ruben Khosdikian

*Chair Emeritus

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

*"To enrich lives through
effective and caring service"*

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: 822 9512 4427

Passcode: 827582

<https://bos-lacounty->

gov.zoom.us/j/82295124427?pwd=syKL6wklwcaa5rE4JLbsvbRrkVehlb.1

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
Barry Donelan
Rodney Gibson
Nancy Harris
Nichelle Henderson
J. Shawn Landres
Edward McIntyre

Marsha Mitchell
E. Scott Palmer (Virtual)
William Parent
Jeffrey Jorge Penichet
Dion Rambo
Joe Waz
William Wright

ABSENT

Viggo Butler
Huasha Liu
Mark Waronek
Jackie Guevarra, Executive Director

PRODUCTIVITY MANAGERS' NETWORK (PMN)

Keisha Belmaster, Chair (Virtual)

OPENING REMARKS

Commissioner Parent welcomed everyone and noted the meeting is being recorded. He announced that members of the public could send their questions or comments to Jane Lam during the meeting via email at jalam@bos.lacounty.gov or via the chat feature. The public can inform Jane Lam via email or the chat feature which item(s) they 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 Jane Lam by June 22, 2025, 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. The Commission opened its public meeting with a video recording of the Land Acknowledgement, which can be read here: <https://lacounty.gov/government/about-lacounty/land-acknowledgment/>.

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 Palmer attended the meeting remotely under AB 2449 (for just cause). Commissioner Palmer confirmed that no person over 18 years old was present as a member of the public at his respective location.

Due to technical difficulties with the virtual component of the meeting (Zoom), Commissioner Palmer was unable to participate for the remaining of the meeting.

APPROVAL OF THE APRIL 28, 2025, MINUTES (AGENDA #4)

Commissioner Landres moved to approve the minutes of April 28, 2025, seconded by Commissioner Bacharach, with the following revisions:

- Page 2, under Approval of January 27 minutes, add Commissioner Waz for “Yes”
- Page 4, under Executive Director’s report, add ‘s’ to “Commissioner”, under 3rd sub-bullet
- Page 6, under Agenda #14, 2nd bullet, change “Horvath” to “Hahn”
- Page 7, under Agenda #16, add sentence to end of section: “The matter was placed on the Productivity Investment Board agenda for further consideration.”

The minutes were approved, as amended, by the following vote (taken by roll call):

Yes: Commissioners Bacharach, Gibson, Harris, Landres, McIntyre, Parent, Penichet, and Waz

No’s: None

Abstain: Commissioners Donelan and Wright

Commissioners Henderson, Mitchell, and Rambo had not yet arrived at the meeting and did not vote.

CHAIR'S REPORT: ADMINISTRATIVE ITEMS, DEPARTMENT VISITS, AD HOC COMMITTEE (AGENDA #5)

Commissioner Parent, reported the following:

- Jackie Guevarra is currently on leave and is expected to be off until July 8, 2025. Jane Lam will be overseeing QPC activities in the interim. Please direct all communications normally sent to Jackie over to Jane.
- The next QPC meeting is scheduled for Monday, July 28, 2025, in Room 140 at 10:00 am. Please let staff know if you have any suggestions for speakers.
- The Natural History Museum withdrew their Productivity Investment Fund (PIF) proposal, so we do not have any PIFs to hear this meeting.
- Update on Board Motion (April 1, 2025): *Reviewing Best Practices and Exploring the Creation of a Comprehensive Emergency Registry System for Older Adults and Persons with Disabilities in Los Angeles County*
 - Based on the authors of the motion (Supervisors Hahn and Barger) and area of expertise, the following Commissioners have been asked to serve with the QPC Chair on this special assignment: Jacki Bacharach (4th District), Scott Palmer (5th District) and Marsha Mitchell (2nd District).
 - Victoria Jump, Assistant Director at the Department of Aging & Disabilities, will be contacting Commissioners about meetings and next steps regarding the Board Motion. Commissioners will attend the meetings once they are scheduled, provide feedback, and report back to the Commission.

PRODUCTIVITY MANAGERS NETWORK (PMN) CHAIR'S REPORT: GENERAL MEETING AND TRAINING (AGENDA #6)

Jane Lam, Program Manager, reported the following on behalf of Keisha Belmaster, PMN Chair, who due to technical difficulties with the virtual component of the meeting could not continue participating in the meeting:

- The PMN's quarterly general meeting and training was held on May 7, 2025, at the West Hollywood Library. There were 36 attendees including QPC-PMN Liaison, Commissioner Joe Waz. There were two presentations:
 - The first presentation was by Sammy Skinner, LA County Library Productivity Manager, who provided a comprehensive overview of the library's mission, its four pillars of services, and a few unique programs and partnerships with other County departments related to sustainability, civic art, cultural resource centers, and the availability of libraries as meeting spaces, distribution centers and social service hubs.
 - The second presentation by Patricia Soltero Sanchez, Productivity Manager (Health Services-Rancho) and Executive Director, Jackie Guevarra, was an overview of the Productivity and Quality Awards (PQA) guidelines, including helpful tips and resources.
- A New Managers' Orientation was held virtually via Zoom on May 21, 2025. Thirteen new Managers attended and received an overview of the different QPC programs from Jackie Guevarra and Keisha Belmaster. New Managers also received the PMN Handbook and were encouraged to reach out to QPC staff if they had any questions.
- Applications for the 38th Annual Productivity and Quality Awards (PQA) were due to Jane Lam, QPC Program Manager, by 5 pm on Friday, June 20, 2025. The PMN Executive Committee will meet on Wednesday, June 25th to conduct an initial review of the applications. Three Commissioners will attend to address any questions and/or concerns.

- As a reminder, the PQA Evaluation will be held on Wednesday, August 6, 2025, from 9:30 am-3:30 pm at the Hacienda Heights Community Center. Commissioners are encouraged to attend to review and score applications.
- Fiscal Year 2025-26 1st Quarter Productivity Investment Fund (PIF) proposals are due July 7, 2025, by 5 pm. The Productivity Investment Board (PIB) Advisory Committee will meet on July 16, 2025, to review and discuss the proposals with department representatives.
- Lastly, as previously announced, PIF turned 40 last year. An email was sent to the PMN asking for 1-3 project ideas to include in the PIF 40th Anniversary booklet. Managers were encouraged to include photos, press releases, flyers, videos, marketing/branding, etc. if applicable. Ideas are due to Jane by September 5, 2025.

EXECUTIVE DIRECTOR'S REPORT: COMMISSION EVENTS UPDATE, CALENDAR OF EVENTS, DEADLINES, ADMINISTRATIVE ITEMS (AGENDA #7)

Jane Lam, Program Manager, reported the following on behalf of Executive Director Jackie Guevarra:

- Staff have been working on and/or preparing for various meetings:
 - Summer 2025 Quarterly Newsletter which is due out by June 30, 2025.
 - 2024 Annual Report – in progress: pending Operational Trends Report, which Jackie will complete.
 - Staff have completed the intake of PQA applications and are preparing for the PMN Executive Committee meeting where initial application reviews will take place. 107 submissions were received.
- PQA Master of Ceremonies – A follow up was sent to Cher Calvin from KTLA 5 inquiring her fee to emcee for PQA. She will try to get back to us by the first week of July. In case it does not work out with Cher, QPC staff will reach out to Lolita Lopez from NBC4 as recommended by Commissioner Landres. Commissioners were encouraged to let staff know if they have any other recommendations.
- Speakers for July 28, 2025, QPC meeting – need suggestions for 1-2 speakers for the next full Commission meeting on July 28, 2025.
- 2025 Department Visits (21) – We have 4 Department Visits remaining. Staff will be checking that all Commissioners have met their minimum 3 Department Visits per year requirement and will reach out to schedule if you have not met the minimum number of visits.
- Conflict of Interest / Form 700: Reminder to complete the form if you have not done so already.

DEPARTMENT VISIT AD HOC COMMITTEE REPORT (AGENDA #8)

Nichelle Henderson, Chair, Department Visit ad hoc Committee, reported the following:

- 17 of the 21 Department Visits have been completed this year.
- On today's agenda to be received and filed are 11 Department Visit Reports for the Departments of:
 - Probation (April 7, 2025)
 - Auditor-Controller (April 10, 2025)
 - Agricultural Commissioner/Weights & Measures (April 14, 2025)

- Los Angeles County Museum of Art (April 17, 2025)
- Natural History Museum (April 24, 2025)
- Public Works (April 30, 2025)
- LA County Library (May 1, 2025)
- Treasurer and Tax Collector (May 5, 2025)
- Registrar-Recorder/County Clerk (May 12, 2025)
- Animal Care & Control (May 22, 2025)
- Alternate Public Defender (May 28, 2025)
- Thank you to Commissioners Gibson, Henderson, Landres, McIntyre, Penichet, and Wright for leading the visits.
- To date, the reports are received and filed.
- As a reminder, please notify Commission Staff well in advance if you are unable to attend a visit you are scheduled so they can identify a replacement.

After discussion, a request was made to include all 2025 department visits final reports to date in the July 28, 2025, QPC meeting packet, agendaize the discussion of department visit reports, and identify any reoccurring trends.

LEADERSHIP CONFERENCE AD HOC COMMITTEE REPORT (AGENDA #9)

Shawn Landres, Chair, Leadership Conference ad hoc Committee, reported the following:

- Statistics on the conference included the following:
 - Approximately 160 in-person attendees
 - Approximately 136 viewers through live stream
 - Evaluation comments included: good content and great speakers with the highest turnout in evaluations since 2016
 - A copy of the survey results will be sent out to all Commissioners after today's meeting

COUNTYWIDE CRIMINAL JUSTICE COORDINATION COMMITTEE (CCJCC) GENERAL COMMITTEE MEETING (AGENDA #10)

Ed McIntyre, CCJCC Liaison, will provide an update at the July 28, 2025, QPC meeting.

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

Commissioner Waz attended the Department of Human Resource's Board Leadership Training Program Graduation and Networking Event on June 12, 2025, which hosted 25 non-governmental organizations. The Board Leadership Training Program (BLTP) was a PIF project approved as a grant in 2022.

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

Commissioner Landres requested that the 2025 Blue Ribbon Commission Final Report be circulated to the Commission. Jane Lam will forward a copy. Commissioner Landres suggested that Matt Petersen, Chair of the Blue-Ribbon Commission, present to the full Commission at a future meeting.

Commissioners also suggested the following as topics for future presentations: Countywide AI policy, an overview of homeless services, contracting, and Productivity and Quality Awards overview.

Commissioner Parent suggested creating an ad hoc committee considering recent and future financial challenges. The purpose of the committee would be to discuss and strategize what the Commission can do to support departments and Productivity Managers through these challenges.

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

None

PUBLIC COMMENT (AGENDA #14)

None

ADJOURNMENT

Commissioner Henderson moved to adjourn the meeting, seconded by Commissioner Harris. The meeting adjourned at 11:06 a.m. The next full Commission meeting will be on Monday, July 28, 2025, at 10:00 a.m.