



## Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

### MINUTES OF THE MEETING OF

April 28, 2025, 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

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#### 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\*  
Huasha Liu  
Edward T. McIntyre\*  
E. Scott Palmer  
Jeffrey Jorge Penichet  
Dion Rambo  
Mark A. Waronek  
Joe Waz, Jr.

\*Chair Emeritus

#### Executive Director

Jackie T. Guevarra, CPA

#### Program Manager

Jane Lam

#### Program Support

Betty Belavek  
Ruben Khosdikian

#### EXECUTIVE OFFICE



BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

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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: 811 5672 4955

Passcode: 259390

<https://bos-lacounty->

[gov.zoom.us/j/81156724955?pwd=WSq8z81aaJKms6SCVZG8xhraL9lfAT.1](https://gov.zoom.us/j/81156724955?pwd=WSq8z81aaJKms6SCVZG8xhraL9lfAT.1)

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### CALL TO ORDER

Commissioner Parent, Chair, called the meeting of the Quality and Productivity Commission to order at 10:02 a.m.

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

Jacki Bacharach  
Rodney Gibson  
Nichelle Henderson  
Derek Hsieh  
Shawn Landres  
Huasha Liu  
Edward McIntyre

Marsha Mitchell  
E. Scott Palmer  
William Parent  
Jeffrey Jorge Penichet  
Dion Rambo  
Mark Waronek  
Joe Waz

### ABSENT

Viggo Butler  
Nancy Harris  
Will Wright

### PRODUCTIVITY MANAGERS' NETWORK (PMN)

Keisha Belmaster, Chair (Absent)

### OPENING REMARKS

Commissioner Parent welcomed everyone and noted the meeting was 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](mailto:jguevarra@bos.lacounty.gov) or via the chat feature. The public could inform Jackie Guevarra via email or the chat feature which item(s) they wanted to comment on, and any information received would 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 Sunday, April 27, 2025, at 4:00 p.m. No written comments were received.

He also announced that each Commissioner would have the opportunity to speak on any agenda item, and vote on the items would 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 Mark Waronek joined the meeting remotely.

#### **APPROVAL OF THE MARCH 24, 2025, MINUTES (AGENDA #4)**

Commissioner Bacharach moved to approve the minutes of March 24, 2025, seconded by Commissioner Mitchell, with the following revisions:

- Page 3, last line, change “have” to “has.”
- Page 6, change the Leadership Conference start time to 9:00 a.m. (not 9:30 a.m.).
- Page 7, change “City’s” to “Cities.”

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

Yes: Commissioners Bacharach, Gibson, Henderson, Hsieh, Liu, McIntyre, Mitchell, Palmer, Parent, Penichet, Rambo, Waronek, and Waz

Nos: None

Abstain: Commissioner Landres

#### **PRESENTATION AND UPDATE BY THE CHIEF EXECUTIVE OFFICE ON THE LOS ANGELES COUNTY WILDFIRES: JACQUELINE CHUN, ASSOCIATE DIRECTOR, CENTER FOR STRATEGIC PARTNERSHIPS (AGENDA #5)**

An overview of the Chief Executive Office’s response to the recent wildfires in Los Angeles County was provided by Jacqueline Chun, Associate Director at the Center for Strategic Partnerships. Ms. Chun presented about County funds for household, worker, and small business relief, the Wildfire Funders Collaborative, the Altadena Community Preservation, the long-term recovery framework, and research findings on philanthropic responses to wildfires.

**PRESENTATION ON THE INITIATIVES AND PRIORITIES OF IMMIGRANT AFFAIRS:  
RIGOBERTO REYES, EXECUTIVE DIRECTOR, OFFICE OF IMMIGRANT AFFAIRS,  
DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS (AGENDA #6)**

Rigoberto Reyes, Executive Director of the Office of Immigrant Affairs (OIA), Department of Consumer and Business Affairs, provided an overview of the OIA and presented about immigrants in Los Angeles, federal immigration actions, and protections and resources for immigrants. OIA's mission is to drive forward policies, strategies, and programs that realize immigrant equity. The Office envisions a County where every immigrant has the ability to equitably pursue the same opportunities available to native-born Angelenos.

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

Commissioner Parent reported the following:

- The next QPC meetings are Monday, June 23 and July 28, 2025, at 10:00 a.m., in Room 140.
  - The Commission will hear PIF projects at the meeting of June 23, 2025.
  - For the meeting of July 28, 2025, Commissioners were asked to please let us know if they have suggestions for particular speakers or topics of interest.
- The PIB next meets on May 19, 2025. There are 4 PIF projects on the agenda.
- Commissioner Appointments – Derek Hsieh informed Jackie Guevarra on Friday, April 18, 2025, that he has been appointed to the Governance Reform Task Force (GRTF). His resignation is effective as of today, April 28, 2025. He is working with the Coalition of Los Angeles County Unions to appoint his replacement. Per the QPC Ordinance 3.51.030 – Membership (c) There shall be two ex officio members: the executive secretary-treasurer of the County Federation of Labor, AFL-CIO, or his or her designee, and the chairperson of the Coalition of Los Angeles County Unions.
- Derek's replacement on the Commission is Barry Donelan, Chair of the Peace Officers Research Association of California (PORAC), Legal Defense Fund.

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

Jane Lam, QPC Program Manager, reported the following on behalf of Keisha Belmaster, PMN Chair:

- A new manager's orientation meeting was held virtually on February 5, 2025. New managers from the Registrar-Recorder/County Clerk, Youth Development, Health Services, Assessor, and Probation participated. It was a good meeting, and Managers left with information needed to assist them in their role as Productivity Managers for their respective departments.
- On February 12, 2025, the first general meeting and training of the Productivity Managers' Network (PMN) was held virtually via Zoom. This meeting was supposed to be held in-person; however, due to the fires and with many Managers participating as Disaster Service Workers, it was decided to change to a virtual meeting. Over 43 Managers attended. The following was discussed during the meeting:
- A presentation on the Productivity Investment Fund (PIF) was given by Arman Depanian, Chair of the Productivity Investment Board Advisory Committee, and Stephanie Todd, Productivity Manager, Chief Information Office. Both new and

seasoned Managers appreciated the information and there was excellent dialogue regarding the PIF process.

- Stephanie Canfield, Principal Analyst, Workforce Wellbeing Programs Division, Department of Human Resources, gave an informative presentation on the NACo and CSAC application processes. Managers appreciated receiving an overview of the 2025 NACo Achievement Awards, a step-by-step application process, and more importantly, obtaining NACo and Human Resources contacts in the event there are questions when applying. It was a very informative presentation.
- Laura Perez, Program Manager, provided Commission announcements, then wrapped up the meeting by picking two raffle winners. They were Angelica Vicente (Beaches and Harbors) and Jamie Wells (Health Services-LA General).
- The Executive Committee met on April 2, 2025. This meeting included the Productivity and Quality Awards (PQA) ad hoc Committee Chair. They engaged in dialogue to kick off the PQA season. They also planned the PMN General Meeting and Training for May 7, 2025, which will include PQA training.

#### **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 Summer 2025 Quarterly Newsletter – due out by June 30, 2025
  - 2024 Annual Report
  - Onboarding the new Commissioners, Joe Waz, Jr., and Barry Donelan
  - Leadership Conference invitations, program book, Board Motion (waive parking and venue fees)
- 2025 Department Visits – 6 visits since the last QPC meeting
- Conflict of Interest/Form 700
  - Look out for notices and reminders (due annually in April – extended to June in 2025) – 12 Commissioners have filed so far (as of 4/27/2025)
  - MISSING: Nancy Harris, Marsha Mitchell, Scott Palmer, Jeff Penichet
  - NOT REQUIRED: Joe Waz
- The current Strategic Plan is for 2022-2026 – we need to start working on hiring a consultant to work on the 2027-2030 Strategic Plan. Recommendation: Similar to the County (2024-2030), we can change it to a 6-year Strategic Plan (2027-2032). The Consultant should be in place by December 2025/January 2026 to start the work.
- The PIF turned 40 in 2024 (1984-2024). We recommend compiling a PIF 40<sup>th</sup> Anniversary Commemorative booklet that provides updates on our most successful projects. We will work with Commissioner Gibson, PIB Chair.

#### **DEPARTMENT VISIT AD HOC COMMITTEE REPORT (AGENDA #10)**

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

- Completed 8 of the 21 Department Visits this year
- Received and filed the Department Visit Reports for:
  - Department of Health Services (March 13, 2025)
  - Justice Care and Opportunities Department (March 27, 2025).

- Commissioners Landres and Harris were thanked for leading these visits
- Commissioners were reminded that Lead Commissioners are encouraged to work with the Productivity Managers before the visit to ensure they are prepared to lead the visit. Commission staff will connect each Lead Commissioner to the Productivity Manager(s) about one week before the visit. The notice will include the follow-up questions from the last visit with the department.
- There are 9 Department Visits scheduled between now and the next Commission meeting on June 23, 2025: Public Works (4/30), Library (5/1), Treasurer and Tax Collector (5/5), Registrar-Recorder (5/12), Animal Care and Control (5/22), Alternate Public Defender (5/28), Parks and Recreation (5/29), Arts and Culture (6/16), and Beaches and Harbors (6/18).
- Commissioners were reminded to commit to at least 3 visits for the year.

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

Jackie Guevarra, Executive Director, reported the following on behalf of Will Wright, Chair, Strategic Learning ad hoc Committee:

- The ad hoc Committee met on March 8, 2025, and reviewed the draft Operational Trends Report and selected examples to use for each trend as follows:
  - Mature: Streamlining Operational Collaboration, Multidisciplinary Approach, and Integrated Delivery of Services
  - Current: Overcoming Challenges to Workforce Development, Retention, and Pipelines/Pathways to County Employment
  - Emerging: Making Data More Accessible with Artificial Intelligence (AI), Drones, and Other Technologies
- Jackie is working to finalize the report, which will be included in the Commission's 2024 Annual Report.

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

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

- The conference will be held on Wednesday, June 4, 2025 from 9:30-11:30 a.m. at the Music Center, Dorothy Chandler Pavilion, Grand Ballroom. The theme is: *Navigating the New Normal: What Matters Most*. The objective is building resilience in an era of polycrisis.
  - Panel 1 Speakers are pending:
    - Facilitator: Paul Ong, Sylvia Gonzalez (pending)
    - Supervisor Hilda L. Solis, First Supervisorial District
    - Supervisor Lindsey P. Horvath, Third Supervisorial District
  - Keynote Speaker: Manuel Pastor, Distinguished Professor of Sociology and American Studies & Ethnicity and Turpanjian Chair in Civil Society and Social Change, University of Southern California
  - Panel 2 Speakers:
    - Moderator: Dr. D'Artagnan Scorza, Executive Director of Racial Equity, Anti-Racism, Diversity and Inclusion
    - Panelist: Rafael Carbajal, Director, Department of Consumer and Business Affairs

- Panelist: Dr. Curley Bonds, Chief Medical Officer, Department of Mental Health
- Panelist: Dr. Rita Kampalath, Chief Sustainability Officer, Chief Sustainability Office, Board of Supervisors, Executive Office
- Panelist: Carrie Miller, Senior Manager, Policy Implementation and Alignment Branch, Chief Executive Office

#### **PQA AD HOC COMMITTEE REPORT (AGENDA #13)**

Jackie Guevarra, Executive Director, reported the following on behalf of Nancy Harris, Chair, PQA ad hoc Committee:

- The awards ceremony will be held on Wednesday, October 15, 2025 from 11:30 a.m. – 2:30 p.m. at the Music Center, Dorothy Chandler Pavilion, Grand Ballroom. The theme is: *Resilient: Today, Tomorrow, Together*.
- Graphics are currently in progress. Applications are due June 20, 2025 by 5:00 p.m.
- Commissioners were reminded that the PQA evaluation is scheduled for August 6, 2025. The Top Ten and Commission Special winners will be finalized at the 2025 PQA meeting of August 12, 2025, followed by the Top Ten site visits between August 19-25, 2025. Commissioners are required to attend at least 3 of the 10 visits. Commissioners were asked to save these dates on their calendars.

#### **REVIEWING BEST PRACTICES AND EXPLORING THE CREATION OF A COMPREHENSIVE EMERGENCY REGISTRY SYSTEM FOR OLDER ADULTS AND PERSONS WITH DISABILITIES IN LOS ANGELES COUNTY (BOARD MOTION BY SUPERVISORS HAHN AND BARGER ON APRIL 1, 2025 (AGENDA #14)**

Bill Parent, Chair, reported on the above-noted Board Motion, which can be found by clicking [here](#).

- Per Commission Policy 1.0 Commission Officers, the Chair may:
  - a) Establish committees and task forces (and appoint Chairs, Vice Chairs, and members thereof), from time to time, to advise and assist the Commission
  - b) Appoint Commissioners to special assignments, as needed.
- Based on the authors of the Motion (Supervisors Hahn and Barger) and expertise, the Chair asked the following Commissioners to serve with him on this special assignment: Jacki Bacharach (4<sup>th</sup> District), Scott Palmer (5<sup>th</sup> District), and Marsha Mitchell (2<sup>nd</sup> District). They will attend meetings, provide feedback, and report back to the Commission.

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

None.

#### **COMMISSIONER DISCUSSION ON GOALS, IDEAS, FUTURE PROJECTS, AND/OR DIRECTION OF THE COMMISSION (AGENDA #16) – FOR DISCUSSION ONLY**

Commissioner Landres suggested the Productivity Investment Board give consideration to the County's current budgetary constraints. The intent should be to consider loans over grants and prioritize projects with direct revenue and/or expenditure avoidance impacts that

mitigate service delivery costs. The matter was placed on the Productivity Investment Board agenda for further consideration.

**MATTERS NOT ON THE POSTED AGENDA TO BE PRESENTED AND PLACED ON A FUTURE AGENDA (AGENDA #17) – FOR DISCUSSION ONLY**

None.

**PUBLIC COMMENT (AGENDA #18)**

None.

**ADJOURNMENT**

Commissioner Landres moved to adjourn the meeting, seconded by Commissioner McIntyre. The meeting adjourned at 12:48 p.m. The next full Commission meeting will be on Monday, June 23, 2025, at 10:00 a.m.