



Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

MINUTES OF THE MEETING OF June 22, 2020 at 10:00 a.m.

Virtual Meeting

Call in number: (669) 900-9128

Meeting ID: 847 1232 9035

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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: <http://qpc.lacounty.gov>

Chair

Jacki Bacharach

First Vice Chair

Claire Peeps

Second Vice Chair

Andrés Cuervo

Immediate Past Chair

J. Shawn Landres, Ph.D.

Chair Emeriti

Rodney C. Gibson, Ph.D.

Edward T. McIntyre

Maxwell Billieon

Viggo Butler

Teresa Dreyfuss

Evelyn Gutierrez

Nancy Harris

Nichelle M. Henderson

Huasha Liu

Blaine J. Meek

E. Scott Palmer

Jeffrey Jorge Penichet

Will Wright

Executive Director

Jackie T. Guevarra, CPA

Program Manager

Laura Perez

Program Support

Tammy Johnson

EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

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

THE FOLLOWING COMMISSIONERS WERE PRESENT

(TAKEN BY ROLL CALL):

Jacki Bacharach

Viggo Butler

Andrés Cuervo

Teresa Dreyfuss

Rodney Gibson

Evelyn Gutierrez

Nancy Harris

Nichelle Henderson

Shawn Landres

Huasha Liu

Edward McIntyre

Blaine Meek

E. Scott Palmer

Claire Peeps

Jeffrey J. Penichet

Will Wright

ABSENT:

Maxwell Billieon

PRODUCTIVITY MANAGERS NETWORK

Arman Depanian, Chair

CALL TO ORDER

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

Commissioner Bacharach welcomed everyone to the June 22, 2020, meeting and noted that the meeting is being recorded. She announced that members of the public can send their questions or comments to Jackie Guevarra during the meeting via email at jguevarra@bos.lacounty.gov. Any information received will become part of the official meeting record. She also announced that the opportunity to speak and vote on the agenda items will be taken by roll call.

Members of the public were also given the opportunity to send their comments and questions to the Executive Director by June 21, 2020, 4:00 p.m. No written comments were received.

APPROVAL OF APRIL 20 AND MAY 14, 2020 MINUTES

Commissioner McIntyre moved to approve the minutes of April 20 and May 14, 2020, seconded by Commissioner Peeps. The minutes were unanimously approved. Commissioners Cuervo and

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Dreyfuss joined the meeting after the approval of the minutes and did not vote.

PRESENTATION OF PRODUCTIVITY INVESTMENT FUND (PIF) PROPOSAL (FOR DISCUSSION AND POSSIBLE ACTION), PIF ANNUAL AND FINAL REPORTS, AND FUND BALANCE REPORT, FISCAL YEAR 2019-20, 4TH QUARTER

Fund Balance Report

Commissioner Landres reported that as of today, if the Commission approves the project on the agenda, the Productivity Investment Fund (PIF) Fund Balance going into the 2020-21 Fiscal Year will be \$4.4 million. As a reminder, the County is facing budget uncertainties and the Commission, along with all County departments, is waiting on its PIF final budget allocation for Fiscal Year 2020-21.

For the next PIF cycle, the Commission is scheduled to hear the 1st quarter projects at the August 24, 2020 meeting. Commissioner Landres asked the Commission to consider delaying the meeting to September when Supplemental Budget information is available. This will give the Commission budgetary information before making funding decisions on projects in the new fiscal year.

Commissioner Landres reported that one proposal is before the Commission for consideration. The project came out of the PIB without a recommendation pending updates on the project. Commissioner Gibson presented the project.

Presentation of PIF Proposal for Discussion and Action

20.11 – Public Health, for *Reducing Food Waste and Advancing Food Recovery: Partnership with Mobile Application to Support Food Distribution in Low-Income Communities*, \$300,000 Grant.

Megan McClaire, Dipa Shah-Patel, Bernadet Garcia-Silva, David Cardenas, Tony Kuo, Robert Ota, Stuart Rekart and Catherine Mak from the Department of Public Health (DPH); Gary Gero from the Chief Sustainability Office; Suk Chong and Jennifer King from the Department of Public Works; Griselda Nunez Herrera from the Department of Public Social Services; and Lorenza Sanchez from the Workforce Development, Aging and Community Services were in attendance to support the proposal and answer questions.

Commissioner Gibson reported the PIB recommended to forward the proposal to the full Commission with no recommendation, pending the revision of the proposal and clarification to address: 1) a budget re-evaluation; 2) revision to the procurement timeline; 3) removal of vendor names from the application; and 4) identification of reimbursement from FEMA and other funding sources. Commissioner Butler also recommended that the department look into a similar program in the City of Pittsburgh.

The grant would be used to fund and develop or partner with a mobile app that will link businesses with available surplus food to community-based organizations that can distribute food to low-income communities, as a means of addressing food insecurity.

After discussion and questions, Commissioner Landres moved to approve a \$300,000 grant, contingent upon the Department to actively plan for a transition of the contract under SB 1385 rules with potential public/private partnerships after the two-year period. The motion was seconded by Commissioner Cuervo.

The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Butler, Cuervo, Dreyfuss, Gibson, Gutierrez, Harris, Henderson, Landres, Liu, McIntyre, Meek, Palmer, Peeps, Penichet and Wright

Nos: None

Abstain: None

PIF Annual and Final Reports

Commissioner Landres provided an update on the annual and final reports. He stated that as part of the 2016 Strategic Plan update, the PIB was given the responsibility of reviewing annual and final reports. The idea is to review the reports to address any concerns. The PIB was able to review the reports at its May 18, 2020 meeting.

The PIB also approved changes to the Annual and Final status report forms, which includes providing updates to the Commission on project launch dates, press releases, reports issued, etc. on funded projects.

The PIB identified two projects that encountered delays in implementing or completing the projects. The related departments were asked to provide an update on these projects at today's meeting, as follows.

Update on PIF 18.2 – Mental Health – *ReSource Connect* to Pilot a Program to expand and enhance the Source Program, and Inter and Intra Agency Service Collaborative Serving Homeless Individuals in Los Angeles County and City Libraries

La Tina M. Jackson and Ellen Sloan from the Department of Mental Health provided the following update on the project.

- The project substantially improved access to multiple resources for people experiencing homelessness throughout the County. This “one-stop” service was done in an easily accessible manner, by meeting individuals where they are instead of expecting the individuals to report to a local office.
- While the project has been an overall success, there were delays in implementing the technology platform to capture participant progress. Although extensive work was done to develop a technology solution, the requirement to establish a multi-agency Memorandum of Understanding, and the necessity to establish volunteer status for all participants in ReSource Connect events,

presented an unexpected challenge to full program implementation.

- The Commission commended the Department's ongoing efforts and supports the planned continuation of the project after COVID-19 subsidies.

Update on PIF 19.25 – Chief Executive Office – Homeless Initiative Technology Innovation RFP to Solicit New and Innovative Solutions to Enhance the County's Homeless Services Delivery System

Phil Ansell, Director, Homeless Initiative and William Kehoe, Chief Information Officer, provided a PowerPoint presentation with the following update on the project:

- Commissioner Landres clarified that the presentation is for informational purposes only and Commissioners are not involved in selecting the finalists or the procurement process.
- Finalists have been selected in each category and a final contract will be awarded to the winners in each category within the next month.
- The CEO has taken an innovative solicitation approach with an emphasis on desired business opportunities and areas of investment in the four Challenge areas: Centralized Customer Portal, Outcomes Reporting & Expenditure Tracking, Geomapping Hub and Resources, and a Customer-Driven Mobile Digital Services.

CHAIR'S REPORT: ADMINISTRATIVE ITEMS, DEPARTMENT VISITS, AD HOC COMMITTEE

Commissioner Bacharach began her report by acknowledging the challenges brought on by the COVID-19 pandemic, the ongoing social unrest, and the budgetary constraints faced by the County, which estimates a \$935 million deficit for Fiscal Year 2020-21.

Commissioner Bacharach reiterated the Commission's mission and mandate to promote operational quality and efficiency, capacity, equity, and best practices, especially given today's public health, social unrest and economic challenges. The Commission has addressed some of these issues through previous approval and funding of projects such as *Bias Mitigation Strategies for Emergency Responders*, *Implicit Bias Training*, *LA County Anti-Hate Campaign - Protecting Vulnerable Communities*, and *Portrait of LA County: Advancing an Action Agenda to Improve Individual, Family and Community Well-being*.

Commissioner Bacharach made the following report:

- The 2019 PQA Gold Eagle winner, *Moving Families from the Hotline to a Helpline* by the Executive Office of the Board/Office of Child Protection received a National Association of Counties (NACo) Best in the Category of Children and Youth award.
- Commission staff are working on the reappointments of four Commissioners.
- Department Visits scheduled between April–July have been cancelled. Commission staff will inquire about virtual visits
- CCJCC meetings for May 13, 2020 and June 10, 2020 were cancelled

PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING

Arman Depanian, Chair, Productivity Managers' Network (PMN) reported the following:

- The PMN Executive Committee will meet on July 8, 2020 to discuss the August/November PMN meetings. The Executive Committee will make decisions on future meetings based public health orders on gathering.
- The Executive Committee will also discuss the updates to the PMN Handbook with final approval by the Executive Committee meeting on October 1, 2020.
- Productivity Investment Fund proposals are due by July 10, 2020 by 5:00 p.m. The PIB Advisory Committee will meet on July 15, 2020 to hear presentations.

EXECUTIVE DIRECTOR'S REPORT: COMMISSION EVENTS UPDATE, CALENDAR OF EVENTS, DEADLINES, ADMINISTRATIVE ITEMS

Jackie T. Guevarra, Executive Director, reported the following:

- Tammy Johnson will be temporarily assigned as a Disaster Service Worker (pending official notice)
- Form 700 due date postponed to June 1, 2020. It was originally due on April 1, 2020. Outstanding forms will be reported to the Executive Officer. There is a monetary penalty for non-compliance.
- Tammy sent Commissioners training reminders on June 9, 2020. As of June 22, 2020, seven Commissioners have outstanding training.
- County Counsel guidance on serial meetings was shared with Commissioners. As a reminder, the Brown Act applies when a Commissioner emails a majority of the Commission regarding a matter within the Commission's subject matter jurisdiction.
- Commission staff has been working on and/or preparing for various meetings, 2019 Annual Report, distribution of the 2020 Shared Practices Report, Summer Quarterly Newsletter, 2021 Commission Calendar, and updates to the Commission website.

ROADMAP TO ECONOMIC RECOVERY BOARD MOTION (4/28/20) – INNOVATION AND OUTREACH COMMITTEE UPDATE AND DRAFT QUARTERLY REPORT TO THE BOARD OF SUPERVISORS

Commissioner Bacharach provided an update on the Board Motion directing the Executive Officer of the Board to work with the Quality and Productivity Commission, in consultation with the Small Business Commission and Citizen's Economy and Efficiency Commission to create a working group to encourage innovative ideas and streamline the County's contracting process, establish a website and email contact to accept and promote innovative ideas, and to report back to the Board quarterly:

- The working group is now called Prosper LA
- The Fifth District clarified that the goal is to accept ideas and report them to the Board and/or forward them to County departments for consideration
- Two working groups were created. The Engagement group, lead by Commissioner Landres, will promote and encourage innovative ideas and streamline the County's contracting process. The Outreach group, lead by Commissioner Butler, will develop a website and email contact to accept and promote innovative ideas

- The first quarterly report memo was sent to all Commissioners for review. The final report will be submitted to the Board next week.
- Commissioners are encouraged to provide contact information to Jackie Guevarra of organizations that should receive information on the website.

2021-2025 STRATEGIC PLAN UPDATE

Commissioner Harris reported the following:

- The goal was to have a face-to-face retreat, but it is not feasible at this time.
- The Facilitator, Dr. Alan Glassman, does not believe a virtual strategic plan session would achieve the desired outcome and does not advise it. The retreat will be rescheduled when public health orders allow for a gathering.
- Dr. Glassman is committed to working with the Commission and finishing the Strategic Plan.
- Until a new Strategic Plan is completed, the Commission will continue to operate under the existing plan in place.

2020 LEADERSHIP CONFERENCE UPDATE

Commissioner Wright reported the Leadership Conference ad hoc Committee met and recommended the following:

- The 2020 Leadership Conference will be rescheduled to 2021.
- The ad hoc Committee would like to highlight the lessons learned by Department Heads during the pandemic. A questionnaire will be distributed once the template is developed.
- The ad hoc Committee will use the information gathered for a future Leadership Conference topic and/or to post on the Commission's website.

34TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS

Commissioner Liu reported the PQA ad hoc Committee met and recommended the following:

- The Commission would like to acknowledge and showcase the outstanding work of County departments and employees during the pandemic.
- Commission staff will solicit the PMN for photos, videos, graphics and a brief description of the outstanding or extraordinary work being done in the County or community
- Highlight projects in the Commission's website and quarterly Newsletter.

COMMISSIONER ANNOUNCEMENTS REGARDING CONFERENCES, MEETINGS, AND GATHERINGS OF INTEREST TO THE COMMISSION – FOR DISCUSSION ONLY

Commissioner Landres reported that he is panelist on a virtual conference on June 23, 2020 to discuss the Portrait of Los Angeles County, which the Commission previously funded. The conference host is the American Society for Public Administration (ASPA). Jackie Guevarra is also invited to attend.

Commissioner Peeps inquired about the outreach efforts on the CEO's Homeless Initiative Technology Innovation RFP project and whether local entities were contacted.

She also shared her concern over the reference to “winners” and “competition” as part of the solicitation process. Commission staff will inquire on the former and share the latter with the CEO.

Commissioner Gutierrez reported that the Public Library in East Los Angeles had a soft opening this week with sidewalk service. She also reported that the Los Angeles County Employees Retirement Association (LACERA) and Retired Employees of Los Angeles County (RELAC) have received numerous calls on retirement and anticipate a record number of retirements as a result of the pandemic

COMMISSIONER DISCUSSION ON GOALS, IDEAS, FUTURE PROJECTS, AND/OR DIRECTION OF THE COMMISSION

None

MATTERS NOT ON THE POSTED AGENDA TO BE PRESENTED AND PLACE ON A FUTURE AGENDA

Commissioner Wright asked the Commission to consider forgoing stipends in response to the budget challenges faced by the County. The Officers will discuss this matter further and respond at the next meeting.

PUBLIC COMMENT

None

ADJOURNMENT

Commissioner Peeps adjourned the meeting at 12:39 p.m. The next full Commission meeting will be on Monday, July 27, 2020.