

**Quality and Productivity Commission Meeting
Minutes of December 16, 2019**



**County of Los Angeles
Quality and Productivity
Commission**

565 Kenneth Hahn Hall of Administration
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Chair

J. Shawn Landres, Ph.D.

First Vice Chair

Jacki Bacharach

Second Vice Chair

Huasha Liu

Immediate Past Chair

Rodney C. Gibson, Ph.D.

Chair Emeritus

Edward T. McIntyre

Maxwell Billieon
Viggo Butler
Andrés Cuervo
Teresa Dreyfuss
Evelyn Gutierrez
Nancy G. Harris
Nichelle M. Henderson
Blaine J. Meek
E. Scott Palmer
Claire Peeps
Jeffrey Jorge Penichet
Will Wright

Executive Director

Jackie T. Guevarra, CPA

Program Manager

Laura Perez

Program Support

Tammy Johnson



PRESENT:

Jacki Bacharach
Viggo Butler
Teresa Dreyfuss
Rod Gibson
Evelyn Gutierrez
Nancy Harris
Shawn Landres

Huasha Liu
Edward McIntyre
Blaine Meek
Claire Peeps
Jeffrey J. Penichet
Will Wright

ABSENT:

Andrés Cuervo
Maxwell Billieon
Nichelle Henderson
E. Scott Palmer

PMN

Jennifer Coultas
Arman Depanian
Heidi Oliva
Stanley Yen

CALL TO ORDER

Commissioner Landres called the regular meeting of the Quality and Productivity Commission to order at 10:03 a.m. in Room 743 of the Kenneth Hahn Hall of Administration.

APPROVAL OF THE MINUTES OF OCTOBER 28, 2019

On motion by Commissioner McIntyre and seconded by Commissioner Penichet, the minutes of October 28, 2019, as amended, were unanimously approved.

REPORT ON PRODUCTIVITY INVESTMENT FUND PROPOSALS, FISCAL YEAR 2019-20, 2ND QUARTER

Commissioner Bacharach reported that as of the end of the 1st quarter, there is a fund balance in the amount of \$5,114,249. In addition, the Commission was allocated \$4 million for Fiscal Year 2019-20.

STRATEGIC PLAN 2016-2020 REVIEW OF PROGRESS TO DATE

Commissioner Landres gave an update on the Commission's progress with respect to the 2016-2020 Strategic Plan Goals and Objectives. Highlights included the following:

- Design and publication of the Strategic Learning Report

We support plain language

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Intra-County Correspondence Sent Electronically Only*

"To enrich lives through

- Distribution of the Shared Practices Report, which are used by Productivity Managers for new ideas
- Contributed to the County's Open Data Initiative via the PIF Challenge
- Started a website redesign. Will continue to work with the Executive Office for further changes.
- Revised the Department Visit forms to align with the Commission's mission and goals. Next is to incorporate the County's Sustainability Plan and Strategic Plan
- Although only one special meeting of the PIB to review the technical progress of PIF projects took place, Commissioners receive a packet of project status reports annually, and they can be placed as an agenda item for discussion at a Commission meeting. Commission Officers recommend that the PIB agendaize all progress reports as an information item at the May meeting to allow a regular opportunity for formal review and discussion.

Commissioner discussion followed the status report. Commissioner Meek indicated that the Commission should emphasize the need for departments to share project ideas and results with other departments. Commissioner Gutierrez impressed the need to communicate Commission activities with the County workforce. Commissioner Landres shared that the Executive Office has a social media presence, which the Commission can tap into to promote events and activities; he noted that this may be a preferred alternative to establishing the Commission's own social media channels. Commissioner Peeps expressed the need to streamline Commission applications and information requested, as well as potentially to rebrand the Commission. Commissioner Wright emphasized that, while continuing its commitment and values, the 2021-2025 should not mirror the current Strategic Plan. Commissioner Penichet observed that artificial intelligence will have a significant impact on the County within the next 10 years. He suggested that the Strategic Plan take that into consideration.

The Strategic Plan retreat is scheduled for May 14, 2020, at the Burton Chase Park Boathouse.

CHAIR'S REPORT

Commissioner Landres made the following report:

- The Commission made the final 2019 Department Visits to Health Services (October 30) and Regional Planning (November 7)
- The final quarterly meeting with the Chief Executive Officer and Chief Operating Officer was delayed to January 2020. Due to the transition of the Commission Chairs, as well changes at the CEO, both Commissioner Landres and Commissioner Bacharach will attend the meeting
- The 2019 PQA Ad Hoc Committee met on October 28, 2019, the discussion included the following positive comments:
 - Luncheon was coordinated well and appealing
 - Vegetarian option was delicious
 - Flowers were beautiful, but need to be lower in height

- Addition of a riser worked well, the photo process went much smoother, especially for projects with multiple collaborators

- Banners were great

Areas for improvement included:

- Program length

- Audio/Video need better speakers for the corner and outer areas

- Patina/caterer: the salad presentation, coffee service, overall food service

- The pilot of the PQA Top 10 Information Table was a very good idea and there will be better coordination with the winners next year

Web-streaming stats:

- 524 online viewers (13-Mexico, 10-North Carolina, 2-Ohio, 3-Texas)

- Welcomed Teresa Dreyfuss as the newest Commissioner. She served as Grand Marshall of the Whittier Christmas Parade, and the immediate past Superintendent and President of Rio Hondo College for six years. She retired on June 30, 2019. She holds an MBA from the University of LaVerne and a Bachelor's degree from the University of Chinese Culture, Taipei, Taiwan. She worked as a part-time instructor at both Rio Hondo College and Los Angeles City College, teaching accounting and business classes for ten years, and as the Director of Business at Riverside Community College. She serves on several Boards, and too many other Commissions to list. She joins Commissioner Penichet as one of two appointees by the First Supervisorial District.
- CCJCC – The November meeting was cancelled, the next meeting will be held on Wednesday, December 18, 2019. Beginning January 2020, the meetings will be held on the second Wednesday of each month at 12:00 p.m., instead of the third Wednesday.
- Attended the Durfee Foundation Awards with Commissioner Peeps, who serves as the Executive Director of the Foundation. Among Durfee's 2020 Stanton Fellows is Skye Patrick, Director, LA County Library.
- Retirements – Leaving County service are Sachi A. Hamai, Chief Executive Officer (March 2020); Scott Minnix, Director, Internal Services (December 2019); Steven Golightly, Director, Child Support Services Department (February 2020); Monique King-Viehland, Director, Los Angeles County Development Agency (December 2019); and Peter Lynn, Director, Los Angeles Homeless Services Authority (December 2019).
- Recapped his last three years as Chair. Thanked Commissioners for their energy and dedication. Highlights included the transition to the Executive Office, ordinance change on appointments, and reorganization to the Commission's policies.
- Thanked Jennifer Coultas for her service as PMN Chair. Jennifer was presented with a Certificate of Commendation, in recognition of her dedicated service and outstanding contributions as PMN Chair for seven years.
- Thanked fellow Officers, Commissioner Liu and Commissioner Bacharach, who served the past two years, and Commissioner Gutierrez and Commissioner

Wright, who served during his first year as Chair. Also thanked Commissioner Gibson and Commissioner McIntyre for their mentorship and support.

PRODUCTIVITY MANAGERS' NETWORK (PMN) CHAIR'S REPORT

Jennifer Coultas made the following report:

- The PMN held its final meeting of the year on Wednesday, November 6, 2019 at LAC+USC Medical Center. More than 30 managers attended, including Commissioner Palmer. Arman Depanian gave a presentation on the Productivity Investment Fund (PIF) process, including the changes made to the PIF guidelines and application in May 2019. Jackie Guevarra provided a presentation on the Department Visit process to assist managers in the coming year.
- On November 6, 2019, the PMN elected its 2020 Officers. The PMN Executive Committee was introduced at the PMN Holiday Reception on December 12, 2019. The PMN Executive Committee for 2020 are as follows:
 - Arman Depanian, Chair
 - Heidi Oliva, First Vice Chair
 - Stanley Yen, Second Vice Chair
 - Jennifer Coultas, Training & Education Co-Chair
 - Keisha Belmaster and Inna Sarac, PQA Co-Chairs
 - Susan Linschoten, Chair, and Arman Depanian, Co-Chair, of the PIB Advisory Committee
 - Stephanie Maxberry and Elizabeth Mendez, Executive Advisors
- A New Managers' Orientation was held on November 20, 2019. Eight new Managers attended.
- The PMN Executive Committee will meet on January 16, 2020 to plan the first PMN General Meeting of 2020, tentatively scheduled for Wednesday, February 19, 2020, at 9:30 a.m.
- Thanked everyone from the Commission who attended the PMN Holiday party on December 12, 2019.
- Thanked the Commission for the opportunity to serve as PMN Chair and interact with the Commission for the last seven years.

EXECUTIVE DIRECTOR'S REPORT

Jackie Guevarra, Executive Director, made the following report:

- Working on 2020 committee assignments.
- Commissioners can sign out loaner laptops to complete mandatory training.
- The Procurement Ad Hoc Committee members (Commissioners Butler, Wright, Bacharach, McIntyre and Landres) met with Michael Owh, General Manager, Internal Services Department (ISD) Purchasing and Contracts Services and Department of Health Services (DHS) staff for an update. DHS will be considered for a possible pilot project by ISD. The Commission asked ISD to submit a proposal for PIF funding as early as Fiscal Year 2019-20, 3rd quarter.
- Working with County Counsel on revisions to the meeting agenda, as required by the Brown Act.

- Thanked all Commissioners who attended the PMN Holiday meeting. Celia Zavala, Executive Officer of the Board, gave welcome remarks.
- Working on the 2020 calendar. All Commission meetings have been scheduled. Waiting for all Department Visits to be scheduled for 2020.
- The 2020 Leadership Conference theme is “Many Healthy Returns: Sustaining Collaboration and Innovation Countywide.” The ad hoc Committee is working on identifying speakers.
- The Fiscal Year 2019-20 3rd Quarter PIF proposals deadline is January 10, 2020.
- The PIB Advisory Committee will meet January 22, 2020 for the first level of review.
- The weekly Board meetings will continue at the Hall of Administration during the renovation, and not be relocated as previously reported.
- The 2018 Annual Report is with the printer and the staff are already working on the 2019 Annual Report.

PROCUREMENT AD HOC COMMITTEE UPDATE

Commissioner Butler provided an update on the Procurement ad hoc Committee meeting with the Internal Services Department (ISD). As a result of these meetings, a previous request by Parks and Recreation for a QPC-funded mobile vehicle was reduced from nine months to two weeks. Also, the Department of Health Services has been included in these meetings, as a result of information gathered at their Department Visit on October 30, 2019. ISD will continue to review current practices, protocols, and policies, and look for efficiencies.

Commissioner Butler reminded Commissioners of the ordinance governing the Commission, which acknowledges the expertise and knowledge of individuals appointed to the Commission. Using that expertise, he encourages all Commissioners to bring ideas (e.g., hire consultants to study an issue) that offer potential solutions to various County matters.

DEPARTMENT VISIT

Commissioner Liu, Chair, Department Visit ad hoc Committee, presented the Department Visit reports for the Department of Health Services and Regional Planning. There being no discussion or questions, the Commission received and filed the reports.

AD HOC NOMINATING COMMITTEE REPORT AND ELECTION OF COMMISSION OFFICERS FOR 2020

Commissioner Liu introduced Commissioner Gibson and Commissioner McIntyre as members of the Nominating ad hoc Committee, and provided the following report:

- She contacted Commissioners for their interest in serving as Chair, First Vice Chair, and Second Vice Chair in 2020
- The ad hoc Committee recommends the following candidates:
 - Chair – Jacki Bacharach
 - First Vice-Chair – Claire Peeps
 - Second Vice-Chair - Andrés Cuervo

Commissioner Landres opened the floor for discussion and additional nominations. No other nominations were received. Commissioners elected to approve the slate, rather than by individual office. A motion to approve the slate of officers as presented by the Ad hoc Nominating Committee was made by Commissioner Harris and seconded by Commissioner Dreyfuss. The motion was unanimously approved, without further discussion.

COMMISSIONER ANNOUNCEMENTS

- Commissioner Bacharach thanked Commissioner Landres for his three years as Chair. Commissioner Landres will also be acknowledged for his services at the December 17, 2019. Board of Supervisors meeting.
- Commissioner Wright announced that Third Supervisorial District Deputies have joined the American Institute of Architects (AIA). Commissioner Wright is the Director of Government and Public Affairs for AIA Los Angeles.

MATTERS NOT POSTED ON THE AGENDA

Commissioner Gibson inquired about the Chief Executive Office's *Homeless Initiative Technology Innovation RFP* PIF project in the amount of \$750,000. The Commission will request an update from the Homeless Initiative Team. Discussion items related to this matter will be posted on a future agenda.

PUBLIC COMMENT

Victoria Pipkin-Lane provided public comment.

ADJOURNMENT

The meeting adjourned at 11:38 a.m.

NEXT MEETING

The next full Commission meeting will be on January 27, 2020 at 10:00 a.m., in Room 743, Kenneth Hahn Hall of Administration.