



Los Angeles County
Quality and Productivity Commission
NOTICE OF REGULAR MEETING

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: Jacki Bacharach
First Vice Chair: Nichelle M. Henderson
Second Vice Chair: E. Scott Palmer
Immediate Past Chair: J. Shawn Landres, Ph.D.

Chairs Emeriti: Rodney C. Gibson, Ph.D., Edward T. McIntyre

Maxwell Billieon, Viggo Butler, Teresa Dreyfuss, Evelyn Gutierrez, Nancy G. Harris, Huasha Liu, Blaine J. Meek, William B. Parent, 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”

Monday, October 25, 2021, 10:00 a.m.

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

Call in Number: (669) 900-9128
Meeting ID: 872 9495 4454
Passcode: 718387
Join Zoom Meeting

https://us02web.zoom.us/j/87294954454?pwd=YVNldlB2Q3NDMxGg
xS3drdGk3T09YQT09

Written Public Comment may also be submitted to Jackie Guevarra by
Sunday, October 24, 2021 (received by 4:00 p.m.):
jguevarra@bos.lacounty.gov

*Any information received from the public by Sunday, October 24, 2021 at
4:00 p.m. will become part of the official meeting record.

MEETING AGENDA

- 1. Call to Order.....Commissioner Bacharach
2. Assembly Bill 361 Statement.....Commissioner Bacharach
3. Approval of the August 23, 2021 meeting minutes
4. 2022-2026 Strategic Plan Ad Hoc Committee Update (45
minutes).....Commissioner Harris
• Strategic Plan Presentation – Cynthia Sax, PSI Services, LLC
5. Chair’s Report: Administrative Items, Department Visits, Ad Hoc
Committee Status (5 minutes).....Commissioner Bacharach
6. Productivity Managers’ Network Chair’s Report: General Meeting and
Training (2 minutes).....Arman Depanion
7. Executive Director’s Report: Commission Events Update, Calendar of
Events, Deadlines, Administrative Items (2 minutes).....Jackie Guevarra
8. Roadmap to Economic Recovery Board Motion (April 28, 2020, Agenda
No. 20) – Prosper LA (https://prosperla.lacounty.gov/) Update (1
minutes).....Commissioner Bacharach



9. Productivity and Quality Awards Ad Hoc Committee Update (10 minutes).....Commissioner Henderson
10. Department Visits Report (*Receive and File*) (5 minutes)Commissioner Penichet
 - Medical Examiner-Coroner
11. Commissioner Announcements regarding conferences, meetings, and gatherings of interest to the Commission (2 minutes) – *For Discussion Only*
12. Commissioner Discussion on goals, ideas, future projects, and/or direction of the Commission (2 minutes) – *For Discussion Only*
13. Matters not on the Posted Agenda (3 minutes) – to be presented and placed on a future agenda. – *For Discussion Only*
14. Public Comment (3 minutes for each speaker)
15. The next full Commission meeting will be held on Monday, December 6, 2021, at 10:00 a.m.

LOBBYIST REGISTRATION

Any person who seeks support or endorsement from the Commission on any official action may be subject to the provisions of Los Angeles County Code, Chapter 2.160 relating to lobbyists. Violation of the lobbyist ordinance may result in a fine and other penalties. For more information, call (213) 974-1093.

ACCOMMODATIONS

Accommodations, American Sign Language (ASL) interpreters, or assisted listening devices are available with at least 3-business days notice before the meeting date. Agendas in Braille and/or alternate formats are available upon request. Please telephone (213) 974-1431 (voice) or (213) 974-1707 (TDD), from 8:00 a.m.-5:00 p.m., Monday through Friday.

SUPPORTING DOCUMENTATION

Supporting documentation can be obtained at the Quality and Productivity Commission Office, 565 Kenneth Hahn Hall of Administration, 500 West Temple Street, Los Angeles, CA 90012 or jquevarra@bos.lacounty.gov.

PUBLIC COMMENT

Commission meetings are open to the public. A member of the public may address the Commission on any Agenda item. In addition, during the General Public Comment item on the agenda, a member of the public has the right to address the Commission on items of interest that are not on the agenda but are within the subject matter jurisdiction of the Commission. A request to address the Commission must be submitted to Commission Staff prior to the item being called. Comments are limited to a total of six (6) minutes per speaker per meeting, at up to two (2) minutes per item. The Commission may further limit public input on any item, based on the number of people requesting to speak and the business of the Commission.



Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

MINUTES OF THE MEETING OF August 23, 2021 at 10:00 a.m.

Virtual Meeting

Call in Number: (669) 900-9128

Meeting ID: 847 7778 2914

Passcode: 196420

Join Zoom Meeting

<https://us02web.zoom.us/j/84777782914?pwd=VFVOL1M0d1R5dnNHVke4WINqczNjQT09>

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Will Wright

Executive Director

Jackie T. Guevarra, CPA

Program Manager

Laura Perez

Program Support

Tammy Johnson

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

Jacki Bacharach	Shawn Landres
Maxwell Billieon	Huasha Liu
Viggo Butler	Edward McIntyre
Teresa Dreyfuss	Scott Palmer
Evelyn Gutierrez	William Parent
Nancy Harris	Jeff Penichet
Nichelle Henderson	

ABSENT

Rodney Gibson
Blaine Meek
William R. Wright

PRODUCTIVITY MANAGERS' NETWORK (PMN)

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 August 23, 2021, meeting and noted the meeting is being recorded. She 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. 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.

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Members of the public were also given the opportunity to send their comments and questions to the Executive Director by August 22, 2021, 4:00 p.m. No written comments were received. However, members of the public could continue to send public comment to Jackie Guevarra during the meeting. Any information received will become part of the official meeting record.

APPROVAL OF THE JULY 26, 2021 MINUTES

Commissioner Landres moved to amend the minutes of July 26, 2021. On Page 4, under Leadership Conference update, 3rd bullet, the first two sentences were revised. After discussion, Commissioner Bacharach amended the motion to approve the revision. The motion, as amended, was seconded by Commissioner Harris and unanimously approved.

PRESENTATION OF PRODUCTIVITY INVESTMENT FUND (PIF) PROPOSALS AND FUND BALANCE REPORT, FISCAL YEAR 2021-22, 1ST QUARTER

Fund Balance Report

Commissioner McIntyre reported that three proposals are before the Commission for consideration in the 1st Quarter of Fiscal Year 2021-2022. As of June 30, 2021, the outstanding PIF fund balance is \$4,823,039. The three proposals being heard today total \$584,960. If all projects are approved today, the fund balance would be revised to \$4,238,079. The Commission has not yet received its annual allocation. Any allocation usually gets approved in September/October during the Supplemental Budget request.

Presentation of PIF Proposals for Discussion and Action

22.1 – Medical Examiner-Corner, for *Genetic Genealogy Program*, \$184,960 Grant

Dr. Jonathan Lucas, Dr. Winters Reef Hardy, Dr. Ruby Javed, Akiko Tagawa, Wendy Myring, and Inna Sarac were in attendance to support the proposal and to answer questions.

Commissioner McIntyre reported there is a motion out of the Productivity Investment Board (PIB) recommending a \$184,960 Grant.

Commissioner Butler presented the project. The grant would be used to provide software, supplies, consumables, and other costs necessary to validate genetic genealogy as a tool for human identification and underwrite the cost of identifying 100 sets of archived human remains that presently have not been identified. A PowerPoint presentation accompanied the Department's remarks.

After discussion and questions, Commissioner Bacharach made a motion to approve a \$185,000 grant. The motion was seconded by Commissioner Gutierrez. The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Butler, Dreyfuss, Gutierrez, Harris, Henderson, Landres, Liu, McIntyre, Palmer, Parent, and Penichet

Nos: None

Abstain: None

Commissioner Billieon stepped away and did not vote on this item.

22.2 – Public Defender, for *Taking Care of CARE 2.0, \$300,000 Grant*

Ricardo Garcia, Natasha Khamashta, William Stone, Mohammed Al Rawi, Jon Trochez, Jeff Gilliam, and Gail Bristo were in attendance to support the proposal and to answer questions.

Commissioner McIntyre reported there is a motion out of the PIB with no recommendation and contingent on the Department to repurpose the proposal as a more forward-looking project.

Commissioner Landres presented the project. The grant would be used to conduct an appraisal of future options for the department's Client Assessment and Recommendation and Evaluation (CARE) Project, assessing the efficiencies and challenges as CARE moves forward to make services available to all youth in need.

After discussion and questions, Commissioner Penichet made a motion to approve a \$300,000 grant. The motion was seconded by Commissioner Harris. The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon Butler, Dreyfuss, Gutierrez, Harris, Henderson, Landres, Liu, McIntyre, Palmer, Parent, and Penichet

Nos: None

Abstain: None

22.4 – Board of Supervisors, Executive Office, for *Enhancing Knowledge of the CPOE Complaint Process, \$100,000 Grant*

Celia Zavala, Annette De Sario, Jeff Levinson, Vickey Bane, and Tiffany Finley were in attendance to support the proposal and to answer questions.

Commissioner McIntyre reported there is a motion out of the PIB recommending a \$100,000 Grant.

Commissioner Gutierrez presented the project. The grant would be used to build a dynamic tutorial that will be embedded directly into the County Policy of Equity's online complaint form. It will feature real time end-to-end step-by-step filing instructions, voice-over recordings and live cursor and typing action on how to file a CPOE complaint.

After discussion and questions, Commissioner Landres made a motion to approve a \$100,000 grant to implement the tutorial proposal, provided that there be a user agreement in the design and post-build implementation processes, that the tutorial be fully accessible irrespective of whether or not a complaint is filed, and that the project be completed by June 30, 2023. The motion was seconded by Commissioner Bacharach. The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon Butler, Dreyfuss, Gutierrez, Harris, Henderson, Landres, Liu, McIntyre, Palmer, Parent, and Penichet

Nos: None

Abstain: None

2021-2025 STRATEGIC PLAN AD HOC COMMITTEE UPDATE (AGENDA #4)

Commissioner Harris, Chair, introduced and welcomed Cynthia Sax, PSI facilitator. Ms. Sax made a presentation on the results from the second round of Focus Groups. She also briefed Commissioners on her summary of findings, emerging themes, next steps, feedback, and vision of success. She thanked Commissioners for their participation, hard work, and their time spent on the focus groups. The final update will be presented at the October Commission meeting.

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

Commissioner Bacharach reported the following:

- The next regular Commission meeting is on October 25, 2021. There is no Commission meeting in September due to PQA activities.
- The Fiscal Year 2021-2022 2nd quarter PIF cycle begins in October (proposals are due October 1, 2021); the PIB will next meet on November 15, 2021
- The quarterly meeting with Fesia Davenport, Chief Executive Officer, and Joe Nicchitta, Chief Deputy, is scheduled on September 9, 2021
- The 2020-21 Leadership Conference Ad hoc Committee members are:
 - Blaine Meek (Chair), William Parent (Vice Chair), Jacki Bacharach, Shawn Landres, Huasha Liu, Edward McIntyre, William Wright

PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING

Arman Depanian, Chair, reported the following:

- The Productivity and Quality Awards (PQA) Evaluation was held electronically from July 27 to August 5, 2021. Scores were received from Productivity Managers in 36 Departments, and 9 from Commissioners. There were 147 projects to evaluate. Lessons learned: 1) if an evaluation is held electronically again in the future, create a fillable PDF, 2) stress to Productivity Managers the what, how, and when to submit "winning" projects, including wording/language choice, consolidating like projects, creative titles, key dates, etc.
- The PQA winners list was sent to the Productivity Managers Network on August 11. Emails were immediately sent to Top Ten and Commission Specials winners to schedule the Top Ten site visits, video shoots, and to request photos, graphics, or video clips for the videos and program book. Site visits are in process and will be completed by August 30, 2021. Video filming will take place from September 7-16, 201
- Several new managers were appointed in the last few months (approximately 10) from the Arts and Culture, Board of Supervisors, Executive Office of the Board, Consumer and Business Affairs, Fire, Health Services, Superior Court and Probation. A new Managers' Orientation will be shortly to provide formal training to all new Managers.

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

Jackie Guevarra, Executive Director, made the following report:

- Until the County buildings are officially opened to the public, there is no parking at the Music Center. Contact Commission staff for any downtown parking
- The County is preparing to reopen its buildings on October 1, 2021, to comply with the Brown Act. The Governors Executive Order, which provides that the waiver of certain provisions of the Brown Act will expire September 30, 2021. After this date, the County will be required to make its Brown Act meetings fully accessible to the public and provide the public with the ability to testify in person, which entails opening County buildings
- At the Board meeting on August 10, 2021, the Board ratified the August 4, 2021 Executive Order and Directive to establish a mandatory vaccination policy, effective immediately, requiring all County employees and Commissioners to be vaccinated and show proof of vaccination by October 1, 2021
- Commission staff is working on requests for a County email for Commissioners on a case-by-case basis. Three Commissioners want a County email. Per the Information Resources Management team, creating an email account is simple. The question "how" to access County email and the costs incurred. Further discussion regarding this matter will be made at the next Officers meeting.
- Staff is working on the Fall Quarterly Newsletter, the 2020 Annual Report, and the 2022 Calendar

ROADMAP TO ECONOMIC RECOVERY BOARD MOTION (APRIL 28, 2020) – PROSPER LA UPDATE (AGENDA #7)

Commissioner Bacharach gave the following update:

- The quarterly report as of June 30, 2021 was issued August 20, 2021. The report frequency was changed from quarterly to biannual. The next report will be due on December 31, 2021.

PRODUCTIVITY AND QUALITY AWARDS (AGENDA #8)

Commissioner Henderson, Chair, Productivity and Quality Awards Ad Hoc Committee, gave the following report:

- Thanked Commissioners who read and scored the projects
- The Officers and the PQA Ad hoc Committee Chair met on August 10, 2021 to finalize the Top Ten and Commission Specials Awards
- The Top Ten site visits are scheduled between August 18 and August 30, 2021 – thank you for signing up for the visits

DEPARTMENT VISITS AD HOC COMMITTEE (AGENDA #9)

Commissioner Penichet reported that there are four visits remaining: Medical Examiner-Coroner, Public Health, Mental Health and Museum of Natural History. The Department Visit reports for the following were received and filed today: LA County Library and Regional Planning.

PROCUREMENT AD HOC COMMITTEE UPDATE (AGENDA #10)

Commissioner Butler reported the Procurement Ad hoc Committee met on August 11, 2021. The following items were discussed:

- Obtain and review copies of relevant purchasing rules, a copy of Michael Owh's proposed procurement replacement system, and a flowchart of the procurement process
- Look at the City of New York as a case study to identify best practices that can be applied in Los Angeles County
- Obtain a copy of the Department's proposed budget submitted to the Chief Executive Office (CEO)
- Invite the CEO Grant Writers Collaborative, to share their findings on fast tracking projects for Board approval
- Ad hoc Committee will meet again in a couple weeks

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

Commissioner Bacharach asked whether Commissioners who serve as Chairs on the Commission's Ad hoc Committees want to include their reports in the Chairs report, add their report to the meeting packet, or continue reporting individually during Commission meetings. Please email your preference to Jacki Bacharach and Jackie Guevarra. The matter will be discussed during the Officers meetings.

Commissioner Gutierrez shared that in the latest newsletter of the Retired Employees of Los Angeles County, it included an article and photo of Jackie Guevarra, Executive Director, and her family as part of the March of Dimes campaign. Jackie's sons were born prematurely. Jackie contributed to RELAC's March of Dimes campaign.

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

None

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

None

PUBLIC COMMENT

None

ADJOURNMENT

Commissioner Bacharach adjourned the meeting at 1:05 p.m. The next full Commission meeting will be on Monday, October 25, 2021.



September 10, 2021

Dr. Jonathan Lucas
Chief Medical Examiner-Coroner
Department of Medical Examiner-Coroner
1104 North Mission Road (Building 1102)
Los Angeles, California 90033

Dear Dr. Lucas:

Thank you for a very informative update received at the Quality and Productivity Commission's Department Visit on September 1, 2021. Commissioners commend the Department's mission and role in public safety and public health, working collaboratively with related agencies to reduce preventable deaths, especially during the COVID-19 pandemic. In 2020, the Department investigated around 700 of the 25,000+ COVID-19 related deaths in the County. Concurrently, the Department saw a 26% increase in workload primarily due to drug overdose deaths, suicides, natural deaths (COVID and non-COVID), and homicides.

The Commissioners applaud the Department's critical role during the pandemic when hospital mortuaries were overwhelmed. The Department collaborated with the Department of Health Services and the California National Guard to assist the hospitals in transporting to and storing more than 1,000 decedents in temporary mobile morgue units.

Commissioners also appreciated the update on the Department's Business Process Improvement (BPI) and Review—funded by the Productivity Investment Fund—to review the Department's current workflow of a case file and recommend future workflows to improve service delivery. The BPI effort resulted in thirty workflow recommendations and six programs to implement, including a new Case Management System to replace the 20-year old legacy system.

Commissioners further congratulate the Departments on its many accreditations: American Society of Crime Laboratory Directors/Laboratory Accreditation Board, ANSI-ASQ National Accreditation Board, California Medical Association-Continuing Medical Education, and the California Commission on Peace Officer Standards and Training.

Commissioners commend your initiatives to improve productivity and efficiency throughout the Department, including in the following areas:

- Piloting the Genetic Genealogy Program—partly funded by the Productivity Investment Fund—to validate genetic genealogy as a tool to identify human remains that presently have not been identified

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- Establishing a Director of Quality Assurance Forensic Medicine position to direct and implement quality improvements within the Department
- Obtaining a Homeland Security Grant to buy hardware, data storage and application software, which was necessary for contingency operations during the pandemic, and allowed field investigators remote access and expanded the capacity of the Department's regional communication system
- Collaborating with various County departments and agencies on Board initiatives and priorities, and to fulfill its mission

We look forward to working with you as you address challenges that may require other operational enhancements, including:

- Exploring technology trends which impact the Department's operations and service delivery to constituents (e.g., emphasizing data-driven decisions, use of mobile devices, engaging residents and communities through digital interaction, etc.)
- Working with the Chief Executive Office Real Estate Division to relocate its current Antelope Valley Regional Office from the Antelope Valley Hospital to house existing core field operations in the North County area
- Ensuring staff capacity is adequate to meet examination requirements by the National Association of Medical Examiners (NAME) in order to obtain full accreditation—90% of body examinations must be performed within 72 hours from the time that jurisdiction is accepted; currently only 60% of examinations meet this standard.

Thank you for a productive meeting. We will continue to work closely with your Productivity Manager, Inna Sarac. Please contact Jackie Guevarra, Executive Director, at jguevarra@bos.lacounty.gov for additional information.

Sincerely,



JACKI BACHARACH
Chair

JB:JTG

c: Fesia Davenport, Chief Executive Officer
Joseph Nicchitta, Chief Deputy
Celia Zavala, Executive Officer, Board of Supervisors
Commissioner Viggo Butler
Commissioner Nichelle Henderson
Commissioner J. Shawn Landres
Commissioner Huasha Liu
Commissioner Edward McIntyre
Commissioner William B. Parent
Arman Depanian, Network Chair
Inna Sarac, Productivity Manager