

**Quality and Productivity Commission Meeting
Minutes of July 22, 2019**



PRESENT:

Jacki Bacharach
Viggo Butler
Andrés Cuervo
Rodney Gibson
Evelyn Gutierrez
Nancy Harris
Nichelle Henderson

Husasha Liu
Ed McIntyre
Blaine Meek
E. Scott Palmer
Claire Peeps
Will Wright

**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>

ABSENT:

Maxwell Billieon
Shawn Landres
Jeffrey J. Penichet

Chair

J. Shawn Landres, Ph.D.

1st Vice Chair

Jacki Bacharach

2nd Vice Chair

Huasha Liu

Immediate Past Chair

Rodney C. Gibson, Ph.D.

PMN

Jennifer Coultas

Chair Emeritus

Edward T. McIntyre

CALL TO ORDER

Commissioner Bacharach called the regular meeting of the Quality and Productivity Commission to order at 10:05 a.m. in Room 739 of the Kenneth Hahn Hall of Administration.

Maxwell Billieon

Viggo Butler

Andrés Cuervo

Evelyn Gutierrez

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CHAIR'S REPORT

Commissioner Jacki Bacharach made the following report:

- The Commission completed Departments Visits with Probation, LACMA, and Treasurer and Tax Collector (TTC). The Director was not present at the TTC visit, so a formal report was not issued. Upcoming visits are scheduled with the Los Angeles County Development Authority (formerly CDC/HACoLA) on July 29, Animal Care and Control on July 31, LA County Library on August 12, Health Services on October 30, and Regional Planning on November 7. All Commissioners are encouraged to attend at least three Department Visits during the year. Please RSVP with staff if you plan to attend.
- The 33rd Annual Productivity and Quality Awards (PQA) awards luncheon is scheduled for Wednesday, October 16, 2019. This year's theme is "Empowering Innovative Solutions." There is a new Award Category entitled Community Inclusion Award. The Commission received 70 applications by the June 28th deadline. The evaluation will be held on August 7th at the Hacienda Heights Community

Executive Director

Jackie T. Guevarra, CPA

Program Manager

Laura Perez

Program Support

Tammy Johnson



We support plain language

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effective and caring service”***

Center. The Top Ten selection will occur at the Officers meeting on August 13, 2019. After the Top Ten selection the Commission begins the Top Ten site visits.

- The following Commissioners were reappointed effective July 16, 2019: Andres Cuervo (Second District), Huasha Liu (QPC/CEO), and Ed McIntyre (QPC/CEO).
- The Department of Human Resources invited the Commissioners to attend the Hiring Innovations Lab on July 10, 2019 at the Department of Public Works. The focus was improving the County's hiring processes and exploring the exciting innovations, trends and best practices in the public and private sector hiring. No Commissioners were able to attend the event.
- Potential speakers for upcoming Commission meetings are the Department of Parks and Recreation and the Chief Executive Office's Service Integration Branch on October 28. Parks will provide information on their Park Needs Assessment (PNA) data and sharing the information with cities, communities, and organizations. Also, the Metro Board passed a motion to open parks to transit, and increase access to parks and open space, which is a key priority in the PNA. At the January 2020 meeting, the possible speaker is the Department of Health Services' Office of Diversion and Reentry. We will contact Judge Espinosa for availability.
- The CCJCC's next meeting is August 21, 2019 at 11:45 a.m. The calendar was updated to reflect the new meeting times for CCJCC.
- The 2020 Leadership Conference ad hoc Committee met on July 15, 2019, to begin the planning next year's Conference.

PRODUCTIVITY MANAGERS' NETWORK (PMN) CHAIR'S REPORT

Jennifer Coultas made the following report:

- The PMN Executive Committee and QPC/PQA Chair and Vice Chair met on July 11, 2019 to review the 70 PQA submissions, and plan for the annual evaluation on August 7, 2019 at the Hacienda Heights Community Center. Discussions included:
 - Ensure applications submitted met minimum requirements before processing them for the evaluation. Six to eight were identified as collaborative projects.
 - Review and select of the PQA graphic.
 - Commissioners are invited to attend and review the PQA proposals at the evaluation.
 - For the fifth year in a row, Commissioner Gutierrez challenged all departments to submit projects with creative titles.
- PIF proposals for the first quarter of Fiscal Year 2019-20 were due on July 12, 2019. There were 8 proposals submitted.

DEPARTMENT OF HUMAN RESOURCES PIF PROJECTS UPDATES

Commissioner Bacharach introduced and welcomed Lisa Garrett, Director of Personnel, and Pamela Missett, Chief Deputy, and Stanley Yen, Productivity Manager, from the

Department of Human Resources (DHR). Lisa Garrett and Pamela Missett provided an update on various DHR projects. A PowerPoint presentation accompanied the Department's remarks. The presentation included the following information:

- Innovating the County Hiring Process
- Countywide Process Mapping
- Recruitment Marketing
- LinkedIn Social Media
- Operational Metrics
- Departmental Data
- Hiring Innovation
- Immediate Process Improvements

The Department also gave an online demonstration on Textio. Textio is an augmented writing platform for creating job listings. It also predicts the performance of job listings by analyzing the hiring outcomes of job posts and provides employers or organizations guidance on how to improve hiring qualified job seekers. The software is now available in all County Departments.

EXECUTIVE DIRECTOR'S REPORT

Jackie Guevarra, Executive Director, made the following report:

- The PQA luncheon is scheduled for October 16, 2019, at the Music Center. Suzie Suh has been confirmed as Master of Ceremonies for the luncheon. The tasting with Patina will be on August 6, 2019.
- The Registrar Recorder/County Clerk's 2019 Process Improvement Summit is scheduled for July 25, 2019, at Quiet Cannon in Montebello. Commissioner Bacharach will represent the Commission and give remarks. Commissioner McIntyre and Jackie Guevarra will also attend.
- At the June 24, 2019 meeting, the Commission approved an amendment to the Productivity Investment Board policy. However it was referred to as Policy No. 5 in error. The Productivity Investment Board is covered under Policy No. 3. This is an administrative correction for the record.
- Mandatory training reminders were sent to Commissioners. Contact the Executive Office's Human Resources Division for access and training assistance.
- Eight PIF proposals were received and will be presented on July 24, 2019, at the PIB Advisory Committee Meeting. The PIB will hear and consider the proposals at their August 5, 2019 meeting.
- Staff are working on the 2019 Summer Quality Matters eNewsletter, 2018 Annual Report, 2020 Leadership Conference Theme, and installation of a video intercom system to the office.

DEPARTMENT VISITS

Commissioner Huasha Liu, Chair, Department Visit ad hoc Committee, presented the Department Visit reports for the Probation Department and the Los Angeles County

Museum of Art. The Commission received and filed the reports.

CCJCC REPORT

- Commissioner McIntyre reported on the May 15 and June 19, 2019, meetings, and included the following areas of interest:
 - Probation Department reported on the Juvenile Justice Crime Prevention Act
 - Los Angeles Police Department presented a report on mass casualty threats
 - Task Force for Regional Auto Theft Prevention, a multi-agency effort to reduce auto thefts and the recovery effort on stolen cars
 - Commercial sexual exploitation of children multi-agency efforts to deal with this serious issue

OPEN DISCUSSION

None

MATTERS NOT POSTED ON THE AGENDA

None

PUBLIC COMMENT

None

ADJOURNMENT

The meeting adjourned at 12:00 p.m.

NEXT MEETING

The next full Commission meeting will be on August 26, 2019, at 10:00 a.m., in Room 743, Kenneth Hahn Hall of Administration.