

**Quality and Productivity Commission Meeting  
Minutes of July 25, 2016**



**PRESENT:**

Rodney Gibson  
Walter Allen, III  
Viggo Butler  
Jacki Bacharach  
Charles Bakaly  
Evelyn Gutierrez  
Jaclyn Tilley Hill

Lisa Korbato  
Huasha Liu  
Edward McIntyre  
William Waddell  
Joe Wetzler  
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.co.la.ca.us>

**PMN**

Kumar Menon

**ABSENT:**

Shawn Landres  
Nancy Harris  
Bud Treece

**CALL TO ORDER**

The Chair called the regular meeting of the Quality and Productivity Commission to order at 10:05 a.m. in Room 743 of the Kenneth Hahn Hall of Administration.

**APPROVAL OF THE MINUTES OF JUNE 20, 2016**

On motion of Commissioner Gutierrez, seconded by Commissioner Hill, the minutes of June 20, 2016 were amended as noted below:

- Page 4, bullet 3, the word "old" should be "owe"
- Page 5, 4<sup>th</sup> bullet, the word "form" in two instances should be "forum"
- Page 5, bullet 7, "Commissions" should be "Commissioners"
- The District Attorney Department Visit report should be revised to state, "Steve Cooley received every type of PQA award; however elected officials are not eligible for the Chair Leadership Award."
- On Page 6, the Open Discussion should reflect that the issue of "local control" was raised as part of a previous discussion about the California League of Cities. Commissioner Wright recommended that the Commission request that County leadership, which interfaces with the California League of Cities (CLC), try to sway the CLC to support County objectives. He mentioned that some community stakeholders are concerned that there is an "overemphasis" on local control, and that such a viewpoint is getting in the way of many important issues.

**Chair**

Rodney C. Gibson, Ph.D.

**1<sup>st</sup> Vice-Chair**

Nancy G. Harris

**2<sup>nd</sup> Vice-Chair**

Jacki Bacharach

**Chair Emeritus**

Jaclyn Tilley Hill

**Immediate Past Chair**

Edward T. McIntyre

Walter Allen, III  
Charles G. Bakaly, Jr.  
Viggo Butler  
Evelyn M. Gutierrez  
Lisa Kobatov  
J. Shawn Landres, Ph.D.  
Huasha Liu  
Bud Treece  
William C. Waddell, DBA  
Joseph P. Wetzler  
Will Wright

**Executive Director**

Victoria Pipkin-Lane

**Program Manager**

Mary E. Savinar

**Program Support**

Laura Perez



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

***We support plain language***

***Please Conserve Paper – This Document and Copies are Two-Sided  
Intra-County Correspondence Sent Electronically Only***

However, Commissioner Bacharach spoke out in support of “local control,” noting that the reason cities exist is because of the desire for “local control.”

The minutes were approved as amended with Commissioners Wetzler and Allen abstaining.

### **PRESENTATION ON COUNTY’S ENHANCED RISK MANAGEMENT PROGRAM**

Steve Robles, Director, CEO Risk Management reported the following:

The goals of the County’s Risk Management Program are to prevent injuries, save money and protect workers

- A major focus of the Enhanced Risk Manage program is on Workers’ Compensation. The benefits cost the County \$2.4 billion. The County has a \$100M deductible per incident

Strategies to cut down on Workers Comp include:

- Resolve claims early – the costs of each claim escalate as time passes
- Develop a long range plan for past, present and future liabilities
- Predictive analytics
  - Partnered with IBM to capture data strategies to identify and track fraud
  - Uses multiple data sources, including social media, website, business and licensing data
  - Forming a Joint Powers Agreement for Southern California region
- Close, prevent and administer claims
  - Close claims with liability release when appropriate
  - Prevention includes training with an enhanced website, data dashboards, training videos and interactive webinars
  - Partnered with DHR Learning Net
  - Risk Certification series
  - Risk forum
  - Developing a Risk App which will interact with existing and future databases
- Administration of benefits is handled by Third Party Administrators (TPAs). They will incorporate new requirements into an RFP for TPA Services, including
  - Claim management systems designed by in-house teams specializing in Workers’ Compensation
  - Digitalization of files
  - Improved audit capability using advanced analytics

### **PRESENTATIONS BY THE ARTS COMMISSION**

**Technical Assistance & Capacity Building Assessment Toolkit** - Bronwyn Mauldin,  
Director of Research and Evaluation

The Arts Commission received a \$70,000 grant to develop a toolkit to assess the effectiveness of their Capacity Building program.

- They contracted an outside firm, Harder + Company, to help develop the toolkit. Actions taken included changing the feedback forms including a focus on action (what you did) versus feelings (did you liked) and capturing data on hours spent on the program
- Toolkit is now on the website. User friendly instructions guide users through the program
- The toolkit won a 2016 NACo award

**Technology Enhanced Arts Learning (TEAL)** – Denise Grande, Director of Arts Education

The Arts Commission received a \$1,012,946 grant to scale professional development in arts integration thousands of educators across the County

- They have also partnered many community agencies including LACMA, National Endowment for the Arts, Colburn School, Cal State LA, and others. The program includes in-person training in a world class facility (such as LACMA); website and online modules; in-person support; and online support
- They have already reached more school districts than initially targeted and the program continues to expand

**CHAIR'S REPORT**

Chair Gibson gave the following report:

- QPC will work with Lori Glasgow, Executive Officer of the Board, to fill the 1<sup>st</sup> District vacancy
- I met with Sachi Hamai, Chief Executive Officer and Jim Jones, Chief Operating Officer on July 14<sup>th</sup>. We discussed the recent special PIF "Digital Challenge" and the fund balance. Jim Jones said he would let us know how much the fund will receive within a month. The additional funds mentioned by the Assessor have already been spent
- Sachi Hamai was invited to the PQA
- The Commission Charter updates have been sent to County Counsel for review. Their feedback is that County Charters should not include County Code and should be in general terms, not specific
- There are three remaining Department Visits, the Registrar-Recorder on July 27; the Sheriff on July 28 and Alternate Public Defender on August 24

**PRODUCTIVITY MANAGERS' NETWORK (PMN) CHAIR'S REPORT**

Kumar Menon, Chair of the PMN, gave the following report:

- The PMN Executive Committee met with Commissioner Evelyn Gutierrez, PQA Chair, on July 11, 2016, to review the 63 PQA entries
- The Committee recommended some changes to the PQA application and guidelines to clarify the number of pages for the Fact Sheet and the Linkage to

the Strategic Plan, whether non-County collaborators are required to sign, and whether only Net County Cost savings fit the cost savings criteria

- Future topics discussed for the next PMN General Meeting included “Emotional Intelligence” and “Cultural Competency.” Other suggested included - “Technology in the Workplace,” “County of LA – Employer of Choice,” and “Delivery of Services – Yesterday, Today and Tomorrow.” Meeting locations discussed included East LA Library, Dockweiler Beach Community Center, Harbor UCLA, and at one of the County Golf Courses
- They planned the annual “Evaluation at the Marina” on August 3<sup>rd</sup> at Burton Chace Park in the Marina to read and evaluate the PQA entries
- We thank Commissioner Gutierrez for her generous sponsorship of the lunch
- We are looking forward to the “Creative Title” contest in which managers are recognized at the Marina for the catchiest PQA titles
- The Managers submitted four PIF proposals for the First Quarter of 2016-17, one from Human Resources, one from Health Services, and two from the Sheriff’s
- The PIB Advisory Committee met on July 20, 2016. The Committee made recommendations to strengthen the proposals and will make recommendations on funding to the Productivity Investment Board

### **EXECUTIVE DIRECTOR’S REPORT**

**Executive Director Victoria Pipkin-Lane reported the following:**

- Changes are continuing at the BOS Executive Office. Avianna Uribe has transferred to the CEO Service Integration branch. Cecilia Zavala is now the Acting Chief Deputy and QPC will report to her
- We will submit bids to procurement for updating the 30<sup>th</sup> Anniversary file and the PIF History file. We hope to begin the process in November, after the PQA
- The Department Visit to Sheriff on Thursday is at the Forensics Lab at Cal State L.A. Directions are in packet
- Commissioners who receive e-mails about mandated training should try to complete the training online. If you are having challenges, you may take the training during a visit to Hahn Hall for a meeting. It is my understanding that the training modules are compatible with Apple

### **DEPARTMENT VISIT REPORTS**

Commissioner Hill reported that two reports will be given today. Reports from each of the visits are in today’s meeting packet. She thanked Commissioners attended the visits and hopes a few more are added to Commissioners schedules, even in July

### **Assessor**

Commissioner Gibson reported the following:

The last visit was 2011 because of the controversy surround the office. The report is in the packet. Jeffrey Prang, the new Assessor, was happy to meet with the Commission and even extended the meeting for an hour to cover the issues:

- Assessment Appeals. They are focusing on reducing the huge backlog of assessment appeals (40,000). Those appealing often postpone hearings last minute, resulting in a backlog. The Commission may help by funding a program to notify and confirm attendance at these hearings beforehand
- Assessor Portal. Hired Oracle to develop a portal for easy access to all kinds of information regarding your home

### Public Defender

The Commission met with Ron Brown and staff on July 13. Commissioner McIntyre reported:

- The Public Defender is celebrating their 102<sup>nd</sup> anniversary
- They are working on a statistical system that is a precursor to a management system
- In the past the PD focused only on representing clients. They have moved to a more holistic approach to representation. They have some psychiatric social workers working with them for a broader service model to connect clients with needed services
- They have used videoconferencing in the past, but now can bring interpreters into the videoconference. There are apps (Ex: VOCRE) that can translate for free, but there are certification and confidentiality issues at this point. May be a PIF proposal

### OPEN DISCUSSION

None

### PUBLIC COMMENT

None

### ADJOURNMENT

On motion by Commissioner Hill, seconded by Commissioner Gutierrez, the meeting adjourned at 12:45 p.m.

### NEXT MEETING

The next full Commission meeting will be on **Monday, August 22, 2016, 10:00 a.m.**, in Room 743, at the Kenneth Hahn Hall of Administration.