



Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

MINUTES OF THE MEETING OF July 27, 2020 at 10:00 a.m.

Virtual Meeting

Call in number: (669) 900-9128

Password: 621312

County of Los Angeles
Quality and Productivity
Commission

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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

Maxwell Billieon

Viggo Butler

Andrés Cuervo

Teresa Dreyfuss

Rodney Gibson

Evelyn Gutierrez

Nancy Harris

Nichelle Henderson

Shawn Landres

Huasha Liu

Edward McIntyre

Blain Meek

Claire Peeps

Jeffrey J. Penichet

Will Wright

ABSENT:

E. Scott Palmer

PRODUCTIVITY MANAGER NETWORK

Arman Depanian, Chair

CALL TO ORDER

Commissioner Bacharach called the meeting of the Quality and Productivity Commission to order at 10:03 a.m. She welcomed everyone to the meeting and noted the meeting is being recorded.

APPROVAL OF JUNE 22, 2020 MINUTES

Commissioner Gutierrez noted that on page 6, the word County was misspelled. Commissioner Harris moved to approve the minutes of June 22, 2020, as amended, and seconded by Commissioner Gutierrez. The minutes were unanimously approved.

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

Commissioner Bacharach reported the following:

- The next regular Commission meeting is scheduled for August 24, 2020. Historically, the Commission does not have a full Commission meeting in September due to the planning of the Productivity and Quality Awards (PQA) program. However, since the PQA was cancelled and the Commission would like a better understanding of the Fiscal Year 20-21 Supplemental budget (late September) before

deliberating on 1st Quarter Productivity Investment Fund projects, the Officers decided to reschedule the meeting to September 21, 2020.

- At the June 22, 2020 Commission meeting, Commissioner Wright raised the issue of whether Commissioners should forgo their stipend in light of the County's budget uncertainties. The Officers discussed this matter and decided the decision to forgo the stipend should be up to each Commissioner. Those interested should contact Jackie Guevarra.
- The next Productivity Investment Board (PIB) meeting is scheduled for August 3, 2020. As of the July 1, 2020 deadline, four proposals were received from the Departments of Regional Planning, Child Support Services, and two from Health Services. The PIB Advisory met on July 15, 2020 to hear presentations on these projects.
- The following virtual Department Visits are scheduled: District Attorney (August 10), Public Health (August 12), Assessor (September 16), Fire (September 23), Military and Veterans Affairs (September 24), Sheriff (September 30), Public Social Services (October 22) and County Counsel (October 29). The following departments are postponing their visits until next year: Consumer and Business Affairs, Public Works, and Registrar-Recorder/County Clerk
- The July 8, 2020 CCJCC meeting was cancelled. Monthly meetings since April has been cancelled.
- The Workforce Development, Aging and Community Services Department (WDACS) and Human Relations Commission (HRC) sponsored the LA vs. Hate Action Committee meeting on July 22, 2020. HRC invited the Commission to participate in the kickoff meeting and Commissioner Bacharach was in attendance. The following information was provided:
 - The Committee wants to build awareness, response, strategy and support from the community. Individuals are encouraged to report hate crimes to 211 LA County. The Committee is also trying to gather data and stories
 - The Commission's contribution was acknowledged at the beginning and the end of the meeting
 - They are looking for publicity and have developed great posters and GIF's that can be personalized to groups and geographies. They are promoting the site in all County departments and using various outreach opportunities. Commissioners can visit the lavshate.org website and view the promotional material
 - Their next meeting is on August 26, 2020. Executive Director Jackie Guevarra is checking to see if the next meeting is open to all Commissioners
- Changes and updates to the Commission website have been made. The following tabs has been added: Prosper LA, 2020 PQA recognition, History page, Frequently Asked Questions (FAQ), and an acronyms page. Commissioners are encouraged to review the website and provide any comments to Jackie. Jackie will inform Commissioners when any updates and changes are made

PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING

Arman Depanian, Chair, Productivity Managers Network, reported the following:

- The PMN Executive Committee met on July 8, 2020 to discuss the August 5, 2020 PMN General Meeting and Training. After discussion, the Executive Committee decided to proceed with planning the August 5th meeting. The meeting will be held virtually on Zoom, 9:30 a.m. – 12:00 noon. Commissioners are welcomed to attend.
- Speakers will include Dr. Clayton Kazan from the Fire Department who will speak on the County's COVID-19 testing efforts and other related information. The second speaker will be from the Department of Human Resources to provide an update on telework (e.g., issues, compensation, set-up at remote locations, hybrid work schedules, etc.). Executive Director Jackie Guevarra will provide Commission updates to wrap-up the meeting.
- The PMN Executive Committee also reviewed proposed changes to the PMN policies. Hsiao-Ching Chen (Regional Planning) presented the updated policies at the meeting. Ms. Chen, Catherine Mak (Public Health), and Elisa Vasquez (Los Angeles County Development Authority) were assigned in 2019 to work on revising the policies. After numerous meetings with Commission staff, they made updates that reflect the mission, goals and direction of the Network. The PMN Executive Committee provided feedback and edits and the final version will be reviewed at the PMN Executive Committee meeting on October 1, 2020. They will also be given to the Chair of the Commission for review and comments. Once the policies are approved, the document will be used for the New Managers' Orientation binders and sent to all Productivity Managers.

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

Jackie Guevarra, Executive Director, reported the following:

- Commission staff are working with departments on which platform (e.g., WebEx, Zoom, Microsoft Teams, Skype, etc.) will be used for Department Visits.
- Staff continue to telework, and Tammy Johnson has been reassigned as a Disaster Service Worker, serving as a contact tracer for Public Health.
- During these challenging times, the County has rolled out several resources to help employees maintain a sense of well-being: the Employee Assistance Program (counseling services), Life Assistance Program (24-hour support and counseling for County employees), Headspace (digital platform with over 1,000 hours of recorded guided meditations), and Department of Mental Health-UCLA Partnership for Well-Being (personalized online learning environment).
- Thank you to Commissioners for submitting their annual Form 700. All except one form was completed/submitted.
- As of July 9, 2020, seven Commissioners have outstanding training courses to complete. Please contact Commission staff if you are experiencing problems with the website and log in.
- On April 20, 2020 the Commission approved a \$194,380 grant for *Project 20.22 – Public Health, for Community Participatory COVID-19 Symptom Monitoring*. The grant would be used to fund a software platform, which will leverage text messaging to engage communities and create a dataset of COVID-19 cases. On July 21, 2020, the Department of Public Health launched **Angelenos in Action**,

a voluntary, text-based survey to monitor COVID-19 symptoms across the County. They hope to recruit approximately 20,000-30,000 survey participants.

- Staff have been working on and/or preparing for the following: 2019 Annual Report; Fall Quarterly Newsletter, 2021 Calendar, and updates to the Commission Website.

ROADMAP TO ECONOMIC RECOVERY BOARD MOTION (APRIL 28, 2020) – PROSPER LA UPDATE (AGENDA #6)

Commissioner Bacharach made the following update:

- The first quarterly report to the Board of Supervisors was issued on June 29, 2020.
- The Prosper LA website was launched on June 30, 2020 (<https://prosperla.lacounty.gov/>). Announcements were sent to all working group members, Department Heads, Chief Deputies, Board Deputies, the Productivity Managers' Network, and approximately 40 organizations recommended by working group members.
- The following subsequently promoted or reposted the Prosper LA website and toolkit: Supervisor Kathryn Barger, City of San Dimas, Carson Chamber of Commerce, Gardena Valley Chamber of Commerce, Department of Public Health, the CEO's Office of Emergency Management (OEM), South Bay Cities Council of Government.
- Members of the working group were asked to post Prosper LA on their websites.
- As of July 17, 2020, the Prosper LA website received approximately 50 ideas.
- The next working group meeting is scheduled for Wednesday, July 29, 2020.

2021-2025 STRATEGIC PLAN UPDATE (AGENDA #7)

Commissioner Nancy Harris made the following report:

- Jacki Bacharach, Nancy Harris and Jackie Guevarra met with Dr. Alan Glassman on Thursday, July 23, 2020, to discuss the Commission's Strategic Plan.
- Dr. Glassman recommended conducting a virtual retreat with the Commission. Numerous meetings with the full Commission, sub-groups and the Strategic Plan ad hoc Committee would be scheduled between August and November. This would be a substitute for an in-person retreat, which would not likely take place until 2021.
- After discussion, the Commission was interested in moving forward with the process, but not as outlined above. Commissioner Harris will have a follow-up conversation with Dr. Glassman regarding the parameters and guidelines and then come up with a final plan.

2020 LEADERSHIP CONFERENCE UPDATE (AGENDA #8)

Commissioner Will Wright made the following report:

- As an alternative to the cancelled conference, the Leadership ad hoc Committee decided on asking Department Heads for "lessons learned" during the pandemic. The responses may be possible topics for a future Leadership Conference. A memo to Department Heads will be sent out by mid-August. He

and Commissioner Peeps worked on draft questions to ask Department Heads, as follows:

- What do you NOT miss about our pre-COVID world? What do you NOT want to go back to?
- Have we lost anything that you grieve?
- Have we embraced anything new that you want to sustain?
- What, if any, are the positive impacts & outcomes you're experiencing?
- What you have learned from this crisis that we need to know?
- What mental health and well-being during this crisis?

34TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS (AGENDA #9)

Commissioner Huasha Liu made the following report:

- Although this year's PQA is cancelled, the Commission would like to continue recognizing department and employee efforts during the pandemic.
- We asked Productivity Managers to send write-ups/descriptions of projects. A letter from the Chair of the Commission thanking all employees and explaining the recognition program is in the Summer Newsletter.
- The first project highlighted was from the Medical Examiner-Coroner.
- A 2020 Recognition page has been added to the Commission website to highlight all projects received.
- The deadline to submit entries is September 14, 2020.

COMMISSIONER ANNOUNCEMENTS REGARDING CONFERENCES, MEETINGS, AND GATHERINGS OF INTEREST TO THE COMMISSION – FOR DISCUSSION ONLY (AGENDA #10)

Commissioner Bacharach asked if the County Counsel is looking into the Brown Act and possibly changing it permanently to allow for the possibility of hybrid meetings in the future. The Executive Director will look into this and get back to the Commission.

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

None

PUBLIC COMMENT

None

ADJOURNMENT

Commissioner Bacharach adjourned the meeting at 11:25 a.m. The next full Commission meeting will be on Monday, September 21, 2020.