



Los Angeles County QUALITY AND PRODUCTIVITY COMMISSION

MINUTES OF THE MEETING OF September 21, 2020 at 10:00 a.m.

Virtual Meeting

Call in number: (669) 900-9128

Meeting ID: 822 1541 5918

Password: 846700

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

Blaine Meek

Scott Palmer

Claire Peeps

Jeffrey J. Penichet

Will Wright

PRODUCTIVITY MANAGERS’ NETWORK

Arman Depanian, Chair

CALL TO ORDER

The Chair called the meeting of the Quality and Productivity Commission to order at 10:01 a.m.

Commissioner Bacharach welcomed everyone to the September 21, 2020, meeting and noted the meeting is being recorded. She announced that members of the public can 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.

Members of the public were also given the opportunity to send their comments and questions to the Executive Director by September 20, 2020, 4:00 p.m. No written comments were received. However, members of the public can continue to send public comment to Jackie Guevarra during the meeting, and any information received will become part of the official meeting record.

We support plain language

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APPROVAL OF JULY 27, 2020 MINUTES

Commissioner Peeps moved to approve the minutes of July 27, 2020, seconded by Commissioner Landres. The minutes were unanimously approved.

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

Commissioner Bacharach reported the following:

- There are three Productivity Investment Fund (PIF) projects before the Commission for funding consideration today.
- The first virtual Department Visit was with the Office of the Assessor on September 16, 2020. It was led by Commissioner Wright who did a great job. The following virtual Department Visits are scheduled: Military and Veterans Affairs (September 24), Sheriff (September 30), Fire (October 14), Public Health (October 15), Public Social Services (October 22) and County Counsel (October 29). The following departments are postponing their visits until next year: Consumer and Business Affairs, District Attorney, Public Works, and Registrar-Recorder/County Clerk.
- Jacki Bacharach and Jackie Guevarra met with Sachi Hamai, CEO, and Fesia Davenport, Chief Deputy, on August 25, 2020. The FY 2020-21 Supplemental Budget is due out at the end of September. We will provide an update on the PIF at the next meeting. Fesia Davenport asked the Commission to include a question on the anti-hate/anti-racism campaign during Department Visits.

PRESENTATION OF PRODUCTIVITY INVESTMENT FUND (PIF) PROPOSALS (FOR DISCUSSION AND POSSIBLE ACTION) AND FUND BALANCE REPORT, FISCAL YEAR 2020-21, 1ST QUARTER

Fund Balance Report

Commissioner Landres reported that as of today, the PIF Fund Balance going into Fiscal Year 2020-21 is \$4,410,970. The requests before the Commission today total \$1,788,350. There are three proposals and recommendations from the Productivity Investment Board before the Commission today.

Presentation of PIF Proposals (For Discussion and Possible Action)

21.1 – Regional Planning, for Drones for Planning: A Higher Standard, \$38,350 Grant.

Amy Bodek, Alex Garcia, Ai-Vet Huynh, Jon Sanabria, Diana Gonzalez and Hsiao-Ching Chen from the Department of Regional Planning were available to answer questions.

Commissioner Landres reported there is a motion out of the PIB recommending a \$38,350 grant.

Commissioner Wright presented the project. The grant would be used to fund the expansion of the Department's Unmanned Aircraft Systems (UAS) Program for land use planning purposes. The grant will pay for an online preparation course and

examination costs for 10 planners to become certified Federal Aviation Administration (FAA) UAS pilots, and to purchase 10 drones plus accessories and two-year liability insurance.

The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon, Butler, Cuervo, Dreyfuss, Gibson, Gutierrez, Harris, Henderson, Landres, Liu, McIntyre, Meek, Palmer, Peeps, Penichet and Wright
Nos: None
Abstain: None

21.2 – Child Support Services Department, for Artificial Intelligence: Working Smarter in Social Service Arena, \$1,500,000 Grant.

Alex Bauer, Julie Watson, Jennifer Coultas and Andrea Barnes, and Hooman Hassanpour from the Child Support Services Department were available to answer questions.

Commissioner Gutierrez presented the project. The grant will be used to purchase Artificial Intelligence (AI) technology to mine relevant terms from unstructured data from 240,000 active and open cases, including all electronic case notes, maintained on the statewide child support system. This will allow child support professionals to work more efficiently in an innovative new way. The Department also submitted letters of support from Bill Kehoe, Chief Information Officer, and Dave Kilgore, Director, California Department of Child Support Services.

Commissioner Landres reported there is a motion out of the PIB recommending a \$1.5 million grant.

After discussion and questions, Commissioner Butler amended the motion to approve the \$1.5 million grant, contingent on feedback from the Chief Information Office (CIO) and ITF fund, presentation of a more detailed budget, identification of other potential funding sources, and additional details on what will happen to the project after two years.

After further discussion, Commissioner Billieon moved to amend the motion to send the proposal back to the PIB for a different consideration (e.g., as a loan or smaller budget for a pilot). The motion was seconded by Commission Cuervo.

Commissioner Butler moved to amend Commissioner Billieon's motion to delay the proposal to the next Commission meeting, rather than the next PIB meeting, which could delay hearing the proposal until next year. The Department needs to address the concerns and bring the proposal back to October 26, 2020 QPC meeting. The motion was seconded by Commissioner Billieon.

Commissioner Landres moved to amend the motion from Commissioners Billieon and

Butler to remove the date and continue the proposal to a future meeting pending resolution of the questions raised by the Commission. Also, to ask the Chair to appoint an ad hoc committee to work on this proposal with the Department, CIO and other appropriate stakeholders. The motion was seconded by Commissioner Billieon.

The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Bacharach, Billieon, Butler, Cuervo, Dreyfuss, Gibson, Harris, Henderson, Landres, Liu, McIntyre, Meek, Palmer, Peeps, Penichet and Wright
Nos: None
Abstain: Commissioner Gutierrez

PMN CHAIR'S REPORT: GENERAL MEETING AND TRAINING

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

- In place of the annual Productivity and Quality Awards (PQA) evaluation day, the PMN Executive Committee hosted a virtual Network meeting on August 5, 2020. It was a great success. Approximately 43 Productivity Managers and Commissioners attended the meeting. Commissioner Henderson welcomed Managers to the first PMN virtual meeting. Topics and speakers included:
 - Presentation on County Teleworking by Maggie Martinez, Assistant Director, and Kesha McCullough, Human Resources Manager, from the Department of Human Resources, as well as Stephanie Todd, Manager, from the Internal Services Department.
 - Presentation on “How to Manage COVID-19 in a Population” by Dr. Clayton Kazan, Medical Director, Los Angeles County Fire Department.
 - Commission Announcements by Jackie Guevarra, QPC Executive Director.
- On September 3, 2020, Arman Depanian and Jackie Guevarra held a virtual New Managers' Orientation. Nine new managers attended from the Office of the Assessor, Board of Supervisors-Executive Office, Consumer and Business Affairs, Los Angeles County Museum of Art, Probation, Child Support Services, Human Resources, and Mental Health.
- Proposals for the next PIF cycle are due on October 2, 2020.
- The PMN Executive Committee and the Nominating Committee will meet on October 1, 2020 to discuss the slate of officers for 2021, the November General Meeting and Training, and the PMN Holiday meeting in December.

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

Jackie Guevarra, Executive Director, reported the following:

- Commission staff sent training reminders on August 13, 2020 and September 21, 2020. As of September 10, 2020, seven Commissioners have outstanding trainings.
- On April 20, 2020 the Commission approved a \$194,380 grant for 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. The project was rolled out as “*Angelenos in Action*” with a goal to attract 20,000-30,000 volunteers.

- For the November 3, 2020 election, the Registrar-Recorder/County Clerk is looking for volunteers, under the new Disaster Services Worker (DSW) Program. If you are interested in volunteering please see staff.
- Staff has been working on the Fall Quarterly Newsletter, which will include information on Prosper LA and highlights on 2020 Recognition projects.
- The Commission's Website has been updated. Please review and provide feedback to Commission staff on any changes.

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

Commissioner Bacharach made the following update:

- The next quarterly report to the Board of Supervisors is due September 30, 2020.
- The Prosper LA website was launched on June 30, 2020 (<https://prosperla.lacounty.gov/>). The website received 85 ideas between July 1, 2020 and August 31, 2020, which was the cut-off for the September 30, 2020 report. The breakdown of the 85 ideas were: business assistance (14), cost savings (34), County's contracting process (14) and other (23). The Commission received (33) responses from County employees (33), business (22), residents (20), non-profits (6) and four were not specified. All ideas received will be forwarded to related County Departments for further review and evaluation.

PRESENTATION OF PRODUCTIVITY INVESTMENT FUND (PIF) PROPOSALS (FOR DISCUSSION AND POSSIBLE ACTION) AND FUND BALANCE REPORT, FISCAL YEAR 2020-21, 1ST QUARTER (CONTINUED)

21.4 – Health Services, for Capacity Building Support for Reentry Intensive Case Management Program, \$250,000 Grant.

Dr. Christina Ghaly, Aayat Ali and Connie Salgado-Sanchez from the Department of Health Services and Peter Espinoza, Vanessa Martin, Daniella Urbina from the Office of Diversion and Reentry were available to answer questions.

Commissioner Butler presented the project. The grant would be used to offer contracted trainings to Community Health Workers (CHW) in the Department's Reentry Intensive Case Management (RICMS) Program. The RICMS program is an innovative, evidence-based program that employs nearly 100 CHWs with lived experience of incarceration to assist justice-involved individuals in improving their health outcomes and public safety by reducing recidivism.

Commissioner Landres reported there is a motion out of the PIB recommending a \$250,000 grant.

The motion was approved by the following vote (taken by roll call):

Ayes: Commissioners Billieon, Butler, Cuervo, Dreyfuss, Gibson, Gutierrez, Henderson, Landres, McIntyre, Meek, Palmer, Peeps, Penichet and Wright

Nos: None
Abstain: None

Commissioners Bacharach, Harris and Liu left the meeting and did not vote on this item.

Commissioner Landres amended the motion to ask the Department to respond specifically to “Train the Trainer” and the capacity issues that were raised during the meeting; and to make sure that information is included in the annual and final reports. The motion was seconded by Commissioner Wright. The motion was unanimously approved.

2021-2025 STRATEGIC PLAN UPDATE (AGENDA #8)

Jackie Guevarra, Executive Director, made the following report on behalf of Commission Harris:

- Commissioners Bacharach and Harris met with Dr. Alan Glassman on Thursday, July 23, 2020, to discuss the Commission’s Strategic Plan. As reported at the July 27, 2020 Commission meeting, a virtual process would be lengthy and involve numerous meetings compared to an in-person retreat.
- An in-person retreat is not likely until 2021, and Alan Glassman’s contract with the County expired this year. His contract did not include 2021 and subsequently withdrew from the engagement. Commission staff are working with Chief Executive Office to get a replacement for Dr. Glassman.
- The Commission will continue to operate under the current Strategic Plan until a new Plan is adopted.

2020 LEADERSHIP CONFERENCE UPDATE (AGENDA#9)

Commissioner Wright made the following report:

- The 2020 Leadership Conference was cancelled. As an alternative, the Leadership ad hoc Committee decided to ask Departments Heads for “lessons learned” during the pandemic. The responses may be possible topics for a future Leadership Conference. A memo was sent to Department Heads in mid-August. Departments have until September 30, 2020 to respond. The Leadership Conference Ad Hoc Committee will meet after the deadline to review the responses received.

34TH ANNUAL PRODUCTIVITY AND QUALITY AWARDS (AGENDA #10)

Jackie Guevarra, Executive Director, made the following report on behalf of Commissioner Liu:

- The 2020 PQA was cancelled. As an alternative, the Commission created the 2020 Recognition to acknowledge and highlight County projects and employee efforts during the pandemic.
- Productivity Managers were asked 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 quarterly Summer Newsletter. Over 90 projects were received from 18 Departments.
- The first project highlighted was from the Medical Examiner-Coroner.

- Commission Liu reviewed the projects and selected six to be featured in the quarterly Fall Newsletter.
- Commission staff is working to upload all projects by Departments on the website.

COMMISSIONER ANNOUNCEMENTS REGARDING CONFERENCES, MEETINGS, AND GATHERINGS OF INTEREST TO THE COMMISSION – FOR DISCUSSION ONLY

CCJCC UPDATE

Commissioner McIntyre reported the following:

- After several months, the CCJCC held a virtual meeting on Wednesday, September 9, 2020.
- They finalized a \$2.3 million funding agreement with the California Department of Corrections and Rehabilitation to hire Psychiatric Social Workers (PSWs) to be assigned in the Public Defender's Office and Alternate Public Defender's Office.
- There was discussion on creating a Criminal Justice Data System with the City and County (Sheriff, District Attorney, Probation, Public Defender), and other law enforcement agencies to collect, analyze and publish data that is currently inaccessible about the justice population.
- There was a Board motion from 2016 to create an Enterprise Digital Evidence Management System to collect camera footage from the Sheriff's Department. The project would involve all the justice related areas. Information will be stored in a single system, and individual agencies would be able to pull their information only. A Request for Proposal is in progress. Other communities have been successful using this system.

HUMAN RELATIONS COMMISSION – LA VS HATE ACTION COMMITTEE

Commissioner Landres said that a full report will be provided at the October 26, 2020 Commission meeting.

SOUTH BAY ASSOCIATION OF CHAMBERS OF COMMERCE

Commissioner Peeps reported on behalf of Commissioner Bacharach. The South Bay Association Chambers of Commerce invited Commissioner Bacharach to speak about the Commission after she promoted PROSPER LA with the Chamber on September 1, 2020.

SOUTH BAY CITIES COUNCIL OF GOVERNMENTS (SBCCOG)

The SBCCOG is promoting the California State University, Dominguez Hills' 6th Annual South Bay Economic Forecast Meeting "Adapting to Change: Surviving & Thriving During Disruption", on Thursday, October 1, 2020, from 2 pm–3:30 pm. Register at www.scudh.edc/economic-forecast.

GOVERNMENT AFTER SHOCK

Government After Shock is a global network event being held from November 17–18, 2020. They will be exploring the future of government beyond crisis. It will convene practitioners, policy makers, thought and political leaders around the world to contribute to a global dialogue to reflect on the implications of crisis and the possibilities for

government and society moving forward. If Commissioners would like additional details regarding the meeting, please contact Commission staff.

COMMISSIONER DISCUSSION ON GOALS, IDEAS, FUTURE PROJECTS, AND/OR DIRECTION OF THE COMMISSION (AGENDA#11)

None

MATTERS NOT ON THE POSTED AGENDA TO BE PRESENTED AND PLACE ON A FUTURE AGENDA

Jackie Guevarra, Executive Director, reported the following:

- Commissioner Harris, Chair, Nominating ad hoc Committee, is working with Commission staff on the nominations process for this year. The Nominating ad hoc Committee will present a slate of Officers for Commission approval at the December 7, 2020 Commission meeting.

PUBLIC COMMENT

Commissioner Gutierrez asked that the Commission write a letter to Fire Chief Daryl Osby for all the great work the Department is doing throughout the fire season.

ADJOURNMENT

Commissioner Peeps adjourned the meeting at 1:13 pm. The next full Commission meeting will be on Monday, October 26, 2020.