EMBRACING A CHANGING DEMOGRAPHY
Quality and Productivity Commission

The Quality and Productivity Commission is in a unique position to recognize best practices throughout the County as a result of its various programs, including the Productivity Investment Fund, Department Visits, and Productivity and Quality Awards Program.

CONFERENCE OBJECTIVE

Adapting public services to demographic and geographic changes in the County population

Back Row: Nancy Harris, Rodney Gibson, Edward McIntyre, Will Wright, Shawn Landres, Bill Waddell, Jeffrey Penichet, Charles Bakaly, Jr., and Walter Allen, III
Seated: Joseph Wetzler, Evelyn Gutierrez, Jacki Bacharach, and Huasha Liu
Not Pictured: Viggo Butler, Jaclyn Tilley Hill, Jot Hollenbeck, and Lisa Korbatov

The Commission wishes to thank the Productivity Managers’ Network for their dedication, energy and commitment in supporting quality and productivity throughout the County.

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Mission and Vision Statement

Provide advice, innovative ideas, assistance and support to the County’s elected officials, managers, and employees to promote the effectiveness, efficiency, and quality of County public services.

The Commission consists of seventeen members appointed from business, industry, labor and academia. The 2017 Commission members are:

J. Shawn Landres, Chair  
Evelyn Gutierrez, 1st Vice-Chair  
Will Wright, 2nd Vice-Chair  
Jaclyn Tilley Hill, Chair Emeritus  
Edward T. McIntyre, Chair Emeritus  
Rodney Gibson, Immediate Past Chair

Walter Allen, Ill  
Jacki Bacharach  
Charles Bakaly, Jr.  
Viggo Butler  
Nancy Harris

Jot Hollenbeck  
Lisa Korbatov  
Huasha L. Liu  
Jeffrey Penichet  
Joseph P. Wetzler

Commission Staff:  
Victoria Pipkin-Lane, Executive Director  
Laura Perez, Program Manager

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8:00 – 8:25 **Registration and Continental Breakfast**  
Music Center, 5th Floor  
Salons A, B, and C

8:28 – 8:30 **Video: Los Angeles County & Its People**

8:30 – 8:35 **Welcome**  
Shawn Landres, Chair  
Quality and Productivity Commission

8:35 – 8:40 **Invocation**  
The Rt. Rev. Diane M. Jardine Bruce  
Bishop Suffragan  
Episcopal Diocese of Los Angeles

8:40 – 8:45 **Pledge of Allegiance**  
Lt. Tom Giandomenico, U.S. Army Veteran  
LACO Sheriff’s Department, Special Enforcement Bureau

8:45 – 9:20 **Opening Remarks**  
Supervisor Hilda L. Solis, 1st District  
Supervisor Mark Ridley-Thomas, 2nd District  
Supervisor Sheila Kuehl, 3rd District  
Supervisor Janice Hahn, 4th District  
Supervisor Kathryn Barger, 5th District

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9:20 – 9:50  
**Angelenos – Who We Really Are**  
Sarah Burd-Sharps, Co-Director  
Measure of America

9:50 – 10:30  
**New Ideas Panel – Generational Demographics**  
- Gen “Z” and Millennials – Efrain Escobedo, Vice-President  
  Civic Engagement and Public Policy,  
  California Community Foundation  
- Boomers and Seniors – Laura Trejo, General Manager  
  Los Angeles City Department of Aging

10:30 – 10:50  
**Cultural Equity and Inclusion**  
Laura Zucker, Executive Director  
Los Angeles County Arts Commission

11:00 – 11:30  
**Museums and Community Connections**  
Michael Govan, Director and CEO  
Los Angeles County Museum of Art

11:30 – 11:45  
**Wrap-Up**  
Lori Glasgow, Executive Officer  
Board of Supervisors, Executive Office

11:45 – 12:00  
**Closing Remarks**  
Shawn Landres, Chair  
Quality and Productivity Commission

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Sarah Burd-Sharps is Co-Director of Measure of America of the Social Science Research Council. Sarah’s work is focused on broadening the discussion about societal well-being beyond today’s overreliance on financial and economic metrics to often overlooked metrics of health, education, economic security, and others. Sarah is co-author of two volumes of The Measure of America (Columbia University Press, 2008 and NYU Press, 2010) and state and local well-being reports for California, Louisiana, Mississippi, and Marin and Sonoma Counties. Measure of America also created the Opportunity Index. Prior to this position, Sarah worked for the United Nations for over two decades, with a focus on economic empowerment, democratic governance, and gender equity. Before she left the UN in 2007 to found Measure of America, she was Deputy Director of the UN Development Program’s Human Development Report Office. She received a Masters degree in International Affairs from Columbia University.

MEASURE OF AMERICA

Measure of America of the Social Science Research Council provides easy-to-use yet methodologically sound tools for understanding well-being and opportunity in America and stimulates fact-based dialogue about issues we all care about. Through hard copy and online reports, custom-built dashboards, and evidence-based research and analysis, Measure of America works with partners to breathe life into numbers, using data to identify areas of need, pinpoint levers for change, and track progress over time.

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Efrain Escobedo is the vice president in charge of civic engagement, multi-sector collaboration and public policy at California Community Foundation, responsible for promoting collaboration and advocacy efforts across the nonprofit, public and private sectors to address community problems. He is recognized nationally and locally as an active leader and expert in Latino civic engagement and elections policy. He has worked extensively with academia, civic and community organizations, as well as with elected officials in developing research, strategies and program to increase voter participation.

Prior to joining CCF, Escobedo was the manager of governmental and legislative affairs for the Registrar of Voters in Los Angeles County, the largest election jurisdiction in the nation with more than 4.5 million registered voters. There, he worked with elected officials to enact numerous initiatives aimed at making the voting process easier for Angelenos, including the authorization of online voter registration. His work also included launching a project and partnership with the design firm IDEO to modernize LA County’s voting system using a participatory human centered design approach—a first of its kind project in elections.

Mr. Escobedo also served as senior director of civic engagement for the National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund, where he led the development of innovative voter contact strategies and technologies that helped to engage more than one million young, newly registered and infrequent Latino voters across the country.

He earned a bachelor’s degree in American studies and ethnicity from the University of Southern California, and is a recent graduate of the Los Angeles County Executive Leadership Development Program.
Laura Trejo is responsible for the overall administration of the Los Angeles Department of Aging serving one of the largest and most diverse concentrations of older persons in the U.S. She also serves as technical and policy advisor to the Mayor and City Council and represents the City of Los Angeles before the public, community and private groups on matters affecting senior citizen affairs.

Ms. Trejo is a founding Co-Director/Investigator of the Los Angeles Community Academic Partnership for Research in Aging (LA CAPRA), a partnership between UCLA and the City of Los Angeles Department of Aging. Her work in the area of Alzheimer’s disease includes advocacy, policy and program development, managing service delivery and evaluation of Alzheimer’s disease programs working at the local, state, national and international levels with governmental and non-governmental organizations. She served as founding director of El Portal: Latino Alzheimer’s Project responsible for the development of the nation’s first comprehensive program targeting Latino’s affected by Alzheimer’s disease and the family caregivers. She currently serves on the National Alzheimer’s Advisory Council; and former member of the Board of Directors of the Los Angeles and National Alzheimer’s Association.

Ms. Trejo has received numerous honors, among them the Community Health Leadership award, considered the nation’s highest honor in community health. Ms. Trejo has been invited to speak at more than 300 professional and scientific meetings and has authored or co-authored numerous articles, book chapters and reports. The United States Library of Congress has praised Ms. Trejo’s accomplishments as a force for social change.

Ms. Trejo is a gerontologist with a Master of Science in Gerontology, Master of Public Administration and Graduate Certificate in Long Term Care Administration all from the University of Southern California.
Laura Zucker is Executive Director of the Los Angeles County Arts Commission and a Senior Fellow in the Masters in Arts Management Program at Claremont Graduate University. The Arts Commission provides leadership in cultural services of all disciplines for the largest County in the United States.

Ms. Zucker has been a driving force in the development and support of the arts and culture ecosystem of Los Angeles County over the last 25 years. Her leadership has led to a number of significant policy changes, programs, and initiatives that influence not only the region, but the field-at-large.

During her tenure, Ms. Zucker’s efforts resulted in the ten-fold growth of the County’s organizational grant program, which currently funds close to 400 nonprofit arts organizations through a two-year $9 million grant program. She was instrumental in the adoption of Los Angeles County’s civic art policy in 2005, and since then more than 40 civic art projects have been completed and another 40 commissions ranging in size from $10,000 to $1 million are underway. She led the creation of Arts for All, the region’s initiative dedicated to restoring arts education for all public school students, which is now working with 65 out of the County’s 81 school districts. She also spearheaded the creation of the arts internship program, which pays 132 undergraduates each summer to work in performing arts organizations.

Under Ms. Zucker’s guidance, the Arts Commission recently completed a major initiative to develop recommendations for ways to enhance the participation and leadership of individuals from underrepresented communities in the arts. Exploring diversity, equity and inclusion in arts and culture, the initiative was an 18-month long public process that culminated with a report for the Los Angeles County Board of Supervisors outlining 13 actionable recommendations.

The Arts Commission produces free community programs, including the Emmy® Award-winning Holiday Celebration broadcast on public TV. She received a B.A. in English from Barnard College and attended the Yale School of Drama.

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Michael Govan joined the Los Angeles County Museum of Art (LACMA) as Chief Executive Officer and Wallis Annenberg Director in 2006. In this role, he oversees all activities of the museum, from art programming to the ambitious, multi-faceted expansion and upgrade of the museum’s seven-building, twenty-acre campus. During his tenure, LACMA’s annual attendance has grown from 600,000 to nearly 1.6 million in 2016, and LACMA’s gallery space and programs have almost doubled. Currently the museum is in the midst of its most ambitious project, replacing four aging museum buildings with a single new state of the art gallery building designed by architect Peter Zumthor.

Since his arrival at LACMA, Govan has transformed both the museum’s collection and the way it is experienced by LACMA’s audience. He has facilitated new creative interactions between contemporary artists and architects and the museum’s historic collections, commissioning exhibition and gallery designs in collaboration with artists John Baldessari, Jorge Pardo, and Franz West, and architects Frank O. Gehry, Fred Fisher, Michael Maltzan, Amy Murphy, Kulapat Yantrasast, and others.

Under Govan’s leadership, the museum has acquired by donation or purchase more than 27,000 works for the permanent collection, including one of the most significant private collections of the art of the Pacific Islands assembled in the twentieth century, the Marjorie and Leonard Vernon Collection of 3,500 prints spanning the history of photography, a collection of over 500 examples of early and late modern European dress and accessories, 130 significant works of modern art that comprise the Lazarof Collection, and a number of individual gifts of works by Thomas Eakins, Henri Matisse, and Maruyama Okyo.

Govan was born in 1963 in North Adams, Massachusetts, and was raised in the Washington D.C. area, attending Sidwell Friends School. He holds a B.A. in Fine Arts and Art History from Williams College, in Williamstown, Massachusetts, where he served as Acting Curator of the Williams College Museum of Art. Before continuing his studies in fine arts at the University of San Diego, Govan studied Baroque and Classical art and architecture in Rome, Italy.
Lori Glasgow, a native of Los Angeles, was appointed Executive Officer – Board of Supervisors on March 1, 2016. She is responsible for all operations of the Executive Office, from short and long-term strategic planning, personnel, budget and preparation of the agenda for Board meetings, to a wide range of administrative functions within policy guidelines adopted by the Board.

Ms. Glasgow’s oversight responsibilities encompass the Assessment Appeals Board, Information Systems Advisory Body, County Equity Oversight Panel, Office of the Inspector General, as well as numerous citizen advisory boards created by the Board of Supervisors.

She also appoints all employees of the Department, implements change through managers, and evaluates programs and services, which have an organization-wide impact. Ms. Glasgow brings to the Executive Officer position more than 34 years of public administration experience at both the local and state levels of government. Prior to the most recent appointment, she served for 17 years as a member of the Senior Executive Team in the Office of Supervisor Michael D. Antonovich – Fifth District. She managed all operations of the Fifth District Board Office, and served as the Justice and Public Safety Deputy from 1991 to 1998.

While with the Supervisor’s office, she collaborated with County executives, managers, union officials, State and Federal representatives, community leaders and other stakeholders on many issues of importance. Ms. Glasgow evaluated and recommended candidates for executive positions, testified before State Legislative and Congressional subcommittees on County issues, and oversaw all aspects of the budget, including policy development and appropriation.

Ms. Glasgow earned a Bachelor of Arts degree in social ecology from the University of California – Irvine, and a Masters and Doctoral degree in Public Administration from the University of Southern California. She also studied international relations at the University of London – School of Economics.
SPECIAL THANKS

The Leadership Conference Committee
Jacki Bacharach, Chair
Walter Allen, III
Jaclyn Tilley Hill
Jot Hollenbeck
Huasha Liu
Edward McIntyre
Jeffrey Penichet

Productivity Managers’ Network

The Music Center

Patina

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