

CALIFORNIA CLERK OF
THE BOARD OF SUPERVISORS ASSOCIATION



FACING THE FUTURE
WITH
Resiliency
2020

VIRTUAL CONFERENCE
NOVEMBER 12-19, 2020



EXECUTIVE OFFICE



BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES



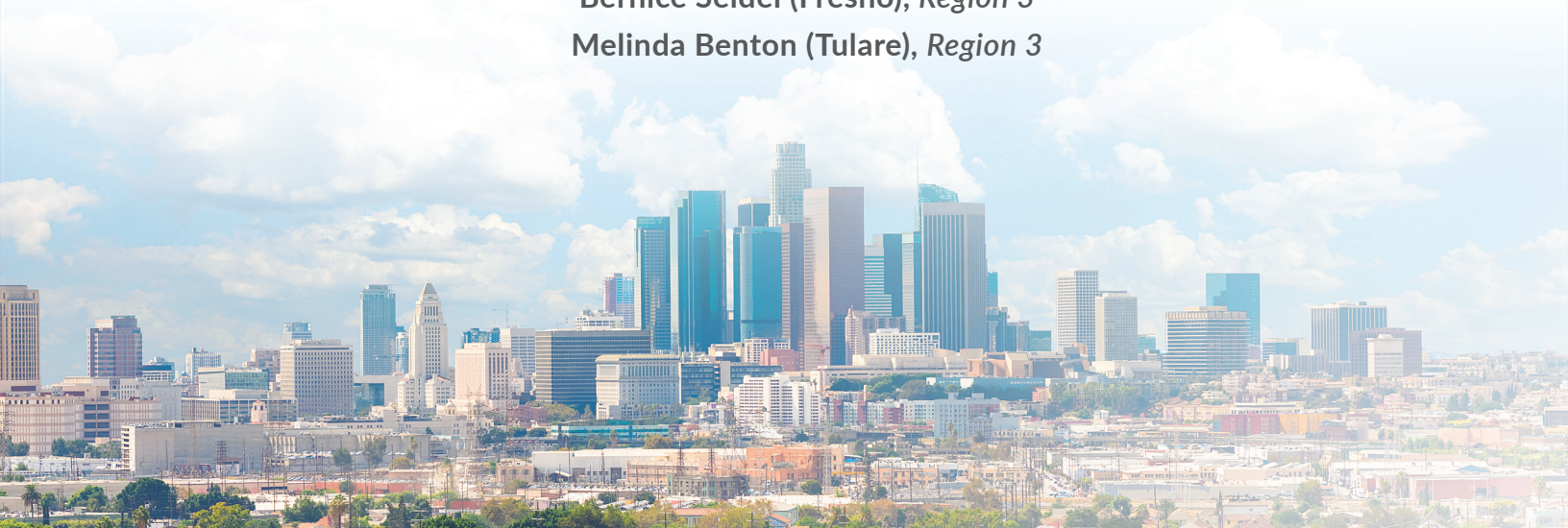
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2020 CCBSA VIRTUAL CONFERENCE – NOVEMBER 12-19, 2020

SCHEDULE	SESSION	GUEST / SPEAKER
THURSDAY, 11/12 9:45AM - 10:00AM	Welcome to the 2020 CCBSA Conference	Celia Zavala, <i>Executive Officer, County of Los Angeles</i> Andrew Potter, <i>CCBSA President, County of San Diego</i>
THURSDAY, 11/12 10:00AM - 11:30AM	The Resilient Leader: Leading in a Disruptive World with Emotional Courage	Pamela Miller, <i>Miller Management & Consulting Group</i>
THURSDAY, 11/12 2:00PM - 3:30PM	LA County Library: Breaking Down Barriers to Digital Equity Mapping the Digital Divide: Understanding the Geography of Access Using Location Analytics	Debbie Anderson, <i>Assistant Director, Education and Engagement, LA County Library</i> Steven J. Steinberg, Ph.D., MPA, GISP <i>Geographic Information Officer (GIO), Internal Services Department</i>
FRIDAY, 11/13 10:00AM - 11:00AM	Managing COVID in Populations	Dr. Clayton Kazan, <i>Medical Director, Fire Department</i>
FRIDAY, 11/13 11:00AM - 12:00PM	Surviving the Pandemic: Your Mental Health and Well-Being	Sandra T. Chang, Ph.D. <i>Cultural Competence Program Manager, Department of Mental Health</i>
FRIDAY, 11/13 2:30PM - 4:00PM	Cybersecurity & Emerging Threats COVID-19 Response: IT Literacy in a Digital Government	Bryan Ward <i>Department Chief Security Officer, Executive Office of the Board</i> Amin Almuhabab, <i>Chief Information Officer, Executive Office of the Board</i>
MONDAY, 11/16 10:00AM - 11:00AM	Roundtable Discussion for CCBSA Partners	Conference Sponsors
MONDAY, 11/16 2:00PM - 4:00PM	Roundtable Discussion: How the Future Appears – Thoughts on the “Next” Normal	Executive Office of the Board, Los Angeles County Commission Services, Cesar Hernandez Assessment Appeals Board, Jennifer Tran Media Services, Brenda Duran Information Resource Management, Amin Almuhabab
THURSDAY, 11/19 10:00AM - 12:00PM	Annual CCBSA Business Meeting	Andrew Potter, <i>CCSBA President</i>
THURSDAY, 11/19 6:30PM - 7:30PM	CCBSA Virtual Bingo!	

Visit <https://ccbsa.memberclicks.net/2020conferenceregistration> to register.
Links to Virtual Conference Sessions will be sent following registration.
Questions? Email admin@ccbsa.info

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THURSDAY, NOVEMBER 12, 2020

9:45AM - 10:00AM

Welcome to the 2020 CCBSA Conference

Celia Zavala, *Executive Officer, County of Los Angeles*
Andrew Potter, *CCBSA President, County of San Diego*

10:00AM - 11:30AM

The Resilient Leader: Leading in a Disruptive World with Emotional Courage

Pamela Miller, *Miller Management & Consulting Group*

Our world has been turned inside out recently and many of us find ourselves figuring out how to deal with the challenges and turbulence. Resiliency is the ability to adapt to life's changes and crises; it's the strength and speed of our response to adversity; and it requires courage. Join us as we discuss the keys to persevering in the face of adversity, how to build resilience and take action based on emotional courage.

2:00PM - 3:30PM

LA County Library: Breaking Down Barriers to Digital Equity

Debbie Anderson, *Assistant Director*
Education and Engagement, LA County Library

When the pandemic hit, 85 LA County Library locations had to close to the public. This was devastating to LA County communities, who rely on the Library daily for computers, internet access, homework help, educational programs, and other essential resources. It was crucial for the Library to continue providing support and access to adults, youth, and families during this unprecedented time. This session will share how LA County Library quickly shifted from in-person services to a successful virtual and contactless model to lessen the impact of the digital gap.

Mapping the Digital Divide: Understanding the Geography of Access Using Location Analytics

Steven J. Steinberg, Ph.D., MPA, GISP
Geographic Information Officer (GIO), Internal Services Department

With the onset of shelter at home in the spring of 2020, students and other county residents suddenly found themselves with an increased need for internet access to complete schoolwork, apply for jobs or assistance, and to meet a variety of other necessities. In an effort to respond quickly, we developed a public-facing website, findwifi.lacounty.gov to assist residents in locating information about Internet access via their local school district or through other public WiFi hotspots in their area. As the project matured we recognized the larger, underlying issues related to an ongoing digital divide in the county in which over 475,000 households lack access to high speed internet at home. This highlighted a need to better understand the geography of the digital divide as a first step in developing long-term policies and approaches to bridge this divide for county residents. Using geospatial technologies and location analytics, we built tools to assist decision-makers in better understanding and addressing these gaps.



FRIDAY, NOVEMBER 13, 2020

10:00AM – 11:00AM

Managing COVID in Populations

Dr. Clayton Kazan, *Medical Director, Fire Department*

Strategies about how the healthcare system has managed the evolving pandemic, from the perspective of a clinician and physician administrator. This will include a discussion on containment, mitigation, surveillance, and clinical management, and we will also share how the Fire Department has innovated in its mission during this very challenging time.

11:00AM – 12:00PM

Surviving the Pandemic: Your Mental Health and Well-Being

Sandra T. Chang, Ph.D., *Cultural Competence Program Manager, Department of Mental Health*

Factors affecting our mental state during the COVID-19 pandemic and the psychology of pandemics: cultural differences.

2:30PM – 4:00PM

Cybersecurity & Emerging Threats

Bryan Ward, *Department Chief Security Officer, Executive Office of the Board*

Maintaining reasonable security while delivering services.

COVID-19 Response: IT Literacy in a Digital Government

Amin Almuhabab, CISSP, CCIE, INFOSEC, *Chief Information Officer, Executive Office of the Board*

The onset of COVID-19 increased the need for Clerks of the Board to become acclimated with technology tools to ensure that our elected officials and members of public had access to local government.



MONDAY, NOVEMBER 16, 2020

10:00AM – 11:00AM

Roundtable Discussion: What the Future Holds for CCBSA Partners

An opportunity for CCBSA sponsors to tell us what's coming with their products/ services and give members an opportunity to provide feedback about using their products.

2:00PM – 4:00PM

Roundtable Discussion: How the Future Appears – Thoughts on the “Next” Normal

Executive Office of the Board, Los Angeles County

Commission Services, Cesar Hernandez

Assessment Appeals Board, Jennifer Tran

Media Services and Records, Brenda Duran

Information Resource Management, Amin Almuhabab

10-min presentations on each of the focused roundtable topics by Executive Office of the Board, Los Angeles County. Presentations to be followed by two break-out sessions (30 minutes each) for small groups discussions, best practices and lessons learned. Following the break-out session, group moderators will provide a brief summary of the discussions with all participants. You'll have the opportunity to join two sessions from the following topics of interest to you:

- Innovative Technology
- Reconstitution Plans
- Virtual AAB Hearings
- Virtual Commission Meetings



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THURSDAY, NOVEMBER 19, 2020

10:00AM – 12:00PM

Annual CCBSA Business Meeting

Andrew Potter, CCBSA President

At the Annual Business Meeting, we will vote on the slate of Officers for 2021, discuss changes to the bylaws, the proposed budget for 2021, the goals for the organization, committee updates, and will select your Region Chairs and make Committee assignments. Don't miss this important opportunity to provide your input on the organization that serves you! It is important that all members attend.

Pursuant to Article V of the Bylaws, each County shall have one vote at the Business Meeting. Votes may be cast only by Principal members who have paid the current dues. If the Principal member is not present, an Associate member may vote on behalf of the Principal member, so be sure at least one member from your county is ready to vote! The agenda will be distributed and posted online two weeks prior to the conference.

6:30 PM – 7:30 PM

CCBSA Virtual Bingo!

Virtual networking, fun and prizes.



Pamela Miller,
Miller Management & Consulting Group

Pamela is the Owner and Principal of Miller Management & Consulting Group (www.millermcg.com), focusing on the development of people and organizations through specialized training, strategic planning and consulting. After having worked a number of years for other people doing this work, she started her own firm in 2014. Pamela has provided professional facilitation, consulting, team building and training services to local governments in California and Michigan, as well as statewide and international organizations.

In addition to her many municipal and county clients, she is Co-Director for the Alameda, Contra Costa and Sacramento Valley Leadership Academies. Pamela also currently serves as California Institute Director for the Master Municipal Clerk and Clerk of the Board Academy. She is the former Program, Executive and Institute Director for Continuing Education for Public Officials (CEPO).

Pamela has been the Executive Director for the California Association of Local Agency Formation Commissions (CALAFCO) since 2012. In this capacity she works with all 58 local agency formation commissions (LAFCOs) throughout the state, guides a 16 member Board of Directors and provides state-level legislative advocacy for the association. Her prior local government experience in California includes working for the City of Vallejo and the Counties of Contra Costa and Napa, and in Michigan she was an executive-on-loan to the Emergency Manager appointed by the Governor to the City of Benton Harbor.

Pamela earned a Master's Degree in Organizational Leadership and a Bachelor's Degree in Business Administration from Siena Heights University. She is certified in Total Quality Management and Success Signals, is a graduate of the National Community Development Institute's Community Builders Leadership Institute and is a member of Women Leading Government.



Debbie Anderson,
Assistant Director, LA County Library

Debbie is the Assistant Director, Education and Engagement for LA County Library. She oversees 80 staff in Adult and Digital Services, Youth Services and Marketing and Communications, to develop and promote programs and services. Debbie has worked for LA County Library for 25 years, starting her career as a Children's Librarian and promoting to Library Manager, Teen Services Coordinator, Youth Services Administrator and Assistant Director. Debbie is also the chair of the Library's equity initiative, iCount at the Library and graduated from LA County's first GARE cohort in 2017. Since April of 2020, Debbie has led the Library's efforts in transitioning programs and services to virtual offerings so customers can continue to be engaged in Library programs during building closures.



**Steven J. Steinberg, Ph.D., MPA, GISP,
*Geographic Information Officer (GIO),
Internal Services Department***

Dr. Steinberg is the Geographic Information Officer (GIO) for Los Angeles County California. In collaboration with a team of highly skilled GIS professionals, he guides the geospatial strategy for more than 10 million residents and 100,000 county employees across 37 departments. Dr. Steinberg, a self-titled “geospatial evangelist” is passionate about the use of location-based technology to solve real problems of people and their environment.

Prior to joining LA County, he served as Principal Scientist and Department Head for Information Management and Analysis at the Southern California Coastal Water Research Project Authority (SCCWRP) and as a Professor of Geospatial Science at Humboldt State University, California.

He currently teaches as an Adjunct Professor at CSU Long Beach and is actively involved in geospatial leadership positions including the Board of Directors for the Urban and Regional Information Systems Association (URISA) and the California GIS Council. He is co-author of two books on geospatial science applications with a new, co-edited volume on resilience in winter 2021.



**Dr. Clayton Kazan,
*Medical Director, Fire Department***

Dr. Kazan has been deeply involved in healthcare since 1994, when he began working as an EMT while an undergraduate at UCLA. After completing his master's and medical degree at the Chicago Medical School in 2001, he did a transitional internship at the University of Hawaii and his residency in emergency medicine back at UCLA in 2005. Since that time, Dr. Kazan has worked in busy emergency departments across Los Angeles County, and he has served in many leadership roles in EMS. In April 2015, he took his dream job as the full-time Medical Director of the Los Angeles County Fire Department.

During the pandemic, Dr. Kazan was tasked by the Board of Supervisors with building the public testing sites across the County, in addition to managing the increasingly complex EMS mission of the Fire Department and the health and wellness of its 4400 employees.

Dr. Kazan is board certified in both Emergency Medicine and EMS and is a fellow of both the American College of Emergency Physicians (ACEP) and the National Association of EMS Physicians (NAEMSP).

For the presentation - Will discuss the strategies about how the healthcare system has managed the evolving pandemic, from the perspective of a clinician and physician administrator. This will include a discussion on containment, mitigation, surveillance, and clinical management, and we will also share how the Fire Department has innovated in its mission during this very challenging time.



Sandra T. Chang, Ph.D.
Cultural Competence Program Manager,
Department of Mental Health

Dr. Chang earned her bachelor's degree in Psychology from the University of Southern California and her doctorate from the University of Missouri, Kansas City. She is committed to promoting culturally and linguistically inclusive services within LACDMH and the community at large. In her professional role, she spearheaded LACDMH initiatives to address the needs of Latinos as an underserved cultural community, persons with physical disabilities, and the LGBTQIA2S community. She also led the

implementation of the first LACDMH Promotores de Salud/Health Promoters Program and the Los Angeles County's Institute for Cultural and Linguistic Inclusion and Responsiveness. Dr. Chang provides countywide trainings on cultural competency, humility and sensitivity for employees, and has presented at local and statewide conferences. Additionally, she has participated in multiple radio programs focusing on Latino mental health and emotional wellbeing. Dr. Chang was first exposed to "cultural competence" growing up in a Chinese-Salvadoran family. Later, she encountered it in the devastation caused by the Civil War of her country, followed by the psychosocial effects of her family's emigration to the U.S. when she was 16 years old. Collectively, her formal training as a psychologist, the insights acquired from her clinical practice, and her personal experiences have been enriched her with an embracing multicultural perspective and appreciation for the beauty, strength, and resilience of the human spirit.

Areas of expertise: war-related trauma, Latino immigrant population, family systems, cultural diversity, and language justice



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Amin Almuhaajab, CISSP, CCIE, INFOSEC, *Chief Information Officer, Executive Office of the Board*

Amin is the Chief Information Officer at the Executive Office of the Board of Supervisors, Los Angeles County. He provides leadership for the technology teams driving the development of innovative solutions, business process automation, and digital transformation throughout the organization.

Amin has over 21 years of experience in diverse levels of technology engineering, consultancy, and executive leadership. Amin performed various services for diverse industry sectors; healthcare, financial, technology, nonprofit, and government. The services range from advisory roles, cloud infrastructure, cybersecurity programs, risk management programs, renovation roadmaps, operation oversight, and evaluation and recommendations to executive management for business solutions.



Brenda Duran, *Deputy Executive Officer, Media Services and Records, Executive Office of the Board*

Brenda is the Deputy Executive Officer of Media Services and Records for the Executive Office of the Board. She oversees the creative units for the office which include photography, graphic arts, video production and the Public Information Office. She was previously the communications director for the Los Angeles County Registrar-Recorder County Clerk where she oversaw marketing campaigns, media outreach and public relations. Brenda has more than a decade of communications experience.



Bryan Ward *Department Chief Security Officer, Executive Office of the Board*

Bryan has been in the role of Departmental Information Security Officer for Los Angeles County Board of Supervisors for 5 years and has overseen numerous security projects including the creation of a "virtual" SOC Team and an email phishing training program for employees.

Bryan has over 20 years of experience working in IT in various capacities including previous roles in System Integration, Data Center Operations, and Security Operations. Prior to joining the Board of Supervisors, Bryan worked for Los Angeles County Department of Health Services for over 15 years.



Jennifer Tran,
Acting Deputy Executive, Assessment Appeals Board
Executive Office of the Board

Jennifer is the Acting Deputy Executive Officer for the Los Angeles County Board of Supervisors Assessment Appeals Board with over seven years of leadership experience in assessment appeals. Her prior experience in enterprise systems implementation and transition management allowed her to analyze and streamline key business processes utilizing current technologies to enhance work efficiencies and improve productivity. Jennifer has a Bachelor of Science degree in Accounting and a Master's degree in Public Administration.



Cesar Hernandez,
Head Board Specialist,
Executive Office of the Board

Cesar currently works for the Los Angeles County, Board of Supervisors, Executive Office, Commission Services Division as a Head Board Specialist. He and his team provide administrative support to various county commissions, including the Commission for Women, Sybil Brand Commission for Institutional Inspections, Fish and Wildlife Commission, and the City Selection Committee. Most recently, Cesar also serves as the Team Leader of the Redevelopment Dissolution Agencies (RDA) Team, where he and

his staff provide assistance to the First District Consolidated Oversight Board (COB), Second District COB, and the Fifth District COB. Prior to the pandemic, Mr. Hernandez coordinated numerous events and in-person commission meetings. He has since held and help facilitate over 100 virtual meetings for the Commission Services Division.

Cesar has been an employee of Los Angeles County for over sixteen years and has worked in a variety of departments and divisions including the Department of Health Services, San Fernando Health Center and the Department of Children and Family Services (DCFS), Human Resources Division. While at DCFS he worked in the Health and Safety Section processing workers compensation claims, automobile claims, ergonomic assessments, utilizing various computer programs and systems.



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