



## Meeting Agenda

Thursday and Friday, January 19 - 20, 2017

CODESP – The Ayres Hotel & Suites – Costa Mesa, California

### THURSDAY, January 19, 2017

**8:00 a.m. to 8:30 a.m.**     **Coffee/Networking**

**8:30 a.m. - 8:45 a.m.**     **Welcome and Opening Remarks**

Christine Ferguson, President

Human Resources Analyst, State Center Community College District

**8:45 a.m. – 10:15 a.m.**     **Introduction of Individuals and Agencies Present/Roundtable Discussion/Breakout Sessions**

WRIPAC's signature roundtable sessions allow members and guests to share challenges and success stories from their agencies, to solicit support and ideas on ways to address common issues that we all face, and to identify opportunities for WRIPAC as an organization to fill the gaps between the resources currently unavailable or too expensive. Our roundtable sessions help to identify future meeting presentation topics, as well as inform decisions on future trainings that WRIPAC can offer the HR community to develop the skills and abilities of our workforce. Attendees are encouraged to come prepared with issues and questions that their agencies are currently facing that are related to WRIPAC's core business. We ask that one speaker per agency may bring the topic to the group for discussion in order to allow time for all attendees to participate.

**10:15 a.m. – 10:30 a.m.**     **Morning Break**

**10:30 a.m. – 11:30 a.m.**     ***Business Process Improvement (aka Doing Stuff Better)***

***Kandice Taylor-Sherwood, City of Long Beach***

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**Kandice Taylor-Sherwood** is the Director of Civil Service for the City of Long Beach. Ms. Taylor-Sherwood has 12 years of professional experience in the field of Human Resources. Previously in her career, Ms. Taylor-Sherwood served as the Deputy Director of Human Resources, Principal Human Resource Analyst and Senior Human Resource Development Specialist for the City of Anaheim, and as a Principal and Senior Human Resource Specialist for the Los Angeles Unified School District. She also has experience as a part-time instructor at California State University, Long Beach.

Ms. Taylor-Sherwood holds a Master's Degree in Industrial/Organizational Psychology and a Bachelor's Degree in Psychology from California State University, Long Beach.

She is active in SCPMA-HR and CALPERA and is also a certified as an Organizational Coach and master trainer with several organizations such as Franklin Covey, Achieve Global, Leadership Strategies, ASTD and Crucial Conversations. She is certified to train topics such as Project Management, FOCUS: Time Management, The Seven Habits of Highly Effective People/ Managers, the Four Disciplines, and Leadership. She is also certified in Process Facilitation, the DiSC personality inventory, and Myers Briggs, which will allow her to help teams and organizations work well and play well together.

**Business Process Improvement (aka Doing Stuff Better)** Business Process Improvement, "BPI", "lean", "six sigma", "lean six sigma", "TQM" "total quality

management”, “Process Mapping”, “Process Reengineering”... wow, it all sounds so complicated, right?

Let’s just break it down folks... Public Sector work has become a lot more complex and if we’re going to remain relevant and serve well, it’s all about doing what we do-- and doing it better.

While this session highlights fundamentals on Business Process Improvement, we will be sharing success stories and laughing about screw-ups and lessons learned on doing stuff better. We’ll also talk about some insights for getting our people to want to do stuff better—because no application of business process improvement has ever happened effectively without implementing concepts of change management.

This session provides:

- A fundamentals overview on Business Process Improvement
- An easy to follow agenda for facilitating process reengineering/mapping
- Easy to apply Model for Change Management
- Time with valued colleagues to discuss concepts learned

After all it’s much more effective and enjoyable if we do what we do together having a good sense of humor and a using simple approach.



**11:30 a.m. – 11:45 a.m. Overview of Committees/Special Project Teams**

Members are required to actively participate in one of the committees. Guests are invited to attend a committee meeting of interest. Current committees are:

**Meetings & Programs – Chair: Shelley Langan/Christine Ferguson**

- Meeting logistics
- Meeting agenda planning
- Speaker engagement
- Meeting registration
- Facilitate roundtable
- Compile roundtable summaries as a resource
- Meeting evaluations
- Assigned Board member: President, Christine Ferguson

**Shared Resources & Development – Chair: Ernest Montoya/Carla Arribillaga**

- Monographs
- Job analysis binders
- Test sharing agreements
- Competency models (new)
- WRIPAC Broad-based Tests (new)
- Member practices survey and practices database (new)
- General use examination materials (new) - Rater orientation video, generic scripts, confidentiality form templates, etc.
- Third party vendor support management (new)
- Assigned board member: Secretary, Carla Arrillibaga

**Training Committee – Chair: Howard Fortson/Marie Ragazzo**

- Develop and update training programs
- Align training with WRIPAC core competency areas & utilize WRIPAC resources
- Marketing, planning, and delivery
- Training evaluations
- Train-the-trainer (build trainer bench strength)
- Assigned board member: Past President, Marie Ragazzo

**Membership Committee – Chairs: Kimberly Speakman/Philip Gordillo**

- Brand management and membership value proposition
- Identify prospective new members
- Outreach to new member agencies
- New member application and representative evaluation
- Conduct new membership voting
- Orient new representatives and communicate expectations
- Track attendance, participation, and committee commitments
- Maintain member roster and representatives
- Counsel member agencies as needed
- Member satisfaction survey
- Assigned board member: President Elect, Philip J. Gordillo

**WRIPAC Committee – Chair: WRIPAC Board/Chet Overstreet**

- Newsletter and notices
- Financial planning and budget development
- Website and Constant Contact (webmaster)
- Nominations and Elections
- Succession Planning for Leadership Roles
- Assigned board members: Financial Officer, Chet Overstreet

**11:45 a.m. -1:15 p.m.**

**Lunch Break**

New & Prospective Members are invited to participate in the New & Prospective Members' Lunch (non-hosted).

**1:15 p.m. – 2:00 p.m.**

**Committee Meetings/Special Project Teams**

Committees/Project Teams will subgroup to discuss current projects, and to develop goals to be accomplished prior to the next meeting.

- A special by-laws project team formed to review the by-laws and recommend changes that will provide operating guidance for the above structure
- Committees will refine their charters and recommend by-law changes that will support their goals.

**2:45 p.m. – 3:00 p.m.**

**Afternoon Break**

**3:00 p.m. – 4:00 p.m.**

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***Extended Roundtable Discussion: A Focus on Business Process Improvement – Knowing When It's Needed, Where to Begin...Successes, Challenges, Lessons Learned Facilitated by the Program Committee***

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Join your colleagues for WRIPAC's extended roundtable session. Take part in this interactive, thought-provoking discussion, exploring cutting-edge assessment practices, sharing successes and working together to resolve challenges in this arena. Bring successes to share, questions to ask and a readiness to craft best practices with your fellow WRIPACers!

**4:30 – 6:30 p.m.**

**Dr. WRIPAC Social Networking Event**

**FRIDAY, January 20, 2017**

**8:15 a.m. – 8:45 a.m.**

**Coffee/Reconvene Meeting – Christine Ferguson**

**8:45 a.m. – 9:45 a.m.**

**Continuation of Committee Meetings/Special Project Teams/Round-Table**

- Depending on our progress from Thursday, we will either reconvene our Committee Meetings or our Round-Table Discussions

**9:45 a.m. – 10:00 a.m.**

**Morning Break/Hotel Check-out (Hotel requires check-out by 11:00 a.m.)**

**10:00 a.m. – 11:00 a.m.**

***Crucial Conversations...Difficult Conversations: A Panel Discussion***

*John Keisler, City of Long Beach and Chief Laura Farinella, City of Laguna Beach*

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**John Keisler** is the Director of the Innovation Team at the City of Long Beach and has lived in Long Beach for the past 12 years. He has a Master's Degree in Public Administration from the USC Price School of Public Policy. Over the years, he's led multiple change-management projects throughout the City, serving as the Animal Care Services Bureau Manager, Business Operations Manager for the Parks, Recreation & Marine Department, and CFO for the Police Department.

**Laura Farinella** was selected as the Police Chief for the City of Laguna Beach Police Department in March 2015, prior to that she work for the Long Beach Police Department for 25 years. While in Long Beach she worked all Patrol Divisions, was a Field Training Officer, Police Academy Recruit Training Officer, Academy Instructor, Administrative Corporal, Internal Affairs Sergeant, and assistant to the Deputy Chief of Investigations. As a commander she managed the Communications Division, East Patrol Division and the Gang and Violent Crimes Division, and was Chief of Staff to then Chief Jim McDonnell.

Chief McDonnell (Now the Sheriff of Los Angeles County) promoted her to Deputy Chief of the Support Bureau, where she managed the Jail Division, Communications and Training Division, the Port Police Division, and the Security Services Division, which included law enforcement support at the Long Beach Airport, Long Beach City College, the Long Beach Marinas, Park Rangers, as well as grant management.

Chief Farinella holds a Bachelor Degree in Communications from Chapman University, and a Master of Science Degree in Emergency Services Administration from the California State University of Long Beach. She is the graduate of the FBI National Academy Class #224, FBI National Executive Institute Class #37, and has attended the FBI Instructor Development and Firearms Courses, Supervisory Leadership Institute, POST Management Course.

As the Police Chief of Laguna Beach she is a member of the Orange County Drug Court Oversight Committee, a member at large for the California Police Officer's Association, and a member of the California Police Chief's Mental Health Working Group. Her goal as police chief is to address all public safety issues and concerns through community policing efforts in partnership with the community, police intelligently through data driven policing, and continually strive for department excellence with the best trained and equipped officers.

**11:00 a.m. – 12:30 p.m.**

**Business Meeting – MEMBER ATTENDANCE REQUIRED – Christine Ferguson**

Attendance at this meeting is required in order for your participation to be counted for membership purposes. As a reminder, you must attend two business meetings in a row to become a member and two out of three meetings per year to maintain membership.

**12:30 p.m.**

**Adjournment:**

Thank you for coming to our Winter Meeting!

**See you in Auburn, May 17-19, 2017!**

## About WRIPAC

WRIPAC is a non-profit human resources organization with over thirty small, medium, and large public agency members representing state and local governments, school districts, utility districts, and other public agencies in the Western States.

**MEETING COST** | WRIPAC Meetings (Thursday-Friday) are free to members and non-members alike. Individuals who wish to attend the Wednesday training that precedes the meeting will need to pay the associated Training fee. For detailed information go to [www.wripac.org](http://www.wripac.org):

Early Registration - \$175 members/\$225 non-members

Late Registration - \$200 members/\$250 non-members

**MEMBER BENEFITS** | As a member, your organization will have opportunities for training, professional development, and networking. You will have access to monographs, job postings, test material exchange, and more.

**JOIN WRIPAC** | Membership is open to any public agency in the Western United States. There is no fee to join WRIPAC. The membership process begins by attending one of the meetings held throughout the year. Your agency designates a representative to attend two consecutive meetings. Your agency submits a letter to WRIPAC identifying the designated representative and agreeing to the WRIPAC principles outlined in our bylaws. At the next meeting, your request is accepted and voted on by the current membership.

**MAINTAINING MEMBERSHIP** | Agency representatives are expected to be actively involved in a WRIPAC committee or in an administrative function. Following the initial two meetings, agency representatives are required to attend a minimum of two business meetings per fiscal year.