

## Communication from Public

**Name:** Jennifer Goodie  
**Date Submitted:** 10/31/2022 11:51 PM  
**Council File No:** 22-1146  
**Comments for Public Posting:** Please see attached for an email thread with the Department of Neighborhood empowerment demonstrating the lack of urgency with which they treated the CIS System outage. In order to properly serve NCs this operational failure needs to be addressed.



Jennifer Goodie <j.goodie@mincla.org>

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## Re: Community Impact Statements

1 message

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**Thomas Soong** <thomas.soong@lacity.org>

Wed, Aug 24, 2022 at 7:01 PM

To: Jennifer Goodie <j.goodie@mincla.org>

Cc: Raquel Beltran raquel.beltran@lacity.org, Daniel Johnson daniel.d.johnson@lacity.org, "Commission@Empowerla.org" <Commission@empowerla.org>

Hi Jennifer,

Thank you for your email. We will take it under advisement.

Thomas Soong  
Director of Policy and Government Relations

### Department of Neighborhood Empowerment

200 N. Spring Street, Suite 2005

Los Angeles, CA 90012

Office | 213 978 1551 Fax | 213 978 1751

Email | [EmpowerLA@lacity.org](mailto:EmpowerLA@lacity.org) Web | [www.EmpowerLA.org](http://www.EmpowerLA.org)



*Empower Yourself. Empower Your Community. Empower LA.*

On Tue, Aug 23, 2022 at 6:09 PM Jennifer Goodie <j.goodie@mincla.org> wrote:

Hi Tom,

To say that you are notifying NCs "appropriately" demonstrates the ongoing utter mismanagement by the Department of this issue and a complete lack of understanding of operational procedures. The appropriate time to notify NCs was on August 10th when the issue was pointed out. It is especially egregious that immediate notification was not sent out as it was pointed out that in many cases our CIS filings need to be submitted to the Commissions they are going to on a timely basis -- this is especially true for the Planning Commission. Do you think any NCs passed CISs to the Planning Commission over the last 2 weeks? (Please do not waste time and resources researching the answer to this rhetorical question).

My request from day one has been that NCs be notified about the issue. I have been very clear in the fact that this is not a me issue or a MINC issue, but rather a systematic issue and needs to be addressed as such. The issue should not be whether or not the CISes I'm filing are going through to their destinations, but rather if all CISes are, and NCs needed to be notified immediately that there is an issue and that it is being treated with the urgency it deserves. To do less is neglecting the Department's responsibility.

You asking me to file my CISes so that you can "can follow-up to see if the CISes went through" is you asking me to help you QA the fix. This is not the first time the Department has asked me to QA a fix to a technical issue and I find it to be dismissive and presumptive of my time. Your paid team should be able

to handle something like this without my input and just inform me of the issue being resolved -- Spectrum doesn't call to have me turn on my TV and check their work after every cable outage.

I will again point out that you need to check all of the addresses for all of the Commission and make sure they are correct. There's one fewer address to check since the defunct Board of Information Technology Commissioners was removed from the portal in response to the email I sent Sunday night. The problem is, if you want to solve this problem efficiently, you cannot just react to each mistake as it is pointed out, you need to proactively **check all of the Commissions**. It shouldn't take almost 2 weeks to check the validity of these email addresses, even with City bureaucracy impeding efforts. Honestly, that it was not fixed by the 8/15 BONC meeting is shocking to me, but what really upset me is that no notice had gone out by then and the absolute lack of seriousness with which the issue has been treated. You're not being asked to code and launch a new system, you're being asked to verify and fix ~50 email addresses. I'm confused why this is taking so long. Most people can send a test email requesting a reply and BCCing 50 addresses in a couple minutes. It would then take time to follow up on the bounces and non-responses, but it shouldn't take weeks. Jamie was able to check quite a few of the Commissions and get the correct email addresses in the course of a day - without City resources at her fingertips or insight into the admin view of the portal, which the Clerk's System Division says DONE has.

Regarding me making a public comment at BONC, a statement was made because it felt like escalation was needed in order to get a proper response. From all outward appearance this matter was not being treated as serious or with any urgency or efficiency. Token effort were made to appease me and my filing of CISE, but the global issue was being ignored. The last time I encountered a technical issue and reported it to the Department it took several months to fix a very minor issue and the fix only came after angry comments were made at multiple BONC meetings. Do you think I like being angry and making "inflammatory" comments at BONC meetings? I'd rather not do either, in fact, I'd rather not go to BONC meetings (no offense to the Commissioners, but I've got better things to do with 6-8 hours a month). Unfortunately, it is often the only way that matters get proper resolution, and I would not be angry if I was not passionate about the NC system working properly.

I'm at a loss as to why you are researching when you last checked the emails instead of just comprehensively and effectively fixing the issue. The immediate focus should be on fixing the system and communicating with the NCs, not engaging in research. The research should come after the resolution.

While it's great that the Department is looking into funding for a new system, that in no way addresses the operational issues in how the current one is being handled. Money is not needed for someone to verify the emails once a month or once a quarter. Money is not needed to effectively communicate issues out to the appropriate parties. What is needed is the Department shifting their focus to make sure their core responsibilities are being met. The bigger picture deficiencies need to be addressed and I'm not going to let that be obfuscated by deflections.

I'm confused as to how the Department's response to me would differ based on whether I'm contacting you as a board member or a stakeholder. That doesn't seem inclusive, engaging, or empowering and is just yet another deflection to try to shirk responsibility for the real issue.

With all due respect to Daniel (I like him very much), it doesn't seem efficient to have him (or any NEA) as a middleman in this conversation. If the Department wants to increase bureaucracy, add a layer of abstraction, and make the work that NCs do harder, then by all means, go right ahead, that's your call.

To be honest, your email reads to me like you are prioritizing yourself, the Department, and CYA over the NCs and that's very confusing to me.

This didn't have to be a big issue if it was handled properly. The response to the ENS outage is almost good, it shouldn't have taken 24 hours for a notification to NCs, but you guys are improving, so good work!

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
MID-CITY NEIGHBORHOOD COUNCIL



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[Instagram](#) | [Facebook](#) | [Twitter](#) | [Nextdoor](#) | [www.mincla.org](http://www.mincla.org)

On Mon, Aug 22, 2022 at 6 54 PM Thoma Soong [thoma\\_soong@lacity.org](mailto:thoma_soong@lacity.org) wrote  
Hi Jennifer,

Hope is well.

We will be issuing communications to the Board of Neighborhood Commissioners and neighborhood councils appropriately. I can also share that the Department included a request for support to the Chief Administrative Officer budget proposal to upgrade CIS platform.

When we were emailing regarding the outdated Ethics email, we addressed the issue and updated the email immediately. I made the request for you to re-submit your 3 CISs to the new Ethics Commission email and to re-submit to the other commissions so we can follow-up to see if the CISes went through. The Department's priority has been to ensure your NC's CIS's were made known to the Department to which they were filed so your advocacy position would be entered into the record.

I was left with the impression that we were on a collaborative path. However, I was taken by surprise by your comments at the August 15, 2022 BONC meeting as there was no mention that we were communicating on this issue. Instead, the Commission and public were left with the impression that the Department was non-responsive and asking you "to do our work". Our request for you to re-submit the CISes was never intended for us to neglect our responsibility but to address an immediate need.

This issue is important to the Department and we are diligently working on this matter. In fact, we have learned that email went to Department contact to confirm their email address approximately 1 year ago at the time we added the Redistricting Commission to the email list.

To continue to support the process, please clarify when you are emailing us if you are communicating as an individual or on behalf of your board. Knowing this will ensure we are responding appropriately. If you are speaking as an individual, then may wish to use another email without [mincla.org](http://mincla.org) as this gives the impression you are speaking on behalf of the Mid City board.

Since a portion of this does affect Mid City NC directly, please work with your Neighborhood Empowerment Advocate, Daniel Johnson as he provides direct neighborhood council support for the Mid City Neighborhood Council.

Thank you.

Thomas Soong  
Director of Policy and Government Relations

**Department of Neighborhood Empowerment**

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On Thu, Aug 18, 2022 at 2:41 PM Jennifer Goodie <[j.goodie@mincla.org](mailto:j.goodie@mincla.org)> wrote:  
Tom,

Still awaiting a response from DONE. I have not seen anything on this issue from you since Monday and if an email went out to NCs I am unaware of it. While no one expects five-nines uptime from the Department and there is obviously not a Service Level Agreement in place, I do not think it is unreasonable that a partial outage of this magnitude be treated with urgency and care. Do not be mistaken, this is not a "glitch" as it was characterized on Monday at BONC, this has evidently been going on for at least months, if not years, and constitutes a partial outage of service. The partial outage is not the bigger issue though, the lack of response is. For the Department to go silent on this matter is very disconcerting, messaging out during any kind of an outage is a critical part of the response and customer management -- communication is key in this type of situation.

What is even more disturbing is we are seeing the results of this partial outage interfere with NC business as we go about our work as Community leaders. We are being denied our ordained seat at the table as part of the City family due to commissions not receiving our CISes. Beyond that, our communities' voices are not being heard as City entities go about their work. The fact that this does not seem to matter to the Department is alarming since Jamie has verified at least 6 major commissions are not receiving our CISes via checking the emails that our submissions went to. One of the filings that I was to make this month has to do with equity in the response to missing women and girls of color, the Police Commission is working on their report on this topic right now, so as I said almost 2 weeks ago, our filings are time sensitive. Since it is fully evident that DONE does not have an interest in fixing this matter as expeditiously as needed, I will go outside of the system and just email my statement to the needed commissions -- unlike the Department, I will look up the appropriate email addresses. I will also reiterate that NCs were denied their right to talk at yesterday's Ethics Commission meeting because they did not have any official CISes, we were only given our time after Jamie utilized her contacts to request it and they had to do a special motion to allow us to speak.

I do not understand how the Department can have a Town Hall about the importance of CISes and use the filing metrics to gauge success, but not take steps to make sure that the system is actually working as expected and when an insufficiency is discovered treat it in the way this has transpired. The lack of responsibility is galling. From all outward appearances, fixing this is as simple as putting in the correct email addresses -- if it is something more complicated, I wouldn't know due to the lack of response from the Department.

Again, I am asking for this partial outage to be communicated out to NCs so we can act appropriately with our CIS filings and have a better understanding of when the outage will be corrected -- NC leaders need to be informed in order to do our work efficiently. The NCs are also going to need to know how long this has been an issue and for which Commissions so we can start the arduous task of resubmitting our filings as appropriate -- do not be mistaken, this is going to constitute hundreds of hours of volunteer labor. I am also asking for a root cause analysis that includes specific steps that will be taken to correct the Department's operational deficiencies (this request was sent in detail to BONC).

I am adding Raquel and the Commission to this thread as that seems to be the appropriate escalation path.

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
MID-CITY NEIGHBORHOOD COUNCIL



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On Wed, Aug 17, 2022 at 2:38 PM Jennifer Goodie <[j.goodie@mincla.org](mailto:j.goodie@mincla.org)> wrote:

Hello Tyler,

While I appreciate your apology, the failure here is not on the part of the Ethics team, you all have been more than helpful and the systematic deficiency would not have been discovered without your help. You hold no responsibility for remedying the situation or communicating status out to NCs or to Jamie and me.

I have resubmitted MINC's CIS on 22-0600 to the Ethics Commission. However, the fact that I have to do so, says to me that DONE has not done any verification on their own.

Thank you

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
MID-CITY NEIGHBORHOOD COUNCIL



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On Wed, Aug 17, 2022 at 2:26 PM Tyler Joseph <[tyler.joseph@lacity.org](mailto:tyler.joseph@lacity.org)> wrote:

Hi all,

Apologies for not getting back to you sooner. Jamie or Jennifer: would you mind resubmitting any one of your CISes through the portal? My understanding, at least as far as the Ethics Commission is concerned, is that the email address that Thomas swapped out should resolve the issue. Obviously there's a bigger question about how to identify the other departments with defunct emails, but if someone could submit a CIS to Ethics as a test I'll be able to confirm that it came through to us.

Thanks again!

On Wed, Aug 17, 2022 at 3:50 PM Jennifer Goodie <[j.goodie@mincla.org](mailto:j.goodie@mincla.org)> wrote:

Hi Tom,

Checking in on this as it has been a week and the issue seems to be as simple as verifying that the correct email addresses are entered into a portal and the Clerk has stated that DONE is the administrator of the portal and should have all needed access to remedy the issue. No information has been reported out to NCs and there have been no updates to Jamie and myself regarding a timeline for resolution. The Department states that Community Impact Statements are very important and that they constitute the biggest power that NCs have, but the urgency and care with which this matter has been treated would seem to belie that fact.

Today during the Ethics Commission meeting the Community Impact Statements from NCs item was skipped over and I can only surmise that was due to the fact that they have not been receiving submittals

via the official channel for a very long time. We were only given our voice due to Jamie contacting Tyler during the meeting and him responding quickly. MINC had 3 CISEs that were filed to Ethics that were on agenda items and all 3 were timely submittals via the portal specifically to the Commission. We are doing our part to make the voice of our community heard, the Department needs to do their part.

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
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[Instagram](#) | [Facebook](#) | [Twitter](#) | [Nextdoor](#) | [www.mincla.org](http://www.mincla.org)

On Mon, Aug 15, 2022 at 12:53 PM Thomas Soong <[thomas.soong@lacity.org](mailto:thomas.soong@lacity.org)> wrote:  
Thanks Jamie. I agree that is a good first step.

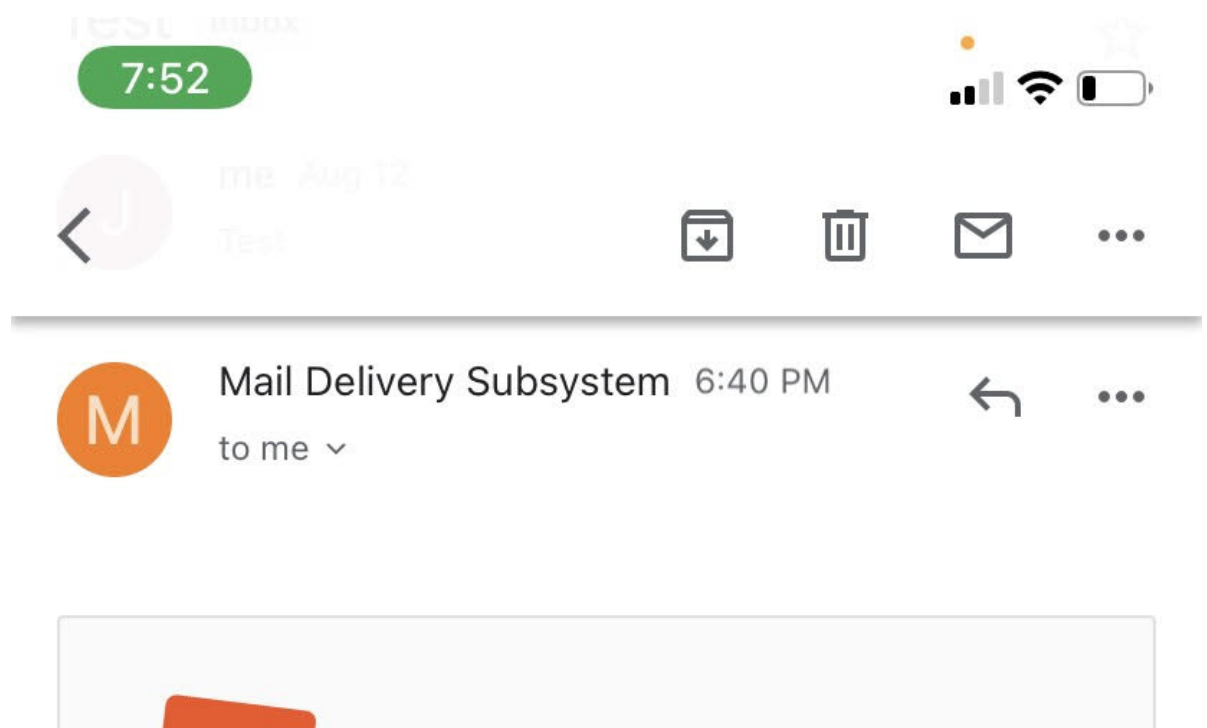
Thomas Soong  
Director of Awareness and Engagement

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On Sat, Aug 13, 2022 at 7:53 PM Jamie York <[jamiery@resedacouncil.org](mailto:jamiery@resedacouncil.org)> wrote:  
Perhaps you could start by sending a test email to each email account on file. I did one after this email chain and got an undeliverable message. Seems like a good place to start.





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The response was:

The recipient server did not accept our requests to connect. Learn more at <https://support.google.com/mail/answer/7720>  
[[ethics.lacity.org](https://ethics.lacity.org) [44.233.243.234](https://44.233.243.234): timed out]  
[[ethics.lacity.org](https://ethics.lacity.org) [52.43.7.41](https://52.43.7.41): timed out]





Reseda has sent to the ones Jennifer listed as well as the police commission, area planning commission for the valley, and parks and rec.

We have a meeting on Monday with a cis that if passed would have us sending something to animal services commission which is a new one for us. We also tend to send to multiple commissions if appropriate to the CIS we're considering.

On Fri, Aug 12, 2022 at 5:14 PM Thomas Soong <[thomas.soong@lacity.org](mailto:thomas.soong@lacity.org)> wrote:

Thank you Jennifer. We can review and make sure the emails are updated without your submissions but it will take a little time.

I wish we would get a prompt letting us know when an email is no longer valid. That would be the fastest way we would get notified.

I was prioritizing those Commissions that needed MINC's submission since you said they were time sensitive.

I know for a fact the City Council email works and the best way to check those are on the Council File Management System. The Board of Neighborhood Commissioners email works and the CISs are on our website.

Thomas Soong  
Director of Awareness and Engagement

**Department of Neighborhood Empowerment**

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On Fri, Aug 12, 2022 at 4:48 PM Jennifer Goodie <[j.goodie@mincla.org](mailto:j.goodie@mincla.org)> wrote:

Since June I have filed to the following:

Honorable Members of the Los Angeles City Council  
Honorable Members of the Board of Neighborhood Commissioners  
Honorable Members of the Commission on the Status of Women  
Honorable Members of the Board of Transportation Commissioners  
Honorable Members of the Board of Cannabis Regulation Commissioners  
Honorable Civil and Human Rights Commissioners  
Honorable Members of the City Ethics Commission

This was a total of 25-30 submissions since I have to do a separate submission for each destination.

This month's CISes will be going to:

Honorable Members of the Los Angeles City Council  
Honorable Members of the Board of Neighborhood Commissioners  
Honorable Members of the Commission on the Status of Women  
Honorable Civil and Human Rights Commissioners  
Honorable Recreation and Parks Commissioners  
Honorable Members of the City Ethics Commission  
Department of Neighborhood Empowerment (via email)  
Los Angeles City Controller (via email)

This will be a total of almost 20 submissions, and I do not have the few hours available right now to do it. We routinely submit to more than one board/commission.

Are you checking all boards and commissions or just ones I happen to be submitting to?

Has this problem been communicated out to NCs? I have not received anything.

As an FYI, I already forwarded all of my CISes to Ethics earlier this week when I was alerted of the problem. I have not done that for the other destinations since I do not know if they are broken or not. I'm pretty busy with work right now and do not have an extensive amount of time to help you debug. Is there any way the department can ascertain the email addresses in the system for each board and commission and reach out to them to verify it is the correct address without my intervention?

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
MID-CITY NEIGHBORHOOD COUNCIL



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On Fri, Aug 12, 2022 at 4:15 PM Thomas Soong <[thomas.soong@lacity.org](mailto:thomas.soong@lacity.org)> wrote:  
Thank you all.

As an update, the email for the Ethics Commission has been updated  
to [ethics.policy@lacity.org](mailto:ethics.policy@lacity.org).

Jennifer, can you re-submit the 3 CISs you sent to the Ethics commission via  
[ethics.policy@lacity.org](mailto:ethics.policy@lacity.org).

Tyler, once Jennifer sends the 3 CISs, can you confirm receipt so we know the CISs have  
been received by the Ethics Commission?

Jennifer, which Commissions you will be submitting the August 8th CISs to?

Please go ahead and submit it. If you let us know the Commissions, we can follow up to see if  
it was received.

The contact info for these commissions change and we'll work with the Commissions to have  
the most updated contact info.

Thank you.

Thomas Soong  
Director of Awareness and Engagement

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On Wed, Aug 10, 2022 at 1:02 PM Jennifer Goodie <[j.goodie@mincla.org](mailto:j.goodie@mincla.org)> wrote:  
For informational purposes, I believe I have submitted at least 3 CISes to Ethics this year.

Due to the way that the CIS portal is set up (i.e. a separate submittal for each commission rather than being able to select multiple destinations on a single submittal), I have to take extra time and effort for each destination that MINC submits their CISes to and we choose where our CISes go with great deliberation. This time sink is exacerbated by the fact that the submittal portal randomly has server errors, which require one to start over again on submittals when encountered. It is very upsetting to me to see one of the few powers that Neighborhood Councils have be subverted by something as simple as not having the proper email addresses in the system and the care and effort with which we wield that power disregarded in such a way. I thank the Ethics Commission and Jamie York for bringing this to my attention and would implore DONE and the Clerk's Office to approach this fix with the care and urgency that it deserves and would echo the sentiment that all CIS destinations need to be verified, not just the one that has been flagged.

I have several CISes that MINC voted to file on Monday night and each are going to multiple boards and commissions, not just City Council. I request that I be notified when the system is fixed so that I can make my submittals. As some of these are time sensitive I would ask that fixing this matter be prioritized. Also, I have to assume that we are not the only NC in this position, DONE should immediately notify all NCs of this issue and when fixed alert them to which commissions were not receiving their CISes so that we can address as appropriate.

Thank you

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
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On Wed, Aug 10, 2022 at 11:47 AM Thomas Soong <[thomas.soong@lacity.org](mailto:thomas.soong@lacity.org)> wrote:  
Thank you all.

We will work with the City Clerk office to address this matter.

Thomas Soong  
Director of Awareness and Engagement

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On Wed, Aug 10, 2022 at 10:50 AM Jamie York <[jamiery@resedacouncil.org](mailto:jamiery@resedacouncil.org)> wrote:

Looping Tom Soong as well since this is explicitly in his wheelhouse. I would further ask that the email addresses for all the other commissions be checked. I would ask that all CIS submitted to ethics by other ncs be checked for by DONE staff who theoretically should get those emails and forwarded to the dept. in addition, I would ask the same for any other commission email that turns out to be broken.

Jamie

On Wed, Aug 10, 2022 at 9:55 AM Tyler Joseph <[tyler.joseph@lacity.org](mailto:tyler.joseph@lacity.org)> wrote:

Good morning,

My name is Tyler Joseph and I'm writing from the Ethics Commission with a question about the way Community Impact Statements are forwarded to us.

Jamie York from the Reseda NC forwarded us a CIS submitted by Jennifer Goodie on behalf of the Mid-City NC. Both are copied here. The Ethics Commission never received that CIS, and I think this may be due to the email address on file with the Clerk's office.

In the email receipt from the Clerk.CIS account, it shows the CIS was forwarded to "[cec@ethics.lacity.org](mailto:cec@ethics.lacity.org)." I checked with our IT director and that account does not exist. Would it be possible to have that changed to [ethics.policy@lacity.org](mailto:ethics.policy@lacity.org)?

My guess is that this issue has only impacted those CIS submitted for matters without an active council file, but we want to make sure we're receiving everything. Please let me know if you have any questions or if there is a specific person we should speak to about this.

Thanks very much!

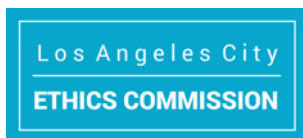
--



Tyler Joseph  
Director of Policy  
(213) 978-1969  
[ethics.lacity.org](mailto:ethics.lacity.org)

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Tyler Joseph  
Director of Policy  
(213) 978-1969  
[ethics.lacity.org](mailto:ethics.lacity.org)

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## Communication from Public

**Name:** Jennifer Goodie  
**Date Submitted:** 10/31/2022 11:52 PM  
**Council File No:** 22-1146  
**Comments for Public Posting:** Please see attached email thread with the City Clerk explaining that the onus of correcting the email addresses in the system fell upon DONE.



Jennifer Goodie <j.goodie@mincla.org>

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## Re: Community Impact Statements

1 message

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**Phenh Lam** <phenh.lam@lacity.org>

Mon, Aug 15, 2022 at 12:50 PM

To: Thomas Soong <Thomas.Soong@lacity.org>

Cc: Albert Lao <albert.lao@lacity.org>, Jennifer Goodie <j.goodie@mincla.org>

Hi Thomas,  
Can you please assist Jennifer with this.

Thanks  
Phenh Lam  
Division Manager - Systems Division  
Office of the City Clerk - City of Los Angeles  
[Phenh.lam@lacity.org](mailto:Phenh.lam@lacity.org)  
Office: 213-978-0348  
Mobile: 626-382-6912

On Mon, Aug 15, 2022, 12:46 PM Jennifer Goodie <j.goodie@mincla.org> wrote:

Several of the email addresses used appear to be wrong. A complete audit needs to be performed.

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
MID-CITY NEIGHBORHOOD COUNCIL



MOBILE: [REDACTED] | EMAIL: [j.goodie@mincla.org](mailto:j.goodie@mincla.org)  
[Instagram](#) | [Facebook](#) | [Twitter](#) | [Nextdoor](#) | [www.mincla.org](http://www.mincla.org)

On Mon, Aug 15, 2022 at 12:24 PM Phenh Lam <phenh.lam@lacity.org> wrote:

Hi Jennifer,

From the email chain, Thomas Soong updates the email to [ethics.policy@lacity.org](mailto:ethics.policy@lacity.org). Any CIS submitted after the update will be sent to [ethics.policy@lacity.org](mailto:ethics.policy@lacity.org). The Department of Neighborhood Empowerment is the administrator of the portal such as user access, the commission's information, etc... Please let me know if there is anything I can assist with.

Thanks  
**Phenh Lam**  
Division Manager - Systems Division  
Office of the City Clerk - City of Los Angeles  
[Phenh.lam@lacity.org](mailto:Phenh.lam@lacity.org)  
Office: 213-978-0348  
Mobile: 626-382-6912

On Mon, Aug 15, 2022 at 11:56 AM Jennifer Goodie <j.goodie@mincla.org> wrote:

Hello,

I wanted to inquire if this outage has been escalated to you as it appears that your team maintains the CIS filing tool for Neighborhood Councils.

Thank you

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
MID-CITY NEIGHBORHOOD COUNCIL



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----- Forwarded message -----

From: **Jamie York** <[jamiey@resedacouncil.org](mailto:jamiey@resedacouncil.org)>

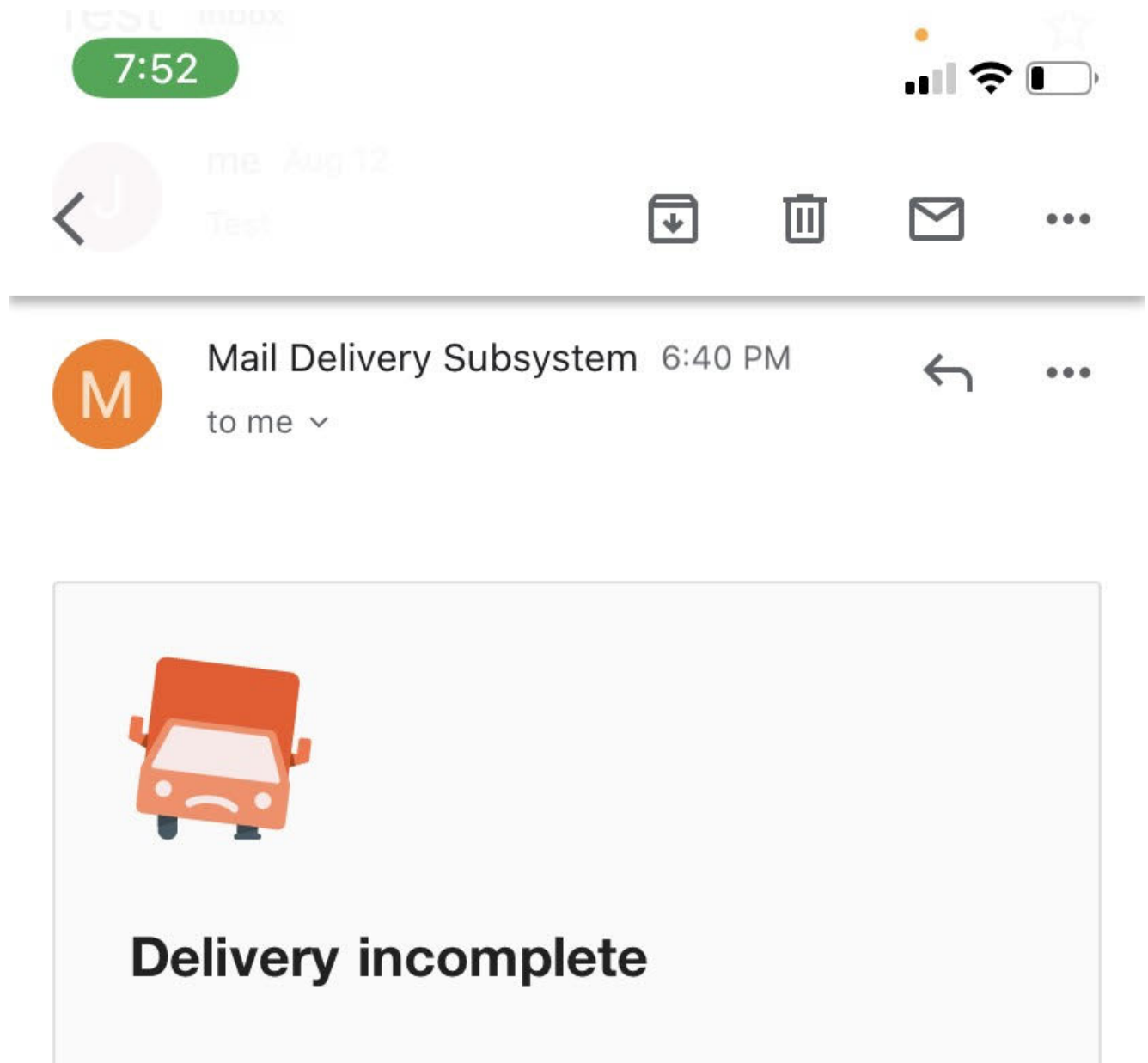
Date: Sat, Aug 13, 2022 at 7:53 PM

Subject: Re: Community Impact Statements

To: Thomas Soong <[thomas.soong@lacity.org](mailto:thomas.soong@lacity.org)>

Cc: Jennifer Goodie <[j.goodie@mincla.org](mailto:j.goodie@mincla.org)>, Kiyana Asemanfar <[kiyana.asemanfar@lacity.org](mailto:kiyana.asemanfar@lacity.org)>, Tyler Joseph <[tyler.joseph@lacity.org](mailto:tyler.joseph@lacity.org)>, clerk CIS <[Clerk.CIS@lacity.org](mailto:Clerk.CIS@lacity.org)>

Perhaps you could start by sending a test email to each email account on file. I did one after this email chain and got an undeliverable message. Seems like a good place to start.



There was a temporary problem delivering your message to **cec@ethics.lacity.org**.  
Gmail will retry for 46 more hours. You'll be notified if the delivery fails permanently.

[LEARN MORE](#)

The response was:

The recipient server did not accept our requests to connect. Learn more at

<https://support.google.com/mail/answer/7720>

[[ethics.lacity.org](https://support.google.com/mail/answer/7720) 44.233.243.234: timed out]

[[ethics.lacity.org](https://support.google.com/mail/answer/7720) 52.43.7.41: timed out]



On Fri, Aug 12, 2022 at 5:46 PM Jamie York <[jamiey@resedacouncil.org](mailto:jamiey@resedacouncil.org)> wrote:

Reseda has sent to the ones Jennifer listed as well as the police commission, area planning commission for the valley, and parks and rec.

We have a meeting on Monday with a cis that if passed would have us sending something to animal services commission which is a new one for us. We also tend to send to multiple commissions if appropriate to the CIS we're considering.



On Fri, Aug 12, 2022 at 5:14 PM Thomas Soong <[thomas.soong@lacity.org](mailto:thomas.soong@lacity.org)> wrote:

Thank you Jennifer. We can review and make sure the emails are updated without your submissions but it will take a little time.

I wish we would get a prompt letting us know when an email is no longer valid. That would be the fastest way we would get notified.

I was prioritizing those Commissions that needed MINC's submission since you said they were time sensitive.

I know for a fact the City Council email works and the best way to check those are on the Council File Management System. The Board of Neighborhood Commissioners email works and the CISs are on our website.

Thomas Soong  
Director of Awareness and Engagement

**Department of Neighborhood Empowerment**

200 N. Spring Street, Suite 2005

Los Angeles, CA 90012

Office | 213-978-1551 Fax | 213-978-1751

Email | [EmpowerLA@lacity.org](mailto:EmpowerLA@lacity.org) Web | [www.EmpowerLA.org](http://www.EmpowerLA.org)



***Empower Yourself. Empower Your Community. Empower LA.***

On Fri, Aug 12, 2022 at 4:48 PM Jennifer Goodie <[j.goodie@mincla.org](mailto:j.goodie@mincla.org)> wrote:

Since June I have filed to the following:

Honorable Members of the Los Angeles City Council  
Honorable Members of the Board of Neighborhood Commissioners  
Honorable Members of the Commission on the Status of Women  
Honorable Members of the Board of Transportation Commissioners  
Honorable Members of the Board of Cannabis Regulation Commissioners  
Honorable Civil and Human Rights Commissioners  
Honorable Members of the City Ethics Commission

This was a total of 25-30 submissions since I have to do a separate submission for each destination.

This month's CISes will be going to:

Honorable Members of the Los Angeles City Council  
Honorable Members of the Board of Neighborhood Commissioners  
Honorable Members of the Commission on the Status of Women  
Honorable Civil and Human Rights Commissioners  
Honorable Recreation and Parks Commissioners  
Honorable Members of the City Ethics Commission  
Department of Neighborhood Empowerment (via email)  
Los Angeles City Controller (via email)

This will be a total of almost 20 submissions, and I do not have the few hours available right now to do it. We routinely submit to more than one board/commission.

Are you checking all boards and commissions or just ones I happen to be submitting to?

Has this problem been communicated out to NCs? I have not received anything.

As an FYI, I already forwarded all of my CISes to Ethics earlier this week when I was alerted of the problem. I have not done that for the other destinations since I do not know if they are broken or not. I'm pretty busy with work right now and do not have an extensive amount of time to help you debug. Is there

any way the department can ascertain the email addresses in the system for each board and commission and reach out to them to verify it is the correct address without my intervention?

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
MID-CITY NEIGHBORHOOD COUNCIL



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[Instagram](#) | [Facebook](#) | [Twitter](#) | [Nextdoor](#) | [www.mincla.org](http://www.mincla.org)

On Fri, Aug 12, 2022 at 4:15 PM Thomas Soong <[thomas.soong@lacity.org](mailto:thomas.soong@lacity.org)> wrote:  
Thank you all.

As an update, the email for the Ethics Commission has been updated to [ethics.policy@lacity.org](mailto:ethics.policy@lacity.org).

Jennifer, can you re-submit the 3 CISs you sent to the Ethics commission via [ethics.policy@lacity.org](mailto:ethics.policy@lacity.org).

Tyler, once Jennifer sends the 3 CISs, can you confirm receipt so we know the CISs have been received by the Ethics Commission?

Jennifer, which Commissions you will be submitting the August 8th CISs to?

Please go ahead and submit it. If you let us know the Commissions, we can follow up to see if it was received.

The contact info for these commissions change and we'll work with the Commissions to have the most updated contact info.

Thank you.

Thomas Soong  
Director of Awareness and Engagement

**Department of Neighborhood Empowerment**  
[200 N. Spring Street, Suite 2005](#)  
[Los Angeles, CA 90012](#)  
[Office | 213-978-1551](#) Fax | [213-978-1751](#)  
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On Wed, Aug 10, 2022 at 1:02 PM Jennifer Goodie <[j.goodie@mincla.org](mailto:j.goodie@mincla.org)> wrote:  
For informational purposes, I believe I have submitted at least 3 CISes to Ethics this year.

Due to the way that the CIS portal is set up (i.e. a separate submittal for each commission rather than being able to select multiple destinations on a single submittal), I have to take extra time and effort for each destination that MINC submits their CISes to and we choose where our CISes go with great deliberation. This time sink is exacerbated by the fact that the submittal portal randomly has server errors, which require one to start over again on submittals when encountered. It is very upsetting to me to see one of the few powers that Neighborhood Councils have be subverted by something as simple as not having the proper email addresses in the system and the care and effort with which we

wield that power disregarded in such a way. I thank the Ethics Commission and Jamie York for bringing this to my attention and would implore DONE and the Clerk's Office to approach this fix with the care and urgency that it deserves and would echo the sentiment that all CIS destinations need to be verified, not just the one that has been flagged.

I have several CISEs that MINC voted to file on Monday night and each are going to multiple boards and commissions, not just City Council. I request that I be notified when the system is fixed so that I can make my submittals. As some of these are time sensitive I would ask that fixing this matter be prioritized. Also, I have to assume that we are not the only NC in this position, DONE should immediately notify all NCs of this issue and when fixed alert them to which commissions were not receiving their CISEs so that we can address as appropriate.

Thank you

--

Jennifer Goodie | Parliamentarian  
Region 10 Rep, Budget Co-Chair, South LA 1 Budget Advocate  
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[Instagram](#) | [Facebook](#) | [Twitter](#) | [Nextdoor](#) | [www.mincla.org](http://www.mincla.org)

On Wed, Aug 10, 2022 at 11:47 AM Thomas Soong <[thomas.soong@lacity.org](mailto:thomas.soong@lacity.org)> wrote:  
Thank you all.

We will work with the City Clerk office to address this matter.

Thomas Soong  
Director of Awareness and Engagement

**Department of Neighborhood Empowerment**  
[200 N. Spring Street, Suite 2005](#)  
[Los Angeles, CA 90012](#)  
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On Wed, Aug 10, 2022 at 10:50 AM Jamie York <[jamiey@resedacouncil.org](mailto:jamiey@resedacouncil.org)> wrote:

Looping Tom Soong as well since this is explicitly in his wheelhouse. I would further ask that the email addresses for all the other commissions be checked. I would ask that all CIS submitted to ethics by other ncs be checked for by DONE staff who theoretically should get those emails and forwarded to the dept. in addition, I would ask the same for any other commission email that turns out to be broken.

Jamie

On Wed, Aug 10, 2022 at 9:55 AM Tyler Joseph <[tyler.joseph@lacity.org](mailto:tyler.joseph@lacity.org)> wrote:  
Good morning,

My name is Tyler Joseph and I'm writing from the Ethics Commission with a question about the way Community Impact Statements are forwarded to us.

Jamie York from the Reseda NC forwarded us a CIS submitted by Jennifer Goodie on behalf of the Mid-City NC. Both are copied here. The Ethics Commission never received that CIS, and I think this may be due to the email address on file with the Clerk's office.

In the email receipt from the Clerk.CIS account, it shows the CIS was forwarded to "[cec@ethics.lacity.org](mailto:cec@ethics.lacity.org)." I checked with our IT director and that account does not exist. Would it be possible to have that changed to [ethics.policy@lacity.org](mailto:ethics.policy@lacity.org)?

My guess is that this issue has only impacted those CIS submitted for matters without an active council file, but we want to make sure we're receiving everything. Please let me know if you have any questions or if there is a specific person we should speak to about this.

Thanks very much!

--



Tyler Joseph  
Director of Policy  
(213) 978-1969  
[ethics.lacity.org](http://ethics.lacity.org)

*This email is not formal advice and does not provide the associated protections. This email may contain confidential information that is protected from disclosure under City law. If you are not the intended recipient, please notify the sender and delete the message, and please do not forward or duplicate the message.*