



KAREN BASS
MAYOR

March 21, 2023

Honorable Members of the City Council
c/o City Clerk
City Hall, Room 395

Honorable Members:

Subject to your confirmation, I have appointed Ms. Akiko Tagawa to the Commission on Disability for the term ending June 30, 2027. Ms. Tagawa will fill the vacancy created by David Wolf, whom I removed effective May 5, 2023 or at the time Mr. Wolf's successor is confirmed by the City Council.

I certify that in my opinion Ms. Tagawa is qualified for the work that will devolve upon her, and that I make the appointment solely in the interest of the City.

Sincerely,

A handwritten signature in black ink that reads "Karen Bass".

KAREN BASS
Mayor

KB:tga

Attachment

COMMISSION APPOINTMENT FORM

Name: Akiko Tagawa
Commission: Commission on Disability
End of Term: 6/30/2027

Appointee Information

1. **Race:** API
2. **Gender:** Female
3. **Council district and neighborhood of residence:** 13 - Central
4. **Are you a registered voter?** Yes
5. **Prior commission experience:**
6. **Highest level of education completed:** Masters, Public Health, University of California, Los Angeles
7. **Occupation/profession:** Chief Deputy, County of Los Angeles Department of Medical Examiner-Coroner, Los Angeles
8. **Experience(s) that qualifies person for appointment:** See attached resume/bio
9. **Purpose of this appointment:** Appointment
10. **Current composition of the commission (excluding appointee):**

Akiko Tagawa, MPH REHS

Success is about the difference you make in people's lives. (M. Obama)

CURRENT WORK EXPERIENCES

County of Los Angeles (LAC) Department of Medical Examiner-Coroner, Los Angeles, CA *Chief Deputy*

04 2021 - PRESENT

Reports directly to the Chief Medical Examiner-Coroner and has departmental responsibility for the overall operations of four bureaus and approximately 250 employees.

Recent Achievements include:

Led the process improvements for administrative functions including purchasing, facilities management, capital projects, human resources, safety, contracts, and grant management.

Stood up a temporary crypt during the height of the pandemic to increase decent storage capacity from 525 to 900; obtained emergency contract services for expanded transportation, security, and crematory services.

Developed a robust wellness program to mitigate staff exposure to critical incidents, psychologically disturbing death material, and primal family grief and trauma reactions. Program includes the development of a peer-based wellness steering committee, development of a crisis management protocols for mass casualty events, create just-in-time counseling protocols for staff in need, implement a wellness orientation with a psychologist for new hires and new supervisors, a bimonthly newsletter dedicated to wellness, design and implement the County's first pet dog at the workplace program outside of the Department of Animal Care and Control, and develop a grief guide.

Led supervisory and leadership coaching and training programs to improve performance management and disciplinary processes.

Improved communication processes with the Board Office and its constituents.

WHO I AM:

Effective change agent.

Creative thinker.

Strong problem solver under pressure.

Gandalf-like mentor.

Charismatic public speaker with over 250 speaking engagements.

AWARDS

2019 NACo Achievement Award
(Admin/Management Category)

"Administrative Pathfinders in Grants Management"

2017 Board Commendation Scroll for the County Exide Team

2009 LAC S.T.A.R.S.! Award for Service Excellence & Organizational Effectiveness, "Invoice Processing Reloaded to the 21st Century"

2009 LAC Productivity & Quality Awards for "Transforming the Supply Requisition Process"

2006 LAC Public Health Director's Public Health Excellence Award

EDUCATION

University of California, Los Angeles
Masters in Public Health
Health Education / Health Promotion

Cal State University, Northridge
Bachelor of Science in Environmental & Occupational Health

Complete list of certifications can be provided upon request.

LAC Department of Public Health, Commerce, CA
Acting Deputy Director, Operations Support Bureau

09 2020 – 04 2021

Reported directly to the DPH Chief Deputy Director and has responsibility for overall operation support of four bureaus and over 5,000 full-time and temporary workforce members. Oversee the administration, planning, implementation and coordination of Administrative Services (including Materials Management, Facilities Management of over 100 DPH work sites), Grant Fund Development, Compliance (including Audits, Contract Monitoring, HIPAA Compliance, and Risk Management), Contracts & Grants, Finance, Human Resources, Information Systems, Organizational Development and Training, Vital Records, and Logistics response during Public Health emergencies. Achievements include:

- Led the Incident Command for the DPH COVID19 Response as Logistics Section Chief; e.g., Translation of over 8,500 documents into 12 threshold languages with a 24-hour turnaround; Recruitment, onboarding, and training of over 3,000 contact tracers within 6 weeks with zero budget; Execution of over 120 contracts and amendments within 4 months; \$20 million procurement of personal protective equipment; Spend-down of almost \$200 million in CARES Act Funds within 6 months; created a \$1 million gift card incentives program in 2 weeks from program and staff development, purchase, to implementation; and the development of the Unified Command Structure with OEM and Fire for the Large Scale Vaccine Administration Project.
- Supported the Chief Finance Officer in developing a program-based budget for over 50 programs to manage the Department's \$1.581 billion budget (including \$200M in NCC), oversight of the curtailment exercise, and oversight of the CARES Act Fund spend-down.
- Led the Contracts & Grants Division Process Improvement project; i.e., Implemented e-signatures for contracts and MOUs where possible;
- Established a capital projects and deferred maintenance management process to prioritize acquisitions, rebuilds, refurbishments, and installations; and through work with CEO Capital Projects, and the automated work order solicitation utilizing eCAPS; develop workflows of each process for contracts, MOUs, Board Letters, and Work Order Solicitation, and eliminate steps based on a Lean Six Sigma model.
- Applied for and successfully awarded \$2.25 million in subrecipient grant funding from Cal OES to purchase and install emergency generators at the public health centers; the first non-fire/police recipient.
- Designed and implemented process improvement projects within the Contracts and Grants Division to automate the board letter, contracts, and work order solicitation documents. (Design to pilot project implementation was 2 months).
- Oversaw the four-month facilities reconstitution project of managing \$2 million to prepare the 50 Public Health work sites for reopening.
- Supported the temporary closure and development of the reopening plan for the Antelope Valley Rehabilitation Center, a 100-bed long-term care facility.
- Oversaw the renovation planning of the Pomona Wellness Center.

California State University, Los Angeles — *Part-time Faculty*

2005 - PRESENT

Teaches upper division Public Health Science courses in General Principles of Environmental Health, Environmental Injustice, and Health Science for School Teachers. Taught over 46 classes and almost 2,000 students to date. Past teaching positions held at CSU Pomona and Pasadena City College, and TA position with UCLA's MPH program.

Quality FACTS, LLC, Beverly Hills, CA — *Principal Consultant*

2005 – 2020

- Administer and operate a consulting business dealing with food related issues including: safety, import/export, business operations, and freight forwarding/logistics.
- Consulted 150+ food businesses, industry organizations, law firms, and local health departments on operational and quality control topics related to food safety; resolved problems relating to food importation and related logistic/freight forwarding issues.
- Consulted for and offer solutions to local and federal Japanese government agencies, and the Japan trade organizations, on US Public Health and Food Safety related hurdles; assisted in the development of trans fat documents and H1N1 documents in Japanese, and provide guidance on the development of standards for sushi products made outside of Japan (i.e., Sushi Police).

PAST COUNTY WORK EXPERIENCES

WE SEND (Non-Profit Organization), Los Angeles, CA – *Founder/Chair*

2011 - 2015

Developed a non-profit organization that supports domestic and international small charitable organizations who effectively serve a population that is in need (usually through natural disasters) by sending financial and human resources. Eliminated with the completion of GoFundme.

LAC Department of Public Health, Commerce, CA
Administrative Services Division Manager

2016 - PRESENT

Manages almost 100 employees and the overall administration and operation of over \$40M in purchases through Materials Management, \$20M in Facilities Management, and the coordination of over 100 grants totaling almost \$0.5B in Grant Fund Development. The designated departmental Logistics Section Chief under the Incident Command Structure for public health emergency response; e.g., Measles Outbreak (2019), Woolsey Fire (2018), Hepatitis A (2018), and Exide (2017).

Examples of accomplishments include:

- Resolution of a 1,200 requisition backlog in 9 months.
- Resolution of a facilities service request backlog in 12 months.
- Increased grant funding from \$594M to \$1.251B in 5 years.
- Instituted a wireless billing system for mobile devices.

- Established an online fleet management system.

Probation Department, Administrative Services Division Manager
Management Services Bureau (2015-2016)

Overall administrative and operational oversight of 350 staff with a budget of over \$250M. Primary responsibilities included materials management, capital projects and space planning, food service, fleet management, facilities management of over 70 facilities, including 15 juvenile facilities. Accomplishments include:

- Resolved over 23 disciplinary cases in 9 months.
- Established a capital projects and deferred maintenance management process to prioritize acquisitions, rebuilds, refurbishments, and installations; and through work with CEO Capital Projects, and the Commission, obtained \$9.6M in funding; resulted in the compliance of all 15 juvenile facilities in compliance with regulatory agencies.
- Responded to the mudslide of Camps Munz/Mendenhall; worked with DPW to rescue trapped juveniles and clear the facility. Final assessments resulted in the permanent closure of the facility.
- Instituted a wireless billing system for all 1,800 mobile devices; resulted in the elimination of a cumbersome paper-based billing system, a 3-week reduction in invoice processing time, improved accountability by supervisors to monitor phone usages, and a cost savings of \$19,200 per year by reducing deactivation time.
- Established a vehicle management program for a 600 vehicle inventory, including a vehicle replacement program, a valet service program, a car wash program, and an accident response program. Obtained funding through the CEO for replacing approximately 40 vehicles for the fiscal year; 37 vehicles were over 15 years old, with 12 vehicles with over 150K miles.
- Established standardized food safety and food service processes at all of the juvenile facilities; including improved compliance with regulatory agencies, including nutritional equity for the transgender clients.
- Established a standardized asbestos management protocol at all of the juvenile facilities.

Department of Public Health, Sr. Staff Analyst
Public Health Administration (2008-2015)

Chief of Staff to the Administrative Deputy and supported Finance, Contracts & Grants, Facilities Management, Materials Management, Risk Management, and Human Resources. Accomplishments include:

- Established the Grant Fund Development Unit and developed a standardized grant application and management tool.
- Created the Department's Logistics Unit for public health emergency response.
- Developed a three-year spend-down plan of the \$20M Environmental Health Trust Fund (2010).
- Oversaw the Risk Management Unit; created the ergonomic evaluation program and a Department Safety Advocate program.
- Created an online requisition system with Finance, Purchasing, and IT that included an internet file server with web interface.

Department of Public Health, Staff Analyst
Substance Abuse Prevention & Control (2007-2008)

Planning Unit Manager. Supported special projects for the Acting Director of the Program. Special Projects included:

- Developed and implemented the country's first local agency process improvement pilot project in coordination

with UCLA, Addiction Technology Transfer Center, and the National Network for Integrating Addiction Treatment that resulted in the integration of continuous improvement processes into addiction treatment at 12 contracted treatment facilities.

- Managed the Antelope Valley Rehabilitation Center (AVRC) Transformation Project; guided organizational and workforce development of staff, oversaw facilities improvements, and implemented the co-occurring disorder treatment pilot program in collaboration with the Dept. of Mental Health (DMH).
- Analyzed and made recommendations to land use laws and Fair Housing Act requirements related to sober living environments.
- Coordinated grant applications in conjunction with the Board's Countywide Criminal Justice Coordination Committee to apply for the SAMHSA \$300K drug court expansion grant, and worked with DMH, AVRC, and the Tobacco Control Program for the \$2.6M Tobacco Cessation Project to convert rehabilitation facilities into smoke-free programs.

Department of Public Health, Staff Analyst

Organizational Development & Training (2004-2007)

Public Health Training Unit Manager. Managed the development and implementation of training for all 3,600 departmental employees through staff and consultants. Accomplishments include:

- Created the two-day DPH New-Hire Orientation Curriculum.
- Developed the ROI evaluation tool for emerging leaders' workshops.
- Assured employee compliance with mandatory county- and department-wide training and continuing education units.
- Offered distance learning course offerings.
- Administratively supported the separation of the Public Health Department from the Department of Health Services.
- Obtained the department's first Quality & Productivity Commission - Productivity & Investment Fund (PIF) grant; a \$60,000 grant to offer a train-the-trainer module integrating customer-service training with regular staff meetings, called "Service Excellence Initiative: Leaders Learning and Leading Others Toward Quality Customer Service".

Department of Public Health, Environmental Health Specialist III, IV

Environmental Health (1998-2004)

Managed teams to lead special projects for the Program Planning and Evaluation Unit (2004), the Consultation and Technical Services Unit (2000-2004), and the Staff Development Unit (1998-2000). Accomplishments include:

- Conducted legislative analyses and created legal opinions for the Division Head; including the raw shellfish legislation; Korean rice cake legislation.
- Supported the creation of the Japanese Restaurant Association and the Korean Rice Cake Association.
- Provided consultative services to the environmental agencies of China, Japan, Turkey, and Russia.
- Helped develop the Consultation and Technical Services Unit – a public relations and community outreach program.
- Created a robust 3-month curriculum for new-hires; developed new modules in HACCP, Seafood Safety, Workplace Safety, Housing inspections, and Ethnic Foods.

- Responded to newspaper, radio, and television interviews; highlights include responses to the grading system, safe eating during Thanksgiving, ride-along inspections with news crews.
- Reviewed outreach documents and managed the translations; created a bilingual inventory of all EH employees and created a 100+ language capacity.
- Oversaw the National Food Safety Education Month Campaign (1999-2004) and developed cultural sensitivity guidelines.
- Coordinated with federal/state/local agencies to develop training for the 600 internal and external partners.

UCLA MPH PROGRAM GRADUATION THESIS

Department of Public Health, Environmental Health Specialist I, II *Environmental Health (1995-1998)*

Inspected restaurants, markets, schools, mobile home parks, recreational facilities, swimming pools, public assembly areas, and family dwellings.

HIGHLIGHTS OF HEALTH PROTECTION BUREAU-RELATED LICENSES AND CERTIFICATIONS

- CA Dept of Public Health - Registered Environmental Health Specialist (#6442) (8/25/95);
- FEMA All-Hazards Logistics Section Chief Certification (2014);
- Seafood HACCP Certification (6092-102798-11378) & Train-the-Trainer (1998, 2001, AFDO);
- Operations of Wastewater Treatment Plants Certification (1999, CSU Sacramento);
- CA Dept of Public Health - Certified Technician qualified in Terrestrial Invertebrate Vector Control (05/1996); Mosquito Control (05/1996); Vertebrate Vector Control (05/1995)
- 5-Course Program in Hazardous Waste Management (1994, CSU Northridge)
- 40-hour Hazardous Waste Operations & Emergency Response (HAZWOPER) Training (1993); and
- Railroad Accident Prevention and Immediate Deployment Training (1993);
- California Emergency Management Agency (EMA) – Emergency Management Course (#G606)(2013);
- California EMA: 40-hour Emergency Management Course (Earthquake)(2013);
- Dept. of Homeland Security New WMD Incident Management Training (MGT-100)(2010);
- Dept of Homeland Security 3-Day Incident Management Training (ICS300)(2010);
- Dept of Homeland Security 2-Day Advanced Incident Management Training (2010);
- FEMA National Response Plan Training (IS800.A)(2006)
- FEMA National Incident Management System Courses (2006)

HIGHLIGHTS OF ABSTRACTS

- Abstract Presenter, Improving Alcohol, Tobacco and Other Drug services in Los Angeles County (#173811), American Public Health Association (APHA) (2008);
- Abstract Presenter, Learning Collaboratives: Developing a local learning collaborative, improving client engagement and retention, and going International, NIATx/SAAS (2008);
- Abstract Presenter, Government Readiness for Process Improvement, CA State ADP Conference (2008);
- Network for the Improvement of Addiction Treatment acceptance of calls for papers, “Organizational Needs to Support Process Improvement” (2008);
- National Association of County & City Health Officials Acceptance of Paper, (2008);

- APHA acceptance of calls for papers, “Leadership Forums in Public Health” (2007);
- APHA acceptance of calls for papers, Organizational and workforce development of the Los Angeles County Leadership Institute and Emerging Leaders programs (2006).

HIGHLIGHTS OF PROFESSIONAL AFFILIATIONS

- CEHA, California Environmental Health Assn, Continuing Education Committee Member (2009 (inception) to current)
- CEHA, Awards Committee Member (2005 to current)
- ASQ, American Society for Quality- Food, Drug & Cosmetics Division, Tri-Division Conference Co-Chair (2008), Awards Committee Chair (2003-2015), Chair (2006-07), Treasurer (2003-04);
- Los Angeles County Asian Employee Association, In-Coming Corresponding Secretary (2008-2009);
- CEHA, So. Chapter, President (2003-2004);
- WAFDO, Western Amer Food & Drug Organization, Educational Conference sub-chair (2000-2004);
- FSAC, Los Angeles County Food Sanitation Advisory Council, Associate Coordinator (2000-2004); and
- FTAC, So. California Food Technical Advisory Council, Recording Secretary (2000- 2002).



KAREN BASS
MAYOR

March 21, 2023

Dear Ms. Tagawa:

I am pleased to inform you that I hereby appoint you to the Commission on Disability for the term ending June 30, 2027. In order to complete the process as quickly as possible, there are several steps that must be taken, many of which require visiting City Hall. If you require parking during these procedures, please contact my Commissions team by email at myr-commissions@lacity.org, to make arrangements for you.

To begin the appointment process, please review, sign, and return the enclosed Remuneration Form and Undated Separation Letters **within one week** of receiving this letter. These documents are necessary to ensuring the most efficient, open, and accountable City government possible. Further, Mayor's Office policy requires all potential commissioners to be fingerprinted as part of the background check. The Commissions Team will assist in connecting you with the Personnel Background Unit so that you may schedule an appointment to have this done. You must schedule the appointment **within one week** of receiving this letter.

Should this apply to your Commission, you will be receiving a packet from the City Ethics Commission containing information about the City's conflict of interest laws, and a copy of the State Form 700/Statement of Economic Interests. You are required to complete and return this form **within 21 days** of your nomination to the City Ethics Commission at 200 North Spring Street, City Hall, 24th Floor, Los Angeles, California 90012. Any inquiries regarding this form should be directed to Nicole Enriquez at the Ethics Commission by email at nicole.enriquez@lacity.org.

Ms. Akiko Tagawa
March 21, 2023
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As part of the City Council confirmation process, meetings will be offered to Hugo Soto-Martinez, your Councilmember, and Councilmember Hugo Soto-Martinez, the Chair of the Civil Rights, Equity, Immigration, Aging, and Disability Committee, to answer any questions they may have. You will be hearing from a City Council committee clerk who will let you know when your appointment will be considered by the Civil Rights, Equity, Immigration, Aging, and Disability Committee. Sometime thereafter, you will be notified by the committee clerk when your appointment will be presented to the full City Council for confirmation. Once you are confirmed, you will be required to take the oath of office in the City Clerk's Office in Room 395 of City Hall.

Commissioners must be residents of the City of Los Angeles. If you move at any point during your term, have any changes in your telephone numbers, or in the future plan to resign (resignation must be put in writing), please contact my office immediately.

Congratulations and thank you for agreeing to serve the people of Los Angeles.

Sincerely,

A handwritten signature in black ink that reads "Karen Bass". The signature is fluid and cursive, with the first name "Karen" and the last name "Bass" clearly distinguishable.

KAREN BASS
Mayor

KB:tga

Attachment I
Ms. Akiko Tagawa
March 21, 2023

Nominee Check List

I. Within 7 days:

_____ Schedule an appointment to get fingerprinted to complete a background check. The Commissions team will assist in connecting you with the Personnel Background Unit.

_____ Email the completed forms, found on the last three pages of this letter, to: myr-commissions@lacity.org OR mail them to: Commissions Team, Office of the Mayor, City Hall – Room 303, 200 N. Spring Street, Los Angeles, CA 90012.

- Remuneration Form
- Undated Separation Letters

II. Within 21 days:

_____ File the following forms with the City Ethics Commission. *If you are required to file, you will receive these forms via email from that office.*

- **Statement of Economic Interest (“Form 700”)**
IMPORTANT: The City Council will not consider your nomination until your completed form is reviewed by the Ethics Commission.
- **CEC Form 60**

III. The Mayor’s Office will notify the below Councilmembers of your nomination, so that they may reach out to schedule a meeting with you should they wish.

_____ Your City Councilmember Hugo Soto-Martinez

_____ Councilmember Hugo Soto-Martinez, Chair of the Council Committee considering your nomination