



## Jackie Goldberg Keynote Speaker

Jackie Goldberg has had a long and distinguished career as a public advocate. She began her professional life as a classroom teacher at Centennial and then Dominguez High School in Compton, and worked as a teacher, specializing in reading, for more than 18 years. She was also an active member of the Compton Federation of Teachers and was a founding member of Coalition of Labor Union Women.

Armed with first-hand understanding of the problems and challenges of the Los Angeles public school system, Goldberg ran for and won a seat on the Los Angeles Unified School Board in 1983. Goldberg was elected in an upset victory over the incumbent and served two terms. During her second term, Goldberg served as President of the Board from 1989 through 1991.

In 1993, Goldberg won a seat on the Los Angeles City Council 13th District. She was re-elected without opposition in 1997. Goldberg's Council legacy includes authorship of the "Living Wage" ordinance which guarantees a living wage and benefits to all employees

working directly or indirectly for the City of Los Angeles, Domestic Partner benefits for City employees, and inspection of commercially owned apartments to guarantee that landlords meet basic health and safety livability requirements for tenants.

Goldberg was elected overwhelmingly to her first term in the California State Assembly on November 7, 2000 and served for six years where she was the author of legislation that gave LGBT couples almost all the rights and responsibilities of marriage. She was also a principal author of the two State Education Bond Issues that helped LAUSD build new schools to relieve half-day sessions, and multi-track year-round schools.

After serving in the State Assembly, Jackie began working with Middle School teachers in Compton Unified School District, on a federal grant, in conjunction with UCLA. The five-year grant helped ensure that all middle school teachers in Compton had California teaching credentials, and had the skills to help both African American and Latina/o students narrow the current achievement gap. Then she spent three additional years at UCLA's Graduate School of Education and Information Studies preparing graduate students to teach middle and high school in schools in under-served communities.

After serving more than two years as an LAWA Airport Commissioner, Jackie is now in the second year of a contract with Mayor Eric Garcetti's office, where she chairs a Workgroup that has led to changes in Civil Service rules to permit several entry level positions to be filled with applicants in the Targeted Local Hiring Program. Targeted for hire are: Veterans; disabled workers; those formerly incarcerated (including people still on parole or probation); homeless and formerly homeless individuals; persons living in Los Angeles zip codes that have high poverty and unemployment rates; older workers, and transgender individuals. So far, 85 people from the targeted group have been hired since February, 2017.

Goldberg resides in Echo Park with her life-partner and wife, poet/writer Sharon Stricker, who is also a teacher and the former Executive Director of LACER, a non-profit organization which runs arts and literacy based after school programs in middle and high schools in LAUSD. Their son, Brian, and their grandchildren also live in Los Angeles. Goldberg holds her Bachelor of Arts degree from University of California, Berkeley, and a Masters in the Art of Teaching (History) from the University of Chicago and also holds several different California teaching credentials.

## BREAKOUT SESSIONS

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### Interviewing In Selection



#### **Melinda Blackman, Ph.D.**

Distinguished Professor of Psychology, California State University Fullerton  
Ph.D. University of California, Riverside  
B.A. Stanford University

Dr. Blackman will present her ongoing research on various employment interview formats and their ability to predict the job candidate's personality characteristics and person-job fit. She will also discuss her research on detecting potential counterproductive behavioral patterns in job candidates. Biases in the interview process and the effects on interviewer ratings (e.g. stigmas, candidate weight, non-native accents, self-fulfilling prophecies) will be touched upon.

Dr. Melinda Blackman is a Distinguished Professor of Psychology at California State University, Fullerton. She has taught Industrial/Organizational Psychology at CSUF since 1998. Dr. Blackman's research focuses on employment interviews and the extent to which they accurately predict the job candidate's personality characteristics and person-job fit. In 2013, Dr. Blackman was awarded the Outstanding Teaching Award for the Western United States by the Western Psychological Association.

### Legal Implications of Employment Testing

#### **Jonathan Judge**

Partner, AALRR

Juris Doctor, University of Southern California Law Center

B.A. University of Utah

Jonathan Judge is a partner in the Cerritos office of Atkinson, Andelson, Loya, Ruud & Romo. He advises employers in labor and employment law and various employment litigation matters, including drug testing, mass layoffs, disparate impact analysis, WARN Act, trade secrets, privacy, technology in the workplace, piece rate compensation, municipal and state sick leave, local, state and federal minimum wage law, and the Patient Protection and Affordable Care Act.



## BREAKOUT SESSIONS

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### Business Process Improvement (aka doing stuff better)



#### **Kandice Taylor-Sherwood**

Executive Director of Civil Service, City of Long Beach

Master's Degree, Industrial Psychology

Bachelor's Degree, Psychology

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. Well 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.

She has been working in the field of Human Resources and Education for over thirteen years. She currently is the Executive Director of Civil Service for the City of Long Beach, where she has implemented several organizational development and/or process improvement measures to improve/track/measure service delivery. Before working for the City of Long Beach she served as the Deputy Director of Human Resources and the Employment/Recruitment and Organizational Development/Training manager for the City of Anaheim. Kandice has also worked for Los Angeles Unified School District as the Principal Human Resources Specialist, managing a team of training and development specialists. Kandice values learning and education and has taught as a part-time instructor for California State University, Long Beach. She also owns her own consulting business, Sherwood Consulting, and has provided training services, organizational development interventions, and key note speeches in both the public and private sector. Kandice is certified as a trainer with several training organizations such as Achieve Global, Leadership Strategies, Franklin Covey, ASTD, etc. She is certified to train topics such as Project Management, FOCUS: Time Management, The Seven Habits of Highly Effective People/ Managers, the Four Disciplines, Leadership, and others. Kandice is certified in process facilitation, INSIDE OUT Coaching, the DiSC personality inventory, and Myers Briggs, which allows her to perform one of her passions, which is helping teams to work and play well together so that they can achieve meaningful results.

## BREAKOUT SESSIONS

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### To swap or not to swap: Strategies to enhance multi-interview panel rating consistency



#### Dr. Frank Olmos

Senior Human Resources Analyst, Los Angeles County Office of Education (LACOE)  
Ed.D. University of California, Irvine  
M.S. California State University, Los Angeles  
B.A. University of California, Los Angeles

The utilization of multiple interview panels for large interview exam administrations is implemented frequently among public organizations. HR professionals have implemented a number of strategies to ensure that such interview panels are evaluating job candidates consistently and reliably; however, their effectiveness remains unclear. This presentation will highlight the advantages and disadvantages of a number of strategies used to enhance multi-panel rating consistency, and specifically reveal primary data and analysis illustrating if swapping panel raters half-way in the schedule improves rating consistency.

Dr. Frank Olmos is currently a Senior Human Resources Analyst at Los Angeles County Office of Education (LACOE) and an adjunct professor of statistics at California State University, Los Angeles. He earned a bachelor's degree in political science with minors in education and public policy, at the University of California, Los Angeles. He received his master's degree in public administration at California State University, Los Angeles and subsequently received his doctorate in educational administration and leadership from California State University, Los Angeles, and the University of California, Irvine, joint doctorate program. Dr. Olmos is passionate about making advancements in the fields of education and psychometrics.

### Online Employment Testing, Unproctored vs. Proctored



With the evolution of technology, organizations are challenged with implementing efficient ways to assess a large number of job candidates. Many organizations have implemented online tests in response. However, due to the unproctored nature of online selection tests, concerns such as cheating undermines the validity of the exam.

Join us as we discuss online proctored vs. unproctored employment testing, it's pros and cons, and best practices from various agencies.

## BREAKOUT SESSIONS

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### Utilizing One-Way Online Video Interviews

**Jinna Choi**, Human Resources Analyst, County of Los Angeles  
Master's Degree, Public Administration  
Senior Certified Professional, IPMA-SCP

**Alicia Acosta**, Human Resources Analyst, County of Los Angeles  
Master's Degree, Applied Psychology

One of the primary goals of the County of Los Angeles – Department of Human Resources is to automate all things HR – to strive for enhanced delivery of services and increase the overall effectiveness and efficiency of operations. Most recently the Countywide Talent Assessment Division (CTAD) within DHR was awarded a grant to conduct a pilot test utilizing one-way online video interviews. Similar to many organizations, CTAD often administers structured in-person interviews. Although they are useful selection instruments, they often require a great deal of resources and time to complete. Therefore, this pilot aimed to assess if technology can be leveraged to reduce cycle time, and the effort needed to handle obstacles (i.e. scrambling for raters). With the ability to conduct and review interviews online, there is greater flexibility for both the candidates and raters. This presentation will summarize our pilot study, including lessons learned and future applications.

