

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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BRYCE YOKOMIZO
Director

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Chief Deputy

January 31, 2006

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: **BOARD OF SUPERVISORS MOTION: PROGRESS REPORT ON
COMMUNITY ADVOCACY GROUPS AND EMPLOYEE UNIONS
SUGGESTIONS FOR LEADER
(BOARD ORDER #17 – OCTOBER 25, 2005)**



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This is to provide you with the first quarterly progress report on our work with community advocacy groups and employee unions to collect and evaluate their suggestions for enhancements and modifications to the DPSS eligibility determination computer system, LEADER.

My staff began regular meetings in December 2005 with community advocacy groups (ACORN, Asian Pacific American Legal Center, Los Angeles Coalition to End Hunger, Los Angeles Legal Aid Foundation, and Neighborhood Legal Services) and SEIU Local 660. These meetings include a full complement of DPSS staff from my systems, program, and line divisions, as well as personnel from Fox Systems, Inc. with whom you approved an agreement on October 25, 2005 to work with DPSS on the LEADER RFP.

To date, we have held three meetings - one in the month of December and two in the month of January. At each of these meetings, my systems division staff provided LEADER training overviews so that the community advocacy groups and SEIU Local 660 representatives would have a general knowledge of how the system operates and a context in which to address issues and make suggestions. Additionally, each meeting included an open discussion where the members raised questions and concerns, some of which were responded to in the meeting, others needed additional research and will be answered in a future meeting.

Some of the major issues raised to date are:

- Training – The issue raised was that there is not enough hands-on training and what training there is does not include policy and procedures.

While this was true for initial LEADER implementation, the current training modules do incorporate policy and procedures. To test the effectiveness of this new training module, six SEIU representatives attended two days of the Food Stamp Sustained Comprehensive LEADER Reinforcement training in January. They reported that overall the trainer and content were excellent. The issues identified were that the training should be more interactive and address more 'real life' situations. We are addressing these issues. Additionally, we are developing a plan to add special training units in each District to provide extended hands-on training for all workers.

- LEADER Notices of Action (NOA) – The issue raised was that LEADER produces multiple and erroneous notices. While multiple NOA issues have been identified in the past and my staff has corrected the cause, DPSS is looking at this issue closely and has created a NOA Task Force. Their findings will be reported back to the group at a later date.
- LEADER Notices of Action in threshold languages – The issue raised was that LEADER only printed notices in English and Spanish. New functionality is being developed to give workers the ability to print blank NOA's in threshold languages from LEADER for manual preparation and distribution. Additionally, automatic generation of NOAs and forms in threshold languages will be included as a requirement in the RFP.

Working with the community advocacy groups and SEIU Local 660 has been a very valuable and collaborative effort. We are working with FOX Systems to evaluate all of the input received and will maintain a comprehensive list of all issues and the outcome and result of each.

I will provide you with our next quarterly report in May 2006.

BY:rh

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors