County of Los Angeles
CHIEF EXECUTIVE OFFICE
713 KENNETH HAHN HALL OF ADMINISTRATION
LOS ANGELES, CALIFORNIA 90012
(213) 974-1101
http://ceo.lacounty.gov

WILLIAM T FUJIOKA
Chief Executive Officer

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

13 JAN 29 2008

SACHI A. HAMAI
EXECUTIVE OFFICER

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January 29, 2008

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

DEPARTMENT OF CHILDREN AND FAMILY SERVICES:
REQUEST TO APPROVE TERMINATION OF CONTRACT #75166
WITH YOAKUM INVESTIGATIONS
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)

IT IS RECOMMENDED THAT YOUR BOARD:

1. Find that the contractor, Yoakum Investigations, has defaulted in providing notification delivery services as required by the Notification Delivery Services Contract #75166.

2. Approve the termination of Notification Delivery Services Contract #75166 with Yoakum Investigations for default effective upon the date of Board approval.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

The recommended actions are based on the contractor's unsatisfactory and unreliable performance of the critical work required under the contract and, if approved by the Board, will result in terminating the contract.

The Department of Children and Family Services (DCFS) found that the contractor invoiced DCFS for services it did not provide. The contractor also failed to submit documentation that supported its claims.

While a replacement vendor, CalServe, Inc., has been temporarily providing Notification Delivery Services, DCFS will transition the service in-house during January 2008.

Implementation of Strategic Plan Goals

The required actions are consistent with the principles of the Countywide Strategic Plan Organizational Effectiveness (Goal 3), Fiscal Responsibility (Goal 4), and Community Service (Goal 6), by discontinuing to do business with an irresponsible vendor.

FISCAL IMPACT

Providing Notification Delivery Services in-house at each DCFS Regional Office and at the Emergency Response Command Post (ERCP), when compared to contracting the same service, will result in savings equivalent to $178,000 annually. The workload will be absorbed by existing clerical support staff.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On January 4, 2005, your Board approved the Notification Delivery Services contract #75166 with Yoakum Investigations to provide timely notification to parents and other statutorily prescribed persons, as required under the Welfare and Institutions Code Section 290.1 et seq.

The term of this contract was from February 1, 2005 to January 31, 2006, with two one-year options to extend through January 31, 2008. Both of the one-year options were exercised with delegated authority by the Director of DCFS.

In March 2007, DCFS received an anonymous letter from a purported employee of the contractor. The letter claimed the contractor was billing for services that it was not performing.

Between March 28, 2007 and April 27, 2007, DCFS ran a test by submitting 12 notification delivery requests to the contractor. None of the test notices were personally delivered as reported by the contractor, but were instead mailed to the addressees. However, the contractor billed DCFS for personal delivery.

On June 28, 2007, DCFS ordered Yoakum Investigations to stop work. (Attachment A). DCFS currently receives notification delivery services from CalServe, Inc. through a purchase order and plans to bring this service in-house. Notification was given to CalServe, Inc. to stop providing its services on January 13, 2008, as the Notification Delivery Service will be transitioned to an in-house operation on January 14, 2008.

In addition to the Notification Delivery Services contract, which is the contract that is being recommended for termination for default, Yoakum Investigations had a DCFS contract for Process Services, contract #75444. It expired on November 30, 2007, and was not renewed. On June 28, 2007, DCFS also ordered the contractor to stop work on contract # 75444.

At the request of DCFS, the Auditor-Controller is performing a review of the Process Services performed by Yoakum Investigations, Inc. While that review is still on-going, preliminarily, the Auditor-Controller identified instances where the delivery of Personal Services of Termination of Parental Rights (TPR) notices by Yoakum Investigations could not be corroborated with independent third party documentation.

This Board letter was reviewed by the Auditor-Controller and County Counsel.

CONTRACTING PROCESS

No additional contracting process was required for this termination.

IMPACT ON CURRENT SERVICES

In compliance with the Welfare and Institutions Code Section 290.1 et seq., as an in-house service, Notification Letters will only be sent if the CSW was unable to provide oral notice for the Initial Hearing. A standard form will be posted on LAKids for this purpose. With no addition of departmental staff, the workload will be absorbed by existing clerical support staff already designated in each office to process Notification Letters.

CONCLUSION

Upon approval, it is requested that the Executive Officer/Clerk of the Board send a copy of the adopted Board Letter to:

1. Department of Children and Family Services
   Contracts Administration
   Attention: Walter Chan, Manager
   425 Shatto Place, Room 400
   Los Angeles, CA 90020

2. Office of the County Counsel
   Social Services Division
   Attention: Diane Cachenaut, Paralegal
   648 Kenneth Hahn of Administration
   500 West Temple Street, Suite 602
   Los Angeles, CA 90012

3. Alice Yoakum Shook, Owner
   Yoakum Investigations
   350 South Figueroa Street, Suite 130
   Los Angeles, CA 90071-1103

Respectfully submitted,

WILLIAM T FUJIOKA
Chief Executive Officer

WTF:SRH:MS
GP:BM:ap

Attachment (1)

c: County Counsel
   Auditor-Controller

Attachment A

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PATRICIA S. PLOEHN, LCSW
Director

Board of Supervisors
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ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

June 28, 2007

Alice Yoakum Shook/Alice Yoakum, Owner
Yoakum Investigations
350 South Figueroa Street, Suite 130
Los Angeles, CA 90071-1103
Email: alice@eyecanspy.com Fax: (213) 621-2211

Dear Alice Yoakum Shook/Alice Yoakum:

STOP WORK NOTICE ON NOTIFICATION DELIVERY SERVICES
CONTRACT NUMBER 75166

It is our intent to recommend to the County of Los Angeles Board of Supervisors that it terminate your contract number 75166 for Notification Delivery Services. To that end, you are requested to stop work immediately.

Yoakum Investigations Inc. is hereby notified effective immediately, June 28, 2007, Yoakum Investigations Inc. is no longer authorized to provide contract services to the County of Los Angeles, Department of Children and Family Services on **Contract Number 75166**.

This **Stop Work Notice** is being transmitted via electronic mail, fax ano Express Mail tracking number EL28882186US.

The County of Los Angeles Auditor-Controller or their authorized representative will contact you to schedule a contract close out audit. Please submit your invoice for June, 2007 no later than July 31, 2007. The County of Los Angeles Department of Children and Family Services has no obligation to pay for any services rendered after receipt of the **Stop Work Notice**.

Please contact me at (213) 351-5685, if you have any questions or you may contact Sophia Ng, Assistant Manager at (213) 351-5648, or the Contract Analyst Diana Flaggs at (213) 351-5856.

Regards,

Walter Chan, Manager
Contracts Administration

WC:DF:em

c: Gloria Serreno-Corona
Diana Flaggs, Contract Analyst
File