COUNTY OF LOS ANGELES
OFFICE OF CHILD PROTECTION

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 383
LOS ANGELES, CALIFORNIA 90012
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EXECUTIVE DIRECTOR

May 2, 2017

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

16 May 2, 2017

Lori Glasgow
LORI GLASGOW
EXECUTIVE OFFICER

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:

APPROVE AN APPROPRIATION ADJUSTMENT AND FUNDING FOR THE DEVELOPMENT OF AN ELECTRONIC PORTAL TO SUPPORT CHILD ABUSE INVESTIGATIONS (ALL DISTRICTS AFFECTED) (3 VOTES)

CIO RECOMMENDATION: APPROVE (X)

SUBJECT

Approval of the recommended actions will provide the appropriation and necessary funds to expand the foundational platform of the Countywide Master Data Management solution, and allow for the development of an electronic portal to share legally permissible data, during an investigation of child abuse or neglect, to help inform the children's social worker's investigation and the detention determination.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve an appropriation adjustment to transfer $500,000 from the Board Priorities Provisional Financing Uses budget unit to the Chief Executive Office, Chief Information Office (CIO) budget unit for the development of an electronic portal to share legally permissible data on the alleged perpetrators or others, if necessary, during investigations of child abuse or neglect, to help inform the children's social worker's investigation and the detention determination.

2. Authorize the Chief Executive Officer to allocate $350,000 from the Information Technology Fund (ITF).

3. Authorize the Internal Services Department to execute a work order under the IBM Master Services Agreement for consulting services to develop and implement an electronic portal to support child abuse and neglect investigations.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

On July 14, 2015, the "Los Angeles County Protocol governing information sharing by the Los Angeles County Child Abuse Multidisciplinary Personnel Team convened pursuant to Welfare and Institutions Code Section 18961.7" (Protocol) was finalized and signed by the County departments of Children and Family Services (DCFS), Health Services (DHS), Mental Health (DMH), Probation, Public Health (DPH), Public Social Services (DPSS), Sheriff (LASD), and the Office of the District Attorney (DA). Because the Office of Child Protection (OCP) helped to create this Protocol, it was also a signatory, along with the CIO. The Protocol was reviewed by County Counsel and approved by the Chief Executive Officer. This Protocol governs the sharing of confidential information on the alleged perpetrators or others, if necessary, during investigations of child abuse or neglect allegations. A multidisciplinary team is created among the signing members of this Protocol to allow for the sharing of information relevant to the prevention, identification, or treatment of child abuse. The decision to remove a child from his or her home is a very fact-intensive one, and requires a thorough understanding of the child's situation within a 30-day investigative time period. This Protocol allows the children's social workers (CSWs) to obtain this legally permissible information on the alleged perpetrators to assist with their investigations and better inform their decisions.

The Protocol envisioned that members of the multidisciplinary team would share data electronically through a portal to provide the CSWs access to near real-time information on the alleged perpetrators. However, there was no simple way to accurately identify the alleged perpetrator across the various County data systems and access the allowable, up-to-date information directly from each system. The establishment by the CIO of the Countywide Master Data Management (CWMDM) system allows for the development of this portal by matching the identity of the alleged perpetrator across the various data systems. Currently, the County's DHS, DMH, and DCFS are participating in CWMDM, with additional entities being added. Therefore, the CWMDM system would provide the foundational platform from which this electronic data-sharing portal would be built.

Approval of these recommended actions will provide the funding needed for Phase I of the portal development, which would include the information agreed upon in the Protocol from those departments currently participating in CWMDM. DCFS, CIO, and OCP are working together to ensure that the portal design includes input from line staff, be user friendly, and be helpful to the CSWs.

Implementation of Strategic Plan Goals

The recommended action supports both the Countywide Strategic Plan, Goal III, Realize Tomorrow's Government Today, and the Countywide Child Protection Strategic Plan, Goal 2, *Minimize, if not eliminate, the risk that a child known to one or more entities in our system will be harmed*. It does this by implementing a technological

solution to ensure that legally permissible information that is relevant to child safety is shared electronically by those who need it.

FISCAL IMPACT/FINANCING

The total cost for Phase I of the electronic data-sharing portal is estimated at $850,000, which includes a training component, and a 10% contingency. If approved, the funding used for this project will come from two sources: the foundational costs to expand the platform for CWMDM, $350,000, will be funded through an existing ITF grant for CWMDM; and the design costs of the data-sharing portal, $500,000, will be provided through an appropriation adjustment from the Board Priorities Provisional Financing Uses budget unit to support the recommendations of the Blue Ribbon Commission.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The recommended work order (WO) will be executed under a Master Services Agreement which enables County departments to utilize the professional Services of IBM to support customization and implementation of the IBM suite of products.

The CIO has reviewed and concurs with the WO (see attached CIO Analysis). The WO and Agreement have been reviewed and approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The Protocol created a multidisciplinary team among all the County departments that agreed to share their data to aid in the prevention, identification, or treatment of child abuse. Training on the electronic data-sharing portal was included as part of the Protocol and in the current project design.

Respectfully submitted,

Judge Michael Nash (Ret.)
Executive Director

Reviewed by:

Peter Loo
Acting Chief Information Officer

MN:CDM
KH:eih

Attachments (2)

c: Chief Executive Office
Executive Office, Board of Supervisors
County Counsel
Auditor-Controller
Children and Family Services
Internal Services Department

S:BL-Electronic Portal

ATTACHMENT

PINK

BA FORM 03/13

BOARD OF SUPERVISORS OFFICIAL COPY

COUNTY OF LOS ANGELES

REQUEST FOR APPROPRIATION ADJUSTMENT

DEPT'S. NO. 060

DEPARTMENT OF CHIEF EXECUTIVE OFFICER

May 2, 2017

AUDITOR-CONTROLLER:
THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR HIS RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFOR

FY 2016-17

3 - VOTES

SOURCES		USES	
PROVISIONAL FINANCING USES - VARIOUS		CHIEF EXECUTIVE OFFICE	
A01-CB-2000-13749-13760		A01-AO-2000-10100	
SERVICES & SUPPLIES		SERVICES & SUPPLIES	
DECREASE APPROPRIATION	$500,000	INCREASE APPROPRIATION	$500,000

SOURCES TOTAL: $ 500,000

USES TOTAL: $ 500,000

JUSTIFICATION

Reflects the transfer of funds for the phase I development of an electronic portal to share legally permissible data during an investigation of child abuse or neglect.

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

AUTHORIZED SIGNATURE DAVID SEIDENFELD, MANAGER, CEO

#16 MAY 02 2017

BOARD OF SUPERVISOR'S APPROVAL (AS REQUESTED/REVISED)

LORI GLASGOW
EXECUTIVE OFFICER

REFERRED TO THE CHIEF EXECUTIVE OFFICER FOR ---

☐ ACTION

☑ RECOMMENDATION

☑ APPROVED AS REQUESTED

☐ APPROVED AS REVISED

AUDITOR-CONTROLLER BY

B.A. NO. 199

April 13 20 17

CHIEF EXECUTIVE OFFICER BY

April 13 20 17

ATTACHMENT

PETER LOO
ACTING CHIEF INFORMATION OFFICER

Office of the CIO
CIO Analysis

NUMBER:	DATE:
CA17-07	4/11/2017

SUBJECT:

APPROVE FUNDING FOR THE DEVELOPMENT OF AN ELECTRONIC PORTAL TO SUPPORT CHILD ABUSE INVESTIGATIONS

RECOMMENDATION:

☒ Approve ☐ Approve with Modification ☐ Disapprove

CONTRACT TYPE:

☒ New Contract ☐ Sole Source
☐ Amendment to Contract #: ☐ Other: ITF funding request

CONTRACT COMPONENTS:

☐ Software ☐ Hardware
☐ Telecommunications ☒ Professional Services

SUMMARY:

Department Executive Sponsor: Judge Michael Nash (Ret.), Executive Director, Office of Child Protection

Description: The Office of Child Protection (OCP) is requesting: 1) approval to transfer $500,000 from the Board Provisional Funding Uses (PFU) budget unit to the CIO budget unit, 2) authorization to allocate $350,000 from the Information Technology Fund (ITF); and 3) authorization for the Internal Services Department to execute a work order under the IBM Master Services Agreement to develop and implement an electronic portal to support child abuse and neglect investigations.

Contract Amount: $850,000 Funding Source: Board PFU and ITF

☐ Legislative or Regulatory Mandate ☐ Subvened/Grant Funded: N/A

Strategic and Business Analysis

PROJECT GOALS AND OBJECTIVES:

The objective for this request is to execute a work order under the existing Master Services Agreement with IBM to develop and implement the first phase of an electronic portal to support child abuse and neglect investigations. Future phases will provide access to information from additional systems including Mental Health and Public Health, and will be funded by OCP or Department of Children and Family Services (DCFS) as applicable.

BUSINESS DRIVERS:

During child abuse and neglect investigations, DCFS emergency case workers need access to certain confidential information from multiple departments, including Sheriff and Probation, to determine whether a child needs to be removed from his or her home. A multidisciplinary team protocol has been established to share this confidential information legally.

The primary business driver for this Board request is to implement a new portal to enable caseworker access to this information.

PROJECT ORGANIZATION:

The Portal project will be jointly managed by a team from IBM, OCP, DCFS, and Chief Information Office (CIO).

PERFORMANCE METRICS:

OCP plans to monitor and validate the contractor's work using the following:

- Milestones and acceptance criteria detailed in the Contract's Statement of Work (SOW); and
- A detailed implementation plan that will be developed and used throughout the work order to ensure all work is scheduled and accounted for, and all requirements are identified and completed.

STRATEGIC AND BUSINESS ALIGNMENT:

The Contract supports Countywide Strategic Plan, Goal III, Realize Tomorrow's Government Today, and the Countywide Child Protection Strategic Plan, Strategic Goal II.2.2, Support the Wellness of Our Communities – to ensure that legally permissible information that is relevant to child safety is shared electronically by those who need it.

PROJECT APPROACH:

OCP intends to engage IBM to perform professional services to implement the portal solution, which will enable information access that has not been available to emergency caseworkers. The portal will leverage the Countywide Master Data Management System (CWMDM), which identifies clients shared between departments, and the software acquired as part of that system to eliminate software licensing costs.

ALTERNATIVES ANALYZED:

DCFS was contacted about developing this solution internally, but due to resource constraints, they were unable to develop this solution in the timeframe needed.

Technical Analysis	ANALYSIS OF PROPOSED IT SOLUTION: The new portal will be a web-based solution developed using a service-oriented architecture, based on re-usable software components for accessing information from source systems. The Portal will be developed using IBM WebSphere Portal technologies, running on eCloud Linux virtual servers and leveraging existing County software licenses. The portal will be hosted at the Internal Services Department's Data Center.
Financial Analysis	BUDGET: **One-Time Costs:** *Contract Costs:* Software Licenses ..... $0 Professional Services ..... $850,000 Contract Pool Dollars ..... $0 **Total One-Time Costs ..... $850,000** **Ongoing Costs:** *Contract Costs:* Software M&S ..... $0 *County Costs:* Annual ISD Hosting ..... $160,000* **Total Ongoing Costs ..... $160,000*** *Ongoing costs will be covered by departmental cost sharing for the CWMDM system.
Risk Analysis	RISK MITIGATION: 1. OCP will establish a governance structure with DCFS to ensure timely review of project deliverables and adherence to scope, schedule, and budget. 2. The Contract is fixed-price and the vendor is contractually obligated to provide project deliverables as specified in the SOW and approved by the County's Project Director. 3. The SOW identifies a comprehensive testing approach to ensure the solution works as intended. 4. Data privacy will be ensured by limiting access through County logins to only those users who are identified as part of the MDT protocol. 5. The Chief Information Security Officer (CISO) reviewed this request, and did not identify any IT security or privacy related issues.

CIO Approval	PREPARED BY:	
	Henry Balta, Senior Associate CIO	4/13/17 Date
	APPROVED:	
	for Peter Loo, Acting Chief Information Officer	4/13/2017 Date

Please contact the Office of the CIO 213.253.5600 or info@cio.lacounty.gov) for questions concerning this CIO Analysis. This document is also available online at http://ciointranet.lacounty.gov/