COUNTY OF LOS ANGELES
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The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
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Dear Supervisors:

AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS TO SUPPORT THE INFORMATION TECHNOLOGY PROJECT PROPOSED BY THE AUDITOR-CONTROLLER'S OFFICE OF COUNTY INVESTIGATIONS (3 VOTES)

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and authorize the use of $225,000 from the Information Technology Fund (ITF) to support the Auditor-Controller's Office of County Investigations (OCI) proposal to develop and implement a web-enabled LA County Investigations Database.

2. Approve an additional 10% contingency ($22,500), which can be authorized by the Chief Information Officer following receipt and approval of a written justification for the use of the contingency funds.

PURPOSE OF RECOMMENDED ACTION

In their April 12, 2004 meeting, the ITF Executive Committee voted to recommend support of the project award from the ITF. Your Board's approval of the recommended action will provide funds in the amount of $225,000 to support this project plus a 10% ($22,500) contingency. This will commit a total of $247,500 in funding from the ITF for the LA County Investigations Database. Currently complaints and allegations are received from a variety of sources, each requiring the manual entry of data into one or

more departmental systems that collect a small set of data used to track the subsequent investigations. The proposed LA County Investigations Database will be the repository of allegations submitted from the Fraud Hotline, departmental reports of incidents, misdeeds or complaints, Health Insurance Portability and Accountability Act - Privacy Complaints, computer security investigations, etc., which are investigated by the Auditor-Controller.

Implementation of Strategic Plan Goals

The LA County Investigations Database project supports the County Strategic Plan Goal 3 -- Organizational Effectiveness; Goal 6 – Community Services; and Goal 8 – Public Safety.

JUSTIFICATION

In April 2004, the ITF Executive Committee voted to recommend Board approval of the OCI's ITF proposal for the development and implementation of the LA County Investigations Database.

The OCI is seeking a better method of collecting, tracking and reporting incidents, complaints and allegations through the development of a new application that can manage all investigations in the County of Los Angeles. This new application will be web-enabled with improved input screens and reporting capabilities to streamline the operation and support of the LA County Fraud Hotline.

FISCAL IMPACT/FINANCING

Upon approval by your Board, $247,500 will be awarded to the Auditor-Controller, including the contingency, from the ITF to support the project. Maintenance of this proposed central database will be funded by the Auditor-Controller. Part of the cost may be billed to departments.

There are no other fiscal impacts.

FACTS AND PROVISIONS/LEGAL REQUIREMENT

The nature of some of the data captured in the LA County Investigations Database may have to meet specific privacy standards prescribed by law. The planned design of the application provides for the higher level of security and privacy for all data.

There are no other legal requirements.

IMPACT OF CURRENT SERVICES

Representatives of all 38 County departments and the Board of Supervisors will have access to the system, subject to investigative practices established by the Auditor-Controller. Access to the data can be used to perform research, coordinate investigative efforts and help ensure the timely response and completion of investigations. The Health Insurance Portability and Accountability Act (HIPAA) Privacy Officer will also be able to utilize this new database to capture and track various complaints and incidents.

The central "incident" database will track data security incidents and provide much needed cross-tabulation (tabulating data by department, individual, type of incident, etc.) and comparative capabilities across many categories and sub-categories of incidents/allegations. Specific reports could be generated for this purpose, but security features would restrict access to authorized personnel.

Currently, as allegations are reported, each incident must be entered manually into the departmental systems by OCI staff. This process is very time consuming and labor intensive, often resulting in an ongoing backlog of unrecorded incidents. Therefore, the responses to these incidents are severely hindered, resulting in potential loss to the County. Providing an online incident form accessible to the public and County employees from the County intranet and the Internet will reduce the amount of data entry time required by investigative staff. Using the online form will also require a person entering a complaint or reporting an incident to enter all necessary information related to an incident to avoid canceling the investigation or follow-up due to insufficient information. The result will be a more cost effective and more efficient method of identifying and addressing potential fraud, mismanagement, privacy violations or other incidents related to the County.

CONCLUSION

The ITF Executive Committee recommends your Board's approval of the recommended actions.

Respectfully submitted,

JON W. FULLINWIDER
Chief Information Officer

JWF:JEW
JSL:ygd

c: Violet Varona-Lukens, Executive Officer, Board of Supervisors
David E. Janssen, Chief Administrative Officer
J. Tyler McCauley, Auditor-Controller
David Lambertson, Interim Director, Internal Services Department
Kris Kademian, OCI/Auditor-Controller
ITF Project

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