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Chief Executive Officer

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January 23, 2019

To: Supervisor Janice Hahn, Chair  
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Supervisor Kathryn Barger







From: Sachi A. Hamai  
Chief Executive Officer

### **FIFTH SEMI-ANNUAL REPORT ON BOARD PRIORITIES (ITEM NO. 4-A, AGENDA OF JUNE 27, 2016)**

In 2015, the Board of Supervisors (Board) established four Board Priorities, now referred to as Board Directed Priorities (Priorities): The Sheriff's Department/Justice Reform; Child Protection; Health Integration; and the Homeless Initiative. Later, the Board added two additional priorities: Environmental Oversight and Monitoring, and Immigration. A Board Directed Priority is the Board's collective response to complex challenges that have adverse impacts on the health, safety, and well-being of County residents and/or its institutions, and which can only be adequately addressed on a regional level and are not being sufficiently addressed through existing County services, programs or other resources. In order to adequately address these challenges, a sustained focus, enhanced collaboration within the County, and stronger partnerships with the private sector are required. On June 27, 2016, the Board requested semi-annual reports on the Board's established priorities. This memo will serve as the Chief Executive Office's (CEO) fifth semi-annual report in response to that request.

Since 2015, the Board has aggressively pursued a complex policy agenda focused on addressing some of the County's most challenging and intractable challenges. Driving each Priority is a focus on children, adults, families, and/or communities. The Priorities reflect this Board's deep understanding and acknowledgment that before individuals can thrive, their basic needs (i.e., housing, safety, and health) must be met. The Priorities are intersectional and therefore do not attempt to address a single need of a single

population. Rather, the Priorities as envisioned by the Board, recognize that the needs of many who seek assistance from the County are complex and are not easily relegated to a single focus area - such an approach would be structurally unsound. For example, the Child Protection Priority touches on many of the same issues (health, housing, and involvement with our justice system) and populations (systems involved as well as transitional aged-youth) addressed by the Homeless Initiative, the Health Integration, and Justice Reform Priorities. As the County's service delivery systems necessary to implement the Priorities evolve towards streamlined, comprehensive, coordinated, and transformative systems of care, the Priorities attempt to support individuals as they move from crisis to stability, and ultimately towards thriving.

	<b>CHILD PROTECTION</b>	Enhancing the County's child safety network by adopting and implementing recommendations of the County's Blue Ribbon Commission on Child Protection, including establishing the Office of Child Protection to improve the lives of children and families.
	<b>HEALTH INTEGRATION</b>	Streamlining and integrating access to high quality and comprehensive health services by integrating the Departments of Health Services (DHS), Mental Health (DMH) and Public Health (DPH).
	<b>HOMELESSNESS</b>	Responding and reducing the incidence of homelessness among the County's most vulnerable population, including establishing the Office of Homelessness and approving the Homeless Initiatives' 51 strategies to confront the issues surrounding homelessness.
	<b>JUSTICE REFORM</b>	Diverting of individuals from County jails to supportive services, reducing the incidence of jail violence, and increasing transparency and accountability of the Sheriff's Department.
	<b>ENVIRONMENTAL HEALTH AND MONITORING</b>	Strengthening environmental monitoring and oversight, empowering communities, improving regulatory enforcement, and reducing toxic emissions.
	<b>IMMIGRATION</b>	Protecting and advancing the well-being of County immigrant residents by establishing the Office of Immigrant Affairs.

For ease of reference, the report is structured by four major populations: 1) Youth/Transitional Aged Youth/Foster Youth; 2) Adults; 3) Family; and 4) Community. It is recognized that the initiatives outlined in the report are not mutually exclusive to any of the four populations and that initiatives may cross over and benefit more than one of

Each Supervisor  
January 23, 2019  
Page 3

the four populations. The intent was to list the initiative within the population that the service most benefits. If the focus of the initiative is outward facing or served the public at large, e.g., Parks After Dark (PAD), the initiative update was listed within the community population.

The attached report provides a high-level summary of progress, accomplishments, and the overall status of each of the identified priorities for the reporting period of July 2018 through December 2018. Hyperlinks to referenced documents, such as memos, letters, reports, and Board motions, have been imbedded in the report to provide readers who are interested in more details the opportunity to review the source document as they read a section. Additionally, during the year, departments submit regular updates to the Board on their progress related to the Board Directed Priorities. These reports are now listed on a reference page at the end of this report.

The next semi-annual report is due on July 9, 2019, and thereafter reports will be submitted annually. Please let me know if you have any questions, or you may contact Fesia Davenport at (213) 974-1186 or via email at [fdavenport@ceo.lacounty.gov](mailto:fdavenport@ceo.lacounty.gov).

SAH:JJ:FAD  
HK:NS:ma

Attachment

c: All Department Heads



# BOARD DIRECTED PRIORITIES



**LOS ANGELES COUNTY**

**CHIEF EXECUTIVE OFFICE**

January 2019 Update



## TABLE OF CONTENTS

### I. YOUTH/TRANSITIONAL AGE YOUTH/FOSTER YOUTH

#### a. Education

- i. School Stability for Foster Youth
  - 1. School Stability Transportation Pilot
- ii. Early Care and Education
  - 1. Analysis of Early Child Care and Education Systems

#### b. Prevention and Child Safety

- i. Child Abuse Investigation
  - 1. Sharing Electronic Data
  - 2. Information Sharing on Dual-Status Cases
- ii. Child Welfare System Reform
  - 1. Enhancing Child Welfare Services Anthony A. Case Review
- iii. Prevention Services
  - 1. Diverting Families to Prevention Services
  - 2. Families Overcoming Under Stress (FOCUS)

#### c. Health and Social Service Supports

- i. Prenatal Care & Comprehensive Healthcare Services
  - 1. Augmenting Home Visitation Services
  - 2. Mama's Line
  - 3. African American Infant Mortality (AAIM) Action Plan
- ii. Health in Foster Care
  - 1. Improving the Monitoring of Psychotropic Medication
  - 2. Child Welfare Public Health Nurse Unit
  - 3. Enhancing Medical Hub System
  - 4. Enhancing Medical Hub System – High Desert
  - 5. Health Care Program for Children in Foster Care (HCPFC)
  - 6. Serving Lesbian, Gay, Bi-Sexual, Transgender, and Queer (LGBTQ) Youth
  - 7. Streamline Process for Non-Emergency Pediatric Referrals
  - 8. Health Information Exchange System

#### d. Placement & Housing

- i. Placements & Housing
  - 1. Family-Finding Pilot
  - 2. Engagement Placement Stabilization (EPS)
  - 3. Next Step Tool

#### e. Permanency & Self-Sufficiency

- i. Multi-Year Strategy to Support Self-Sufficiency
- ii. Countywide Benefits Entitlement Services Team (CBEST) Pilot for Eligible Foster Youth

- f. [Youth Diversion](#)
  - i. Establishing a Countywide Youth Diversion Program
- g. [Dual-Status Youth](#)
  - i. Countywide Plan for Dual-Status Youth Workgroup

## II. [ADULTS: JUSTICE INVOLVED, HOMELESS, HEALTH IMPAIRED](#)

- a. [Justice Involved](#)
  - i. Adults Diverted from Institutions
    - 1. Law Enforcement Assisted Diversion (LEAD)
    - 2. Misdemeanor Incompetent to Stand Trial-Community Based Restoration (MIST-CBR)
    - 3. Felony Incompetent to Stand Trial-Community Based Restoration (FIST – CBR)
  - ii. Adults Incarcerated
    - 1. Mira Loma Women's Detention Facility
    - 2. Consolidated Correctional Treatment Facility (CCTF)
    - 3. Jail In-Reach
  - iii. Serving Adults Ending Incarceration
    - 1. Office of Diversion and Reentry (ODR) Housing Program
  - iv. Formerly Incarcerated Adults
    - 1. Reentry Intensive Case Management Services (R-ICMS)
    - 2. Community Reentry Center
    - 3. Criminal Record Clearing Project
    - 4. CA Community Corrections Performance Incentives Act of 2009
- b. [Homeless](#)
  - i. Housing and Support Services
    - 1. Federal Housing Subsidies
    - 2. Enhancing the Emergency Shelter System
    - 3. Permanent Supportive Housing
    - 4. Interim/Bridge Housing for those Exiting Institutions
    - 5. Expanding Rapid Re-Housing (RRH)
    - 6. Recovery Bridge housing
  - ii. Benefits & Recovery for Homeless
    - 1. Countywide Benefits Entitlement Services Team (CBEST)
  - iii. Outreach and Coordination
    - 1. Countywide Outreach System
    - 2. Information Sharing – County Sponsored AB 210
    - 3. First Responders Training
  - iv. Employment Services
    - 1. Website
    - 2. Job Fair

- c. [Health Impaired](#)
  - i. Intensive Crisis Services
    - 1. Mental Health Urgent Care Centers (UCC)
    - 2. Crisis Residential Treatment Programs (CRTP)
    - 3. Institutions for Mental Disease (IMD)
  - ii. Coordination of Care
    - 1. Whole Person Care (WPC)

### III. [FAMILY: HEALTH, HOUSING, FOOD INSECURITY, IMMIGRATION, CENSUS](#)

- a. [Health](#)
  - i. Improving Patient Experience
    - 1. Patient Experience Survey
    - 2. Patient Family Advisory Councils
    - 3. Service Excellence Model
  - ii. Improving Patient Access
    - 1. MyWellness Portal
    - 2. Patient Access Reorganization and Redesign
    - 3. Call Centers
    - 4. Health Equity
  - iii. Addressing Chronic Disease and Injury Prevention
    - 1. Interagency Workgroup for Chronic Disease and Injury Prevention's Smoking Cessation Efforts
    - 2. CA Smokers Helpline
  - iv. Substance Use Disorder (SUD) Treatment Services
    - 1. Primary Care Clinics
    - 2. Drug Medi-Cal Organized Delivery System (DMC-ODS) Waiver
  - v. Sexual Orientation & Gender Identity
    - 1. Data Collection
    - 2. Shelter Worker Training
    - 3. Sexually Transmitted Disease (STD) Workplan
    - 4. HIV & STD Prevention and Treatment Programs
    - 5. 211 Information Line
    - 6. Health Equity Action Plan
    - 7. Creating Friendly Workplace for Trans-Identified Individuals
- b. [Housing](#)
  - i. Homeless Prevention Program for Families
    - 1. Family Solution Centers
- c. [Food Insecurity](#)
  - i. Screening for Food Insecurity

- d. [Immigration](#)
  - i. Legal Representation for County Immigrant Residents/Families
    - 1. Los Angeles Legal Justice Fund (LAJF)
    - 2. Legal Representation for Separated Families
  - ii. Consumer Protection
    - 1. Victim Assistance Workshops
  - iii. Cultural Sensitive Service
    - 1. Consumer Assessment of Healthcare Providers & Systems Survey
    - 2. Cultural Intelligence Subcommittee
    - 3. Implicit Bias and Cultural Competency Training
    - 4. Just Culture Training
    - 5. Interpretation Services
    - 6. Institute for Cultural and Linguistic Inclusion and Responsiveness
  - iv. Immigration Protection and Advancement
    - 1. Countywide Immigrant Protection & Advancement Strategy Report
    - 2. Public Charge Rule Change
    - 3. Services for Separated Families
    - 4. Sheriff's Department Cooperation with Immigration & Customs Enforcement (ICE)
- e. [Census](#)
  - i. Ensuring Everyone is Counted in the U.S. Census
  - ii. Local Update of Census Addresses (LUCA)

#### **IV. [COMMUNITY: HEALTHIER, SAFER, MORE RESILIENT](#)**

- a. [Healthier Communities](#)
  - i. Physical Environmental Conditions: Education & Awareness
    - 1. Providing Support, Information, and Resources Regarding Exide Facility
    - 2. Community Resources for Environmental Health
    - 3. Increasing Awareness about Lead
    - 4. Increasing Awareness about Air Pollution, Indoor Air Quality, and Extreme Heat
    - 5. Fact Sheet Regarding Reopening of AllenCo Energy
    - 6. Environmental Monitoring at Schools
  - ii. Oversight of Contaminant Sources: Legislative Advocacy
    - 1. Reducing Use of Hexavalent Chromium
    - 2. Cleaning Up Contaminated Soil
    - 3. Changes to County Code
    - 4. Championing Health Studies & Air Quality Monitoring
    - 5. Interagency Coordinating Group



- iii. Environmental Contaminant Prevention Strategies
      - 1. Improve Interagency Communication
      - 2. Lead Paint Hazard Mitigation
    - iv. Emergency Preparedness
      - 1. Training
      - 2. Community Field Response Teams
  - b. [Safer Communities](#)
    - i. Addressing Violence Through a Health Care Lense
      - 1. Hospital-Based Violence Interventions (HBVI)
      - 2. Healing and Trauma Prevention Center
    - ii. Addressing Violence Through Strengthening Social Connections
      - 1. Parks After Dark (PAD)
    - iii. Addressing Violence Through Community Engagement
      - 1. Training and Technical Assistance (TTA)
      - 2. Street Outreach
      - 3. Priorities & Strategies for Reducing Trauma and Violence Summits
      - 4. Interagency Collaboration and Evaluation
      - 5. Arts for Healing Activities and Training
      - 6. Human Relations Commission Training
      - 7. Community Policing Conference
  - c. [Resilient Communities](#)
    - i. Regional Drivers of Homelessness
      - 1. Coordination with Cities and Councils of Government
      - 2. Measure H Funding Recommendation Process
    - ii. Homeless Outreach and Services
      - 1. Los Angeles Homeless Outreach Portal (LA-HOP)
      - 2. Information Sharing – County Sponsored AB 210
    - iii. Engaging Tech Industry in Fight Against Homelessness
      - 1. Technology Innovation Forum

## V. [REFERENCES](#)

# YOUTH/TRANSITIONAL AGE YOUTH/ FOSTER YOUTH

EDUCATION, PREVENTION/SAFETY, HEALTH, HOUSING,  
DIVERSION

## EDUCATION

### SCHOOL STABILITY FOR FOSTER YOUTH

#### *Preparing for New or Enhanced Service Delivery*

##### **School Stability Transportation Pilot – Every Student Succeeds Act (ESSA)**

The Department of Children and Family Services/Los Angeles County Office of Education/Los Angeles Unified School District (DCFS/LACOE/LAUSD) [Pilot](#) for transporting foster youth has been extended through June 30, 2019. LACOE has committed \$250,000 and DCFS has committed \$800,000 to cover these costs through June 30, 2019.

- Pilot data to date: Over 12,000 school-of-origin transportation rides have been provided to more than 500 foster youth. Roughly 65% of the youth transported by the pilot are LAUSD students, while the remaining 35% of youth are spread out over 29 other school districts.

### EARLY CARE & EDUCATION

#### *Preparing for New or Enhanced Service Delivery*

##### **Analysis of Early Care and Education Systems**

The Office of Child Protection (OCP) is conducting a comprehensive fiscal analysis of the early care and education system across Los Angeles County with a \$75,000 matching grant received from the Quality and Productivity Commission. Details were outlined in a November 29, 2018 [memo](#) to the Board.

## PREVENTION AND CHILD SAFETY

## CHILD ABUSE INVESTIGATION

### *Delivering Services*

#### **Sharing Electronic Data to Conduct Better Child Abuse Investigations**

DCFS and the Chief Information Officer (CIO) launched an electronic system for emergency-response children's social workers to access law-enforcement data relevant to an investigation of child abuse or neglect. The system is now active in all 20 DCFS regional offices.

#### **Information Sharing On Dual-Status Cases**

County Counsel released a confidentiality-rules [document](#) that clarifies what information can be shared across County departments on shared foster and probation youth clients with DCFS, on November 15, 2018.

## CHILD WELFARE SYSTEM REFORM

### *Preparing for New or Enhanced Service Delivery*

#### **Enhancing Child Welfare Services**

OCP developed recommendations for system reform in eight (8) areas in response to Anthony A. case review and submitted an initial report to the Board of Supervisors on [August 10, 2018](#), and a progress report on [November 14, 2018](#).

## PREVENTION SERVICES

### *Preparing for New or Enhanced Service Delivery*

#### **Diverting Families to Prevention Services**

DCFS continued a pilot launched at the DCFS' Hotline on June 28, 2018, to connect families referred to the hotline whose concerns do not warrant a DCFS investigation, but where a need exists that could be addressed through community-based prevention supports. A [memo](#) outlining the process was submitted to the Board on September 25, 2018.

- In the first 3 months, the number of families referred to prevention supports and those accepting services almost doubled, with referrals rising from 141 to an average of 256 families per month, and acceptance rates climbing from 13.5% to an average of 21.3%.

#### **Families Overcoming Under Stress (FOCUS)**

To support the County's Medical Hubs, the Department of Mental Health (DMH) mental health providers in Service Planning Areas 1, 2 and 8 continued to receive training on the Families Overcoming Under Stress (FOCUS) curriculum - a trauma and resiliency treatment model for services directed at-risk families that may be experiencing stress and isolation as well as at-risk parents and caregivers who may be stressed and have had limited opportunities to learn good parenting skills. FOCUS provides participating mental

health staff who work with parents of children ages 2-5, hands on experience and training in using the FOCUS curriculum.

## HEALTH AND SOCIAL SERVICE SUPPORTS

### PRENATAL CARE AND COMPREHENSIVE HEALTHCARE SERVICES

#### *Delivering Services*

##### **Augmenting Home Visitation Services**

The Department of Public Health (DPH) has expanded home visiting programs in at-risk communities to improve health and development outcomes for pregnant women, parents, caregivers, and children. The Board [approved](#) the transfer of \$15.3M of new DMH funding to DPH and the execution of contracts with 17 agencies to increase the capacity and geographic availability of home visitation programs into new areas of the County. As a result of the additional funding, more than 4,000 Los Angeles County families will now receive home visiting program services.

##### **Mama's Line**

The Department of Health Services (DHS) opened “Mama’s Line”, a telephonic linkage service, in June 2018 to link high-risk pregnant women to prenatal care, which has received over 300 calls to date.

##### **African American Infant Mortality (AAIM) Action Plan**

DPH released the [African American Infant Mortality \(AAIM\) Action Plan](#) on April 6, 2018, during Public Health Week in Antelope Valley. The event convened partners to announce the launch of the five-year plan to address inequities in infant mortality rates and improve the health of newborns in the County.

### HEALTH IN FOSTER CARE

#### *Preparing for New or Enhanced Service Delivery*

##### **Improving Psychotropic Medication Monitoring**

OCP continues to monitor the implementation of the revised psychotropic medication protocols in partnership with the Juvenile Court, DMH, DCFS, Probation, and multiple stakeholders.

- Snapshot data from the California Department of Social Welfare Data Analysis Bureau, California Child Welfare Indicators Project, at the University of California, Berkeley, from April 1 through June 30, 2018, show:
  - 1,674 children and youth authorized to receive psychotropic medication in the child-welfare system
  - 146 youth authorized to receive psychotropic medication in the juvenile-justice system

Public health nurses have begun piloting the use of a new Psychotropic Medication Youth Engagement Worksheet shared with the Board on [August 20, 2018](#).

### **Child Welfare Public Health Nurse Unit**

The Child Welfare PHN (CWPHN) Steering Committee continues to meet to address issues resulting from the consolidation of the child welfare PHNs into DPH and has begun working to implement some of the recommendations from the OCP's report on the Best Use of PHNs in Child Welfare ([December 2017](#)). These efforts include addressing workload and space issues, monitoring psychotropic medication use for youth in care, and clarifying the PHNs' role in the County's Medical Hubs.

DPH permanently transferred and reassigned the PHNs who were part of the joint-visitation pilot project to the investigation side of the general Child Welfare PHN unit within DPH.

### **Enhancing Medical Hub System**

DHS issued a [report](#) on October 29, 2018, identifying policy and practice areas for improvement in the overall medical hub system for DCFS-involved youth (an Anthony A. report recommendation), and worked with all relevant partners to develop a plan for addressing those issues.

In October 2018, DHS and DCFS partnered to begin a geospatial assessment of the DCFS clients/families and will use this data to reallocate and/or enhance the co-located DCFS, DHS, DPH and DMH staff embedded in the Hub Clinics.

The Medical Hubs have continued efforts to improve and streamline data management systems and to increase the presence of mental health services at all the Medical Hub locations. DHS and OCP are convening partners to discuss streamlining current Medical Hub data management systems to meet DHS and co-located staff business needs.

OCP has also convened a workgroup to help set goals and timelines for implementation of strategies for enhanced services in the Medical Hubs. This includes forensic services for children and youth at risk for abuse and neglect, as well as timely access to comprehensive initial medical exams for children newly entering foster care. Specific aims with actions to date are as follows:

- The workgroup has met to create a workplan for implementation of strategies to improve and clarify the following across all of the Hubs: scope of services and target population; access and availability; information technology and data; quality assurance; fiscal sustainability; governance, and stakeholder input and accountability.
  - DMH developed staffing patterns to support each of the four Medical Hubs based on historical data from 2016 to present, identified vacant items to augment the staffing patterns and began interviewing applicants.
- To improve coordination of services between DCFS, DHS, DPH, and law enforcement, the following occurred:



- DCFS, DHS and the Sheriff's office met on September 20, 2018, to outline a plan for training across service lines so that child-centered, timely evaluations will remain the priority.
- DCFS and DHS administered a survey to over 500 caregivers to obtain input on Medical Hub services, particularly related to accessing initial medical examinations. Survey topics include appoint/scheduling processes, quality of care, and barriers to accessing the Medical Hubs (transportation, insurance issues, timeliness, etc.).

### **Enhancing Medical Hub System – High Desert**

In response to the Board request to improve the Medical Hub services in the High Desert/Antelope Valley region, the OCP, DHS, DCFS, DMH and DPH have outlined a strategy to improve access and coordination across service agencies. Specific aims with actions to date are as follows:

- Increase timely access to forensic evaluations.
  - Medical Hub team members from regional Medical Hub offices have been deployed to the High Desert Regional Health Center (HDRHC) Hub to provide forensic services.
  - Effective August 15, 2018, availability of forensic services increased from one to three days per week.
  - Effective November 15, 2018, forensic services will be available four days per week with expansion to five days a week anticipated by the end of 2018.
- Improve staffing at the HDRHC Medical Hub.
  - DHS has outlined a compensation strategy to support specialized forensic care in the Antelope Valley, and a Senior Physician position has been earmarked to allow for the recruitment of an HDRHC Hub Director who can support the current HDRHC Pediatric Clinic Director. Staff have been temporarily redeployed to HDRHC while new staff are being recruited.
  - An experienced forensic Nurse Practitioner has been recruited to work at the HDRHC Medical Hub with orientation starting on November 1, 2018.
  - Implemented a pilot for DCFS Emergency Response (ER) workers in the Antelope Valley to contact the on-call forensic physician from the Olive View Medical Hub for every case that might require urgent assessment 24/7. This will allow data collection on the types and number of calls and will help with future planning for increased support to DCFS workers in the field in the Antelope Valley.
    - As a result of the above changes, between June and September 2018, forensic evaluations increased from 5 to 25 and IMEs increased from 88 to 214.
  - DHS Human Resources is working with the Chief Executive Office (CEO) on a new salary structure for providers working in the High Desert who have experience in forensics.
  - In August of 2018, DMH allocated additional personnel, increasing from one full-time clinician to two, plus two rotating part-time clinicians to the HDRHC Hub to increase access. Mental health hours of coverage will be expanded to meet the needs of the patient population serviced.

## ***Delivering Services***

### **DPH Health Care Program for Children in Foster Care (HCPCFC) – Consultations and Follow-up by PHNs**

Consultations are conducted for new children entering the foster care system as well as those currently in foster care. PHNs consult with child social workers, supervising child social workers, physicians and other PHNs regarding a specific child or youth. Consultations include review of previous consultations, past medical documentation, medical records, and the existing Health Education Passport (HEP). Consultations also address requests for additional follow-up related to current physical and dental exams. PHNs complete PHN progress notes in Child Welfare Services/Case Management System (data management system) and update the HEP.

- Between July 1 and November 15, 2018, there were 11,379 unique children/youth included in the HCPCFC database.
  - During this period 20,254 consultations were provided for children and youth in foster care. In addition, 8,224 physical examination follow-ups were provided for 6,615 clients.

### **Serving Lesbian, Gay, Bi-Sexual, Transgender, and Queer (LGBTQ) Youth**

The Integrated Pediatric Workgroup in conjunction with the LGBTQ workgroups across DHS sties continue to work on implementing the strategies outlined in the [Supporting and Serving the LGBTQ or Questioning Youth Initiative](#), established by the Board in January 2018.

As of September 2018, DHS has screened more than 8,000 youth ages 12-24 for Sexual Orientation/Gender Identity. More than 400 identified as LGBTQ. In addition to the screening, provider education and program development efforts have begun with the goal of further supporting this population.

### **Streamline Process for Non-Emergency Pediatric Referrals**

The Integrated Pediatric Workgroup has improved staffing across specialty services to streamline inpatient transfers to DHS facilities where subspecialists are available resulting in a significant decrease in inpatient transfers to non-DHS facilities.

### **Health Information Exchange System**

DPH and the Los Angeles Network for Enhanced Services (LANES), a health information exchange system, have finalized an agreement giving LANES access to public health nurses coordinating health care for DCFS youth.

## PLACEMENTS & HOUSING

### PLACEMENTS AND HOUSING

#### *Preparing for New or Enhanced Service Delivery*

##### **Family-Finding Pilot**

The DCFS Family Finding Pilot, launched in October 2016, which now includes four offices, will be expanded to include six additional offices: Santa Clarita, Chatsworth, Wateridge North, Wateridge South, Belvedere, and South County.

- Pilot data to date: Across all 4 offices, over 2,000 youth have been part of the pilot; 78% of them have been placed with a relative or non-offending parent.

##### **Engagement Placement Stabilization (EPS)**

OCP oversaw a pilot that uses Engagement Placement Stabilization (EPS) meetings for youth who are overstaying at Transitional Shelter Care (TSC), followed by a hearing in Dependency Court to review all efforts to place these youth.

- Results remain promising:
  - A total of 52 youth have been served by this pilot, 33 of whom (63%) increased the average length of time they spent in a single placement, and 34 of whom (65%) decreased the number of placements they needed after entering the pilot program.
  - A total number of 48,999 hours were spent working with the 52 pilot youth to stabilize their placements prior to their coming to the TSC. By contrast, the number of hours spent working with these same youth to stabilize their placements *after* the pilot intervention dropped to 30,425 (a difference of 18,574 hours), demonstrating the positive effect of the pilot in finding, stabilizing, and maintaining placements for these hard-to-place youth.

#### *Delivering Services*

##### **Next Step Tool**

- Continued to enhance services for homeless transitional age youth (TAY). Assessed 4,549 youth using the Next Step Tool between July 2017 and June 2018.

## PERMANENCY & SELF-SUFFICIENCY

#### *Preparing for New or Enhanced Service Delivery*

##### **Multi-Year Strategy to Support Self-Sufficiency**

OCP released a [report](#) on increasing permanency for TAY as an adjunct memo to the CEO's July 6, 2018, multi-year countywide [strategy](#) to support the self-sufficiency goals of TAY foster youth.

Developing a plan for increasing permanency for all children in the DCFS and Probation systems, in response to the Board of Supervisors' December 4, 2018, motion.

### **Countywide Benefits Entitlement Services Team Pilot**

Launching a pilot with DCFS to complete Supplemental Security Income (SSI) applications for eligible foster youth prior to their transition out of foster care system, opening referral pathways with DHS Hospitals.

## **YOUTH DIVERSION**

### ***Preparing for New or Enhanced Service Delivery***

#### **Establishing a Countywide Youth Diversion Program**

The Office of Youth Diversion and Development [finalized its program model](#), selected the first cohort of 9 law enforcement agencies, and solicited service providers in anticipation of program launch in early 2019. The first cohort was identified based on arrest rates and readiness to implement.

## **DUAL-STATUS YOUTH**

### ***Preparing for New or Enhanced Service Delivery***

#### **Countywide Plan for Dual-Status Youth Workgroup**

OCP submitted a status [report](#) to the Board on September 11, 2018 on the work to coordinate delinquency prevention, multidisciplinary team efforts, and data-tracking for youth involved with both DCFS and Probation. A comprehensive plan was presented to the workgroup, which contemplates dividing the workgroup into two main subcommittees: A.) Delinquency Prevention Subcommittee, which will coordinated with the OCP's prevention work and with the Youth Diversion and Development Steering Committee to prevent child-welfare youth from entering the juvenile-justice system; and B.) 241.1 Multidisciplinary Team (MDT) Subcommittee, which will focus on the process and protocols that occur when youth do, in fact, become involved with both systems.

# ADULTS

Justice Involved, Homeless, Health Impaired

## JUSTICE INVOLVED

### ADULTS DIVERTED AWAY FROM INSTITUTIONS

#### *Preparing for New or Enhanced Service Delivery*

##### **Law Enforcement Assisted Diversion (LEAD)**

Over 200 individuals with substance use disorders have been diverted at the point of arrest for drug or prostitute charges. The Office of Diversion and Reentry (ODR) was awarded \$500k from the Department of Justice to expand LEAD to Hollywood.

#### *Delivering Services*

##### **Misdemeanor Incompetent to Stand Trial-Community Based Restoration (MIST-CBR)**

Over 840 clients placed in community-based restoration.

##### **Felony Incompetent to Stand Trial-Community Based Restoration (FIST-CBR)**

Over 80 clients placed in community-based restoration.

### ADULTS INCARCERATED

#### *Preparing for New or Enhanced Service Delivery*

##### **Mira Loma Women's Detention Facility and Consolidated Correctional Treatment Facility (CCTF)**

The Department of Public Works [Board Letter](#) to award a design and build contract was agendaized for January 8, 2019, continued to January 29, 2019, and subsequently continued to February 12, 2019.

#### *Delivering Services*

##### **Just In-Reach**

Engaged 3,841 inmates through Just In-Reach services (July 2017 through September 2018).



## **SERVING ADULTS ENDING INCARCERATION**

### ***Delivering Services***

#### **Office of Diversion and Reentry (ODR) Housing Program**

Over 1,400 homeless clients with serious mental and/or substance use disorders have been released to housing from LA County jail. The ODR Housing Program provides intensive case management services, linkage to mental health and substance use treatment, interim housing, and permanent supportive housing.

## **FORMERLY INCARCERATED ADULTS**

### ***Delivering Services***

#### **Reentry Intensive Case Management Services (R-ICMS)**

Over 2,000 clients connected to services delivered by interdisciplinary teams including community health workers with lived experience in the justice system.

### ***Preparing for New or Enhanced Service Delivery***

#### **Community Reentry Center**

Along with Probation, ODR will implement the County's first Community Reentry Center at 3900 block of South Vermont Avenue, City of Los Angeles, to provide a welcoming environment to connect probationers to needed services.

### ***Delivering Services***

#### **Criminal Record Clearing Project - Expunging Criminal Records of Homeless**

Since expungement services were implemented in January 2018:

- Public Defender held 87 record-clearing outreach events throughout the County, engaged 834 clients, and filed 469 petitions for dismissal or reduction; as of July 2018, 205 petitions have been granted.

### ***Preparing for New or Enhanced Service Delivery***

#### **The CA Community Corrections Performance Incentives Act of 2009 (SB 678)**

In collaboration with Probation and Workforce Development, Aging and Community Services (WDACS), ODR will ensure adult felony probationers are on the path to living wage employment through individualized employment support services and training.

## HOMELESS

### HOUSING AND SUPPORT SERVICES

#### *Delivering Services*

##### **Federal Housing Subsidies**

Housing Authorities throughout the County of Los Angeles provided \$1,802,988 in incentives to landlords to help secure 757 units for housing voucher recipients (July 2017 through September 2018).

##### **Enhance the Emergency Shelter System**

- 17,724 individuals entered crisis, bridge, and interim housing funded in whole or in part by Measure H.
- 3,538 individuals exited interim housing to permanent housing.

##### **Permanent Supportive Housing**

Provided services and rental subsidies. Between July 2017 through September 2018:

- Intensive Case Management: 4,165 clients were linked to new Intensive Case Management Services (ICMS) slots.
- Federal Rental Subsidies: 1,717 clients received federal rental subsidies.
- Local Rental Subsidies: 1,604 clients received local rental subsidies.
- Permanent Housing: 1,550 clients were placed in permanent housing.

##### **Interim/Bridge Housing for those Exiting Institutions**

3,169 individuals who were discharged from institutions were provided with interim housing (July 2017 through September 2018).

##### **Expanding Rapid Re-Housing (RRH)**

5,287 RRH participants were placed in permanent housing (July 2017 through September 2018).

#### *Preparing for New or Enhanced Service Delivery*

##### **Recovery Bridge Housing**

DPH implemented 750 Recovery Bridge Housing (RBH) beds to ensure that individuals who are homeless and/or in need of recovery-oriented living environments have access to transitional housing while they are in outpatient Substance Use Disorder (SUD) treatment.

## BENEFITS AND RECOVERY FOR HOMELESS

### *Delivering Services*

#### **Countywide Benefits Entitlement Services Team (CBEST)**

The Countywide Benefits Entitlements Services team (CBEST) has enrolled over 10,000 individuals since inception and has filed 731 Supplemental Security Income/Social Security Disability Insurance/Cash Assistance Program for Immigrants (SSI/SSDI/CAPI) applications with a 72% approval rate and 70 veterans benefit applications with an 80% approval rate. Major milestones this quarter include:

- Co-locating CBEST staff at the West Los Angeles Veterans Affairs (VA) Campus Welcome Center.

## HOMELESS OUTREACH AND COORDINATION

### *Delivering Services*

#### **Countywide Outreach System**

Countywide outreach teams engaged more than 11,090 new individuals, connected 9,535 to services, placed 1,238 individuals into interim housing, and linked 784 individuals to a permanent housing program (July 2017 through September 2018).

### *Preparing for New or Enhanced Service Delivery*

#### **First Responders Training**

Los Angeles Sheriff Department Homeless Outreach Services Team (HOST) provided First Responder Training to:

- 1,461 Los Angeles Sheriff's Department (LASD) deputies and sergeants (since the inception of the training on October 26, 2016).
- 56 non-LASD law enforcement personnel.
- 528 non-law enforcement first responders have completed the training.

## EMPLOYMENT SERVICES FOR HOMELESS

### *Delivering Services*

#### **Website**

The Homeless Initiative's (HI) website, [www.jobscombattinghomeless.org](http://www.jobscombattinghomeless.org), is dedicated to connecting homeless service providers in all eight Service Planning Area to job seekers.

#### **Job Fair**

The HI, Los Angeles Homeless Services Authority (LAHSA), the Mayor's Office of the City of Los Angeles, the County's Workforce Development, Aging and Community Services Department, and City of LA Economic and Workforce Development Department

held the 3<sup>rd</sup> Homeless Service Professionals Job Fair on September 26, 2018, at Los Angeles Valley College.

- Over 350 job seekers attended the September 2018 Job Fair to meet with 30 employers who were looking to fill 736 open positions. Employers were surveyed on-site and reported 112 anticipated hires, pending completion of an application, second interview, submission of information verification, etc.
- The next Homeless Services Professionals Job Fair will take place in January 2019 at Southwest College.

Between December 2017 and September 2018, community-based providers filled 1,500 positions in homeless services with job applicants.

## HEALTH IMPAIRED

### INTENSIVE CRISIS SERVICES

#### *Preparing for New or Enhanced Service Delivery*

##### **Mental Health Urgent Care Centers (UCC)**

The DMH-DHS workgroup continues to focus on various initiatives to improve processes in Psychiatric Emergency Services (PES). These include increasing the usage of private inpatient beds to supplement County beds. In addition, psychiatric Urgent Care Center (UCC) capacity has been expanded along with first responders' use of UCCs rather than PES.

- On June 12, 2018, DMH contracted with Exodus Recovery, Inc. to implement a UCC on the Harbor-UCLA Medical Center campus. The UCC has capacity for 12 adult chairs and four adolescent chairs and will serve up to 45 individuals per day.
- On July 31, 2018, DMH through a contract with Star View Behavioral, Inc. (Star View), implemented a UCC in Long Beach, with capacity for 12 adult chairs and six adolescent chairs, and will serve 45-60 individuals per day. Both UCCs have crisis walk-in clinics as well as secure areas that can admit individuals on 5150s.
- In June 2018, DMH contracted with Providence Hospital in San Pedro to provide UCC services for up to eight individuals at any given time.
- In May 2019, the San Gabriel Valley Star View UCC is projected to open in the City of Industry and serve 45-60 individuals per day.

The Board has approved additional funding for further expansion of up to four UCCs and will be deployed expeditiously.

##### **Crisis Residential Treatment Programs (CRTP)**

DMH has opened 3 Crisis Residential Treatment Programs (CRTPs) with 45 beds for individuals in crisis being discharged from County hospital emergency rooms and inpatient units and UCCs. The CRTPs are an acute diversion model that provides 24/7 intensive residential treatment services for individuals in crisis who require further stabilization and linkage to community services and supports upon discharge. Three new

CRTPs will be implemented by the end of the fiscal year (FY) and will provide an additional 48 beds.

### *Preparing for New or Enhanced Service Delivery*

#### **Institutions for Mental Disease (IMD)**

DMH has completed contracts with Crestwood Behavioral Health, Inc. for up to 60 IMD beds and Sylmar Health and Rehabilitation Center, Inc. for up to 15 IMD beds to provide mental health services for individuals discharged from County, State and private hospitals psychiatric units, County jails and State prisons. Individuals are being admitted as beds become available.

## **COORDINATION OF CARE**

### *Delivering Services*

#### **Whole Person Care (WPC)**

Enrolled 39,421 individuals in WPC programs through November 30, 2018 for a total of 501,121 cumulative member months served from January 1, 2017 through November 30, 2018.

Filled approximately 295 positions out of a total of 411 positions from Round I and II funding allocations, which includes some registry and contract positions. Whole Person Care continues to create a pathway to permanent County jobs for our contracted workforce, particularly for community health workers.

The Comprehensive Health Accompaniment and Management Platform (CHAMP) has over 2,700 users and enhanced security provision and user functionality continue to be priorities.

Of the \$381.6 million in forecasted revenue, approximately \$319.3 million has been committed and expended through October 2018 for WPC program, staffing, service and supplies, IT Clinical software, and infrastructure needs.

[Quarterly reports](#), with dashboards, on the progress of WPC are submitted to the Board.



# FAMILY

Health, Housing, Food Insecurity, Immigration, Census

## HEALTH

### IMPROVING PATIENT EXPERIENCE

#### *Preparing for New or Enhanced Service Delivery*

##### **Patient Experience Survey (DPH)**

DPH is administering its 2018 DPH Patient Experience Survey in Winter 2018. Surveys are being administered at Public Health Centers and data collection will take place from the end of November through December 2018. The survey is available in English, Spanish, Armenian, and Farsi and is a self-administered survey. Previously, DPH administered a patient experience survey at its 14 public health centers as part of the 2016 Health Agency Assessment of Consumer Access to and Experience with Clinical Services in the Health Agency Departments. The data from the 2018 Survey will be compared to the 2016 results to identify trends, and will be used to improve wait time, staff performance, and clinic appearance.

##### **Patient Family Advisory Councils**

Partnered with Patient Family Centered Care Partners (PFCC Partners) to help establish Patient Family Advisory Councils and a framework for Patient Family Engaged Care throughout the ambulatory care network and hospitals. Gaining the patient's perspective will assist the health system in designing care process improvements, and systems that are truly patient centered.

##### **Service Excellence Model**

Recently completed a patient experience campaign by asking patients how we can make them feel valued and asking employees what does a positive patient experience mean to you? Over 1,000 responses collected with the following themes emerging as elements for a positive patient experience and how we can make patients feel valued: trust in quality of care; respect; timely care; and feeling welcomed, valued, and cared for.

## IMPROVING PATIENT ACCESS

### *Preparing for New or Enhanced Service Delivery*

#### **MyWellness Portal**

Patients can access MyWellness portal to view their lab results, summaries of care, health library search (patient education), prescription refill requests, appointment requests, provider messaging, radiology results, viewing provider clinical notes (OpenNotes).

- Marketing Efforts: The DHS marketing team has developed a new set of professional materials to advertise the patient portal new advertisement cards, posters, videos and training slide deck.
- Enrollment Efforts: DHS developed a “Patient Portal Enrollment Toolkit” and is conducting a DHS/DPH wide enrollment competition November 2018-January 2019 to celebrate high performing/enrolling clinics and staff members.

### *Preparing for New or Enhanced Service Delivery*

#### **Patient Access Reorganization and Redesign**

As part of the Patient Access Reorganization and Redesign, DHS has begun to hire and promote Patient Resource Workers, Patient Relations Representatives, Supervising Patient Financial Services Worker (PFSW) I and II positions. DHS and the CEO are working on Phase II of the reorganization, which covers the remaining core Patient Access staff within Harbor-UCLA Medical Center and Martin Luther King, Jr. Outpatient Center. Phase II is moving through an internal review process and is scheduled to go to the Board for approval in early 2019. DHS anticipates a Phase III to address higher level positions and the administrative support teams to move forward next year after Phase II is completed.

#### **Call Centers**

Received over 590,000 calls through Patient Access call centers between July 2018 – November 2018, an 18% increase in calls over the monthly average reported in the previous Board Directed updates. Over 4,000 non-managed patients were linked to primary care between July 2018 – November 2018, a 35% increase over the monthly average reported in the previous Board Directed Priorities Board Update.

#### **Health Equity**

The Center for Health Equity released a draft [Action Plan](#) in July of 2018. The Center translated the plan into all 12 threshold languages, posted the documents on the Center’s website to elicit public comment, and hosted two community events to launch the draft plan. The Center convened an Action Plan Community Forum Workgroup with representatives from DHS-WHP and community stakeholders in July 2018 to develop recommendations for the draft Action Plan launch. DPH conducted a webinar to launch the draft Action Plan on August 16, 2018. Approximately 230 joined the webcast.

The Center for Health Equity presented on health and racial inequities and its impact on health to diverse audiences within and external to the County at various forums. Additionally, the Center for Health Equity cosponsored “Disability, Diversity, Equity, and

Inclusion: A Cross-Sectoral Approach” event on November 28, 2018, in partnership with the WITH Foundation, California Community Foundation (CCF), Southern California Grantmakers, and the City of Los Angeles Department on Disability. The convening featured a panel discussion with leaders and allies of people and communities with disabilities to explore how we can create a more equitable and accessible LA County.

## ADDRESSING CHRONIC DISEASE AND INJURY PREVENTION

### *Preparing for New or Enhanced Service Delivery*

#### **Interagency Workgroup for Chronic Disease and Injury Prevention’s Smoking Cessation Efforts (CDIPSCE)**

Continued its effort to standardize the smoking cessation protocol and cessation services delivered across the Health Agency-operated clinics. These include 14 Public Health centers, 25 DHS directly-operated clinics, and nearly 40 DMH sites. With support from Proposition 56, the CDIPSCE Workgroup proposes to use a behavioral design team within the three departments to help iteratively design/redesign, test and engineer these cessation protocols and interventions into part of the clinical workflow.

### *Delivering Services*

#### **California Smokers Helpline**

Continued to work with the California Smokers Helpline to assist LA County residents to quit smoking through the State quit line as part of the Proposition 56 Work Plan. This Helpline program is available to all residents who smoke and express interest in quitting, including for the clients of the Health Agency. Through this effort over 800 patients have been connected to the Helpline. Due to this and related efforts, the percentage of tobacco-using patients receiving some sort of cessation intervention increased by 60% in the last fiscal year.

## SUBSTANCE USE DISORDER (SUD) TREATMENT SERVICES

#### **Primary Care Clinics**

Six of DHS’ seven pilot primary care clinics have been certified by the California Department of Health Care Services as Drug Medi-Cal sites; confirmation by the State on the 7<sup>th</sup> clinic is pending. These outpatient sites will join other County-operated sites to significantly expand the footprint of SUD services under the Health Agency. DHS will seek certification for its remaining primary care clinics in the coming year after operations reach steady-state in the pilot sites. DHS hired and trained members of the Integrated Behavioral Health team including Senior Clinical Social Workers, Medical Case Workers, and Substance Use Disorder Counselors who work in the pilot SUD sites. Most of the teams have already started to provide assessment and treatment.

#### **Drug Medi-Cal Organized Delivery System (DMC-ODS) Waiver**

DPH launched the Drug Medi-Cal Organized Delivery System (DMC-ODS) Waiver to significantly enhance the clinical and financial infrastructure of the specialty SUD

treatment system in Los Angeles County. DPH provided services to 24,630 patients during the period of July through November 2018 through the DMC-ODS.

## **SEXUAL ORIENTATION & GENDER IDENTITY**

### ***Preparing for New or Enhanced Service Delivery***

#### **Data Collection**

As of September 2017, DHS is collecting data for the Sexual Orientation and Gender Identity” (SOGI) domain. The collection of SOGI data has been integrated into the DPH clinic workflow as a standard practice. These data are entered into ORCHID.

- From October 2017 through September 30, 2018, a total of 153,523 responses have been captured for the domain of “Self-expressed Sexual Identity/Orientation.”
- Additionally, a total of 149,458 responses have been captured for the domain of “What is your current gender identity?”

#### **Shelter Worker Training**

DPH provided training to shelter workers and homeless service providers regarding the needs of transgender and gender non-binary clients. The training addressed gender identify as a spectrum, respect for transgender and gender non-conforming clients, applicable mandates, and exemplary shelter practices that support transgender and gender non-binary clients. The sessions, which were led by transgender persons with lived experience with homelessness, reached over 200 service providers in ten shelters throughout the County.

#### **Sexually Transmitted Disease (STD) Workplan**

DPH’s Division of HIV and STD Programs (DHSP) has released a Sexually Transmitted Disease (STD) Workplan to address the surging epidemics of chlamydia, gonorrhea, syphilis, and congenital syphilis that are occurring throughout the state and nation. The Workplan includes four priorities, 17 strategies, and 53 activities, and is intended to guide a coordinated control effort within Los Angeles County.

#### **HIV & STD Prevention and Treatment Programs**

DPH funded innovative HIV and STD prevention and treatment programs, which were designed to be responsive to the needs of young African American and Latino men who have sex with men (MSM) and transgender individuals. The programs support whole-person care, address social determinants of health, promote resiliency and protective factors, and integrate youth development and youth-oriented technology.

#### **211 Information Line**

DPH is working with the Los Angeles County 211 Information Line to improve referral capacity for LGBTQ individuals. They updated the LGBTQ resource and referral listing for day-to-day and emergency/disaster services, provided LGBTQ training for all 211 operators, and are working with 211 to enhance the online web portal.

### **Health Equity Action Plan**

To engage the LGBTQ community on the recently released Center for Health Equity Draft [Action Plan](#), DPH hosted an LGBTQ+ Community Forum on the Action Plan on October 9, 2018 to elicit feedback.

### **Creating Friendly Workplace for Trans-Identified Individuals**

DPH has had initial conversations with DHS-WPC, DHR, St. John's Well Child and Family, and the Los Angeles LGBT Center to discuss strategies to make County workplaces friendlier to trans-identified individuals. A meeting to discuss plans is forthcoming.

## **HOUSING**

### **HOMELESS PREVENTION PROGRAM FOR FAMILIES**

#### *Delivering Services*

#### **Family Solution Centers**

Provided prevention services to 997 families enrolled in the prevention program through the Family Solutions Centers. Of those 997 families, 530 families exited the program and 384 (72 percent) either retained their housing or transitioned into other permanent housing (July 2017 through September 2018).

## **FOOD INSECURITY**

#### *Preparing for New or Enhanced Service Delivery*

#### **Screening for Food Insecurity**

The DHS Primary Care Work Group will work with the ORCHID team to add a Social Needs tab to the Ambulatory Intake. The first two questions under the Social Needs tab will pertain to food insecurity and they will be asked by Cash and Medical Assistants (CMA) or Licensed Vocational Nurses (LVN) during the primary care visit intake.

## **IMMIGRATION**

### **LEGAL REPRESENTATION FOR COUNTY IMMIGRANT RESIDENTS/FAMILIES**

#### *Preparing for New or Enhanced Service Delivery*

#### **Los Angeles Legal Justice Fund (LAJF)**

Since inception through September 30, 2018, LAJF has served 223 clients.



A cross-referral system to connect County clients to LAJF grantees and LAJF grantee clients to [wrap-around County services](#) is being planned with the system being completed by June 2019.

### **Legal Representation for Separated Families**

On July 3, 2018 the Board adopted a [motion](#) directing the amendment of the LAJF agreement to allow for the provision of legal representation specifically for children who have been separated from their families at the border and their respective parents. The LAJF agreement was [amended](#) in August 2018. All grantees were trained on the amendment and they now provide legal representation to any children, parents or sponsors who need it.

## **CONSUMER PROTECTION**

### *Delivering Services*

#### **Victim Assistance Workshops**

Victim assistance workshops are scheduled for both January and February 2019. On average, media interviews continue to occur once a week.

## **CULTURAL SENSITIVE SERVICE**

### *Preparing for New or Enhanced Service Delivery*

#### **Consumer Assessment of Healthcare Providers & Systems Survey (CAHPS® Survey)**

DHS hospitals, outpatient centers, and comprehensive health center facilities conduct the “Consumer Assessment of Healthcare Providers & Systems” Survey (CAHPS® Survey) on an ongoing basis. Additionally, DHS conducted a survey related to cultural competency during the period of March 1, 2018, to August 31, 2018. DHS’ findings for the cultural competency patient satisfaction questions are as follows:

- 82 percent of patients, out of 2,980 patients who responded to the question, agreed or strongly agreed that staff were sensitive to their cultural background.
- 97 percent of patients, out of 3,093 patients who responded to the question, stated that they were provided services in their language.
- 95 percent of patients, out of 3,100 patients who responded to the question, stated that written information was available in their language.

In September 2018, DHS hired a Consulting Physician to assess and analyze DHS’ ability to serve non-English-speaking patients, evaluate DHS’ infrastructure for gaps in provision of language interpretation services, and make improvements where necessary. Additionally, on October 2, 2018, the Board of Supervisors approved DHS’ request for a total of 66 Healthcare Interpreter positions through the Fiscal Year (FY) 18-19 Supplemental Budget. Hiring will commence once positions additions are finalized.

### **Cultural Intelligence Subcommittee**

The cultural intelligence subcommittee under the DPH Labor Management Transformation Committee has been established to identify ways to help bring awareness and development of the cultural needs of our community.

### **Implicit Bias and Cultural Competency Training**

All DPH staff completed the online implicit bias training. DPH also contracted with Dr. Bryant Marks to deliver 19 in-person implicit bias supplemental training sessions for DPH managers and supervisors. Additional in-person training dates with Dr. Marks are planned for early 2019.

### **Just Culture Training**

All DPH staff completed the online Just Culture training. DPH also hosted 54 in-person Just Culture training sessions with a primary target audience of DPH supervisors and managers. The in-person training reached over 1,800 DPH staff, and all DPH supervisors and managers completed the in-person training in 2018.

### **Interpretation Services**

From April 2018 to September 2018, DHS Appointment Service Center received 9,570 calls and provided 94,649 minutes of interpretation services. From April 2018 to October 2018, “Health Agency Call Center” received 553 calls and provided 10,600 minutes of interpretation services. While encountering non-English speaking members of the public, Whole Person Care Community Workers, made 203 calls for interpretation services, totaling 2,535 minutes. DHS requested a total of 66 Healthcare Interpreter position items through the Fiscal Year 18-19 Supplemental Budget Proposal. The items were approved by the Board of Supervisors in October and DHS has started hiring Healthcare Interpreters.

### **Institute for Cultural and Linguistic Inclusion and Responsiveness**

The Institute for Cultural and Linguistic Inclusion and Responsiveness (ICLIR) workgroups have been implemented to facilitate the Institute’s work in advancing integrated infrastructure, training/staff development, and visual repository of resources. The ICLIR also continues to establish connections with community partners.

Departmental leads from DHS, DPH and DMH presented data on respective bilingual certified staff by language to inform the ICLIR on current language capability. As a result, the information was used to locate examiners for Arabic-speaking examiners to test for bilingual certification and staff field-tested the Center for Health Equity (CHE) Action Plan translation in [Korean](#) and [Spanish](#). Plans are in development to add an ICLIR webpage into the CHE website to provide resources for Health Agency departments and community partners.

## IMMIGRATION PROTECTION AND ADVANCEMENT

### *Preparing for New or Enhanced Service Delivery*

#### **Countywide Immigrant Protection and Advancement Strategy Report**

On April 11, 2017 the Board adopted a [motion](#) directing the Immigrant Protection and Advancement Taskforce (IPAA) to work with the Office of Immigrant Affairs (OIA) to create a Countywide Immigrant Protection and Advancement Strategy Report (Report) with recommendations to bolster how the County serves all immigrants and their families who have made the County their home. The [report](#) was submitted to the Board on December 14, 2018, and identifies more than 75 recommendations, organized into four categories: 1) Promote greater justice equity; 2) Provide Wrap-Around countywide services; 3) Promote Economic Advancement; and 4) Conduct more strategic outreach, education and civic engagement.

#### **Public Charge Rule Change**

On October 10, 2018, the Federal DHS published a proposal to broaden the meaning and scope of the public charge rule by expanding the definition of public benefits to include certain non-cash benefits. To protect immigrant families who live in the County, as well as the County's ability to serve them, on [October 2, 2018, the Board unanimously directed](#) that the County oppose the rule through a number of actions. The following activities have occurred:

- The Board sent a Five Signature Letter to Xavier Becerra, CA Attorney General, supporting the State's efforts to challenge the public charge rule change.
- On December 10, 2018, County Counsel submitted a comprehensive public comment letter opposing the public charge proposal.
- Created a countywide internal and external response strategy to oppose the public charge proposal. The strategy includes clear messaging for the public and County staff, educational materials, and media graphics.
- Trained the County Department Heads, Administrative Deputies, and more than 1,000 managers and line staff. Also, have scheduled training for more than 8,000 Department of Public Social Services (DPSS), WDACS and DPH employees.
- Conducted monthly conference calls with community stakeholders to inform them on the County efforts to oppose the public charge proposal and solicit their input about best business practices.

#### **Services for Separated Families**

The "zero-tolerance" policy the Trump Administration enacted in May 2018 to prosecute all undocumented immigrants detained while trying to cross the Southern U.S. border resulted in the separation of more than 2,600 children from their parents. On June 19, 2018, the [Board of Supervisors directed](#) OIA to work with County Counsel, DCFS and other impacted departments to identify children and families who were separated at the border who were transferred to federal shelters in the County and offer proactive long term available support services to children and families to promote their well-being.

OIA and DCFS established that 104 children separated at the border were transferred to federally-run shelters in the County. OIA convened eight County departments and

dozens of community partners to determine (a) the unmet needs of the children and their families, (b) identify available wrap-around County services to support them, and (c) develop and implement a rapid response strategy to assist the children and their families in a proactive, caring and effective manner. OIA established itself as the ongoing point-of-contact to work directly with the children and families in the County, as well as with consulates and legal aid organizations that interact with them, to promptly learn about their needs and connect them to [wrap-around](#) County and external services.

### **Cooperation with Immigration and Customs Enforcement (ICE)**

The Civilian Oversight Commission (COC) Immigration Policy Adherence Ad Hoc Committee presented its draft [report](#) and proposed recommendations at the November 15, 2018 COC meeting. The draft report is based upon reviewing the LASD cooperation with Federal Immigration Agents in the jail system and includes community feedback from a January 2018, “Call for Speakers” post SB-54. The COC will vote on the draft report and recommendations at their January 2019 meeting.

## **CENSUS**

### **ENSURING EVERYONE IS COUNTED IN THE U.S. CENSUS**

#### ***Delivering Services***

### **Local Update of Census Addresses (LUCA)**

On June 6, 2018, the Board of Supervisors adopted a [motion](#) proclaiming June 23, 2018 as LUCA Day in the County to ensure that hard-to-count residences throughout the County are accounted for in the 2020 Census. The motion directed all County departments to work with OIA to complete the LUCA canvassing project.

The Department of Consumer and Business Affairs (DCBA) hired a non-profit organization to use their mobile canvassing technology and expertise. CEO, Regional Planning, and Internal Services Department (ISD) identified approximately 500 hard-to-count Census Block Groups (CBGs) throughout the County that needed community canvassing. The non-profit organization and CEO recruited, onboarded, and trained Community Based Organizations (CBO) to canvass half of the identified CBGs. Additionally, CEO, Board Offices, Department of Human Resources (DHR), other County departments, and Local SEIU 721 recruited people to canvass remaining CBGs.

- These efforts resulted in:
  - 470 Block Groups were canvassed.
  - 4,568 hard-to-count units were documented.
  - The County team found 2,570 of the 4,568 units.
  - The 14 participating CBOs found the remaining 1998 units.
  - 300 County employees participated on Census LUCA Day.
  - \$275 million were potential saved for the County over 10 years.

# COMMUNITY

## Healthier, Safer, More Resilient

### HEALTHIER COMMUNITIES

#### PHYSICAL ENVIRONMENTAL CONDITIONS: EDUCATION & AWARENESS

##### *Delivering Services*

##### **Providing Support, Information, and Resources Regarding Former Exide Facility**

Provided information and resources for blood lead testing, healthcare services, and other developmental issues at 16 government and community hosted events, as well as door-to-door engagement throughout the impacted area, reaching 655 homes.

##### **Community Resources for Environmental Health**

Promoted the new community online [toolkit](#) at two meetings of local community groups.

##### **Increasing Awareness About Lead**

Hosted a community event “[Let’s Talk About Lead and Your Health](#)”, providing residents the opportunity to ask questions, get [free blood lead testing](#), sign up for [lead paint hazard mitigation](#), and learn more about available community resources.

##### **Increasing Awareness About Pollution, Indoor Air Quality, and Extreme Heat**

Attended 3 Parks After Dark resource fairs within the community to distribute information on neighborhood pollution, indoor air quality, and extreme heat.

##### **Fact Sheet Regarding Reopening of AllenCo Energy**

In response to the proposed reopening of the AllenCo Energy Facility in University Park, distributed a fact sheet for community members for self-reporting odors from the facility.

##### **Environmental Monitoring at Schools**

Oversaw environmental monitoring for hexavalent chromium in air and dust at two schools in the City of Paramount; sampling confirmed that hexavalent chromium is not present inside the school environment.

## OVERSIGHT OF CONTAMINANT SOURCES: LEGISLATIVE ADVOCACY

### *Delivering Services*

#### **Reducing Use of Hexavalent Chromium**

Reviewed, submitted recommendations, and provided public testimony for several newly proposed air regulations to strengthen public health protections in place for chromium-emitting facilities.

#### **Cleaning Up Contaminated Soil**

Supported the State's efforts on remediation, providing technical expertise and community engagement; testified, alongside Supervisor Solis, at the State Assembly Budget Subcommittee meeting and the Department of Toxic Substances Control-lead battery tax fund workshop to advocate for [funding community cleanup](#); and provided Assembly Members a tour of the Exide impacted area.

#### **Changes to County Code**

As part of an interagency oil and gas workgroup led by the Department of Regional Planning, developed recommended revisions to Los Angeles County Code of Ordinances to increase public health protection in neighborhoods with oil and gas production. Facilitated the involvement of the Los Angeles Health Agency's Community Prevention and Population Health Task Force in the interagency oil and gas workgroup's ordinance revision process to deepen community engagement.

#### **Championing Health Studies and Air Quality Monitoring - Aliso Canyon Natural Gas Disaster**

Planning for the design and implementation of a long-term comprehensive health study, which is funded for \$25 million, that was secured through the [SoCal Gas Settlement](#). Established an Aliso Canyon Health Study Steering Committee to plan the implementation of a long-term comprehensive health study. DPH began preliminary community engagement to solicit input on the planning process; the steering committee meets biweekly to prepare for the arrival of the settlement funds.

Provided technical assistance at Aliso Canyon Ad Hoc Committee meetings to plan the implementation of an enhanced fence line monitoring and symptom tracking system for communities surrounding the Aliso Canyon Storage Facility.

#### **Interagency Coordinating Group Ensuring Protective Measures**

In response to the proposed reopening of the AllenCo Energy Facility in University Park, formed an Interagency Coordinating Group of regulatory, city, and government agencies to ensure measures are in place to protect public health in the surrounding communities; communicated with the City of LA regarding the need for an effective monitoring system.

## ENVIRONMENTAL CONTAMINANT PREVENTION STRATEGIES

### *Delivering Services*

#### **Improve Interagency Communication**

Launched an Interdepartmental Referral Pilot Project which will run in the Florence Firestone area from November 2018 – June 2019 with a goal to field test a quick referral process for problems that are observed by inspectors during routine visits to industrial facilities; referrals will be handled by DPH and sent to the appropriate agency for follow up.

#### **Lead Paint Hazard Mitigation**

Secured \$5.2 million in funding from the [SoCal Gas Settlement](#) to support lead paint hazard mitigation in homes in communities impacted by the former Exide facility.

## EMERGENCY PREPAREDNESS

### *Preparing for New or Enhanced Service Delivery*

#### **Training**

Developed and launched a computer-based introductory training on community field response for all DPH employees.

#### **Community Field Response Teams**

Organized all DPH staff into deployable Community Field Response Teams.

## SAFER COMMUNITIES

## ADDRESSING VIOLENCE THROUGH A HEALTH CARE LENSE

### *Preparing for New or Enhanced Service Delivery*

#### **Hospital-Based Violence Interventions (HBVI)**

Hospital Based Violence Intervention (HBVI) works with individuals most at-risk for violence and re-injury and connects them with culturally competent case managers at the St. Francis Medical Center and Harbor-UCLA Medical Center. These hospital-based engagements include establishing rapport and trust with the client, a brief assessment regarding status and needs, and providing links to community resources including ongoing case management services. To date, a total of 463 patients have been engaged and 68 clients continue to receive case management services.

#### **Healing and Trauma Prevention Center**

DPH Community Health Services launched the MLK community Healing and Trauma Prevention Center in September 2018. The Center is providing services aimed at promoting recovery from trauma and advancing trauma informed approaches and resources in communities with high levels of violence. Since the September launch more



than 200 individuals have attended programs such as healing arts, mediation, and support groups at the new Center.

## ADDRESSING VIOLENCE THROUGH STRENGTHENING SOCIAL CONNECTIONS

### *Delivering Services*

#### **Parks After Dark (PAD)**

The Department of Parks and Recreation's (DPR) PAD program for FY 2017-2018 was launched on June 14, 2018, in 33 parks countywide with funding support from DMH, Probation, DCFS, WDACS, and Trauma Prevention Initiative (TPI). PAD offered programming during the Summer and will offer programming at all 33 parks during the Winter 2018 and Spring break 2019, making the program nearly year-round.

In addition, the DPH's Substance Abuse Prevention and Control (SAPC) Division is exploring the possibility of providing one-time funding to add or enhance substance use prevention programming at PAD parks. If feasible, and approved by the State, this funding would support various program activities such as: A) Prevention services that target youth and their families/caregivers who are at risk of or who have already initiated experimentation and use of illicit substances but yet do not currently meet the criteria for a substance use disorder diagnosis. Services could include alternative activities, information dissemination, and health and substance use education; B) Activities that aim to build partnerships for healthy, positive youth development, engaging youth as active leaders, mentors, and advocated in local efforts to reduce access to alcohol and other drugs; and C) youth-adult partnership activities that include educating policy-making officials, providing safe social outlets for youth, and hosting trainings and conferences on varying issues from leadership to social factors that contribute to substance use.

DMH agreed to increase funding by approximately \$1 million for the PAD expansion in the FY 18-19 budget. PAD currently has funding for core operations through FY 2020 (i.e., FY 18-19 and FY 19-20). Departments that are providing funding include (in order of contributions): DMH, Probation, DCFS, DPH (via TPI), and ongoing support from the CEO. There are also staff and organizational support through the DPR and the LASD. Collectively, these resources support the current 33 PAD parks, which has expanded beyond just the summer months starting in 2018. Participating County Departments are continuing to work with the CEO on planning and on efforts to identify further resources and funding for PAD after FY 19-20.

## ADDRESSING VIOLENCE THROUGH COMMUNITY ENGAGEMENT

### *Delivering Services*

#### **Training and Technical Assistance (TTA)**

Since its launch in August 2017 to the Capacity Building Training and Technical Assistance (TTA) pilot's close in September 2018, the Trauma Prevention Initiative (TPI) TTA Team provided one-on-one consultations with 30 community-based agencies in South Los Angeles to build community capacity to prevent and reduce violence and

trauma. The team provided over 1500 contact hours of technical assistance to the agencies and also conducted 45 community workshops, including a funders panel.

### **Street Outreach**

In June 2018, the Board of Supervisors approved DPH to enter into contracts to implement Street Outreach and Community Violence Intervention Services in four South LA communities: Westmont West Athens, Willowbrook, Florence Firestone, and unincorporated Compton, for the next three years. Street Outreach contractors employ community Intervention Workers and Ambassadors to: provide service linkages to gang impacted and at-risk youth and adults; negotiate peace agreements; ensure safe passages to schools and parks; participate in community events such as PAD; and respond when there are incidents of violence.

### **Priorities and Strategies for Reducing Trauma and Violence Summits**

As part of ongoing community engagement efforts for TPI, DPH staff worked with community residents and stakeholders in Willowbrook and Westmont West Athens to plan and implement two summits to bring together community members, County departments and youth to discuss priorities and strategies for reducing trauma and violence, while taking action to increase resilience, healing and engagement. The We Are Willowbrook Summit took place on May 19, 2018, at the Charles R. Drew University Dymally School of Nursing (CDU) and the Westmont West Athens Unity Summit took place on June 9, 2018, on the campus of LA Southwest College. Both had more than 150 attendees.

### **Interagency Collaboration and Evaluation**

The TPI team is coordinating with the LASD leadership and station captains to develop county protocols for intervention services, collaborating with the City of Los Angeles' Gang Reduction and Youth Development (GRYD) office to develop cross-jurisdiction collaborations, and also coordinated with the DPR, Los Angeles Unified School District (LAUSD) and Compton Unified School District to build relations and develop safe passage protocols.

TPI is working with an evaluation contractor to conduct a Community Safety Survey in partnership with Urban Peace Institute to assess community perception of safety in the four TPI communities.

### **Arts for Healing Activities and Training**

DPH supported the LA County Arts Commission (LACAC) and the Human Relations Commission (HRC) to implement community-identified strategies during FY 17-18. LACAC provided arts for healing activities and trainings, community storytelling opportunities, and identified local artists to work with community members to create artworks in community, including a "touchstone" mural at the new MLK Community Health Center, a mural in Westmont West Athens and a "wings" art installation that is housed at a local community organization and includes hand written messages of hope.

### **Human Relations Commission Trainings**

HRC provided the following services in our TPI communities: R.I.S.E. youth development curriculum training, intergenerational mentorship training to seniors, mediation training to community members and CIWs, law and enforcement and youth relations training, and hate crimes project.

### **Community Policing Conference**

The Civilian Oversight Commission (COC) collaborated with the HRC and DPH to convene the 1<sup>st</sup> Annual Community Policing Conference, creating a day of dialogue with community members, law enforcement, criminal justice professionals and the media to discuss the future of policing in Los Angeles County. Almost 300 people attended the daylong conference.

## **RESILIENT COMMUNITIES**

### **REGIONAL DRIVERS OF HOMELESSNESS**

#### ***Preparing for New or Enhanced Service Delivery***

#### **Coordination with Cities and Councils of Government**

On June 13, 2017 and October 17, 2017, the Board allocated a combined total of over \$2,500,000 for homelessness planning grants for cities in the Los Angeles Continuum of Care and regional coordination services by Councils of Governments (COGs).

- 40 cities have completed homelessness plans that aim to prevent and combat homelessness.
- Agreements for regional coordination services have been executed with all COGs.
- On September 4, 2018, the Board approved \$9 million of Measure H funds through a Request for Proposals (RFP) process. The RFP will support cities to implement their homelessness plans, specifically innovative solutions that are aligned with the County's Homeless Initiative Strategies.
- The United Way Funders Collaborative, in partnership with the CEO-HI, released the RFP on September 14, 2018 and 34 proposals from cities were received on November 7, 2018.

#### **FY 2019-20 Measure H Funding Recommendation Process**

On October 4, 2018, the HI hosted its first ever Service Provider Conference. The purpose of the conference was to create a space for system and policy leaders to listen to direct service staff about challenges and gaps in the system, and what changes can be made to improve Measure H implementation.

On October 2, 2018, the HI hosted a Community Webinar to share preliminary Measure H data and describe the FY 2019-20 funding recommendations process.

In October and November 2018, the HI hosted 8 SPA-based Community Listening Sessions with homeless service providers, faith groups, people with lived experience, City staff, and other interested stakeholders to receive feedback on the funding

recommendations. All sessions had Spanish translation service on site, and some also had Mandarin, Cantonese, and/or Armenian.

## HOMELESS OUTREACH AND SERVICES

### Los Angeles Homeless Outreach Portal (LA-HOP)

On July 19, 2018, the HI and LAHSA launched LA-HOP ([www.la-hop.org](http://www.la-hop.org)), a new Countywide Web-based portal that dispatches outreach support to people experiencing homelessness. Funded by Measure H, the mobile-friendly platform empowers members of the general public, first responders, government agencies/offices, and service providers to provide information on homelessness to persons on the street and request outreach. An Outreach Coordinator in each region serves as the “air traffic controller” for all request and deploys the most appropriate outreach team with the goal of reducing response times to those in need.

The HI has created a two-minute animated video to raise awareness of LA-HOP and encourage utilization of the online tool. The video (<https://bit.ly/2A6xrsL>) is being promoted and shared widely; additional versions of the video with on-screen text and translated voiceover in Spanish, Chinese and Korean have been developed.

Since its launch on July 19, 2018 through September 2018:

- 3,125 requests were submitted via the portal.
  - 37% of the requests were made by Concerned Residents
  - 22% by Government Employees
  - 18% by Homeless/Social Service Providers
  - 8% by Self-Referral
  - 4% by First Responders
  - 4% by Business Owners
  - 7% by Other

### Information Sharing – County Sponsored AB 210

County-sponsored Assembly Bill 210 became effective on January 1, 2018. AB 210 authorizes counties to establish multidisciplinary personnel teams to facilitate the expedited identification, assessment, and linkage of homeless individuals and families to housing and supportive services within the County. It allows participating agencies to share confidential information to coordinate housing and supportive services, ensure continuity of care, and reduce duplication of services.

- In August 2018, the AB 210 online training was launched. Employees from agencies participating in Phase I of AB 210 implementation were able to access the training and sign the employee participation and confidentiality agreement upon completion.
- In September 2018, AB 210 information sharing began. Employees who would like to share information with another employee are able to verify the other employee’s eligibility by logging into a secure site. Participating agencies include: DHS, DMH; DPH, DPSS; Public Defender; Los Angeles Homeless Services Authority, and their contractors.

- Since its launch, approximately 500 employees have completed training and are eligible to share information utilizing authority conferred by AB 210.
- In collaboration with the ISD, the CIO is overseeing efforts for the development of an automated system to facilitate information sharing authorized by AB 210.

## Engaging Tech Industry in Fight Against Homelessness

### Technology Innovation Forum

In a bold move to harness the resources and expertise of tech companies and foster more strategic investment in the sector, the County issued a call for solutions with the potential to creatively accelerate outcomes for people experiencing homelessness. The Countywide movement is seeking diverse partners and new approaches to deliver what's working more effectively and to foster inspired thinking and sustainable solutions around housing, data, customer empowerment and operational effectiveness. Submissions are due mid-November.

- On November 1, 2018, the HI and the CIO hosted a Technology Innovation Forum to communicate the vision and goals for strategic technology investments, and to triage questions related to the Request for Information (RFI) issued by the Homeless Initiative and the CIO.
- Over 100 individuals from technology organizations attended the forum.
- The CEO received 52 RFI responses by the November 15, 2018 deadline. A Request for Proposals (RFP) for innovative technology solutions will be released based on the responses to the RFI.

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Press Ctrl and Click on Reference to Access Original Document

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