COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES
579 KENNETH HAHN HALL OF ADMINISTRATION/LOS ANGELES, CALIFORNIA 90012
(213) 974-2406 / FAX (213) 621-0387

MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

June 23, 2004

To: All Department Heads

From: Michael J. Henry
Director of Personnel

David E. Janssen
Chief Administrative Officer

Subject: **TEMPORARY CONTRACT PERSONNEL UTILIZATION SURVEY**

On December 9, 2003, on motion of Supervisor Don Knabe, the Board instructed the Director of Personnel, the Chief Administrative Officer and respective departments to work to resolve issues regarding temporary contract personnel, and to also look at a County management solution for bringing the temporary staffing program under one management. In order to fully assess current Countywide utilization of temporary contract personnel, we are requesting that you have your staff complete and return the enclosed Utilization Survey by August 4, 2004.

Our initial review has identified approximately 12 departments that contract directly with a variety of agencies to provide temporary contract personnel for generalist positions such as clerical, secretarial, word processing, and other office support personnel. In addition, the Executive Office of the Board of Supervisors serves as an umbrella agency and contracts directly with a variety of agencies to provide generalist contract personnel for 12 other departments. The authority for such contracts is Government Code Section 31000.4, which specifies that the use of such temporary personnel is limited to a 90-day duration, per assignment. All of these contracts require the solicitation of bids from temporary personnel firms, evaluation of responses, development of contracts, and processing for approval by the Board of Supervisors. Several vendors have contracts with separate departments.

We advised each Supervisor that Countywide Master Agreements for temporary generalist personnel could streamline the contracting process. In addition, because departments would be able to access the contracts on an as-needed basis, the need for individual vendors to contract with several departments for similar services, could be reduced or eliminated.

It is also anticipated that Countywide Master Agreements for Section 31000.4 temporary generalist personnel might provide several advantages over the current system:

- -- One central department responsible for the County's clerical, secretarial, and other temporary office support contract personnel needs, including the Request for Proposal (RFP) solicitation, review, and Board-approval process
- -- Lower rates for services (actual cost savings can only be determined by comparing RFP responses to current rates)
- -- Facilitate Countywide monitoring of utilization and vendor performance
- -- Streamline utilization process
- -- Enhance central utilization control

Upon our review of the completed Utilization Surveys regarding temporary generalist contract personnel, we will evaluate the appropriateness of proceeding and report our findings to each Supervisor. If it appears that Master Agreements are feasible, we will develop and distribute a Request for Statement of Qualifications (RFSQ), evaluate bids to determine cost effectiveness, and if appropriate, develop proposed Countywide Master Agreements for temporary generalist contract personnel, and submit them to the Board for approval.

Completed Utilization Surveys and copies of current purchase orders, Board contracts, and related Board letters should be submitted no later than Wednesday, August 4, 2004 to:

Steven B. Hill, Principal Analyst
Department of Human Resources
555 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

If you have any questions, please contact either of us or your staff may call Steven Hill at (213) 974-2519.

MJH:DEJ
REB:sbh

Enclosure

c: Each Supervisor
Administrative Deputies
Personnel Officers

COUNTYWIDE TEMPORARY GENERALIST CONTRACT PERSONNEL UTILIZATION SURVEY

Please answer the following questions. Use additional sheets if necessary. Please submit completed survey and copies of current purchase orders, contracts, and Board letters no later than Wednesday, August 4, 2004 to:

Steven B. Hill, Principal Analyst
Department of Human Resources
555 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Temporary Generalist Contract Personnel Services

For purposes of this survey, temporary generalist positions include general office support, clerical, secretarial, word processing, lower level accounting and administrative items, as well as unskilled or semi-skilled laborers. Current use of temporary generalist contract personnel shall be limited to a period not to exceed 90 working/business days (720 hours) for any single assignment (peak load, temporary absence, or emergency situation).

CURRENT TEMPORARY GENERALIST PERSONNEL CONTRACTS

1.	A) Does your department currently use temporary generalist contract personnel? This applies to Board-approved contracts or purchase orders (P.O.s) administered by your department or another department.	A) Yes _____ No _____
	B) If yes to #1A, do you expect to use temporary generalist contract personnel in the next year?	B) Yes _____ No _____
	C) If yes to #1B, please provide estimated number of temporary generalist contract personnel you will require, average anticipated duration of assignments, and types of positions to be utilized, e.g., clerical, secretarial, legal, medical, etc.	C)1 Estimated number of personnel you will require: _____ C)2 Average anticipated duration of assignments: _____ C)3 Types of positions to be utilized:

IF YOU ANSWERED NO TO QUESTION #1A YOU DO NOT NEED TO CONTINUE THE SURVEY. PLEASE STOP HERE.

2.	Are the temporary generalist personnel contracts you utilize administered by your department or does your department have access to contracts administered by another department?	A)_____ Contracts are administered by our department. B)_____ Contracts are administered by another department. Name(s) of department(s) administering contracts:
3.	Please list the name of each of your Temporary Generalist contractors, each contract's/purchase order's effective date, expiration date, extension period, annual maximum contract, total contract or purchase order dollar amount, and type(s) of personnel utilized, e.g., clerical, secretarial, etc.	Please complete Attachment I and attach copies of temporary generalist contracts, purchase orders, and Board letters. • If you use another department's Temporary Generalist contracts, please indicate the name of your department at the top of the page followed by the name of the department whose contracts you utilize. • If you have any contracts that contain both temporary generalist positions and special services positions such as medical, legal, therapeutic, architectural, engineering, financial, or other professional classifications, pursuant to 31000 of the Government Code, please include those contracts on Attachment I and identify them with a (✓) in the last column of the form.
4.	Approximately how many temporary generalist contract personnel did your department utilize during the January-March 2004 quarter?	A) Approximate number obtained through contracts_____ B) Approximate number obtained through P.O.s _____

5.	Please identify the reason(s) your department utilized temporary generalist contract personnel in the January-March 2004 quarter and estimate the approximate number of personnel utilized for each reason.	*Approx. # utilized during the quarter Check all that apply — Contract — P.O. A) _____ Hard-to-recruit/retain vacant funded positions — 1) _____ — 1) _____ B) _____ No CAO authority to hire/promote — 2) _____ — 2) _____ C) _____ Hard-to-recruit/retain location — 3) _____ — 3) _____ D) _____ Emergency situation — 4) _____ — 4) _____ E) _____ Peak workload period — 5) _____ — 5) _____ F) _____ Extended employee absence — 6) _____ — 6) _____ G)_____Other reasons (Explain): — 7) _____ — 7) _____ *These numbers should be based on your January-March 2004 quarterly contract utilization report plus any additional temporary generalist personnel obtained through P.O.s.
6.	When you send out RFP's for temporary generalist personnel contracts, do you base proposed contract position titles, minimum requirements, and duties on County items/class specifications?	Yes _____ No _____ If you answered no, please explain why.
7.	What specific temporary generalist contract personnel, (County classification titles or other position titles) are included in your current contracts or P.O.s? What are the hourly contract rates for each position title, and what are the hourly wages the contractors pay their personnel?	Please complete Attachment II.
8.	Are your contract position titles different than County position titles?	Yes _____ No _____ If yes, please explain why:
9.	Please provide minimum requirements and examples of duties for position titles in your current temporary generalist personnel contracts or P.O.s.	Please complete Attachment III.
10.	Are there any other position titles not contained in your contracts or P.O.s that the contractors are providing your department on a non-contract-rate basis?	Please complete Attachment IV.
11.	Do you have more than one contract for identical or similar temporary generalist personnel?	Yes _____ No _____ If yes, please explain why this is necessary.

CONTRACTOR SERVICES		
12.	What are your current procedures for obtaining the services of temporary generalist contract personnel (either through contracts or P.O.s) when the needs arise?	Please summarize procedures below or attach written procedures, if available. Include copies of requisitions, work orders or any other related internal documents currently used in the temporary personnel ordering/billing/payment process.
13.	Once you have requested that a contractor provide a temporary person how long does it normally take for the person to be assigned to your department by the contractor? (Please attach an additional sheet, if necessary.)	A) _____ Days (Average across the board/all companies) B) _____ Days (Varies depends on company) C) _____ Days (Depending on position/location) Comments:
14.	Are your temporary generalist personnel contractors always able to meet your needs by providing quality personnel and responsive customer services in a timely manner? (Please attach an additional sheet, if necessary.)	Yes _____ No _____ If no, please provide examples of problems and names of contractors.
15.	Overall, are you satisfied with the responsiveness, services, billing process, and personnel you are receiving from each of your current contractors that provide temporary generalist contract personnel? (Please attach an additional sheet, if necessary.)	Yes _____ No _____ If no, why?
16.	What are your department's procedures for tracking hours worked by temporary generalist contract personnel and reconciliation of hours billed by contractors for those services?	Please summarize procedures below or attach written procedures, if available.

17.	In what geographic area(s) of the County do you typically require the services of temporary generalist contract personnel? Please place an asterisk next to the locations where it is hard to recruit County employees. (Please attach an additional sheet, if necessary.)	A)____ Civic Center B)____ LAC+USC Medical Center/East Los Angeles C)____ South County (Southeast to South Bay) D)____ South and Southwest Los Angeles City E)____ Hollywood/Miracle Mile F)____ Malibu/Santa Monica G)____ San Fernando Valley (excluding Northeast) H)____ West San Gabriel Valley I) ____ Pomona and East San Gabriel Valley J) ____ Northeast San Fernando Valley/Santa Clarita Valley K)____ Palmdale/Lancaster (Antelope Valley) L)____ Willowbrook/Watts/Florence M)____ All areas
18.	Are you ever required to pay for higher level personnel because contractors are unable to fill the contract positions you initially requested?	Yes _____ No _____ If yes, please explain circumstances.
19.	Do you have unique needs that will require you to retain control over your own temporary generalist personnel contracts or purchase orders in the future, rather than obtain the services through Countywide Master Agreements maintained by another department? (Please attach additional sheet, if necessary.)	Yes _____ No _____ If yes, please explain special needs/circumstances.
	CRIMINAL BACKGROUND CHECKS	
20.	A) Do you utilize temporary generalist contract personnel to perform duties in designated sensitive positions requiring criminal background checks? Note: In some departments all positions are designated as sensitive.	Yes _____ No _____ If no, go to question #21
	B) If yes to #20A, who is responsible for arranging for the criminal background checks?	B1)____ Department B2)____ Contractor
	C) If contractor arranges criminal background checks: 1) who pays for the background checks; 2) what is included in background reports; 3) how long does it normally take for you to receive results; and 4) do you allow temporary contract personnel to start in sensitive positions prior to completing criminal background checks?	C)1 _____ C)2 _____ C)3 _____days C)4 _____Yes _____No If you answered yes to C)4, please explain the circumstances under which contract personnel are allowed to begin working prior to receipt of a criminal background report.

21.	Have the unions raised any issues of concern regarding your use of temporary generalist contract personnel?	Yes _____ No _____ If yes, please summarize issues.
22.	Are there any other issues of importance to your department related to temporary generalist contract personnel that have not been addressed in this survey? (Please attach an additional sheet, if necessary.)	Yes _____ No _____ If yes, please summarize issues.

This survey was completed by: Name Title Telephone Number Fax Number Date	This survey was reviewed by: Name Title Telephone Number Fax Number Date

ATTACHMENT I

TEMPORARY GENERALIST PERSONNEL CONTRACT/PURCHASE ORDER INVENTORY

DEPARTMENT: _____

CONTRACTOR NAME	COPY OF CONTRACT OR P.O. ATTACHED Please check (✓) which is attached. Contract	P.O.	CONTRACT EFFECTIVE DATE	CONTRACT EXPIRATION DATE	EXTENSION PERIOD(S) IN MONTHS/YEARS	MAXIMUM $ AMOUNT PER YEAR	TOTAL CONTRACT $ AMOUNT	*TYPES OF POSITIONS E.G.CLERICAL, SECRETARIAL, ADMIN. SUPPORT, LEGAL, MEDICAL, WORD PROCESSING *Place a check in the column if contract or P.O. contains both temporary generalist and special services positions.	(✓)

TEMPORARY GENERALIST PERSONNEL CONTRACT/PURCHASE ORDER RATES

DEPARTMENT: _____

Contractor Name	Position Title	Contract Hourly Rate	Employee Hourly Pay	Contractor Name	Position Title	Contract Hourly Rate	Employee Hourly Pay

TEMPORARY GENERALIST CONTRACT PERSONNEL MINIMUM REQUIREMENTS/DUTIES (CONTRACT POSITIONS)

DEPARTMENT: _____

CONTRACTOR	POSITION TITLE	MINIMUM REQUIREMENTS	DUTIES

TEMPORARY GENERALIST CONTRACT PERSONNEL MINIMUM REQUIREMENTS/DUTIES
(NON-CONTRACT POSITIONS)

DEPARTMENT: _____

CONTRACTOR	POSITION TITLE	MINIMUM REQUIREMENTS	DUTIES