



**PUBLIC REQUEST TO ADDRESS  
THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS  
HOLLY J. MITCHELL  
LINDSEY P. HORVATH  
JANICE HAHN  
KATHRYN BARGER

**Correspondence Received**

The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
42.		<b>Oppose</b>	Monisha Parker	<p>Here are some suggestions for strengthening the 24-Hour Residential Treatment Program Contract in Los Angeles County:</p> <p><b>**Improve Program Effectiveness and Outcomes:**</b></p> <p><b>* **Clearly define program goals and performance metrics:**</b> Ensure the contract outlines specific, measurable, achievable, relevant, and time-bound (SMART) goals for program outcomes, such as reducing hospitalizations, increasing medication adherence, and improving independent living skills.</p> <p><b>* **Evidence-based treatment practices:**</b> Require providers to utilize evidence-based treatment modalities tailored to the specific needs of the target population.</p> <p><b>* **Data-driven program evaluation:**</b> Conduct regular program evaluations to assess progress towards achieving goals, identify areas for improvement, and inform future program design.</p> <p><b>* **Client-centered services:**</b> Ensure the program focuses on individual client needs and preferences, offering personalized treatment plans and support services.</p> <p><b>* **Continuity of care:**</b> Collaborate with other service providers to ensure smooth transitions between different levels of care and support continuity of treatment.</p> <p><b>**Strengthen Collaboration and Communication:**</b></p> <p><b>* **Regular communication channels:**</b> Establish clear communication channels between the County, contractors, and other stakeholders to share information, address concerns, and coordinate services.</p> <p><b>* **Joint planning and training:**</b> Organize joint planning sessions and training opportunities for County staff and program providers to build understanding and collaboration.</p> <p><b>* **Data sharing agreements:**</b> Implement data sharing agreements between the County and providers to facilitate monitoring progress, identifying trends, and improving program effectiveness.</p> <p><b>**Promote Quality and Accountability:**</b></p> <p><b>* **Clear quality standards and monitoring:**</b> Establish clear quality standards for the program and conduct regular monitoring activities to ensure compliance.</p> <p><b>* **Performance-based contracting:**</b> Consider incorporating performance-based incentives into the contract, rewarding providers for achieving positive outcomes.</p> <p><b>* **Grievance and complaint procedures:**</b> Establish clear grievance and complaint procedures for addressing client concerns and ensuring</p>

			<p>accountability.</p> <p><b>**Enhance Efficiency and Sustainability:**</b></p> <p><b>***Streamlined administrative processes:**</b> Review and streamline administrative processes associated with the program, such as data collection, reporting, and billing.</p> <p><b>***Explore alternative funding models:**</b> Explore alternative funding models, such as multi-year contracts or public-private partnerships, to provide financial stability and predictability.</p> <p><b>***Cost-effectiveness analysis:**</b> Conduct regular cost-effectiveness analyses to assess the program's value for money and identify opportunities for cost savings without compromising quality.</p> <p><b>**Additional Considerations:**</b></p> <p><b>***Equity and inclusion:**</b> Ensure the program serves diverse populations equitably and addresses potential disparities in access to care.</p> <p><b>***Community engagement:**</b> Involve community members in program planning and evaluation to ensure it aligns with community needs and priorities.</p> <p><b>***Technological advancements:**</b> Explore how technology can be used to improve program delivery, data collection, and communication.</p> <p>By implementing these suggestions and tailoring them to the specific context and needs of Los Angeles County, the 24-Hour Residential Treatment Program can be strengthened to provide even more effective and comprehensive care to individuals in need.</p>
		<b>Item Total</b>	<b>1</b>
<b>Grand Total</b>			<b>1</b>