



**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
CS-2.		<b>Oppose</b>	ISD Employee	<p>The Board of Supervisors would be hard pressed to find an individual currently employed by the County of Los Angeles today who is less equipped to lead a Service Provider organization than Michael Owh. Mr. Owh is solely concerned with controlling optics (just as he did in NYC) rather than providing actual service, manipulatively utilizes DEI buzz words to control narratives and completely lacks any authenticity as a leader. As a current ISD employee, it has been horrifying for me to watch this man's confrontational pattern of bullying and consistently disingenuous behavior toward all levels of employees in the organization create a hostile work environment, all the while putting up a front of being a man of the people. All that this self proclaimed leader cares about is elevating his own position in the eyes of the Board, proving himself right in every circumstance and using his paltry legal skills to belittle others, as if he is litigating every interaction in a court of law yet not subject to judgment. Michael Owh is not teachable, has no desire to be, and is unable to communicate anything of value to teach, aside from being an example of how NOT to lead or treat others. As a minority woman in ISD, I want to be valued on the basis of meritocracy and not immutable characteristics or popular social causes. Leaders must also be of value the same way. Is that too much to expect? It was once a professional standard. When will enough be enough? I beg this Board to act in good faith as a representative of the many people who elected it and denounce leaders that exemplify abusive and negative behaviors, rather than rewarding them with promotional opportunities that are unearned. Does employee morale matter, Supervisors? ISD has been completely and utterly demoralized over the past few years by Michael Owh's toxic rhetoric. Numerous productive employees have left ISD, and successful recruitment is beyond challenging and increasingly impossible to manage due to non-civil service processes Michael Owh instituted as bureaucratic roadblocks that only he is allowed to move. No manager at any level of the organization has any decision making power or authority over the services they were hired to oversee. I implore you all to circulate an anonymous survey among current ISD employees, and you will be astounded by the results. Honesty is being stifled by a very valid fear of retaliation. Mr. Owh is extremely calculated, narcissistic and power-focused. Please understand that no one who is truly proud of the valuable work we do in ISD cares about the race or sex of our department head. What we care about is being appropriately respected and supported to provide the critical service that keeps the county operational. Please conduct due diligence and appoint a real leader who will fulfill ISD's stated mission and purpose, which is first and foremost to be a service provider of value to the many county departments obligated to serve the constituents of Los Angeles County.</p>
			ISD Employees	<p>Dear Members of the Board of Supervisors,</p> <p>As concerned County employees, we write to you today about the urgent crisis unfolding within the Internal Services Department (ISD) and the</p>



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alarming consideration of Michael Owh as Director. The situation is dire; Numerous career county managers and team members who had no desire to leave have been forced to resign or retire early due to the abusive leadership of Michael Owh. Morale within ISD is at an all-time low, further exodus of employees is leading to operational outages and security breaches. We implore the Board to urgently review ISD and the current state of employee morale. We believe the findings will be shocking.

Here are some examples of misconduct done in these past three years.

- County employees in leadership positions who retired with 30+ years of service were not recognized for their service by Michael. He never showed up to wish them well or acknowledge their careers and achievements. Instead, belittled employees with more than five years of service, like serving the county for longer than five years, means something is wrong with you, and your service is to be scorned. You only need to ask some high-level retirees and staff who left if the chief deputy or former director acknowledged them.
- Budgeting was not managed appropriately to shore up shortfalls in other services. Michael took funds from the ITS service to pay for other failing services in different branches of ISD, leaving ITS without money to fulfill customer needs or offer refunds to customers so they could decide to reinvest to improve or develop new technologies or shore up budget shortfalls in their departments.
- Hamstringing hiring and promotions by making all requests to fill vacancies go through a long question-and-answer review process that is needless and only done for ITS vacancies. Other ISD services are allowed to fill vacancies with no documentation or vetting. However, ITS needs 50 pages of documentation in triplicate to fill a budgeted position. Supposedly, this is done to improve equity in our hiring. Yet, the hypocrisy is that Michael hired a finance manager, and there was no bulletin or competitive solicitation for that position.
- Steering ISD to vendors that support specific initiatives when their products are inferior and are often more expensive than other vendors. Vendor selection with IT components and services requires planning and proper vetting based on requirements. Now it's being pushed as "what has the vendor done for me lately," and we are asked to justify why we didn't or don't want certain vendors' products when they don't meet the needs and are more expensive.
- Under Michael Owh's leadership, many of our teams operate with a skeleton crew, yet we are still expected to maintain the same level of productivity as fully staffed teams. His prioritization of personal projects over those of the county departments we serve has left us in an unenviable position to explain why we cannot meet their project deadlines. Most concerning is the emergence of an 'us vs. them' mentality, a nonexistent

			<p>division until now.</p> <ul style="list-style-type: none"> <li>• If an individual seeking a high leadership position gets opposition to the appointment from the organization's staff they seek to lead, why would they not seek transparency? They should welcome an independent review of the department if their leadership is up to par. The only correspondence the board received from anyone in favor of this appointment was solely based on demographics, not ability and merit, which should be the first levels of consideration.</li> <li>• Lastly, procurement is a vital function of government. ISD PCS service is vital to obtaining the services, products, and capabilities needed to achieve County goals. It can impact many areas of government: economic capital, Human capital, Social capital and trust, Natural capital, Education, Health, Social Services, Transportation, and Infrastructure. Why would the board appoint someone who has shown they cannot lead this type of service and will leave rather than face accountability for their lack of leadership? (<a href="https://checksandbalancesproject.org/nyc-michael-owh-ivalua/">checksandbalancesproject.org/nyc-michael-owh-ivalua/</a> )</li> </ul> <p>We appreciate your time and consideration in reviewing these severe concerns. We trust that you will take the necessary steps to address the issues within the Internal Services Department and restore employee morale. Thank you.</p>
		<b>Item Total</b>	<b>2</b>
<b>Grand Total</b>			<b>2</b>