

MOTION BY SUPERVISORS JANICE HAHN AND
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Enabling Connections and Access to Los Angeles County Services

Los Angeles County (County) has an extensive ecosystem of call centers, contact centers, field offices, multidisciplinary teams, and online portals to engage County residents seeking public assistance or services. The complexity of these systems makes it difficult for community members and service providers to identify appropriate services and beds, understand eligibility requirements and application processes, and how to access basic County services with ease. Additionally, it can be difficult to connect with the right person who can provide further assistance.

On December 12, 2023, the Chief Executive Officer submitted a [report back](#) to the Board of Supervisors on Exploring the Feasibility of bringing Information and Referral Services (I&R) Contracted Services In-house. This report found that five County department call centers handled over 5.8 million calls for service inquiries. Additionally, 211LA handled over 560,000 calls resulting in over 150,000 referrals to County departments. The report also included a recommendation to establish a no-wrong door model for information and referral services by using a cross-departmental Service Coordination Team (SCT) and an integrated electronic Community Information Exchange (CIE) to facilitate a more proactive system of closed loop referrals and improve access to the ecosystem of County and community-based providers.

MOTION

SOLIS	_____
MITCHELL	_____
HAHN	_____
BARGER	_____
HORVATH	_____

WE, THEREFORE, MOVE that the Board of Supervisors:

1. Direct the Chief Executive Office's (CEO) Chief Information Officer to report back in writing in 90 days with a plan to include information on Los Angeles County (County) and non-County providers and services in the Community Information Exchange (CIE) in collaboration with the County's Departments of: Health Services, Mental Health, Public Health, Children and Family Services, Public Social Services, Aging and Disabilities, Justice Care and Opportunity; as well as Homeless Initiative in the CEO, to consult with the Los Angeles Homeless Services Authority, and other relevant departments; and
2. Authorize the CEO to conduct modified and/or expedited solicitations and to execute and, if necessary, amend, or terminate agreements with contractors to assist with the design, development, and implementation of a CIE.

WE, FURTHER, MOVE that the Board of Supervisors direct the CEO to report back in writing, in 180-days or sooner, with the feasibility of implementing the proposed Service Coordination Team to assist constituents with multiple service referrals for a no wrong door approach in accessing County services and resources; this should include, but not be limited to, what connection, handoffs, resources, multiple service or complex referrals, and linkages could look like; and should include consultation with community stakeholders, labor partners, County staff and managers, etc.

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