



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

[Board of Supervisors](#)

December 3, 2024

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

[Director](#)
Rafael Carbajal

[Chief Deputy](#)
Joel Ayala

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

20 December 3, 2024

A handwritten signature in black ink that reads "Edward Yen".

EDWARD YEN
EXECUTIVE OFFICER

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**RECOMMENDATION TO AWARD AGREEMENTS FOR
THE LOS ANGELES COUNTY DISPUTE RESOLUTION PROGRAM
(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

SUBJECT

The Department of Consumer and Business Affairs (DCBA) seeks delegated authority to award and execute competitive agreements (Subawards) for the Dispute Resolution Program (DRP) with seven (7) non-profit organizations and one (1) governmental entity. The DRP provides conciliation and mediation services to individuals, businesses, and organizations involved in a wide-range of disputes such as consumer-merchant, landlord-tenant, family-related, neighbor-to-neighbor, and debt dispute in which participants exercise control over the resolution process and are able to design their own solutions.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Delegate authority to the Director of DCBA, or their designee, to award and execute, and if necessary, terminate for convenience, competitively-bid Subawards with eight (8) subrecipients, listed on Attachment I (collectively, Subrecipients), totaling \$9.9 million for the provision of DRP services for an initial term of eighteen (18) months with three (3) one-year renewal options, effective January 1, 2025 and upon approval as to form by County Counsel. Allocations to the Subrecipients are subject to the availability of funding and are contingent upon each Subrecipient's performance in meeting the goals of the DRP in Los Angeles County (County).
2. Delegate authority to the Director of DCBA, or their designee, to execute future amendments to extend the Subaward(s) for three (3) additional

one-year optional renewals for a maximum total Subaward term of four (4) years and six (6) months, at the discretion of DCBA in accordance with the term of the Subaward, and upon approval as to form by County Counsel (Counsel).

3. Delegate authority to the Director of DCBA, or their designee, to: (a) execute amendments as needed throughout the Subaward term to add, when possible, any newly relevant or updated State and/or County terms and conditions; and (b) to increase or decrease the subaward amount in response to the availability of funding and based on Subrecipient performance provided that: (i) any increase or decrease to the Subaward amounts (including but not limited to baseline funds, one-time-only funds, and/or supplemental monies), which may exceed ten percent (10%) of the maximum Subaward sum each Subrecipient receives, which includes all optional renewals, the total allocation does not exceed available funding; (ii) modify performance goals consistent with funding allocation modifications; and update the statement of work as operationally necessary, and (iii) approval of Counsel as to form is obtained prior to such amendments.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

In 1986, the California Dispute Resolution Programs Act (Act) was signed into law. The DRP allows the County, through DCBA, to fund dispute resolution services from a portion of certain filing fees collected in civil court actions. Currently, DCBA contracts with seven (7) agencies to train and supervise mediators and volunteers who provide conciliation and mediation services at little or no cost to individuals, businesses, and organizations involved in various types of disputes throughout the County. This reduces and/or eliminates the need to go through full court proceedings.

The current subawards sunset on December 31, 2024. The recommended actions will ensure the continued provision of DRP services in the County, resolving approximately 2,300 cases annually by contracted partners and about 450 cases by DCBA.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended action supports the County's Strategic Plan North Star 1, Make Investments That Transform Lives. The Dispute Resolution Program (DRP) makes investments that transform lives by providing vulnerable tenants and residents with mediation services to resolve housing and other debt disputes that, if left unresolved, may lead to housing instability, including eviction.

FISCAL IMPACT/FINANCING

The total maximum Subaward sum for the combined Subawards will be approximately \$9.9 million for the Subaward term of four (4) years and six (6) months. The DRP is fully funded through civil court filing fees that are collected in the DRP Special Fund, established by the County, pursuant to the Act.

There is no impact on the County General fund, as the DRP is fully financed by the DRP Special Fund.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Act designated the California Department of Consumer Affairs ("State") to oversee the statewide administration of all dispute resolution programs. In the County, DCBA is the designated agency authorized to implement, administer, and fund the County's DRP using funds from the DRP Special Fund.

The DRP assists people who live, work, or operate in the County by providing various alternative dispute resolution options to resolve formal judicial proceedings with the help of professionally trained mediators. DRP provides these services at little or no cost to clients. In addition to being more cost effective than traditional litigation, these services are more accessible, friendly, time effective, and satisfying than the traditional litigation, resulting in more equitable access to justice for traditionally underserved County residents.

The recommended Subawards will include the County's standard terms and conditions to ensure compliance with all required Board policies, programs, and ordinances, including consideration of qualified County employees targeted for layoffs, consideration of GAIN/START participants for employment openings, acknowledgement of County's commitment to Safely Surrendered Baby Law, and fair chance employment practices.

CONTRACTING PROCESS

On August 12, 2024, DCBA released a Request for Proposals (RFP), Number CA-25-004, to solicit proposals from qualified agencies to provide DRP services in Los Angeles County. Responses to the RFP were due to DCBA on September 13, 2024.

The contracting opportunity announcement was posted on the County's "Doing Business With Los Angeles" website, DCBA's departmental website, and approximately 320 Southern California Mediation Association members were notified of the RFP release through an electronic mail blast. The RFP was also advertised through DCBA's social media channels and in greater County

newspapers such as LA Opinion, Long Beach Press-Telegram, Torrance Daily Breeze, Los Angeles Daily News, San Gabriel Valley Tribune, Korea Times, Chinese Daily News, and Valley Press.

DCBA received nine (9) proposals by eight (8) entities by the submission deadline. The proposal submissions were reviewed and assessed by an evaluation committee comprised of subject matter experts in accordance with Policy 5.054 – Evaluation methodology for Proposals. As a result, DCBA recommends executing Subawards with the entities listed in Attachment I.

On October 22, 2024, all recommended entities were notified of the RFP results. DCBA has obtained Letters of Intent from all the recommended entities.

The eight (8) Subrecipients recommended for an award met all the RFP requirements and have agreed to cover all service areas outlined in Attachment I to ensure equitable coverage of DRP services Countywide.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended actions will allow for the continued provision of DRP services to individuals, businesses, and organizations involved in various types of disputes Countywide. As such, it is in the County's best interest to award and execute Subawards with the eight (8) entities outlined in Attachment I.

Respectfully submitted,



Rafael Carbajal

Director

RC:AB:SR:ae

c: Executive Office, Board of Supervisors
County Counsel



Los Angeles County Dispute Resolution Program Providers

Effective January 2025

Subrecipient		Supervisory Districts Served
1	Asian Pacific American Dispute Resolution Center	1,4,5
2	California Conference for Equality and Justice	1,2
3	California Lawyers for the Arts	1,2,3,4,5
4	Center for Conflict Resolution	1,2,3,4,5
5	Centinela Youth Services	1,2,3,4,5
6	City of Los Angeles	1,2,3,4,5
7	Korean American Coalition	1,2,3,4,5
8	Loyola Marymount University	1,2,3,4,5