

**BOARD OF  
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**Chief  
Executive  
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**COUNTY OF LOS ANGELES**

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 713, Los Angeles, CA 90012  
(213) 974-1101 ceo.lacounty.gov

**Chief Executive Officer**

Fesia A. Davenport

"To Enrich Lives Through Effective and Caring Service"

February 04, 2025

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

Dear Supervisors:

**REQUEST DELEGATED AUTHORITY TO AMEND THE CONTRACT WITH THE INFORMATION  
AND REFERRAL FEDERATION OF LOS ANGELES COUNTY, INC., DBA 211 LA COUNTY TO  
INCREASE SERVICES AND THE TOTAL FUNDING AMOUNT  
(ALL DISTRICTS) (3 VOTES)**

**SUBJECT**

Authorize the Chief Executive Office (CEO) to execute Amendment No. 12 of Contract No. AO-19-656 (Contract) with the Information and Referral Federation of Los Angeles County, Inc., dba 211 LA County (211 LA County) to increase the call volume for the Aging & Disabilities Department by \$85,786, for a total contract sum of \$52,792,211. Delegate authority to the CEO to increase or decrease this Agreement by no more than ten percent (10%) of the total contract sum.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Delegate authority to the CEO, or designee, to execute Amendment No. 12, substantially similar to form of Contract No. AO-19-656, between the County of Los Angeles (County) and 211 LA County (see Exhibit A). This Amendment will increase the Aging & Disabilities Department's (AD) Special Program amount by \$85,786 for a total contract sum of \$52,792,211, to handle calls forwarded from the Adult Protective Services (APS) Central Intake line (888-202-4248). This Amendment does not affect the term of the contract which will expire on June 30, 2025. The Amendment will be reviewed and approved as to form by County Counsel.

2. Delegate authority to the CEO to execute amendments to this Contract that do not exceed more than a ten percent (10%) increase or decrease in the total contract sum, if such amendments are

required for additional services; changes in federal, State, and County requirements; or temporary specialized projects. The approval of County Counsel will be obtained prior to executing such amendments.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The AD had an emergent need for assistance in handling calls originating from their number posted on the State's website. To help meet this need, the County utilized its remaining delegated authority to add services and funding under Amendment No. 11 with the understanding that it was a partially funded solution. This recommended action will provide the funding necessary to handle the anticipated call volume and the delegated authority to provide funding for any additional service needs identified prior to the term date of the contract, June 30, 2025.

Under this Amendment No. 12, 211 LA County will provide additional services for the APS Central Intake Unit Line, similar in scope to the existing 211 LA County Special Projects. A separate point to number and program specific data collection, call handling protocols, reporting, training, and onboarding were established to handle these calls.

### **Implementation of Strategic Plan Goals**

These recommended actions support the County Strategic Plan's North Star 1. Make investments that transform lives, with a focus area goal to support vulnerable populations.

### **FISCAL IMPACT/FINANCING**

This action will add \$85,786 from AD. These costs will be covered primarily by APS funds, State funded dollars, there is no need to offset costs, and no NCC funding will be used. The total Contract sum will be \$52,792,211.

If calls or service changes affect the negotiated Contract amounts, the CEO will use its requested delegated authority to increase or decrease the Contract amount by no more than ten percent (10%).

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

Pursuant to Section 26227 of the Government Code, the Board may appropriate, and fund programs deemed by the Board to be necessary to meet the social needs of the population of the County, including, but not limited to, the areas of health, law enforcement, public safety, rehabilitation, welfare, education, legal services, and the needs of financially, physically, mentally challenged, and aged persons.

This Amendment No. 12 will add services and funding for an emergent need identified by APS. This Amendment No. 12 will be approved as to form by County Counsel prior to execution.

### **CONTRACTING PROCESS**

211 LA County was procured through a solicitation released on October 12, 2017. Of the three proposals received, two were determined to be incomplete and non-responsive. The Board letter requesting delegated authority to contract with 211 LA County was adopted on December 3, 2019. The Contract was effective January 1, 2020, and will terminate on June 30, 2025.

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of these actions will ensure these calls for one of our vulnerable populations will be handled and addressed.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Fesia A. Davenport', written in a cursive style.

FESIA A. DAVENPORT  
Chief Executive Officer

FAD:JMN:CDM  
KH:IB:acn

Enclosures

c: Executive Office, Board of Supervisors  
County Counsel  
Aging and Disabilities



**AMENDMENT NUMBER TWELVE**

**TO**

**CONTRACT**

**BY AND BETWEEN**

**COUNTY OF LOS ANGELES**

**AND**

**THE INFORMATION AND REFERRAL FEDERATION OF  
LOS ANGELES COUNTY, INCORPORATED DBA 211 LA COUNTY**

**FOR**

**INFORMATION AND REFERRAL PROGRAM SERVICES**

**AGREEMENT NUMBER: AO-19-656  
AMENDMENT NUMBER 12**

## **AMENDMENT NUMBER TWELVE**

### **CONTRACT**

### **FOR**

### **INFORMATION AND REFERRAL PROGRAM SERVICES**

This Amendment Number Twelve is made and entered into by and between the County of Los Angeles (hereinafter "County") and the Information and Referral Federation of Los Angeles County, Inc. dba 211 LA County, a California Non-profit Public Benefit Corporation (hereinafter "Contractor").

### **RECITALS**

**WHEREAS**, on December 3, 2019, the County of Los Angeles Board of Supervisors (Board) approved the contract with 211 LA County to provide general and specialized Information and Referral (I&R) Program Services (Contract), and delegated the authority to the Chief Executive Officer to execute amendments that do not exceed more than a ten percent (10%) increase or decrease in the total Contract sum to provide additional services; comply with changes in Federal, State, and County requirements; implement or terminate temporary specialized projects; or update Contract terms and conditions; and

**WHEREAS**, effective January 1, 2020, the parties hereto previously entered into a Contract for I&R services for a total maximum Contract sum of **\$18,674,208**; and

**WHEREAS**, on January 29, 2020, the Chief Executive Officer executed necessary Amendment Number One to this Contract to update the County's former Workforce Development, Aging and Community Services (WDACS) Anti-Hate Campaign, add the Chief Executive Office Census 2020 special project, and increase the maximum Contract sum to **\$18,957,875**.

**WHEREAS**, on March 17, 2020, the Chief Executive Officer executed necessary Amendment Number Two to this Contract to provide life safety information related to the *Novel Coronavirus Public Health Emergency* special project; and increase the maximum Contract sum to **\$20,108,689**.

**WHEREAS**, on June 11, 2020, the Chief Executive Officer executed necessary Amendment Number Three to extend the services related to the *Novel Coronavirus Public Health Emergency* special project; and increase the maximum Contract sum to **\$20,541,629**.

**WHEREAS**, on August 31, 2020, the Chief Executive Officer executed necessary Amendment Number Four to extend the services related to the *Novel Coronavirus Public Health Emergency* special project; and increase the maximum Contract sum to **\$21,883,337**.

**WHEREAS**, on September 1, 2020, the Board approved and delegated authority to the CEO to increase the Contract sum beyond the allowed 10 percent and extend the *Novel Coronavirus Public Health Emergency* special project until December 31, 2020.

**WHEREAS**, on November 1, 2020, the Chief Executive Officer executed necessary Amendment Number Five to update the Pricing Schedule and reallocate funding to provide additional resources for the Countywide Emergency Hotline in Year 1 with no change to the maximum Contract sum.

**WHEREAS**, on December 8, 2020, the Board approved and delegated authority to the CEO to extend the Contract for a maximum of 18 months from January 1, 2022, to June 30, 2023.

**WHEREAS**, on December 20, 2020, the Chief Executive Officer executed necessary Amendment Number Six to update the term of the agreement by adding in eighteen (18) option months, increasing the Contract sum by \$75,000 for the Countywide Emergency Hotline and \$14,169,847 for the 18 option months for a total maximum Contract sum of **\$36,128,184**, and adding Exhibit P (CARES Act Coronavirus Relief Fund Requirements).

**WHEREAS**, on June 24, 2022, the Chief Executive Officer executed necessary Amendment Number Seven to update Department of Mental Health (DMH) Community Schools Initiative (CSI) special project; and update the Pricing Schedule to reflect the details of allocated funds for twelve (12) of eighteen (18) available option months commencing January 1 through December 31, 2022; and add a new Board provision, *COVID-19 Vaccinations of County Contractor Personnel* and Exhibit Q (Certification of Compliance) to the Contract.

**WHEREAS**, on December 20, 2022, the Chief Executive Officer executed necessary Amendment Number Eight to extend the Contract for six (6) months through June 30, 2023, for the cost of \$4,233,809 already budgeted through Amendment Number Six; and update the Contract in its applicable sections for WDACS with the new departments of Aging and Disability, and Economic Opportunity; and update the Anti-Hate special project which moved from WDACS to the Board of Supervisors Executive Office; and delete DMH CSI special project resulting in cost reduction of \$1,406,074; thereby changing the maximum Contract amount to **\$34,722,110**.

**WHEREAS**, on June 6, 2023, the Board approved and delegated authority to the CEO to extend the Contract for a maximum of 24 months from July 1, 2023, to June 30, 2025.

**WHEREAS**, on June 21, 2023, the Chief Executive Officer executed necessary Amendment Number Nine to extend the Contract for twelve (12) months through June 30, 2024, for the cost of 8,856,790 thereby increasing the maximum Contract amount to **\$43,578,900**; and to update the Department of Children and Family Services (DCFS) Bringing Families Home special project; and to update the Contract in its Board provisions related to *COVID-19 Vaccinations of County Contractor Personnel*, and removed Exhibit Q (Certification of Compliance) from the Contract.

**WHEREAS**, on April 19, 2024, the Chief Executive Officer executed necessary Amendment Number Ten to extend the Contract for twelve (12) months through June 30,2025 and increase the Contract sum by \$9,127,525, thereby increasing the maximum Contract amount to **\$52,706,425**.

**WHEREAS**, on June of 2024, DCFS requested a reduction to their scope and funding for Bringing Families Home program for fiscal year (FY) 2024-25; and Aging and Disabilities (AD) asked to increase their Elder Abuse Hotline services for FY 2024-25. The parties agree to amend this agreement to reduce DCFS' Bringing Families Home program by - **\$254, 218** and increase AD's Elder Abuse Hotline services by **\$254,218** for FY 2024-25, to partially offset the AD's anticipated increase and to meet emergent need, with no change to the Contract Sum or Term of Contract.

**WHEREAS**, in December of 2024, the Chief Executive Officer is requesting delegated authority to amend the contract to increase services and the total funding amount. Aging and Disabilities (AD) is revising Statement of Work (SOW) to add more services needed by 211 LA County for an existing Special Project. AD is requesting to pay the additional sum of \$85,786 not including a 10% buffer for a contract total sum of \$52,792,211.

**NOW THEREFORE**, pursuant to Paragraph 8.1 under Section 8.0 (Standard Terms and Conditions) of the body of the Contract and in consideration of the mutual covenants contained herein and for good and valuable consideration, the parties agree to the following:

- I. The Contract is hereby incorporated by reference, and all of its terms and conditions, including capitalized terms defined therein, shall have full force and effect as if fully set forth herein.
- II. **Exhibit A-h** (AD Elder Abuse SOW) is deleted and replaced by **Exhibit A-h-1** (AD Elder Abuse SOW) shall be added in its entirety and attached hereto and incorporated herein.
- III. **Exhibit B-11** (Pricing Schedule) is deleted and replaced by **Exhibit B-12** (Pricing Schedule).
- IV. Except as expressly modified by this **Amendment Number Twelve**, the unaffected terms and conditions of the Contract, shall remain unchanged in full force and effect and enforceable against the parties.

**IN WITNESS WHEREOF**, the parties by their duly authorized signatures have caused this Amendment Number Twelve to become effective upon execution by the County.

**COUNTY OF LOS ANGELES:**  
CHIEF EXECUTIVE OFFICE

By \_\_\_\_\_  
FESIA A. DAVENPORT  
Chief Executive Officer

\_\_\_\_\_ Date

**CONTRACTOR:**  
THE INFORMATION AND REFERRAL FEDERATION  
OF LOS ANGELES COUNTY, INC. DBA 211 LA COUNTY

By \_\_\_\_\_  
MARIBEL MARIN  
Executive Director

**APPROVED AS TO FORM:**

DAWYN R. HARRISON  
County Counsel

By \_\_\_\_\_  
Senior Deputy County Counsel



**AGING AND DISABILITIES  
ELDER ABUSE INFORMATION LINE  
STATEMENT OF WORK**

**I. Purpose**

Los Angeles County Aging & Disabilities Department seeks to enhance services and supports by ensuring that the increased number of calls to the Adult Protective Services elder abuse hotline is addressed timely, and safety and security are addressed.

Currently, APS receives calls from various phone lines, and the goal is to redirect all calls from these lines to the APS hotline managed by 211 LA County under the current contract. However, some of the calls may not be related to reporting abuse and neglect but to inquire about an APS case. Some of the calls may pertain to the Area Agency on Aging's Information and Assistance services, which are also managed by 211 LA County under the current contract. Other calls may be general inquiries, like those typically handled through the 211-dialing service. Therefore, AD would like 211 LA County to assist callers based on the nature of their inquiries as specified in this SOW.

**II. Service**

AD will route all calls associated to the elder abuse hotline.

211 LA County will answer all routed/redirected calls from various numbers to ensure the public receives services and information as stated in the current SOW. This line receives an estimated call volume of 10,000/year, which may include other general inquiry calls not classified as Elder Abuse calls, of which approximately 8,000 will be included in this amendment. Calls reported with allegations of abuse will continue to be prioritized as Elder Abuse reports as outlined in the Statement of Work in accordance with Exhibit A, Statement of Work, Section 2.2.6, 2-1-1 I&R Services, Subsection C, Elder Abuse Hotline.

Calls routed to 211 LA County will be triaged by call type and handled as follows:

**1. Elder Abuse Calls:**

Calls to report suspected elder or dependent adult abuse shall be handled in accordance with Exhibit A, Statement of Work, Section 2.2.6, 2-1-1 I&R Services, Subsection C, Elder Abuse Hotline. If the caller is a Mandated Reporter, 211 LA County will continue to handle and inform the Mandated

Report of the option to report through the online APS Web Intake form, accessible through the following link: [Online Reporting of Abuse Website](#)

2. **APS Related Calls Not Intended to Report New Elder Abuse:**

Elder abuse-related calls received that do not involve reporting new allegations of abuse may include the following:

- Who is the assigned APS worker
- Status of an APS Report submitted
- Request to speak with a supervisor
- Request case/report closure
- Obtain a copy of the report submitted
- Who submitted an abuse report against them, etc.

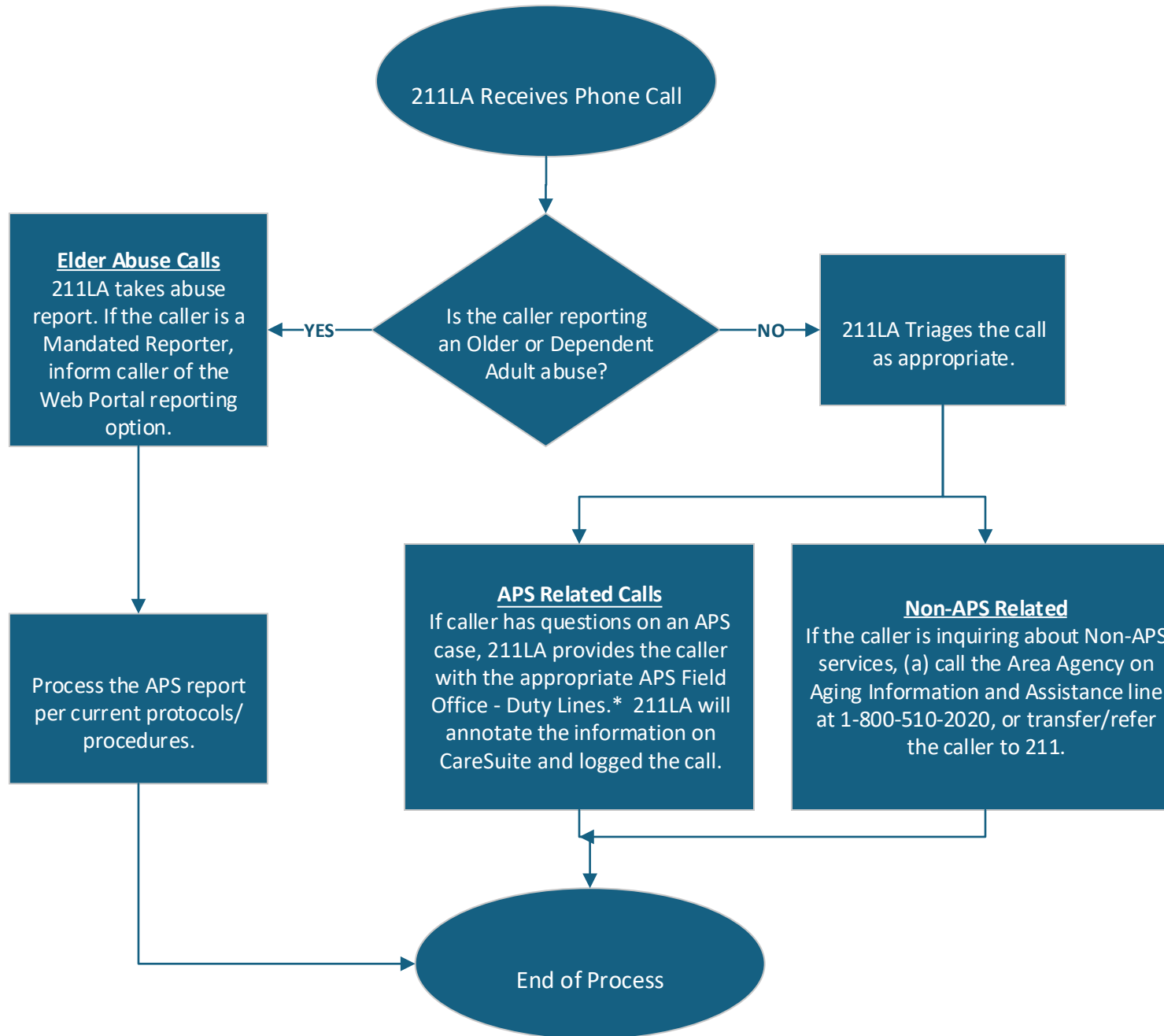
For these types of calls, 211 LA County shall ask for the caller's zip code and refer them to the appropriate APS Field Office - Duty Line based on the zip code listing for further handling. 211 LA County will annotate this information on CareSuite, log the call, including the APS Field Office the call was referred to.

3. **Non-APS Related and Non-Elder Abuse Related Calls:**

211 LA County shall assist callers with inquiries unrelated to elder abuse by either (a) referring them to the Area Agency on Aging's Information and Assistance service or transferring them to 1-800-510-2020, or (b) utilizing the 211 dialing code to connect them to other relevant resources.

211 LA County must refer to **Attachment 1 (Flowchart)**, **Attachment 2 (Script)**, and **Attachment 3 (Zip Code Directory)** in handling these calls.

Due to the urgent nature of this service, funding was added in two phases – phase 1 is within our delegated authority and phase 2 will be added through this Board Letter action.



\*211LA asks for APS Client’s Zip Code. 211LA provides caller with APS Field Office - Duty Line phone number, based on the APS client's zip code.

**LOS ANGELES COUNTY AGING & DISABILITIES ELDER ABUSE HOTLINE**  
**CALLING THE ELDER AND DEPENDENT ABUSE HOTLINE**

**INCOMING CALL 211 OPERATOR:**

Hello, you have reached the elder abuse hotline, my name is XX, how can I help you today?

**CALLER:**

If the caller is calling for services other than for APS, please assist them either, (a) as an Area Agency on Aging Information and Assistance call by referring/transferring them to 1-800-510-2020, or (b) as a 211 general information inquiry by referring/transferring them to 211 for resources.

If the caller says, I would like to make an APS report / Abuse report

211 Operator: Thank you. I will be glad to help you.

*(operator will handle intake based on current 211 procedures)*

**IF THE CALLER SAYS:**

- I would like to know who my APS worker is
- I made a report to APS, and I need to know what is going on with the case.
- I want to speak to an APS Supervisor
- I would like to close my case
- I want a copy of my APS report
  - Under the Welfare and Institutions Code, we are not allowed to provide you a copy of the APS report.
- I want to know who reported me to APS
  - Due to confidentiality laws, APS cannot tell you who reported you to APS
- I want to know the results of the investigation.
  - Due to confidentiality laws, APS cannot tell the person reporting the abuse the results of the investigation.

**211 OPERATOR RESPONDS:**

May I have your name and zip code.

*(Caller provides name and zip code) (zip code is critical for office location).*

**LOS ANGELES COUNTY AGING & DISABILITIES ELDER ABUSE HOTLINE**  
**CALLING THE ELDER AND DEPENDENT ABUSE HOTLINE**

Based on the zip code you provided, the office that handles your Service Area is the XXXXXXXXXXXX APS field office. [[Directory of an updated APS Field Offices by Zip Code is attached](#)]

**211 OPERATOR:**

Please take this information down for your reference, the phone number for the XXXXXXXXXXXX field office is XXXXXXXXXXXXXXXX. You can reach out to the field office from 8 AM to 5 PM Monday through Friday.

**211 OPERATOR:**

Is there anything else I can help you with?

- If the caller asks about other services and supports, you can assist them either, (a) as an Area Agency on Aging Information and Assistance by referring/transferring them to 1-800-510-2020, or (b) as a 211 general information inquiry, by referring/transferring them to 211.

211 Operator: Thank you for calling the elder abuse hotline.

**APS FIELD OFFICES BY  
ZIP CODES  
NOVEMBER 2024**

<b>REGION I</b>		
<b>ZIP CODES</b>	<b>BURBANK</b>	<b>Duty Line: (818) 260-2300</b>
91040	BURBANK APS FIELD OFFICE	
91316	BURBANK APS FIELD OFFICE	
91401	BURBANK APS FIELD OFFICE	
91402	BURBANK APS FIELD OFFICE	
91403	BURBANK APS FIELD OFFICE	
91406	BURBANK APS FIELD OFFICE	
91423	BURBANK APS FIELD OFFICE	
91436	BURBANK APS FIELD OFFICE	
91523	BURBANK APS FIELD OFFICE	
91604	BURBANK APS FIELD OFFICE	
91605	BURBANK APS FIELD OFFICE	
91606	BURBANK APS FIELD OFFICE	
91607	BURBANK APS FIELD OFFICE	
91608	BURBANK APS FIELD OFFICE	
<b>REGION I</b>		
<b>ZIP CODES</b>	<b>GLENDALE</b>	<b>Duty Line: (818) 260-2348</b>
90039	GLENDALE APS FIELD OFFICE	
90041	GLENDALE APS FIELD OFFICE	
90042	GLENDALE APS FIELD OFFICE	
90065	GLENDALE APS FIELD OFFICE	
91011	GLENDALE APS FIELD OFFICE	
91020	GLENDALE APS FIELD OFFICE	
91042	GLENDALE APS FIELD OFFICE	
91046	GLENDALE APS FIELD OFFICE	
91201	GLENDALE APS FIELD OFFICE	
91202	GLENDALE APS FIELD OFFICE	
91203	GLENDALE APS FIELD OFFICE	
91204	GLENDALE APS FIELD OFFICE	
91205	GLENDALE APS FIELD OFFICE	
91206	GLENDALE APS FIELD OFFICE	
91207	GLENDALE APS FIELD OFFICE	
91208	GLENDALE APS FIELD OFFICE	
91214	GLENDALE APS FIELD OFFICE	
91501	GLENDALE APS FIELD OFFICE	
91502	GLENDALE APS FIELD OFFICE	
91504	GLENDALE APS FIELD OFFICE	
91505	GLENDALE APS FIELD OFFICE	
91506	GLENDALE APS FIELD OFFICE	
91601	GLENDALE APS FIELD OFFICE	
91602	GLENDALE APS FIELD OFFICE	
<b>REGION I</b>		
<b>ZIP CODES</b>	<b>LANCASTER</b>	<b>Duty Line: (661) 723-4237</b>
93532	LANCASTER APS FIELD OFFICE	
93534	LANCASTER APS FIELD OFFICE	

**APS FIELD OFFICES BY  
ZIP CODES  
NOVEMBER 2024**

93535	LANCASTER APS FIELD OFFICE	
93536	LANCASTER APS FIELD OFFICE	
93544	LANCASTER APS FIELD OFFICE	
93552	LANCASTER APS FIELD OFFICE	
93553	LANCASTER APS FIELD OFFICE	
93560	LANCASTER APS FIELD OFFICE	
93563	LANCASTER APS FIELD OFFICE	
93591	LANCASTER APS FIELD OFFICE	
<b>REGION I</b>		
<b>ZIP CODES</b>	<b>NORTHEAST VALLEY</b>	<b>Duty Line: (818) 260-2349</b>
91324	NEV APS FIELD OFFICE	
91331	NEV APS FIELD OFFICE	
91340	NEV APS FIELD OFFICE	
91340	NEV APS FIELD OFFICE	
91342	NEV APS FIELD OFFICE	
91343	NEV APS FIELD OFFICE	
91345	NEV APS FIELD OFFICE	
91346	NEV APS FIELD OFFICE	
91352	NEV APS FIELD OFFICE	
91354	NEV APS FIELD OFFICE	
91355	NEV APS FIELD OFFICE	
91380	NEV APS FIELD OFFICE	
91383	NEV APS FIELD OFFICE	
91385	NEV APS FIELD OFFICE	
91386	NEV APS FIELD OFFICE	
91404	NEV APS FIELD OFFICE	
91411	NEV APS FIELD OFFICE	
<b>REGION I</b>		
<b>ZIP CODES</b>	<b>VAN NUYS</b>	<b>Duty Line: (818) 618-7813</b>
90290	VAN NUYS APS FIELD OFFICE	
91301	VAN NUYS APS FIELD OFFICE	
91302	VAN NUYS APS FIELD OFFICE	
91303	VAN NUYS APS FIELD OFFICE	
91304	VAN NUYS APS FIELD OFFICE	
91306	VAN NUYS APS FIELD OFFICE	
91307	VAN NUYS APS FIELD OFFICE	
91325	VAN NUYS APS FIELD OFFICE	
91326	VAN NUYS APS FIELD OFFICE	
91328	VAN NUYS APS FIELD OFFICE	
91335	VAN NUYS APS FIELD OFFICE	
91337	VAN NUYS APS FIELD OFFICE	
91356	VAN NUYS APS FIELD OFFICE	
91361	VAN NUYS APS FIELD OFFICE	
91361	VAN NUYS APS FIELD OFFICE	
91362	VAN NUYS APS FIELD OFFICE	
91364	VAN NUYS APS FIELD OFFICE	
91365	VAN NUYS APS FIELD OFFICE	

**APS FIELD OFFICES BY  
ZIP CODES  
NOVEMBER 2024**

91367	VAN NUYS APS FIELD OFFICE	
91371	VAN NUYS APS FIELD OFFICE	
91372	VAN NUYS APS FIELD OFFICE	
91376	VAN NUYS APS FIELD OFFICE	
<b>REGION I</b>		
<b>ZIP CODES</b>	<b>SANTA CLARITA</b>	<b>Duty Line: (213) 304-9712</b>
91311	SANTA CLARITA APS FIELD OFFICE	
91321	SANTA CLARITA APS FIELD OFFICE	
91344	SANTA CLARITA APS FIELD OFFICE	
91350	SANTA CLARITA APS FIELD OFFICE	
91351	SANTA CLARITA APS FIELD OFFICE	
91381	SANTA CLARITA APS FIELD OFFICE	
91382	SANTA CLARITA APS FIELD OFFICE	
91384	SANTA CLARITA APS FIELD OFFICE	
91387	SANTA CLARITA APS FIELD OFFICE	
91390	SANTA CLARITA APS FIELD OFFICE	
93243	SANTA CLARITA APS FIELD OFFICE	
93510	SANTA CLARITA APS FIELD OFFICE	
93543	SANTA CLARITA APS FIELD OFFICE	
93550	SANTA CLARITA APS FIELD OFFICE	
93551	SANTA CLARITA APS FIELD OFFICE	
<b>REGION II</b>		
<b>ZIP CODES</b>	<b>CIVIC CENTER</b>	<b>Duty Line: (213) 974-0234</b>
90011	CIVIC CENTER APS FIELD OFFICE	
90012	CIVIC CENTER APS FIELD OFFICE	
90013	CIVIC CENTER APS FIELD OFFICE	
90014	CIVIC CENTER APS FIELD OFFICE	
90015	CIVIC CENTER APS FIELD OFFICE	
90031	CIVIC CENTER APS FIELD OFFICE	
90032	CIVIC CENTER APS FIELD OFFICE	
90033	CIVIC CENTER APS FIELD OFFICE	
90058	CIVIC CENTER APS FIELD OFFICE	
90071	CIVIC CENTER APS FIELD OFFICE	
<b>REGION II</b>		
<b>ZIP CODES</b>	<b>EAST LOS ANGELES</b>	<b>Duty Line: (323) 260-2222</b>
90640	EAST LOS ANGELES	
90022	EAST LOS ANGELES	
90023	EAST LOS ANGELES	
90040	EAST LOS ANGELES	
90063	EAST LOS ANGELES	
91731	EAST LOS ANGELES	
91732	EAST LOS ANGELES	
91733	EAST LOS ANGELES	
91754	EAST LOS ANGELES	
91755	EAST LOS ANGELES	
91770	EAST LOS ANGELES	
91775	EAST LOS ANGELES	



**APS FIELD OFFICES BY  
ZIP CODES  
NOVEMBER 2024**

91776	EAST LOS ANGELES	
91780	EAST LOS ANGELES	
91801	EAST LOS ANGELES	
91803	EAST LOS ANGELES	
<b>REGION II</b>		
<b>ZIP CODES</b>	<b>GLENDORA</b>	<b>Duty Line: (626) 963-8633</b>
91702	GLENDORA APS FIELD OFFICE	
91711	GLENDORA APS FIELD OFFICE	
91722	GLENDORA APS FIELD OFFICE	
91723	GLENDORA APS FIELD OFFICE	
91724	GLENDORA APS FIELD OFFICE	
91740	GLENDORA APS FIELD OFFICE	
91741	GLENDORA APS FIELD OFFICE	
91750	GLENDORA APS FIELD OFFICE	
91759	GLENDORA APS FIELD OFFICE	
91765	GLENDORA APS FIELD OFFICE	
91789	GLENDORA APS FIELD OFFICE	
91791	GLENDORA APS FIELD OFFICE	
92371	GLENDORA APS FIELD OFFICE	
92397	GLENDORA APS FIELD OFFICE	
<b>REGION II</b>		
<b>ZIP CODES</b>	<b>METRO</b>	<b>Duty Line: (213) 744-4920</b>
90006	METRO APS FIELD OFFICE	
90007	METRO APS FIELD OFFICE	
90008	METRO APS FIELD OFFICE	
90016	METRO APS FIELD OFFICE	
90017	METRO APS FIELD OFFICE	
90018	METRO APS FIELD OFFICE	
90019	METRO APS FIELD OFFICE	
90021	METRO APS FIELD OFFICE	
90037	METRO APS FIELD OFFICE	
90062	METRO APS FIELD OFFICE	
90089	METRO APS FIELD OFFICE	
<b>REGION II</b>		
<b>ZIP CODES</b>	<b>WHITTIER</b>	<b>Duty Line: (213) 738-3084</b>
90603	WHITTIER APS FIELD OFFICE	
90631	WHITTIER APS FIELD OFFICE	
90601	WHITTIER APS FIELD OFFICE	
90602	WHITTIER APS FIELD OFFICE	
90604	WHITTIER APS FIELD OFFICE	
90605	WHITTIER APS FIELD OFFICE	
90606	WHITTIER APS FIELD OFFICE	
90638	WHITTIER APS FIELD OFFICE	
90660	WHITTIER APS FIELD OFFICE	
90670	WHITTIER APS FIELD OFFICE	
91744	WHITTIER APS FIELD OFFICE	
91745	WHITTIER APS FIELD OFFICE	

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91746	WHITTIER APS FIELD OFFICE	
91748	WHITTIER APS FIELD OFFICE	
<b>REGION II</b>		
<b>ZIP CODES</b>	<b>PASADENA</b>	<b>Duty Line: (626) 356-5101</b>
91001	PASADENA APS FIELD OFFICE	
91006	PASADENA APS FIELD OFFICE	
91007	PASADENA APS FIELD OFFICE	
91008	PASADENA APS FIELD OFFICE	
91010	PASADENA APS FIELD OFFICE	
91016	PASADENA APS FIELD OFFICE	
91024	PASADENA APS FIELD OFFICE	
91030	PASADENA APS FIELD OFFICE	
91101	PASADENA APS FIELD OFFICE	
91103	PASADENA APS FIELD OFFICE	
91104	PASADENA APS FIELD OFFICE	
91105	PASADENA APS FIELD OFFICE	
91106	PASADENA APS FIELD OFFICE	
91107	PASADENA APS FIELD OFFICE	
91108	PASADENA APS FIELD OFFICE	
91706	PASADENA APS FIELD OFFICE	
91766	PASADENA APS FIELD OFFICE	
91767	PASADENA APS FIELD OFFICE	
91768	PASADENA APS FIELD OFFICE	
91773	PASADENA APS FIELD OFFICE	
91790	PASADENA APS FIELD OFFICE	
91792	PASADENA APS FIELD OFFICE	
<b>REGION III</b>		
<b>ZIP CODES</b>	<b>CENTRAL LOS ANGELES</b>	<b>Duty Line: (213) 639-6361</b>
90024	CENTRAL LOS ANGELES	
90025	CENTRAL LOS ANGELES	
90048	CENTRAL LOS ANGELES	
90049	CENTRAL LOS ANGELES	
90067	CENTRAL LOS ANGELES	
90073	CENTRAL LOS ANGELES	
90077	CENTRAL LOS ANGELES	
90095	CENTRAL LOS ANGELES	
90209	CENTRAL LOS ANGELES	
90210	CENTRAL LOS ANGELES	
90212	CENTRAL LOS ANGELES	
90230	CENTRAL LOS ANGELES	
90232	CENTRAL LOS ANGELES	
<b>REGION III</b>		
<b>ZIP CODES</b>	<b>INGLEWOOD</b>	<b>Duty Line: (323) 388-8494</b>
90044	INGLEWOOD APS FIELD OFFICE	
90047	INGLEWOOD APS FIELD OFFICE	
90277	INGLEWOOD APS FIELD OFFICE	

**APS FIELD OFFICES BY  
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90278	INGLEWOOD APS FIELD OFFICE	
90304	INGLEWOOD APS FIELD OFFICE	
90305	INGLEWOOD APS FIELD OFFICE	
90502	INGLEWOOD APS FIELD OFFICE	
<b>REGION III</b>		
<b>ZIP CODES</b>	<b>LAWNDALE</b>	<b>Duty Line: (310) 219-3787</b>
90254	LAWNDALE APS FIELD OFFICE	
90260	LAWNDALE APS FIELD OFFICE	
90266	LAWNDALE APS FIELD OFFICE	
90501	LAWNDALE APS FIELD OFFICE	
90503	LAWNDALE APS FIELD OFFICE	
90504	LAWNDALE APS FIELD OFFICE	
90505	LAWNDALE APS FIELD OFFICE	
<b>REGION III</b>		
<b>ZIP CODES</b>	<b>MID-WILSHIRE</b>	<b>Duty Line: (213) 738-3149</b>
90211	MID WILSHIRE APS FIELD OFFICE	
90004	MID-WILSHIRE APS FIELD OFFICE	
90005	MID-WILSHIRE APS FIELD OFFICE	
90010	MID-WILSHIRE APS FIELD OFFICE	
90020	MID-WILSHIRE APS FIELD OFFICE	
90026	MID-WILSHIRE APS FIELD OFFICE	
90027	MID-WILSHIRE APS FIELD OFFICE	
90028	MID-WILSHIRE APS FIELD OFFICE	
90029	MID-WILSHIRE APS FIELD OFFICE	
90038	MID-WILSHIRE APS FIELD OFFICE	
90046	MID-WILSHIRE APS FIELD OFFICE	
90069	MID-WILSHIRE APS FIELD OFFICE	
90068	MID-WILSHIRE APS FIELD OFFICE	
90057	MID-WILSHIRE APS FIELD OFFICE	
<b>REGION III</b>		
<b>ZIP CODES</b>	<b>WESTSIDE</b>	<b>Duty Line: (310) 219-2792</b>
90036	WESTSIDE APS FIELD OFFICE	
90043	WESTSIDE APS FIELD OFFICE	
90045	WESTSIDE APS FIELD OFFICE	
90056	WESTSIDE APS FIELD OFFICE	
90094	WESTSIDE APS FIELD OFFICE	
90265	WESTSIDE APS FIELD OFFICE	
90272	WESTSIDE APS FIELD OFFICE	
90291	WESTSIDE APS FIELD OFFICE	
90292	WESTSIDE APS FIELD OFFICE	
90293	WESTSIDE APS FIELD OFFICE	
90301	WESTSIDE APS FIELD OFFICE	
90303	WESTSIDE APS FIELD OFFICE	
90401	WESTSIDE APS FIELD OFFICE	
90402	WESTSIDE APS FIELD OFFICE	
90403	WESTSIDE APS FIELD OFFICE	
90404	WESTSIDE APS FIELD OFFICE	

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90405	WESTSIDE APS FIELD OFFICE	
<b>REGION IV</b>		
<b>ZIP CODE</b>	<b>FLORENCE FIRESTONE</b>	<b>Duty Line: (310) 603-3360</b>
90201	FLORENCE FIRESTONE APS FIELD OFFICE	
90202	FLORENCE FIRESTONE APS FIELD OFFICE	
90240	FLORENCE FIRESTONE APS FIELD OFFICE	
90241	FLORENCE FIRESTONE APS FIELD OFFICE	
90242	FLORENCE FIRESTONE APS FIELD OFFICE	
90255	FLORENCE FIRESTONE APS FIELD OFFICE	
90270	FLORENCE FIRESTONE APS FIELD OFFICE	
90650	FLORENCE FIRESTONE APS FIELD OFFICE	
90701	FLORENCE FIRESTONE APS FIELD OFFICE	
90703	FLORENCE FIRESTONE APS FIELD OFFICE	
90706	FLORENCE FIRESTONE APS FIELD OFFICE	
90712	FLORENCE FIRESTONE APS FIELD OFFICE	
90713	FLORENCE FIRESTONE APS FIELD OFFICE	
90715	FLORENCE FIRESTONE APS FIELD OFFICE	
90716	FLORENCE FIRESTONE APS FIELD OFFICE	
90723	FLORENCE FIRESTONE APS FIELD OFFICE	
<b>REGION IV</b>		
<b>ZIP CODE</b>	<b>GARDENA</b>	<b>Duty Line: (310) 217-7340</b>
90220	GARDENA APS FIELD OFFICE	
90247	GARDENA APS FIELD OFFICE	
90248	GARDENA APS FIELD OFFICE	
90249	GARDENA APS FIELD OFFICE	
90280	GARDENA APS FIELD OFFICE	
90509	GARDENA APS FIELD OFFICE	
90710	GARDENA APS FIELD OFFICE	
90717	GARDENA APS FIELD OFFICE	
90744	GARDENA APS FIELD OFFICE	
90745	GARDENA APS FIELD OFFICE	
90746	GARDENA APS FIELD OFFICE	
90805	GARDENA APS FIELD OFFICE	
90810	GARDENA APS FIELD OFFICE	
<b>REGION IV</b>		
<b>ZIP CODE</b>	<b>SAN PEDRO APS FIELD OFFICE</b>	<b>Duty Line: (310) 519-6188</b>
90274	SAN PEDRO	
90275	SAN PEDRO APS FIELD OFFICE	
90704	SAN PEDRO APS FIELD OFFICE	
90704	SAN PEDRO APS FIELD OFFICE	
90731	SAN PEDRO APS FIELD OFFICE	
90732	SAN PEDRO APS FIELD OFFICE	
<b>REGION IV</b>		
<b>ZIP CODE</b>	<b>HAWTHORNE</b>	<b>Duty Line: (310) 219-3785</b>
90001	HAWTHORNE APS FIELD OFFICE	
90002	HAWTHORNE APS FIELD OFFICE	

**APS FIELD OFFICES BY  
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90003	HAWTHORNE APS FIELD OFFICE	
90059	HAWTHORNE APS FIELD OFFICE	
90061	HAWTHORNE APS FIELD OFFICE	
90221	HAWTHORNE APS FIELD OFFICE	
90222	HAWTHORNE APS FIELD OFFICE	
90245	HAWTHORNE APS FIELD OFFICE	
90250	HAWTHORNE APS FIELD OFFICE	
90262	HAWTHORNE APS FIELD OFFICE	
<b>REGION IV</b>		
<b>ZIP CODE</b>	<b>SOUTHSIDE</b>	<b>Duty Line: (310) 603-3380</b>
90755	SOUTHSIDE APS FIELD OFFICE	
90802	SOUTHSIDE APS FIELD OFFICE	
90803	SOUTHSIDE APS FIELD OFFICE	
90804	SOUTHSIDE APS FIELD OFFICE	
90806	SOUTHSIDE APS FIELD OFFICE	
90807	SOUTHSIDE APS FIELD OFFICE	
90808	SOUTHSIDE APS FIELD OFFICE	
90813	SOUTHSIDE APS FIELD OFFICE	
90814	SOUTHSIDE APS FIELD OFFICE	
90815	SOUTHSIDE APS FIELD OFFICE	
90822	SOUTHSIDE APS FIELD OFFICE	

**PRICING SCHEDULE**

	Year 1	Year 2	Year 3	Year 4		Year 5		Year 6	
<i>Core I&amp;R Services Participating Departments</i>	2020	2021	2022	Jan-Jun 2023	Jul-Dec 2023	Jan-Jun 2024	Jul-Dec 2024	Jan-Jun 2025	Total
Chief Executive Office - Countywide Emergency Hotline	\$ 63,158	\$ 75,000	\$ 31,579	\$ 31,579	\$ 513	\$ 16,303	\$ 16,832	\$ 16,832	\$ 251,797
Chief Executive Office - Unincorporated Help Line	197,131	197,131	197,131	98,566	101,769	101,769	105,076	105,076	1,103,649
Department of Children and Family Services	242,836	242,836	242,836	121,418	125,364	125,364	129,438	129,438	1,359,531
Aging and Disability Department	N/A	N/A	569,760	569,760	588,277	588,277	607,396	607,396	3,530,867
Department of Economic Opportunity	N/A	N/A	17,500	17,500	18,069	18,069	18,656	18,656	108,449
Department of Mental Health	242,836	242,836	242,836	121,418	125,364	125,364	129,438	129,438	1,359,531
Department of Health Services	242,836	242,836	242,836	121,418	125,364	125,364	129,438	129,438	1,359,531
Department of Public Health	242,836	242,836	242,836	121,418	125,364	125,364	129,438	129,438	1,359,531
Department of Public Social Services	5,222,958	5,222,958	5,222,958	2,611,479	2,696,352	2,696,352	2,783,984	2,783,984	29,241,024
Workforce Development, Aging and Community Services	1,174,520	1,174,520	587,260	N/A	N/A	N/A	N/A	N/A	2,936,300
<b>Total</b>	<b>\$ 7,629,111</b>	<b>\$ 7,640,953</b>	<b>\$ 7,597,532</b>	<b>\$ 3,814,556</b>	<b>\$ 3,906,436</b>	<b>\$ 3,922,226</b>	<b>\$ 4,049,698</b>	<b>\$ 4,049,698</b>	<b>\$ 42,610,210</b>

	Year 1	Year 2	Year 3	Year 4		Year 5		Year 6	
<i>Special Projects</i>	2020	2021	2022	Jan-Jun 2023	Jul-Dec 2023	Jan-Jun 2024	Jul-Dec 2024	Jan-Jun 2025	Total
DCFS - Early Education Enrollment and Care Coordination	\$ 232,179	\$ 232,179	\$ 232,179	\$ 116,090	\$ 116,090	\$ 116,090	\$ 116,090	\$ 116,090	\$ 1,276,985
DCFS - Bringing Families Home	224,598	224,598	224,598	112,299	207,110	207,110	95,958	64,044	1,360,315
Executive Office - Anti-Hate Campaign	314,244	321,729	321,729	160,865	160,865	160,865	160,865	160,865	1,762,025
CEO - Homeless Initiative Countywide Outreach System	60,000	60,000	60,000	30,000	30,000	30,000	30,000	30,000	330,000
DMH - Community Schools Initiative	992,084	1,000,000	93,926	N/A	N/A	N/A	N/A	N/A	2,086,010
CEO - Census 2020	101,200	N/A	N/A	N/A	N/A	N/A	N/A	N/A	101,200
CEO - Coronavirus Public Health Emergency	2,925,462	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2,925,462
AD APS Elder Abuse Hotline (Centralized Intake Hotline)	N/A	N/A	N/A	N/A	N/A	N/A	200,000	140,004	340,004
<b>Total</b>	<b>\$ 4,849,767</b>	<b>\$ 1,838,506</b>	<b>\$ 932,432</b>	<b>\$ 419,253</b>	<b>\$ 514,064</b>	<b>\$ 514,064</b>	<b>\$ 657,130</b>	<b>\$ 456,784</b>	<b>\$ 10,182,000</b>

<b>Grand Total</b>	<b>\$ 12,478,878</b>	<b>\$ 9,479,459</b>	<b>\$ 8,529,964</b>	<b>\$ 4,233,809</b>	<b>\$ 4,420,500</b>	<b>\$ 4,436,290</b>	<b>\$ 4,706,828</b>	<b>\$ 4,506,482</b>	<b>\$ 52,792,211</b>
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Countywide Emergency Hotline activities will be paid every month based on the actual costs incurred, not to exceed the total cost per calendar year in the table above. In the event of an actual disaster or unforeseen situation requiring an unusual level of financial trends, the County will then indicate to the Contractor whether the increased level of support can be continued based on County funding.

Each year, Contractor must submit an annual budget that corresponds with each of the line-items in the Pricing Schedule and does not exceed the annual line-item total in the Pricing Schedule.