



**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
Public Comment		Favor	Anonymous Anonymous	
			Anonymous Anonymous	
		Oppose	George Konik	<p>1. Opposition to the Alex Villanueva lawsuit against the County of Los Angeles, California for \$25 million dollars.</p> <p>2. Consider the fact that it is fraudulent, and I have the evidence to convict Alex Villanueva of Attempted Murder, embezzlement, defrauding the government of California, including, but not limited to,.</p> <p>3. Here's the thing, The County of Los Angeles is very much aware of this fact, especially Sheriff Luna, Los Angeles County OIG; including, but not limited to,.</p> <p>4. Pride and prejudice against me is extremely unwarranted considering that I can greatly help the County of Los Angeles to end this conflict with Alex Villanueva, and assist you with other issues you might find legally very useful.</p> <p>5. Considering that I can end the Alex Villanueva lawsuit, and save the County of Los Angeles a great deal of money and time; both of which should be spent on more important matters.</p> <p>6. Not to mention, my consultant fee to end the fraudulent Alex Villanueva \$25 million dollar lawsuit is by far less than the retainer agreement with your current legal representation.</p> <p>7. Understanding the needs of the Executive Board is equally as important to preserving the integrity of the legal process as it is to ensuring the correct utilization of that legal process.</p> <p>8. The public will be extremely satisfied that the fraud being committed by Alex Villanueva has been permanently removed , as will the judge presiding over the case.</p> <p>9. And this I can guarantee based on the evidence in which I am in possession of.</p> <p>10. The County of Los Angeles should not have to endure any more illegal activity from Alex Villanueva, or entertain his lies, or deceit.</p> <p>11. In closing, I can save the County of Los Angeles, and the taxpayers a great deal of money, time and unnecessary cruelty and vexation by Alex Villanueva.</p> <p>12. Working together for the benefit of the community is the exact point and purpose behind this message. It's a win for the County of Los Angeles.</p> <p>13. Thank you.</p>
			Jasmina Corovic	
		Other	Monisha Parker	Adapting the models of Finland, Norway, Ireland, and Japan to end homelessness in Los Angeles County is a complex undertaking, given the

As of: 3/11/2025 7:00:06 AM



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scale and unique challenges of LA. However, understanding the core principles and tailoring them to the local context is crucial. Here's a breakdown of how to do it, considering the strengths and weaknesses of each model:

Core Principles Across Successful Models:

Housing First: This is the foundational principle. Provide immediate, permanent housing without preconditions like sobriety or employment. This allows individuals to stabilize and address underlying issues.

Comprehensive Support Services: Wrap-around services are essential. This includes mental health care, substance abuse treatment, job training, case management, and healthcare. These services are voluntary and tailored to individual needs.

Affordable Housing Availability: A sufficient supply of affordable and supportive housing is critical. This involves building new units, converting existing properties, and utilizing housing vouchers effectively.

Interagency Coordination: Strong collaboration between government agencies (housing, health, social services), non-profits, and the private sector is vital for a coordinated response.

Data-Driven Approach: Accurate data collection and analysis are needed to understand the scope of homelessness, track progress, and adjust strategies.

Political Will and Funding: Sustained commitment from political leaders and adequate funding are essential for long-term success.

Prevention: Address the root causes of homelessness to prevent people from becoming homeless in the first place (e.g., eviction prevention, affordable childcare, job training).

Adapting Specific Models to Los Angeles County:

Finland's "Housing First" Model:

Key Strengths: Focus on rapid re-housing with support services, national strategy, and strong government commitment.

How to Adapt to LA:

Aggressive Housing Construction: LA needs to drastically increase the supply of affordable and supportive housing, possibly through streamlined permitting, zoning reform, and innovative construction methods (modular housing, adaptive reuse).

Rent Subsidies: Scale up existing voucher programs and create new ones to ensure affordability for low-income individuals and families.

Enhanced Support Services: Invest in robust mental health, substance abuse, and case management services that are readily accessible and culturally competent.

National Level Advocacy: LA is unique in that it can be a leader in national policy on ending homelessness.

Challenges: The scale of LA's homeless population is far larger than Finland's, requiring significantly greater resources. Overcoming NIMBYism (Not In My Backyard) is crucial for building new housing.

Norway's Welfare System Approach:

Key Strengths: Strong social safety net, universal healthcare, and emphasis



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on prevention.

How to Adapt to LA:

Strengthen Safety Net Programs: Improve access to and increase benefits for programs like CalWORKs (welfare) and CalFresh (food stamps).

Universal Healthcare Access: Expand access to healthcare for all residents, regardless of income or immigration status.

Prevention Focus: Invest in programs that prevent homelessness, such as eviction prevention, rental assistance, and job training.

Early Intervention: Implement proactive programs that identify and support individuals and families at risk of homelessness.

Challenges: Implementing a comprehensive welfare system in the US faces significant political and ideological hurdles. Requires substantial investment and a shift in societal values.

Ireland's Focus on Prevention and Early Intervention:

Key Strengths: Strong focus on prevention and early intervention, supported by clear national strategy, prevention plans, and local partnerships.

How to Adapt to LA:

Invest in eviction prevention programs: Provide legal assistance and emergency rental assistance to tenants facing eviction.

Expand access to affordable childcare: Provide subsidies and support for low-income families to access quality childcare.

Improve access to mental health services: Provide mental health support and counseling for individuals at risk of homelessness.

Develop coordinated entry systems: Create systems that link individuals at risk of homelessness with the services they need.

Challenges: Requires strong coordination among various agencies and organizations.

Japan's Focus on Social Inclusion and Family Support:

Key Strengths: Emphasis on social cohesion, strong family networks, and government support for vulnerable populations.

How to Adapt to LA:

Community Building: Promote programs that foster social connections and reduce social isolation.

Family Support Services: Strengthen services that support families, such as parenting classes and financial literacy training.

Address Stigma: Reduce the stigma associated with homelessness and mental illness through public education campaigns.

Homelessness is much less visible in Japan due to cultural factors that may be difficult to replicate in LA.

Challenges: Cultural differences make direct replication difficult. LA's diverse population and weaker social safety net pose challenges.

Specific Actions for Los Angeles County:

Increased Funding and Resource Allocation: Redirect existing funds and secure new funding sources dedicated to ending homelessness. Explore innovative financing mechanisms like social impact bonds.

Streamlined Housing Development: Reform zoning laws to allow for higher



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density housing and eliminate barriers to building affordable housing.
Expedite permitting processes for supportive housing projects.
Public-Private Partnerships: Engage private sector developers, philanthropists, and businesses in building and managing affordable housing and providing job training opportunities.
Data-Driven Strategies: Improve data collection and analysis to identify trends, track progress, and target resources effectively. Use data to evaluate the impact of different interventions.
Community Engagement: Engage residents, businesses, and community organizations in the planning and implementation of solutions. Address concerns about density and public safety through transparent communication and collaboration.
Wraparound Services Coordination: Establish one-stop service centers that provide a range of support services in a coordinated manner. Utilize a "no wrong door" approach to ensure individuals can easily access services.
Tenant Protections: Strengthen tenant protections to prevent evictions and ensure fair housing practices. Provide legal assistance to tenants facing eviction.
Mental Health and Substance Abuse Treatment: Expand access to mental health and substance abuse treatment services, including crisis intervention, outpatient care, and residential treatment. Integrate these services into primary care settings.
Job Training and Employment Opportunities: Provide job training programs that are tailored to the needs of the local labor market. Partner with businesses to create employment opportunities for people experiencing homelessness.
Advocate for Policy Changes: Advocate for state and federal policies that support affordable housing, healthcare, and social safety net programs.

Important Considerations:
Scale: LA County's population and geography are vastly different from the countries mentioned. Solutions need to be scaled appropriately.
Political Landscape: Navigating the complex political landscape of LA County and California is essential.
Cultural Diversity: Solutions must be culturally sensitive and address the specific needs of LA's diverse population.
Systems Thinking: Homelessness is a complex problem with interconnected causes. A systems-thinking approach is needed to address the root causes and develop effective solutions.

Conclusion:
Ending homelessness in Los Angeles County requires a comprehensive and sustained effort that draws on the best practices from around the wor

Samuel D Smith

Board of Directors
Los Angeles County Department of Public Social Services (DPSS)
12860 Crossroads Parkway S.
City of Industry, CA 91746

Subject: Urgent Request for DPSS Website Improvements and Service



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Enhancements

Dear Board Members,

I am writing to formally request significant improvements to the DPSS website and call center services, as well as to highlight major concerns regarding the financial burden placed on caregivers. As a public-facing agency, DPSS must ensure that its digital platforms and customer service are accessible, efficient, and user-friendly. Currently, the website is outdated, difficult to navigate, and overwhelming with excessive information that is not organized in a logical, user-friendly manner. This creates unnecessary frustration for individuals who rely on DPSS services.

Website Concerns & Necessary Improvements:

1. **Ease of Use:** The current website is convoluted, making it difficult for users to find necessary forms, update applications, or receive real-time case updates. The interface must be streamlined to ensure simple, intuitive navigation.
2. **Updated Design:** The website should be easy on the eyes, utilizing a clean, professional design with larger text, clear sections, and a less cluttered layout to enhance accessibility for all users, including seniors and individuals with disabilities.
3. **Real-Time Case Status Updates:** Users should be able to log in and instantly see if their documents have been received, eliminating the need for excessive phone calls and long wait times.
4. **Accessibility Compliance:** The website must meet ADA standards to support individuals who are visually impaired or hard of hearing.

Call Center Issues:

1. **Excessive Wait Times:** Wait times of 1.5 hours or longer to speak with a representative are unacceptable. I personally experienced a 1.75-hour wait on March 10, 2025, to confirm document submissions for my client, Leola Fier, an 85-year-old woman with leukemia, a brain aneurysm, dementia, scoliosis, and hearing impairment. The excessive delay creates a barrier for those in urgent need of assistance.
2. **Representative Accountability:** While some representatives are professional and helpful—such as Mr. Ray Stewart, who provided exceptional service on 3/10/2025—many others are either uninformed, unwilling to assist, or respond with dismissive attitudes. Proper training and monitoring of calls are necessary to ensure consistency in service quality.
3. **Music on Hold:** The hold music is unpleasant and repetitive. Given the excessive wait times, listening to the same tune for over an hour becomes unbearable. Consider changing the selection to something more neutral and calming.

Unfair Financial Burden on Caregivers:

As my elderly client's Power of Attorney (POA) and full-time caregiver, I have encountered unfair income deductions by DPSS. My client, Leola Fier, has a Share of Cost (SOC) of \$1,333, which has resulted in DPSS deducting my

				<p>entire salary to offset her medical expenses. This policy places caregivers like me in financial distress, making it impossible to cover my basic living expenses, including rent. DPSS must revise this practice to ensure caregivers are not left without the means to support themselves while providing necessary care to vulnerable individuals.</p> <p>Proposed Solution: To address these issues, I urge all DPSS Board Members to:</p> <ol style="list-style-type: none">1. Personally set up and navigate their own online DPSS profiles to experience the website's inefficiencies firsthand.2. Call DPSS to experience the excessive wait times and assess the quality of service provided.3. Implement a modernized, user-friendly website redesign with real-time document tracking.4. Reduce call center wait times by improving staffing, training, and workflow management.5. Revise policies related to Share of Cost deductions to prevent caregivers from being financially burdened while providing essential care. <p>The current state of DPSS services creates unnecessary hardship for those who rely on them. It is imperative that changes be made to improve accessibility, efficiency, and fairness in how DPSS serves the residents of Los Angeles County.</p> <p>I appreciate your time and attention to this matter and look forward to seeing tangible improvements.</p> <p>Sincerely,</p> <p>Samuel Smith</p>
		Item Total	6	
Grand Total			6	

!!! URGENT- Don't Miss the Opportunity to Put ALL Utilities Underground and Eliminate the Danger of Poles Forever!!!

Dear LA County Supervisors,

We are writing to urge your advocacy to ensure that not only SCE power lines but also Spectrum and Frontier's communication lines are buried as part of Malibu's rebuilding process. This is not just about modernization—it is a critical safety issue, and it is URGENT, as many trenches have already been dug!

1. In many areas, fallen poles blocked access for firefighters and other first responders, and quite a few homes could have been saved had they been accessible.
2. In Malibu's hills, reliable communication is already a challenge. There is either no or very poor phone reception, so in our community, we mostly rely on internet connection. During wildfires and other emergencies, when these communication lines go down, entire neighborhoods can lose access to vital communication. While these low-voltage lines may not spark fires, their failure can put lives at risk by cutting off emergency alerts, evacuation coordination, and basic connectivity. We cannot allow this vulnerability to persist.

We urge you to advocate that for the safety reasons mentioned above, the condition of funds provided to SCE must be the undergrounding of all utilities—not just power lines. Additionally, even if full undergrounding cannot happen immediately, the necessary conduits and service boxes must be installed now. Doing so during the current construction comes at minimal additional cost, but if we miss this opportunity, it may be lost forever.

We respectfully request your leadership in working with SCE, Spectrum, Frontier, and all relevant agencies to ensure that Malibu's rebuild is coordinated for safe and resilient infrastructure. We need everyone working together for the same cause, which is the safety of our communities.

Thank you for your time and commitment to this issue. We appreciate your leadership and welcome the opportunity to discuss this further.

Sincerely,

Jasmina orovi,
on behalf of Las Flores & Rambla Pacifico community