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**Chief
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COUNTY OF LOS ANGELES

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, CA 90012
(213) 973-1101 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Joseph M. Nicchitta

"To Enrich Lives Through Effective and Caring Service"

August 04, 2026

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:

**APPROVE THE USE OF INFORMATION TECHNOLOGY INFRASTRUCTURE FUND FOR THE
COUNTY'S COMMUNITY INFORMATION EXCHANGE AND AN APPROPRIATION
ADJUSTMENT FOR FISCAL YEAR 2026-27
(ALL SUPERVISORIAL DISTRICTS) (4-VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

SUBJECT

The Chief Executive Officer is requesting the Board of Supervisors' (Board) approval of an appropriation adjustment to use \$4,995,000 in one-time funding from the County of Los Angeles' (County) Information Technology Infrastructure Fund (ITF) to procure and implement a Community Information Exchange (CIE).

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and authorize the use of \$4,995,000 in one-time funding from the ITF to procure and implement a CIE.
2. Approve a Fiscal Year 2026-27 appropriation adjustment to reallocate \$4,995,000 from the ITF to increase the Chief Executive Office's (CEO) operating budget.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

On July 9, 2024, the Board approved a Board motion (Enabling Connections and Access to Los Angeles County Services) directing:

1. The Chief Information Officer (CIO) to report back with a plan to include information on County and non-County providers and services in the CIE in collaboration with the County's health, mental health, and social services departments; and
2. The CEO to conduct modified and/or expedited solicitations to execute and, if necessary, amend, or terminate agreements with contractors to assist with the design, development, and implementation of a CIE.

On January 10, 2025, the CIO submitted a report to the Board including recommendations to procure a CIE to connect healthcare providers, community-based organizations, social service agencies, and public health systems to streamline care coordination and improve health outcomes for County residents. The CIE is comprised of:

1. Provider Registry - a centralized, secure directory of health, human and social providers and programs that participate in the CIE network. It acts as the backbone of the exchange, ensuring that providers are discoverable, their services, eligibility, and intake requirements are described, and referrals can be routed effectively.
2. Provider Portal - a secure, web-based user interface that allows service providers across health, human, and social services sectors to collaborate, share information, and coordinate care for individuals and families. It acts as a digital hub where providers can update their information, perform service screenings, search for eligible providers, collect consent, initiate referrals, and track outcomes in real time-improving service delivery and reducing duplication.
3. Client Portal - a secure, user-friendly digital platform where individuals and families can view, manage, and engage with their care and services across multiple providers - healthcare, housing, food, employment, education, and more. It empowers clients with transparency, choice, and active participation in their own care journey.
4. Public Portal - an open-access, web-based user interface designed for the general public to discover and connect with local services, resources, and programs. Unlike provider or client portals (which are secured and personalized), the public portal focuses on community-facing information, helping people learn which resources are available in their area before they engage directly with agencies.
5. Integration Hub - enables secure, standardized, coordinated sharing of data about clients, services, and outcomes. It ensures that the CIE interoperates with diverse case management and care coordination systems, allowing providers across health, social services, housing, and other sectors to work collaboratively while maintaining privacy and data integrity.

The County has a broad and multifaceted ecosystem for connecting residents to public assistance and services, including call centers, contact centers, field offices, multidisciplinary teams, and online portals. Despite the breadth and scope of these services, challenges persist in terms of accessibility

and connections to services. Residents and service providers often find it difficult to identify appropriate services, navigate complex eligibility and application processes, and connect with the providers for services. A CIE can facilitate access to and share information with and among providers and community-based organizations within a consolidated directory of health and human services and support organizations.

Implementation of Strategic Plan Goals

The recommended actions supports the Countywide Strategic Plan's North Stars, especially North Star Three, which focuses on using innovation and technology to improve services and respond effectively to evolving needs.

FISCAL IMPACT/FINANCING

The ITF, governed by the County's Information Technology Investment Board (ITIB), was established to fund Countywide or multi-departmental technology projects that improve the delivery of services to the public; generate operational improvements to one or more departments or programs; and improve interdepartmental or interagency collaboration.

The County's ITIB approved the use of \$4,995,000 in one-time funding from the ITF to procure and implement a CIE. The total cost of the CIE agreement is \$17,575,115, for a five-year term, with two, one-year options. The CIO will establish a CIE Steering Committee for project implementation. The annual hosting, licensing, and operation services beyond the approved ITF allocation, will be funded by participating departments and agencies using a cost-share model, managed by the CIE Steering Committee.

Approval of the recommended appropriation adjustment (enclosed) will reallocate \$4,995,000 from ITF and will increase the CEO's operating budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The selected contractor Findhelp, has agreed to all the County terms and conditions. County Counsel has reviewed and approved the contract as to form. No formal CIO Analysis is required because the County's ITIB approved the ITF request on June 25, 2026.

CONTRACTING PROCESS

On November 5, 2025, CIO issued an expedited Request for Proposal (RFP) to 15 CIE platform providers nationwide.

CEO received seven proposals by the due date identified in the RFP. All proposals met the minimum requirements identified in the RFP. An Evaluation Committee comprised of representatives from Departments of Children and Family Services, Homeless and Housing Services, Military and Veteran Affairs, Public Health, Youth Development, and CIO evaluated the proposals. Findhelp was identified as the highest rated proposer. The non-selected proposers were notified and offered debriefings. CEO conducted debriefings with two vendors. One protest was received by a proposer during the protest period and it was reviewed by an independent reviewer,

who determined that none of the assertions raised by the proposer had merit. The CEO will execute the contract as authorized by the July 9, 2024, Board motion.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Upon approval of the recommended actions, the CIO will collaborate with the County's health and social services departments and partners to implement a CIE.

CONCLUSION

Upon the Board's approval, the Executive Officer, Board of Supervisors, is requested to return one adopted stamped Board letter to the CEO.

Respectfully submitted,



Joseph M. Nicchitta
Chief Executive Officer

Joseph M. Nicchitta
Chief Executive Officer

JMN:CDM
PKL:ca

Enclosures

c: Executive Office, Board of Supervisors
County Counsel
Auditor-Controller

August 4, 2026

COUNTY OF LOS ANGELES

REQUEST FOR APPROPRIATION ADJUSTMENT

DEPARTMENT OF CHIEF EXECUTIVE OFFICER

AUDITOR-CONTROLLER:
THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFORE
FY 2026-27
4 - VOTES

SOURCES	USES
INFORMATION TECHNOLOGY INFRASTRUCTURE FUND B16-AO-2000-40033 SERVICES & SUPPLIES DECREASE APPROPRIATION4,995,000	INFORMATION TECHNOLOGY INFRASTRUCTURE FUND B16-AO-6100-40033 OTHER FINANCING USES INCREASE APPROPRIATION4,995,000
CHIEF EXECUTIVE OFFICER A01-AO-96-9911-10100 OPERATING TRANSFERS IN INCREASE REVENUE4,995,000	CHIEF EXECUTIVE OFFICER A01-AO-5500-10100 OTHER CHARGES INCREASE APPROPRIATION4,995,000
SOURCES TOTAL\$ 9,990,000	USES TOTAL\$ 9,990,000

JUSTIFICATION

Reflects the transfer of appropriation from the Information Technology Infrastructure Fund (ITF) to the Chief Executive Officer (CEO)’s operating budget to procure and implement a Community Information Exchange (CIE).

William Leung

Digitally signed by William Leung
Date: 2026.07.01 11:38:44 -07'00'

AUTHORIZED SIGNATURE

WILLIAM LEUNG, SPEC SRVC ASTIV, CEO

BOARD OF SUPERVISOR’S APPROVAL (AS REQUESTED/REVISED)

REFERRED TO THE CHIEF EXECUTIVE OFFICER FOR---

AUDITOR-CONTROLLER

B.A. NO. 005

☐ ACTION

☒ RECOMMENDATION

BY Andrea Turner

DATE 7/1/26

☒ APPROVED AS REQUESTED

☐ APPROVED AS REVISED

CHIEF EXECUTIVE OFFICER

Albert Navas

DATE