

COUNTY OF LOS ANGELES

Family and Social Services

FESIA A. DAVENPORT
Chief Executive Officer



DATE: Wednesday, May 12, 2021
TIME: 2:00 PM

DUE TO THE CLOSURE OF ALL COUNTY BUILDINGS, MEETING PARTICIPANTS AND MEMBERS OF THE PUBLIC WILL NEED TO CALL IN TO PARTICIPATE:

Teleconference Call-In Number: (323) 776-6996/ Conference ID: 599 009 090#

AGENDA

Members of the Public may address agenda item. Two (2) minutes are allowed for each item.

I. NOTICE OF CLOSED SESSION

CS-1 CONFERENCE WITH LEGAL COUNSEL – Existing Litigation
Government Code Section 54956.9, subdivision (d)(1)
Garcia Aranda v. County of Los Angeles 1:30PM
Department of Children and Family Services

II. Call to Order

III. **Presentation/Discussion Items:**

a. Chief Executive Office: Authorize the Chief Executive Officer to Apply on Behalf of the County for the 2-1-1 Dialing Code Authority with the State of California Public Utilities Commission.

IV. **Informational Items:**

a. Department of Public Social Services: Recommendation to Award a Contract to the Los Angeles County Personal Assistance Services Council for the Provision of Services to In-Home Supportive Services Providers and Recipients.

V. Items continued from a previous meeting of the Board of Supervisors or from a previous FSS Agenda Review meeting.

VI. Public Comment

VII. Adjournment



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

FESIA A. DAVENPORT
Chief Executive Officer

June 1, 2021

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:

**AUTHORIZE THE CHIEF EXECUTIVE OFFICER TO APPLY
ON BEHALF OF THE COUNTY FOR THE 2-1-1 DIALING CODE AUTHORITY WITH
THE STATE OF CALIFORNIA PUBLIC UTILITIES COMMISSION
(ALL DISTRICTS - 3 VOTES)**

SUBJECT

Authorize the Chief Executive Officer (CEO), or her designee, to submit an application to the California Public Utilities Commission (CPUC), as the State's 2-1-1 dialing code (2-1-1) regulatory body, requesting the authority over 2-1-1 to be granted to Los Angeles County (County).

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the CEO, or her designee, to submit an application to CPUC requesting the authority over 2-1-1.
2. Direct the CEO to submit a Letter of Support (LOS) on behalf of the Board of Supervisors (Board) that will be attached to the application.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

Upon the Board's approval and consistent with CPUC policy, the County will submit an application to request that authority over 2-1-1 be transferred from the current Information and Referral (I&R) services provider, to the County as the governmental body that is responsible for providing I&R services to its residents. Approval of the County's application will result in the County being granted the authority and control over how 2-1-1 can be used, and by whom. Additionally, this authority allows the County to

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designate its I&R service provider. Currently, the 2-1-1 authority is designated to the County's existing I&R provider for an indefinite period of time.

Background

Countywide I&R Services

Through an I&R contract, the County provides for a 2-1-1 call center that delivers general and specialized I&R services to County residents. The current I&R contract was competitively solicited and awarded to the Information and Referral Federation of Los Angeles County, Inc., dba 211 LA County (211 LA), for a two-year term and a total contact cost of \$18,674,208. The contract is funded by six departments: the Departments of Children and Family Services (DCFS); Health Services; Mental Health (DMH); Public Health; Public Social Services; Workforce Development, Aging and Community Services (WDACS); and the CEO.

Services rendered include:

1. Ensuring callers are directly connected to a service provider who can address their needs (*warm hand-off*) on all crisis, abuse, and neglect calls, including those for DCFS's Child Abuse Hotline; WDACS's Elder Abuse Hotline; DMH's ACCESS Hotline; and the Safely Surrendered Baby Hotline;
2. Assisting residents with unincorporated community services/code enforcement requests and conducting similar *warm hand-off* to appropriate departmental representatives;
3. Providing I&R program services to constituents seeking assistance through the America's Job Centers of California, Area Agency on Aging, and LA Found Hotlines, which are all funded by WDACS;
4. Making emergency information and resources available to the public whenever the County's Emergency Operations Center is activated, or a significant emergency is impacting the County; and
5. Delivering services through special projects, such as: DCFS's Family Reunification Housing Subsidy Initiative; DCFS's Early Education Enrollment and Care Coordination; WDACS's Anti-Hate Campaign; CEO's Homeless Initiative Countywide Outreach System; and DMH's Community Schools Initiative.

Historical Events

Below is a brief chronology of events related to I&R services in the County:

- In 1980, the Board adopted the first Countywide I&R contract with 211 LA, then known as Info Line, to provide I&R services to County residents.
- On October 16, 2003, CPUC approved 211 LA's application, as the sole I&R service provider for the County, accompanied with the Board's LOS.
- In 2005, the County executed the first in a series of sole source contracts with 211 LA.
- In 2017, Board offices asked the CEO to initiate a Request for Information (RFI) process to gauge the state of the I&R industry, and the use of technology and other efficiencies, and explore the availability of other providers, their qualifications and capabilities. This RFI resulted in issuing a Request for Proposal (RFP) in 2017.
- On January 1, 2020, and as a result of the 2017 RFP, the County awarded 211 LA with the current short-term contract, which will expire on December 31, 2021, to ensure continuity of I&R services and to allow time to develop requirements for a reimagined and technology-driven I&R service model.
- On February 11, 2021, the CEO released a new RFP containing new requirements developed and informed by input received from several departments and best practices from across the country.

The CEO is targeting late 2021 to conclude the current RFP process for a new I&R contract, which may or may not result in the selection of a different provider. Obtaining the authority over 2-1-1 prior to the awarding of the new contract will allow the County designate the selected vendor and include this provision within the new contract.

CPUC's approval of the County's request will not hinder the ability of the current or any future contractor(s) to deliver I&R services to County residents. Further, the application process is consistent with the opinion expressed by the Commission in its 2003 decision, which stated that "[t]he Commission should defer heavily to the judgment and expertise of county government for the selection of the county's comprehensive I&R provider."

Implementation of Strategic Plan Goals

The recommended action is consistent with all three goal areas of the County Strategic Plan: Goal No. 1 - *Make Investments That Transform Lives*: We will aggressively address society's most complicated social, health, and public safety challenges. We want to be a highly responsive organization capable of responding to complex societal challenges – one person at a time; Goal No. 2 - *Foster Vibrant and Resilient Communities*: Our investments in the lives of County residents are sustainable only when grounded in strong communities. We want to be the hub of a network of public-private partnering entities supporting vibrant communities; and Goal No. 3 - *Realize Tomorrow's Government Today*: Our increasingly dynamic and complex environment challenges our collective abilities to respond to public needs and expectations. We want to be an innovative, flexible, effective, and transparent partner focused on public service and advancing the common good.

FISCAL IMPACT/FINANCING

There will be no fiscal impact.

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.

The Federal Communications Commission (FCC) issued Order FCC 00-256, reserving 2-1-1 for non-emergency I&R services and delegating certain related regulation to the states. In response to that FCC Order, CPUC issued Decision 03-02-029, which established the procedures for implementing 2-1-1 in California. Pursuant to CPUC Decision 03-02-029, the County may apply to be designated as the 2-1-1 Authority in Los Angeles County.

IMPACT ON CURRENT SERVICES

All I&R services provided under the current contract will continue without interruption or changes. All crisis services, such as Elder Abuse, Child Abuse, and Mental Health crisis needs will continue to be provided twenty-four (24) hours a day, seven (7) days a week.

The Honorable Board of Supervisors
June 1, 2021
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Respectfully submitted,

FESIA A. DAVENPORT
Chief Executive Officer

FAD:JMN:TJM
EDT:CP:GS:km

c: Executive Office, Board of Supervisors
County Counsel
Children and Family Services
Health Services
Mental Health
Public Health
Public Social Services
Workforce Development, Aging and Community Services

DRAFT



ANTONIA JIMÉNEZ
Director

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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May 25, 2021

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:

**RECOMMENDATION TO AWARD A CONTRACT TO THE
LOS ANGELES COUNTY PERSONAL ASSISTANCE SERVICES COUNCIL FOR THE
PROVISION OF SERVICES TO IN-HOME SUPPORTIVE SERVICES PROVIDERS AND
RECIPIENTS**

(ALL DISTRICTS – 3 VOTES)

SUBJECT

The Department of Public Social Services (DPSS) seeks approval of a new two-year contract with an option to extend for one (1) additional year, with the Los Angeles County Personal Assistance Services Council (PASC). Pursuant to County Ordinance Section 3.45, PASC is the Public Authority (PA) for In-Home Supportive Services (IHSS) in Los Angeles County. PASC was established to be the employer-of-record for IHSS providers for the purpose of collective bargaining over wages, hours, and other terms and conditions of employment, and provides additional services that assist IHSS providers and recipients. The current contract expires on June 30, 2021.

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the Director of DPSS, or her designee, to prepare and execute a contract substantially similar to Enclosure I with PASC, effective July 1, 2021 through June 30, 2023, at the maximum contract amount of \$10,169,000, with \$5,009,000 for fiscal year (FY) 2021-22 and \$5,160,000 for FY 2022-23.
2. Delegate authority to the Director of DPSS, or her designee, to prepare and execute an amendment to the contract for one (1) additional year from July 1, 2023 through June 30, 2024 at an estimated amount of \$5,160,000. The approval of County Counsel as to form will be obtained prior to executing such amendment and the Director of DPSS or designee will notify the Board within ten (10) business days after execution.

3. Delegate authority to the Director of DPSS, or her designee, to prepare and execute amendments to the contract for: (1) instances which affect the scope of work, contract term, contract sum, payment terms, or any term or condition in the contract; (2) additions and/or changes required by the County's Chief Executive Office (CEO); (3) changes to be in compliance with applicable federal, State, and County regulations; and (4) increases or decreases of no more than ten percent (10%) of the original contract amount based on contractor's performance, County needs, and/or funding availability. The approval of County Counsel as to form will be obtained prior to executing such amendments and the Director, or her designee, will notify the Board within ten (10) business days after execution.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The new contract is required for PASC to continue providing services to IHSS providers and recipients. Welfare and Institution Code Section 12301.6 requires counties to establish, by ordinance, a PA. The established PA is deemed the employer-of-record for IHSS providers, a separate entity from the County.

In October 1997, PASC was created pursuant to County Ordinance 3.45, to serve as the PA in Los Angeles County. The County has contracted with PASC for 21 years, beginning September 14, 1999.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended actions are consistent with the principles of the Countywide Strategic Plan, Strategy I.2 - Enhance Our Delivery of Comprehensive Interventions: deliver comprehensive and seamless services to those seeking assistance from the County.

FISCAL IMPACT/FINANCING

The total cost of the PASC contract for the two-year contract term is \$10,169,000, and is 100 percent funded with federal and State revenues. Should the County extend the contract for one (1) additional year, the amount of the extension year is \$5,160,000 with an estimated three-year total contract amount of \$15,329,000. Funding is contingent upon the State's allocation for public authorities and its associated federal match. Funding for FY 2021-22 will be included in the DPSS FY 2021-22 budget. Funding for future years will be included in the Department's annual budget requests.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Currently, PASC is the PA for the County and serves as the employer-of-record for IHSS providers for the purpose of collective bargaining over wages, hours, and other terms and conditions of employment. PASC negotiates with the Service Employees International Union Local 2015, on behalf of IHSS providers. In addition, PASC provides the following services: maintains a registry to assist IHSS recipients in finding IHSS providers; provides access to training for providers and recipients; administers the IHSS Provider Health Plan; and administers the provider enrollment requirements. PASC also administers a Back-Up Attendant Program that is designed to address severely impaired IHSS recipients in urgent

need of a referral for a homecare provider to assist them on a short-term basis when their regular provider is temporarily unavailable.

The contract provides for termination by the County upon ten (10) day advance written notice, should termination be in the County's best interest, and contains a provision which limits the County's obligation if funding is not appropriated by the Board of Supervisors.

The award of this contract will not result in unauthorized disclosure of confidential information and will be in full compliance with all applicable federal, State, and County regulations.

The Contractor is in compliance with all Board, CEO, and County requirements.

County Counsel has reviewed this Board letter and has approved the contract as to form.

CONTRACTING PROCESS

The contract was procured in accordance with Title 45, Code of Federal Regulations, Part 74, and California Department of Social Services Regulations Section 23-650.1.14, which allows for noncompetitive contracting with local government agencies.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The recommended action will continue to support the County in relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

Upon Board approval, it is requested that the Executive Office, Board of Supervisors return one adopted, stamped Board letter to DPSS.

Respectfully submitted,

Antonia Jiménez
Director

AJ:jb

Enclosure

c: Chief Executive Office
Executive Office, Board of Supervisor
County Counsel