



Board of Supervisors

Family & Social Services Cluster

Agenda Review Meeting

DATE: November 20, 2024

TIME: 1:30PM – 3:30PM

MEETING CHAIRS: Susan Kim & Lizzie Shuster, 3rd Supervisorial District

CEO MEETING FACILITATOR: Claudia Alarcon

THIS MEETING IS HELD UNDER THE GUIDELINES OF BOARD POLICY 3.055.

To participate in the meeting in-person, the meeting location is:

Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012
Room 140

To participate in the meeting virtually, please call teleconference number
1 (323) 776-6996 and enter the following 995 916 944# or

[Click here to join the meeting](#)

For Spanish Interpretation, the Public should send emails within 48 hours in advance of the meeting to: ClusterAccommodationRequest@bos.lacounty.gov

Members of the Public may address the Family & Social Services Cluster on any agenda item during General Public Comment.

The meeting chair will determine the amount of time allowed for each item.

THIS TELECONFERENCE WILL BE MUTED FOR ALL CALLERS. PLEASE DIAL *6 TO UNMUTE YOUR PHONE WHEN IT IS YOUR TIME TO SPEAK.

- I. **Call to Order**
- II. **Consent Item(s)** (Any Information Item is subject to discussion and/or presentation at the request of two or more Board offices):
 - a. **Auditor-Controller**
 - Countywide Contract Monitoring Division – Status of Fiscal Year 2024-25 Audit Plan Assignments.
- III. **Presentation/Discussion Items:**
 - a. **First 5 LA**
 - Strategic Plan Implementation: Initiatives and Tactics
 - Long-term Financial Plan Aligning with the Strategic Plan 2024-29.
 - b. **Chief Executive Office- Service Integration Branch**
 - Request Delegated Authority to Amend the Contract with the Information and Referral Federation of Los Angeles County, Inc., DBA 211 LA County, Number AO-19-656, to Increase Services and the Contract Maximum.

IV. Public Comment

V. Standing item(s) and those continued from a previous meeting of the Board of Supervisors or from a previous FSS Agenda Review meeting.

VI. Adjournment



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

COUNTYWIDE CONTRACT MONITORING DIVISION
WORLD TRADE CENTER
350 S. FIGUEROA STREET, 8TH FLOOR
LOS ANGELES, CALIFORNIA 90071-1304

OSCAR VALDEZ
AUDITOR-CONTROLLER

CONNIE YEE
CHIEF DEPUTY AUDITOR-CONTROLLER

ASSISTANT AUDITOR-CONTROLLERS

MAJIDA ADNAN
RACHELLE ANEMA
ROBERT G. CAMPBELL

November 12, 2024

TO: Children's Deputies

FROM: Terri Kasman, Division Chief
Countywide Contract Monitoring Division

SUBJECT: **COUNTYWIDE CONTRACT MONITORING DIVISION – STATUS OF
FISCAL YEAR 2024-25 AUDIT PLAN ASSIGNMENTS**

Attached for your review is the Auditor-Controller's Countywide Contract Monitoring Division's Status of the Fiscal Year (FY) 2024-25 Audit Plan Assignments as of November 7, 2024 (Attachment I). Our Audit Plan was received and filed by the Audit Committee on September 18, 2024, and includes the list of contractors we anticipate reviewing during FY 2024-25. This Plan was prepared in consultation with our eight client departments and was designed to add value by improving the effective and efficient delivery of County contractors' services.

Attachment I is a list of the FY 2024-25 Audit Plan assignments currently in progress or completed, and the next assignments we anticipate starting. This list is tentative and may be affected by auditees' availability, Board requests, or other unforeseen priorities. We will continue to work with our client departments to ensure we have adequate resources to complete planned work. In addition, we will amend our Audit Plan when necessary and update the Audit Committee as appropriate.

If you have any questions, please contact me at tkasman@auditor.lacounty.gov, or Sandra Gomez-Diaz at sgomez-diaz@auditor.lacounty.gov.

TK:SGD:ad

Attachment

c: Oscar Valdez, Auditor-Controller
Connie Yee, Chief Deputy Auditor-Controller
Robert G. Campbell, Assistant Auditor-Controller

**DEPARTMENT OF AUDITOR-CONTROLLER
COUNTYWIDE CONTRACT MONITORING DIVISION
STATUS OF FISCAL YEAR 2024-25 AUDIT PLAN ASSIGNMENTS AS OF 11/7/2024**

TOTAL COUNT	
Completed	21
Not Started	96
In Progress	93
Total	210

#	REVIEW/ASSIGNMENT	STATUS
Aging and Disabilities Department		
1	Master Agreement Work Order - Area Aging Agency (AAA), Adult Protective Services (APS), Transportation, and American Rescue Plan Act (ARPA) various Fiscal Year (FY) 2024-25 contracts	Not Started
2	Master Agreement Work Order - Southeast Area Social Services Funding Authority (SASSFA) - AAA FY 2022-23	In Progress
In Progress from Fiscal Year (FY) 2023-24		
3	Managed Career Solutions, Inc.	In Progress
4	Master Agreement Work Order - AAA, APS, Transportation, and ARPA various FY 2023-24 contracts	Not Started
5	Master Agreement Work Order - AAA FY 2022-23	In Progress
6	Master Agreement Work Order - AAA and Coronavirus Relief Fund (CRF) FY 2021-22	In Progress
In Progress from Fiscal Year (FY) 2022-23		
7	Master Agreement Work Order - SASSFA - AAA and CRF FY 2021-22	In Progress
8	Master Agreement Work Order - SASSFA - AAA FY 2020-21	In Progress
In Progress from Fiscal Year (FY) 2021-22		
9	Master Agreement Work Order - AAA and CRF FY 2020-21	In Progress
Chief Executive Office (CEO) - Measure H		
10	FY 2024-25 Measure H Financial Audit - Work Order Monitoring	Not Started
In Progress from Fiscal Year (FY) 2023-24		
11	FY 2023-24 Measure H Financial Audit - Work Order Monitoring	In Progress
CEO - Work Order		
12	Master Agreement Work Order Los Angeles County Homeland Security Grant - FY 2023-24 Monitoring Reports	Not Started
In Progress from FY 2023-24		
13	Master Agreement Work Order 9-25C Los Angeles County Homeland Security Grant - FY 2022-23 Monitoring Reports	In Progress
Department of Children and Family Services		
14	Delta-T Group Los Angeles, Inc.	Not Started
15	Dignity Health dba California Hospital Medical Center - Limited Review	Not Started
16	Hillsides	Not Started
17	McKinley Children's Center	Not Started
18	Para Los Niños	Not Started
19	Phamatech, Inc.	Not Started
20	Walden Environment dba Walden Family Services	Not Started
21	West Covina Foster Family Agency dba Sunrise Horizon (formerly dba Homes of Hope) - Follow-Up	Not Started
22	To be determined (TBD)	Not Started
23	TBD	Not Started
24	TBD	Not Started
In Progress from FY 2023-24		
25	Boys Republic - Limited Review	In Progress
26	Child Care Alliance of Los Angeles	In Progress
27	Contract Monitoring Operations Limited Follow-Up Review	In Progress
28	Divinity Prophet and Associates	In Progress
29	Extraordinary Families	In Progress
30	Five Acres - The Boys' and Girls' Aid Society of Los Angeles County	In Progress
31	Hermanitos Unidos - Siblings United Foster Family Agency	In Progress
32	Haynes Family of Programs and David and Margaret Home, Inc. dba David and Margaret Youth & Family Services	In Progress
In Progress from FY 2022-23		
33	The Regents of the University of California Los Angeles	Completed
34	Vista Del Mar Child & Family Services	Completed
In Progress from FY 2021-22		
35	Fred Jefferson Memorial Home for Boys	In Progress
Department of Consumer and Business Affairs		
36	Master Agreement Work Order - Dispute Resolution Program Contract for FY 2024-25	Not Started
In Progress from FY 2023-24		
37	Master Agreement Work Order - Dispute Resolution Program Contract FY 2023-24	Not Started
Department of Economic Opportunity (DEO)		
38	Catholic Charities of Los Angeles - Closeout Review	Not Started
39	City of Los Angeles Economic Workforce Development (FY 2019-20, 2020-21, 2023-24, and 2024-25)	In Progress
40	DB Grant and Associates - East LA West San Gabriel Valley Comprehensive AJCC, Southeast LA Comprehensive AJCC	Not Started
41	Goodwill Industries of Southern California - Closeout Review	Not Started
42	Hub Cities Consortium - Closeout Review	Not Started

**DEPARTMENT OF AUDITOR-CONTROLLER
COUNTYWIDE CONTRACT MONITORING DIVISION
STATUS OF FISCAL YEAR 2024-25 AUDIT PLAN ASSIGNMENTS AS OF 11/7/2024**

#	REVIEW/ASSIGNMENT	STATUS
43	JVS SoCal - Antelope Valley Comprehensive America's Job Centers of California (AJCC), West Los Angeles AJCC, and Veteran's AJCC	Not Started
44	KRA Corporation - Rancho Dominguez Comprehensive AJCC	Not Started
45	Los Angeles County Economic Development Corporation (FY 2023-24 and FY 2024-25) - Limited Review	In Progress
46	Managed Career Solutions, Inc. - Pomona Valley Comprehensive AJCC, East San Gabriel Valley Comprehensive AJCC	Not Started
47	SASSFA - Rio Hondo Comprehensive AJCC - Limited Review	Not Started
48	South Bay Workforce Development Board (WDB) - Limited Review	Not Started
49	Master Agreement Work Orders - DEO's CalFresh Employment and Training (CFET) contracts	Not Started
50	Master Agreement Work Orders - DEO's various contracts	Not Started
51	Master Agreement Work Orders - DEO's WDBs contracts	Not Started
52	Master Agreement Work Order - Various DEO Workforce Innovation and Opportunity Act (WIOA) Adult Program Subrecipient contracts	Not Started
In Progress from FY 2023-24		
53	Catholic Charities of Los Angeles	In Progress
54	Foothill Workforce Development Board	In Progress
55	Goodwill Industries of Southern California - Limited Review	Completed
56	JVS SoCal (FYs 2022-23 and 2023-24)	In Progress
57	Managed Career Solutions, Inc. (FYs 2022-23 and 2023-24)	In Progress
58	Pacific Gateway Workforce Development Board	In Progress
59	Roberts Enterprise Development Fund - Limited Review	In Progress
60	South Bay WDB	Completed
61	SASSFA	Completed
62	Workforce Development Corporation of Southeast Los Angeles County, Inc.	In Progress
63	Verdugo WDB	In Progress
In Progress from FY 2022-23		
64	City of Los Angeles Economic Workforce Development	Completed
65	Community Career Development (FYs 2021-22 and 2022-23)	In Progress
66	Master Agreement Work Order - Department Of Workforce Development, Aging and Community Services' (WDACS) Workforce Division and other various Division's contracts	In Progress
Department of Mental Health		
67	Step-Up on Second Street	Not Started (2)
68	Drew Child Development	Not Started
69	HealthRIGHT 360	Not Started
70	New Directions	Not Started
71	Rite of Passage	Not Started
In Progress from FY 2023-24		
72	Kedren Community Health Center, Inc.	In Progress
In Progress from FY 2022-23		
73	Institute for Multicultural Counseling & Education Services, Inc.	Completed
Department of Public Health (DPH) - General		
74	Board Motion Follow-up - Monitoring Skilled Nursing Facilities	Not Started
DPH - Division of HIV and STD Programs		
75	Work Order Assistance	In Progress
DPH - Substance Abuse Prevention and Control		
76	Action Family Counseling-Scv, Inc.	In Progress
77	Addiction Research and Treatment, Inc.	In Progress
78	Alcoholism Center For Women, Inc.	Not Started
79	Alt Recovery Group 2, LLC	Not Started (1)
80	American Health Services LLC	In Progress
81	Avalon-Carver Community Center	Not Started
82	Beacon House Association of San Pedro (The)	Not Started
83	Bienestar Human Services, Inc.	Not Started
84	Casa De Las Amigas	Not Started
85	Center For Integrated Family and Health Services	Not Started
86	Change Lanes Youth Support Services	Not Started
87	Child & Family Center	Not Started
88	Children's Hospital Los Angeles	Not Started
89	Clinica Monsenor Oscar A. Romero	Not Started
90	Community Coalition For Substance Abuse Prevention and Treatment	Not Started
91	Day One	Not Started
92	Eggleston Youth Centers, Inc., dba Eggleston Substance Abuse And Education Program	Not Started
93	El Proyecto Del Barrio	Not Started
94	Eldorado Community Service Center	In Progress
95	Grandview Foundation, Inc.	Not Started
96	Homeless Health Care Los Angeles, Inc.	Not Started
97	Institute For Public Strategies	Not Started
98	JWCH Institute, Inc.	Not Started
99	Koreatown Youth and Community Center, Inc.	Not Started
100	Little House	Not Started
101	Los Angeles County Office of Education	Not Started
102	MELA Counseling Services Center, Inc.	Not Started (1)
103	National Council On Alcoholism and Drug Dependence of East San Gabriel and Pomona Valleys, Inc.	Not Started
104	National Council On Alcoholism and Drug Dependence of The San Fernando Valley	Not Started
105	New Directions Alcohol and Drug Services, Inc.	In Progress
106	Phoenix Houses of Los Angeles, Inc.	Not Started

**DEPARTMENT OF AUDITOR-CONTROLLER
COUNTYWIDE CONTRACT MONITORING DIVISION
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#	REVIEW/ASSIGNMENT	STATUS
107	Public Health Foundation Enterprises, Inc.	Not Started
108	Pueblo Y Salud, Inc.	Not Started
109	Roots, Inc. dba Roots Through Recovery	Not Started
110	Safe Refuge	Not Started
111	San Fernando Recovery Center	Not Started
112	San Fernando Valley Community Mental Health Center, Inc.	Not Started
113	Social Model Recovery Systems, Inc.	In Progress
114	South Central Prevention Coalition	Not Started
115	Special Service For Groups, Inc.	Not Started
116	SPIRITT Family Services	Not Started
117	Tavarua Health Services	In Progress
118	Tavarua Medical Rehabilitation Services dba Azusa Medical and Mental Health Services	In Progress
119	Tessie Cleveland Community Services Corporation	Not Started
120	The Wall - Las Memorias Project	Not Started
121	Transcultural Health Development, Inc.	In Progress
122	Venice Family Clinic	Not Started
123	Watts Healthcare Corporation dba House Of Uhuru	Not Started
124	West County Medical Clinic	In Progress
In Progress from FY 2023-24		
125	Asian American Drug Abuse Program, Inc.	In Progress
126	Beacon House Association of San Pedro (The)	Completed
127	Behavioral Health Services, Inc.	In Progress
128	Beit T'Shuvah	In Progress
129	Cambodian Association of America	In Progress
130	Canon Human Services, Inc.	In Progress
131	Clare Foundation, Inc.	In Progress
132	Clinica Monsenor Oscar A. Romero	Completed
133	Cri-Help, Inc.	In Progress
134	Didi Hirsch Psychiatric Service	Completed
135	Divine Healthcare Services, Inc.	Completed
136	Families for Children, Inc.	Completed
137	Fred Brown's Recovery Services, Inc.	In Progress
138	HealthRIGHT 360	In Progress
139	Hollywood Medical Rehabilitation Care, Inc.	In Progress
140	House of Hope Foundation, Inc.	In Progress
141	I-ADARP, Inc.	In Progress
142	Korean American Family Services, Inc.	In Progress
143	Los Angeles Centers for Alcohol and Drug Abuse	In Progress
144	Matrix Institute On Addictions	In Progress
145	Motivational Recovery Services, Inc.	In Progress
146	Narcotic Prevention Association, Inc.	Completed
147	New Directions Alcohol and Drug Services, Inc.	In Progress
148	Palm House, Inc.	In Progress
149	Parents Anonymous, Inc.	In Progress
150	Pax House, Inc.	In Progress
151	Penny Lane Centers	In Progress
152	People Coordinated Services of Southern California	In Progress
153	Principles, Inc.	Completed
154	Rancho San Antonio Boys Home, Inc.	In Progress
155	SHIELDS For Families, Inc.	In Progress
156	Southern California Alcohol and Drug Programs, Inc.	Completed
157	Tarzana Treatment Centers, Inc.	In Progress
158	The Teen Project, Inc., dba Freehab	Completed
159	The Wall - Las Memorias Project	Completed
160	Van Ness Recovery House	In Progress
161	Volunteers of America of Los Angeles	Completed
162	You Can Health Services	Completed
Department of Public Social Services (DPSS)		
163	AltaMed Health Services	In Progress
164	Antelope Valley DV Council	Not Started
165	Eastmont Community Center	In Progress
166	El Nido Family Centers	In Progress
167	Foothill Family Services	Not Started
168	Los Angeles County Office of Education	Not Started
169	MAXIMUS Human Services, Inc.	Not Started
170	TBD	Not Started
171	Data Analytics Assessment	Not Started
In Progress from FY 2023-24		
172	Armed/Unarmed Security Guard Services	In Progress
173	Los Angeles Community College District	In Progress

(1)

**DEPARTMENT OF AUDITOR-CONTROLLER
COUNTYWIDE CONTRACT MONITORING DIVISION
STATUS OF FISCAL YEAR 2024-25 AUDIT PLAN ASSIGNMENTS AS OF 11/7/2024**

#	REVIEW/ASSIGNMENT	STATUS
Department of Youth Development		
174	TBD	Not Started
175	TBD	Not Started
176	TBD	Not Started
177	TBD	Not Started
In Progress from FY 2023-24		
178	Anti-Recidivism Coalition	In Progress
179	Haywood Burns Institute	In Progress
180	Impact Justice	In Progress
181	RDA Consulting, SPC dba Resource Development Associates	Completed
Justice, Care, and Opportunities Department		
182	Administrative Service Cooperative, Inc DBS Ride Yellow - Limited Scope	Not Started
183	Anti-Recidivism Coalition	Not Started
184	Epidaurus dba Amity Foundation	Not Started
185	Good People, Inc.	In Progress
186	Local Initiative Support Corporation	Not Started
187	MDRC	Not Started
188	Southern California Grantmakers	In Progress
189	Turning Point Alcohol and Drug Education Program, Inc.	Not Started
190	TBD - Limited Scope	Not Started
191	TBD - Limited Scope	Not Started
192	TBD - Limited Scope	Not Started
193	TBD - Limited Scope	Not Started
In Progress from FY 2023-24		
194	Brilliant Corners	In Progress
195	Center for Living and Learning	In Progress
196	First to Serve, Inc.	In Progress
197	Holidays Helping Hands	In Progress
198	Paving the Way Foundation	In Progress
199	Public Health Foundation Enterprises, Inc. dba Heluna Health	Completed
200	The Children's Center of the Antelope Valley	In Progress
201	The Chrysalis Center	In Progress
202	Whole Systems Learning	In Progress
Other Non-Client Departments		
203	American Rescue Plan Act (ARPA) Subrecipient Monitoring - FYs 2022-23 and 2023-24 Work Order Monitoring	In Progress
Multiple Departments - Joint Reviews		
204	Children's Institute, Inc.	Not Started
In Progress from FY 2023-24		
205	Exodus Recovery, Inc.	In Progress
In Progress from FY 2019-20		
206	DPSS, WDACS, and Internal Services Department	In Progress
Provisional Financing Uses Assignments		
207	Countywide Audit and Contract Monitoring Summary Report	In Progress
In Progress from FY 2023-24		
208	Los Angeles Homeless Services Authority (LAHSA) - Fiscal Audit Board Motion	In Progress
Special Requests and Administrative Assignments		
209	Countywide Contract Monitoring Division Annual Report	In Progress
In Progress from FY 2022-23		
210	Auditor-Controller Contract Accounting and Administration Handbook	In Progress

Footnotes:	
(1)	Assignment is scheduled to begin within the next month.
(2)	DMH requested we replace a review of Behavioral Health Services, Inc. with Step-Up on Second Street



FIRST 5 LA 2024 - 2029 STRATEGIC PLAN INITIATIVES AND TACTICS

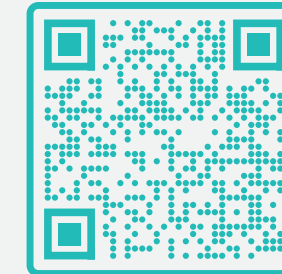
Bringing Vision to Action: Creating a Brighter Future for Every Child in L.A. County





Acknowledgments

Scan or click the QR code to view the full list of acknowledgements.



As First 5 LA works in partnership to make the vision of our 2024-2029 Strategic Plan a reality for every child in L.A. County, we acknowledge the contributions that have helped shape the actions we will take to create meaningful, long-lasting change for our youngest children. These collective efforts have helped shape how First 5 LA organizes and communicates our shared work, rooted in partnerships and the strengths of our current collaborations. We are grateful for the guidance and insights of our board of commissioners, partners, community members and system and policy leaders. We share appreciations to the dedicated First 5 LA team and our consultants for leading the critical engagement work.

First 5 LA Board of Commissioners

Holly J. Mitchell,
Los Angeles County Supervisor,
Second District, Chair

Summer McBride
Vice Chair, Appointed by L.A.
County Supervisor Holly J. Mitchell,
Second District

Robert Byrd, Psy.D,
Los Angeles County
Department of Mental Health

Alma Cortes,
Appointed by Supervisor
Lindsey Horvath, Third District

Astrid Heger, M.D.,
Appointed by Kathryn Barger,
Fifth District

Barbara Ferrer, Ph.D., M.P.H., M.Ed.,
Los Angeles County Department
of Public Health

Abigail R. Marquez
Appointed by: Supervisor
Janice Hahn, Fourth District

Maricela Ramirez,
Los Angeles County Office
of Education

Carol Sigala,
Appointed by Supervisor
Hilda Solis, First District

Ex Officio Members

Alejandra Albarran Moses,
Policy Roundtable for Child
Care and Development

Brandon Nichols
Los Angeles County Department
of Children & Family Services

Jacquelyn McCroskey, DSW,
Appointed by Commission for
Children and Families

Deanne Tilton Durfee,
Inter-Agency Council on
Child Abuse and Neglect (ICAN)

Board of Commission Alternates

Mary Romero Barraza
Los Angeles County Department
of Mental Health

Luis Bautista,
Los Angeles County Office
of Education

Priya Batra
Los Angeles County
Department of Public Health

Victor Manalo
Appointed by Supervisor
Janice Hahn, Fourth District

Frank Ramos,
Los Angeles County
Department of Children
and Family Services

Kristin McGuire
Appointed by: Supervisor
Hilda Solis, First District

Winnie Wechsler,
Appointed by Supervisor
Kathryn Barger, Fifth District

Sylvia Swilley,
Appointed by Supervisor
Holly J. Mitchell,
Second District

Julie Taren,
Appointed by Supervisor
Horvath, Third District

A letter from our President and CEO

Dear Partners,

Every child holds incredible potential, and together, we have the opportunity to champion their growth and success. With First 5 LA's 2024-2029 Strategic Plan, we're setting ambitious goals to build a bright foundation for Los Angeles County's youngest children. Join us in the journey to support their well-being, lifelong learning and limitless possibilities.

Creating lasting change for children and families requires that we ground our work in a holistic approach that addresses immediate needs and tackles the deep-seated barriers that create inequities. At First 5 LA, we are committed to uplifting the voices of L.A. County's richly diverse communities across geography, economics, and racial and ethnic background. We embrace a collaborative approach by working with public agencies, non-profits, philanthropy and communities to support an inclusive future that reflects the strengths and dreams of every child and family in L.A. County.

For 25 years, First 5 LA has championed children and their needs during the critical first five years of life, advocating

for safe, stable and nurturing relationships and environments that help build a strong foundation for lifelong well-being. Looking ahead to the next quarter century, we're excited to work even more closely with partners to advance regional, economic and racial justice by leveraging opportunities that uplift every child and family. Together, we can thoughtfully honor the rich diversity of family structures, cultures, identities and abilities across L.A. County, leveraging these tremendous assets to build a future where every child has the support they need to thrive.

We are deeply grateful for the insight and guidance of our board, partners and community, whose contributions have helped move our 2024-2029 Strategic Plan from vision to action. Phase one focused on engaging the community in a process centered on equity, honoring the strengths, insights and leadership of those with lived expertise as essential in shaping our work. Based on the invaluable input from our community and partners, we have developed four key

initiatives that will guide our actions in year two of the strategic plan, turning our shared vision into impactful change. Thank you for the important work you do every day. By aligning our expertise and commitment, we can ensure that every child has the opportunity to thrive.

Sincerely,
Karla Pleitéz Howell



President and Chief Executive Officer



Introduction



Building a Brighter Future Together for Every Child in L.A. County

Imagine the impact that the largest county in the country can make for our youngest children if we come together to change their future. First 5 LA is working as a partner committed to L.A. County's potential to shine as a region that prioritizes what it will take for every child to be born healthy and thrive in a nurturing, safe and loving community. The foundations we build for our youngest citizens today will uphold all leaders of tomorrow. Knowing that we will only achieve bold goals together, we invite continued and new partnerships to advance a co-created vision for children in the critical first five years of life.

To make the greatest impact, First 5 LA embraces a targeted universalism approach that grounds the work in objectives for the universal well-being of every child age 5 and younger and their families in

L.A. County. We identify the barriers to our shared vision of every child's well-being, including the withdrawal of community investments, poverty and systemic racism — factors that hinder families from having the resources they need to thrive. We analyze data to identify disproportionate child outcomes and carry out targeted tactics to support young children and families. Our targeted approach focuses resources and support where they are needed most. By doing this, we move closer to our universal goals of making sure every child and family have basic needs met, safe and healthy relationships, and the opportunity to thrive. For example, below you will see that in the Maternal and Child Well-Being Initiative, we set universal objectives: ensuring that every mother and child have comprehensive healthcare, mental health support and early screenings.

Recognizing that these services are not equitably accessible across all communities, we are targeting specific efforts to address the needs of those most affected by disparities. One example of these targeted efforts is addressing infant and maternal mortality. Together, we partner with L.A. County departments, community organizations and funders to reduce disparities to ensure healthy, joyous births for Black families. This targeted approach helps us advance our universal objectives, creating equitable outcomes for all families by prioritizing resources where they are most urgently needed.

Building on this targeted approach, we are excited to introduce the four key initiatives that will translate First 5 LA's 2024-2029 Strategic Plan into meaningful action for children age 5 and younger across L.A. County. Each initiative builds

upon our partnerships; activates targeted tactics; and, most importantly, creates the conditions for families to flourish. In the sections that follow, you will find detailed examples of planned work for 2025, along with opportunities for collaboration to bring these initiatives to life and realize our shared vision for children. These examples represent our commitment to achieving impactful results while allowing space for growth, adaptation and innovation.

Initiatives that Advance First 5 LA Strategic Plan Objectives

First 5 LA's 2024-2029 Strategic Plan includes objectives that articulate a measurable level of desired change and are a starting point based on existing measurements. These objectives serve as clear markers of progress, ensuring that children grow up healthier and better supported. The strategic plan objectives demonstrate we have much to do to address poverty, structural racism and historic and present-day oppression. First 5 LA is committed to the progress of our youngest children and their families by tracking these objectives.

<p>PREVENTION FIRST: Centering Community Strengths to Address Root Causes and Keep Families Thriving Together</p>	<p>OBJECTIVE 1.2</p> <p>OBJECTIVE 1.3</p>	<p>Reduce the annual percent of households with children prenatal through age 5 in Los Angeles County living in poverty.</p> <p>Reduce the annual percent of households with children prenatal through age 5 in Los Angeles County who experience housing insecurity.</p>
<p>VIBRANT ENVIRONMENTS: Ensuring Access to Healthy Foods and Welcoming Outdoor Spaces for Play</p>	<p>OBJECTIVE 2.2</p> <p>OBJECTIVE 2.3</p>	<p>Increase the annual percent of children prenatal to age 5 in Los Angeles County with access to sufficient choices for healthy foods.</p> <p>Increase the annual percent of children prenatal to age 5 in Los Angeles County who have access to parks and open spaces.</p>
<p>MATERNAL & CHILD WELL-BEING: Ensuring Holistic Care for Mothers and Children Age 5 and Younger</p>	<p>OBJECTIVE 1.1</p> <p>OBJECTIVE 2.1</p> <p>OBJECTIVE 3.2</p>	<p>Reduce the rate of infant mortality per live births.</p> <p>Increase access to mental health services for pregnant and postpartum individuals identified as at-risk for maternal depression.</p> <p>Ensure more children with developmental delays receive early intervention services.</p>
<p>WHOLE CHILD, BRIGHT FUTURES: Universal Quality Early Care and Education that Meets Every Family's Needs</p>	<p>OBJECTIVE 3.1</p> <p>OBJECTIVE 3.3</p>	<p>Increase the annual percent of children prenatal to age 5 in Los Angeles County receiving publicly funded early care and education in a mixed-delivery system.</p> <p>Increase annual percent of households with children prenatal to age 5 in Los Angeles County receiving culturally affirming services and supports.</p>

To drive each initiative forward, we use 10 main tactics — clear, organized activities that build meaningful change. Developed in partnership with our community, these tactics are designed to elevate equity and address the highest needs identified by those we serve. Essential to our targeted universalism approach, these tactics focus resources and actions where they are most needed to achieve our nine strategic plan objectives noted in the table on pg. 7. Together, these tactics drive our initiatives forward, creating the targeted impact needed to ensure every child can thrive.

- 1. Advocacy:** We seek comprehensive public policy change, ensuring adequate investment and effective, equitable implementation of policies and programs across sectors, including land use policy.
- 2. Access:** We seek to impact systems change by broadening service availability and utilization, ensuring that services are responsive to community needs and draw on community strengths.
- 3. Capacity Building:** We will work to partner to strengthen organizational skills and infrastructure in communities and local and county-based organizations to deliver services and engagement.
- 4. Communications:** We will promote narrative change to support movement building around policy and systems change, respect for the families' strengths, and community voices. We will also engage in communications campaigns to ensure families have information about available services.
- 5. Coordination:** While recognizing the need for increased investment, we seek to change systems through more efficient coordination and integration, leveraging public policy and policy implementation opportunities.
- 6. Curriculum Innovation in Early Education Instruction:** We seek to transform systems by embedding culturally responsive, multilingual and developmentally appropriate educational approaches in early childhood settings. By shaping early mental models around equity, inclusion and diversity, we aim to influence how children and families perceive and interact with systems, ensuring that educational frameworks reflect our communities' rich cultural and linguistic diversity. This includes but is not limited to early learning curriculum and foundations.
- 7. Data:** We seek to change systems through a data agenda that improves practice, coordination, integration and alignment and is accessible to all.
- 8. Engagement:** We will support building a movement for policy and systems change, with our value of equity guiding us, honoring the wisdom of our communities, recognizing that their assets hold the key to dismantling systemic barriers and forging a path to racial justices as we champion opportunity for all.
- 9. Research:** We seek to generate accessible information on particular issues to support systems and policy change, including participatory and quality research.
- 10. Workforce:** We seek to change systems through partnerships and investments to develop compensation, equity, skills, knowledge, values, practices and overall number of workers in the fields that are so critical to children and families.

Initiative 1



Prevention First

Centering Community Strengths to Address Root Causes and Keep Families Thriving Together

Every child and family should have safe, reliable and dignified housing, and economic stability to provide for children’s essential needs. By investing in prevention, we can address root causes of unmet basic needs early, ensuring families thrive together. The Prevention First initiative draws on our communities’ strengths and existing resources to provide the needed support for families facing barriers linked to their geography, economics, and racial and ethnic identities, fostering resilience and long-term well-being.

For too long, historical bias and structural racism have shaped policies, practices and inequitable investments that are primary contributors to a scarcity of affordable housing; intergenerational poverty; wage discrimination; and closures of businesses, schools, churches and community-based supports for children and families. These systemic inequities have created barriers to family stability, leaving too many families to struggle to meet their basic needs, creating stress, and undermining a sense of control and stability for both children and adults. This stress adds an undue burden to families who are struggling, and they may contribute to developmental delays in children and family separations. Families who face challenges in meeting their basic needs are also at higher risk of involvement in the public systems that address crisis, such as child welfare. To support the strengths of families and communities, we must address root causes of unmet basic needs by prioritizing prevention efforts that keep families strong and together.

Currently, 46 percent of households in L.A. County with children under 5 are housing insecure.¹ Disparities in poverty and housing insecurity disproportionately impact Black, Latino and Native American families in L.A. County, where more than 50 percent of Black and Latino households with children under 5 report spending 30 percent or more of their monthly income on housing expenses.² These disparities are not accidental; they stem from long-standing systemic racism, wage discrimination and purposeful withdrawal of investments in communities, which can lead to decline of businesses, neighborhoods and shared spaces.

The Prevention First Initiative pursues universal goals for all families around housing and economic stability. This initiative aims to expand affordable housing options, provide direct financial assistance through poverty alleviation programs, and improve access to supportive services from child safety net programs and trusted community groups and agencies, including family resource centers. It aims to increase poverty prevention efforts that align and strengthen the network of services available to children in the first five years and their families, thereby reducing harms such as risks of family separation and child welfare involvement.

^{1,2} American Community Survey Public Use Microdata 1-Year Estimates, 2022

Our 2025 work will include the following areas of action, among others, to support family stability:

Coordination through the Prevention Committee:

We will work closely with L.A. County's Prevention and Promotion Systems Governing Committee to align efforts, particularly leveraging L.A.'s Family First Prevention Services program to coordinate services across sectors. By establishing a clear prevention framework that identifies children at high risk, we will streamline access to resources and ensure that families are supported from the start.

Targeted Research for Housing Policy:

Housing insecurity is a critical driver of family instability. Through research on housing needs, we will build a policy agenda that advocates for more affordable housing options. This research will leverage our current work and partnerships to push for systemic change, ensuring families have access to safe and affordable housing.

Engagement of Communities for Service Connection and Advocacy for Systems Change:

We will continue to leverage current work to enhance coordination by partnering with trusted community entities, community-based organizations and schools to help families access and navigate services more easily. Through these partnerships, we will engage communities and ensure services are responsive to family needs while recognizing their strengths. Our advocacy efforts will focus on public policy changes to remove barriers and streamline eligibility and other processes, including expanding economic supports like guaranteed basic income and promoting equitable access to essential resources, opportunities and services. By integrating community voices and coordinating across sectors, we aim to prevent crises and foster long-term family stability.



Initiative 2

Vibrant Environments



Ensuring Access to Healthy Foods and Welcoming Outdoor Spaces for Play

Every family should have what makes their community healthy and vibrant: environments where children in their critical first five years of life have reliable access to affordable, culturally preferred, and healthy fresh food and produce and safe, well-maintained parks, play areas and open spaces. Healthy foods and safe outdoor spaces foster physical, cognitive and social development for young children in L.A. County.

Policies, practices and inequitable investments — rooted in historical bias and still affecting people today — contribute to limited availability of healthy food options, including complex eligibility requirements for food assistance programs and a lack of investment in stores serving neighborhoods with residents with low incomes. Limited or uncertain access to nutritious food, including fresh food and produce that families want to eat, is a barrier to the health and development of young children, with long-term negative impacts on well-being.

Likewise, policies, practices and inequitable investments contribute to the limited availability of parks, inadequate maintenance of recreational spaces, lack of adequate trees and shading, and a lack of community involvement in land-use planning, especially impacting densely built neighborhoods where residents have low incomes. In certain areas of L.A. County, safety concerns, pollution and poor maintenance of parks prevent families from using the few spaces that do exist, further limiting access to outdoor areas where children can engage in physical activities and play. About 49 percent of children under age 5 in L.A. County have limited access to parks.³

The Vibrant Environments Initiative aims to promote access to healthy food through improving enrollment in food assistance programs, expanding urban farming, and increasing community awareness about resources and why they matter for healthy child development. Additionally, this initiative focuses on creating safe and accessible parks and open spaces for young children by advocating for equitable land use policies, improving maintenance and increasing the availability of play areas.

³ Los Angeles County Department of Parks and Recreation, 2016 (park data); ESRI, 2023 (population data)

Our 2025 work will include the following areas of action, among others, to support healthy foods and safe outdoor spaces:

Building an Equity-Focused Advocacy Agenda for Green Spaces:

First 5 LA is committed to leading research and development of an Equity Index tool that will map access to parks and green spaces for L.A. County families with children age 5 and younger. This work will lay the foundation for coordinating an advocacy agenda focused on closing gaps in access to safe, welcoming green spaces for young children. Additionally, with L.A. set to host the 2028 Olympics, we will advocate for and build the capacity of community-based organizations to ensure that infrastructure investments, including parks and green spaces, leave a lasting legacy for families with young children. By leading this effort, we aim to create vibrant spaces where all children can thrive through outdoor play and developmentally rich experiences while strengthening community organizations to sustain these efforts long term.

Advocacy, Research, and Communications for Culturally Appropriate Healthy Food:

Through the Vibrant Environments Initiative, First 5 LA is actively advancing a research-driven advocacy agenda to ensure equitable access to culturally appropriate and healthy fresh food and produce for families with young children. We are leveraging data to identify food access gaps and preparing to partner with key stakeholders to address these disparities in high-need areas. In parallel, this initiative will have a communications campaign to ensure families with children age 5 and younger are informed about and can fully utilize programs like WIC and SNAP. By driving policy change and building strong community partnerships, we are committed to creating environments where all children have access to nutritious, culturally preferred food that supports their healthy growth and development.



Initiative 3

Maternal & Child Well-Being



Ensuring Holistic
Care for Mothers
and Children
Age 5 and Younger

Every mother, birthing person and child, regardless of geography, economics, and racial and ethnic background in L.A. County, should have access to high-quality health care, mental health services and early intervention for developmental challenges. Services must be rooted in families' and communities' strengths.

Significant challenges to maternal and child well-being in L.A. County include high rates of infant mortality, perinatal depression and anxiety, isolation and inadequate assessment of and access to early intervention services for children with developmental delays. Limited access to culturally affirming mental health care, the absence of a racially and ethnically diverse mental health workforce, and widespread stigma around mental health impede the adequate support that can benefit many birthing people.

More specifically, chronic stress from systemic racism, along with reduced access to resources and opportunities, contributes to alarmingly high mortality rates of Black infants. The infant mortality rate of children between birth and age one in L.A. County is 3.7 deaths per 1,000 live births. Black infants experience a substantially higher mortality rate with 6.8 deaths per every 1,000 live births.⁴ Similarly, Native American and Pacific Islander infants face severe mortality disparities that are frequently overlooked and currently not well tracked in regional public health data. Scarce availability of culturally relevant birth services, insufficient representation of Black and Native American professionals and community workers in maternal care and racist practices that generally exclude Black, Pacific Islander and Native American communities from decision-making processes, also contribute to these disparities.

Black and Pacific Islander children are less likely to receive early developmental screenings during the first three years of life. Barriers to accessing services include lack of regular, age-appropriate developmental screenings and referrals to early intervention services and inadequate workforce capacity. Furthermore, regional centers spend less on Black infants and toddlers compared to other racial and ethnic groups, further perpetuating disparities in early intervention services.⁵

The Maternal and Child Well-Being Initiative will target efforts to improve access to health care services, mental health support and early developmental screenings, focusing on the strengths and unique needs of families most impacted by barriers. The initiative will further address the crucial role that mental health plays in maternal and child well-being and how stressors and barriers to care are exacerbated by discrimination based on race and ethnicity and factors that have a disparate impact on families with low incomes. It aims to expand access to culturally affirming services such as midwifery, doula support and birthing centers as well as promote accountability and quality standards in perinatal care.

⁴ California Department of Public Health, Vital Statistics 2011-2021 Birth Cohort Files as analyzed by Children's Data Network

⁵ Children Now, Developmental Screening and Well-Child Visit Rates for Children Enrolled in Medi-Cal Managed Care, by Race/Ethnicity: Measurement Year 2020. Available at <https://www.childrennow.org/wp-content/uploads/2023/05/dev-screening-and-well-child-final.pdf>

Our 2025 work will include the follow areas of action, among others, to support maternal health and child well-being:

Engagement and Communications Narrative Transformations Through the African American Infant and Maternal Mortality(AAIMM) Prevention Initiative:

As a core member of the AAIMM Coalition, we partner with county departments, community members, and organizations and funders to address the unacceptably high rates of Black infant and maternal deaths and to ensure health and joyous births for Black families in L.A. County. Our continued contribution to this collective effort will focus on communications narrative transformations, seeking to foster awareness and promote the importance of healthy and joyous births for Black mothers and birthing people, strengthen knowledge of available resources for Black families, as well as spread awareness of how systemic racism has impacted Black families and the systems of supports. This investment includes engagement of parents and stakeholders through support of the AAIMM Community Action Teams, which are regionally based collaboratives that develop locally based initiatives to address birth equity. Emerging work going forward will focus on advocacy in local, state and federal spaces that work to prioritize maternal health and child health.

Access, Coordination and Workforce through Home Visiting:

Through our investment in maternal and child well-being, we will continue our efforts to improve maternal health and increase access to early intervention services for children with developmental delays. Specifically, through our partnership with the Welcome Baby program in participating hospitals and Select Home Visiting partners, families participate in regular screenings that help identify needs, including mental health, anxiety and age-appropriate developmental screenings. Throughout families' participation in the program, the home visiting program staff facilitate access to needed services, including early intervention, mental health and basic needs, as appropriate. This includes communications efforts around recognizing the early signs and symptoms of perinatal mood and anxiety disorders to ensure access to licensed practitioners for appropriate diagnosis and wraparound support. The investment in home visiting also includes funding for a Family Strengthening Oversight Entity, which provides access to data and is able to ensure a high-quality workforce by providing training, technical assistance and other supports across this network of hospital and community-based providers.



Initiative 4

Whole Child, Bright Futures



Universal Quality Early Care
and Education that Meets
Every Family's Needs

Every child in L.A. County deserves access to quality early care and education that nurtures their physical, emotional, social and cognitive development to its fullest potential. To support this, families and caregivers should be engaged and empowered as a child's first teachers. Achieving this goal requires equitable access to quality early care and education, with a focus on addressing the challenges of poverty, racism and regional disparities. Furthermore, early care and education should be available through a mixed-delivery system — which includes family child care homes; family, friend and neighbor care; and center-based programs — that prioritizes parental choice, includes parental leave and offers diverse early learning settings.

Access to culturally affirming early learning supports — connecting children's learning to their languages and cultures — helps children develop language skills, builds confidence and fosters positive attitudes toward diversity. These supports include developmentally appropriate curricula that celebrate and reflect the diverse backgrounds of young children and their families; active parent engagement in program planning; connections to additional resources; and recognition of the importance of stable, responsive care, especially for families with low incomes.

Early care and education, like K-12 education, should be embraced as a public good and shared responsibility — an essential investment that strengthens communities and lays the foundation for every child to thrive. Current systemic policies, practices and beliefs contribute to structural barriers and underfunding, which results in inequitable access to culturally and linguistically affirming quality early care and education, inadequate subsidies for families with low income, geographic disparities and inadequate workforce compensation. Only one out of five income-eligible children under age 5 in L.A. County is enrolled in publicly funded early care and education. These opportunities decrease significantly for our youngest learners, with only 8 percent of infants and toddlers under age 3 enrolled in publicly funded early learning.⁶

The Whole Child, Bright Futures Initiative will engage targeted efforts to address disparities by increasing subsidies for families with low incomes, increasing family engagement and involvement in shaping program and policy, and expanding culturally affirming programs and curricula. Access to care will be increased with attention to cultural affirmation, such as multilingual immersion programs; support for the early learning workforce, including centers, licensed family child care, and family friend and neighbor care; and partnerships with community-based organizations that understand the strengths and unique needs of families that have faced barriers and obstacles based on race, ethnicity, region and economic inequities.

⁶ American Institutes for Research Early Learning Needs Assessment Tool (ELNAT), 2020

Our 2025 work will include the following areas of action, among others, to support quality early care and education:

Advocacy for Expanding Early Care and Education Access and Policy Coordination:

First 5 LA is a critical voice in advocacy efforts to expand access to publicly funded early care and education in L.A. County, focusing on securing increased funding and addressing child care deserts, which are areas of high needs for services. As part of our state advocacy agenda, we will educate public officials at the local, state and federal level, including gubernatorial candidates, about the importance of investing in early care and education responsive to the needs of children and working parents, highlighting the need for a well-compensated workforce, culturally affirming care, paid family leave and equitable access. By integrating our advocacy with broader systemic priorities such as poverty alleviation and racial equity, we aim to secure long-term investments and improvements for children age 5 and younger.

Strengthening the Early Care and Education Workforce:

A core focus of First 5 LA's work is on strengthening the early childhood education workforce, which is predominantly composed of women of color. We will advocate for higher wages, career pathways and equitable licensing practices to address issues of recruitment and retention. Pay parity and professional respect are central to our efforts, ensuring that early childhood educators are acknowledged as experts and fairly compensated for their critical role in supporting children's growth and development. This work is essential to maintaining a high-quality, equitable early care and education system that reflects the diversity of L.A. County.

Coordination, Curriculum Innovation and Multilingual Learning:

First 5 LA is committed to ensuring that early childhood education settings are culturally and linguistically responsive to the needs of diverse families. Through advocacy and coordination with systems partners, including the K-12 education system, we will lay the foundation to support the future expansion of multi-language programs. Our communications campaign is focused on building public will and awareness to promote the benefits of multilingualism while advocating for culturally affirming curricula that reflect the diversity of the communities served. By continuing to work with partners to align California's new universal transitional kindergarten grade into the broader mixed delivery system we aim to coordinate and create a seamless early care and learning support for children and families. This dual focus on curriculum innovation and systems coordination is essential to building an early care system that supports the cognitive, cultural and social development of young children in L.A. County, ensuring every child is prepared for success in school and life. This work includes support of developmentally appropriate curricula inclusive of social emotional learning to ensure our youngest build a critical foundation for future learning.



Creating Long-Lasting Impact



We envision a future where every child is born healthy and thrives in a nurturing, safe and loving community. The initiatives we put forth are more than actions for goals in a strategic plan; they represent a shared responsibility to create a legacy of opportunities and equity for our youngest citizens.

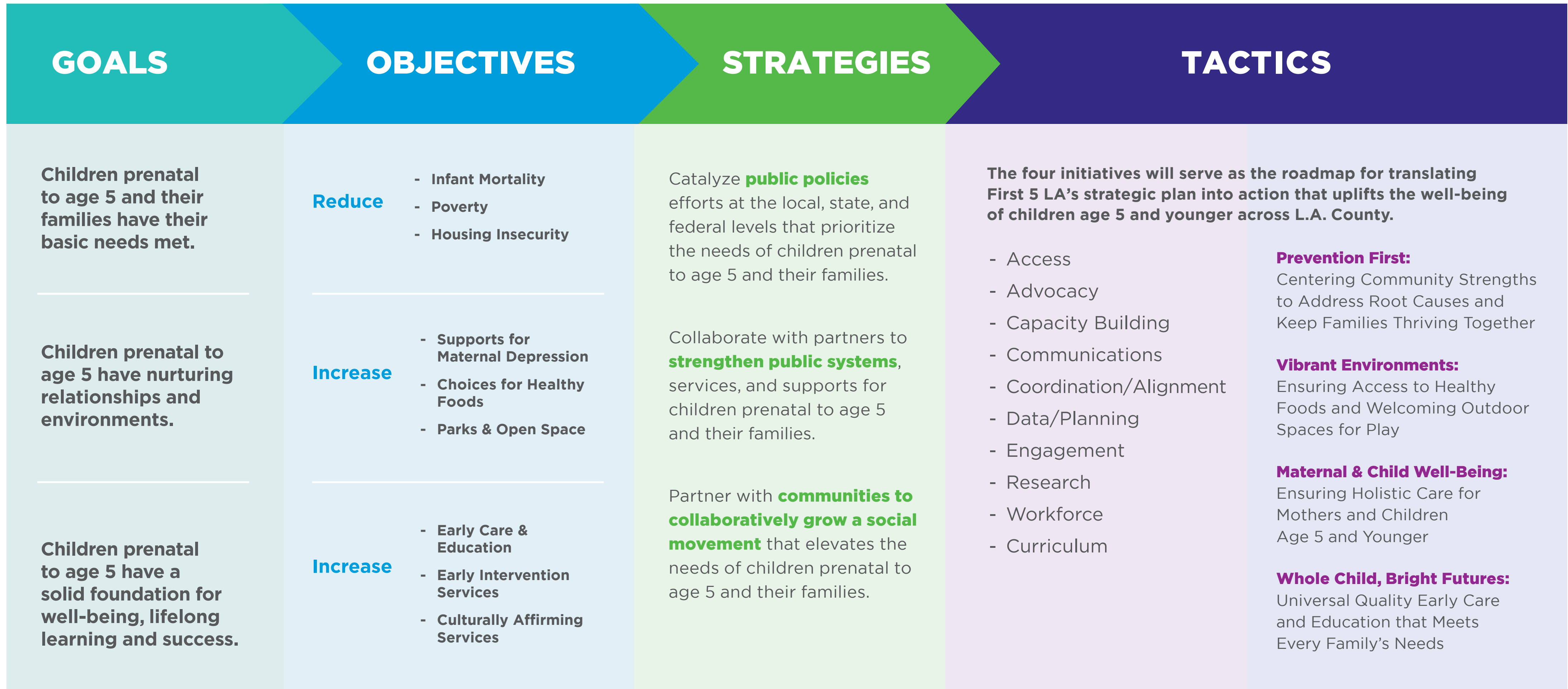
We know that one organization alone cannot achieve this vision — it requires the shared commitment of all who believe in a brighter future for children and families. These initiatives are grounded in community insights to ensure we are responsive to the changing world. This work calls upon us all to come together to collaboratively grow a social movement that centers young children at its heart.

Together, we can build a society that invests fully in every child's potential. These initiatives are First 5 LA's commitments to children and families and an invitation to partners to join in laying the foundation for a vibrant future for L.A. County's next generation.



Vision: We envision a future where every child is born healthy and thrives in a nurturing, safe and loving community.

Mission: We advocate for children and their families, amplify community voice and partner for collective impact so that every child in Los Angeles County reaches their full developmental potential throughout the critical years of prenatal to age 5.





To continue to learn more about First 5 LA's 2024 - 2029 Strategic Plan, please visit [First5LA.org](https://www.First5LA.org).





November 20, 2024
Quarterly Children's Deputies Meeting

Recommendations on Long-term Financial Plan (LTFP) to align with the new FY 2024/29 Strategic Plan

Sustainability Framework

First 5 LA Sustainability Efforts toward Our Mission

Maximize First 5 LA Assets

Operations

- Leasing portion of building
- Maximizing staff capabilities and current technology
- Cost efficiency
- Optimizing use of Fund Balance and Maximizing its investments

Investment Strategy

- Maximizing current investments with a return-on-investment approach integrated with exit strategies or leveraging external funding streams (programs)

Alternative Revenue Strategies

Policy Advocacy

- Lead and support monitoring of local, state, and federal policies

Business Models

- Assessing use of different business models (e.g., fiscal intermediary, etc.)

Collective Impact

- Partnering with other organizations to pool funding

Guiding Principles

Revise LTFP to:

- Plan F5LA's resources for the greatest impact on our youngest children and their families.
- Provide much needed consistency, stability and longer-term contracts for our partners' work in our communities with our youngest children and their families.
- Ensure alignment and adequate resources to implement the new FY 2024/29 Strategic Plan.

LTFP Recommended Options

Options	By _____.	F5LA will become a \$___ organization,	With a projected "Available Fund Balance" of roughly \$___ by FY 34/35.	Average year to year reduction between FY 25/26 through FY 27/28.
1	FY 27/28	\$55 Million	\$84 Million	15.6%
2	FY 27/28	\$60 Million	\$33 Million	13.3%

BOARD LETTER/MEMO CLUSTER FACT SHEET

 Board Letter

 Board Memo

 Other

CLUSTER AGENDA REVIEW DATE	11/20/2024	
BOARD MEETING DATE	12/10/2024	
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th	
DEPARTMENT(S)	CEO, CoCo, and Aging & Disabilities Department (AD)	
SUBJECT	Requesting delegated authority, Amendment 12 to increase funding for APS Central Intake call volume increase	
PROGRAM	211 LA County/Adult Protective Services Special Program	
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	If Yes, please explain why:	
SB 1439 SUPPLEMENTAL DECLARATION FORM REVIEW COMPLETED BY EXEC OFFICE	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Not Applicable If unsure whether a matter is subject to the Levine Act, email your packet to EOLevineAct@bos.lacounty.gov to avoid delays in scheduling your Board Letter.	
DEADLINES/ TIME CONSTRAINTS	Deadline to BOS for 12/10/24 BOARD Agenda Meeting	
COST & FUNDING	Total cost:	Funding source:
	\$85,786	State Funded Adult Protective Services
	TERMS (if applicable): No Requested Change to Term: Jan 1, 2020 -June 30, 2025	
	Explanation:	
PURPOSE OF REQUEST	To give CEO delegated authority to process Amendment 12 for APS Central Intake increase call volume and increase funding. Allow for 10% increase or decrease funding if needed.	
BACKGROUND (include internal/external issues that may exist including any related motions)	Due to emergent need from APS: Amendment 11 took care of partial funding due to the increase in services needed. Amendment 12 will complete part 2 of funding and delegated authority for the increase in services.	
EQUITY INDEX OR LENS WAS UTILIZED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain how:	
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please state which one(s) and explain how: Supports the County Strategic Plan's North Star 1, make investments that transform lives, with a focus area goal to support vulnerable populations.	

DEPARTMENTAL CONTACTS	Name, Title, Phone # & Email: Iliana Balam, Analyst, CEO, Contract Manager, 213-974-8967, ibalam@ceo.lacounty.gov
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**Chief
Executive
Office.**

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

Fesia A. Davenport

"To Enrich Lives Through Effective and Caring Service"

December 10, 2024

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:

**REQUEST DELEGATED AUTHORITY TO AMEND THE CONTRACT WITH THE
INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY, INC.,
DBA 211 LA COUNTY, NUMBER AO-19-656, TO INCREASE SERVICES AND THE
TOTAL FUNDING AMOUNT
(ALL DISTRICTS) (3 VOTES)**

SUBJECT

Authorize the Chief Executive Office (CEO) to execute Amendment 12 of Contract No. AO-19-656 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 (10) percent of the total contract sum.

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the CEO, or designee, to execute Amendment 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 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.

This amendment has 211 LA County managing the new APS Central Intake Unit Line. 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,

Fesia A. Davenport
Chief Executive Officer

FAD:JMN:CDM
KH:IB:kdm

Enclosures (1)

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



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 November 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. 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 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 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 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 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 211LA 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 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.

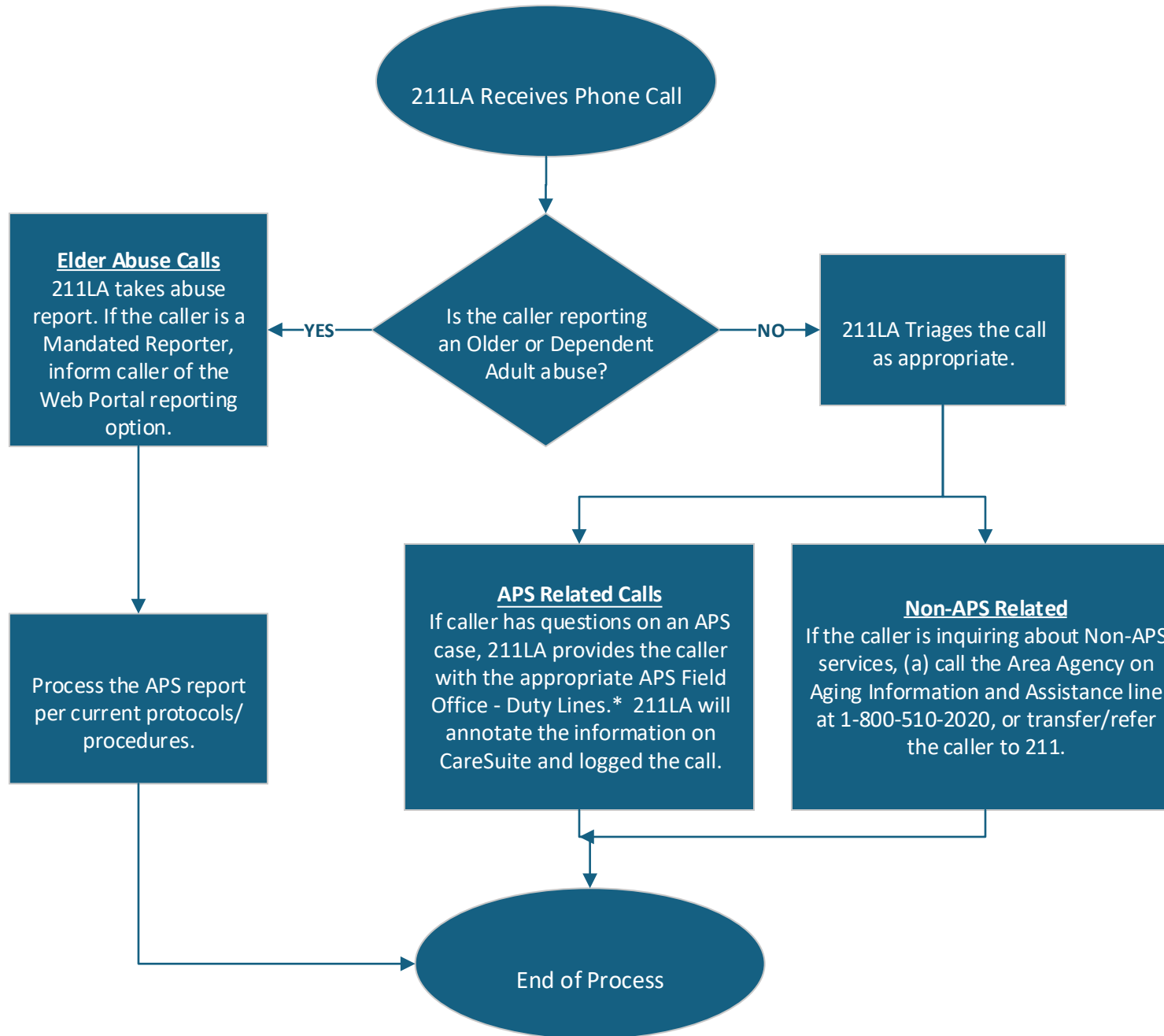
For these types of calls, 211 LA shall ask for the caller's zip code and refer them to the appropriate APS Field Office - Duty Line based on the zip code listing for further handling. 211LA will annotate this information on CareSuite, log the call, including the APS Field Office the call was referred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

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

211 LA 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.

211LA 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**

REGION I		
ZIP CODES	BURBANK	Duty Line: (818) 260-2300
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	
REGION I		
ZIP CODES	GLENDALE	Duty Line: (818) 260-2348
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	
REGION I		
ZIP CODES	LANCASTER	Duty Line: (661) 723-4237
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	
REGION I		
ZIP CODES	NORTHEAST VALLEY	Duty Line: (818) 260-2349
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	
REGION I		
ZIP CODES	VAN NUYS	Duty Line: (818) 618-7813
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	
REGION I		
ZIP CODES	SANTA CLARITA	Duty Line: (213) 304-9712
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	
REGION II		
ZIP CODES	CIVIC CENTER	Duty Line: (213) 974-0234
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	
REGION II		
ZIP CODES	EAST LOS ANGELES	Duty Line: (323) 260-2222
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	
REGION II		
ZIP CODES	GLENDORA	Duty Line: (626) 963-8633
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	
REGION II		
ZIP CODES	METRO	Duty Line: (213) 744-4920
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	
REGION II		
ZIP CODES	WHITTIER	Duty Line: (213) 738-3084
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	

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

91746	WHITTIER APS FIELD OFFICE	
91748	WHITTIER APS FIELD OFFICE	
REGION II		
ZIP CODES	PASADENA	Duty Line: (626) 356-5101
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	
REGION III		
ZIP CODES	CENTRAL LOS ANGELES	Duty Line: (213) 639-6361
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	
REGION III		
ZIP CODES	INGLEWOOD	Duty Line: (323) 388-8494
90044	INGLEWOOD APS FIELD OFFICE	
90047	INGLEWOOD APS FIELD OFFICE	
90277	INGLEWOOD APS FIELD OFFICE	

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

90278	INGLEWOOD APS FIELD OFFICE	
90304	INGLEWOOD APS FIELD OFFICE	
90305	INGLEWOOD APS FIELD OFFICE	
90502	INGLEWOOD APS FIELD OFFICE	
REGION III		
ZIP CODES	LAWNDALE	Duty Line: (310) 219-3787
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	
REGION III		
ZIP CODES	MID-WILSHIRE	Duty Line: (213) 738-3149
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	
REGION III		
ZIP CODES	WESTSIDE	Duty Line: (310) 219-2792
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	

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

90405	WESTSIDE APS FIELD OFFICE	
REGION IV		
ZIP CODE	FLORENCE FIRESTONE	Duty Line: (310) 603-3360
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	
REGION IV		
ZIP CODE	GARDENA	Duty Line: (310) 217-7340
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	
REGION IV		
ZIP CODE	SAN PEDRO APS FIELD OFFICE	Duty Line: (310) 519-6188
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	
REGION IV		
ZIP CODE	HAWTHORNE	Duty Line: (310) 219-3785
90001	HAWTHORNE APS FIELD OFFICE	
90002	HAWTHORNE APS FIELD OFFICE	

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

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	
REGION IV		
ZIP CODE	SOUTHSIDE	Duty Line: (310) 603-3380
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&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
Total	\$ 7,629,111	\$ 7,640,953	\$ 7,597,532	\$ 3,814,556	\$ 3,906,436	\$ 3,922,226	\$ 4,049,698	\$ 4,049,698	\$ 42,610,210

	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
Total	\$ 4,849,767	\$ 1,838,506	\$ 932,432	\$ 419,253	\$ 514,064	\$ 514,064	\$ 657,130	\$ 456,784	\$ 10,182,000

Grand Total	\$ 12,478,878	\$ 9,479,459	\$ 8,529,964	\$ 4,233,809	\$ 4,420,500	\$ 4,436,290	\$ 4,706,828	\$ 4,506,482	\$ 52,792,211
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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.