



WILLIAM T FUJIOKA  
Chief Executive Officer

## County of Los Angeles **CHIEF EXECUTIVE OFFICE OPERATIONS CLUSTER**

**DATE:** February 20, 2014  
**TIME:** 1:00 p.m.  
**LOCATION:** Kenneth Hahn Hall of Administration, Room 830

### **AGENDA**

Members of the Public may address the Operations Cluster on any agenda item by submitting a written request prior to the meeting.  
Three (3) minutes are allowed for each item.

1. Call to order – Santos H. Kreimann
  - A) **Board Letter – APPROVAL TO EXECUTE A NEW CONTRACT WITH CODAI, INC. FOR TECHNICAL APPLICATION DEVELOPMENT SERVICES EFFECTIVE MARCH 1, 2014 THROUGH FEBRUARY 1, 2017**  
PH & CIO – Jonathan Fielding and Richard Sanchez or designee(s)
  - B) **Board Letter – COUNTYWIDE CLASSIFICATION ACTIONS**  
CEO Class/Comp – Steve Masterson or designee
  - C) **Board Letter – CHIEF INFORMATION OFFICE: AMENDMENT NO. TWO TO CONTRACT BETWEEN COUNTY OF LOS ANGELES AND SOURCECORP BPS INC. FOR DOCUMENT IMAGING SERVICES**  
CIO – Richard Sanchez or designee
2. Public Comment
3. Adjournment



COUNTY OF LOS ANGELES

Public Health

JONATHAN E. FIELDING, M.D., M.P.H.  
Director and Health Officer

CYNTHIA A. HARDING, M.P.H.  
Chief Deputy Director

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BOARD OF SUPERVISORS

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February 18, 2014

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

Dear Supervisors:

**APPROVAL TO EXECUTE A NEW CONTRACT WITH CODAI, INC. FOR TECHNICAL APPLICATION DEVELOPMENT SERVICES EFFECTIVE MARCH 1, 2014 THROUGH FEBRUARY 1, 2017 (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

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

**SUBJECT**

Request approval to execute a contract with Codai, Inc. for the provision of technical assistance, data system maintenance and application development services for the Children’s Health Outreach Initiatives internet-based data collection system.

**IT IS RECOMMENDED THAT YOUR BOARD:**

1. Approve and instruct the Director of the Department of Public Health (DPH), or his designee, to execute a new contract substantially similar to Exhibit I, with Codai, Inc. (Codai) for the provision of technical assistance, data system maintenance and application development services to support DPH’s Children’s Health Outreach Initiatives (CHOI) internet-based tracking data collection system (CHOI system), effective March 1, 2014 through February 28, 2017, for a total County maximum obligation of \$320,000 (\$200,000 for contract year (CY) 2014-15, \$60,000 for CY 2015-16, and \$60,000 for CY 2016-17); 100 percent offset by Families First Proposition 10 Commission (First 5 LA) funding and Medi-Cal Administrative Activities (MAA) reimbursements.

2. Delegate authority to the Director of DPH, or his designee, to execute amendments to the contract that extend the contract term for two additional one-year terms with an option to extend on a month-to-month basis for up to six additional months; allow the rollover of unspent contract funds; and/or provide an increase or decrease in funding up to 10 percent above or below each term's annual base maximum obligation, effective upon amendment execution, and make corresponding service adjustments, as necessary, subject to review and approval by County Counsel and the Chief Information Officer (CIO), as applicable, and notification to your Board, and Chief Executive Office.
3. Delegate authority to the Director of DPH, or his designee, to execute change notices to the contract that authorize modifications to or within budget categories within the budget, up to an adjustment between all budget categories equal to 10 percent of each term's annual base maximum obligation, and corresponding service adjustments, as necessary; changes to hours of operation and/or service locations; and/or corrections of errors in the contract's term and conditions.

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

Approval of Recommendation 1 will allow DPH to execute a contract with Codai and continue with the provision of technical assistance, data systems management and application development services for DPH's CHOI system which is utilized to track and support Children's Health Outreach, Enrollment, Utilization and Retention (CHOEUR) services. The CHOI system allows DPH to run aggregate reports on various demographic and programmatic data and provide the data back to the funder, First 5 LA.

There are currently 19 contracted agencies that are mandated to use the system to report client health insurance information. This system provides the contracted agencies the ability to track clients, contact families to verify health insurance enrollment, assist with enrollment problems, and offer assistance with benefit renewals at specified time intervals to maintain uninterrupted health coverage for children and their families throughout Los Angeles County. Additionally, other County Departments and First 5 LA also use the system to evaluate and track County-wide outreach and enrollment efforts.

Codai will provide technical assistance and data systems management services to ensure that the CHOI system continues to operate without interruption. Application development services and activities will include updates, improvements, and enhancements to the CHOI system.

The CHOI system was implemented by the Maternal Child and Adolescent Health Program in 2003. After eight years, the CHOI system was restructured after it became apparent that it could no longer handle the immense amount of data and the influx of users running reports simultaneously. In 2013, Codai was selected through a bidding process conducted by the Internal Services Division (ISD) utilizing the Information Technology Support Services Master Agreement (ITSMAA) to provide DPH technical programming and application development services for the CHOI system. Currently,

various technical “fixes” need to be addressed and system screens updated to accommodate necessary modifications. In addition, DPH is tasked with adding new users and tracking new programs due to the County’s outreach and enrollment efforts in implementing health reform through the Affordable Care Act. While data regarding Covered California and the County’s Low Income Health Program are accessible, each of the data input screens and reports needs to be enhanced to become more user-friendly. The screen style has been modernized to be in line with current mobile computing. Data entry will be simplified and more productive as the users will now be guided by wizards which allow them to input all areas of the hard copy forms and eliminates back and forth through screens in order to enter all data elements. Current reports will generate quicker and user reporting capability will be expanded by adding an ad hoc style of querying data.

Codai’s ITSMAA work order is slated to expire on February 28, 2014 and can no longer be extended. Therefore, ISD recommended that DPH contract directly with Codai. It is imperative that DPH continue to contract with Codai as a disruption in technical support at this critical stage would be highly detrimental to the success of this project.

Approval of Recommendation 2 will allow DPH to execute amendments to the contract to extend the term of the contract; rollover unspent funds; and/or increase or decrease funding up to 10 percent above or below the annual base maximum obligation, effective upon amendment execution, and make corresponding service adjustments, as necessary.

Approval of Recommendation 3 will allow DPH to execute change notices to the contract that authorize modifications to or within budget categories within the budget, up to an adjustment between all budget categories equal to 10 percent of each term’s annual base maximum obligation, and corresponding service adjustments, as necessary; changes to hours of operation and/or service locations; and/or corrections of errors in the contract’s terms and conditions.

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

The recommended actions support Goal 3, Integrated Services Delivery, of the County’s Strategic Plan.

### **FISCAL IMPACT/FINANCING**

The total program cost for the recommended contract is \$320,000 (\$200,000 for CY 2014-15, \$60,000 for CY 2015-16, and \$60,000 for CY 2016-17); 100 percent offset by First 5 LA funding and MAA reimbursements.

There is no net County cost associated with this action.

Funding for this contract is included in DPH’s Proposed Budget for FY 2014-15 and will be included in future FY’s, as necessary.

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

On July 11, 2002, First 5 LA approved a \$100,000,000 allocation over five years for the development and implementation of the Healthy Kids Initiative for the State of California, from which Los Angeles County's Children's Health Outreach Partnership is derived. The program was developed to provide health coverage to children from birth to age five, with family incomes that do not exceed 300 percent of the Federal Poverty Level (FPL) and who are not eligible for Medi-Cal or Healthy Families. Consequently, on May 13, 2003, your Board approved an agreement with First 5 LA for the administration of the health coverage outreach, enrollment, utilization, and retention component of the Healthy Kids Initiative.

On January 12, 2012, the First 5 LA Commission approved the extension of the Healthy Kids Outreach Program through June 30, 2015, and designated DPH as the lead agency to administer the project. First 5 LA awarded funds to DPH for the purpose of increasing the number of children enrolled in Healthy Kids, Medi-Cal, Healthy Families, and other no/low-cost health coverage programs. DPH in turn, will continue to allocate the direct services portion of this funding to community agencies to provide OEUR services for uninsured children and families.

On November 29, 2012, the First 5 LA Commission voted to extend eligibility for the Healthy Kids insurance program to eligible children ages 0-5 whose household income does not exceed 400 percent of the FPL (previously program eligibility was up to 300 percent FPL). The Commission, DPH, and children's health stakeholders understand that this extension will enable more moderate-income uninsured children to obtain coverage and help act as a bridge to health insurance for these families starting in 2014 through Covered California, the State Health Benefit Exchange and expanded Medi-Cal Program.

On June 4, 2013, your Board approved the execution of 19 new contracts for the provision of CHOEUR services in Los Angeles County. The CHOI database system will be integral to the new users as well as creating a more enhanced tracking and reporting system for outreach and enrollment efforts in Los Angeles County. It is the intention of DPH to keep the CHOI database system operational beyond 2017 to allow for enrolling entities to track enrollment trends.

CIO has reviewed and recommends the request for approval of the Codai contract. The contract contains all of the current County-required provisions, as well as certain applicable information technology provisions to protect the County, such as intellectual property indemnification, assessment of credits for late delivery, failure to correct deficiencies timely, and termination for default.

County Counsel has approved Exhibit I as to use. Attachment A is the CIO Analysis report

## **CONTRACTING PROCESS**

On January 8, 2013, Codai entered into a Work Order for the provision of technical assistance, data system maintenance and application development services through ITSSMA. The existing ITSSMA Work Order with Codai has reached the customary time and funding limits for such Work Orders and is slated to expire on February 28, 2014.

**IMPACT ON CURRENT SERVICES (PROJECTS)**

Approval of the recommended actions will allow DPH to Contract for the continued provision of the technical assistance, data system maintenance and application development services.

Respectfully submitted,

Reviewed by,

JONATHAN E. FIELDING, M.D., M.P.H.  
Director and Health Officer

RICHARD SANCHEZ  
Chief Information Officer

JEF:SB:ld  
BL#02848

Enclosures (x)

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors



# County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration  
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WILLIAM T FUJIOKA  
Chief Executive Officer

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Fifth District

March 11, 2014

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:

## **COUNTYWIDE CLASSIFICATION ACTIONS (ALL DISTRICTS - 3 VOTES)**

### **SUBJECT**

This letter and accompanying ordinance will update the tables of classes of positions and the departmental staffing provisions by adding three (3) new non-represented classifications, by changing the salary of two (2) non-represented classifications, and by reclassifying positions in the departments of Health Services and Registrar-Recorder/County Clerk.

### **IT IS RECOMMENDED THAT THE BOARD:**

Approve the accompanying ordinance amending Title 6, Salaries, of the County Code to add three (3) non-represented classifications, to change the salary of two (2) non-represented classifications and to reclassify three (3) positions to implement results of classification studies in the departments of Health Services and Registrar-Recorder/County Clerk.

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

The Board of Supervisors (Board) has requested submission of classification letters on a periodic basis throughout the year to facilitate consideration of classification and compensation recommended actions in a timely manner. Approval of these recommendations will provide the ordinance authority for County departments to implement the classification and compensation recommendations in this letter.

These recommendations will ensure the proper classification and compensation of positions based upon the duties and responsibilities assigned to these jobs as performed by the incumbents (Attachments A and B). This is a primary goal of the County's classification and compensation system. Positions reclassified upward are consistent with the class concepts of the proposed classifications.

These actions are recommended based upon generally accepted principles of classification and compensation. Furthermore, these actions are important in addressing departmental operational needs, and in maintaining consistency in personnel practices throughout the County. The proper classification and compensation of positions facilitates good business operations, and can reduce the number of costly personnel-related problems.

#### New Classifications

We are proposing three (3) new non-represented classifications for addition to the Classification Plan that are restricted to the Department of Mental Health, specifically Mental Health Clinical Program Manager I, II, and III (Attachment A). Positions allocated to these classifications will perform highly-responsible clinician-manager duties in the oversight of the department's directly-operated and contracted programs and services. These classes are being established as part of a broader departmental management realignment to accommodate the expansion of the department's programs and services resulting from the continued implementation of the Mental Health Services Act and the Affordable Care Act. These classes are intended as replacements for the obsolete Mental Health Clinical District Chief and Mental Health Clinical Program Head. Current incumbents holding payroll titles in the aforementioned classes will not be negatively impacted as a result of establishment of the proposed classes.

#### Salary Changes

We are recommending salary changes for two (2) existing non-represented classifications in the Information Systems Group, the Departmental Information Security Officer (DISO) I and II (Attachment A). Specifically, as a result of a Countywide study of these classes, we are recommending their movement from the Step Pay Plan into the Management Appraisal and Performance Plan (MAPP). Consistent with County Code Section 6.08.340(F), current incumbents will be placed on the most appropriate step of the MAPP range that does not result in a salary reduction. The DISO I and II classes are responsible for the development, delivery and administration of an information technology (IT) security program for a County department with highly-complex and extensive IT security requirements. We find that the duties and responsibilities of positions allocated to DISO I and II are consistent with the provisions of MAPP and therefore recommend inclusion of these classes in the Plan.

### Reclassifications

There are two (2) positions in the department of Health Services and one (1) position in the department of Registrar-Recorder/County Clerk being recommended for reclassification (Attachment B). The duties, responsibilities and/or utilization of these positions have changed since the original allocations were made. The positions would be more appropriately classified in the recommended classes.

### Implementation of Strategic Plan Goals

Your approval of the accompanying ordinance is consistent with the County Strategic Plan Goal 1 - Operational Effectiveness. Specifically, it will address the Service Excellence and Organizational Effectiveness Strategy to improve the quality of the workforce, to achieve departmental operational efficiencies, and to maintain consistency in personnel practices throughout the County.

### FISCAL IMPACT/FINANCING

The projected budgeted annual savings for the three (3) positions that will be reclassified and the recommended salary change are estimated to total \$9,211 (all funds). There is no net County cost associated with these actions. Cost increases associated with the compensation changes will be absorbed within the Board's adopted budget for each affected department. No additional funding is required.

### FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The County Charter authorizes the establishment and maintenance of "a classification plan and the classification of all positions." This responsibility is further delineated in Civil Service Rule 5.

Appropriate consultations have been conducted with the impacted employee organizations regarding the recommended classification actions. The accompanying ordinance implementing amendments to Title 6, Salaries, of the County Code has been approved as to form by County Counsel.

### IMPACT ON CURRENT SERVICES (OR PROJECTS)

Your approval of these classification recommendations will enhance the operational effectiveness of the departments through the proper compensation of positions.

The Honorable Board of Supervisors  
March 18, 2014  
Page 4

Respectfully submitted,

WILLIAM T FUJIOKA  
Chief Executive Officer

WTF:BC:JA  
SJM:AE:mt

Attachments (2)

c: Executive Office, Board of Supervisors  
County Counsel  
Auditor-Controller  
Department of Human Resources  
Affected Departments

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**NON-REPRESENTED CLASSIFICATIONS RECOMMENDED  
FOR ADDITION TO THE CLASSIFICATION PLAN**

Proposed Savings/Cafeteria Benefit Plan	Item No.	Title	Salary Schedule & Level	
Savings/Megaflex	4740	Mental Health Clinical Program Manager I	NM	105D
Savings/Megaflex	4741	Mental Health Clinical Program Manager II	NM	108D
Savings/Megaflex	4742	Mental Health Clinical Program Manager III	N23	S13

**NON-REPRESENTED CLASSIFICATIONS  
RECOMMENDED FOR SALARY CHANGE**

Item No.	Title	Current Salary Schedule and Level		Recommended Salary Schedule and Level	
2611	Departmental Information Security Officer I	NM	104B	N23	S10
2612	Departmental Information Security Officer II	NM	110E	N23	S12

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS****HEALTH SERVICES – OFFICE OF MANAGED CARE**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Administrative Services Manager II Item No. 1003A NM 96L Non-Represented	1	Senior Staff Analyst, Health Item No. 4594A NM 104B Non-Represented
1	Contract Program Auditor Item No. 4614A NM 89G Non-Represented	1	Senior Contract Program Auditor Item No. 4615A NM 93A Non-Represented

The subject positions are being recommended in response to the Department of Health Services' (DHS) request to reorganize the Office of Managed Care. The reclassification of various positions were submitted and approved by your Board on the November 5, 2013 agenda. The Chief Executive Office reviewed the department's appeal of seventeen positions, resulting in the further reclassification of two positions to provide an appropriate allocation and organization structure to assist the department with recruitment efforts.

The subject Senior Staff Analyst, Health position will be assigned to the Business Development section and will oversee the Payor Contracting unit in the negotiation, execution, and implementation of revenue contracts. The position will also supervise five Staff Analyst, Health Services positions assigned to DHS facilities. The duties and responsibilities of the requested position meet allocation standards for Senior Staff Analyst, Health; a classification that is responsible for supervising a team of analysts providing technical and consultative services to management in major health care service areas. Therefore, we recommend upward reclassification to the Senior Staff Analyst, Health.

A Senior Contract Program Auditor will supervise Contract Program Auditors responsible for conducting programmatic audits of facilities to ensure compliance with Managed Care contractual agreements. The duties and responsibilities of the requested position meet allocation standards for Senior Contract Program Auditor; a classification that is responsible for supervising staff of Contract Program Auditors engaged in monitoring health services provided by private agencies with County contracts. Therefore, we recommend upward reclassification to the Senior Contract Program Auditor.

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (cont'd)****REGISTRAR-RECORDER/COUNTY CLERK**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Staff Assistant II Item No. 0913A NM 80E Represented	1	Safety Officer I Item No. 3037A NM 91C Non-Represented

The subject Staff Assistant II position will be assigned to the Human Resources Division, Risk Management Section and serve as the department's Safety Officer by taking the responsibility for the ongoing administration and development of the department's Safety Program. The position will provide oversight on health and safety related matters; ensure departmental compliance with State and Federal regulations; assess the effectiveness of, and recommend and implement solutions for, the department's Safety Program; conduct safety training sessions; and serve as the chair of the department's Safety Committee.

The duties and responsibilities meet the allocation standards for Safety Officer I, a class that is responsible for the development and administration of a comprehensive safety and accident prevention program; developing and implementing safety policies and procedures, safety plans, safety audits/inspections, and training programs; and eliminating workplace hazards to ensure compliance with various safety codes and regulations. Therefore, we recommend upward reclassification to the Safety Officer I.

## ANALYSIS

This ordinance amends Title 6 - Salaries, of the Los Angeles County Code by:

- Adding and establishing the salary for three (3) non-represented classifications;
- Changing the salary of two (2) non-represented classifications; and
- Adding and/or deleting and changing certain classifications and numbers of ordinance positions in the departments of Health Services and Registrar-Recorder/County Clerk.

JOHN F. KRATTLI  
County Counsel

By: \_\_\_\_\_  
RICHARD D. BLOOM  
Principal Deputy County Counsel  
Labor & Employment Division

RDB:asv

**ORDINANCE NO. \_\_\_\_\_**

An ordinance amending Title 6 - Salaries, of the Los Angeles County Code relating to the addition, deletion, and/or changing of certain classifications, salaries, and number of ordinance positions in various departments to implement the findings of classification studies.

The Board of Supervisors of the County of Los Angeles ordains as follows:

**SECTION 1.** Section 6.28.050 is hereby amended to add the following classes:

<b>ITEM NO.</b>	<b>TITLE</b>	<b>EFFECTIVE DATE</b>	<b>SALARY OR SALARY SCHEDULE AND LEVEL</b>
<u>4740</u>	<u>MENTAL HLTH CLINICAL PROG MGR I</u>	_____ *	<u>NM</u> <u>105D</u>
<u>4741</u>	<u>MENTAL HLTH CLINICAL PROG MGR II</u>	_____ *	<u>NM</u> <u>108D</u>
<u>4742</u>	<u>MENTAL HLTH CLINICAL PROG MGR III</u>	_____ *	<u>N23</u> <u>S13</u>

**SECTION 2.** Section 6.28.050 is hereby amended to change only the salary of the following classes:

ITEM NO.	TITLE	EFFECTIVE DATE	SALARY OR SALARY SCHEDULE AND LEVEL	
2611	DEPTL INFO SECURITY OFFICER I	01/01/2009	NM	103E
		10/01/2013	NM	104B
		10/01/2014	NM	104K
		04/01/2015	NM	105G
		*	<u>N23</u>	<u>S10</u>
		<u>10/01/2014</u>	<u>N23</u>	<u>S10</u>
		<u>04/01/2015</u>	<u>N23</u>	<u>S10</u>
2612	DEPTL INFO SECURITY OFFICER II	01/01/2009	NM	109H
		10/01/2013	NM	110E
		10/01/2014	NM	111B
		04/01/2015	NM	111K
		*	<u>N23</u>	<u>S12</u>
		<u>10/01/2014</u>	<u>N23</u>	<u>S12</u>
		<u>04/01/2015</u>	<u>N23</u>	<u>S12</u>

**SECTION 3.** Section 6.78.030 (Department of Health Services – Office of managed care) is hereby amended to delete the following class and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
1003A	4	<del>ADMINISTRATIVE SERVICES MANAGER II</del>

**SECTION 4.** Section 6.78.030 (Department of Health Services – Office of managed care) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
4614A	4 <u>3</u>	CONTRACT PROGRAM AUDITOR
4615A	4 <u>2</u>	SENIOR CONTRACT PROGRAM AUDITOR
4594A	2 <u>3</u>	SENIOR STAFF ANALYST,HEALTH

**SECTION 5.** Section 6.114.010 (Registrar-Recorder/County Clerk) is hereby amended to add the following class and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
<u>3037A</u>	<u>1</u>	<u>SAFETY OFFICER I</u>

**SECTION 6.** Section 6.114.010 (Registrar-Recorder/County Clerk) is hereby amended to change the number of ordinance positions for the following class:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
0913A	4 <u>3</u>	STAFF ASSISTANT II

**SECTION 7.** Pursuant to Government Code Section 25123(f), this ordinance shall take effect immediately upon final passage.

\*The Executive Office/Clerk of the Board of Supervisors shall insert the effective date for the salary or salary schedule and level in the space provided for the salary changes made to Section 6.28.050 of the County Code.

[RECLASSMAR14ABCEO]

DRAFT 3



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

350 S. Figueroa St., Suite 188

World Trade Center

Los Angeles, CA 90071

**RICHARD SANCHEZ**  
CHIEF INFORMATION OFFICER

Telephone: (213) 253-5600  
Facsimile: (213) 633-4733

<<DATE>>

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:

**CHIEF INFORMATION OFFICE  
AMENDMENT NUMBER TWO TO CONTRACT BETWEEN COUNTY OF LOS  
ANGELES AND SOURCECORP BPS INC. FOR  
DOCUMENT IMAGING SERVICES  
(ALL DISTRICTS) (3-VOTES)**

**SUBJECT**

Amendment Number Two to the Contract between the County of Los Angeles and SOURCECORP BPS Inc. to provide Document Imaging Services for the Office of Assessor and Medical Examiner – Coroner.

**IT IS RECOMMENDED THAT YOUR BOARD:**

Approve the attached Amendment Number Two (Amendment) to the Contract between the County of Los Angeles (County) and SOURCECORP BPS Inc. (Sourcecorp) to provide Document Imaging Services to the Office of the Assessor (Assessor) and Medical Examiner – Coroner (Coroner) without increasing the maximum Contract Sum allocated for the term of the Contract.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

This proposed Amendment will address the immediate document imaging needs of the Assessor and Coroner. These services will be used to convert physical property files and case files into electronic format.

The Assessor is responsible for establishing a taxable value for all property subject to property taxation and maintains records on all properties within the Los Angeles County to support this annual process. The resulting imaged records will be stored in

[Filename]

Assessor's Document Management System (DMS) for automated search and retrieval purposes.

This Amendment will provide a temporary solution to address the Assessor's urgent need to digitize paper property records for the implementation of their new Secured and Unsecured property assessment system.

The Coroner is mandated by law "to inquire into and determine the circumstances, manner, and cause of all violent, sudden, or unusual deaths; unattended deaths [and] deaths where the deceased has not been attended by either a physician or a registered nurse...in the 20 days before death." (California Government Code, Section 27491) The investigation of an individual death constitutes a Coroner Case. The Department maintains and stores a physical case folder for each Coroner Case. The resulting imaged records will be stored in the Coroner's Electronic Case File System (ECFS) for automated search and retrieval purposes.

This Amendment will provide an urgent need for the Coroner to comply with a 2010 County Management Audit recommendation for the conversion of all archived homicide cases to electronic format that have not been disposed of (e.g., cold cases or not yet brought to trial), and cases from the previous five years starting with the most recent year. The Department received one-time funding for this conversion in their 2013-14 Budget

The imaging of these hard copy records will enable both departments to reduce the amount of paper stored and filed and make information readily accessible online, thus improving staff productivity.

A number of County departments have identified needs for document imaging services as they deploy Enterprise Content Management Systems, which enable management of electronic documents and other types of content. To meet this growing countywide need, the Assessor has agreed to lead an effort to develop and issue a competitive solicitation for a County Master Services Agreement (MSA) for Document Imaging Services. This MSA will enable pre-approved contractors to provide these services to all departments.

This Amendment is intended only to address the immediate urgent document imaging needs of the Assessor and the Coroner and that all future departmental imaging needs will be addressed by the County MSA for Document Imaging Services.

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

The recommended Amendment supports the County's Strategic Plan Goal Number 1, Operational Effectiveness, which is to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

### **FISCAL IMPACT/FINANCING**

This Amendment will not require Sourcecorp to perform services in excess of the Board approved maximum County obligation of \$37 million for the term of the Contract.

The CIO worked with the Information Systems Advisory Body (ISAB), the Contract's administrator, to identify a \$4 million capped allocation within the maximum Contract Sum to address the immediate imaging needs for both departments. The Assessor's was allocated \$3 million and the Coroner \$1 million, which are funded through each Department's operating budget.

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

On August 11, 2009, your Board approved the Contract for the provision of document imaging services for the Alternate Public Defender, District Attorney, Probation, Public Defender and Sheriff's Department.

Amendment Number One was executed June 12, 2012 by the Director of ISAB under delegated authority and established Contract Pool Dollars for Optional Services for a maximum amount of \$300,000 within the existing maximum Contract Sum for the term of the Contract. It also added the Board mandated provision relating to the Defaulted Property Tax Reduction Program.

This Amendment has been approved as to form by County Counsel.

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

This Amendment will meet the immediate document imaging needs of the Assessor and Coroner. The imaging of these hard copy records will enable these departments to reduce the amount of paper stored and filed and make it readily accessible online, thus improving staff productivity.

### **CONCLUSION**

Upon Board of Supervisors approval, it is requested that the Executive Officer, Clerk of the Board return two (2) adopted stamped Board letters and three (3) executed copies of the Amendment to: Information Systems Advisory Body, Attention Felix Basadre, Assistant Director, 12750 Center Court Drive, Suite 500, Cerritos, CA 90703.

Respectfully submitted,

Honorable Board of Supervisors

<<DATE>>

Page 4

RICHARD SANCHEZ  
Chief Information Officer

Attachment

c: County Counsel  
(Place additional c:'s here)

DRAFT

[Filename]