



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

WILLIAM T FUJIOKA
Chief Executive Officer

REVISED

DATE: October 17, 2013
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 – COUNTYWIDE CLASSIFICATION ACTIONS OFFICE OF MANAGED CARE REORGANIZATION STUDY**
CEO Class/Comp – Paul Coyne or designee
 - B) **Board Letter – TERMINATION OF PRINT OPTIMIZATION AND RELATED SUPPORT SERVICES CONTRACT**
ISD – Jim Jones or designee
 - C) **County Web Portal Redesign**
CEO – Ryan Alsop or designee
2. Public Comment
3. Adjournment



County of Los Angeles CHIEF EXECUTIVE OFFICE

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

WILLIAM T FUJIOKA
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

November 5, 2013

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 OFFICE OF MANAGED CARE REORGANIZATION STUDY (ALL DISTRICTS - 3 VOTES)

SUBJECT

This letter and accompanying ordinance will update the tables of classes of positions and the departmental staffing provisions by reclassifying positions in the Department of Health Services to implement findings of the Office of Managed Care Reorganization Study.

IT IS RECOMMENDED THAT THE BOARD:

Approve the accompanying ordinance amending Title 6, Salaries, of the County Code to reclassify 122 positions to implement results of the Office of Managed Care Reorganization Study in the Department of Health Services.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

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

"To Enrich Lives Through Effective And Caring Service"
**Please Conserve Paper – This Document and Copies are Two-Sided
Intra-County Correspondence Sent Electronically Only**

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 (Attachment A). This is a primary goal of the County's classification and compensation system. Positions reclassified upward, downward and laterally are consistent with the class concepts of the proposed classifications.

These actions are recommended based upon 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.

Office of Managed Care Reorganization Study

The study was conducted in response to the Department of Health Services' request to reorganize the Office of Managed Care to transform managed care services due to the massive health care delivery changes required by the California 1115 Medicaid Waiver and the impending national health reform. We have reviewed positions within the Office of Managed Care of the Department of Health Services and are recommending reclassification of 122 positions, as well as the reorganization of various functions throughout the office. These actions will provide the appropriate position allocation and organization structure which will assist the department with recruitment efforts.

Implementation of Strategic Plan Goals

The Board's approval of the accompanying ordinance will further the County Strategic Plan Goal of 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 cost resulting from these actions is estimated to total \$XXXXXXX (all funds). Net County cost is estimated to be \$XXXXXXX. Cost increases associated with upward reclassification actions and 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 classification and compensation of positions.

Respectfully submitted,

WILLIAM T FUJIOKA
Chief Executive Officer

WTF:BC:JA
PAC:AB:ra

Attachment

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

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS**

HEALTH SERVICES - ADMINISTRATION

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
1	Registered Nurse I Item No. 5133A N21 RN01 Represented	Registered Nurse II Item No. 5134A N21 RN02 Represented	Quality Management and Clinical Compliance Program Section
1	Senior Health Educator Item No. 4850A NM 85J Represented	Health Educator Item No. 4848A N3M 82K Represented	Quality Management and Clinical Compliance Program Section
1	Staff Analyst, Health Item No.4593A NM 97A Non-Represented	Staff Development Specialist Item No. 1861A NM 87L Non-Represented	Patient Relations and Referrals Section

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

HEALTH SERVICES – OFFICE OF MANAGED CARE

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
3	Account Clerk II Item No. 0578A NMV 65E Represented	Intermediate Clerk Item No. 1138A NMV 61L Represented	Finance Section
3	Accountant II Item No. 0647A NM 79D Represented	1 - Accounting Systems Technician Item No. 0665A NM 83J Represented 2 - Financial Specialist III Item No. 0749A N27M 88F Non-Represented	Finance Section
1	Accounting Technician I Item No. 0642A NM 68G Represented	Accounting Systems Technician Item No. 0665A NM 83J Represented	Finance Section
6	Administrative Assistant II Item No. 0888A NM 81K Represented	Staff Assistant I Item No. 0907A NM 73E Represented	1 - Human Resources and Facilities Support 1 - Information Systems Section 4 - Provider Support and Managed Care Services Operations Section

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
2	Administrative Assistant III Item No. 0889A NM 85K Represented	1 - Senior Departmental Personnel Assistant Item No. 1843A NM 80C Non-Represented 1 - Staff Assistant I Item No. 0907A NM 73E Represented	Human Resources and Facilities Support Provider Support and Managed Care Services Operations Section
1	Administrative Services Manager III Item No. 1004A NM 106K Non-Represented	Senior Staff Analyst, Health Item No. 4594A NM 104B Non-Represented	Provider Support and Managed Care Services Operations Section
1	Assistant Staff Analyst, Health Services Item No. 4595A NM 93A Non-Represented	Health Education Assistant Item No. 4846A NM 73K Represented	Quality Management and Clinical Compliance Program Section
1	Chief Clerk Item No. 1182A NMV 81C Represented	Accounting Technician II Item No. 0643A NM 72F Represented	Finance Section
1	Chief Physician III Item No. 5459-78A N42 E11 Non-Represented	Physician Specialist, Non-Megaflex Item No. 5476-55A N43 D05 Represented	Medical Management Division

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
2	Health Educator Item No. 4848A N3M 82K Represented	1 - Clinic Nursing Attendant I Item No. 5087A N2M 53H Represented 1 - Medical Case Worker II Item No. 9002A NM 78D Represented	Utilization Management Section Utilization Management Section
1	Intermediate Clerk Item No. 1138A NMV 61L Represented	County Messenger Driver Item No. 6026A NM 61L Represented	Human Resources and Facilities Support
3	Intermediate Supervising Typist-Clerk Item No. 2221A NMV 71B Represented	1 - Intermediate Clerk Item No. 1138A NMV 61L Represented 1 - Intermediate Supervising Clerk Item No. 1176A NMV 70C Represented 1 - Supervising Clerk Item No. 1174A NMV 66E Represented	Human Resources and Facilities Support Finance Section Finance Section
4	Intermediate Typist-Clerk Item No. 2214A NMV 62K Represented	Intermediate Clerk Item No. 1138A NMV 61L Represented	1 – Finance Section 2 - Patient Relations and Referrals Section 1 - Provider Support and Managed Care Services Operations Section

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
1	Management Secretary III Item No. 2109A NM 84G Non-Represented	Senior Typist-Clerk Item No. 2216A NMV 67D Represented	Medical Management Division
1	Medical Director, II (UC) Item No. 5462A N42 E26 Non-Represented	Director, Office of Managed Care (UC) Item No. 4568A N23 R18 Non-Represented	Director's Office
1	Nurse Manager Item No. 5286A N41 RN16 Non-Represented	Utilization Review Nurse Supervisor I Item No. 5125A N21 RN06 Represented	Utilization Management Section
1	Nursing Director, Administration Item No. 5296A N23 S14 Non-Represented	Assistant Nursing Director, Administration Item No. 5295A N41 RN17 Non-Represented	Quality Management and Clinical Compliance Program Section
1	Physician Specialist, Non-Megaflex Item No. 5476-78A N43 D06 Represented	Senior Physician Item No. 5456-55N N42 E02 Non Represented	Medical Management Division
2	Public Information Assistant Item No. 1598A NM 77G Non-Represented	Marketing Analyst Item No. 1772A NM 89L Non-Represented	Business Development Section

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
16	Registered Nurse I Item No. 5133A N21 RN01 Represented	11- Registered Nurse II Item No. 5134A N21 RN02 Represented 3 - Registered Nurse III Item No. 5135A N21 RN03 Represented 2 - Supervising Staff Nurse I Item No. 5338A N21 RN06 Represented	6 - Quality Management and Clinical Compliance Program Section 5 - Utilization Management Section 1 - Medical Management Division 2 - Utilization Management Section 1 - Quality Management and Clinical Compliance Program Section 1 - Utilization Management Section
2	Secretary II Item No. 2095A NMV 69H Represented	1 - Chief Clerk Item No. 1182A NMV 81C Represented 1 - Secretary III Item No. 2096A NMV 71H Represented	Finance Section Patient Relations and Referrals Section

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
6	Senior Clerk Item No. 1140A NMV 66E Represented	5 - Accounting Technician I Item No. 0642A NM 68G Represented 1 - Intermediate Clerk Item No. 1138A NMV 61L Represented	Finance Section Finance Section
1	Senior Health Educator Item No. 4850A NM 85J Represented	Health Educator Item No. 4848A N3M 82K Represented	Quality Management and Clinical Compliance Program Section
1	Senior Management Secretary IV Item No. 2117A NM 90G Non-Represented	Senior Secretary III Item No. 2102A NM 80G Non-Represented	Director's Office
3	Senior Secretary II Item No. 2101A NM 78G Non-Represented	1 - Secretary III Item No. 2096A NMV 71H Represented 1 - Secretary III Item No. 2096A NMV 71H Represented 1 - Senior Secretary III Item No. 2102A NM 80G Non-Represented	Finance Section Information Systems Section Medical Management Division
1	Senior Secretary III Item No. 2102A NM 80G Non-Represented	Secretary IV Item No. 2097A NMV 73H Represented	Business Development Section

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
3	Senior Staff Analyst, Health Item No. 4594A NM104B Non-Represented	1 - Accountant III Item No. 0648A NM 83F Represented 1 - Administrative Services Manager II Item No. 1003A NM 96L Non-Represented 1 - Supervising Administrative Assistant II Item No. 0897A NM 94L Non-Represented	Finance Section Business Development Section Patient Relations and Referrals Section
2	Senior Typist-Clerk Item No. 2216A NMV 67D Represented	1 - Intermediate Clerk Item No. 1138A NMV 61L Represented 1 - Supervising Clerk Item No. 1174A NMV 66E Represented	Provider Support and Managed Care Services Operations Section Utilization Management Section
8	Staff Analyst, Health Item No.4593A NM 97A Non-Represented	2 - Administrative Assistant III Item No. 0889A NM 85K Represented 1 - Administrative Services Manager III Item No. 1004A NM 106K Non-Represented	1 - Patient Relations and Referrals Section 1 - Utilization Management Section Patient Relations and Referrals Section

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
	Staff Analyst, Health (continued)	<p>1 - Contract Program Auditor Item No. 4614A NM 89G Non-Represented</p> <p>1 - Principal Departmental Personnel Assistant Item No. 1845A NM 87A Non-Represented</p> <p>1 - Senior Contract Program Auditor Item No. 4615A NM 93A Non-Represented</p> <p>1 - Senior Health Educator Item No. 4850A NM 85J Represented</p> <p>1 - Supervising Administrative Assistant I Item No. 0896A NM 85K Represented</p>	<p>Quality Management and Clinical Compliance Program Section</p> <p>Human Resources and Facilities Support</p> <p>Quality Management and Clinical Compliance Program Section</p> <p>Quality Management and Clinical Compliance Program Section</p> <p>Provider Support and Managed Care Services Operations Section</p>

**RECOMMENDED RECLASSIFICATIONS FOR
OFFICE OF MANAGED CARE REORGANIZATION STUDY POSITIONS (cont'd)**

Number of Positions	Present Classification and Salary	Classification Findings and Salary	Location
1	Staff Assistant I Item No. 0907A NM 73E Represented	Accounting Technician I Item No. 0642A NM 68G Represented	Finance Section
2	Staff Assistant II Item No. 0913A NM 80E Represented	Staff Assistant I Item No. 0907A NM 73E Represented	Provider Support and Managed Care Services Operations Section
2	Statistical Analyst, Health Services Item No. 1749A NM 75J Represented	Clinic Nursing Attendant I Item No. 5087A N2M 53H Represented	Utilization Management Section
2	Supervising Community Health Plan Marketing Representative Item No. 9183A NM 79L Represented	Intermediate Supervising Clerk Item No. 1176A NMV 70C Represented	Patient Relations and Referrals Section
1	Supervising Epidemiologist Item No. 1760A NMW 97K Non-Represented	Epidemiologist Item No. 1759A NM 93K Non-Represented	Quality Management and Clinical Compliance Program Section
1	Supervising Statistical Analyst Item No. 1753A NM 79K Represented	Clinic Nursing Attendant I Item No. 5087A N2M 53H Represented	Utilization Management Section



Jim Jones
Acting Director

County of Los Angeles INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063

"To enrich lives through effective and caring service"

Tel: (323) 267-2103
Fax: (323) 264-7135

November 19, 2013

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:

TERMINATION OF PRINT OPTIMIZATION AND RELATED SUPPORT SERVICES CONTRACT (ALL DISTRICTS – 3 VOTES)

SUBJECT

Approval for termination of a print optimization and related support services contract with Ricoh Americas Corporation.

IT IS RECOMMENDED THAT YOUR BOARD (JOINT RECOMMENDATION WITH THE CHIEF INFORMATION OFFICE THAT YOUR BOARD):

Approve the termination for convenience of the print optimization and related support services contract (Contract Number 77908) with Ricoh Americas Corporation (Ricoh), in whole, effective upon notification to Ricoh by the Acting Director, Internal Services Department (ISD), or his designee.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

On January 15, 2013, your Board: (i) approved the Managed Print Services (MPS) Program as a mandatory program for all County departments, (ii) established a three-year target for countywide Program deployment, (iii) executed contracts with Ricoh and Xerox Corporation ("Xerox") to provide print optimization and related support services to departments countywide, and (iv) charged the Chief Information Office (CIO) with responsibility for overseeing the overall MPS coordination, granting exceptions, and providing progress reports.

ISD is requesting approval to terminate the contract with Ricoh due to the company's inability to provide the required services at the rates set forth in the contract. ISD will provide the appropriate notification to Ricoh to effectuate the termination, which will be effective 15 days after the formal notification is provided.

On September 16, 2013, Ricoh notified the County that it could not adhere to the pricing included in its contract. Therefore, ISD recommends that the contract be terminated for convenience.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended action supports County Strategic Plan Goal Number 1, Operational Effectiveness, by ensuring the timely delivery of customer oriented and efficient public services.

FISCAL IMPACT/FINANCING

Approval of the recommended actions will not impact the MPS Program as the remaining contractor (Xerox) provided competitive pricing that is expected to result in significant cost savings to the County.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On January 15, 2013, your Board approved a contract for print optimization and related support services with Ricoh, effective February 1, 2013, for an initial term of five (5) years, with two (2) one-year extension options, and six (6) month-to-month extensions.

Due to Ricoh's inability to provide services under its existing contract terms, ISD recommends approval from your Board to terminate the contract with Ricoh pursuant to Sub-paragraph 8.42 - Termination for Convenience of the current contract.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Termination of this Contract will have minimal impact to the MPS Program as the remaining print optimization and related support services vendor will provide MPS services to participating County departments.

Respectfully submitted,

JIM JONES
Acting Director

RICHARD SANCHEZ
Chief Information Officer

JJ: JS:YY

Honorable Board of Supervisors

November 19, 2013

Page 3

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

DRAFT