

# 2006 County Progress Report





## The County Progress Report 2006

### **Enriching Lives through Effective and Caring Service**

Welcome to the third year of the County of Los Angeles Progress Report. This report represents the County's efforts to enhance accountability by measuring the results of services provided. This effort is consistent with the County's Strategic Plan, which was updated in March of 2005 and 2006, to continue implementation and enhancement of a countywide framework for performance measurement, which reflects the County's increasing focus on results.

This report focuses on indicators of key County services and is organized according to the County's Strategic Plan's four programmatic goal areas – Children and Families' Well-Being, Community Services, Health and Mental Health, and Public Safety. Each section includes:

- Regional indicators of conditions within the County of Los Angeles; and
- Specific performance measures which relate to services provided or funded by the County of Los Angeles that seek to impact the identified conditions.

The composite picture of the numerous indicators presented in this report provides windows into understanding the complexity of providing a broad range of services to an ethnically, economically, and culturally diverse population. The information is intended to promote awareness of how the County is performing in a number of areas. In some areas, the County is performing well; in others, there is need for improvement.

Thank you for your interest in this year's County Progress Report. We encourage you to complete the self-addressed survey card included in the back of this report.

### **Highlights from this year's County Progress Report**

#### **Children and Families' Well-Being**

##### **Strengths**

- The number of children under six years of age with registered immunization records in the Los Angeles-Orange County Immunization Network (LINK) has increased 88 percent since August 2005.
- Both current and past due collections of child support for 2005-06 continue to exceed the federal standard of 40 percent.
- The County continues to have a lower recurrence of child abuse within 12 months from the first substantiated abuse at 11 percent than the statewide average of 13.1 percent in 2005-06.
- In 2005-06, 95.8 percent of youth who received independent living services are living in safe and affordable housing upon service termination at age 21.
- In 2005-06, 70.6 percent of younger youth (14-18) and 86.7 percent of older youth (19-21) who participated in the Workforce Investment Act Youth Program were employed, in the military, or enrolled in post-secondary education nine months after leaving the program, which exceeds the state-mandated goals for both younger and older youth retention rates.

##### **Opportunities**

- The percentage of adoptions within 24 months from removal of the home is below the national standard and the rest of the state.
- It is estimated that 217,810 children and youth 17 and younger in the County of Los



Angeles are in need of mental health services; in 2005-06, 67,702 children and youth 17 and younger were provided with mental health services, which is 31 percent of the estimated total need for service.

- Only 41 percent of children who participated in the County's Vacation Reading Program read 12 hours or more in the summer of 2006.

## Community Services

### Strengths

- In 2005, 88 percent of County unincorporated roads were rated as satisfactory or better as compared to 71 percent of all countywide roads.
- In 2005-06, 90 percent of all Neighborhood Enhancement Team zoning enforcement cases were brought into compliance within six months.
- Since 1999-2000, there has been a 40 percent increase in household hazardous waste collection program participants in the County.
- Response time goals for animal field services calls were met 89.9 percent of the time in 2005-06.
- Attendance at the Los Angeles County Museum of Art increased 126 percent in 2005-06.

### Opportunities

- Sixty-eight percent of all County unincorporated established Zero Tolerance Zones for graffiti removal have a grade of "B" or above.

## Health and Mental Health

### Strengths

- Ninety-one percent of HIV positive clients returned for their HIV results in the past year.
- More than 90 percent of Los Angeles County residents were in favor of the Environmental Health food establishment grading program.

### Opportunities

- Since 2001, only 70 percent of drug offenders eligible for participation to Proposition 36 entered a drug treatment program, and the completion rate has ranged from 27 to 30 percent.

## Public Safety

### Strengths

- The overall crime rate within the County of Los Angeles has decreased from 2000 to 2005.
- Since 2000, forcible rapes and aggravated assaults have decreased 5 and 19 percent, respectively.
- Average fire response times for urban, suburban, and rural areas improved or remained stable since 2001.

### Opportunities

- Since 2000, homicides and robberies have increased 54 and 17 percent, respectively.



1 Adequate prenatal care for this report was calculated using the Kotelchuck Index which is slightly different from the method used in previous years. Therefore data presented here may not be comparable to those published in the previous Progress Reports. The Kotelchuck Index is based on the recommendations established by the American College of Obstetrics and Gynecologists and has been used as a standard across the country.

## Children and Families' Well-Being

The social well-being of children and families and the community as a whole, is inextricably intertwined with other community issues and concerns addressed in this Progress Report, and can enhance or detract from the well-being of a community and its residents. The well-being of children and families is a primary concern of the County of Los Angeles, and many valuable partners work with the County to improve the well-being of children and families within the County.

A Census snapshot of households in the County of Los Angeles shows that:

- 68.2 percent of the over 3.1 million households in the County are families (2000).
- The average household size is 2.98 persons and the average family size is 3.61 persons (2000).
- The median family income is \$41,486 compared to \$48,440 for California (2003).
- Population below poverty is 17.7% compared to 13.8% for California (2003).

The specific elements of children and family well-being highlighted in this County Progress Report relate to the five outcome areas adopted by the County Board of Supervisors:

### Good Health

- Healthy Babies: Prenatal Care
- Healthy Young Children: On-Time Immunization of Young Children

### Economic Well-Being

- Child Support Collections

### Safety and Survival

- Crisis Intervention of Child Abuse
- Adoptions
- Intensive Services
- Emancipation: Independent Living Services

### Social and Emotional Well-Being

- Children's Mental Health Services

### Educational and Workforce Readiness

- Greater Avenues for Independence (GAIN)
- Workforce Investment Act (WIA) Youth Program
- Public Library – Vacation Reading Program

### Good Health

#### Healthy Babies: Prenatal Care

**Countywide Condition:** Countywide percentage of women who deliver babies and receive adequate prenatal care<sup>1</sup>

**87.5%** Countywide percentage of women who delivered babies at all hospitals within Los Angeles County and received adequate prenatal care in 2004

**32.6%** Increase in the number of women countywide receiving adequate prenatal care since 1990

**Indicator of County Performance:** Number of births at County hospitals and risk-adjusted neonatal mortality rate:

**4,059** Total number of births at County hospitals for 2005-06

**1.7%** Rate of risk-adjusted neonatal mortality for 2005-06

The neonatal mortality rate indicates the percent of newborns that die within the first 30 days after birth. The term "risk-adjusted" indicates that the rate is adjusted to account for the newborn's weight at birth (babies born prematurely or very small are more likely to die than those that are born at normal weight).

**Why is it important?**

Measures of infant mortality, including the neonatal mortality rate, are among the key indicators of health tracked worldwide to compare health between nations. These rates are also monitored closely within the United States to identify locations or groups that may need additional services. Prenatal care is a very important factor that contributes to infant survival and is necessary to make sure that babies are born healthy. Pregnant women should see a doctor several times during their pregnancy, starting during the first three months of pregnancy. The doctor checks for problems that might affect the baby, and makes sure the mother is eating the right foods to keep the baby healthy. The graph to the right shows that the percentage of mothers in the County who received adequate prenatal care is improving.

**How are we doing?**

The risk-adjusted neonatal mortality rate number has remained stable for the past several years. The data on prenatal care indicate that there has been an increasing number of mothers who have been receiving adequate care. Efforts continue to close this gap further.

**Healthy Young Children: On-Time Immunization of Young Children**

**Countywide Condition:** Percentage of children who have been immunized on time for the "4:3:1:3:3" series in 2005

**80.8%** The percentage of children (19-35 months) who were immunized on time in the United States

**77.9%** Percentage of children (19-35 months) who were immunized on time in California

**79%** The percentage of children (19-35 months) who were immunized on time in Los Angeles County

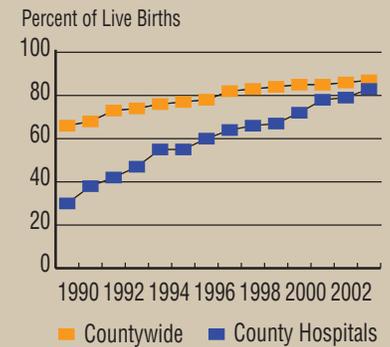
Immunizations are one of the best and lowest-cost ways to keep people healthy and prevent illnesses that can cause death. Within the last 100 years, the number of children who grew up to be adults has grown by nearly 30 percent. Childhood diseases have gone down by more than 90 percent because of immunizations.

Keeping young children up-to-date on their immunizations is the best way to prevent the spread of vaccine-preventable diseases in childhood and to control vaccine-preventable diseases among adults. The Healthy People 2010<sup>2</sup> goal is to: 1) have 90 percent of children aged 19-35 months immunized for each individual vaccine, and 2) to have 80 percent of children aged 19-35 months immunized for the 4:3:1:3:3 series, which includes the following vaccines:

- four doses of diphtheria-tetanus-pertussis vaccine
- three doses of polio vaccine
- one dose of measles/mumps/rubella vaccine
- three doses of H. influenzae type b vaccine, and
- three doses of hepatitis B vaccine

Source: Los Angeles County Department of Health Services

**Percent of Mothers Who Received Enough Prenatal Care at Hospitals in Los Angeles County\***



Source: County of Los Angeles Department of Health Services

\* As Rated by the Adequacy Prenatal Care Utilization (APNCU) Index



2 Healthy People 2010 is a statement of health objectives designed to identify the most significant preventable threats to health and to establish goals to reduce these threats over the first decade of the new century. These objectives and goals were developed by federal agencies with the most relevant scientific expertise. For more information, visit: [www.healthypeople.gov](http://www.healthypeople.gov)

## County Progress Report



**Indicator of County Performance:** Children with registered immunization records in the Los Angeles-Orange Immunization Network (LINK)

**197,581** Number of children under six years of age with records in LINK as of October 2006

**88%** Percent increase of children under six years of age with records in LINK since August 2005

The Los Angeles-Orange Immunization Network (LINK) is an Internet-based system used by providers and other approved agencies in Los Angeles and Orange Counties to track the immunizations of their clients. LINK is a partnership between the Los Angeles County Department of Health Services, the Orange County Health Care Agency, the City of Pasadena Public Health Department, and the City of Long Beach Department of Health and Human Services. LINK was started in October of 2002. As of October 2006, LINK was used by 303 providers in Los Angeles County and contained the vaccination records of 197,581 children under six years of age.

#### **Why is it important?**

Immunization registries are confidential computerized databases that keep track of all vaccines a child has received and the ones he/she will need in the future. Immunization registries can be an important part of a national immunization system. Registries help children get immunized on time because they: 1) show which vaccines the child has already received; 2) provide a permanent record that is available if the child goes to a new health care provider; and 3) show which children are due to have additional vaccine doses.

Nationwide, the key indicator of childhood immunization is the percentage of children between the ages of 19 and 35 months who have been immunized appropriately. The Healthy People 2010 goal is to have 95 percent of children under six years of age listed in an immunization registry.

#### **How are we doing?**

Immunization levels in Los Angeles County are among the highest for large urban areas in the United States.

- In 2005, 79 percent of children aged 19-35 months in Los Angeles County were appropriately immunized for the 4:3:1:3:3 series, as compared to 61 percent in 1995.
- In 2005, Los Angeles County met the Healthy People 2010 goal for measles/mumps/rubella (93.8 percent immunized), hepatitis B (91.9 percent), H.influenzae type b (92.1 percent), and polio (91.7 percent). Finally, 84.7 percent of children were immunized with four doses of diphtheria/tetanus/pertussis.

### **Economic Well-Being**

#### **Child Support Collections**

**Countywide Condition:** Poverty among children is prevalent in the County of Los Angeles.

**26%** Percentage of total statewide child support cases the County of Los Angeles manages

**16%** Percentage of child poverty rate increase between 2002 and 2004

**1 Million** Estimated number of children who are impoverished in the County of Los Angeles

**Indicator of County Performance:** Percentage of current and past due child support collected and the total support collected in 2005-06

**45.4%** Percentage of current court child support that is collected for children based upon the total cases with child support orders



**47.0%** Percentage of collections of child support arrears as compared to all cases within the caseload with past due support owed

**\$494.4 Million** Total child support collected in 2005-06

**Why is it Important?**

Child support significantly contributes to the well-being of children and assists families in becoming self-sufficient. Family economic security impacts the educational, social and mental stability of children. The United States Census Bureau’s Study on Child Support for Custodial Mothers and Fathers, published October 2000, indicated that approximately 26 percent of children under the age of 21 resided in single parent households. The 2003 State of the County Report published by the United Way of Greater Los Angeles found that in 2000, 24.2 percent of persons under the age of 18 lived below the poverty level. The 2006 Children’s ScoreCard reports that almost one million of the County’s children are impoverished. These figures make plain the importance of child support and the necessity that parents support their children according to their respective abilities.

Child support payments are comprised of payments of current support and payments on past due support (arrears). Approximately 75 percent of the monies collected are provided to families.

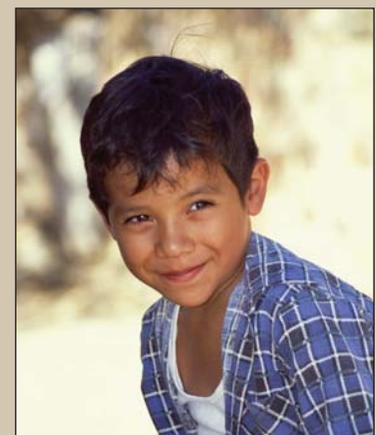
**How are we doing?**

The Child Support Services Department (CSSD) is the largest locally operated child support agency in the nation and manages approximately 475,000 cases, comprising slightly more than 26 percent of the total statewide child support caseload. CSSD was created as a new County department in July 2001 and has, in its short tenure, evolved from a strict law enforcement organization into a full-scale human services agency with a mission of improving “the quality of life for children and families of Los Angeles County by providing timely, accurate and responsive child support services.” CSSD is charged with promptly and effectively establishing, modifying, and enforcing child support obligations, including medical support, and determining paternity for children born out of wedlock.

Historically, current support collections in Los Angeles County have been low, ranging from 30 to 33 percent of the total amount of support due. The Federal Performance Standard requires collection of 40 percent of current child support. CSSD has realized and exceeded the 40 percent collection rate for the last three fiscal years. In fact, in FFY 2005-06, CSSD’s percentage of current support collections reached a record high of 45.39 percent, an increase of approximately 41 percent since the department’s creation. CSSD continues to make significant strides in the area of current support collections. For FFY 2006-07, CSSD’s stretch goal is to increase annual collections on current support to 49 percent.

**Percentage of Child Support Collected and Total Amount of Collections Compared to the Federal Standard**

	Federal Standard	Current Collections	Arrears Collections	Total Collections (millions)
1999-00	40%	32.1%	46.7%	\$372.3
2000-01	40%	32.1%	46.6%	\$425.3
2001-02	40%	33.3%	42.9%	\$465.3
2002-03	40%	37.3%	47.1%	\$489.5
2003-04	40%	41.9%	46.5%	\$501.0
2004-05	40%	43.0%	46.8%	\$505.3
2005-06	40%	45.4%	47.0%	\$494.9





**Safety and Survival**

**Crisis Intervention of Child Abuse**

**Countywide Condition:** Child abuse referrals received in Los Angeles County

**143,790** Total referrals for child abuse and/or neglect received in Los Angeles County

**Indicator of County Performance:** Percentage of recurrence of substantiated abuse within 12 months from previous substantiated referral

**11.0%** Percentage of children in Los Angeles County who were victims of abuse and/or neglect who were re-abused within 12 months from the first substantiated abuse in 2005-06

**Why is this important?**

Families with children at-risk of abuse and/or neglect are stabilized, and children are able to remain safely in their own homes or in a home-like setting. It is a reasonable expectation that once a child is brought to the attention of the Department of Children and Family Services (DCFS) that the child will be safe from future abuse.

**How are we doing?**

As indicated in the table below, Los Angeles County continues to have a lower recurrence of maltreatment rate than the statewide average. DCFS is committed to reducing the incidents of maltreatment and continues to utilize structured decision-making (SDM). SDM utilizes safety and risk factor assessments to provide social workers with a simple, objective, and reliable tool with which to make the best possible decisions for individual children. DCFS has implemented Points of Engagement (POE), a collaborative public and private initiative that provides a community safety net for children and families. POE provides a faster response for the provision of services and, through the use of teams, an emphasis on shared decision-making and comprehensive case evaluation and investigations. POE utilizes a multidisciplinary approach that includes the family in the process of selecting and planning for the delivery of needed services.

**Percent of Recurrence of Substantiated Maltreatment within 12 Months from Previous Substantiated Referral**

	All Counties without LA County	Los Angeles County	Orange County	Riverside County	San Bernardino County	Ventura County
<b>2004-05</b>	13.1%	11.0%	10.1%	10.8%	11.7%	10.8%
<b>2003-04</b>	13.7%	11.1%	11.1%	11.0%	13.9%	10.8%
<b>% Change</b>	<b>-4.4%</b>	<b>-0.9%</b>	<b>-9.0%</b>	<b>-1.8%</b>	<b>-15.8%</b>	<b>0.0%</b>

Source: California Children and Family Services Review (C-CFSR) Data as of 11/20/06, Center for Social Services Research, University of California at Berkeley.

**Adoptions**

**Countywide Condition:** Number of children in out-of-home care in Los Angeles County

**20,709** Number of children in out-of home care in 2005-06

**Indicator of County Performance:** Percentage of children exiting care within two years to adoption

**15.5%** Percentage of children adopted in Los Angeles County in 2004 who were adopted within two years of removal from home

**14.0%** Percentage increase in the number of children who were adopted within two years from 2003 to 2004

**2,335** Number of children placed in an adoptive home in Los Angeles County in 2005-06

**2,034** Number of finalized adoptions in Los Angeles County in 2005-06

**Why is this important?**

All children deserve permanency in a timely manner. A finalized adoption provides a greater sense of security for children and their new families.

**How are we doing?**

Los Angeles County continues to make improvement in the percentage of adoptions within two years. Los Angeles County also continues to analyze its performance and develop strategies to fully meet this standard, such as the concurrent planning redesign that will be implemented in all offices by July 2007. Concurrent planning allows for tasks to be completed concurrently, rather than sequentially. The County has also implemented the consolidated home study process, which involves assessing applicants to become resource families who can provide foster care for children and are simultaneously approved to be adoptive parents. This process has resulted in more timely adoptions.

Los Angeles County continues to make great strides in the percentage of children adopted in two years or less. The percentage of older children that move to legal permanence also continues to increase. The Permanency Partners Program (P3) addresses the population of youth ages 14 years and older who have been in long-term foster care for more than two years.

**Percentage of Children Exiting Care within Two Years to Adoption**

	National Standard	All CA Counties without LA County	Los Angeles County	Orange County	Riverside County	San Bernardino County	Ventura County
<b>2005-06</b>	32.0%	34.5%	15.5%	43.7%	38.7%	29.5%	22.6%
<b>2004-05</b>	32.0%	34.1%	13.6%	33.6%	45.4%	27.8%	43.9%
<b>% Change</b>		<b>1.2%</b>	<b>14.0%</b>	<b>30.1%</b>	<b>-14.8%</b>	<b>6.1%</b>	<b>-48.5%</b>

Source: California Children and Family Services Review (CFSR) Data as of 8/31/05, Center for Social Services Research, University of California at Berkeley.

**Intensive Services**

**Countywide Condition:** Children who returned home from out-of-home care

**6,069** Number of children in out-of-home care who returned home in 2004-05

**48.2%** Percentage of children who returned home from relative care in 2004-05

**Indicator of County Performance:** Percentage of children who remained with their parent/guardian after intensive services provided by the DCFS in 2004-05

**97.1%** Percentage of children who remained in home of parent or guardian at least one year after the DCFS case closure in 2004-05

**Why is it important?**

Through intensive services, families are preserved, supported, and reunified.





### **How are we doing?**

Los Angeles County's implementation of strength-based initiatives has improved the lives of children and families. This cultural change of focusing on family strengths instead of deficits, has been enhanced through the use of consistent risk and safety assessments (structured decision-making), thereby removing children only in the most appropriate cases. In addition, engaging parents and communities in a process where they are invested in facilitating and supporting the family's well-being through the use of team decision making and alternative response services has resulted in positive outcomes for children and families.

### **Emancipation: Independent Living Services**

**Countywide Condition:** Percent of youth who have exited out-of-home care through emancipation

**13.1%** Youth who exited out-of-home care through emancipation in 2005-06

**6,441** DCFS youth who received independent living services in 2005-06

**Indicator of County Performance:** Percent of youth who have received independent living services and are living in safe and affordable housing at age 21 or are employed full or part-time

**95.8%** Youth who received independent living services and are living in safe and affordable housing upon service termination at age 21 in 2005-06

**54.2%** Percent of youth who received independent living services and are employed full or part-time in 2005-06

### **Why is it important?**

Independent living services provide current and former foster youth with needed life skills, employment, housing, and educational services to enable them to live successfully on their own.

### **How are we doing?**

Los Angeles County is committed to providing current and former foster youth with the skills and means to live successfully on their own. The transitional housing program is a major contributing factor, allowing youth to have a trust fund when they leave the program. In the transitional housing program, youth are required to save up to 50 percent of their monthly income in an interest-bearing savings account. Youth receive monthly food vouchers, rent and transportation, and are able to save money to secure permanent housing.

Los Angeles County continues to improve in the percentage of independent living youth that are employed full or part-time. In addition to vocational skills contracts with nine contact providers, DCFS is participating in a joint demonstration grant with the Department of Labor for foster youth. The grant supports two community agencies in providing case management vocational skills and mentoring to foster youth.

### **Social and Emotional Well-Being**

#### **Children's Mental Health Services**

**Countywide Condition:** Children and youth in need of mental health services in Los Angeles County

**7.78%** Prevalence rate of children and youth within Los Angeles County's general population (2,270,366) who are living with serious emotional disturbances, per the California State Department of Mental Health



**2,799,613** Estimated number of children and youth ages 17 and younger who lived in Los Angeles in 2005

**217,810** Conservative estimate of the number of children and youth within the County in need of mental health services in 2005

**Indicator of County Performance:** Percent change in number of children and youth provided with mental health services

**210%** Percentage increase of children and youth provided mental health services from 1998-99 (21,856) to 2005-06 (67,702)

### **Why is this important?**

The Los Angeles County Department of Mental Health (DMH) provides mental health services to children and adults with psychological, emotional and other mental health disturbances, with the goal of assisting individuals to effectively function in school, work, and community settings. Three general types of services are provided: outpatient, day treatment, and 24-hour crisis services.

Outpatient mental health settings provide a range of services to assist children and youth to gain the social and functional skills necessary for appropriate development and social integration. These services include: clinical assessment and evaluation, therapy, medication support, rehabilitation for common daily functioning, and plan development to coordinate other effective services that will help to sustain mental health. These services are provided through community mental health centers and clinics, in schools, in the community, and in homes. Outpatient mental health services are the least restrictive, allowing children and youth to continue to function and interact freely within their communities.

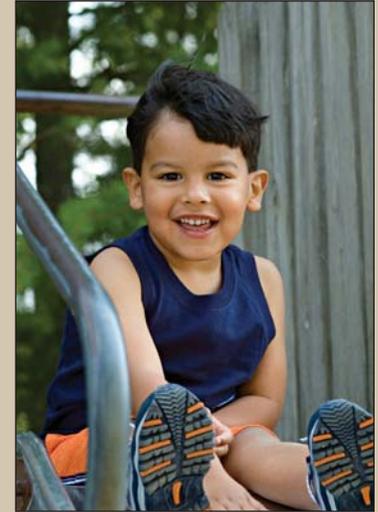
Day treatment services are designed to provide an organized and structured multi-disciplinary mental health treatment program as an alternative to hospitalization, to avoid placement in a more restrictive setting, or to maintain a child in a community setting. Services are provided within either a half or full-day program of supervised and structured mental health treatment, with the goal of helping children and youth successfully perform basic daily activities.

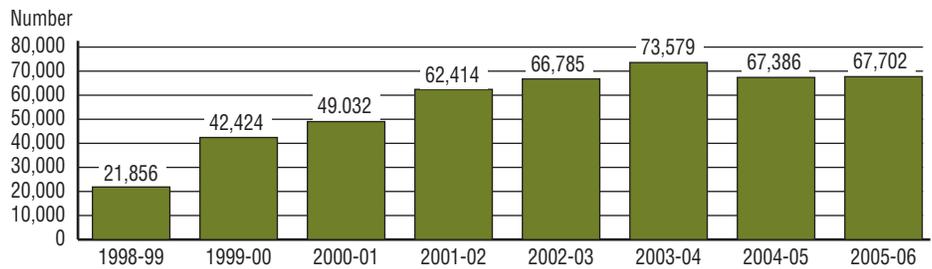
Through DMH, children and youth also receive 24-hour mental health crisis services in situations where the individual is of grave danger to herself, himself, or others, or is unable to function without close supervision due to a psychiatric condition. Twenty-four-hour crisis services include hospitalization and psychiatric residential placements and are the most restrictive of services provided through DMH. Hospitalization time ranges from 24 hours to two weeks; psychiatric residential placements generally last longer, until the child or youth demonstrates the ability to function in a less restrictive setting.

### **How are we doing?**

Estimates provided by the California State Department of Mental Health indicate that 7.78 percent of children and youth age 17 and under in Los Angeles County experience serious emotional disturbance (SED) or severe and persistent mental illness (SPMI) and thus are in need of mental health services. According to estimates in 2005 from the 2000 Census, there were 2,799,613 children and youth age 17 and younger residing in Los Angeles County. This indicates as many as 217,810 residents in this age category are in need of the services that DMH provides. The graph on the next page demonstrates the progress that DMH has made in meeting this need.

Between 1998 and 2006, mental health services to children and youth age 17 and younger increased by 210 percent, demonstrating that DMH is committed to improving access to services for this population. During 2005-06, 31 percent of the estimated total need for service was being met, which was up from an estimated 13 percent during 1998-99.



**Mental Health Services to Children and Youth 1998-99 through 2005-06**

The Mental Health Services Act (MHSA) enacted by Proposition 63 in 2004 is an opportunity to further improve mental health services in Los Angeles County for children, youth, and adults. DMH, in collaboration with over 60 community mental health stakeholders and thousands of community members, continued its commitment to a structured planning process throughout 2005-06 in order to develop the first of five substantial plans, the Community Services and Supports (CSS) plan. Under the CSS plan, services to be provided include:

- Full Service Partnerships (FSP) in which people create their own plans for recovery with support from professionals and peers, and receive a wide array of services and 24/7 support to make their plan a reality;
- Peer support, peer counseling, and peer mentoring services;
- Housing and residential services, including temporary, supportive, and permanent housing;
- Counseling, assessment, and other traditional mental health services;
- A wide array of alternative crisis services to help people stay out of emergency rooms or other institutional and involuntary settings; and
- Bridging and support services to help people find the supports they need in their communities.

The CSS plan is intended to provide services to people in communities throughout Los Angeles County who are challenged by mental health issues, including adults and older adults with severe and persistent mental illness, and children and youth suffering from serious emotional disturbance. Over the next two fiscal years, the CSS plan will be funded by an estimated total of \$280 million, and an estimated 8,377 children and their families, 11,431 transition-age youth and their families, 18,515 adults, and 7,296 older adults are proposed to receive services. Additionally, DMH projects that 55,560 adults, children and their families, older adults, and transition-age youth and their families will receive alternative crisis services; 18,710 adults, children and their families, older adults, and transition-age youth will receive help finding the community-based supports and services they need; and 45,000 adults, children and their families, older adults, and transition-age youth will learn more about mental health issues, the Mental Health Services Act, and how to get involved with continual planning efforts.

The CSS plan is founded on several fundamental commitments, and DMH is building systems to ensure that all are held accountable to the commitments set forth. These commitments include:

- Promote recovery for all who struggle with mental health issues;
- Achieve positive outcomes;
- Deliver services in culturally appropriate ways, honoring the differences within communities; and
- Ensure that services are delivered in ways that address disparities regarding access to services and disparities affecting ethnic and cultural communities.

## Educational and Workforce Readiness

### Greater Avenues for Independence (GAIN)

**Indicator of County Performance:** Average percentage of the GAIN program registrants obtaining jobs and the monthly average percentage of participants receiving services

**5.28%** Monthly average percentage of GAIN registrants placed in a job in 2005-06

**64.95%** Percentage of persons referred to supportive services who commenced participation in 2005-06

**16.28%** Monthly average percentage of aided welfare-to-work participants engaged in education and training in 2005-06

The County of Los Angeles Department of Public Social Services (DPSS) both reacts to adverse economic and employment conditions and proactively works to assist the participants it serves obtain self-sufficiency through various employment and training programs. The GAIN program provides employment and training opportunities to CalWORKs participants. CalWORKs is the cash public assistance program for children and families.

#### Why is this important?

CalWORKs assistance is time-limited and participants must prepare themselves for gainful employment. GAIN provides CalWORKs participants with training, educational, employment, post-employment and supportive services to develop skills and self-confidence needed to secure jobs, remove barriers to employment and assist families to become economically self-sufficient. GAIN takes a "work first" approach, making employment the principal goal for every able-bodied adult participant.

#### How are we doing?

During 2005-06, economic conditions in Los Angeles County had a significant impact on employers' hiring practices. In spite of the challenges for this period, 5.28 percent of GAIN participants were placed in jobs, which is an average of 2,663 monthly job placements out of an average 50,398 monthly GAIN participants. In addition, 64.95 percent or 7,065 GAIN participants commenced supportive services to overcome barriers to employment, such as domestic violence, mental health, and substance abuse, out of a total number of 10,877 referrals, and an average of 16.26 percent of the welfare-to-work participants were engaged in education/training.

### Workforce Investment Act (WIA) Youth Program

**Indicator of Countywide Performance:** Percentage of youth exiting the WIA Youth Program who are employed, in the military, or enrolled in post secondary education nine months after leaving the program

**70.6%** Percentage of younger youth (ages 14-18) completing the WIA Youth Program that achieved program goals and remained in a positive outcome nine months after leaving the program in 2005-06

**86.7%** Percentage of older youth (ages 19-21) completing the WIA Youth Program that achieved program goals and remained in a positive outcome nine months after leaving the program in 2005-06

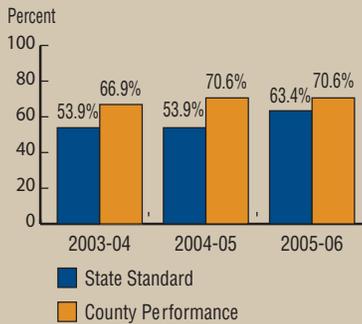
**3,229** Number of youth participating in the WIA Youth Program in 2005-06

The WIA Youth Program includes a program that serves low-income youth in an effort to motivate them to stay in school and/or increase their job training skills and assist them in obtaining and maintaining work.

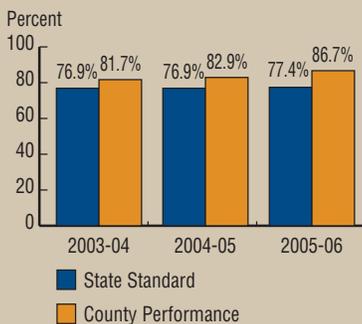


**County Progress Report**

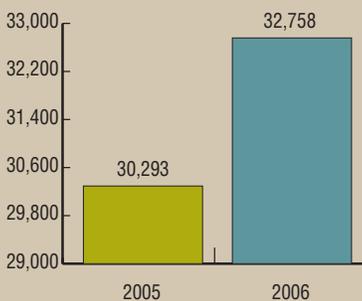
**Percentage of WIA Youth (Younger Youth) Retained in a Positive Outcome 3 Quarters After Exit**



**Percentage of WIA Youth (Older Youth) Retained in a Positive Outcome 3 Quarters After Exit**



**Number of Children Participating in Library's Reading Program**



3 Los Angeles County 2006 Children's ScoreCard, Los Angeles County Children's Planning Council.

**Why is it important?**

Economically disadvantaged and/or unemployed youth between the ages of 14-21 years are more likely to succeed in becoming self-sufficient if they receive support and assistance to complete school or training. This indicator assesses the status of youth who participated in the WIA Youth Program who do not return to secondary education, but receive a diploma, entered post-secondary education, advanced training, military service, or employment nine months after exiting the program.

**How are we doing?**

For 2005-06, the WIA Youth Program provided services to over 3,229 low-income youth between the ages of 14-21 and had a 70.6 percent retention rate in the younger youth population and 86.7 percent retention with older youth. As shown in the graphs to the left, the WIA Youth Program has exceeded the state-mandated goal for both the younger and older youth retention rates for the last three years. The high rate of success can be attributed to these youth being retained in the program and provided with access to an array of services including tutoring, counseling, mentoring, leadership, alternative education, summer youth employment, internships, and support services.

**Public Library - Vacation Reading Program**

**Countywide Condition:** Reading levels of students in Los Angeles County

**28%** Percentage of students in Los Angeles County who are reading at or above the national average in the third grade<sup>3</sup>

**Indicator of County Performance:** Children who participated in the library's vacation reading program

**8%** Percentage increase of children who participated in the summer reading program from 2005 (30,293) to 2006 (32,758)

**41%** Percentage of the participants who read 12 hours or more during the summer of 2006 (11,181) compared to 38% in summer of 2005 (13,301)

**Why is it important?**

The Public Library offers its vacation reading program to promote reading for pleasure and practice. Studies show that children who read during their vacation periods maintain their skills and are better prepared to learn when they return to their classrooms. The County's goal is to have more children reading and children reading more.

**How are we doing?**

Data from the recently completed summer reading program indicate that participation increased by 8 percent over 2005. Children are encouraged to read a minimum of 12 hours in order to complete the library's program. In 2006, 41 percent of the participants read 12 hours or more, representing an increase of 3 percent over 2005.



## Community Services

Los Angeles County provides services and programs that add to the quality of life for all County residents from cultural and recreational opportunities to economic development and environmental protection.

In addition, the Board of Supervisors serves as the governing body for approximately 1,092,908 persons who live in unincorporated County areas. The County operates as the "city" for these areas providing municipal services to residents and businesses. Various County departments also provide municipal services, under contract, for many of the 88 cities within the County and their 9,152,664 residents. The services the County provides benefit and enrich the lives of all County residents, businesses and communities from cultural and recreational opportunities to economic stimulus and environmental protection activities.

This section focuses specifically on County services, indicators and measures related to:

### Supporting a Healthy Economy

- Quality of Infrastructure – Roadway Pavement Condition
- Traffic Mobility – Congestion at Intersections

### Supporting a Healthy Environment

- Zoning Enforcement: Neighborhood Enhancement Team (NET)
- Graffiti Abatement
- Solid Waste Management/Recycling
- Pest Detection
- Animal Field Services

### Supporting Recreational and Cultural Opportunities

- Circulation of Library Materials
- Adult Participation in Physical Activities and Programs
- Arts and Culture
  - Los Angeles County Arts Commission
  - Los Angeles County Museum of Art

### Supporting a Healthy Economy

#### Quality of Infrastructure - Roadway Pavement Condition

**Indicator of Countywide Condition:** Roadway Pavement Surface Condition Countywide

**71%** Percentage of the roads countywide rated satisfactory or better for pavement condition in 2005

**Indicator of County Performance:** Roadway Pavement Surface Condition in Unincorporated County Areas

**88%** Percentage of the roads in the unincorporated County areas rated satisfactory or better for pavement condition in 2005

#### Why is it important?

Well-maintained roads provide a comfortable ride, improve overall public safety, and reduce vehicle maintenance costs.

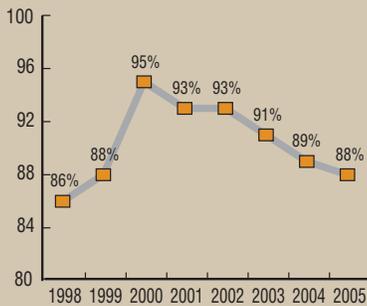
The quality of the countywide road system is the responsibility of multiple government agencies. The following chart provides a comparison between the pavement condition of the



County Progress Report

**Percentage of County Unincorporated Roads Pavement Rated Satisfactory or Better**

Percent of Roads Satisfactory or Better

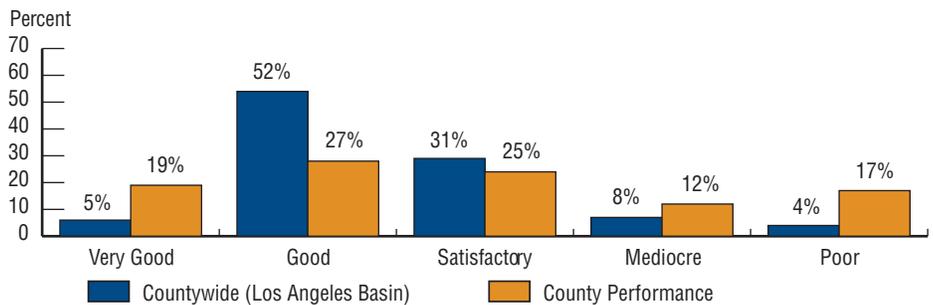


Source: Los Angeles County Department of Public Works



countywide (Los Angeles Basin) road system and the roads in unincorporated County areas, which are maintained by the Los Angeles County Department of Public Works (DPW).

**Rating of the Condition of County Road System**



**How are we doing?**

DPW reviews the condition of roads in unincorporated County areas every year. As shown in the chart to the left entitled, "Percentage of County Unincorporated Road Pavement Rated Satisfactory or Better," pavement conditions declined in 2005. The lower pavement condition was due to state cuts in transportation funding and the 2005 severe winter storms.

**Traffic Mobility – Congestion at Intersections**

**Indicator of Countywide Condition:** Traffic congestion at major street intersections throughout the County

- 31%** Percentage of monitored intersections countywide that were rated as severely congested during the A.M. peak hour in 2005
- 43%** Percentage of monitored intersections countywide that were rated as severely congested during the P.M. peak hour in 2005

**Indicator of County Performance:** Traffic congestion at major street intersections in unincorporated County areas

- 14%** Percentage of monitored intersections in unincorporated County areas that were rated as severely congested during the A.M. peak hour in 2005
- 43%** Percentage of monitored intersections in unincorporated County areas that were rated as severely congested during the P.M. peak hour in 2005

**Why is this important?**

The amount of traffic that can travel along our major streets is largely controlled by the amount of congestion at intersections. If intersections are less congested, traffic can move more freely on these streets during peak hours.

The measure of congestion for major street intersections is known as the level of service (LOS). A letter grade of "A" to "F" is assigned to represent the severity of the congestion. At an intersection with LOS of "E" or "F", the most congested, motorists would likely need to wait in a long line of traffic or through several green-yellow-red cycles of a traffic signal. These delays result in lost time for the traveling public, longer commutes, and increased fuel usage and air pollution.

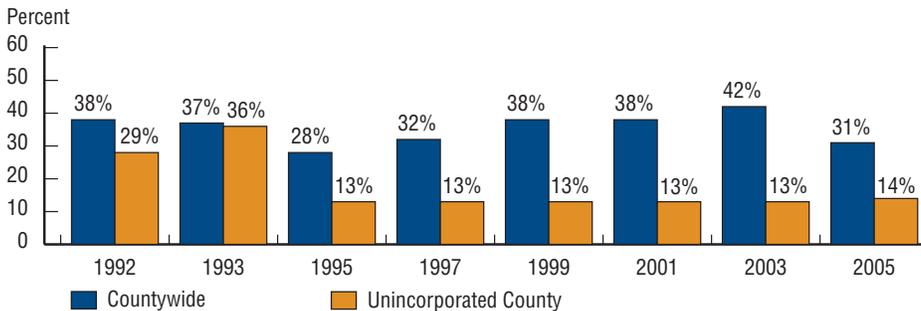
**How are we doing?**

Based on 164 monitored intersections selected throughout the County to represent the level of intersection congestion, the percentage of severely congested intersections has fluctuated over the last 12 years.

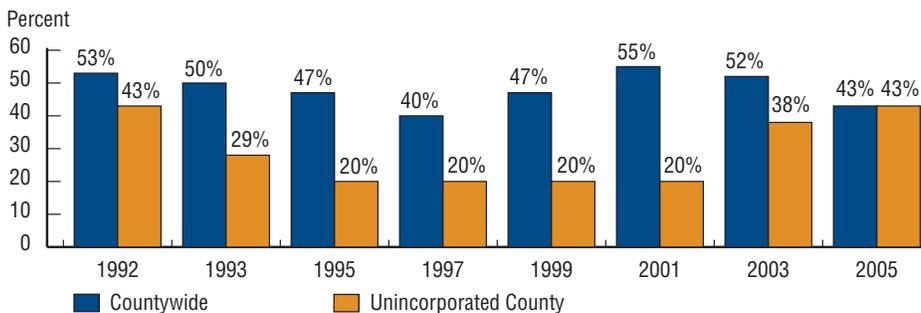
Of the 164 monitored intersections, 15 are located within unincorporated communities. In 2005, it was found that a few of these intersections became more congested. The increased congestion may be attributed to a couple of factors, a state highway project which resulted in the reduction in the number of travel lanes for one of the monitored intersections and greater traffic congestion on the freeways that resulted in increased traffic on adjacent bypassing arterials. Residential development in Riverside and San Bernardino Counties and the ensuing commutes to job centers in Los Angeles County have contributed to increased traffic on local freeways. A comparison of congestion at major street intersections in unincorporated County areas with the countywide condition is shown below.

For the majority of the intersections, increasing the capacity would require the construction of additional traffic lanes. Typically, these improvements are difficult because of funding constraints and the lack of land adjacent to roadways to build additional traffic lanes. However, capacity enhancing projects are proposed for three of the congested intersections. All of the projects are scheduled to be completed in 2008. DPW may also pursue funding for additional capacity enhancing projects through the recently passed infrastructure bond initiatives.

**Percent of Major Street Intersections Congestion (LOS E/F) in the AM Peak Hour**



**Percent of Major Street Intersections Congestion (LOS E/F) in the PM Peak Hour**



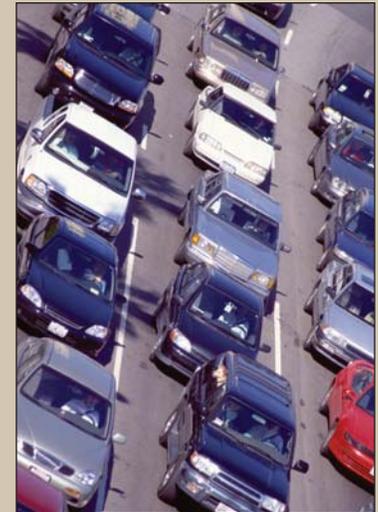
**Supporting a Healthy Environment**

**Zoning Enforcement: Neighborhood Enhancement Team (NET)**

**Indicator of County Performance:** Impact of the NET in the unincorporated areas of Florence-Firestone and Walnut Park

**90%** Percentage of NET cases brought into compliance within six months in 2005-06

**667** Number of NET cases completed



**Why is it important?**

The quality of life is improved by increasing constituents' accountability and awareness of zoning regulations.

The NET is made up of representatives from the Board of Supervisors and the Departments of Regional Planning, Public Works, Health Services, and the Sheriff, and are responsible for identifying solutions to improve services and increase accountability to residents of the unincorporated areas of Florence-Firestone and Walnut Park within the First and Second Supervisorial Districts.

The NET conducts surveys of all the properties located in the targeted area. This effort is aimed at "cleaning up" the area by addressing all code violations that can be seen from the public right-of-way. Such violations in residential areas typically include the storage of inoperable vehicles, old furniture, appliances, and other junk and salvage items. Commercial and industrial areas are also evaluated on a case by case basis, with the aim of "cleaning up" the portion of those properties that is visible from the public right-of-way.

**How are we doing?**

The percentage of violation complaints addressed to the Board of Supervisors and Regional Planning decreased during 2005-06. A NET is a proactive approach to code enforcement where the community is involved in the process. Concerns and/or complaints of the community are usually addressed during NET survey and follow-up efforts. As a result, a very minimal number of complaints are submitted to the Board of Supervisors and the Department of Regional Planning.

**Graffiti Abatement**

**Countywide Condition:** Estimated number of square feet of graffiti removed countywide during 2005-06

**52 million** Estimated number of square feet of graffiti removed countywide which includes highways and transit systems as well as 88 cities in Los Angeles County

**Indicator of County Performance:** Graffiti removal in County unincorporated established Zero Tolerance Zones

**80%** Percentage of all Zero Tolerance Zones with grade of "C" or above

**68%** Percentage of all Zero Tolerance Zones with grade of "B" or above

**13 million** Number of square feet of graffiti removed from road rights-of-way, and private properties and flood control channels

**Why is it important?**

Families need to feel safe in their own neighborhoods. The County's approach is two-fold: graffiti removal and community education. Prompt cleanup of graffiti is considered preventive from the standpoint that if marks do not remain for long periods of time, vandal's satisfaction from seeing the marks and having others see them is very limited. To ensure graffiti is removed in a timely manner, the County has established a goal of 48-hour graffiti removal (after notification) in all Zero Tolerance Zones.

DPW continues to conduct outreach efforts to motivate and educate children about graffiti and its consequences. Additionally our outreach program is designed to inspire children to make a difference in their own neighborhoods.

**How are we doing?**

The County of Los Angeles has established 24 Zero Tolerance Zones as a remedy to fight the problem areas where graffiti is prevalent. Graffiti removal sends a message to taggers



that lawlessness and intimidation will not be tolerated. In an effort to keep unincorporated areas clean, graffiti in the Zero Tolerance Zones is typically removed within 48 hours of reporting it. The County's Graffiti Hotline receives and responds to over 30,000 calls annually. The Totally Against Graffiti Program (TAG) has been recognized as one of the nation's best public works programs. The program is a powerful reward program that empowers kids and the community to work together to fight graffiti. Posters and fliers are distributed to schools to make students aware of awards they can win by NOT participating in graffiti, telling their friends to not participate, and by telling a responsible adult to report graffiti if they see it. The TAG Program rewards kids for reporting graffiti. TAG hopes to develop students into active community members with pride in their neighborhoods. The Kids on the Block Program (KOTB) is an interactive puppet show targeted to first and second grade students. This troupe of life-size educational puppets dress and act like real children and address the issue of the graffiti problem that plagues Los Angeles County.

In 2005-06, contractors removed more than 13 million square feet of graffiti in road right of way, private property, and flood control channels. Countywide, it is estimated that over 52 million square feet of graffiti was removed last year. In 2005-06, more than 180 schools participated in our TAG Education Program targeting third and fourth graders. Through our targeted school education programs we reached more than 180,000 teachers, parents and students during 2005-06. Additionally, as a result of our outreach efforts and our mobile marketing programs, more than 2 million residents of Los Angeles County were exposed to anti-graffiti messages.

**Solid Waste Management/Recycling**

Solid waste collection, recycling, and disposal are aimed at preventing pollution and contamination of our environment and conserving our natural resources. The California Integrated Waste Management Act of 1989, as amended, mandates each jurisdiction to achieve a goal of 50 percent solid waste diversion from landfill disposal by the year 2000.

**Countywide Condition:** Landfill conditions Countywide and in unincorporated areas

**50%** Countywide waste diversion rate in 2005

**102 Million Tons** Countywide capacity in 2005-06

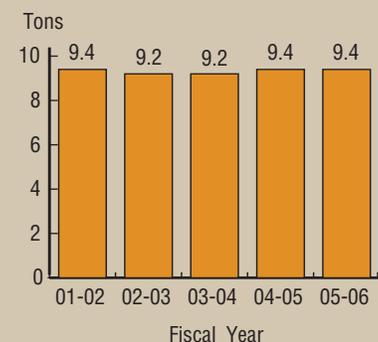
**3 Million Tons** Capacity in the unincorporated County areas in 2005-06

In 2005, jurisdictions in Los Angeles County collectively achieved a 50 percent diversion rate, compared to 20 percent in 1995 and 42 percent in 2000. Although good progress was made, jurisdictions still need to expand recycling efforts and implement additional programs to reduce trash generation. For example, the unincorporated County areas have not yet achieved the 50 percent goal. The County is in the process of replacing the open-market solid waste collection system that currently exists in two-thirds of the unincorporated areas with a franchise system. This action would further increase recycling, better document waste diversion activities, implement additional quality programs, and improve customer service.

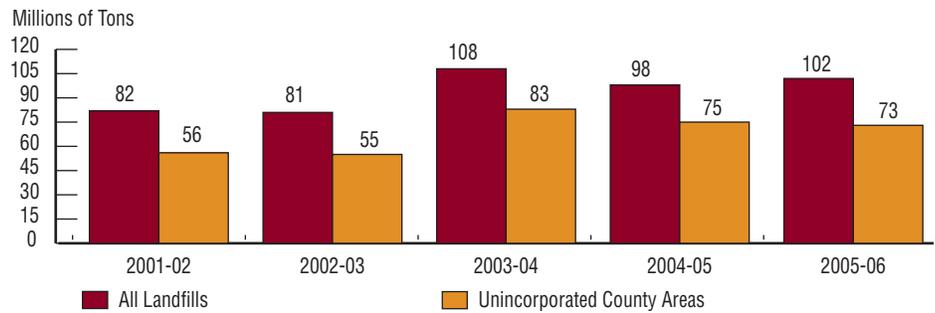
As a result of diversion efforts, the countywide disposal rate has remained fairly constant over the last five years despite strong economic growth. Although recent landfill expansions have added new disposal capacity, there is still potential for further expansions. However, limited availability of suitable sites prevents the development of new landfills. The graphs to the right and on following pages provide the status of solid waste landfills countywide, including remaining landfill capacity and the rate of depletion of that capacity. Taken together, this information provides an indication of the ability of jurisdictions in the County to meet the solid waste disposal needs of their residents and businesses, thereby protecting public health and safety and the environment. DPW monitors landfill capacity and disposal rates to ensure that disposal services are available without interruption.



**Total Solid Waste Disposed in Landfills in Los Angeles County**



**Remaining Permitted Landfill Capacity in Los Angeles County**



**Indicator of County Performances:** Trend in diversion of household hazardous waste<sup>4</sup> (HHW) from landfills to recycling

**18,100 tons** Number of HHW diverted from landfills since 1999-00

**40%** Increase in HHW collection program participation since 1999-00

**Why is it important?**

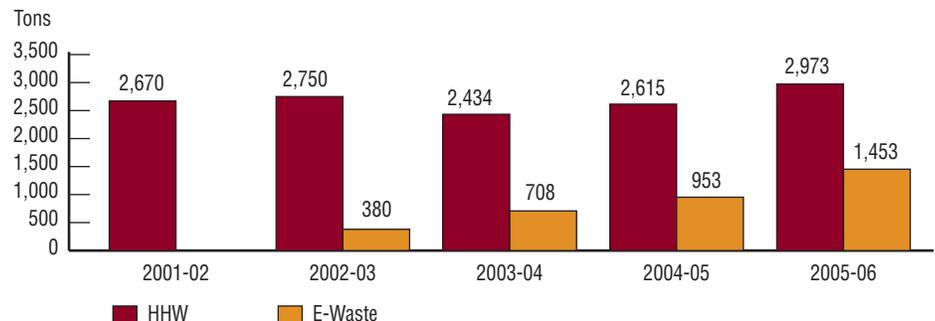
Recycling and waste reduction activities are critical as landfill space continues to diminish. To ensure the solid waste disposal needs of residents and businesses are met, all jurisdictions need to further augment their recycling efforts while at the same time support and promote the development of additional in- and out-of-County disposal capacity (and the infrastructure needed to access it, including new intermodal facilities), and advanced waste conversion technologies to reduce dependence on landfilling. Thus, the County's efforts in diverting HHW and electronic waste (E-Waste)<sup>5</sup> are two important efforts in maximizing landfill capacity while at the same time protecting public health and the environment.

**How are we doing?**

DPW administers the largest HHW collection program in the nation. Periodic collection events are conducted countywide to provide residents with a convenient means to dispose of their HHW. Public participation in these events has increased in the last five years and exceeded 71,000 residents in 2005-06. The total volume of HHW collected at these events has also increased to nearly 3,000 tons in 2005-06.

The program was expanded in 2002-03 to include the collection of E-Waste. Since then, the amount of E-Waste collected annually has steadily increased and exceeded 1,400 tons in 2005-06. Almost all collections of HHW and E-Waste materials are recycled — 95 percent of HHW and 100 percent of E-Waste is recycled.

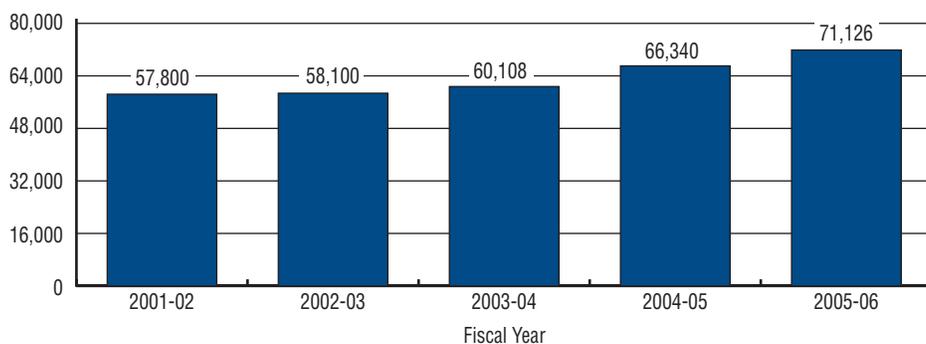
**Total HHW and E-Waste Diverted from Class III Landfills in the County of Los Angeles**



4 Examples of HHW include paints, used motor oil, lotions, ammonia-based cleaners, etc.

5 Examples of E-Waste include computers, printers, televisions, VCRs, cell phones, etc.

**Number of Participants in HHW Collection Events**



**Pest Detection**

**Countywide Condition:** Square miles placed under quarantine to prevent the establishment of exotic fruit flies

**10** Number of square miles out of Los Angeles County's 4,084 square miles placed under quarantine in 2005-06

This measure tracks the square miles quarantined to prevent the establishment of invasive exotic pests within Los Angeles County. It provides an indication of the magnitude of infestations that could threaten fruit production and sales within and outside the County.

Quarantines are triggered upon the capture of a predetermined number of a single species of fruit fly, indicating a breeding population. As shown below, the square miles placed under quarantine have varied over the past four years as well as the number of pests detected.

**Detection and Management of Fruit Fly Infestations**

Detection of Exotic Fruit Flies	2002-03	2003-04	2004-05	2005-06
Fruit Flies Trapped	41	21	26	22
No. of Infestations	5	1	3	4
No. of Quarantines	3	0	1	1
No. of Miles Quarantined	134	0	67	10
Percentage of infestations managed preventing establishment of the pest within the County	100	100	100	100

**Indicator of County Performance:** Percentage of exotic invasive fruit fly infestations managed to prevent the establishment of the pest within the County of Los Angeles

**100%** Percentage of exotic invasive fruit fly infestations that have been prevented from becoming established within the County in 2005-06

The mission of the pest detection program within the Department of Agricultural Commissioner/Weights and Measures is to promptly detect and react to each exotic invasive fruit fly found within the County to prevent its establishment. This indicator tracks the capture of pests such as the Mediterranean, Oriental, and Mexican fruit flies, through a countywide fruit fly detection trapping network and the percentage of infestations prevented from becoming established within the County. This program fulfills a contract with the California Department of Food and Agriculture.



**Why is it important?**

Allowing invasive exotic pests, such as fruit flies, to become established would threaten the ability of County residents to grow fruits free of pests and extensive damage. It would also reduce the yield of crops, increase the use of pesticides, and, most importantly, prevent California farmers from selling to customers throughout the world due to quarantine restrictions.

“Exotic” fruit flies do not naturally occur in Los Angeles County. They are periodically introduced from other countries through the illegal importation of uninspected fruit. In their immature (or maggot) stage, these fruit flies eat and destroy a wide array of fruits and vegetables. As California has the number one agriculture industry in the nation, the establishment of just one type of exotic fruit fly in the state could inflict billions of dollars in agricultural damage annually.

**How are we doing?**

In 2005-06, four infestations of four different exotic fruit flies were detected in four separate localized areas. “Infestation” means that multiple flies of the same species or specimens of more than one life stage were discovered. The number of fruit flies trapped in 2005-06 was slightly less than 2004-05 and one more than 2003-04. Resulting pesticidal treatments and number of square miles quarantined follows a similar pattern. All indicate the continuing successful management of exotic pest infestations in the County. The program identified, treated, and prevented all target fruit flies from becoming established in Los Angeles County or California. Success was achieved without aerial application of pesticides, a previously used technique that was met with disapproval and concern from the general public. Eradication techniques now employ localized pesticide spot treatments and release of billions of sterile flies (in the case of the Mediterranean Fruit Fly) to interrupt the breeding process.

**Animal Field Services**

**Countywide Condition:** Requests for animal control services with the jurisdiction of the County of Los Angeles Department of Animal Care and Control

**100,000** Number of requests for animal control services

**32,000** Square miles the Department of Animal Care and Control serves

**Indicator of Countywide Performance:** Response times to service calls

**89.9%** Percent of time department met response time goals of calls received in 2005-06

**Why is this important?**

Prioritizing calls is important because it ensures that the cases needing immediate attention are handled first. Since animal control service calls range from routine matters to emergencies, the department established a priority ranking for service calls it receives. This ensures that the most urgent cases are handled first, and other calls are handled in the priority required by the type of service. The following are four levels of priority calls, with each level having a specified time frame for a response by an animal control officer or the agency:

- **Priority 1:** Animal attack or bite in progress, dangerous animal loose in the community, injured animal or assisting other law-enforcement agencies with animal-related calls.

**GOAL:** Respond within one hour or less.

- **Priority 2:** Stray animals confined on the property by the caller.

**GOAL:** Respond within four hours.

- **Priority 3:** Dead animals.  
**GOAL :** Respond within 24 hours.
- **Priority 4:** Routine calls or services requiring property inspections or animal-business inspections.  
**GOAL:** Respond within seven days.

If the department did not prioritize calls there would be an increased risk regarding dangerous dog attacks and injured animals' suffering, and law enforcement agencies would be less efficient since they depend on the department to handle all animal-related issues on their calls.

**Service Call Response Performance: Percentage of Time Response Goals Met**

Year	2003-04	2004-05	2005-06
Priority 1:	83.9%	90.5%	84.8%
Priority 2:	82.3%	87.6%	84%
Priority 3:	93.1%	93.7%	93.2%
Priority 4:	97.8%	98.5%	97.5%
Average	89.3%	92.6%	89.9%

**How are we doing?**

The department tracks this data on a monthly basis and uses that information to assess performance and respond to special conditions as they occur. Performance dropped slightly from an overall 92.6 percent achievement rate during 2004-05, down to 89.9 percent during 2005-06. That is attributable to an increase in the number of field service requests we received, including a sharp jump in the number of dangerous dog attacks, particularly in the Antelope Valley. To meet this problem, as part of its 2006-07 budget, the department requested, and the Board of Supervisors approved, an increase in the number of animal control officers assigned to handle the increasing workload.

**Supporting Recreational and Cultural Opportunities**

**Circulation of Library Materials**

**Countywide Condition:** Circulation of library materials in all public libraries in Los Angeles County

In 2004-05:

**45.7 Million** Number of items checked out from all public libraries in the County of Los Angeles

**8.1** Average number of items checked out per capita from all public libraries in the County of Los Angeles

**5.7** Average number of items checked out per capita statewide

**Indicator of County Performance:** Number of items checked out per capita from County of Los Angeles public libraries

In 2004-05:

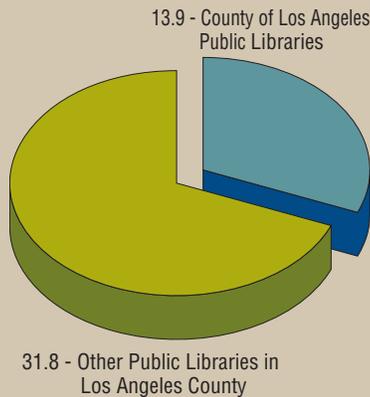
**13.9 Million** Number of items checked out from County of Los Angeles public libraries

**5.6** Average number of items checked out per capita by registered borrowers



County Progress Report

**Library Circulation in FY 2004-2005 (millions of items)**



**Why is it important?**

Public libraries meet the informational, educational, recreational and cultural needs of the highly diverse population in Los Angeles County. Through the circulation of materials, including books, magazines, government publications and audiovisual materials, libraries offer a broad range of informational and recreational resources. The number of materials checked out from public libraries is one reflection of the quality of life and of the educational achievement of a community. There is a direct link between educational achievement in a community and the use of library materials.

The County of Los Angeles Public Library serves 51 of the 88 cities in the County and most of the unincorporated areas.

**How are we doing?**

Data from the California State Library indicate that public library use in Los Angeles County is high, with over 45 million items checked out of public libraries annually. The County of Los Angeles Public Library circulated 13.9 million items, over 23 percent of all library items checked out in the County. Registered borrowers of the County of Los Angeles Public Library checked out 5.6 items per capita, compared to the overall California per capita rate of 5.7.

**Adult Participation in Physical Activities and Programs**

**Countywide Condition:** Adult participation of Los Angeles County park patrons in physical activities and programs

**Less than 50%** Percentage of County adults who achieved recommended physical activity levels

**30%** National average for adults meeting recommended guidelines for physical activities

**Indicator of County Performance:** Adult participation in organized physical activity programs at Los Angeles County parks in unincorporated areas

**568,020** Number of adult park patrons that participated in organized physical activity programs at local parks operated by the County Department of Parks and Recreation in 2005-06

**Why is it important?**

The Department of Parks and Recreation promotes healthy communities by providing opportunities to participate in low- or no-cost physical and health-related activities.

Physical activity lowers the risk for debilitating and fatal diseases, but surveys indicate that less than half of adults in Los Angeles County engage in physical activities at recommended levels.<sup>6</sup>

The major barriers most people face when trying to increase physical activity are lack of time, lack of access to convenient facilities, and lack of safe environments in which to be active.<sup>7</sup> County local and regional parks are the most accessible and convenient facilities for providing County residents with opportunities for physical exercise.

**How are we doing?**

In 2005-06, approximately 71 percent of Los Angeles County's unincorporated areas' estimated adult population (72.5 percent<sup>8</sup> or 801,850 adults of 1,106,000 total unincorporated area population) participated in physical activities. To provide more opportunities for physical activities, the Department continues to develop new facilities and enhance existing amenities that support sports and physical exercise. The County is removing barriers that prevent residents from engaging in physical activities by installing and upgrading security lights at parks to safely extend operating hours into nightfall.



6 Los Angeles County Department of Health Services – Health Official Promote Heart Health Month with the Introduction of Prevention Matters! to encourage Women's Heart Health

7 Healthy People 2010 database, National Center for Health Statistics

8 2005 U.S. Census Bureau

## Arts and Culture

Los Angeles County is an international center for all art forms, home to more than 150,000 working artists and 2,800 culturally diverse nonprofit arts organizations. Los Angeles County has more theatrical productions (1,500 annually) than any other region in the world and, in addition to Los Angeles County's Museum of Art and the Natural History Museum, is the home of such major museums as the Getty Center, the Japanese American National Museum, the Museum of the American West, and the Skirball Cultural Center. Los Angeles is the second major market for contemporary art (after New York) with more than 350 museums and art galleries<sup>9</sup>. In addition to buildings by many of the world's top architects, Los Angeles is the birthplace of innovative domestic architecture. Los Angeles County is not only known as the mural capital of the world with well over 2,000 murals<sup>10</sup> but the festival capital of the world; more than 330 festivals and celebrations are held in Los Angeles annually representing more than 100 distinct nationalities and communities. Los Angeles is also the largest book market in the United States.

The County of Los Angeles plays a vital role in supporting these vibrant assets and is the largest supporter of arts and culture in the region. The County provides this support primarily through public-private partnerships with four major agencies: the Arts Commission, Music Center, Museum of Art and Museum of Natural History. The Music Center and museums are operated by nonprofit organizations; the Arts Commission partners with nonprofit arts organizations to provide services through its grants program. The County also provides vital support through many other County departments, including two regional performing arts parks: the Hollywood Bowl operated by the Los Angeles Philharmonic, and the John Anson Ford Theatres operated by the Arts Commission.<sup>11</sup>

### Los Angeles County Arts Commission

The Los Angeles County Arts Commission provides leadership in cultural services of all disciplines. The Arts Commission provides leadership and staffing to support the regional blueprint for arts education, Arts for All, oversees the County's Civic Art Program for capital projects, funds the largest arts internship program for undergraduates in the County in conjunction with the Getty Foundation, supports the Los Angeles County Cultural Calendar on ExperienceLA.com and produces free community programs, including the L.A. County Holiday Celebration. In addition, on behalf of the Board of Supervisors, the Arts Commission administers a grant program that funds more than 250 nonprofit arts organizations annually.

**Indicators of County Performance:** Percentage change from prior year in participation or attendance, and of admittances to free programs at County-funded arts programs

In 2005-06<sup>12</sup>

**11%** Increase in total participation from 2004-05

**37%** Increase in free admissions at County-funded programs from 2004-05

**64%** Percentage of admittances that were to free events

### Why is it important?

Attendance or participation in County-funded arts programs is a gauge of the overall effectiveness of the Arts Commission's program to fund artistic and management projects of small, mid-sized, and large nonprofit arts organizations that provide cultural and educational services for geographically and culturally diverse County communities.

### How are we doing?

Nonprofit arts organizations across the County are serving more residents of LA County and beyond than in previous years. More than 60 percent of the admittances in 2005-06 were at no charge to participants – representing an increase of more than a third over the previous year.



9 Source: Gallery and Museum Listings, <http://artscenecal.com/Listings.html>, Art Scene, The Guide to Art Galleries and Museums in Southern California

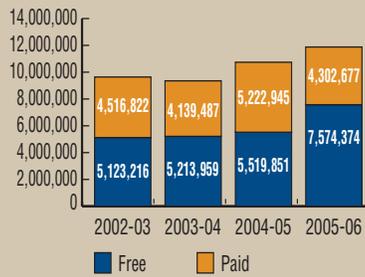
10 Source: L.A. Walls published by the City of Los Angeles Cultural Affairs Department

11 Source for all other L.A. Cultural Facts: LA Inc.

12 Data collected for 2004-05 reflects actual admittances; data for 2005-06 based on mid-year estimates.

County Progress Report

Arts Program Admittances



The graph to the left shows the change in participation or attendance, and admissions that were free, at art programs provided by County-funded arts organizations.

Los Angeles County Museum of Art

The Los Angeles County Museum of Art (LACMA) is the premier encyclopedic art museum in the western United States. The museum serves the public through the collection, conservation, exhibition, and interpretation of significant works of art from a broad range of cultures and historical periods; and translates these collections into meaningful, educational, aesthetic, intellectual, and cultural experiences for the widest array of audiences. LACMA's educational activities include classes, workshops, tours, lectures, symposia, film and music programs, many designed specifically for children and their families.

**Indicator of County Performance:** Percentage change from previous year in attendance/visitors to the Los Angeles County Museum of Art

In 2005-06:

**126%** Percentage increase in attendance/visitors to LACMA

**14%** Percentage increase in free admissions to LACMA

**95%** Percentage increase in participation in educational outreach programs for schools, families and children

Why is it important?

LACMA serves many audiences from a variety of educational and cultural backgrounds. To be accessible to all, LACMA presents artistic programs that overcome traditional barriers to attendance. Admissions are an indicator of LACMA's success in reaching out to the diverse community.

How are we doing?

The effectiveness of LACMA's mission to serve the public by presenting artistic programs to the widest array of audiences can be measured by looking at:

- Overall attendance data;
- Education program participation data; and
- The number of free admissions LACMA offers to the public.

With the inclusion of culturally diverse exhibitions such as *Tutankhamun* and the *Golden Age of the Pharaohs*, *Lords of Creation: The Origins of Maya Kingship*, *Cezanne and Pissarro*, and *Tim Hawkinson*, LACMA experienced an increase in overall attendance of 126 percent.

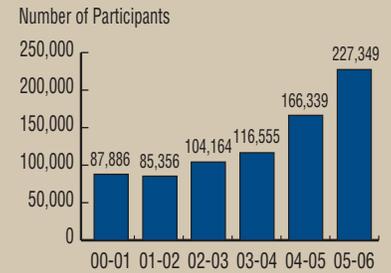
	LACMA Total Attendance	% Change
2001-02	647,766	
2002-03	764,119	18%
2003-04	799,026	5%
2004-05	654,132	-18%
2005-06	1,466,760	126%

	LACMA Free Admissions	% Change
2001-02	105,818	
2002-03	121,498	15%
2003-04	187,252	54%
2004-05	272,445	45%
2005-06	309,394	14%

NexGen, LACMA's free youth membership program, coupled with the "Free-After-Five" admission schedule, has generated a 14 percent increase in free admissions.

Over the past few years, LACMA has had a dynamic education outreach program targeting schools, families, and children across the County. As can be seen in the graph to the right, education outreach participation has increased dramatically from 2003-04 to 2005-06. Examples of LACMA's educational outreach for the past year include free or reduced admission and transportation for over 6,000 students to visit *Tutankhamun* and *the Golden Age of the Pharaohs*. The museum's two mobile classrooms, the Maya Mobile and the Ancient World Mobile, provided learning opportunities for 9,656 sixth- and seventh-grade students.

**Educational Outreach**



**Health and Mental Health**

A healthy population is critical to a thriving community today and in the future. Good health and access to good health care are basic personal needs. Government agencies provide a health care safety net for those who are unable to care for themselves.

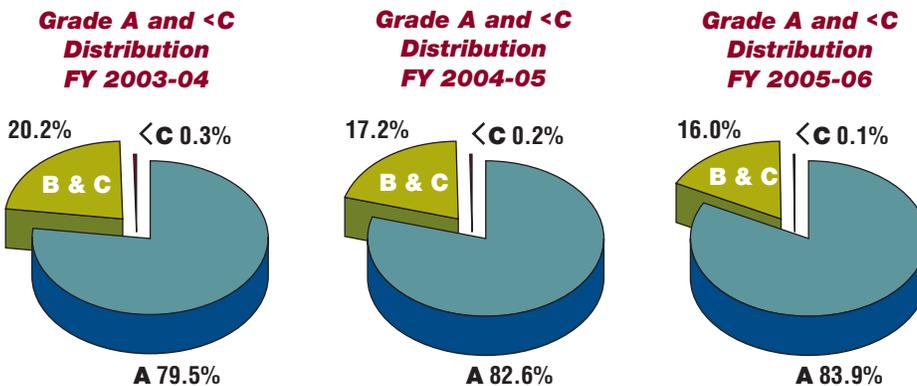
County government provides public health insurance and direct personal health care and emergency services for eligible low-income and indigent persons, as well as public health services to promote and guard public health. This section highlights the following areas:

- **Food Establishment Inspections**
- **Proposition 36 Drug Treatment Program**
- **AIDS Program and Policy**

**Food Establishment Inspections**

**Countywide Condition:** Trend of retail food establishment inspection performance

- 83.9%** Percent of "A" ratings (inspection score of higher than 90) in 2005-06
- 15.98%** Percent of "B" and "C" grade (inspection score between 70 and 89) in 2005-06
- 0.12%** Percent of ratings below a "C" grade (inspection score less than 69) in 2005-06



Source: County of Los Angeles, Department of Health Services, Environmental Health

**Indicator of County Performance:** Food facilities that showed an increase in inspection score after having employees participate in an inspection performance workshop

**54%** Percentage of food facilities that showed an increase in inspection score after their facilities received a food facility closure

**Why is it important?**

Assuring the proper food safety practices in the retail food service industry protects public health and safety. According to the Centers for Disease Control (CDC), factors that contribute most to food borne illness include: inadequate cooling and cold holding temperatures for potentially hazardous foods, preparing food too far ahead of planned service, inadequate hot holding of potentially hazardous foods, poor personal hygiene/infected persons, and inadequate reheating of foods. These, along with other risk factors, contribute to a national annual estimate of 76 million food borne illnesses, 325,000 food borne hospitalizations, and 5,000 food borne deaths. All CDC risk factors for food borne illness that are observed during the course of a routine inspection are duly noted by an inspector in the inspection report issued to the operator for corrective action.

**How are we doing?**

Environmental Health's (EH's) food establishment grading program is well liked by Los Angeles County residents. A 2001 survey revealed that 91 percent of residents liked the grading program. With an inventory of 65,535 retail sites, EH is responsible for the second largest retail food establishment inventory in the nation.

The grading program is designed to issue a score based on the presence of risk factors observed during the course of a routine inspection at a food establishment. Risk factors that are more commonly associated with food borne illness are weighted with a higher point-deduction (from a beginning total of 100 points). High-risk violations are worth six points; moderate- risk, four points; and low-risk, one point.

Grades are issued according to the score an establishment receives at a routine inspection. Grades and their corresponding inspection scores are determined as follows: "A" = 90-100 points, "B" = 80-89 points, "C" = 70-79 points. Grades are not issued to establishments scoring less than 70 points. As such, a key indicator of the proper implementation of appropriate food safety practices in retail food establishments is the distribution of food establishment grades.

Fiscal year 2005-06 the percentage of "A" grades increased to 83.9% while the percentage of scores less than a "C" grade decreased to 0.12%. These trends can be attributed to the implementation of the grading program and subsequent enhancements.

**Proposition 36 Drug Treatment Program**

**Countywide Condition:** Drug-related death, such as drug overdose among adults, is one of the leading causes of premature death in the County and can be reduced through treatment of substance abuse and related problems

**8.8** Countywide rate of drug-related deaths among adults per 100,000 population in 2003

**Indicator of County Performance:** Number of County criminal offenders in Proposition 36 programs

**9,300** Number of new offenders sentenced by the court or ordered by the California Department of Corrections and Rehabilitation to participate in Proposition 36 programs in Fiscal Year 2005-06<sup>13</sup>

**Why is it important?**

The cost to the state and County for incarcerating criminal drug offenders has decreased due to the implementation of the Proposition 36 program. According to an analysis of the Proposition 36 program's first and second year, the benefit-to-cost ratio associated with offenders completing treatment was four to one. Approximately \$4 was saved for every \$1 allocated to a person completing treatment.<sup>14</sup>

<sup>13</sup> Number of offenders is based on data collected during the first six months of 2005

<sup>14</sup> Longshore, Hawken, Urada, and Anglin, 2006

**How are we doing?**

The County's Proposition 36 program has made significant changes in the way drug offenders are handled by both the criminal justice and treatment delivery systems. Proposition 36 provides treatment as an alternative to incarcerating non-violent drug offenders as a means to reduce crime, drug use, and possibly drug-related deaths.

Since July 1, 2001, over 37,000 eligible drug offenders have been involved in Proposition 36. Of this total, approximately 70 percent entered a treatment program. This percentage is consistent with statewide results, which has a show rate of 72.6 percent for the third year.<sup>15</sup>

The completion percentage for Proposition 36 drug offenders has ranged from 27 to 30 percent. These Los Angeles County percentages are similar to the statewide results, which found approximately 34 percent completion rate for the first two years.<sup>16</sup>

**AIDS Program and Policy**

**Countywide Condition:** HIV/AIDS epidemic in Los Angeles County

In fiscal year 2004-05:

- 1,566** Number of new HIV-positive cases diagnosed in a two-year period
- 35** Average interval, in months, between HIV-positive diagnosis and AIDS diagnosis among those diagnosed with AIDS during the period
- 5.5** Average number of years between AIDS diagnosis and death from AIDS among those who died during the period

**Indicator of County Performance:** County focuses on those with or at risk for HIV/AIDS by developing effective responses in both HIV/AIDS care and prevention

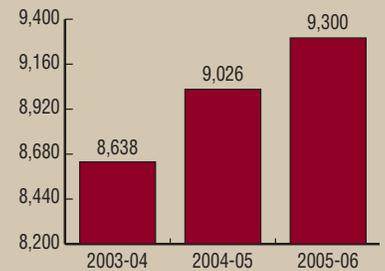
March 2005-February 2006:

- 26,505** Number of HIV tests conducted at a publicly-funded HIV testing site in Los Angeles County in the past year
- 85%** Proportion of clients who returned for their HIV test result (completed a disclosure session) in the past year
- 85%** Proportion of HIV negative clients who returned for their HIV test result (completed a disclosure session) in the past year
- 91%** Proportion of HIV positive clients who returned for their HIV test result (completed a disclosure session) in the past year
- 89%** Proportion of Ryan White Title I eligible clients enrolled in outpatient medical services who attended at least two medical visits in the past year
- 57%** Proportion of Ryan White Title I eligible clients enrolled in outpatient medical services who received at least one CD4 count every six months in the past year

**Why is it important?**

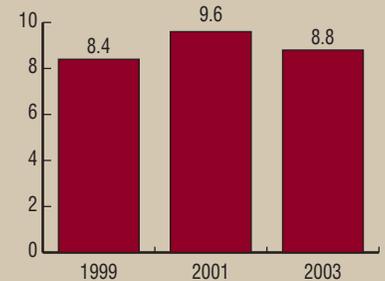
Los Angeles County is home to an estimated 60,500 people living with HIV/AIDS. It has the second largest number of living AIDS cases and estimated HIV (non-AIDS) infections among the 51 Title I Eligible Metropolitan Areas (EMAs). The challenges around delivering HIV services in this County go beyond the size and complexity of the HIV/AIDS epidemic. People of color seek HIV/AIDS care for the first time at relatively higher levels of acuity, and more frequently delay seeking care until after the onset of symptoms. AIDS surveillance data and local studies have found that feelings of stigma, discrimination, and marginalization from the community are key factors in increased incidence among minorities. In addition, it is estimated that there are approximately 13,000 to 15,000 persons living with HIV who are not aware of their status in Los Angeles County (HIV epidemiology program correspondence).

**Number of New Offenders Sentenced by the Court or Ordered to Participate in Proposition 36**



Source: County of Los Angeles Department of Public Health, Health Assessment Unit

**Rate of Drug-Related Deaths Among Adults (Adjusted per 100,000 Population)**



Source: County of Los Angeles Department of Public Health, Health Assessment Unit

15 Longshore, Urada, Evans, et al. 2005.

16 Longshore, Urada, Evans, et al. 2005.



### **How are we doing?**

Although the number of tests reported has declined for adults and youth, the HIV positivity rate has increased in the past year. Thus, Los Angeles County's efforts to target HIV testing practices such as routine testing in high prevalence areas, incorporating PCRS activities with HIV testing, and testing events in high prevalence areas will assist in diagnosing even more individuals. Three strategies will be implemented to improve disclosure rates in Los Angeles County. The use of rapid testing will continue to be promoted for the majority of HIV counseling and testing programs. The use of rapid testing will significantly increase disclosure rates in Los Angeles County. Secondly, names-based reporting will assist counselors in conducting client follow-ups for those that do not return. In addition, new mobile testing units will be purchased. Currently, Los Angeles County is exceeding the minimum public health standards of HIV/AIDS care and treatment.

### **Public Safety**

Personal and community safety is recognized as being one of our most basic needs. People need a high level of confidence regarding personal and community safety to feel secure in their homes as well as in surrounding areas. Personal and community safety confidence is the result of many public services including law enforcement, prosecutorial services, probation services, fire protection and emergency services. Residents of the County expect municipal and County leaders to provide for a safe environment. Personal and community safety is an ongoing focus of the County's public safety and justice departments. This section focuses on:

- Los Angeles County Sheriff: Crimes and Arrests
- Juvenile Justice Crime Prevention Act (JJCPA) School-Based Supervision Program
- Camp Community Transition Program (CCTP)
- Fire Department Emergency Response

#### **Los Angeles County Sheriff: Crimes and Arrests**

**Countywide Condition:** Crime rate in the County of Los Angeles for violent and property crimes (Part I Crimes) per FBI Crime Index

In 2005:

**3,463** Number of violent and property crimes per 100,000 population

**66,350** Total number of violent crimes:

**1,068** Homicides

**2,384** Forcible rapes

**26,694** Robberies

**36,204** Aggravated assaults

Source: California Department of Justice, Criminal Justice Statistics Center

**Indicator of County Performance:** The violent and property crime rate in the Los Angeles Sheriff's Department's jurisdiction

In 2005:

**3,079** Number of violent and property crimes per 100,000 population

**18,556** Total number of violent crimes:

**381** Homicides  
**619** Forcible rapes  
**5,946** Robberies  
**11,610** Aggravated assaults

Source: Los Angeles County Sheriff's Department

**Indicator of County Performance:** Number of crimes and arrests by Los Angeles County Sheriff's Department

In 2005, per the Los Angeles County Sheriff's Department:

**7%** Decrease in number of violent crimes from 2001 (from 19,981 to 18,556)  
**8%** Increase in property crimes from 2001 (from 66,308 to 71,620)  
**8%** Increase in total arrests from 2001 (from 99,352 to 107,579)

Source: Los Angeles County Sheriff's Department

**Why is this important?**

There are 47 municipal law enforcement agencies within the County of Los Angeles, including the County Sheriff's Department. The sheriff is responsible for law enforcement and public safety for all unincorporated areas of the County, as well as 40 incorporated cities that contract for the sheriff's services. All law enforcement agencies report crimes within their jurisdiction consistent with the Uniform Crime Reporting Program (UCR) administered on a national level by the Federal Bureau of Investigation (FBI) and at the state level by the Department of Justice (DOJ).

A crime rate describes the number of events that occur within a given population. Typically, this is reported as the number of crimes per 100,000 population.

Law enforcement agencies throughout the state report summary information to the DOJ on "selected crimes." The crimes, selected because of seriousness, frequency of occurrence and the likelihood of being reported to the police are homicide, forcible rape, robbery, aggravated assault, burglary, larceny-theft, motor vehicle theft and arson. These eight offenses are known as Part I crimes. Part I crimes are further broken down by violent or property crimes:

- *Violent Crimes*, which include homicide, forcible rape, aggravated assault, and robbery.
- *Property Crimes*, which include burglary, larceny-theft, motor vehicle theft, and arson.

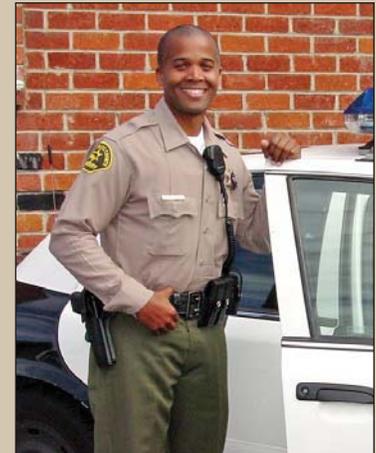
The Part I offenses are used by law enforcement agencies in the United States to reveal the extent and trend of criminal activity. Any significant change from the anticipated pattern of the figures alerts law enforcement administrators to possible problem areas.

**How are we doing?**

As indicated in Chart I, the overall crime rate within Los Angeles County has decreased during years 2000 through 2005.

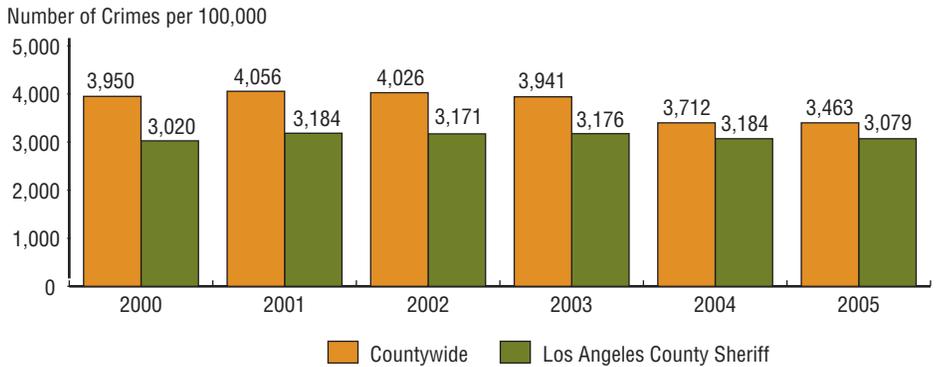
Factors contributing to crime are numerous and vary from place to place. In the Los Angeles County Sheriff's Department's jurisdiction, a population in excess of 2.9 million people, several factors affect the rate of crime, including:

- Crime reporting practices of citizens
- Economic conditions
- Demographics of the population, including the age, sex, race, and ethnicity
- Population density and community characteristics: commercial, educational, recreational, and economic

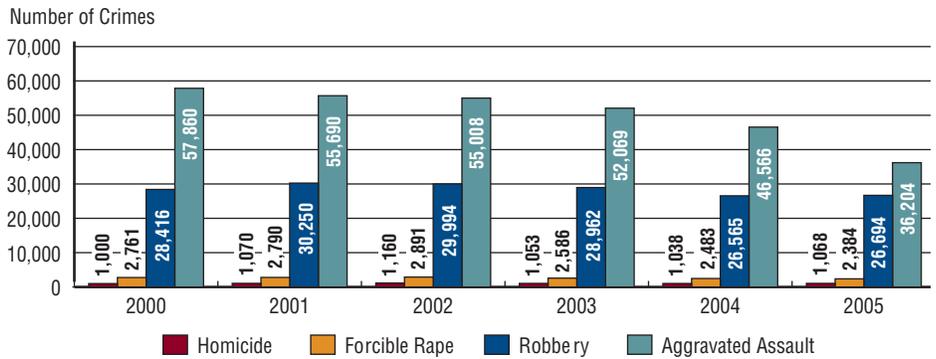


- Public attitude toward crime and law enforcement
- Number of police employees per unit of population
- Policies of prosecuting officials and courts

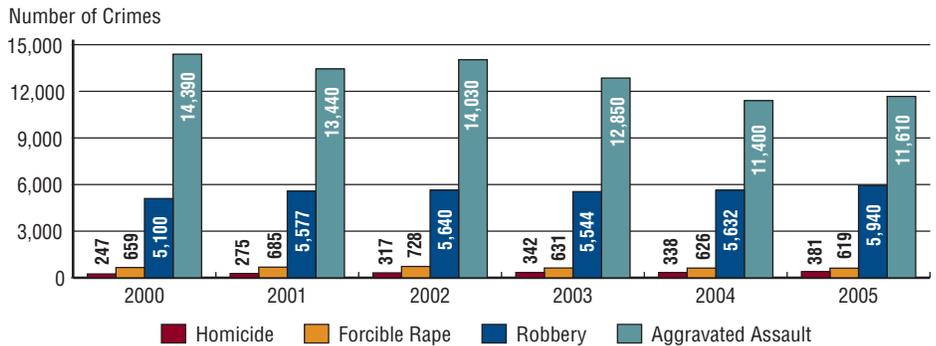
**Chart I: Crimes per FBI Crime Index for Countywide and Los Angeles County Sheriff's Department**



**Chart II: Number of Violent Crimes for Los Angeles County per FBI Index 2000-2005**



**Chart III: Los Angeles County Sheriff's Department Violent Crimes 2000-2005**



**Juvenile Justice Crime Prevention Act (JJCPA) School-Based Supervision Program**

The JJCPA School-Based Supervision Program targets schools in high crime and high need areas. This program is fundamental to the County's Local Action Plan which seeks to decrease juvenile crime. JJCPA also addresses the County's outcome measure for ensuring countywide safety and survival through effective interventions, thereby contributing to the County's effort in enhancing public safety.



**Countywide Condition:** Probation youth school performance

**92%** Percentage of high school probationers with improved school attendance

**Indicator of County Performance:** Probationers and high-risk youth on school campuses are provided prevention and intervention services to enhance school performance and reduce delinquency

For 2005-06:

**92%** Percentage of Probation youth graduating high school

**90%** Percentage of probationers successfully completing probation without a sustained petition

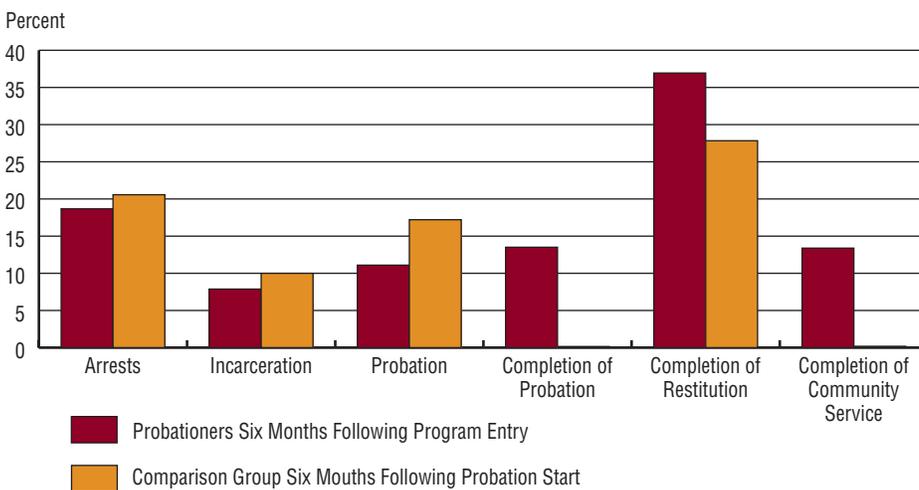
**Why is this important?**

Research indicates there is a link between school success and criminal behavior. Many youth, particularly in high-risk areas, perform poorly in school and are at high risk for involvement in delinquency and gang membership. Evidence suggests that academic failure is related to the onset of delinquency, as well as escalation in the frequency and seriousness of criminal behavior. The most important youth risk factors include truancy, dropouts, suspensions, lack of interest and commitment, and difficulties relating with peers and teachers. Research literature also shows that youth who attend school, who believe in the value of school, and who are involved both academically and socially are less likely to come in contact with the criminal justice system. The JJCPA School-Based Supervision program provides a much-needed service for high crime and high need areas in the County.

**How are we doing?**

School officials indicate that the presence of deputy probation officers (DPOs) on campuses continue to have a significant impact on the behavior of probation and non-probation youth—there have been fewer gang incidents and fights. Based on comparison group studies and the six JJCPA-mandated outcomes reflected on the graph below, program participants' arrests, incarcerations and probation violations were lower, while completion of probation, restitution and community service were higher than comparison groups. This impact is attributed to the continued and effective operation of the School-Based Supervision Program.

**School-Based Supervision High School Probationers**



Note: Graph covers a six month study conducted the first part of 2005-06 (July-Dec.).

**Camp Community Transition Program (CCTP)**

The CCTP program targets probationers transitioning from camp to the community. Many of these youth are gang-involved, drug and alcohol users, low academic performers and have multiple risk factors across multiple domains. Offenders with these types of risk profiles are known to pose a high risk for committing new crimes upon re-entry to the community. CCTP uses a specific and structured multimodal intervention approach (behavioral skills training across domains - family, peer, school, neighborhood). The program places a strong emphasis on skills training for parents and on positive role modeling by adults in the probationer's social environment.

**Countywide Condition:** Probation youth community transition

**65%** Percentage of families linked to social support network prior to youth's termination of probation services

**Indicator of County Performance:** Youth successfully transition back to the community through interventions that are family focused, dynamic, and designed to encourage behavioral change for youth and family

For 2005-06:

**81%** Percentage of youth with a school appointment to enroll within 48 hours of release from camp

**85%** Percentage of youth with DPO contact within 24 hours of camp release

**Why is it important?**

The overriding strategy of CCTP is to empower parents with the skills, resources and support needed to effectively parent their probation-involved sons/daughters and to increase the family's protective factors while decreasing risk factors. Research on the causes of delinquency and repeat offenses is correlated to negative peer groups, low school performance, and family problems. Strategically, CCTP case management interventions focus on developing and reinforcing family strengths, intervening with delinquent peer groups through the efforts of parents and reversing the cycle of poor school performance.

**How are we doing?**

In comparison to 2004-05, there has been a 20 percent increase in youth that have successfully completed probation without a subsequent sustained petition. Additionally, there has been a 5 percent increase in youth who have a school appointment to enroll within 48 hours of release from camp. Consequently, not only have CCTP participants encountered the juvenile justice system less frequently, but the expedited school appointment enrollment process diminishes a minor's opportunity to reoffend.

**Fire Department Emergency Response**

Public perception of personal and community safety is also dependent on a responsive fire department. The County Fire Department serves an area covering 2,305 square miles and serves over 4.1 million residents. The types of emergency calls received through the 911 system are an indicator of public safety trends in the County and the volume helps gauge the adequacy of the 911 system.

**Countywide Condition:** Number of emergency calls by service type for the Los Angeles County Fire Department coverage area and the percentage change

In 2005:

**10,215** Number of fire calls

**193,454** Number of emergency medical services (EMS) calls

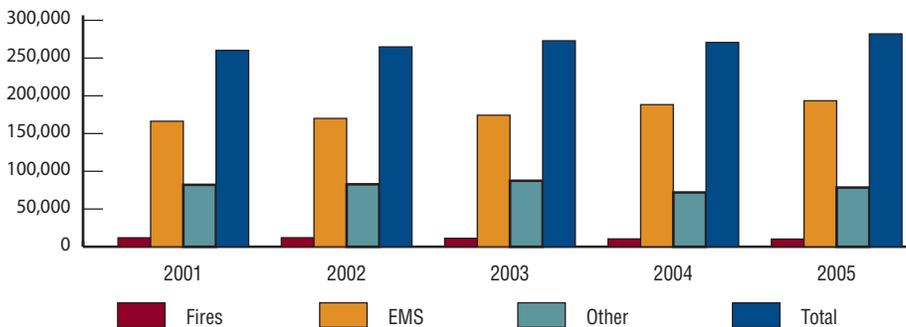


**78,442** Number of other calls, including false alarms, smoke scares, vehicle accidents and miscellaneous incidents

**8.3%** Percentage increase in total emergency calls compared to 2001

As shown in the following figure, EMS calls have increased steadily, while fire calls have remained fairly constant. The trends are likely impacted by population increases that have occurred concurrently, a greater awareness of the 911 system, and the Fire Department's focus on fire prevention methods and building inspections.

**Emergency Calls by Type**



**Indicator of County Performance:** Trend in average response time for urban, suburban and rural emergency calls

In 2005:

**4.7 minutes** Median response time for urban area calls

**5.3 minutes** Median response time for suburban calls

**7.3 minutes** Median response time for rural calls

**Why is it important?**

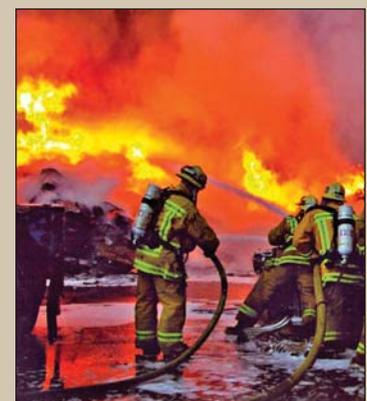
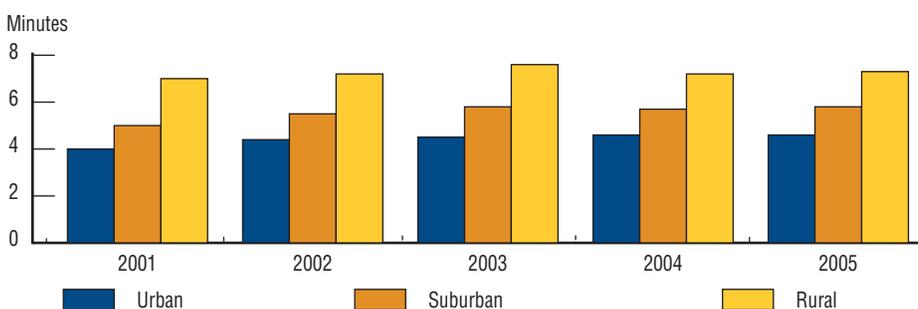
The more quickly Fire Department personnel arrive at the scene of an emergency after receipt of a 911 call, the greater the chance for a successful outcome.

**How are we doing?**

In 2005, County Fire personnel responded to over 282,000 emergency (911) calls. Over the past five years, it has responded to an average of nearly 270,000 calls annually.

The figure below displays the trend in response times since 2000-01, based on a three-month average (July – September). Emergency response time is affected by many factors, including traffic patterns, population and structure density, and number of business vs. residences. Response times are monitored separately for urban, suburban and rural areas which have differences in the factors cited. On average, these response times compare favorably with other fire departments of comparable size.

**Emergency Calls Response Times by Type**





**A Great Team**

**Hello-Goodbye**

There was an unusual number of department heads leaving the County during 2006, due to retirements, other opportunities, and death. The split of Public Health from Health Services brought another department, bringing the total to 39. While Chief Administrative Officer David E. Janssen normally administers the oath to the new department head, it is the Board of Supervisors that selects the individual to head that operation. The Board hires, fires, disciplines and sets the salaries of all department heads. The CAO works with departments to ensure that Board policies are implemented, monitors and controls countywide expenditures, and prepares budget and operational recommendations for the Board. Among those coming and leaving were Trish Ploehn, director of children and family services (Sept. 20); Robert Taylor, chief probation officer





## A Great Team

(May 3); Dr. Bruce Chernof, director of health services (May 9); Dr. Thomas Garthwaite, departing head of the Department of Health Services (January); Dr. Jonathan Fielding, director of public health (Aug. 30); Joanne Sturges, acting executive officer of the Board of Supervisors (Feb. 23), following retirement of Violet Varona; Bruce McClendon, director of planning (Sept. 25); John S. Fernandes, ombudsman (Dec. 1); John Mauceri, retiring conductor of the Hollywood Bowl Orchestra (September); James Hartl, retiring director of planning (September); Chief Probation Officer Paul Higa, who died in April; Cynthia Banks, director of community and senior services (April 12); and Satchi Hamai, executive officer of the Board of Supervisors (April 17).

