



## County of Los Angeles CHIEF EXECUTIVE OFFICE OPERATIONS CLUSTER

WILLIAM T FUJIOKA  
Chief Executive Officer

**DATE:** January 16, 2014  
**TIME:** 1:00 p.m.  
**LOCATION:** Kenneth Hahn Hall of Administration, Room 830

### AGENDA

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

1. Call to order – Santos H. Kreimann
- A) **Board Letter – AUTHORIZE THE PURCHASE OF NEW VIRTUAL DESKTOP INFRASTRUCTURE HARDWARE AND SOFTWARE FOR THE DEPARTMENT OF HEALTH SERVICES DATA CENTERS**  
DHS – Mitchell Katz or designee
- B) **Board Letter – AUTHORIZE THE PURCHASE OF CAPITAL ASSET FOR THE DEPARTMENT OF HEALTH SERVICES' FUJI RADIOLOGY PICTURE ARCHIVING AND COMMUNICATION SYSTEM CONSOLIDATION PROJECT**  
DHS/CIO – Mitchell Katz and Richard Sanchez or designee(s)
- C) **Board Letter – COUNTYWIDE CLASSIFICATION ACTIONS TO IMPLEMENT CLASSIFICATION STUDIES AND TO AMEND THE COUNTY CODE TO PROVIDE FOR UNCLASSIFIED COUNTY EMPLOYEES TO PARTICIPATE IN PROMOTIONAL EXAMS**  
CEO Class/Comp – Steve Masterson or designee
- D) **Board Letter – COUNTYWIDE CLASSIFICATION ACTIONS: INFORMATION TECHNOLOGY STUDY**  
CEO Class/Comp – Steve Masterson or designee
- E) **Upcoming IT Items**  
CIO – Richard Sanchez or designee
- F) **Risk Management Presentation**  
DHR – Lisa Garrett or designee
2. Public Comment
3. Adjournment

February 4, 2014

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

Dear Supervisors:

**AUTHORIZE THE PURCHASE OF NEW VIRTUAL DESKTOP  
INFRASTRUCTURE HARDWARE AND SOFTWARE FOR THE DEPARTMENT  
OF HEALTH SERVICES DATA CENTERS  
(ALL SUPERVISORIAL DISTRICTS)  
(3 VOTES)**

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

**SUBJECT**

Authorize the purchase of new Virtual Desktop Infrastructure hardware and software for 3,000 desktop users across the Department of Health Services.

**IT IS RECOMMENDED THAT THE BOARD:**

Authorize the Internal Services Department (ISD), as the County's Purchasing Agent, to proceed with the purchase of new Virtual Desktop Infrastructure (VDI) hardware, software, and professional services for all Department of Health Services (DHS) Data Centers, with a total cost of approximately \$8,000,000. In accordance with County Purchasing Policy #P-2710, the Board's approval is required to purchase capital assets (formally referred to as fixed assets) that exceed the \$250,000 threshold established by the Board.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

Approval of this action will allow for the acquisition of new VDI hardware, software, and professional services, which includes support, configuration, installation, testing, three (3) years of maintenance, and a three year warranty for all six (6) DHS Data Centers. This effort is part of DHS' various systems consolidation strategies and also supports the new Electronic Health Record (EHR) System known as the Online Real-Time Centralized Health Information Database (ORCHID). The new VDI hardware and software is needed to: 1) centralize user and desktop management within each local DHS Data Center to provide user desktop access, while reducing the ongoing operating costs of managing, maintaining, and servicing 3,000 users and their desktops across all DHS facilities; 2) enable the use of lower cost zero-client terminals in the place of desktop personal computers for access by users; 3) provide enhanced security by centralizing administration of approved user desktop applications,

user access permissions, and enabling single user sign on through a badge-based Radio Frequency Identification (RFID) System; and 4) provide for future growth as the hardware will include sufficient data and computing capacity to meet DHS' current needs and also allows for future expansion as needs increase.

In addition, DHS has embarked on an effort to replace its current clinical information system – the QuadraMed Affinity suite – with ORCHID. As part of this effort, DHS completed a technical readiness assessment (assessment). Based on the results of the assessment, it was determined that the ORCHID System requires virtual hardware (desktop) upgrades to support the ORCHID software. As a result, some of the current hardware (legacy desktops) will be replaced with new virtual hardware. The current hardware (legacy desktops) will be repurposed throughout the department. These efforts are part of DHS' goal of standardizing desktop images across DHS facilities.

On October 16, 2001, the Board adopted a purchasing policy whereby departments must obtain Board approval to purchase or finance equipment with a unit or system cost of \$250,000 or greater prior to submitting the requisition to the County's Purchasing Agent. This hardware exceeds the established \$250,000 threshold for capital asset purchases and requires the Board's approval to proceed with the purchasing transaction.

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

The recommended action will support Goal 1, Operational Effectiveness, of the County's Strategic Plan.

### **FISCAL IMPACT/FINANCING**

The total one-time estimated net cost of the hardware is approximately \$8,000,000 and includes professional services, three (3) years maintenance, and a three (3) year warranty. The details comprising the estimated total costs are shown in Attachment II.

Funding is included in the Capital Project – Electronic Health Record Information System (known as ORCHID), Fund (J-16-HE) Fiscal Year 2013-14 Adopted Budget for County Infrastructure.

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

On October 16, 2001, the Board approved the classification categories for fixed assets and new requirements for major capital assets purchases requiring County departments to obtain Board approval to purchase or finance equipment

with a unit cost of \$250,000 or greater prior to submitting their requisition to the County's Purchasing Agent.

The County's Chief Information Officer recommends approval of this purchase and that Office's Analysis is attached (Attachment I).

**CONTRACTING PROCESS**

This is a commodity purchase under the statutory authority of the County's Purchasing Agent. This acquisition will be competitively bid by the County's Purchasing Agent in accordance with the standard County Purchasing Policies and Procedures established by ISD.

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

Approval of the recommendation will enable continued implementation of DHS' various systems consolidation strategies and also supports the ORCHID software.

Respectfully submitted,

Mitchell H. Katz, M.D.  
Director

MHK:lr

Attachments

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Internal Services Department

## ATTACHMENT II

<b>DESCRIPTION*</b>	<b>ONE-TIME COST</b>
Hardware and Software Subtotal	\$5,717,406.20
Maintenance & Support Subtotal	\$1,903,503.00
Custom Shipping and Handling Services	\$48,760.00
3 Year Warranty	\$72,000.00
Sales Tax	\$399,144.99
<b>GRAND TOTAL</b>	<b>\$8,140,814.19</b>

\*This acquisition will be competitively bid by the County's Purchasing Agent.

February 4, 2014

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

Dear Supervisors:

**AUTHORIZE THE PURCHASE OF CAPITAL ASSET FOR THE DEPARTMENT OF  
HEALTH SERVICES' FUJI RADIOLOGY PICTURE ARCHIVING AND  
COMMUNICATION SYSTEM CONSOLIDATION PROJECT  
(ALL SUPERVISORIAL DISTRICTS)  
(3 VOTES)**

CIO RECOMMENDATION: APPROVE []

**SUBJECT**

Authorize the purchase of hardware, software, and professional services to replace the end-of-life Fuji Radiology Picture Archiving and Communication System hardware currently being used throughout the Department of Health Services.

**IT IS RECOMMENDED THAT THE BOARD:**

Authorize the Internal Services Department (ISD), as the County's Purchasing Agent, to proceed with the purchase of hardware, software, and professional services for the Department of Health Services (DHS) FujiFilm Medical Systems USA, Inc. (Fuji) Radiology Picture Archiving and Communication System (PACS) Consolidation Project (Project) at a total cost of \$2,426,046. In accordance with County Purchasing Policy #P-2710, the Board's approval is required to purchase capital assets (formally referred to as fixed assets) that exceed the \$250,000 threshold established by the Board.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

Approval of this action will provide for the acquisition of hardware, software, and professional services for the DHS Fuji Radiology PACS Consolidation Project. The Project will centralize and build redundancy of the DHS Fuji Radiology PACS between the LAC+USC MC and MLK MACC Data Centers, thus eliminating existing points of failure throughout DHS and will support the County's virtualization efforts.

The existing end-of-life hardware throughout DHS facilities will no longer be supported and will be replaced by purchase of this capital asset hardware. The Project will support future data growth since the hardware at Data Centers will include sufficient data capacity to meet DHS' current needs and will allow for additional hardware expansion as DHS' needs increase. Professional services will provide required interfaces between Fuji and Online Real-Time Centralized Health Information Database (ORCHID) while maintaining existing interfaces with other related downstream applications.

DHS Fuji Radiology PACS is used enterprise wide for providing a turnkey comprehensive Radiology solution and has been designated as a standard solution for DHS. PACS supports an estimated one million Radiology procedures annually for radiologists to view new and comparison Radiology studies; provide patient diagnosis while reading the images on-line via a Food and Drug Administration (FDA) compliant diagnostic workstation; use speech recognition technology; and complete a Radiology report. PACS will also be interfaced with the ORCHID.

On October 16, 2001, the Board adopted a purchasing policy whereby departments must obtain Board approval to purchase or finance equipment with a unit or system cost of \$250,000 or greater prior to submitting the requisition to the County's Purchasing Agent. This hardware exceeds the established \$250,000 threshold for capital asset purchases and requires the Board's approval to proceed with the purchasing transaction.

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

The recommended action will support Goal 1, Operational Effectiveness, of the County's Strategic Plan.

### **FISCAL IMPACT/FINANCING**

The total one-time net cost for the hardware, software, and professional services for the installation, configuration, and testing/training, and a one-year, no cost, warranty is \$2,426,046. The combined hardware and software costs are \$1,934,696, and the professional services costs are \$491,350.

Funding is included \_\_\_\_\_.

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

On October 16, 2001, the Board approved the classification categories for fixed assets and new requirements for major capital assets purchases requiring County departments to obtain Board approval to purchase or finance equipment with a unit cost of \$250,000 or greater prior to submitting their requisition to the County's Purchasing Agent.

The Honorable Board of Supervisors  
February 4, 2014  
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The County's Chief Information Officer recommends approval of this purchase and that Office's Analysis is attached (Attachment I).

**CONTRACTING PROCESS**

This is a commodity purchase under the statutory authority of the County's Purchasing Agent and will be accomplished in accordance with County Purchasing Policies and Procedures established by ISD. This purchase of hardware, software, and professional services is required to replace end-of-life Fuji Radiology PACS components. This hardware upgrade purchase cannot be obtained from any other vendor other than Fuji since Fuji is DHS' Radiology PACS vendor and the only vendor that can provide 24/7 maintenance and support for the entire DHS-wide PACS.

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

Approval of the recommendation will ensure the purchase of the hardware, software, and associated professional services for the DHS Fuji Radiology PACS Project.

Respectfully submitted,

Reviewed by:

Mitchell H. Katz, M.D.  
Director

Richard Sanchez  
Chief Information Officer

MHK:RS:lr

Attachment

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Internal Services Department



County of Los Angeles  
**CHIEF EXECUTIVE OFFICE**

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

WILLIAM T FUJIOKA  
Chief Executive Officer

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

February 04, 2014

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

Dear Supervisors:

**COUNTYWIDE CLASSIFICATION ACTIONS  
TO IMPLEMENT CLASSIFICATION STUDIES AND TO AMEND THE COUNTY CODE  
TO PROVIDE FOR UNCLASSIFIED COUNTY EMPLOYEES TO  
PARTICIPATE IN PROMOTIONAL EXAMS  
(ALL DISTRICTS - 3 VOTES)**

**SUBJECT**

This letter and accompanying ordinance will update the tables of classes of positions and the departmental staffing provisions by deleting classifications and by reclassifying positions in various County departments, and amend the County Code to provide for unclassified employees to participate in promotional exams.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Approve the accompanying ordinance amending Title 6, Salaries, of the County Code to delete four (4) non-represented classifications and to reclassify 26 positions to implement results of classification studies in the departments of Agricultural Commissioner/Weights and Measures, Chief Executive Officer, County Counsel, Fire, Health Services, Mental Health, Registrar-Recorder/County Clerk, and Sheriff.
2. Approve an ordinance amending Title 6, Salaries, of the County Code to permit any person employed full-time in the unclassified civil service to compete in promotional examinations in the County's classified service.

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

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

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

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

### **Deleted Classifications**

In conjunction with our continuing goal of reducing classifications, we are recommending the deletion of four (4) non-represented classifications (Attachment A). This recommendation is consistent with the County's strategy to reduce the number of obsolete classifications.

### **Reclassifications**

There are 26 positions in eight (8) departments being recommended for reclassification (Attachment B). The duties, responsibilities and/or utilization of these positions have changed since the original allocations were made. The positions would be more appropriately classified in the recommended classes.

### **County Code Amendment – Promotional Examinations**

Currently, Section 6.02.060 of the County Code provides for the promotion and transfer of Superior Court personnel to County positions. The recommended amendment extends the same rights to unclassified personnel that are granted to classified personnel to allow them to participate in both open competitive and promotional examinations. At present, unclassified personnel are only permitted to compete in open

competitive examinations. The proposed changes have been reviewed and approved by County Counsel.

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

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

### **FISCAL IMPACT/FINANCING**

The projected budgeted annual cost for the 26 positions that will be reclassified is estimated to total \$212,772 (all funds). Net County cost is estimated to be \$82,552. Cost increases associated with upward reclassification actions will be absorbed within the Board's adopted budget for each affected department. No additional funding is required.

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

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

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

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

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

Respectfully submitted,

WILLIAM T FUJIOKA  
Chief Executive Officer

The Honorable Board of Supervisors  
February 4, 2014  
Page 4

WTF:BC:JA  
SJM:AE:mt

Attachments (2)

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

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1/9/2014 7:21 AM

DRAFT

NON-REPRESENTED CLASSES RECOMMENDED FOR DELETION

Item No.	Title
1049	Chief, Staff Support Operations, Fire
1046	Head, Financial Management, County Counsel
1089	Head, Management Services, Public Defender
1685	Principal Deputy Affirmative Action Compliance Officer (UC)

DRAFT

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS****AGRICULTURAL COMMISSIONER/WEIGHTS AND MEASURES**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Management Analyst Item No. 1848A NM 87A Non-Represented	1	Senior Departmental Personnel Technician Item No. 1849A NM 91A Non-Represented

The subject position is located within the Human Resources Division and reports to a Departmental Human Resources Manager I. The position is responsible for managing and providing Return-To-Work services. The duties include reviewing incident/accident reports and reporting forms; monitoring, tracking, and updating leave records; conducting and/or coordinating ergonomic evaluations; and maintaining California Recordkeeping Logs, correspondence for State Disability/Unemployment Benefits inquiries, and drug and alcohol tests. The duties performed meet the classification standards for Senior Departmental Personnel Technician, a class which performs the more complex and non-routine assignments and serves as a resource specialist in a technical personnel specialty. Therefore, we recommend upward reclassification to Senior Departmental Personnel Technician.

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**

**CHIEF EXECUTIVE OFFICER**

No of Pos.	Present Classification	No of Pos.	Classification Findings
1	Senior Analyst, CEO Item No. 0829A N35M 101A Non-Represented	1	Principal Analyst, CEO Item No. 0830A N35M 109A Non-Represented
1	Special Services Assistant IV Item No. 0853A N23 S13 Non-Represented	1	Manager, CEO Item No. 0845A N23 S15 Non-Represented

The subject Senior Analyst, CEO position is assigned to eHR Position Control Unit within the Budget Development and Finance Division, where it will act as “Team Lead” to the four (4) other analysts and will serve as the technical expert regarding eHR policies, practices and guidelines. Duties will include providing recommendations involving the largest County departments, directing specialized studies, providing onsite training to departments, and developing recommendations based on eHR Position Control regulations and policies. The duties and responsibilities meet the allocation criteria for Principal Analyst, CEO, a class that provides expert professional staff support in the planning, coordination, direction and control of specialized County functions, and may serve in a lead or supervisory role to a team of analysts. As such, we recommend upward reclassification to Principal Analyst, CEO.

The subject Special Services Assistant IV position is assigned to the eHR Position Control Unit and reports to a Senior Manager, CEO. The position is responsible for the countywide coordination and control of the eHR Position Control system and directs five (5) subordinate analysts engaged in the analysis and recommendation of eHR policies, Position Control system upgrades, and Board reports. It also assists departmental managers to identify their eHR business needs and develops solutions to meet those needs. The duties and responsibilities are consistent with the allocation standards of Manager, CEO, a class which assists the Senior Manager in the administration of the countywide function. Therefore, we recommend upward reclassification to Manager, CEO.

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)**

**COUNTY COUNSEL**

No of Pos.	Present Classification	No of Pos.	Classification Findings
4	Senior Typist-Clerk Item No. 2216A NMV 67D Represented	3	Departmental Personnel Assistant Item No. 1842A NM 69J Represented
		1	Senior Departmental Personnel Assistant Item No. 1843A NM 80C Non-Represented

Three (3) of the subject Senior Typist-Clerk positions are assigned to the Human Resources Office and report to an Administrative Services Manager II. The duties include processing employee promotions and terminations; interpreting provisions within the County Code and various Memorandum of Understanding; scheduling and tracking Livescan appointments; maintaining employee files and records; conducting new employee orientations; generating and distributing employee identification cards, keys and access cards; and acting as liaison between the Auditor-Controller's Shared Services staff and the Department of Human Resources' Benefits Division. The duties and responsibilities meet the allocation standards for the Departmental Personnel Assistant, a class that is responsible for independently performing clerical personnel work and analyzing personnel problems of limited scope and difficulty. Therefore we recommend upward reclassification to Departmental Personnel Assistant.

The last Senior-Typist Clerk position reports to an Administrative Services Manager II and assists a Senior Departmental Personnel Technician in the administration of examinations and in the hiring process. Duties include entering incoming job applications into the departmental and countywide examination tracking systems; reviewing applications and certification lists; coordinating interviews; functioning as the Department's Hiring Manager via the Certification Desk Management System; and providing information regarding the Civil Service Rules. The duties and responsibilities of the position meet the scope and level of the Senior Departmental Personnel Assistant, a class that assists technical human resources staff in carrying out the personnel program of a County department. Therefore, we recommend upward reclassification to Senior Departmental Personnel Assistant.

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)****FIRE – ADMINISTRATION**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
5	Administrative Assistant III Item No. 0889A NM 85K Represented	5	Administrative Services Manager I Item No. 1002A NM 93L Non-Represented

The subject positions are assigned to the Budget Services Section and report to a Supervising Administrative Assistant III. The departmental budget exceeds \$900 million, and the budget responsibilities are divided between the five (5) subject positions, which serve as leads in their respective area, with full responsibility for budgets exceeding several million dollars in addition to Special Funds or grant-funded contracts. The duties include calculating miscellaneous billing rates and fees; preparing actual reports and monthly projections for services, supplies, fixed assets and revenue, employee benefits and salary; and interacting with outside agencies and County executives. The duties and responsibilities meet the classification standards for Administrative Services Manager I, a class which independently performs a full range of difficult to complex analytical assignments. Thus, we recommend upward reclassification to Administrative Services Manager I.

**HEALTH SERVICES – ADMINISTRATION**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Automotive Equipment Inspector Item No. 6045A Flat Rate Represented	1	Automotive Equipment Coordinator Item No. 6043A NM 88B Represented

The subject Automotive Equipment Inspector position reports to the Senior Emergency Medical Services Program Head and is assigned to the Health Services Administration, Emergency Medical Services Agency. The position is responsible for coordinating the procurement, inspection, assignment, maintenance, repair and disposal of a fleet of automotive equipment. It also participates in the agency's budget preparation. The duties and responsibilities of the subject position meet the scope and level of Automotive Equipment Coordinator, a class that serves as the agency coordinator for the automotive fleet equipment, specifically in the areas of procurement, inspection, assignment, maintenance, repair and disposal of fleet equipment. As such, we recommend upward reclassification to Automotive Equipment Coordinator.

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)****HEALTH SERVICES – METROCARE NETWORK**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Medical Stenographer Item No. 2180A N3M 71D Represented	1	Senior Typist-Clerk Item No. 2216A NMV 67D Represented

The subject position is assigned to the Department of Emergency Medicine at Harbor-UCLA Medical Center and reports to the department administrator. The position's duties and responsibilities include assisting in the process of recruitment, evaluation and selection of new residents; maintaining personnel files and performance evaluations; preparing rotation schedules; coordinating orientation sessions; and monitoring compliance with clinical performance and attendance. Medical Stenographer positions typically are expected to take and transcribe dictation of a medical nature involving a substantial amount of medical terminology and knowledge of medical procedures. The scope of responsibilities and duties performed by the subject position are consistent with the allocation standards of the Senior Typist-Clerk, which performs highly-specialized clerical duties. Therefore, we recommend downward reclassification to Senior Typist-Clerk.

**HEALTH SERVICES – OFFICE OF MANAGED CARE**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Assistant Nursing Director I Item No. 5314A N41 RN11 Non-Represented	1	Supervising Staff Nurse I Item No. 5338A N21 RN06 Represented

This is a continuation of the study conducted in response to the Department of Health Services' request to reorganize the Office of Managed Care to transform managed care services and to respond to the massive health care delivery changes required by the California 1115 Medicaid Waiver and the impending national health reform. This action will provide the appropriate position allocation and organization structure to assist the department with recruitment efforts. Therefore, we recommend downward reclassification to Supervising Staff Nurse I

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)****MENTAL HEALTH**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Intermediate Typist-Clerk Item No. 2214A NMV 62K Represented	1	Graphic Arts Aid Item No. 7957A NM 69G Represented
1	Psychiatric Social Worker II Item No. 9035A N3MW 88B Represented	1	Mental Health Clinical Supervisor Item No. 9038A N3MW 92C Represented

The subject Intermediate Typist-Clerk position is assigned to the Public Information Office, where it provides public-relations related services through various forms of media. The position is responsible for preparing the departmental electronic newsletter and websites, including the design, layout, editing, formatting and uploading of content, site testing, and transmittal to the department employees and stakeholders; assisting the departmental program staff to create visual aids; assisting with the production of departmental quarterly virtual "town hall" meetings; and providing clerical back-up coverage. The subject position meets the allocation standards for Graphic Arts Aid, a class that independently produces freehand and quick production artwork of limited variety and complexity. Therefore, we recommend upward reclassification to Graphic Arts Aid.

The subject Psychiatric Social Worker II position is assigned to the department's Adult System of Care Bureau and reports to a Mental Health Clinical Program Head. The position provides administrative and clinical supervision to a team of clinical and support staff. Specifically, the duties include planning, assigning, and evaluating the work of staff and providing guidance and consultation with respect to work performance and case-management. By definition, Mental Health Clinical Supervisor is a classification, which supervises multidisciplinary and ancillary support staff to plan and organize a mental health services program for mentally or emotionally disturbed clients. Therefore, we recommend upward reclassification to Mental Health Clinical Supervisor.

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

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
7	Microfilm Camera Operator II Item No. 7046A NM 62D Represented	7	Intermediate Clerk Item No. 1138A NMV 61L Represented

The subject positions are assigned to the Document Imaging and Mailing Section, where they are responsible for processing legal documents. Duties include verifying documents' accuracy, scanning the documents into a server and converting into digital images; mailing original documents back to the sender; and creating microfilm copies of scanned documents. By definition, Microfilm Operator II is a classification that operates a microfilm planetary camera and related equipment. The scope of responsibilities are more consistent with the classification concepts of the Intermediate Clerk, a class that performs specialized clerical duties requiring a working knowledge of specialized subject matter and the specialized clerical functions involved. Therefore, we recommend downward reclassification to Intermediate Clerk.

**SHERIFF – ADMINISTRATION**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Supervising Operations Assistant II, Sheriff Item No. 1232A NM 95D Non-Represented	1	Administrative Services Manager I Item No. 1002A NM 93L Non-Represented

The subject position is located in the Administrative and Training Division/Fiscal Administration/Contracts Unit and reports to an Administrative Services Manager II. The duties include conducting contract feasibility and cost studies, managing the proposal/bid evaluation process, drafting Board Letters, and participating in briefings to the Board offices prior to awarding of contracts. The level of work performed is more consistent with the classification standards for the Administrative Services Manager I, a class which independently performs a full range of difficult to complex analytical assignments and makes recommendations on complex issues that directly impact departmental programs and administrative operations, such as contract administration. As such, we recommend downward reclassification to Administrative Services Manager I.

**RECOMMENDATIONS FOR POSITION RECLASSIFICATIONS (Cont'd)****SHERIFF – GENERAL SUPPORT SERVICES**

<b>No of Pos.</b>	<b>Present Classification</b>	<b>No of Pos.</b>	<b>Classification Findings</b>
1	Law Enforcement Psychologist, Sheriff Item No. 8700A NM 103D Represented	1	Industrial/Organizational Consultant, Sheriff Item No. 8701A NM 109A Non-Represented

The subject position is assigned to the Administrative and Training Division/Employee Support Services Bureau and reports to an Assistant Director, Employee Support Services, Sheriff, where it provides on-site psychological consultation services to departmental command staff, unit managers, and supervisors in order to plan, develop and implement comprehensive training programs. The responsibilities include consulting with division and bureau level management and supervisory personnel to identify and develop programs to address training needs, developing new programs to address organizational challenges such as excessive use of force against special needs inmates, and meeting with division executive staff.

The Industrial/Organizational Consultant, Sheriff classification functions as an Industrial/Organizational Psychologist utilizing motivational skills and practical experience in training and presenting various topics to large groups of first-line supervisory and managerial personnel within the department. Since the responsibilities and duties assigned to the position meet the allocation standards for the Industrial/Organizational Consultant, Sheriff, we recommend upward reclassification.



# County of Los Angeles CHIEF EXECUTIVE OFFICE

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

WILLIAM T FUJIOKA  
Chief Executive Officer

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

February 4, 2014

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

Dear Supervisors:

**COUNTYWIDE CLASSIFICATION ACTIONS:  
INFORMATION TECHNOLOGY OCCUPATIONAL STUDY  
(ALL SUPERVISORIAL DISTRICTS)  
(3 VOTES)**

**SUBJECT**

This letter and accompanying ordinance will update the tables of classes of positions and departmental staffing provisions by further implementing the findings of the Countywide Information Technology (IT) Occupational Study.

**IT IS RECOMMENDED THAT THE BOARD:**

Approve the accompanying ordinance amending Title 6, Salaries, of the County Code to reclassify 93 positions in the departments of Agricultural Commissioner/Weights and Measures, District Attorney, Registrar-Recorder/County Clerk, and Sheriff as part of the ongoing implementation of the Countywide IT Occupational Study.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

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

These recommendations will ensure the proper classification and compensation of positions based upon the duties and responsibilities assigned to these jobs (Attachment A). This is a primary goal of the County's classification and compensation system.

Positions reclassified upward, downward and laterally are consistent with the class concepts of the proposed classifications.

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

### **Countywide Information Technology Occupational Study – Phase II**

Phase II of the Countywide IT Occupational Study covers the classification and allocation of supervisory and management IT positions. Previously, your Board has approved the creation of nine IT supervisory and management classifications along with four “principal” level IT classifications that reflect current-day IT practices of public and private sector organizations. As we continue to implement Phase II, lower-level IT related positions are reviewed and reclassified and organizational structures are realigned where appropriate.

#### **Agricultural Commissioner/Weights & Measures**

We have reviewed nine (9) positions within the Management and Technical Services Division and are recommending reclassification of four (4) positions.

#### **District Attorney**

We have reviewed 43 positions within the Systems Division and are recommending reclassification of 21 positions, as well as the reorganization of various IT functions throughout the Division. These actions will provide appropriate position allocation and organization structure

#### **Registrar- Recorder/County Clerk**

We are recommending reclassification of one (1) Information Systems Supervisor II, which is an obsolete classification to the new Information Technology Supervisor position.

#### **Sheriff**

We have reviewed 296 positions within the Data Systems Bureau of the Technical Services Division and are recommending reclassification of 67 positions, as well as the reorganization of various IT functions throughout the Division. These actions will

consolidate all departmental IT functions within the Data Systems Bureau and provide appropriate position allocation and organization structure, which will assist in the recruitment and retention of technically skilled staff and aid in reducing reliance on contract agency personnel.

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

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

### **FISCAL IMPACT/FINANCING**

The projected budgeted annual cost for the 93 positions that will be reclassified is estimated to total \$506,147. Net County cost is estimated to be \$504,759. Cost increases associated with the upward reclassification actions will be absorbed within the Board's adopted budget for each affected department. No additional funding is required.

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

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

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

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

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

Respectfully submitted,

WILLIAM T FUJIOKA  
Chief Executive Officer

The Honorable Board of Supervisors  
February 4, 2014  
Page 4

WTF:BC:JA  
SJM:AE:mt

Attachment

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

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**AGRICULTURAL COMMISSIONER/WEIGHTS AND MEASURES**

<b>No of Pos</b>	<b>Present Classification</b>	<b>No of Pos</b>	<b>Classification Findings</b>
1	Information Systems Supervisor I Item No. 2595A NM 100B Non-Represented	1	Information Technology Supervisor Item No. 2598A NM 105E Non-Represented
1	Information Technology Aide Item No. 2584A NM 71F Represented	1	Information Technology Technical Support Analyst I Item No. 2545A NM 83F Represented
1	Senior Information Systems Support Analyst Item No. 2536A NM 98B Non-Represented	1	Information Technology Technical Support Supervisor Item No. 2548A NM 96C Non-Represented
1	Senior Information Technology Aide Item No. 2585A NM 77F Represented	1	Information Technology Technical Support Analyst II Item No. 2546A NM 87F Represented

**DISTRICT ATTORNEY**

<b>No of Pos</b>	<b>Present Classification</b>	<b>No of Pos</b>	<b>Classification Findings</b>
4	Information Systems Analyst I Item No. 2590A NM 89F Represented	4	Information Technology Technical Support Analyst II Item No. 2546A NM 87F Represented
11	Information Systems Analyst II Item No. 2591A NM 92B Represented	1	Operating Systems Analyst Item No. 2550A NM 95B Represented
		10	Senior Information Technology Technical Support Analyst Item No. 2547A NM 91F Represented
3	Information Systems Supervisor I Item No. 2595A NM 100B Non-Represented	2	Information Technology Supervisor Item No. 2598A NM 105E Non-Represented
		1	Information Technology Technical Support Supervisor Item No. 2548A NM 96C Non-Represented
2	Information Systems Supervisor II Item No. 2596A NM 104K Non-Represented	2	Information Technology Manager I Item No. 2565A N23 S11 Non-Represented
1	Senior Application Developer Item No. 2525A NM 97B Represented	1	Operating Systems Analyst Item No. 2550A NM 95B Represented

**REGISTRAR-RECORDER/COUNTY CLERK**

<b>No of Pos</b>	<b>Present Classification</b>	<b>No of Pos</b>	<b>Classification Findings</b>
1	Information Systems Supervisor II Item No. 2596A NM 104K Non-Represented	1	Information Technology Supervisor Item No. 2598A NM 105E Non-Represented

**SHERIFF – GENERAL SUPPORT SERVICES**

<b>No of Pos</b>	<b>Present Classification</b>	<b>No of Pos</b>	<b>Classification Findings</b>
18	Computer Operator Specialist Item No. 2492A NM 74J Represented	6	Information Technology Technical Support Analyst I Item No. 2545A NM 83F Represented
		7	Information Technology Technical Support Analyst II Item No. 2546A NM 87F Represented
		5	Senior Information Technology Technical Support Analyst Item No. 2547A NM 91F Represented

**SHERIFF – GENERAL SUPPORT SERVICES (cont'd)**

<b>No of Pos</b>	<b>Present Classification</b>	<b>No of Pos</b>	<b>Classification Findings</b>
7	Information Systems Analyst II Item No. 2591A NM 92B Represented	2  4  1	Application Developer I Item No. 2520A N2M 90C Represented  Application Developer II Item No. 2521A N2M 92C Represented  Senior Network Systems Administrator Item No. 2560A NM 97F Represented
1	Information Systems Analyst II Item No. 2591N NM 92B Represented	1	Application Developer II Item No. 2521N N2M 92C Represented
8	Information Systems Manager I Item No. 2573A NM 110E Non-Represented	1  6  1	Information Technology Manager I Item No. 2565A N23 S11 Non-Represented  Information Technology Specialist I Item No. 2569A NM 110E Non-Represented  Information Technology Specialist II Item No. 2570A NM 115G Non-Represented



**SHERIFF – GENERAL SUPPORT SERVICES (cont'd)**

<b>No of Pos</b>	<b>Present Classification</b>	<b>No of Pos</b>	<b>Classification Findings</b>
16	Information Systems Supervisor II Item No. 2596A NM 104K Non-Represented	1	Database Administrator Item No. 2620A NM 105E Non-Represented
		1	Information Technology Security Specialist Item No. 2603A NM 103H Non-Represented
		3	Information Technology Supervisor Item No. 2598A NM 105E Non-Represented
		2	Principal Application Developer Item No. 2526A NM 104B Non-Represented
		3	Principal Information Systems Analyst Item No. 2594A NM 104E Non-Represented
		3	Principal Network Systems Administrator Item No. 2561A NM 104E Non-Represented
		3	Principal Operating Systems Analyst Item No. 2552A NM 105E Non-Represented

**SHERIFF – GENERAL SUPPORT SERVICES (cont'd)**

<b>No of Pos</b>	<b>Present Classification</b>	<b>No of Pos</b>	<b>Classification Findings</b>
1	Information Systems Supervisor II Item No. 2596N NM 104K Non-Represented	1	Principal Application Developer Item No. 2526N NM 104B Non-Represented
1	Information Technology Specialist I Item No. 2569A NM 110E Non-Represented	1	Information Technology Manager II Item No. 2571A N23 S12 Non-Represented
7	Senior Information Systems Analyst Item No. 2593A NM 100B Non-Represented	7	Senior Application Developer Item No. 2525A NM 97B Represented
3	Supervisor, Computer Operations Item No. 2507A NM 82D Represented	3	Information Technology Technical Support Supervisor Item No. 2548A NM 96C Non-Represented

# Board IT Agenda Items

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
DHS	Successor Agreement with University HealthSystem Consortium for Patient Safety and Risk Management System	Successor Agreement with the University HealthSystem Consortium (UHC) for the provision of a patient safety and risk management platform called Safety Intelligence (SI) at all Department of Health Services and Department of Public Health facilities, as well as Department of Mental Health, Fire Department and Sheriff's Department facilities that provide medical services.  <b>Funding Source: DHS FY 2013-14 Operating Budget</b> <b>Existing Agreement: N/A</b>	\$1.368M + DA to increase maximum obligation by 10%/yr	Health & Mental Health Services	5 yrs + two 3-yr options	1/14/2014
DHS	Purchase of Capital Asset for DHS's Fuji Radiology Picture Archiving and Communicaitons System (PACS) Consolidation Project	Authorizes ISD to proceed with the purchase of hardware, software, and professional services for DHS's Radiology Picture Archiving and Communication System (PACS) Consolidation Project.  <b>Funding Source: DHS FY 2013-14 Operating Budget</b> <b>Existing Agreement: N/A</b>	\$2.426M	Health & Mental Health Services	N/A	2/4/2014
DHS	Purchase of New Virtual Desktop Infrastructure (VDI) Hardware and Software for DHS Data Centers	Authorizes the Internal Services Department (ISD) to proceed with the purchase of new Virtual Desktop Infrastructure (VDI) hardware, software, and professional services for all DHS Data Centers.  <b>Funding Source: Capital Project – Electronic Health Record System (known as ORCHID), Fund (J-16-HE) Fiscal Year 2013-14 Adopted Budget for County Infrastructure</b> <b>Existing Agreement: N/A</b>	\$8.1M	Health & Mental Health Services	N/A	2/4/2014
DHS	Sole Source Agreement for provision of One-e-App (OEA) Enrollment System	Approval of a Sole Source Agreement with the Center to Promote Healthcare Access, Inc. d.b.a. Social Interest Solutions for the provision of an electronic eligibility and enrollment system, otherwise known as One-e-App, at Community Partner clinic sites.  <b>Funding Source: DHS FY 2013-14 Operating Budget</b> <b>Existing Agreement: N/A</b>	\$4.222M	Health & Mental Health Services	5 years	2/11/2014

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
DPW	Information Technology Student Interns Program	<p>This action is to award two contracts for an Information Technology Student Interns Program to the following universities: <u>California State University Fullerton</u>, Auxiliary Services Corporation; and <u>California State University Dominguez Hills</u>, College of Business Administration and Public Policy, to provide information technology students with paid internships.</p> <p><b>Funding Source: DPW FY 2013-14 Internal Service Fund</b>  <b>Existing Agreement: N/A</b></p>	\$300,000/yr	Community & Municipal Services	3 years + two 1-yr extensions + six one-month extensions (66 months total)	2/11/2014
CIO	Approval of Revisions to Board IT Security Policies 6.100-6.112	<p>All of the Board's Information Technology (IT) Security Policies has been revised to address currency and technology evolution. Some of the major revisions to highlight are: consistent use of language, newly defined terms, appropriate use of technology, further clarification of the Countywide Information Security Program, and support of recent IT capabilities in the area of mobile and portable devices (i.e., County-owned only), internet, social media, and internet storage websites.</p> <p><b>Funding Source: N/A</b>  <b>Existing Agreement: N/A</b></p>	\$0	Operations	N/A	2/11/2014
CIO/CEO/DHS/D MH & DCFS	Countywide Master Data Management (CWMDM)	<p>Implement a Master Data Management solution for the entire County, to include:</p> <ol style="list-style-type: none"> <li>1. Development and maintenance of a catalog of enterprise data objects. (Data entities, Authoritative sources, Attributes, Values, Access control and policies).</li> <li>2. Development and maintenance of a catalog of existing system interfaces.</li> <li>3. Development of policies for enterprise information management.</li> <li>4. Building of an Enabling Infrastructure (shared service) for enterprise information management, including Master Data Management; Enterprise Messaging and Service Bus; and Data Analytics.</li> </ol> <p><b>Funding Source: ITF, CEO IT Fund, and PIF</b>  <b>Existing Agreement: N/A</b></p>	TBD	Operations	TBD	3/4/2014

Department	Board IT Agenda Item	Description	Amount	CEO Cluster	New Term	Planned Hearing Date
PD	Agreement for Public Defender Case Management System Consulting Services	<p>CMS Consulting Services</p> <p><b>Approx. Board Date: TBD</b>  <b>Funding Source: PD's FY 2013-14 Operating Budget</b>  <b>Existing Agreement: N/A</b></p>	\$250,000	Public Safety	TBD	
DHS	Amendment to Agreement with PST Products, dba Per-Se Technologies for development of ORSOS	<p>Amendment to Agreement with PST Products, dba Per-Se Technologies, regarding the Operating Room Scheduling Office System (ORSOS), located at various DHS hospital facilities, for delegated authority to reduce scope of services.</p> <p><b>Approx. Board Date: TBD</b>  <b>Funding Source: DHS FY 2013-14 Operating Budget</b>  <b>Existing Agreement: TBD</b></p>	\$600,000	Health & Mental Health Services	TBD	
LASD	Multimodal Biometric Identification System (MBIS)	<p>Development of an automated biometric identification system to replace current Cogent system.</p> <p><b>Approx. Board Date: TBD</b>  <b>Funding Source: RAND Board</b>  <b>Existing Agreement: N/A</b></p>	TBD	Public Safety	TBD	
CIO	Enterprise IT Security and Privacy Awareness Training Content	<p>Acquisition, content customization, and implementation of the enterprise IT Security and Privacy Awareness training content for use in the County's Learning Net (or Library Management System - LMS). This training content includes HIPAA/HITECH, security best practices, etc. to support Board Policy # 6.111 Security Awareness Training.</p> <p><b>Approx. Board Date: TBD</b>  <b>Funding Source: ITF</b>  <b>Existing Agreement: N/A</b></p>	\$240,000	Operations	N/A	

**RISK MANAGEMENT PLAN (RMP)**  
 (Previously: Risk Exposure Cost Avoidance Plan [RECAP])  
**STATUS REPORT – FISCAL YEAR 2012-13**  
 (Due August 30, 2013)

DATE	DEPARTMENT
August 27, 2013	Human Resources

Summary and Assessment of Results:

*Include a summary of your department's activities and an assessment of your results.*

*Note: The first two columns from the table below are from your Fiscal Year 2012-13 RECAP, Part 8, Departmental Risk Management Objectives.*

RISK MANAGEMENT OBJECTIVES	PROJECT ACTIVITY DESCRIPTION (INCLUDE RESPONSIBLE INDIVIDUAL)	PROJECT STATUS
Provide ergonomic evaluations for all employees that have not been evaluated within the last year including transferred employees from OAAC and all other newly hired or transferred employees.	CEO Risk Management and DHR will be conducting ergonomic evaluations for all existing, new, and recently transferred employees. (A. Dinh, K. Lang and R. Chavez)	CEO Risk Management and DHR conducted 41 ergonomic evaluations during FY 2012-13. All evaluations for newly transferred and hired employees were conducted within the first 30 days of employment with DHR. Evaluations for all former OAAC employees have been completed.
Provide Injury/Illness Prevention Program (IIPP) Training for all employees including those who are newly hired or transferred to DHR.	Partner with CEO Risk Management to provide training for new and transferred employees. (A. Dinh and R. Chavez)	CEO Risk Management and DHR conducted Ergonomics, IIPP and Back Safety Training on 08/28/12 and 03/18/13 for 49 DHR employees.
Provide RTW / WC Training for all supervisors and managers to help educate and heighten awareness on injury reporting and reasonable accommodations.	Partner with CEO Risk Management to provide training for all supervisors and managers. (A. Dinh and CEO RTW)	Due to scheduling and resource conflicts, training was not conducted; however, efforts to educate employees will be done in FY 2013/2014. Also, DHR now distributes monthly departmental safety

		<b>bulletins to inform employees of safety issues and preventative measures.</b>
<b>Cross-train existing Office of Human Resources (OHR) staff on Return-to-Work best practices to ensure sufficient staff is available to manage the increase of new cases.</b>	<b>Partner with CEO Risk Management to cross-train staff on basic Return-to-Work/Workers' Compensation matters and ergonomic evaluations. (A. Dinh and CEO RMD/RTW)</b>	<b>Partnership, training and collaboration with CEO Risk Management and Return-to-Work have been ongoing. Best practices have also been shared during Risk Manager Coordinators Meeting and implemented at DHR. There is now two (2) OHR staff members trained in RTW whereas there was only one staff member prior.</b>

This status report should be submitted to:

Steven E. NyBlom  
 Chief Executive Office – Risk Management Branch  
 3333 Wilshire Boulevard, Suite 820  
 Los Angeles, CA 90010

Fax No. (213) 252-0404  
 Email: [snyblom@ceo.lacounty.gov](mailto:snyblom@ceo.lacounty.gov)

## Department of Human Resources

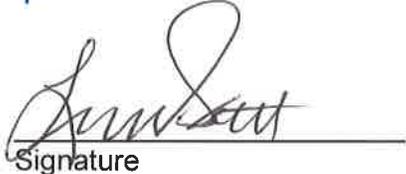
### Risk Management Plan: FY 2013-14

(Previously: Risk Exposure Cost Avoidance Plan [RECAP])

This Risk Management Plan describes risks, trends, and mitigation measures planned to address these issues. Risk issues are identified through evaluations of business operations and review of claim trends.

*Note: This document replaces the Risk Exposure Cost Avoidance Plan (RECAP) and the Departmental Risk Management Overview issued for presentations to Board Deputies.*

#### APPROVALS:

<u>Gina Lugo-Tully</u> Risk Management Coordinator	 Signature	<u>8/27/13</u> Date
<u>LISA M. GARRETT</u> Department Head	 Signature	<u>8-30-13</u> Date

#### Overview of Department Risk Management Program

The Department of Human Resources manages the County's human resources policy development and implementation in the areas of recruitment and selection, promotion, performance management, discipline, advocacy, equity complaints, salary, benefits, and appeals. The Department's Risk Management functions include Return-to-Work, Safety, Cal/OSHA and Risk Management/Claims Management. These functions are handled by the Department's Risk Management Coordinator.

Despite the Department's low risk trend, it has continued to implement safety measures to control the liability costs by conducting periodic Risk Management training, ergonomic evaluations (for newly hired and transferred employees), disseminate monthly safety bulletins, and partner with CEO Risk Management and Return-to-Work team to ensure it is consistent with the County's best practices.

	Name
Risk Management Coordinator:	Gina Lugo-Tully
Safety Officer/Coordinator:	Gina Lugo-Tully
Return-to-Work Coordinator:	Agnes Dinh

### **Risk Issues, Plans, and Mitigation Measures**

<b>RISK MANAGEMENT ISSUE #1</b>
<p>Issue: The number of workers' compensation claims filed doubled during the last fiscal period. Majority of the claims were filed by investigators from DHR's Equity Investigations Division for ergonomic-related injuries.</p>
<p>Risk Management Plan / Mitigation Measure:</p> <ul style="list-style-type: none"> <li>• Continue to educate employees regarding workplace safety and proper ergonomics by conducting Risk Management training and distributing monthly safety bulletins to further promote workplace safety.</li> <li>• Supply investigators in the Equity Investigations Division with voice recognition software to minimize the amount of keyboarding and to lessen the potential to develop ergonomic-related injuries or cumulative trauma.</li> <li>• Continuously monitor the performance standards to help identify process improvements while still maintaining efficiency.</li> <li>• Continue to conduct ergonomic evaluations for all new employees within the first 30 days of employment with DHR or as needed.</li> </ul>
<p>Responsible Party: DHR Office of Human Resources</p>
<p>Completion Date: December 31, 2013</p>
<b>RISK MANAGEMENT ISSUE #2</b>
<p>Issue: Potential risk for auto liability due to the number of mileage permittees drivers and the increased frequency of travelling due to DHR's employees' responsibilities.</p>
<p>Risk Management Plan / Mitigation Measure:</p> <ul style="list-style-type: none"> <li>• Measures have already been taken to launch the DMV Pull Notice Program. DHR is now able to receive notices from the DMV when and if a mileage permittee's DMV record has been updated.</li> </ul>

- Issue a department wide policy on outlining the DMV Pull Notice Program.
- Mandate the “Motor Vehicle Safety and Defensive Driving” Training as part of the annual re-certification process to ensure the safe operation of Department and County owned, leased, or rented motor vehicles, as well as the operation of personal vehicles while on County business.
- Confirm that all mileage permittee drivers have submitted their annual re-certification documents to obtain approval to drive a department or County-owned vehicle. Re-certification will be denied if employees do not complete the “Motor Vehicle Safety and Defensive Driving” training.

Responsible Party: DHR Office of Human Resources

Completion Date: June 30, 2014

**RISK MANAGEMENT ISSUE #3**

Issue: Increase in the number of workers’ compensation claims filed.

Risk Management Plan / Mitigation Measure:

- Provide RTW/WC Training for all supervisors and managers to help educate and heighten awareness on injury reporting and addressing reasonable accommodations.
- Distribute monthly safety bulletins to inform employees of preventative measures to practice in order to limit the risk for workplace injuries.

Responsible Party: DHR Office of Human Resources

Completion Date: June 30, 2014

**Statistical Information** (\*\*\*) data to be provided when available)

<b>Claim Performance (data provided by CEO; see footnotes)</b>				
<b>Measure</b>	<b>FY 2010-11</b>	<b>FY 2011-12</b>	<b>FY 2012-13</b>	<b>3-Year Average</b>
<b>WORKERS' COMPENSATION</b>				
1. Number of Workers' Compensation claims filed during the period	13	8	16	12.3
2. Number of employees as of June 30	248	296	293	279.0
3. Workers' Compensation Claim Report Rate (number of claims reported per 100 employees) for the period	5.24	2.70	5.46	4.42
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (all departments)	11.68	11.19	11.40	11.42
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (all departments, excluding Fire, Probation, Sheriff)	6.67	6.83	6.86	6.79
Benchmark: Countywide Average Workers' Compensation Claim Report Rate (Fire, Probation, Sheriff only)	25.04	22.78	23.46	23.76
4. Workers' Compensation expense paid during the period (including final accounting of allocated and unallocated expenses)	\$84,458	\$156,879	\$280,216	\$173,851
5. Workers' Compensation Expense Rate (expenses paid per current employee) for the period	\$341	\$530	\$956	\$609
Benchmark: Countywide Average Workers' Compensation Expense Rate (all departments)	\$3,266	\$3,505	\$3,633	\$3,468
Benchmark: Countywide Average Workers' Compensation Expense Rate (all departments, excluding Fire, Probation, Sheriff)	\$2,179	\$2,258	\$2,273	\$2,237
Benchmark: Countywide Average Workers' Compensation Expense Rate (Fire, Probation, Sheriff only)	\$6,167	\$6,822	\$7,241	\$6,743
6. Salary Continuation and Labor Code 4850 paid during the period (100%IA, 70%IA, MegalA)	\$6,340	\$13,561	\$33,649	\$17,850
<b>AUTOMOBILE LIABILITY</b>				
7. Number of Automobile Liability claims filed during the period	0	0	0	0
8. Automobile Liability indemnity (OC) paid during the period	\$0	\$0	\$0	\$0
9. Automobile Liability legal fees and costs (SS) paid during the period	\$0	\$0	\$0	\$0
<b>GENERAL LIABILITY</b>				
10. Number of General Liability claims filed during the period	0	1	1	0.7
11. General Liability indemnity (OC) paid during the period	\$0	\$2,500	\$0	\$833
12. General Liability legal fees and costs (SS) paid during the period	\$14,531	\$14,157	\$4,158	\$10,949

**Claim Performance** (data provided by CEO; see footnotes) [Continued]

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
<b>MEDICAL MALPRACTICE</b>				
13. Number of Medical Malpractice claims filed during the period	0	0	0	0
14. Medical Malpractice indemnity (OC) paid during the period	\$0	\$0	\$0	\$0
15. Medical Malpractice legal fees and costs (SS) paid during the period	\$0	\$0	\$0	\$0
<b>TOTAL CLAIMS AND EXPENSE</b>				
16. Total number of claims filed during the period	13	9	17	13.0
17. Total expenses paid during the period	\$105,329	\$187,097	\$315,977	\$202,801
18. Department operating budget	\$51,219,000	\$58,687,000	\$62,460,000	\$57,455,333
19. Cost of Risk (% total expenses paid / operating budget)	0.21%	0.32%	0.51%	0.34%
<b>Benchmark: Countywide Cost of Risk</b>	<b>2.10%</b>	<b>2.21%</b>	<b>2.19%</b>	<b>2.17%</b>

- All workers' compensation loss information is available on the CEO Risk Management Branch RECAP intranet site.
- The number of employees is the sum of currently filled full-time and part-time positions (see monthly payroll report).
- The number of liability claims is the total of all claims (including all suffixes) entered into the Risk Management Information System (RMIS) during the fiscal year (see monthly Cognos report).
- Total paid for liability is based on transaction dates within each fiscal year as listed in RMIS (see monthly Cognos report).

**Vehicle and Fleet Safety Performance** (data maintained at the department level)

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
<b>DEPARTMENT-OWNED VEHICLES</b>				
20. Number of Department-owned vehicles as of June 30	1	1	1	1
21. Total number of vehicle accidents involving Department-owned (or leased) vehicles	0	0	0	0
22. Total cost paid for damage involving Department-owned (or leased) vehicles (not including third party claim/damage cost)	\$0	\$0	\$0	\$0
23. Number of miles driven by Department-owned (or leased) vehicles	Data Not Available	Data Not Available	5,114	1,704.7
24. Number of vehicle accidents involving Department-owned (or leased) vehicles per 100,000 miles	0	0	0	0
Benchmark: Countywide	1.60	1.78	***	1.69
<b>PERMITTEE DRIVERS</b>				
25. Number of Department permittee drivers as of June 30	134	213	190	179
26. Total number of vehicle accidents involving permittee drivers	0	0	0	0
27. Total cost paid for damage involving vehicles driven by permittee drivers (not including third party claim/damage cost)	\$0	\$0	\$0	\$0
28. Number of permittee miles driven during period	14,531	34,711	43,380	30,874
29. Number of vehicle accidents involving permittee drivers per 100,000 miles	0	0	0	0
Benchmark: Countywide	1.95	2.02	***	1.99

### Return-to-Work Performance (industrial and non-industrial)

(data maintained at the department level)

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
30. Number of active return-to-work cases as of June 30 <sup>1</sup>	44	58	94	65.3
31. Number of employees on medical leave (excluding pregnancy) as of June 30	3	4	9	5.3
32. Number of employees on work hardening transitional assignment agreements as of June 30	10	5	2	5.7
33. Number of employees on conditional assignment agreements as of June 30	3	4	0	2.3
34. Number of return-to-work cases closed in the prior year	10	32	74	38.7

### Short Term Disability (data provided from Sedgwick except for #41 which is from payroll)

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
35. Number of active claims as of June 30	6	6	4	5.3
36. Number of closed claims reaching maximum benefit duration during the fiscal year	2	3	2	2.3
37. Number of claims converted to LTD during the fiscal year	1	2	2	1.7
38. Number of new claims during the fiscal year	26	23	32	27.0
39. Number of lost workdays paid under STD during the fiscal year	894	1,238	1,054	1,062.0
40. Number of lost calendar days, including elimination period, for closed claims	1,644	1,756	1,938	1,779.3
41. Total payments for all claims paid during the fiscal year	\$230,372	\$324,229	\$270,853	\$275,151
42. Number of paid lost workdays for closed claims	1,012	1,128	1,175	1,105.0

### Long Term Disability (data provided from Sedgwick)

Measure	FY 2010-11	FY 2011-12	FY 2012-13	3-Year Average
43. Number of active claims as of June 30	0	3	4	2.3
44. Number of claims opened during the fiscal year	2	5	4	3.7
45. Total payments for all claims paid during the fiscal year	\$14,442	\$36,854	\$146,393	\$65,896
46. Total payments to date on claims closed during the fiscal year	\$161,183	0	\$65,400	\$75,528

<sup>1</sup> This figure denotes the number of cases filed not the number of employees who filed. Employees may have filed more than one claim during the fiscal year.

## Performance Data and Statistical Goal Definitions

Liability Claim:	A document submitted by a third party in accordance with statutory requirements, and alleging personal injury, bodily injury, property damage, or other losses sustained due to the acts or omissions of the County, its employees, officers, or agents. This is the total number of open/closed claims that were filed during the period. A claim includes all lawsuits and claims, but does not include incident reporting, unless a claim is opened as a result of the incident report.
General Liability Claim:	Claim arising when negligent acts and/or omissions result in bodily injury and/or property damage on the premises of a business, when someone is injured as the result of using the product manufactured or distributed by a business, or when someone is injured in the general operation of a business.
Vehicle Liability Claim:	Claim arising from negligent operation of a motor vehicle involving third party damage to property and/or people.
Medical Malpractice Claim:	Claim arising from professional negligence by act or omission by a health care provider in which care provided deviates from accepted standards of practice in the medical community and causes injury <i>or death</i> to the patient.
Indemnity Cost (OC):	Amount of money paid to compensate claimant and/or plaintiffs for damages, including their attorney fees and cost that are paid by the County. Also referred to as the settlement amount. Cost listed as (OC) in RMIS.
Legal Fees and Costs (SS):	Amount of money paid for defense counsel (in-house and/or panel attorney) for a claim that is paid by the County. Cost listed as (SS) in RMIS.
Total Paid:	This is the actual amount of money paid on a claim during the reporting period. This is not the amount agreed to or discussed in settlement, but the actual amount of money disbursed on the claim, to include both indemnity (OC) and legal fees and costs (SS).
Workers' Compensation Claim:	Claim filed by Department employee for injury and/or illness that arose out of the course and scope of employment and provides compensation and medical care for employees who are injured in the course of employment, in exchange for mandatory relinquishment of the employee's right to sue his or her employer for the tort of negligence.
Salary Continuation / Labor Code 4850:	Supplemental salary replacement benefits paid in excess of indemnity benefits provided by the workers' compensation system according to County Code or State of California law.
Active Return-to-Work Case:	Employee is off work due to an industrial or non-industrial disability. Employee is working in any temporary modified/alternative position pending resolution of work status. Employee has a pending request for reasonable accommodation. Any situation where the department determines risk exposure requires ongoing action or monitoring.  <b>Additional information about return-to-work can be found in the Return-to-Work Desk Reference Manual at <a href="http://ceo.lacounty.gov/RTW/rtw_default.htm">http://ceo.lacounty.gov/RTW/rtw_default.htm</a>.</b>
Return-to-Work Cases Closed:	Employee has returned to usual and customary position with or without work restriction (and department has no risk exposure concerns). Employee has returned to a permanent modified/alternative position and has demonstrated the ability to perform the essential functions of the position with or without a reasonable accommodation.
Work Hardening Transitional Assignment Agreement:	An agreement between the employer and employee that allows an employee to return to work in an assignment, performing functions other than those usually assigned, and is intended to allow an employee the opportunity to recover from their injury/illness while continuing to work. This agreement is temporary and can be revisited every 12 weeks up until the employee becomes Permanent and Stationary (P&S) or has achieved Maximum

	Medical Improvement (MMI).
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**Performance Data and Statistical Goal Definitions [Continued]**

Conditional Assignment Agreement:	An agreement between the employer and employee that allows an employee to work in a temporary assignment while the department conducts a department-wide or Countywide search for a compatible position. This status is determined when an employee with an Industrial Injury/Illness becomes Permanent and Stationary (P&S) or has reached Maximum Medical Improvement (MMI); or an employee with a Non-Industrial Injury/Illness obtains a work restriction (either temporary or permanent). If a position cannot be identified within the employee's department, then a Countywide Job Search shall be conducted.
Vehicle Accident:	An accident involving a Department-owned/leased vehicle and/or a permittee-owned vehicle (including drivers classified as occasional drivers) that resulted in damage or any other type of loss to persons, property, etc.
Department-Owned / Leased Vehicles:	Vehicles driven by County employees owned or leased by the Department or County. These are not the drivers' personal vehicles.
Number of Miles Driven During Period:	Actual number of miles driven by Departmental drivers for County-related activity (course and scope of work).
Permittee Driver:	County employee who is participating in the County permittee driver program and is certified/approved to drive a non-Department-owned vehicle for work purposes.
Risk Management Information System (RMIS):	The County's risk management and claims administration management system with ad-hoc reporting capabilities, which supports County claims administration and financial, statistical, and loss prevention functions.
Cost of Risk:	Percentage of Total Paid / Department Operating Budget.