



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

SACHI A. HAMAI
Chief Executive Officer

DATE: March 3, 2016
TIME: 1:00 p.m.
LOCATION: Kenneth Hahn Hall of Administration, Room 830

REVISED 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 – James Blunt / Gevork Simdjian
 - A) **Board Letter – APPROVAL OF AGREEMENT WITH ECCOVIA INC., DBA CLIENTTRACK, FOR A CASE AND HOUSING MANAGEMENT SYSTEM**
Health Services – Mitchell H. Katz, M.D. or designee
 - B) **Board Letter – ACWM Monrovia Field Office BL – The proposed Project will consist of refurbishment of the 2,900 square feet office space to accommodate field staff from the Weed Abatement, Integrated Pest Management and Agricultural Pesticide Regulation Divisions.**
ISD – Dave Chittenden or designee
 - C) **Board Letter – AMENDMENT TO THE HEARING OFFICER AGREEMENTS FOR THE EMPLOYEE RELATIONS COMMISSION**
Executive Office – Patrick Ogawa or designee
 - D) **Board Report – Proposed Ordinance for Introduction Implementing the Wage Enforcement Program**
County Counsel – Mary Wickham or designee; and
DCBA – Brian Stiger or designee.
 - E) **Board Report – Feasibility and Legality of Expanding Business Licensing and Incorporating Wage Enforcement in Business Licensing**
TTC – Joseph Kelly or designee; and
County Counsel – Mary Wickham or designee.
2. Public Comment
3. Adjournment

March 15, 2016

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:

**APPROVAL OF AGREEMENT WITH ECCOVIA INC. DBA CLIENTTRACK FOR A
CASE AND HOUSING MANAGEMENT SYSTEM
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

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

SUBJECT

Request approval of an Agreement with EccoVia Inc. dba ClientTrack for a Case and Housing Management System for the Department of Health Services.

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the Director of Health Services (Director), or his designee, to execute an agreement (Agreement) with EccoVia Inc. dba ClientTrack (ClientTrack), for the provision of a Case and Housing Management System (System), effective upon Board approval for the period ending three (3) years after final acceptance of the System, with an option to extend the Agreement for five (5) years and with two (2) additional one-year extensions, with a Maximum Agreement Sum not to exceed \$4,816,606, comprised of: 1) \$3,516,606 for planned agreement elements such as implementation, training, support and the anticipated user count, with the actual user count set as described below; and 2) \$1,300,000 for Pool Dollars, with Pool Dollars expenditures to be authorized by the Director through the issuance of Change Orders and/or Amendments, as applicable.
2. Delegate authority to the Director, or his designee, to execute amendments to the Agreement to: 1) exercise the optional five-year term extension and the optional two one-year term extensions; and 2) add, delete, and/or change certain terms and conditions as required under Federal or State law or regulation, County policy, County's Board of Supervisors and/or Chief Executive Office (CEO).

3. Delegate authority to the Director, or his designee, to: 1) approve and execute Change Notices to the Agreement that do not require any additional costs or expenses or that do not affect any term or condition of the Agreement; 2) approve and execute Change Orders using Pool Dollars included as part of the Maximum Agreement Sum for the acquisition of Optional Work requested by County and/or to increase the number of users of the System, and provided the amounts payable under such Change Orders do not exceed the available amount of Pool Dollars; and 3) approve and execute Change Orders to increase or decrease the number of users of the System, subject to the Maximum Agreement Sum.
4. Delegate authority to the Director, or his designee to enter into and/or amend the Department of Health Services' (DHS') agreements with intensive case management services (ICMS) provider users, support services providers, health care providers, housing providers, philanthropic organizations, advocates, other emergency responders, healthcare facilities, and any other agencies or organizations that assist with triaging, matching, assigning and monitoring the County's target population, and any other federal, State, and local agencies, and business partners to facilitate the use and the expansion of the System to support DHS' future scalability and business processes, subject to review and approval by County Counsel.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

In 2012, DHS established Housing for Health (HFH) to provide housing and supportive services to homeless clients with physical and/or behavioral health conditions, high utilizers of County services, and other vulnerable populations. Since its inception in November of 2012, HFH has provided housing to over 1,300 clients and the program is rapidly expanding. Working in collaboration with support services providers, health care providers, housing finance agencies, housing developers, and philanthropic organizations, HFH aims to facilitate the creation of over 10,000 housing opportunities for homeless patients and clients, reduce use of inappropriate health care resources, and improve health outcomes for vulnerable populations.

Approval of the first recommendation will allow the Director, or his designee, to execute a new agreement with ClientTrack, substantially similar to Exhibit I, to provide a Case and Housing Management System for HFH for an initial term of three years after final acceptance of the System, with an option to extend the Agreement for five years and with two additional one-year extensions.

Approval of the second recommendation will allow the Director, or his designee, to exercise the optional five-year term extension and the optional two one-year term extensions. Recommendation two will also allow the Director, or his designee, to add,

delete, and/or change certain terms and conditions as required under Federal or State law or regulation, County policy, County's Board of Supervisors and/or CEO.

Approval of the third recommendation will allow the Director, or his designee to issue Change Notices that do not authorize additional costs; and issue Change Orders to (i) expend Pool Dollars for Optional Work for new software, professional services, and to increase the number of users up to the maximum amount not to exceed \$1,300,000; and (ii) expend funds to increase the number of users subject to the Maximum Agreement Sum.

Approval of the fourth recommendation will delegate authority to the Director, or his designee, to allow DHS to execute and/or amend contracts with various third-party organizations who assist DHS with HFH's various programs to grant them access to the System and any other future information technology systems to support HFH's future scalability and business processes due to HFH's workload and expected future growth.

HFH currently uses an Access database and Excel files to triage, assign, and monitor housing and supportive services for its clients; however, this does not allow capture of longitudinal data and does not adequately support the administration of various program types including recuperative care, stabilization housing, diversion and re-entry specific housing, rapid re-housing, and permanent supportive housing. In order to support the growing HFH workload, a robust case management system is necessary. The System will have the ability to support HFH's future scalability and provide referrers, HFH staff, and service providers with shared online access required to support HFH's business processes. The System will also track outcomes across various program types, report the status and progress of individuals receiving housing subsidies, and track the quality and outcomes provided by contracted providers.

The System is a vendor-hosted product provided on the basis of concurrent users and licensed to the County for the term of the Agreement. As the number of users is changing in response to the growth of the HFH program, the actual user count will be set by HFH upon final acceptance and may be adjusted by DHS by issuance of Change Orders in accordance with the Agreement.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended actions support Goal 1, Operational Effectiveness/Fiscal Sustainability, and Goal 3, Integrated Services Delivery, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The Maximum Agreement Sum for the entire term, including optional term extensions is \$4,816,606, which includes implementation fees, training services fees, solution fees,

support fees, and pool dollars. Funding is included in DHS' Fiscal Year 2015-16 Final Budget and will continuously be requested for future fiscal years, as needed.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Acquisition of the ClientTrack System will address HFH's needs for a Case and Housing Management System to manage the placement and service delivery to Los Angeles County residents that do not have a residence, have critical health issues, and have complex medical and behavioral health conditions. The System provides functionality that is not available in DHS' Online Real-time Centralized Health Information Database (ORCHID) system. Specifically, the System will provide the ability to: 1) manage intake from DHS and other referral sources; 2) support triage and matching to relevant ICMS providers and available properties; 3) provide relevant and authorized information exchange between DHS facilities, DHS supportive housing contractors, and landlords; 4) track and report on the quality and outcomes provided by contracted ICMS providers; and 5) provide flexible analytics and reporting to support analysis of services provided and planning for future services. It is expected that any clinical data that is used by HFH to make intake and housing allocation decisions will be provided by ORCHID, independently of the System. It is also expected that there will not be a need to pass any clinical data back to ORCHID, as the System does not generate clinical data. Finally, if the future use case for the System indicates a need to create a direct interface with ORCHID, ClientTrack has experience in interfacing the System with various electronic health record systems and such services may be purchased by DHS as appropriate.

The Agreement includes all Board of Supervisors' required provisions. DHS consulted with the CEO's Risk Management Branch to assess the Agreement's insurance coverage requirements. County Counsel has approved Exhibit I as to form. The Chief Information Office concurs with the DHS' recommendation and their analysis is attached as Attachment A.

The Department has evaluated and determined that the Living Wage Program (County Code Chapter 2.201) does not apply to the recommended Agreement and is exempt from Proposition A (County Code Chapter 2.121).

CONTRACTING PROCESS

On October 19, 2015, a Request for Proposals (RFP) was released to identify the most qualified proposers for a Case and Housing Management System. DHS electronically notified potential proposers of the RFP and a notice of the RFP was posted and made available for download on the DHS and Internal Services Department websites. Three (3) proposals meeting the minimum qualifications were received by the November 9, 2015 deadline.

An evaluation committee comprised of DHS Subject Matter Experts evaluated the three (3) proposals. The committee evaluated each proposal based on criteria identified in the RFP including: Background and Experience, Performance History/References, Functional Requirements, Non-Functional Requirements, Functional Requirements Approach, Project Plan, Methodology, Future Requirements, Live Demonstration, and Price. Using the informed averaging methodology, ClientTrack was the top ranked proposer. The two (2) non-selected proposers were offered a debriefing, and both declined a debriefing. There were no protests as a result of this solicitation.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommendations will ensure DHS has effective resources to meet the needs of HFH's workload and goals through expanded information technology and communications. Utilizing the System will improve the collaboration with other agencies and the capability to manage information efficiently.

Respectfully submitted,

Reviewed by:

Mitchell H. Katz, M.D.
Director

Richard Sanchez
Chief Information Officer

MHK:sa

Enclosures

C: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors



JIM JONES
Director

County of Los Angeles INTERNAL SERVICES DEPARTMENT

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"To enrich lives through effective and caring service"

March 29, 2016

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:

**AGRICULTURAL COMMISSIONER-WEIGHTS & MEASURES
MONROVIA FIELD STATION RENOVATION
CAPITAL PROJECT NO. 87260
(FIFTH DISTRICT)
(3 VOTES)**

SUBJECT

Approval of the recommended actions will establish the subject Project, approve the scope and budget, find that the Project is exempt from the California Environmental Quality Act and authorize the Internal Services Department (ISD) to carry out the Project.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and establish the following refurbishment Capital Project No. 87260– Monrovia Field Office Renovation Project and the total Project budget of \$1,902,000.
2. Find that the proposed Project is exempt from the California Environmental Quality Act.
3. Authorize the ISD to manage and deliver the project.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The Department of Agricultural Commissioner/Weights and Measures (ACWM) worked with the Chief Executive Office to locate new office space for some ACWM staff because current space is insufficient to house all employees effectively. An unoccupied County facility located at 1703 Mountain Avenue, Monrovia was identified as practicable for the new space.

On June 14, 2014, ACWM requested that ISD provide design and construction services for the new office design. ISD assigned the project to an as-needed Architectural and Engineering (A/E) services vendor and the design, project scope, plans and construction estimates were completed. The design has been approved by the Department of Public Works, Building and Safety.

The proposed Project will consist of refurbishment of 2,900 square feet office space to accommodate field staff from the Weed Abatement, Integrated Pest Management and Agricultural Pesticide Regulation Divisions. The project scope includes: removal of hazardous material; demolition of the entire interior; installation of new electrical and heating, ventilating and air conditioning equipment; a new American with Disabilities Act (ADA) compliant ramp and restrooms; and new security cameras and network systems.

The proposed Project is scheduled to be completed seven (7) months following adoption of this Board Letter.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The proposed Project will support the Countywide Strategic Plan Goal of Operational Effectiveness/Fiscal Sustainability (Goal 1), by providing employees with safe and efficient work space.

FISCAL IMPACT/FINANCING

The total estimated proposed Project cost is \$1,902,000.

The proposed Project is fully funded with net County cost derived from prior two fiscal year savings in the ACWM operating budget. Sufficient appropriation is available in the FY 2015-16 Capital Projects/Refurbishments Budget (Capital Project No. 87260) to fund the proposed Project.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Pursuant to the Board's Civic Art Policy, adopted on December 7, 2004, and amended on December 15, 2009, the budget for the Project is over \$500,000, and is not an underground project, portable trailer or technical equipment or structure acquired at a set price through a purchase order. Therefore a one (1) percent allocation of the design and construction costs for the Civic Art Fund is included in the total budget.

ENVIRONMENTAL DOCUMENTATION

The proposed general improvement Project is categorically exempt from CEQA. The Project will include refurbishment of various office space and is within certain classes of

projects that have been determined not to have a significant effect on the environment in that it meets the criteria set forth in Section 15301 of the State CEQA Guidelines, as the Project consists of a minor alteration to an existing public facility based on the project records and does not involve expansion of an existing use. These actions are also exempt under Class 1 of the County's Environmental Document Reporting Procedures and Guidelines, Appendix G. In addition, there are not cumulative impacts, unusual circumstance or other limiting factors that would make the exemption inapplicable based on the Project records.

Upon the Board's approval of the Project, ISD will file Notices of Exemption with the County Clerk in accordance with Section 15062 of the State CEQA Guidelines.

CONTRACTING PROCESS

ISD will deliver this project through previously approved Board contracts and/or in-house services.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended actions will have no impact on current services or projects.

CONCLUSION

Please return one adopted copy of this Board letter to each: ISD Facilities Operations Service, CEO Capital Projects Division and to the Department of Agricultural Commissioner/Weights & Measures.

Respectfully submitted,

Jim Jones
Internal Services Department
Director

Kurt E. Floren
Agricultural Commissioner/Weights & Measures
Agricultural Commissioner/Director of Weights
and Measures

c: Chief Executive Officer
County Counsel



LORI GLASGOW
ACTING OFFICER

COUNTY OF LOS ANGELES BOARD OF SUPERVISORS

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 383
LOS ANGELES, CALIFORNIA 90012
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MEMBERS OF THE BOARD

HILDA L. SOLIS

MARK RIDLEY-THOMAS

SHEILA KUEHL

DON KNABE

MICHAEL D. ANTONOVICH

March 15, 2016

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:

AMENDMENT TO THE HEARING OFFICER AGREEMENTS FOR THE EMPLOYEE RELATIONS COMMISSION

SUBJECT

Approve the amendment to the Hearing Office Agreement for the Employee Relations Commission.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the amendment to the existing agreements for services of labor mediators, fact-finders, mediators, and/or hearing officers which were approved by your Board, June 4, 2013, to provide for a daily rate of fifteen-hundred dollars (\$1500).

SUMMARY:

In June 2013, your Board approved agreements with individuals to provide services as labor mediators, fact-finders, mediators and/or hearing officers for the Employee Relations Commission. The agreement included a standard clause indemnifying the County for liability arising from acts and omissions of the above mentioned individuals.

In May 13, 2014, your Board approved an amendment based on County Counsel advice that the indemnification clause in that agreement be modified to clarify that these individuals' services are quasi-judicial in nature and are protected by absolute immunity, and that the County will defend them when they are sued for actions in the scope of their contracted duties.

Currently, the Employee Relations Commission advises that they are unable to attract and retain sufficient qualified Hearing Officers to meet their obligations under the Ordinance. The impediment to obtaining a sufficient depth and breadth of knowledgeable Hearing Officers is compensation.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

In June 2013, your Board approved agreements with individuals to provide services as labor mediators, fact-finders, mediators and/or hearing officers for the Employee Relations Commission. Compensation was set at \$900 for a full day and \$450 for a half day.

In examining other jurisdictions, the City of Los Angeles ERB has no set rate structure, paying the neutral's regular daily rates. An examination of the State Mediation & Conciliation neutrals list, the major source of California public sector neutrals, is consistent with the recommended daily rate of \$1500. The Commission has also conducted an informal survey of local neutrals, and believes that the recommended rate change will allow for a solid core of available neutrals under the Agreement.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Countywide Strategic Plan directs that we provide workforce excellence (Goal 2). This recommendation to amend compensation will promote workforce excellence through the prompt resolution of personnel and employee relations matters, resulting in uninterrupted services to the employees and improved relationships between the County and its employees.

FISCAL IMPACT/FINANCING

There will be a modest additional financial impact, which is dependent on the number of cases actually sent to hearing and resulting in Reports and Recommendations. It is estimated at \$43,000 per annum. Funding for this service is available in the Board of Supervisors, Executive Office's Adopted Budget.

IMPACT ON CURRENT SERVICES

Approval of this recommendation will ensure continued uninterrupted services, assist in reducing scheduling time of hearings and mediations, and attract more experienced individuals to hear such cases, thereby enhancing the settlement of employee relations cases.

Honorable Board of Supervisors
March 15, 2016
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CONCLUSION

Upon approval of this recommendation, the Executive Officer will notify those individuals with current agreements that an amendment has been made related to compensation, and in future agreements, the new compensation amount will be reflected.

Respectfully submitted,

LORI GLASGOW
Executive Officer

LG:tb

Attachments

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