



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

SACHI A. HAMAI  
Chief Executive Officer

**DATE:** December 17, 2015  
**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 – James Blunt/Gevork Simdjian
  - A) **Board Letter – EHR CLEAN-UP TO MAKE MINOR TECHNICAL AND ADMINISTRATIVE CORRECTIONS AND REVISIONS**  
CEO Maryanne Keehn and/or designee
  - B) **Board Letter – COUNTYWIDE CLASSIFICATION ACTIONS TO IMPLEMENT THE 2015-2016 SUPPLEMENTAL BUDGET**  
CEO Classification – Steve Masterson or designee
  - C) **Report – CONSUMER PROTECTIONS IN THE PACE PROGRAM**  
TTC & ISD – Joe Kelly and Dave Chittenden
2. Public Comment
3. Adjournment

## ELECTRONIC BOARD LETTER SUBMITTAL

**Board Letter Type:** Regular

**Board Meeting Date:** January 5, 2016

### TITLE OF THE LETTER

**ADVANTAGE HUMAN RESOURCES MANAGEMENT SYSTEM (eHR)  
POST 2012 REVISIONS AND MISCELLANEOUS TECHNICAL CORRECTIONS  
ALL DISTRICTS  
3 VOTES**

### CIO RECOMMENDATION:

APPROVE       APPROVED WITH RECOMMENDATION       DISAPPROVE

### SUBJECT

This letter and accompanying ordinance will supplement the recommendations previously approved by the Board of Supervisors on March 23, 2010, and March 27, 2012, relating to the implementation of the Advantage Human Resources Management System (eHR). It will also make minor revisions to correct, to clarify, and to codify existing compensation provisions.

### IT IS RECOMMENDED THAT THE BOARD:

1. Approve changes to the Los Angeles County Code amending Title 5 – Personnel and Title 6 – Salaries to reflect Advantage Human Resources Management System baseline functionality, and to make minor technical and administrative corrections and revisions to existing compensation policy.
2. Instruct the Auditor-Controller to make the payroll system changes necessary to implement these recommendations.

### PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

#### **Advantage Human Resources Management System (eHR)**

On May 1, 2007, the Board of Supervisors (Board) approved funding and a contract amendment with CGI-AMS, Inc. (CGI) to implement the Advantage Human Resources Management System (eHR). From that point to 2012, the eHR software was significantly modified to replace the County's legacy systems known as "Countywide Payroll" (CWPAY – 2010 rollout) and "Countywide Timekeeping and Payroll Personnel System" (CWTAPPS – 2012 rollout). In conjunction with these rollouts, the Board approved our March 23, 2010, and March 27, 2012, Board letters and ordinances to implement these changes.

The primary objectives associated with the 2010 and 2012 eHR rollout recommendations were as follows: 1) avoid unnecessary systems modifications and minimize associated costs to accommodate County pay practices that can and should be changed; 2) identify pay practices that must be accommodated in the new system; 3) simplify certain pay policies to improve consistency in administration and reduce the potential for payroll processing errors; and 4) delete provisions that are currently obsolete or will become obsolete under the new system.

In our letter dated March 27, 2012, we reported that final testing of the eHR system was in progress. Accordingly, we indicated our intent to return to the Board if additional County Code revisions were required in conjunction with the eHR implementation.

### **Technical and Administrative Corrections**

In addition to eHR-related revisions, various technical corrections are being recommended to correct minor typographical errors and to clarify existing compensation provisions to ensure that the original intent of these provisions is preserved. One such clarification relates to the usage of accrued compensatory time off (CTO). Under the current County Code, CTO must be used by salaried exempt employees in eight-hour increments. As such, CTO generally cannot be combined with any other paid leave benefits. However, County policy dating back to 1998 provides for an exception to this rule and permits the usage of partial day CTO in conjunction with partial day Family Medical Leave Act (FMLA) absences. Although permitted by County policy, this exception was never memorialized in the County Code.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommended changes support the Countywide Strategic Plan Goal 1 – Operational Effectiveness/Fiscal Sustainability. The continuing efforts to automate, simplify, and clarify existing compensation policies and practices will facilitate the long-term operation of eHR in a cost-effective manner. In addition, the recommended changes will also increase staff productivity by reducing the frequency of errors associated with manual maintenance and interpretation of current compensation policy.

### **FISCAL IMPACT/FINANCING**

The proposed recommendations do not require modifications to eHR baseline functionality. As such, no additional cost is anticipated. The recommended changes for technical corrections are generally administrative in nature and have no fiscal impact. The cost of using accrued CTO in conjunction with FMLA partial day absences has already been included in the Board's adopted budget for each affected budget.

### **FACTS AND PROVISION/LEGAL REQUIREMENTS**

Appropriate consultations have been conducted with the impacted employee organizations regarding the recommended eHR corrections. In addition, the accompanying ordinance implementing amendments to Title 5 – Personnel and Title 6 – Salaries of the County Code has been approved as to form by County Counsel.

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

The approval of these pay policy recommendations will facilitate the continued operation of eHR. Furthermore, it will enhance operational effectiveness and better ensure the consistent application of compensation policy and practices throughout the County.

**Closing:** Respectfully submitted,

**Initials:** SAH:JJ:MTK  
NV:SM:VMH:mst

Executive Office, Board of Supervisors  
County Counsel  
Auditor-Controller  
Human Resources  
All Department Heads  
SEIU, Local 721  
Coalition of County Unions

cc:

\* **Please check box if wet signature is required**   

**AGENDA ENTRY:**

*(Please include the Supervisorial District(s) affected and the number of votes required for approval)*

ALL DISTRICTS – 3 VOTES

Recommendation: Approve changes to the Los Angeles County Code amending Title 5 - Personnel and Title 6 – Salaries to reflect Advantage Human Resources Management System (eHR) baseline functionality and to make minor technical and administrative corrections and revisions to existing compensation policy; and instruct the Auditor-Controller to make the payroll system changes necessary to implement these recommendations (Relates to Agenda No. \_\_\_\_)

Ordinance for introduction amending Title 5 – Personnel and Title 6 - Salaries of the Los Angeles County Code to amend or add various sections to align with baseline eHR functionality, to clarify and to codify existing compensation provisions, to correct minor technical and administrative errors and to define Leave Progression. INTRODUCE, WAIVE READING, AND PLACE ON THE AGENDA FOR ADOPTION (Relates to Agenda No. \_\_\_\_)

## ANALYSIS

This ordinance amends Title 5 – Personnel and Title 6 – Salaries of the Los Angeles County Code by:

- Amending Sections 5.23.020, 5.25.020, 5.26.020, 5.27.020, 5.28.020, 6.18.020, and 6.28.050-25 and various sections of Chapter 6.04 to align with baseline eHR functionality and/or to delete obsolete compensation provisions;
- Amending Sections 6.04.010, 6.04.040, 6.08.160, 6.09.060, and 6.20.050 to clarify existing compensation provisions;
- Amending Section 6.08.120 to correct minor errors; and
- Adding Section 6.04.047 to define Leave Progression.

MARY C. WICKHAM  
County Counsel

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

RDB:mst

Requested: 04/04/2012  
Revised: 04/15/2015  
11/30/2015

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

An ordinance amending Title 5 – Personnel and Title 6 – Salaries of the Los Angeles County Code relating to the implementation of the Advantage human resources management system and the correction of minor technical errors relating to the compensation of county positions.

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

**SECTION 1.** Section 5.23.020 (The County of Los Angeles Deferred Earnings Plan - Definitions - Generally) is hereby amended to read as follows:

**5.23.020 Definitions – Generally.**

A. The following terms when used herein with initial capital letters, unless the context clearly indicates otherwise, shall have the following respective meanings:

1. "Accounts" means a Participant's Tax Deferred Contributions Account and Matching Contributions Account as specified in Section 5.23.060B.

...

8. "Compensation" means base rate, as established in Title 6 of the Los Angeles County Code, as amended, plus any monthly bonus established as a designated number of schedules ~~percentage of the base rate in the Level Percentage Conversion Table~~ contained in such Title 6 and any lump sum payment made upon termination pursuant to Section 5.20.070 or Section 6.18.070 of the Los Angeles County Code. Compensation shall not include any of the following:

a. Overtime compensation;

(1) Any lump sum pay-off or reimbursement for unused accumulated overtime, holiday time, or sick leave benefits except as specified above;

(2) Compensation pursuant to Section 6.16.010 of the Los Angeles County Code;

b. Any hourly bonus;

(1) Any monthly bonus established as a flat dollar amount or as a percentage of base rate.

...

**SECTION 2.** Section 5.25.020 (County of Los Angeles Deferred Compensation and Thrift Plan - Definitions) is hereby amended to read as follows:

**5.25.020 Definitions.**

The following terms when used herein with initial capital letters, unless the context clearly indicates otherwise, shall have the following respective meanings:

...

L. "Compensation" means base rate, as established in Title 6 of the Los Angeles County Code, as amended, plus any monthly bonus established as a designated number of schedules and/or levels in the Standardized Salary Schedule percentage of the base rate in the Level Percentage Conversion Table contained in such Title 6. Compensation shall not include any of the following:

1. Overtime compensation;

2. Any lump-sum payoff or reimbursement for unused accumulated overtime, vacation, holiday time, or sick leave benefits;

3. Compensation pursuant to Section 6.16.010 of the Los Angeles County Code;
4. Any hourly bonus;
5. Any monthly bonus established as a flat dollar amount or as a percentage of base rate;
6. Except as provided in Section 5.25.055, any Settlement Award (as defined in Section 5.25.055).

Effective beginning on and after April 1, 2010, or such later date as may be determined by the Chief Administrative Officer when the human resources management system reflecting this provision is implemented, each reference to "monthly bonus" in this Section 5.25.020.L shall be deemed to be a reference to "payroll period bonus."

...

**SECTION 3.** Section 5.26.020 (The County of Los Angeles Savings Plan - General Provisions - Definitions) is hereby amended to read as follows:

**5.26.020 Definitions.**

The following terms when used herein with initial capital letters, unless the context clearly indicates otherwise, shall have the following respective meanings:

...

13. a. "Compensation" means base rate, as established in Title 6 of the Los Angeles County Code, as amended, plus:

(1) Any monthly bonus established as a designated ~~number of schedules and/or levels in the Standardized Salary Schedule~~ percentage of the base rate in the Level Percentage Conversion Table contained in such Title 6 or established as a percentage of base rate pursuant to Parts 2 or 3 of Chapter 6.08 of such Title 6;

(2) The monthly amounts provided by Sections 5.12.200, 5.27.240A, 5.28.240A, 5.40.460 and 5.40.465;

(3) Any lump-sum payment made upon termination pursuant to Section 5.20.070 or 6.18.070 of the Los Angeles County Code.

...

**SECTION 4.** Section 5.27.020 (County of Los Angeles Flexible Benefit Plan - General Provisions - Definitions) is hereby amended to read as follows:

**5.27.020 Definitions.**

The following terms when used herein with initial capital letters, unless the context clearly indicates otherwise, shall have the following respective meanings:

"Benefit" means cash and/or one or more Nontaxable Benefits or Taxable Benefits.

...

E. "Compensation" means base rate, as established in Title 6 of the Los Angeles County Code, as amended, plus any monthly bonus established as a designated ~~number of schedules and/or levels in the Standardized Salary Schedule~~ percentage of the base rate in the Level Percentage Conversion Table contained in such Title 6 or established as a percentage of base rate pursuant to Part 3 of

Chapter 6.08, Management Appraisal and Performance Plan, of Title 6. Compensation shall not include any of the following:

1. Overtime compensation;
2. Any lump-sum payoff or reimbursement for unused, accumulated overtime, vacation, holiday time, or sick leave benefits;
3. Compensation pursuant to Section 6.16.010 of the Los Angeles County Code;
4. Any hourly bonus;
5. Any monthly bonus established as a flat dollar amount or as a percentage of base rate except that compensation shall include any monthly bonus paid as a percentage of base rate for employees compensated pursuant to Part 3 of Chapter 6.08 entitled Management Appraisal and Performance Plan of the Los Angeles County Code.

...

**SECTION 5.** Section 5.28.020 (County of Los Angeles Nonpensionable Flexible Benefit Plan - General Provisions - Definitions) is hereby amended to read as follows:

**5.28.020 Definitions.**

The following terms when used herein with initial capital letters, unless the context clearly indicates otherwise, shall have the following respective meanings:

- A. "Benefit" means cash or one or more Nontaxable Benefits.

...

E. "Compensation" means base rate, as established in Title 6 of the Los Angeles County Code, as amended, plus any monthly bonus established as a designated number of schedules and/or levels in the ~~Standardized Salary Schedule~~ percentage of the base rate in the Level Percentage Conversion Table contained in such Title 6 or established as a percentage of base rate pursuant to Part 3 of Chapter 6.08, Management Appraisal and Performance Plan, of Title 6. Compensation shall not include any of the following:

1. Overtime compensation;
2. Any lump-sum payoff or reimbursement for unused, accumulated overtime, vacation, holiday time, or sick leave benefits;
3. Compensation pursuant to Section 6.16.010 of the Los Angeles County Code;
4. Any hourly bonus;
5. Any monthly bonus established as a flat dollar amount or as a percentage of base rate except that compensation shall include any monthly bonus paid as a percentage of base rate for employees compensated pursuant to Part 3 of Chapter 6.08 entitled Management Appraisal and Performance Plan of the Los Angeles County Code.

...

**SECTION 6.** Chapter 6.04 (Salaries - General Provisions - Definitions) is hereby amended to read as follows:

**Chapter 6.04**  
**DEFINITIONS**

**Sections:**

6.04.005      Use of definitions

...

6.04.047      Leave progression

...

**SECTION 7.** Section 6.04.010 (Salaries - Definitions - Active service) is hereby amended to read as follows:

**6.04.010      Active Service.**

"Active service" means time spent on active on-the-job performance of the duties of a position, and on any authorized paid leaves of absence. Active service does not include paid overtime hours, authorized or unauthorized absence without pay hours, and regular days off.

**SECTION 8.** Section 6.04.040 (Salaries - Definitions - Continuous service) is hereby amended to read as follows:

**6.04.040      Continuous Service.**

A. "Continuous service" means:

1. For positions compensated on a monthly or annual basis: service during the regular hours or shifts of the position in which the person is employed;
2. For positions compensated on a daily or hourly basis: ~~services~~ service of at least ~~an average of 20 days or~~ 160 hours during each of six consecutive calendar months;
3. For certain positions in the probation department assigned to forestry and probation camps: 52 or more on-duty periods of 56 hours each during 12 consecutive months.

B. The following shall not be considered an interruption of continuous service:

1. Paid sick-leave;
2. ~~Paid vacation;~~
3. ~~2.~~ 2. Approved leaves of absence;
4. ~~3.~~ 3. Absences not exceeding:
  - a. Three consecutive working days,
  - b. Two on-duty shifts;
5. ~~4.~~ 4. Re-entering county service within three working days after termination;
6. ~~5.~~ 5. Re-employment pursuant to the Charter and/or statutes following a resignation to serve in the armed forces.

C. Effective with the pay period ending April 15, 2012, all references to "Continuous service" solely for the purpose of leave benefits accruals shall be replaced by and construed to be the same as "Leave progression."

**SECTION 9.** Section 6.04.047 (Salaries - Definitions - Leave progression) is hereby added to read as follows:

**6.04.047 Leave progression.**

A. Effective with the pay period ending April 15, 2012, "Leave Progression" means the length of county service credited for the purposes of leave benefit accrual.

1. Leave Progression is calculated using the difference between the current date and the Leave Progression Start Date as defined below in subsection B.

2. The following shall not be considered an interruption of leave progression:

a. Paid leave;

b. Approved leaves of absence;

c. Absences not exceeding:

i. Three consecutive working days,

ii. Two on-duty shifts;

d. Reentering county service within three working days after termination;

e. Reemployment pursuant to the Charter and/or statutes following a resignation to serve in the armed forces.

B. Effective with the pay period ending April 15, 2012, "Leave Progression Start Date" is the same date as the original job appointment date and may change if any one of the following occurs:

1. Reemployment from a layoff list;
2. Job change from Daily or Hourly to a Monthly position; or
3. Assigned agency is consolidated with a new or existing County Department.

**SECTION 10.** Section 6.08.120 (Salaries – Step placement upon restoration) is hereby amended to read as follows:

**6.08.120 Step placement upon restoration.**

A. Except as provided in subsection C of this section, when an employee is restored, pursuant to Civil Service Rules, to a higher-level position, he shall receive the compensation which is the higher of the following:

1. The salary step he previously earned while holding said position if he is being restored to a higher-level position previously held by him, or the salary step he previously earned in any higher-level position from which his change of classification or demotion to the position to which he is being restored would have been authorized by the Civil Service Rules; or

2. If at least one year has elapsed since he last held status on any higher-level position described in subsection A1 above, the salary step rate that he would have received had he been appointed from a lower-level item to a higher-level item as provided for in Section 6.08.090; or

3. If the employee previously held a position higher in level than the position to which he is being restored and if his restoration to said higher-level position would also be authorized by the Civil Service Rules, the salary step to which he would be entitled if he were in fact restored to said higher-level position pursuant to paragraph 1 or 2 above, whichever is applicable and subsequently voluntarily demoted to the position to which he is being restored.

...

C. Restoration Following an Interruption of Continuous Service.

1. When an employee is restored, pursuant to the Civil Service Rules, following an interruption of continuous service, as defined in subparagraph 2 below, he shall be placed at the first step of the salary range, provided that his restoration is authorized solely on account of his employment prior to said interruption. In all other cases, step placement upon restoration shall be determined in accordance with subsections A and B of this section.

...

4. Notwithstanding any other provision of this subsection C when a person is restored, pursuant to the Civil Service Rules, to a position last held prior to a layoff, as defined in Civil Service Rule 2019, his salary step placement shall be determined in accordance with the subsections A and B of this section.

**SECTION 11.** Section 6.08.160 (Salaries - Step Placement – recurrent employees) is hereby amended to read as follows:

**6.08.160 Step placement - Recurrent employees.**

A. Any eligible person holding a recurrent position shall be entitled to step advances after completion of periods of ~~200 days~~1600 hours of active service rendered in consecutive calendar years except as provided below.

B. No more than one step advance shall be granted in one year except advancement shall be made to the second step of the salary range upon completion of ~~100 days~~800 hours of active service for those positions compensated as prescribed in paragraph C of Section 6.08.010.

...

F. Any eligible person holding a recurrent position compensated at or below the minimum salary schedules indicated in Section 6.10.010, subsection C shall be advanced to the second step of the salary range after six months of continuous service and upon completion of ~~400 days~~800 hours of active service(~~800 hours~~). Step advances thereafter shall be as otherwise provided.

G. Any hours accrued by the eligible person holding a recurrent position in a 12-month period in excess of the 1600-hour threshold shall not be carried over to the next year to fulfill the step advancement requirements as described in Section 6.08.160, subsection A.

**SECTION 12.** Section 6.08.270 (Physician Pay Plan - Date of step advances and credits) is hereby amended to read as follows:

**6.08.270 Date of step advances and credits.**

A. Step Advance Anniversary Date. A step advance anniversary date shall be the date that an employee, paid pursuant to this Part 2 of Chapter 6.08, last received a step advance.

When a person's date for step advancement based on experience as described herein is between the first and the 15th of the month, such step advancement shall be made on the first day of that month, and if the date for said step advancement is between the 16th and the end of the month, such step advancement shall be made on the first of the following month.

B. Special Credit Date.

1. When a person is to receive a credit for any reason described in Section 6.08.250, such credit shall be effective on the first of the month if eligibility for such credit is between the first and the 15th of the month, and shall be effective on the first of the following month if eligibility for such credit is between the 16th and the end of the month.

2. Effective with the pay period ending April 15, 2012 and upon notification to the board of supervisors by the chief executive officer that the human resources management system implementing this provision is fully operational, credit for any reason as described in Section ~~6.08.450~~ 6.08.250 shall be effective on the actual date of eligibility. Persons with special credit dates set according to the rules in

effect prior to the 2012 system implementation shall retain those dates for their respective positions.

**SECTION 13.** Section 6.09.060 (Salaried Employment – Paid leaves of absence) is hereby amended to read as follows:

**6.09.060 Paid leaves of absence.**

A. Accumulation of Paid Leave Benefits. All accrued benefits provided in Chapters 5.27, 5.28, 6.18, and 6.20 of Titles 5 and 6 of the Los Angeles County Code shall be accumulated and made available for use by the employee in Full-Day increments. The number of Full-Day vacation, annual leave, or full-pay sick leave increments used by an employee shall be determined by applying the number of vacation, full-pay sick leave or annual leave hours accrued pursuant to Chapters 5.27, 5.28, 6.18 or 6.20 to the employee's regular Work Schedule during the period of vacation, sick leave or annual leave.

B. Use of Paid Leave Benefits. An employee may use paid leave as follows:

1. Vacation. The accrued vacation benefit provided in Chapter 6.18 of Title 6 of the Los Angeles County Code shall be reduced by one Full Day for each Full Day of vacation taken by a Salaried Employee eligible for such benefit.

...

3. Part-Pay Sick Leave.

a.\_\_\_\_\_The part-pay sick leave benefit provided in Section 6.20.040 of Title 6 of the Los Angeles County Code shall be reduced by one calendar day for each calendar day of part-pay sick leave taken by a Salaried Employee eligible for such

benefit. Effective beginning on and after April 1, 2010, or such later date as may be determined by the Chief Administrative Officer when the human resources management system reflecting this provision is implemented, the part-pay sick leave benefit provided in Section 6.20.040 of this Code shall be reduced by one workday for each workday of part-pay sick leave taken by a Salaried Employee eligible for such benefit in accordance with CEO instructions.

b. In accordance with Section 6.20.050, subsection C, once such leave is elected, it must be used until exhausted for continuous absence due to sickness or injury. Retroactive adjustments to previously used part-pay sick leave in order to accrue full-pay leave benefits are prohibited.

...

6. Less than Full Day Absences under The Family and Medical Leave Act. A Salaried Employee may elect to use accrued paid leave benefits provided in Chapters 5.27, 5.28, 6.18, 6.20 of Titles 5 and 6 of the Los Angeles County Code and accrued compensatory time off in less than Full Day increments in accordance with Section 6.09.030B.2 to cover less than Full Day absences where such absences are taken in accordance with The Family and Medical Leave Act regulations. Usage of such paid leave is subject to all the conditions that apply to the use of such accrued leave benefits.

...

**SECTION 14.** Section 6.18.020 (Vacations - Definitions) is hereby amended to read as follows:

**6.18.020 Definitions.**

The following terms, when used in this Chapter 6.18 with initial capital letters, shall have the following meanings, unless the context clearly indicates otherwise:

A. "Current Vacation" means that vacation time which has been earned and accrued in the current calendar year.

B. "Deferred Vacation" means that vacation time which was earned and accrued during the preceding or earlier calendar year.

C. Effective with the pay period ending April 15, 2012, "Vacation" means the vacation time earned and accrued in both the current and prior calendar years. As such, all references to "Current Vacation" and "Deferred Vacation" shall be replaced by and be construed to be the same as "Vacation."

~~C.D.~~ "Vacation Accrual Rate" means the rate which is applied to each Qualifying Hour to determine the number of vacation leave hours earned.

~~D.E.~~ "Vacation Anniversary Date" means the date, established for purposes of Section 6.18.065, which has been determined as follows: where an employee's date of employment is on or before the fifteenth of a month, his/her Vacation Anniversary Date shall be the first day of the month; where the employee's date of employment is on or after the sixteenth of the month, his/her Vacation Anniversary Date shall be the first day of the following month. Effective with the pay period ending April 15, 2012, an

employee's Vacation Anniversary Date shall be the employee's Leave Progression Start Date.

~~E.-F.~~ "Vacation Maximum Hours" means the maximum number of vacation leave hours that can be earned and accrued each calendar year.

~~F.-G.~~ "Vacation Pay Period Rate," effective with the pay period ending April 15, 2012 and upon notification to the board of supervisors by the chief executive officer that the human resources management system implementing this provision is fully operational, means the maximum number of vacation leave hours and minutes an employee is entitled to each pay period apportioned according to the number of Qualifying Hours.

~~G.-H.~~ "Vacation Years of Service" means the number of years of county service that an employee has acquired for vacation accrual purposes. ~~For permanent employees, the~~ The Vacation Years of Service are determined by taking the difference between the employee's continuous service date and the current date and then rounding down to the nearest full year. Effective with the pay period ending April 15, 2012, the Vacation Years of Service are determined by taking the difference between the employee's Leave Progression Start Date and the current date and then rounding down to the nearest full year. ~~For recurrent and temporary employees, the Vacation Years of Service are determined by taking the difference between the latest hire date and the current date and rounding down to the nearest full year.~~

**SECTION 15.** Section 6.20.050 (Leave of Absence - Sick Leave - Limitations) is hereby amended to read as follows:

**6.20.050 Sick Leave – Limitations.**

A. When an employee has exhausted all sick leave benefits to which he may be entitled under Sections 6.20.010 through 6.20.040, and in the event that he does not return to work, he shall not be entitled to additional sick leave benefits except as may be provided in Section 6.20.060.

...

C. A person who is compelled to be absent because of sickness or injury, or for non-emergency medical or dental care, may elect to take time off on vacation, or compensatory time for overtime or holidays worked rather than sick leave, except that a person on part-pay sick leave must remain on such leave until it is exhausted, and may not elect any other types of leave unless authorized by his department head.

Retroactive adjustments to previously used part-pay sick leave in order to accrue full-pay leave benefits are prohibited.

...

**SECTION 16.** Section 6.28.050-25 (Notes to Section 6.28.050) is hereby amended to read as follows:

**6.28.050-25 - Notes to Section 6.28.050.**

**NOTE 1.** Notwithstanding any other provision of this Title 6, the minimum hourly rate for this position shall be that specified herein, or the current Federal Minimum Wage hourly rate, or the current State Minimum Wage hourly rate, or the

current Los Angeles County Minimum Wage hourly rate, whichever is greatest.

...

**NOTE M.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on a seven-step salary range; the sixth step being the fifth step of the salary schedule which is one standard salary schedule above the indicated salary range, and the seventh step being the fifth step of the salary schedule which is two standard salary schedules above the indicated salary range. Advancement to the sixth and seventh steps shall be granted upon completion of 12 months of service at each of the previous steps, except in cases of promotion where initial appointment is to the fifth or sixth step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the next step shall be granted upon completion of six months of service at the previous step. Step advances thereafter shall be as otherwise provided in Section 6.08.090. The rate or rates established by this provision constitute a base rate.

**NOTE MA.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on a three-step salary range; the first step being Step 1 of the indicated salary range, the second step being Step 1 of the salary schedule which is one standard salary schedule above the indicated salary range; and the third step being Step 1 of the salary schedule which is two standard salary schedules above the indicated salary range. Advancement to the second and third steps shall be granted upon completion of 12 months of service at each of the previous steps, except in cases of promotion where initial appointment is to the first or

second step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the next step shall be granted upon completion of six months of service at the previous step. Step advances thereafter shall be as otherwise provided in Section 6.08.090. The rate or rates established by this provision constitute a base rate.

**NOTE MH.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on a three-step salary range; the first step being Step 3 of indicated salary range; the second step being Step 3 of the salary schedule which is one standard salary schedule above the indicated salary range; and the third step being Step 3 of the salary schedule which is two standard salary schedules above the indicated salary range. Advancement to the second and third steps shall be granted upon completion of 12 months of service at each of the previous steps, except in cases of promotion where initial appointment is to the first or second step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the next step shall be granted upon completion of six months of service at the previous step. Step advances thereafter shall be as otherwise provided in Section 6.08.090. The rate or rates established by this provision constitute a base rate.

**NOTE ML.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on a ten-step salary range; the sixth step being the fifth step of the salary schedule which is one standard salary schedule above the indicated salary range; the seventh step being the fifth step of the salary schedule which is two standard salary schedules above the indicated salary range; the eighth step being the fifth step of the salary schedule which is three standard salary

schedules above the indicated salary range; the ninth step being the fifth step of the salary schedule which is four standard salary schedules above the indicated salary range; and the tenth step being the fifth step of the salary schedule which is five standard salary schedules above the indicated salary range. Advancement to the sixth step shall be granted upon completion of 18 months of service at the fifth step and advancement to the seventh step shall be granted upon completion of 18 months of service at the sixth step, except in cases of promotion where initial appointment is to the fifth step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the sixth step shall be granted upon completion of nine months of service at the fifth step and advancement to the seventh step shall be granted upon completion of nine months of service at the sixth step. Advancement to the eighth, ninth and tenth steps shall be granted upon completion of 12 months of service at each of the previous steps. The rate or rates established by this provision constitute a base rate.

**NOTE MR.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on a ten-step salary range; the sixth step being the fifth step of the salary schedule which is two standard salary schedules above the indicated salary range; the seventh step being the fifth step of the salary schedule which is four standard salary schedules above the indicated salary range; the eighth step being the fifth step of the salary schedule which is six standard salary schedules above the indicated salary range; the ninth step being the fifth step of the salary schedule which is seven standard salary schedules above the indicated salary range; and the tenth step being the fifth step of the salary structure which is eight

standard salary schedules above the indicated salary range. Advancement to the sixth, seventh, eighth, ninth and tenth steps shall be granted upon completion of 12 months of service at each of the previous steps, except in cases of promotion where initial appointment is to the fifth step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the next step shall be granted upon completion of six months of service at the previous step. Step advances thereafter shall be as otherwise provided in Section 6.08.090. The rate or rates established by this provision constitute a base rate.

**NOTE MV.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on an eight-step salary range; the sixth step being the fifth step of the salary schedule which is one standard salary schedule above the indicated salary range; the seventh step being the fifth step of the salary schedule which is two standard salary schedules above the indicated salary range; and the eighth step being the fifth step of the salary schedule which is three standard salary schedules above the indicated salary range. Advancement to the sixth, seventh and eighth steps shall be granted upon completion of 12 months of service at each of the previous steps, except in cases of promotion where initial appointment is to the fifth step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the next step shall be granted upon completion of six months of service at the previous step. Step advances thereafter shall be as otherwise provided in Section 6.08.090. The rate or rates established by this provision constitute a base rate.

**NOTE MW.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on an eight-step salary range; the sixth step being the fifth step of the salary schedule which is two standard salary schedules above the indicated salary range; the seventh step being the fifth step of the salary schedule which is three standard salary schedules above the indicated salary range; and the eighth step being the fifth step of the salary schedule which is four standard salary schedules above the indicated salary range. Advancement to the sixth, seventh and eighth steps shall be granted upon completion of 12 months of service at each of the previous steps, except in cases of promotion where initial appointment is to the fifth step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the next step shall be granted upon completion of six months of service at the previous step. Step advances thereafter shall be as otherwise provided in Section 6.08.090. The rate or rates established by this provision constitute a base rate.

**NOTE MX.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on a nine-step salary range; the sixth step being the fifth step of the salary schedule which is two standard salary schedules above the indicated salary range; the seventh step being the fifth step of the salary schedule which is four standard salary schedules above the indicated salary range; the eighth step being the fifth step of the salary schedule which is five standard salary schedules above the indicated salary range; and the ninth step being the fifth step of the salary schedule which is six standard salary schedules above the indicated salary range. Advancement to the sixth, seventh, eighth and ninth steps shall be granted upon

completion of 12 months of service at each of the previous steps, except in cases of promotion where initial appointment is to the fifth step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the next step shall be granted upon completion of six months of service at the previous step. Step advances thereafter shall be as otherwise provided in Section 6.08.090. The rate or rates established by this provision constitute a base rate.

**NOTE MY.** Notwithstanding any other provision of this Title 6, persons employed in this position shall be compensated on a twelve-step salary range; the sixth, seventh, eighth, ninth and tenth steps being the fifth step of the indicated salary range which is two, four, six, eight, and ten standard salary schedules, respectively, above the indicated salary range; the eleventh step being the fifth step of the indicated salary range which is eleven standard salary schedules above the indicated salary range and the twelfth step being the fifth step of the indicated salary range which is twelve standards salary schedules above the indicated salary range. Advancement to the sixth, seventh, ~~eight-eighth~~, ninth, tenth, eleventh, and twelfth step shall be granted upon completion of 12 months of service at each of the previous steps, except in cases of promotion where initial appointment is to the fifth step and results in less than a 5.6468 percent increase in pay. In such cases, advancement to the next step shall be granted upon completion of six months of service at the previous step. Step advances thereafter shall be as otherwise provided in Section 6.08.090. The rate or rates established by this provision constitute a base rate.

...

**SECTION 17.** Pursuant to Government Code Section 25123(f), this ordinance shall be construed and applied retroactively as if effective and operative with the pay period ending April 15, 2012 except for Sections 7, 10, 11, 13 and 15 which shall take effect immediately upon final passage

[523020VHCEO (rev #13)]



SACHI A. HAMAI  
Chief Executive Officer

# 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  
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Board of Supervisors  
HILDA L. SOLIS  
First District

MARK RIDLEY-THOMAS  
Second District

SHEILA KUEHL  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

## **OPS CLUSTER MEETING 12/17/15**

January 12, 2016

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:

### **COUNTYWIDE CLASSIFICATION ACTIONS TO IMPLEMENT THE FISCAL YEAR 2015-2016 SUPPLEMENTAL BUDGET (ALL SUPERVISORIAL DISTRICTS - 3 VOTES)**

#### **SUBJECT**

This letter and accompanying ordinance will update the County Classification Plan and departmental staffing provisions related to the Board of Supervisors' approved Fiscal Year (FY) 2015-2016 Supplemental Budget as recommended by the Chief Executive Office.

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

Approve the accompanying ordinance amending Title 6, Salaries, of the County Code to update the departmental staffing provisions to reflect positions allocated, deleted and transferred in the FY 2015-2016 Supplemental Budget, and to implement routine technical adjustments and corrections to reflect earlier Board-approved budget and classification actions.

#### **PURPOSE/JUSTIFICATION FOR RECOMMENDED ACTIONS**

The majority of actions recommended in this letter are budget related, and were approved - in concept - by the Board of Supervisors (Board) as part of the FY 2015-2016 Supplemental Budget on September 29, 2015. Since that time, we have been working to gather and analyze the required information to determine and allocate

the appropriate classification and level of new positions. This letter implements these specific changes to the departmental staffing provisions.

Your Board's approval of the accompanying ordinance will fulfill the Charter requirement to provide, by ordinance, for the number of County employees. It will also provide the authority for County departments to fill new positions allocated in the FY 2015-2016 Supplemental Budget, delete positions no longer needed, and make other adjustments as necessary. These recommendations are a routine part of the annual budget process.

### **Routine Adjustments and Corrections**

Routine adjustments and corrections are being made to the staffing provisions of various County departments. These adjustments include position deletions and adjusting entries from previous classification actions such as classification studies, reorganizations, and mid-year allocations.

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

Your 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 cost of and financing for the new position recommendations have been included in the FY 2015-2016 Supplemental Budget. There is no cost associated with any other actions in this ordinance.

### **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.

The accompanying ordinance implementing amendments to Title 6, Salaries, of the County Code has been approved as to form by County Counsel.

The Honorable Board of Supervisors  
January 12, 2016  
Page 3

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

Your Board's approval of these recommendations will enable departments to effect personnel actions associated with the recently approved budget for FY 2015-2016. Ultimately, this will enhance the quality of services provided to the public and the operational effectiveness of the departments.

Respectfully submitted,

SACHI A. HAMAI  
Chief Executive Officer

SAH:RM:PAC  
AE:KP:mmg

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

DRAFT

## **ANALYSIS**

This ordinance amends Title 6 - Salaries, of the Los Angeles County Code by adding and/or deleting and changing certain classifications and numbers of ordinance positions in the departments of Animal Care and Control, Board of Supervisors, Chief Executive Officer, Child Support, Children and Family Services, Community and Senior Services, Consumer and Business Affairs, County Counsel, District Attorney, Fire, Health Services, Human Resources, Medical Examiner-Coroner, Mental Health, Military and Veterans Affairs, Parks and Recreation, Probation, Public Defender, Public Health, Public Library, Public Social Services, Public Works, and Sheriff.

MARY C. WICKHAM  
County Counsel

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

RDB:

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

An ordinance amending Title 6 - Salaries, of the Los Angeles County Code relating to the addition, deletion, and changing of certain classifications and number of ordinance positions in various departments as a result of the budget process for FY 2015-2016.

**SECTION 1.** Section 6.34.010 (Department of Animal Care and Control) is hereby amended to change the number of ordinance positions for the following class:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
2681A	<del>3</del> <u>4</u>	VOLUNTEER PROGRAMS COORDINATOR I

**SECTION 2.** Section 6.44.010 (Department of the Board of Supervisors) is hereby amended to change the number of ordinance positions for the following class:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
2569A	<del>2</del> <u>3</u>	INFORMATION TECHNOLOGY SPECIALIST I

**SECTION 3.** Section 6.50.010 (Department of the Chief Executive Officer) is hereby amended to change the number of ordinance positions for the following class:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
2216N	<del>3</del> <u>4</u>	SENIOR TYPIST-CLERK

**SECTION 4.** Section 6.52.010 (Department of Medical Examiner-Coroner) is hereby amended to delete the following class and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
1891A	4	<del>SENIOR PERSONNEL ASSISTANT</del>

**SECTION 5.** Section 6.52.010 (Department of Medical Examiner-Coroner) is hereby amended to change the number of ordinance positions for the following classes:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
1637A	<del>42</del> <u>43</u>	CORONER INVESTIGATOR
4884A	<del>23</del> <u>24</u>	FORENSIC ATTENDANT
2216A	<del>44</del> <u>12</u>	SENIOR TYPIST-CLERK

**SECTION 6.** Section 6.53.010 (Department of Children and Family Services) is hereby amended to change the number of ordinance positions for the following classes:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
9086A	<del>259</del> <u>260</u>	CHILDREN SERVICES ADMINISTRATOR I
2214A	<del>863</del> <u>864</u>	INTERMEDIATE TYPIST-CLERK
2096A	<del>432</del> <u>133</u>	SECRETARY III
2219A	<del>34</del> <u>35</u>	SUPERVISING TYPIST-CLERK

**SECTION 7.** Section 6.55.010 (Child Support Services Department) is hereby amended to add the following class and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
<u>0735A</u>	<u>1</u>	<u>INVENTORY CONTROL ASSISTANT I</u>

**SECTION 8.** Section 6.55.010 (Child Support Services Department) is hereby amended to change the number of ordinance positions for the following classes:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
9287A	24 <u>19</u>	ATTORNEY IV,CHILD SUPPORT SERVS
1731A	5 <u>8</u>	DIVISION ADMR,CHILD SUPPORT SVCS
9288A	5 <u>4</u>	HEAD ATTORNEY,CHILD SUPPORT SERVS
1138A	44 <u>10</u>	INTERMEDIATE CLERK

**SECTION 9.** Section 6.58.010 (Department of Community and Senior Services) is hereby amended to add the following classes and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
<u>2620A</u>	<u>1</u>	<u>DATABASE ADMINISTRATOR</u>
<u>2594A</u>	<u>1</u>	<u>PRINCIPAL INFO SYSTEMS ANALYST</u>

**SECTION 10.** Section 6.58.010 (Department of Community and Senior Services)

is hereby amended to change the number of ordinance positions for the following class:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
2526A	4 <u>2</u>	PRINCIPAL APPLICATION DEVELOPER

**SECTION 11.** Section 6.60.010 (Department of Consumer and Business Affairs) is

hereby amended to change the number of ordinance positions for the following class:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
1664A	44 <u>15</u>	CONSUMER AFFAIRS REPRESENTATIVE III

**SECTION 12.** Section 6.64.010 (County Counsel) is hereby amended to change

the number of ordinance positions for the following classes:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
9206A	<del>95</del> <u>97</u>	DEPUTY COUNTY COUNSEL
9232A	<del>32</del> <u>33</u>	PARALEGAL
9207A	<del>184</del> <u>186</u>	SENIOR DEPUTY COUNTY COUNSEL

**SECTION 13.** Section 6.70.010 (District Attorney) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
2098A	<del>43</del> <u>12</u>	SECRETARY V
2890A	<del>193</del> <u>194</u>	SENIOR INVESTIGATOR,DA
1566A	<del>42</del> <u>23</u>	VICTIM SERVICES REPRESENTATIVE II

**SECTION 14.** Section 6.76.011 (Fire Department – Administrative Budget) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
1843A	<del>5</del> <u>6</u>	SENIOR DEPARTMENTAL PERSONNEL ASST
1849A	<del>9</del> <u>10</u>	SENIOR DEPARTMENTAL PERSONNEL TECH

**SECTION 15.** Section 6.76.014 (Fire Department – Operations) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
0196A	<del>82</del> <u>97</u>	FIRE SUPPRESSION AID
0196E	<del>245</del> <u>230</u>	FIRE SUPPRESSION AID

**SECTION 16.** Section 6.76.018 (Fire Department – Emergency Medical Services)

is hereby amended to add the following class and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
<u>2216A</u>	<u>1</u>	<u>SENIOR TYPIST-CLERK</u>

**SECTION 17.** Section 6.76.018 (Fire Department – Emergency Medical Services)

is hereby amended to change the number of ordinance positions for the following classes:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
0888A	4 <u>2</u>	ADMINISTRATIVE ASSISTANT II
2214A	-4 <u>6</u>	INTERMEDIATE TYPIST-CLERK
2096A	4 <u>2</u>	SECRETARY III
4597A	3 <u>4</u>	SR EMERGENCY MED SYSTEMS PROG HEAD
5216A	<del>43</del> <u>15</u>	SENIOR NURSING INSTRUCTOR

**SECTION 18.** Section 6.77.010 (Department of Public Health – Public health

services) is hereby amended to delete the following class and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
4896A	4	<del>CLINICAL LABORATORY SCIENTIST II</del>

**SECTION 19.** Section 6.77.010 (Department of Public Health – Public health services) is hereby amended to add the following class and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
<u>9193A</u>	<u>2</u>	<u>PATIENT FINANCIAL SERVS WORKER</u>

**SECTION 20.** Section 6.77.010 (Department of Public Health – Public health services) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
4349A	<del>2</del> <u>1</u>	CHIEF, ENVIRON TOXICOLOGY, AG COMM
1759N	<del>27</del> <u>28</u>	EPIDEMIOLOGIST
0672A	<del>5</del> <u>6</u>	HEALTH CARE FINANCIAL ANALYST
2548A	<del>2</del> <u>3</u>	IT TECHNICAL SUPPORT SUPERVISOR
5512A	<del>2</del> <u>1</u>	PHARMACIST
5455A	<del>49</del> <u>48</u>	PHYSICIAN SPECIALIST(MEGAFLEX)
5798A	<del>42</del> <u>11</u>	RADIOLOGIC TECHNOLOGIST
8972A	<del>6</del> <u>7</u>	RESEARCH ANALYST II,BEHAVIOR SCI
8243F	<del>69</del> <u>67</u>	STUDENT PROFESSIONAL WORKER I
8258F	<del>5</del> <u>7</u>	STUDENT PROFESSIONAL WORKER II

**SECTION 21.** Section 6.77.025 (Department of Public Health – Children’s medical services) is hereby amended to change the number of ordinance positions for the following class:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
5230N	4 <u>6</u>	PUBLIC HEALTH NURSE

**SECTION 22.** Section 6.78.010 (Department of Health Services – Administration) is hereby amended to delete the following class and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
0642A	4	<del>ACCOUNTING TECHNICIAN I</del>

**SECTION 23.** Section 6.78.010 (Department of Health Services – Administration) is hereby amended to add the following classes and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
<u>0927A</u>	<u>7</u>	<u>CREDENTIALING SPECIALIST</u>
<u>0928A</u>	<u>1</u>	<u>MEDICAL STAFF COORDINATOR</u>

**SECTION 24.** Section 6.78.010 (Department of Health Services – Administration)

is hereby amended to change the number of ordinance positions for the following classes:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
5065A	26 <u>25</u>	AMBULANCE DRIVER
1641A	2 <u>3</u>	CIVILIAN INVESTIGATOR
1120A	4 <u>6</u>	EXECUTIVE ASSISTANT
2214A	67 <u>66</u>	INTERMEDIATE TYPIST-CLERK
1848A	41 <u>42</u>	MANAGEMENT ANALYST
4629A	4 <u>6</u>	PROGRAM IMPLEMENTATION MANAGER,HS
8972A	4 <u>5</u>	RESEARCH ANALYST II,BEHAVIOR SCI
2593A	35 <u>36</u>	SENIOR INFORMATION SYSTEMS ANALYST

**SECTION 25.** Section 6.78.030 (Department of Health Services – Managed care services) is hereby amended to delete the following class and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
2221A	4	<del>INTERMEDIATE SUPVG TYPIST-CLERK</del>

**SECTION 26.** Section 6.78.055 (Department of Health Services – MetroCare Network) is hereby amended to delete the following classes and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
6399A	4	SENIOR COOK
2201A	4	TRANSCRIBER TYPIST

**SECTION 27.** Section 6.78.055 (Department of Health Services – MetroCare Network) is hereby amended to add the following classes and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
<u>9027A</u>	<u>1</u>	<u>GENETIC COUNSELOR</u>
<u>4803A</u>	<u>2</u>	<u>NUTRITIONIST II</u>
<u>5608A</u>	<u>4</u>	<u>OPHTHALMOLOGY TECHNICIAN</u>

**SECTION 28.** Section 6.78.055 (Department of Health Services – MetroCare Network) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
0577A	2	<u>1</u> ACCOUNT CLERK I
0578A	6	<u>4</u> ACCOUNT CLERK II

4895A	<del>99</del>	<u>98</u>	CLINICAL LABORATORY SCIENTIST I
6471A	44	<u>13</u>	ELECTRICIAN
0672A	40	<u>9</u>	HEALTH CARE FINANCIAL ANALYST
2546A	<del>42</del>	<u>16</u>	IT TECHNICAL SUPPORT ANALYST II
1138A	<del>290</del>	<u>288</u>	INTERMEDIATE CLERK
2214A	<del>266</del>	<u>264</u>	INTERMEDIATE TYPIST-CLERK
5595A	8	<u>7</u>	ORTHOPEDIC TECHNICIAN
9193A	<del>60</del>	<u>61</u>	PATIENT FINANCIAL SERVS WORKER
5501A	40	<u>9</u>	PHARMACY HELPER
5476A	<del>350</del>	<u>353</u>	PHYSICIAN SPECIALIST(NON MEGAFLEX)
5798A	84	<u>83</u>	RADIOLOGIC TECHNOLOGIST
9019A	42	<u>14</u>	SENIOR CLINICAL SOCIAL WORKER
5456A	<del>35</del>	<u>36</u>	SENIOR PHYSICIAN
5589A	<del>27</del>	<u>26</u>	SR RESPIRATORY CARE PRACTITIONER
0907A	40	<u>11</u>	STAFF ASSISTANT I
2210A	5	<u>4</u>	SUPVg MEDICAL TRANSCRIBER TYPIST

**SECTION 29.** Section 6.78.060 (Department of Health Services – LAC+USC healthcare network) is hereby amended to delete the following classes and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
8706A	4	<del>BEHAVIORAL SCIENCES CONSULTANT</del>
4354A	4	<del>HEAD TOXICOLOGIST</del>
5778A	4	<del>MEDICAL RADIATION PHYSICIST</del>

**SECTION 30.** Section 6.78.060 (Department of Health Services – LAC+USC healthcare network) is hereby amended to add the following classes and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
<u>9027A</u>	<u>1</u>	<u>GENETIC COUNSELOR</u>
<u>4803A</u>	<u>2</u>	<u>NUTRITIONIST II</u>

**SECTION 31.** Section 6.78.060 (Department of Health Services – LAC+USC healthcare network) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
1138A	399 <u>407</u>	INTERMEDIATE CLERK
2214A	274 <u>276</u>	INTERMEDIATE TYPIST-CLERK

5098A	<del>333</del>	<u>348</u>	NURSING ATTENDANT I
5857A	<del>4</del>	<u>5</u>	OCCUPATIONAL THERAPIST II
9193A	<del>404</del>	<u>106</u>	PATIENT FINANCIAL SERVS WORKER
5422F	<del>174</del>	<u>155</u>	PHYSICIAN,MD,EMERGENCY ROOM
5408M	<del>469</del>	<u>175</u>	PHYSICIAN,POST GRADUATE(1ST YEAR)
5411M	<del>200</del>	<u>206</u>	PHYSICIAN,POST GRADUATE(2ND YEAR)
5411M	<del>482</del>	<u>188</u>	PHYSICIAN,POST GRADUATE(3RD YEAR)
5476A	<del>405</del>	<u>107</u>	PHYSICIAN SPECIALIST(NON-MEGAFLEX)
9019A	<del>34</del>	<u>33</u>	SENIOR CLINICAL SOCIAL WORKER
5456A	<del>23</del>	<u>24</u>	SENIOR PHYSICIAN

**SECTION 32.** Section 6.78.065 (Department of Health Services – Rancho Los Amigos) is hereby amended to add the following class and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
<u>5473F</u>	<u>10</u>	<u>RELIEF PHYSICIAN</u>

**SECTION 33.** Section 6.78.065 (Department of Health Services – Rancho Los Amigos) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
0578A	<del>3</del> <u>2</u>	ACCOUNT CLERK II
5856A	<del>28</del> <u>25</u>	OCCUPATIONAL THERAPIST I
5858A	<del>26</del> <u>25</u>	OCCUPATIONAL THERAPY ASSISTANT
5837A	<del>30</del> <u>27</u>	PHYSICAL THERAPIST I
5887A	<del>45</del> <u>12</u>	SPEECH PATHOLOGIST I
5113F	<del>49</del> <u>18</u>	STUDENT WORKER,NURSING

**SECTION 34.** Section 6.78.070 (Department of Health Services – ValleyCare Network) is hereby amended to delete the following classes and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
<del>6354A</del>	<del>4</del>	<del>HELPER,PAINTING</del>
<del>5648A</del>	<del>4</del>	<del>PUBLIC HEALTH INVESTIGATION MANAGER</del>

**SECTION 35.** Section 6.78.070 (Department of Health Services – ValleyCare Network) is hereby amended to add the following classes and number of ordinance positions:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
<u>5359A</u>	<u>2</u>	<u>NURSE-MIDWIFE</u>
<u>5887A</u>	<u>1</u>	<u>SPEECH PATHOLOGIST I</u>

**SECTION 36.** Section 6.78.070 (Department of Health Services – ValleyCare Network) is hereby amended to change the number of ordinance positions for the following classes:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
0643A	<del>3</del> <u>2</u>	ACCOUNTING TECHNICIAN II
5092A	<del>93</del> <u>99</u>	CERTIFIED MEDICAL ASSISTANT
5794A	<del>8</del> <u>14</u>	DIAGNOSTIC ULTRASOUND TECHNICIAN
9027A	<del>4</del> <u>2</u>	GENETIC COUNSELOR
4846A	<del>8</del> <u>6</u>	HEALTH EDUCATION ASSISTANT
1138A	<del>439</del> <u>138</u>	INTERMEDIATE CLERK
2214A	<del>284</del> <u>283</u>	INTERMEDIATE TYPIST-CLERK
4803A	<del>3</del> <u>5</u>	NUTRITIONIST II
9193A	<del>58</del> <u>59</u>	PATIENT FINANCIAL SERVS WORKER
9192A	<del>187</del> <u>189</u>	PATIENT RESOURCES WORKER
5476A	<del>214</del> <u>221</u>	PHYSICIAN SPECIALIST(NON MEGAFLEX)

5798A	<del>23</del>	<u>27</u>	RADIOLOGIC TECHNOLOGIST
5133A	<del>379</del>	<u>380</u>	REGISTERED NURSE I
5134A	<del>332</del>	<u>334</u>	REGISTERED NURSE II
5135A	<del>88</del>	<u>89</u>	REGISTERED NURSE III
9019A	6	<u>8</u>	SENIOR CLINICAL SOCIAL WORKER
5456A	7	<u>9</u>	SENIOR PHYSICIAN

**SECTION 37.** Section 6.80.010 (Department of Human Resources) is hereby amended to add the following class and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
<u>2214F</u>	<u>50</u>	<u>INTERMEDIATE TYPIST-CLERK</u>

**SECTION 38.** Section 6.80.010 (Department of Human Resources) is hereby amended to change the number of ordinance positions for the following class:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE	
1913A	<del>65</del>	<u>66</u>	HUMAN RESOURCES ANALYST IV

**SECTION 39.** Section 6.86.010 (Department of Mental Health) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
8103A	<del>242</del> <u>253</u>	COMMUNITY WORKER
4727A	<del>43</del> <u>44</u>	HEALTH PROGRAM ANALYST I
1848A	<del>20</del> <u>21</u>	MANAGEMENT ANALYST
9002A	<del>266</del> <u>282</u>	MEDICAL CASE WORKER II
9038A	<del>183</del> <u>185</u>	MENTAL HEALTH CLINICAL SUPERVISOR
4735A	<del>241</del> <u>246</u>	MENTAL HEALTH PSYCHIATRIST
9035A	<del>972</del> <u>982</u>	PSYCHIATRIC SOCIAL WORKER II
2102A	<del>59</del> <u>60</u>	SENIOR SECRETARY III

**SECTION 40.** Section 6.88.010 (Department of Military and Veterans Affairs) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
8138A	<del>4</del> <u>2</u>	SUPERVISOR, VETERANS CLAIMS
8142A	<del>4</del> <u>2</u>	VETERANS CLAIMS ASSISTANT III

**SECTION 41.** Section 6.94.010 (Department of Parks and Recreation) is hereby amended to change the number of ordinance positions for the following class:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
1848A	8 <u>9</u>	MANAGEMENT ANALYST

**SECTION 42.** Section 6.100.010 (Probation Department – Support services) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
2344A	2 <u>3</u>	PROCUREMENT ASSISTANT I
0907A	4 <u>2</u>	STAFF ASSISTANT I

**SECTION 43.** Section 6.100.018 (Probation Department – Field services) is hereby amended to change the number of ordinance positions for the following class:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
2201A	24 <u>20</u>	TRANSCRIBER TYPIST

**SECTION 44.** Section 6.104.010 (Public Defender) is hereby amended to delete the following classes and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
1850A	4	<del>HEAD DEPARTMENTAL PERSONNEL TECH</del>
8242F	14	<del>STUDENT WORKER</del>

**SECTION 45.** Section 6.104.010 (Public Defender) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
9248N	<del>7</del> <u>6</u>	DEPUTY PUBLIC DEFENDER II
2160A	<del>8</del> <u>9</u>	LEGAL OFFICE SUPPORT ASSISTANT I
9232A	<del>28</del> <u>29</u>	PARALEGAL
9035N	<del>10</del> <u>11</u>	PSYCHIATRIC SOCIAL WORKER II
1849A	<del>2</del> <u>3</u>	SENIOR DEPARTMENTAL PERSONNEL TECH
8243F	<del>44</del> <u>22</u>	STUDENT PROFESSIONAL WORKER I

**SECTION 46.** Section 6.106.010 (Public Library) is hereby amended to delete the following class and number of ordinance positions:

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

**SECTION 47.** Section 6.106.010 (Public Library) is hereby amended to add the following class and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
<u>1514A</u>	<u>1</u>	<u>DISASTER SERVICES ANALYST</u>

**SECTION 48.** Section 6.106.010 (Public Library) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
8334A	<del>483</del> <u>184</u>	LIBRARIAN I
8325F	<del>830</del> <u>833</u>	LIBRARY AID
9325F	<del>545</del> <u>517</u>	LIBRARY PAGE,NC

**SECTION 49.** Section 6.108.010 (Department of Public Social Services) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
8023A	<del>72</del> <u>73</u>	HUMAN SERVICES ADMINISTRATOR III
2097A	<del>69</del> <u>70</u>	SECRETARY IV
0907A	<del>44</del> <u>42</u>	STAFF ASSISTANT I
0918A	<del>49</del> <u>51</u>	STAFF ASSISTANT,PSS

**SECTION 50.** Section 6.109.010 (Department of Public Works) is hereby amended to change the number of ordinance positions for the following class:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
6774A	<del>6</del> <u>5</u>	CUSTODIAN

**SECTION 51.** Section 6.120.010 (Sheriff – Administration) is hereby amended to delete the following classes and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
2827A	6	<del>SECURITY ASSISTANT, SHERIFF</del>
2828A	4	<del>SECURITY OFFICER, SHERIFF</del>

**SECTION 52.** Section 6.120.010 (Sheriff – Administration) is hereby amended to add the following classes and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
<u>9968A</u>	<u>1</u>	<u>DIVISION CHIEF, SHERIFF(UC)</u>
<u>2097A</u>	<u>1</u>	<u>SECRETARY IV</u>

**SECTION 53.** Section 6.120.010 (Sheriff – Administration) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
2719A	<del>23</del> <u>22</u>	LIEUTENANT
1229A	<del>42</del> <u>11</u>	OPERATIONS ASSISTANT II, SHERIFF

**SECTION 54.** Section 6.120.011 (Sheriff – Court services) is hereby amended to change the number of ordinance positions for the following class:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
2719A	49 <u>20</u>	LIEUTENANT

**SECTION 55.** Section 6.120.012 (Sheriff – Custody) is hereby amended to change the number of ordinance positions for the following classes:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
2749A	<del>4278</del> <u>1279</u>	CUSTODY ASSISTANT, SHERIFF
2708A	<del>2836</del> <u>2839</u>	DEPUTY SHERIFF
1230A	<del>45</del> <u>16</u>	OPERATIONS ASSISTANT III, SHERIFF
2717A	<del>352</del> <u>354</u>	SERGEANT

**SECTION 56.** Section 6.120.013 (Sheriff – Detective services) is hereby amended to change the number of ordinance positions for the following class:

<b>ITEM NO.</b>	<b>NO. OF ORDINANCE POSITIONS</b>	<b>TITLE</b>
2708A	<del>534</del> <u>529</u>	DEPUTY SHERIFF

**SECTION 57.** Section 6.120.014 (Sheriff – General support services) is hereby amended to delete the following class and number of ordinance positions:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
3962A	4	<del>CONTRACT ADMINISTRATOR</del>

**SECTION 58.** Section 6.120.014 (Sheriff – General support services) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
6547A	24	<u>24</u> AUDIO,VIDEO,& SEC SYST TECHNICIAN
6550A	4	<u>2</u> AUDIO,VIDEO,& SEC SYST TECH SUPVR
6776A	5	<u>4</u> CUSTODIAN WORKING SUPERVISOR
2708A	249	<u>246</u> DEPUTY SHERIFF
9968A	2	<u>1</u> DIVISION CHIEF,SHERIFF(UC)
1229A	-46	<u>47</u> OPERATIONS ASSISTANT II,SHERIFF

**SECTION 59.** Section 6.120.016 (Sheriff – County services) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
2827A	3	<u>9</u> SECURITY ASSISTANT,SHERIFF
2828A	296	<u>297</u> SECURITY OFFICER,SHERIFF

**SECTION 60.** Section 6.120.018 (Sheriff – Patrol clearing account) is hereby amended to change the number of ordinance positions for the following classes:

ITEM NO.	NO. OF ORDINANCE POSITIONS	TITLE
2721A	<del>33</del> <u>34</u>	CAPTAIN
2708A	<del>3766</del> <u>3844</u>	DEPUTY SHERIFF
2708N	<del>89</del> <u>87</u>	DEPUTY SHERIFF
2745A	<del>326</del> <u>325</u>	LAW ENFORCEMENT TECHNICIAN
2719A	<del>184</del> <u>185</u>	LIEUTENANT
1228A	<del>47</del> <u>19</u>	OPERATIONS ASSISTANT I, SHERIFF
1230A	<del>8</del> <u>7</u>	OPERATIONS ASSISTANT III, SHERIFF
2098A	<del>36</del> <u>37</u>	SECRETARY V
2717A	<del>657</del> <u>668</u>	SERGEANT
1133A	<del>298</del> <u>299</u>	SHERIFF STATION CLERK II

**SECTION 61.** Pursuant to Government Code Section 25123, this ordinance shall become effective 30 days from the date of final passage.

[FY15-16SUPPBUDGKPCOE]



JIM JONES  
Director

## County of Los Angeles INTERNAL SERVICES DEPARTMENT

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Los Angeles, California 90063

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*"To enrich lives through effective and caring service"*

DATE

TO: Supervisor Hilda L. Solis, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: Dave Chittenden  
Chief Deputy Director

Joseph Kelly  
Treasurer and Tax Collector

SUBJECT: **REPORT BACK ON COUNTY RESIDENTIAL PROPERTY ASSESSED  
CLEAN ENERGY (PACE) PROGRAM**

### **Background**

At the November 3, 2015, board meeting, during testimony on item 38 regarding increasing the County's Property Assessed Clean Energy (PACE) bond authority, we offered to provide a report in response to issues raised regarding the residential PACE program. These issues primarily concerned:

- The adequacy of disclosures to consumers on all PACE related marketing materials and loan documents regarding: 1) the repayment of a PACE loan through the assessment on the homeowner's annual secured property tax bill and 2) consequences of defaulting on a PACE loan.
- The operational mechanisms in place that afford consumers various protections in all phases of an energy retrofit or water conservation project financed through the PACE program including application, project completion and payment of property taxes.
- The status of automating the review of PACE applications through the implementation of software.

## **Executive Summary**

In developing the County PACE program, the County focused on ensuring contractor compliance with a broad array of requirements to develop an informed consumer base, and then, should consumers decide to pursue a project through the PACE program, to afford consumers with various protections. These included:

- the integration of consumer protection measures into Program Administrator contractor network training modules, advertising policies and sales training efforts;
- a fair pricing assessment on projects that fell outside a range of acceptability;
- the establishment of a dispute resolution team to assist consumers with issues; and
- a broad array of requirements to establish a pool of competent, licensed contractors who would be trained on program requirements and monitored for adherence to those requirements.

This report back on the PACE program occurs approximately six months after the County launched the program. During these six months, participation by county constituents has surpassed expectations and demand is expected to continue to grow at the same or similar rate over the next several years. In this report, we have evaluated each area discussed at the November 3, 2015, meeting and responded accordingly. Through this review, we also determined that, while the program design and related contractual requirements are targeted to achieve certain consumer-focused goals, both the County and the two contractors need to be more focused on ensuring each party meets its requirements and implements any enhancements that are deemed necessary.

Since Program launch, County staff have primarily been focused on managing the operational aspects of the Program, which given the constituent demand, have been material. Accordingly, we outline a plan to:

- improve the coordination with contractor staff;
- automate the project review process so that staff only review cases that are flagged as not aligning with one or more criteria;
- leverage the County's PACE website for purposes of consumer disclosure and protection; and
- work with the Department of Consumer and Business Affairs to expand its responsibilities in support of the Program.

### **Potential Consequences of Missed Payments**

While assessment bonds in California typically allow for judicial foreclosure following a single missed payment, the County's residential PACE program provides significantly greater protections for its participants. Judicial foreclosure can be initiated by bondholders in the County program only if: 1) a participating homeowner is delinquent for seven months following the second installment due date of March 1st; 2) the homeowner fails to resolve this delinquency within a subsequent 60-day cure period; 3) the cash reserve fund for the County's residential PACE program has been depleted; and 4) the Program Administrator's reserve fund "backstop" has been exhausted. As a result of these conditions, it is unlikely that one missed PACE assessment will trigger a judicial foreclosure and threaten the participant with the loss of their home.

The potential risk of foreclosure was of particular importance to our Departments as we designed the County's residential PACE program. The use of a Program Administrator backstop to supplement the cash reserve fund is unique to the County program and provides for greater security than exists in any other residential PACE program in California. Furthermore, the County program has provided for multiple disclosures regarding foreclosure risk throughout the application process, assessment contract, and within the insert in the annual property tax bill. As will be discussed later in this report, the greater risks we perceive are of misleading advertising and potential overselling by contractors, which are the focus of our current consumer protection efforts.

### **Review of Marketing Materials to Limit Risks of Inability to Pay**

Each Program Administrator was contractually required to develop and enforce a Marketing and Public Relations Program, which was approved by ISD. As stated at the November 3, 2015, Board meeting, lack of adherence to certain components of the Marketing and Public Relations Program resulted in the inappropriate approval to use the County seal on certain marketing documents, as well as language that was not consumer focused.

Our review of PACE marketing efforts allowed us to refine our procedures, and those of our contractors, in the following ways:

- All marketing materials issued by the two Program Administrators and all members of their contracting network will be pre-approved by the County. Until otherwise directed, that approval process will include management approval at each of our departments and the Chief Executive Office's Public Information Office.

- Any marketing materials that include the maximum loan amount available must also include the increase to the annual secured property tax bill associated with full utilization of the equity available. References to no payments, limited payments or deferred payments are prohibited. The inclusion of the potential increase in secured property tax payments at the very outset of the marketing process gives consumers the information necessary to determine an ability to repay the debt.
- Marketing materials should not include an “apply by” date because the program is not ending. To state otherwise to the consumer is misleading, and it could force the consumer to take an action before he or she has thought that action through fully.
- All marketing materials must refer to the County PACE website or URL. This website is discussed later in this report.
- Consistent with the intent of Board Policy 3.030, all marketing materials should include a Spanish language disclosure regarding translation.

Collectively, these requirements serve to inform the consumer with factually correct information regarding project scope, process and loan repayment estimates and mechanism.

### **Consumer Protections in All Phases of a PACE Project**

We reviewed the protections that each Program Administrator is contractually required to afford to consumers in each phase of an energy retrofit or water efficiency project financed through PACE. These include, but are not limited to:

- Application Phase
  - The PACE Program application provides disclosure regarding foreclosure risk and assessment status upon property transfer.
  - Homeowners are provided a Right to Cancel following execution of the Assessment Contract with the County.
- Project Completion
  - As part of Assessment Contract review and approval, total project and individual measure costs are evaluated for compliance within cost limits.
  - Upon project completion, homeowners sign a Completion Certificate acknowledging satisfactory installation of equipment and total project costs from the home contractor.
  - Homeowners are required to provide project permits indicating work was completed under local jurisdiction building requirements.

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- Contractor Monitoring by the Program Administrator
  - Program Administrators implement a Participating (Home) Contractor Management Plan which includes registration, training, license verification, and maintenance of “good standing” status of home contractors.
  - Program Administrators maintain a database of project measure and financing parameters (measure type, size, cost) and associated home contractor.

Each Program Administrator has also developed, and the County has approved, Customer Complaint Protocols that require the Program Administrator conduct timely investigations of the complaint. As part of its Customer Service Plan, each Program Administrator is required to track customer service metrics on multiple service levels and maintain a toll free number operated by a live person during regular business hours.

We continue to believe these contractual requirements provide a framework that is consumer focused. However, as we have identified issues of non-compliance with certain aspects of the Marketing and Public Relations Program, we believe there are opportunities to improve compliance with various contractual requirements that serve to limit the misrepresentation of program terms and product overselling, or the oversizing of the project in general.

To this end, ISD has been working to automate the application review and approval process. As part of that automation, our departments are working collaboratively to establish a set of criteria that when triggered, would invoke a second level review by the Program Administrator and ISD. An example could be a senior, age 65 or older who has requested more than fifty percent (50%) utilization of the available credit line disclosed to her. Another example would be any applicant, regardless of age, whose PACE loan results in a loan-to-value in excess of 95% for the subject property. Related to the risk of product overselling or project oversizing, ISD would populate the same system with a range of acceptable price ranges (low, median, and high) for components of a project, and projects in the high range and beyond would require a second level review by the Program Administrator and ISD. This would also allow ISD to perform trends analyses over time, to identify potential ‘price-creep’ on eligible measure or potential abusive practices by certain contractors.

Finally, we will begin to review the consumer complaint process to ensure that contractors who have been found to have violated policy are suspended temporarily or removed permanently from the Program.

### **Plan for Consumer Protection**

Our departments believe the following steps, to be fully implemented over the next several months, will serve to better focus staff resources, leverage technology, and build an infrastructure to maintain consumer protections over the long term.

- Improving County efforts to ensure Program Administrator accountability. This will include twice-monthly meetings with the Program Administrators, ISD and TTC, to review consumer complaints, identify potential remedies and implement program enhancements.
- Automating the County's review of the application process to free staff resources to review transactions that fall outside acceptable ranges and identify trends that indicate degradation of consumer protections.
- Branding the County's PACE website, LAPACE.org, as a one-stop County-sanctioned information source on PACE. The website would share factual information on the program risks, repayment of the project costs through the annual property tax bill, and information on various consumer protection measures, including dispute resolution processes. We would require that all marketing materials include reference to this website.
- Establishing the necessary skills and processes in the Department of Consumer and Business Affairs focused on handling PACE inquiries and complaints, and passing information to ISD related to Program enhancements for review and possible implementation.

### **Development of Industry Best Practices**

The County's two Program Administrators have undertaken efforts to develop Industry Best Practices related to PACE consumer protection standards, ostensibly for adoption by PACE Program Administrators statewide. This represents their effort to develop high, consistent standards across the PACE industry. We believe this development is positive, but we are not yet in the position to opine on the adequacy of these standards, given our more detailed review of the protections each Program Administrator is required to establish under its contract.

It is our intent to report to your Board on a quarterly basis through the calendar year 2016, on the status of the PACE program with particular emphasis on consumer protection standards. This report was briefed at the Operations Cluster meeting on December 17, 2015.

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Should you have any questions, please contact Dave Chittenden at (323) 267-2103, or via email [dchittenden@isd.lacounty.gov](mailto:dchittenden@isd.lacounty.gov). You may also contact Joseph Kelly at (213) 974-2101, or via email at [jkelly@ttc.lacounty.gov](mailto:jkelly@ttc.lacounty.gov).

c: Assessor  
Chief Executive Officer  
Acting Executive Officer, Board of Supervisors  
Auditor-Controller  
County Counsel  
Consumer of Business Affairs  
Public Information Officer