



County of Los Angeles

Quality and Productivity Commission



Shared Practices

2023 Report

Categories

Using Available Technology In New Ways

Collaborating With Others to Deliver Improved Services

New Ways to Deliver Services

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| <p>Los Angeles County Anti-Hate Initiative-Protecting Vulnerable Communities Board of Supervisors - Executive Office (Human Relations Commission) and Economic Opportunity</p> <p><i>Productivity Investment Fund - \$187,500 Grant</i></p> | <p>Problem: Hate crimes, one of the most under-reported of crimes in the U.S., have been rising dramatically each year in the County, increasing 34% over the past three years. In 2017, Los Angeles County experienced an estimated \$24 million in societal costs, lost earnings, medical costs, property repair, etc. Currently, there is no system to track noncriminal hate acts or bullying and there are no resources provided to victims. Instead, victims cope with the embarrassment or trauma alone.</p> <p>Solution: The LACO Board of Supervisors approved a motion requesting a public education/anti-hate campaign to increase reporting of hate crimes/hate incidents and to respond to increased hate acts. The Anti-Hate Initiative improves the effectiveness of multi-departmental and community response to a community crisis due to rising hate violence. It provides innovative strategies to capture hate activity that includes all acts of hate-motivated hostility, building a foundation for service delivery to vulnerable County residents who are targeted for hate, and reduces costs of hate by promoting inclusion, solidarity, and respect for all. The grant awarded was used for a hate reporting system with 211-LA's program services to enable reporting of hate incidents in a variety of ways, including responding effectively to hate acts, and working with the Human Relations Commission to analyze the data collected to develop effective preventative strategies.</p> <p>Results: The anti-hate reporting hate line and online reporting platform officially launched on January 1, 2020. Since the launch, over 2,300 County residents have called 211 or reported hate acts via an online link. Of those 2,300 residents, over 2,000 have requested additional case management services. A team of LA vs Hate partner agencies will use a team approach to ensure these residents receive resources needed to heal from the trauma of hate. County residents can access these services in over 200 languages spoken in the County, with services provided by a translation service. For the first time ever, the Department has been able to systematically provide assistance to individuals reporting hate through partnership with 211-LA and other agencies.</p> | <p>Robin Toma Project Manager (213) 446-4284 rtoma@bos.lacounty.gov</p> <p>Brenda Duran Productivity Manager (213) 974-1746 bduran@bos.lacounty.gov</p> |

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| <p>Public Appointment Scheduling System (PASS) Internal Services Department with Health Services and Public Health</p> <p><i>Productivity and Quality Awards Program - Customer Service Award</i></p> <p><i>Video</i></p> | <p>Problem: Prior to the onset of the pandemic, the Department of Regional Planning and Treasurer and Tax Collector were seeking a custom self-service appointment scheduling solution to mitigate long lines and wait times for the public at their downtown offices. Members of the public frequently experienced upwards of two hour wait times for walk-in appointments. Customer departments required a scalable solution with high availability and performance which could handle up to 200K annual appointments as well as integrate with Teams and Outlook.</p> <p>Solution: The Internal Services Department (ISD) developed and presented a Software as a Service (SaaS) proof of concept to address these pain points. ISD onboarded several interested departments which allowed them to leverage an agile process to develop and customize the application for County use via direct and fast feedback loops. At the height of the pandemic, this solution was adopted by the Department of Public Health on January 13, 2021. The Public Appointment Scheduling System (PASS) is a multi-tenant cloud-based reservation application that allows departments to customize their own instance. On the public site, customers now have a self-service appointment application that features a customized department landing page, the ability to select a location, service, and select a timeslot to reserve an appointment, avoiding the long lines and wait times. The application also provides a streamlined appointment process for internal and external customers to make an appointment online, receive a confirmation email and calendar invitation, and easily reschedule or cancel at their convenience.</p> <p>Results: Prior to the implementation of PASS, many commercial off-the-shelf solutions evaluated by pilot departments did not provide a user-friendly administration portal dashboard from which authorized department staff could easily manage their own appointments, locations, services, timeslots, and users. Customer departments can now quickly be onboarded to PASS and provided with their own landing page and customized branding without the added cost and overhead of managing user licensing. PASS is hosted on Azure cloud and leverages a responsive user interface, making the application accessible from all web browsers on any device.</p> | <p>Diana Hui Project Manager (562) 955-4134 dhui@isd.lacounty.gov</p> <p>Leticia Perez Productivity Manager (323) 267-3038 lperez@isd.lacounty.gov</p> |

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| <p>Customer Relationship Management Software Solution - Phase I Museum of Natural History</p> <p><i>Productivity Investment Fund - \$300,000 Grant</i></p> | <p>Problem: The Natural History Museum of Los Angeles County (NHMLAC) aspires to be a data-centric organization with an ongoing commitment to optimizing quality and efficiency. A customer management software solution (CRM) would be a solution to create a consistent, unified customer database that successfully integrates NHMLAC's key customer software systems, enabling staff to gain a 360 degree view of its constituents and significantly increase efficiency across all aspects of its operations.</p> <p>Solution: The NHMLAC identified members in Advancement, Marketing and Communications, Research and Collections, Education, Finance, Digital Strategies, Guest Relations, and Creative Services (CRM Team) to lead their efforts. Together the CRM Team completed the research into different available software projects and managed the Request for Proposal and CRM selection process to a successful conclusion. After careful review of the leading CRM solutions designed for museums and similar venues, the CRM Team selected Microsoft Dynamics 365 CRM Plus, including the Donor Plus module. The Dynamics solution will integrate directly with NHMLAC's current Gateway-Galaxy ticketing system, providing near real-time transactional data sync.</p> <p>Results: The implementation of the CRM system has allowed the NHMLAC to amplify their commitment to using data to make better decisions, to advance their mission, to reach the broadest possible audience, and to help achieve the strategic goals of the County. The CRM solution will eventually allow the team to collect, catalogue, and sort data among customers to understand their interests, demographics, visiting preferences, and purchasing habits and make this information accessible across the organization. Educational programming, both for school groups and the general public, will also benefit by providing an efficient tool to understand the true and deep nature of relationships with their various partners. Key to this understanding is having the ability to track participation in field trips, mobile museum programs, and educator workshops and then being able to integrate that information with survey results and evaluations.</p> | <p>Paul Bessire Project Manager (617) 922-8595 pbessire@nhm.org</p> <p>Leslie Negritto Productivity Manager (213) 763-3442 lnegritto@nhm.org</p> |

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| <p>Reducing Food Waste and Advancing Food Recovery: Partnership with Mobile Application to Support Food Distribution in Los Angeles County Public Health with Public Works</p> <p><i>Productivity and Quality Award - Top Ten Winner</i></p> <p><i>Productivity Investment Fund - \$300,000 Grant</i></p> <p><i>Video</i></p> | <p>Problem: In Los Angeles County in 2018, 516,000 households experienced low food security, which is the reduced quality, variety, or desirability of diet. Low food security, known as food insecurity, poses short- and long-term health risks for children and adults. The ability to feed these households is within the County's capability as approximately 1.7 million tons of food are sent to landfills from businesses, school, etc., accounting for one-third of the state's total food waste stream. Connecting surplus, wholesome food to those in need will increase the amount of food available for low-income communities and prevent food from ending up in landfills.</p> <p>Solution: The Department of Public Health (DPH) established a partnership with an existing food donation mobile application (app) service that could match food donors with community-based organizations which could quickly distribute food to communities in need. DPH established a screening process to prioritize donors who were likely to donate nutritious foods while trying to minimize the amount of high-caloric, low nutritional value food donated. Food businesses with an expressed interest in receiving access to the mobile app's technology platform completed an online information form about themselves, were then screened to ensure the business held an active health permit and had a high likelihood of donating foods that would meet the program's nutritional standards. They also collaborated with the Department of Public Works to raise awareness of the project among food businesses seeking to reduce their organic waste and prepared them to comply with state Senate Bill (SB) 1383 (now California's Short-Lived Climate Pollutant Reduction Strategy).</p> <p>Results: DPH paid for 50 planned subscriptions to the app and coordinated the rescue of 102,000 pounds of edible food (approximately 84,900 meals) donated to nonprofit community-based organizations and traveling an average of 7.4 miles from donor to nonprofit organization. 455,000 pounds of CO2 emissions and 10.1 million gallons of water were saved from these donations. Taking the social cost of carbon, agricultural value of water, and value of each meal into consideration, this yielded a total cost benefit of \$1 million.</p> | <p>Dipa Shah-Patel Project Manager (213) 351-7875 dshah@ph.lacounty.gov</p> <p>Lonnie Resser Interim Productivity Manager (213) 822-4539 lresser@ph.lacounty.gov</p> |

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| <p>RRCC Appointment System Registrar-Recorder/County Clerk</p> <p>Productivity and Quality Award Customer Service Award</p> <p><i>Video</i></p> | <p>Problem: The Registrar-Recorder/County Clerk (RR/CC) experienced difficulty managing lines for public services. Wait time for customers varied between 20 minutes to 1 hour depending on the day and time. There was no way to control or forecast the volume of customers visiting the office. Therefore, staff were often required to work overtime to meet customer needs.</p> <p>Solution: With a grant from Quality and Productivity Commission, the RR/CC implemented an Appointment System that spans across the department for various public services. The Appointment System was developed before the COVID-19 pandemic and allowed them to adhere to health and safety guidelines while still serving the public.</p> <p>Results: The new system minimized lines and reduced customer wait time. Moreover, it enabled customers to arrive prepared by requesting that all necessary paperwork be completed prior to their appointment. As a result, they have been able to track and monitor customer peak times; hence, allowing them to better manage staff resources. The new wait time is now 5 minutes or less when using the Appointment System. Customers are sent a survey after the completion of their appointment via text or email. Managers are able to review the feedback and follow-up with customers or analyze procedures that may not be customer friendly. Customer satisfaction is high as reported by the RR/CC's customer sentiment survey that is at 4.65 out of 5. Customer satisfaction has increased by 10%, and has also captured 30% more responses prior to the Appointment System. Since the RR/CC's reopening in October 2021, they have received over 38,000 survey responses.</p> | <p>Portia Sanders Project Manager (562) 462-2081 pdsanders@rrcc.lacounty.gov</p> <p>Alexander Ogunji Productivity Manager (562) 462-2755 aogunji@rrcc.lacounty.gov</p> |

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| <p>Online Dispute Resolution Superior Court with Consumer and Business Affairs</p> <p><i>Productivity and Quality Awards Program - Commissioners' Legacy Award</i></p> <p><i>Video</i></p> | <p>Problem: Despite having 37 courthouses throughout Los Angeles County, travel times to courthouses in this urban, crowded setting can be a deterrent to attending court. Child waiting rooms are available in many courthouses, but not all parents can take advantage of them, adding the cost of childcare to their costs of attending court. And when travel time and attendance during working hours requires someone to miss a day of work, the personal costs of access to justice increases.</p> <p>Solution: Online Dispute Resolution (ODR) programs provide an online platform for litigants in Small Claims and Unlawful Detainer (eviction) cases to reach a mutually agreeable disposition without going to court. Once both parties register, the platform guides them through a negotiation process by asking simple questions to encourage resolution. Parties may use ODR's chat feature to negotiate directly, to share documents and to electronically file court documents. If parties are unable to reach an agreement on their own, they may request mediation through the platform at no cost. Professional mediators are provided free of charge by either the Los Angeles County Department of Consumer and Business Affairs (DCBA) or the Center for Conflict Resolution. The platform includes linkages to housing counselors and other helpful self-help information. Program development costs were funded by the Court and DCBA.</p> <p>Results: Access is provided through a secure platform with identity management functions that ensure the level of confidentiality security required by statute, court rule, and policy. The platform provides an appropriately structured negotiation space and allows asynchronous and confidential online chat, encouraging litigants to engage each other in a respectful way and making it less stressful for some litigants to engage the other side. ODR offers a new service to community members that represents a significant enhancement to the access to justice. The impact is experienced not only in urban areas that are most impacted by traffic delays and user congestion, it extends to more rural areas where courthouse access is distant and underutilized.</p> | <p>Bryan Borys Project Manager (213) 633-0115 bborys@lacourt.org</p> <p>Sylvia White-Irby Productivity Manager (213) 633-0127 swirby@lacourt.org</p> |

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| <p>Drones for Planning: A Higher Standard Regional Planning</p> <p><i>Productivity Investment Fund - \$38,350 Grant</i></p> | <p>Problem: The Department of Regional Planning (DRP) is responsible for enforcing County Code Title 22, the Planning and Zoning code, as well as verifying compliance with various land use permits. These tasks involve inspections that present a wide range of challenges due to the diverse land uses DRP oversees within the unincorporated areas of the County. Drones can fill this service gap for zoning enforcement planning and improve productivity. The use of drones during inspections would also enable zoning enforcement planners to conduct inspections more efficiently as they can help document existing conditions on very large properties in a very short amount of time.</p> <p>Solution: The grant awarded helped to expand DRP's Unmanned Aircraft Systems (UAS, also known as drones) program by purchasing nine additional drones, train nine additional drone pilots, and provided the program with two years of liability insurance. Staff members enrolled in an online course aimed to teach the regulatory and technical knowledge necessary to pass the FAA part 107 exam to become FAA-certified drone pilots. In addition to FAA regulations, staff were trained on internal policies to ensure safe and lawful inspection via a drone.</p> <p>Results: The UAS Program resulted in time-savings and safety improvements. Due to an increase in both staffing and equipment resources, the program has significantly increased its drone flight inspections from its initial pilot phase. Between January 1, 2021 and December 31, 2022, staff conducted 50 drone flights at 164 parcels of land. It is estimated that these site visits would have taken approximately 31.4 hours to complete via traditional inspection methods. The use of drones reduced inspection time to 8.8 hours, which resulted in approximately 72% in time savings. More importantly, half of the 50 drone flights conducted were initiated due to various safety concerns posed by traditional on-foot inspections. The time savings in field work allows staff to invest their time in other aspects of the job. In October 2020, DRP's UAS Program was recognized by the California Association of Code Enforcement Officers as the "Innovative Program of the Year," and it has expanded its core services to assist other agencies with drone needs.</p> | <p>Ai-Viet Huynh Project Manager (213)864-2817 ahuynh@planning.lacounty.gov</p> <p>Hsiao-Ching Chen Productivity Manager (213) 974-6559 hchen@planning.lacounty.gov</p> |

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| <p>LA County Cares (Cares Act Management) Chief Executive Office with Auditor-Controller, County Counsel, and Human Resources</p> <p><i>Productivity and Quality Award - Outstanding Teamwork Award</i></p> <p><i>Video</i></p> | <p>Problem: In response to COVID-19, the County received \$1.220 billion in CARES Act Corona Virus Relief Funds (CRF). To ensure compliance with Federal and State guidelines, the Chief Executive Office partnered with the Auditor-Controller, County Counsel, and Human Resources, and established the Financial Recovery Team (Team) to quickly adapt to designing and developing a Countywide approach to do the following: guide departments in the implementation of CARES Act programs and spend-down the funds within 8 to 20 months; create a practical and efficient procurement of eligible services; closely monitor departmental spending plans and expenditure of funds by required deadlines; and achieve success by ensuring that all CRF funds were spent and reported in accordance with all federal requirements.</p> <p>Solution: To ensure funds were spent expeditiously and appropriately by the deadline, the Team established a process for County departments to report contracts, fund obligations, expenditure progress, and programmatic progress on delivering the services through an excel-based tracking document (Trackers). The Team held bi-weekly meetings with departments that received CRF funding to report and address their progress with a detailed review of their Trackers. The tracking process provided several opportunities to review spending plan funding. As the dynamics of the pandemic shifted, the Team was able to quickly and effectively pivot funding priorities to address the most critical needs and divert funds between eligible CARES Act programs to ensure that no CARES CRF funding was left unspent.</p> <p>Results: As a result, the Financial Recovery Team was able to pivot in real-time to address barriers and reallocate funds as needed to those most impacted by the COVID-19 pandemic to ensure that all CRF funds were fully expended. In addition, to ensure transparency, a dashboard was developed for the COVID-19 Analytics to provide County decision makers the ability to quickly determine any financial shortfalls through high level summaries/visualizations.</p> | <p>Cheri Thomas Project Manager (213) 974-1326 cthomas@ceo.lacounty.gov</p> <p>Melissa Tarver Productivity Manager (213) 974-3338 mtarver@ceo.lacounty.gov</p> |

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| <p>Pomona Fairplex Emergency Intake Site Health Services (Olive View-UCLA Medical Center) with First Supervisorial District, Chief Executive Office, Children and Family Services, Consumer and Business Affairs, County Counsel, Mental Health, and Public Health</p> <p><i>Productivity and Quality Award - Bronze Eagle Award</i></p> <p><i>Video</i></p> | <p>Problem: By the beginning of 2021, the number of unaccompanied children (UC) arriving at the southwest border rose to 100,000. The border patrol was overwhelmed by the daily arrivals, was struggling to contain COVID-19, and had to quickly pivot on where and how to place the children. The federal government established 13 Emergency Intake Sites (EIS) throughout the country. Due to strong advocacy by Supervisor Hilda Solis, the County became one of these sites at the Pomona Fairplex.</p> <p>Solution: While the other sites were run under the auspices of the federal government alone, Pomona was unique in that it leveraged the expertise of several County departments. Known as Team Hope, Health Services took the lead and worked closely with the federal government to build a field clinic that would provide critical vaccines; the Office of Emergency Management developed the safety and security plans; Public Health provided guidance around contact tracing protocols for both staff and UCs; Mental Health deployed 102 staff and aided Team Hope in establishing best practices to internally support the mental health needs of the children for the duration of the mission; and Children and Family Services staff had to quickly adapt and learn how to navigate two separate platforms for data entry.</p> <p>Results: The Pomona Fairplex EIS ultimately served 10,000 children and reunified 8,211 children with their families in the US. Team Hope also established best practices and can serve as a model for other sites around the country in the future.</p> | <p>Bahareh Gordon Project Manager (747) 210-3233 bgordon3@dhs.lacounty.gov</p> <p>Yvette Kemhadjian Productivity Manager (747) 210-3928 ykemhadjian@dhs.lacounty.gov</p> |

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| <p>Delete the Divide Internal Services Department</p> <p><i>Productivity and Quality Award - Top Ten Award</i></p> <p><i>Video</i></p> | <p>Problem: The COVID-19 pandemic illuminated the severity of the digital divide within Los Angeles County. The sudden and large-scale transition to a virtual environment brought in clear view the vast disparities in access to information and communication technologies in households disproportionately located in low-income areas and with populations that are predominately Black and Latino.</p> <p>Solution: Through an innovative public-private partnership model, Delete The Divide (DTD) seeks to unify efforts to provide residents and small businesses in disadvantaged communities with direct access to modern technologies, as well as training and support services, educational programs, technical certifications, job shadowing, mentoring, corporate tours, paid pre-apprenticeships, practical hands-on experience, and pathways to well-paying careers. Through in-kind donations from private partners (Google & Meta), 1,000 professional IT certificate scholarships were donated. Approximately 136 DTD members are enrolled in learning cohorts and earning certificates. These scholarships serve as a keystone of the DTD Pre-apprenticeship which provides 100+ DTD members with the opportunity to work from 12 to 24 months, complete an IT related community service project, gain experience with both public and provide sectors and earn between \$18.99 to \$21.10 per hour.</p> <p>Results: The Internal Services Department is working to create a continuum of paid pre-apprenticeships ranging from the County's current paid internships which pay \$15 per hour for 120 hours to DTD's \$18.99 to \$21.10 per hour for up to 12 to 24 months, which includes a plan for participants to develop skills, knowledge, and experience needed to pursue postsecondary education, create revenue generation through entrepreneurial pursuits, or gain full-time employment in entry-level professional information technology fields at annual salary of \$50,000 or higher. In addition, participants are embedded in County Libraries located in or near underserved communities to provide digital support to residents. Also, E-commerce and digital marketing capabilities create resiliency for small businesses.</p> | <p>Mark A. Colton Project Manager (323) 376-2873 mcolton@isd.lacounty.gov</p> <p>Leticia Perez Productivity Manager (323) 267-3038 lperez@isd.lacounty.gov</p> |

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| <p>Guiding Re-Entry of Women (GROW) Public Defender with Alternate Public Defender and Board of Supervisors, Executive Office (Countywide Criminal Justice Coordination Committee)</p> <p><i>Productivity and Quality Award - Top Ten Award</i></p> <p><i>Video</i></p> | <p>Problem: In recent decades, the incarceration of women has grown at twice the pace of their male counterparts. Women make up 15% of the Los Angeles County (County) Jail mental health population. Within this population, 74% of those women would be better served by mental-health treatment in the community rather than prison, according to a RAND report published in 2020 entitled Estimating the Size of the County Jail Mental Health Population Appropriate for Release into Community Services.</p> <p>Solution: Funded by a California Department of Corrections and Rehabilitation grant that was secured by the Countywide Criminal Justice Coordination Committee (CCJCC), the Guiding Re-Entry of Women (GROW) was developed to address this situation. Utilizing three psychiatric social workers (PSW), GROW aims to divert and uplift women by assessing their specific needs and connecting them to mental health and substance use disorder services in our communities. GROW's objectives are to reduce recidivism by diverting women to alternative dispositions, providing rehabilitative support and tracking the outcomes of these efforts. Data collection is crucial and an integral portion of this collaborative program as it will inform the County's overall goal of reducing the population of women behind bars.</p> <p>Results: In just 21 months of program implementation, GROW has served 246 women, diverted 119 from state prison, connected 89 into community-based mental health and substance use programs, reunited families, and helped repair communities. PSWs have pored through hundreds of pages of dependency, delinquency and medical records to synthesize the effects that the clients' histories have had on their actions, helping to save their lives by providing treatment opportunities that promote healing and growth. GROW plays a crucial role in advancing equity and transforming the County's criminal legal system by advancing opportunities in which women can become successful outside of the confines of the prison system.</p> | <p>Dana Cherry Project Manager (562) 247-2578 dcherry@pubdef.lacounty.gov</p> <p>Thomas Moore Productivity Manager (213) 974-3019 tmoore@pubdef.lacounty.gov</p> |

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| <p>Over 2 Million Served Public Health with 211 LA, Aging and Disabilities, Children and Family Services, City of Los Angeles, Consumer and Business Affairs, Economic Opportunity, Human Resources, Health Services, Internal Services Department, LA County Library, and Mental Health</p> <p><i>Productivity and Quality Award - Gold Eagle Award</i></p> <p><i>Video</i></p> | <p>Problem: When the COVID-19 pandemic started, it brought fear, confusion, and a multitude of questions from County residents, healthcare providers, businesses, schools, and others. The Department of Public Health was inundated with frustrated callers who waited hours on hold. At the time, there was no coordinated effort for various call centers to provide clear, consistent, evidence-based guidance and resources to help navigate the pandemic, particularly because the questions were so broad at times, and the answers changed frequently. The challenges were daunting and required a solution to support all communities throughout the pandemic.</p> <p>Solution: The Department of Public Health's solution was to coordinate and unify (or network) 13 existing and new call centers together, utilizing technology to transfer calls between call centers, adapt/train Disaster Service Workers (DSW), maintain uniform referrals, and coordinate fast-paced ongoing guidance to all call centers. The Department customized the Customer Relationship Management systems to track calls and responses and utilized Amazon Web Services to efficiently improve overall customer service.</p> <p>Results: The County was able to transfer calls between the County, LA City, and partner call centers; leveraged language line services to ensure responsive and inclusive support to non-English speakers; allowed staff the flexibility to work from home; enhanced operations with County staff from other departments to support the pandemic response; and answered calls and provided guidance quickly. This streamlined experience enabled the Department to respond to more than 2 million inquiries from January 1, 2020, to December 31, 2021!</p> | <p>Stella Fogleman Project Manager (213) 637-3631 sfogleman@ph.lacounty.gov</p> <p>Lonnie Resser Interim Productivity Manager (213) 822-4539 lresser@ph.lacounty.gov</p> |

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| <p>This is Our Shot! Mobile Vaccine Team Fights COVID Public Health with First, Second, Third, Fourth, and Fifth Supervisorial Districts, Assessor, Beaches and Harbors, Chief Executive Office, Children and Family Services, Fire, LA County Library, Los Angeles County Office of Education, Parks and Recreation, and Public Social Services</p> <p><i>Productivity and Quality Awards - Top Ten Award Winner and Mega Million Dollar Award</i></p> <p><i>Video</i></p> | <p>Problem: During the rollout of the COVID-19 vaccine in December 2020, it was quickly apparent that the vaccine was not being distributed equitably across the County. Groups and communities at greater risk for poor health due to social, economic, political, and environmental barriers were the most susceptible to developing COVID-19 and had the least access to the COVID-19 vaccine, much of which was attributed to a lack of access to health care, technology, and transportation.</p> <p>Solution: In March 2021, in response to significant gaps in COVID-19 immunization coverage among communities of color and low socioeconomic status, the Los Angeles County Department of Public Health Mobile Vaccine Team (MVT) was launched to increase access to lifesaving COVID-19 vaccines through innovative, patient centered service delivery models. The MVT also implemented a door-to-door vaccine program, a mobile vaccine effort to homebound individuals and a home-visitation program for families with young children. MVT responds nimbly to community requests for vaccine access and proactively solicits vaccine events in diverse settings, partnering with faith-based and community organizations. The MVT routinely facilitates more than 800 community-based vaccine administration clinics each week, offering all COVID-19 vaccines to anyone eligible, free to cost, giving unparalleled access to the most vulnerable community members.</p> <p>Results: As COVID-19 vaccines became more readily available, there was a decline in the gaps between communities in vaccine uptake. Greater accessibility, as guaranteed by the widespread availability of MVT vaccine sites, resulted in reduced health disparities in communities of color and low socioeconomic status. In its first 18 months of operation, the MVT facilitated more than 35,000 Mobile Vaccine Clinics at which more than 1 million doses were administered, 75% of which were in under-resourced communities.</p> | <p>Gema Morales-Meyer Project Manager (213) 587-0846 gemeyer@ph.lacounty.gov</p> <p>Lonnie Resser Interim Productivity Manager (213) 822-4539 lresser@ph.lacounty.gov</p> |

Quality and Productivity Commission
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NEW WAYS TO DELIVER SERVICE

| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>Addressing Bias & Hate Using Art Justice and Cultural Action Strategies Board of Supervisors - Executive Office (Human Relations Commission) and Economic Opportunity</p> <p><i>Productivity Investment Fund - \$350,000 Grant</i></p> | <p>Problem: For several years, data collected from calls to 211-LA has been used to identify priority communities and neighborhoods for potential art and cultural interventions, as well as expand education and outreach to vulnerable communities targeted for hate acts using art and cultural interventions through the LA vs Hate program. These community-led interventions will be used to effectively respond to and prevent hate acts directed towards Asian Americans due to COVID-19 related backlash, and increased targeting of immigrants, African Americans and other protected groups. Future data will help the LA vs Hate program determine how to best allocate resources.</p> <p>Solution: A consultant (Taskforce, LLP) was hired to provide strategies that would develop and produce community-led art and cultural interventions, from digital creative, inspiring messages using social media, to events such as County department-sponsored events. They also engaged community influencers to help enhance the content messaging to help amplify messages of inclusion, respect, and public safety for all, utilized 211 hate acts data to select best practices to inform creation of community interventions, and develop art justice opportunities, such as murals or art pop-ups. The consultant also engaged six County departments and a network of community agencies to use these strategies as opportunities to serve victims of hate.</p> <p>Results: The program proved stellar in promoting healing in undeserved, historically targeted communities. Nineteen community programs were developed, 1,589 community participants, and 32 network partner participants. A high percentage of participants responded positively to the individual programs. Participants reported heightened awareness of leaning on their community members during moments of stress, anxiety or worry and look for creative ways to change difficult situations.</p> | <p>Robin Toma Project Manager (213) 446-4284 rtoma@bos.lacounty.gov</p> <p>Brenda Duran Productivity Manager (213) 974-1746 bduran@bos.lacounty.gov</p> |

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NEW WAYS TO DELIVER SERVICE

| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>Forestry Fire Training for the Justice-Involved Economic Opportunity with Forestry and Fire Recruitment Program</p> <p><i>Productivity and Quality Award - Top Ten Winner</i></p> <p><i>Video</i></p> | <p>Problem: California has dry, fire prone lands fueled by drought ravaged plant life in its forest areas. In Los Angeles County, some of these fire prone areas border residential neighborhoods, making this hazard even greater. The challenge in scaling this solution to reduce the impact of wildland forest fires is the lack of staffing. The County jail system operates a fire camp, yet there are little to no post-release connections to this industry for formerly incarcerated individuals once their time is served.</p> <p>Solution: The Forestry Fire Training for the Justice-Involved is a program centered around training for justice system impacted community members. The Forestry and Fire Recruitment Program (FFRP), a 501c3, provides career support to justice-involved populations who are interested in careers in the Wildland Forestry Fire sector which was developed in direct response to the growing need for wildfire-related personnel. The Department of Economic Opportunity partnered with FFRP to bring this program to the County's justice-involved to increase wildfire personnel from non-traditional and underrepresented communities, providing them the training, skills, resources, and experiences needed to secure gainful employment. Prior to this program, there were no known similar opportunities of this scale for the County's justice-involved to enter into wildland fire fighting as a career.</p> <p>Results: With a combination of in class training and practical application of skills through work experience, participants are equipped to enter a stable career pathway with occupations that are in high demand. So far, nine individuals have been placed in employment and a number trained for the next fire season. Participants are confident, rehabilitated and well prepared to serve the County at large.</p> | <p>Irene Pelayo Program Manager (213) 905-9520 ipelayo@opportunity.lacounty.gov</p> <p>Stephanie Maxberry Productivity Manager (213) 738-2015 SMaxberry@opportunity.lacounty.gov</p> |

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NEW WAYS TO DELIVER SERVICE

| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>LACoFD Sirens of Silence Fire</p> <p><i>Productivity and Quality Award - Changemaker Award</i></p> <p><i>Video</i></p> | <p>Problem: According to the Centers for Disease Control and Prevention (CDC), one in 36 children (2023) is diagnosed with autism spectrum disorder (ASD). In California, the statistic is one in 22 children (CDC, 2023). Therefore, it is highly likely that first responders will interact with someone with a special need every day. Individuals with ASD are each unique and have a range of challenges, including communication (i.e., limited verbal or nonverbal), social skills, and sensory sensitivity. Nearly half of those with autism also wander or bolt from safety. For some, seeing a full suited first responder or stranger can also provide a sense of uneasiness.</p> <p>Solution: The County of Los Angeles Fire Department's Sirens of Silence program promotes awareness, education, and inclusion of individuals with ASD and other special needs. The Sirens of Silence program consists of three components: education and awareness for the Department's first responders through a training module as well as access to a library of visual aids and informational materials with advice and practical tips on how to best approach, respond, and communicate; special needs-friendly events for residents to meet and interact with first responders in a welcoming, sensory-sensitive space; and safety related items (i.e., seatbelt covers, sensory toys) for special needs patients.</p> <p>Results: Since its April 2021 launch, tens of thousands of seatbelt covers, car stickers, sensory squish items/stress relievers, sunglasses; and other sensory toys, along with safety-related materials and resources have been made available to special needs patients. To further promote ASD and special needs awareness and inclusion, the Department has also partnered with large venues and event spaces, including SoFi Stadium, Six Flags Magic Mountain, and Universal Studios, to provide safety-related items and materials for visitors in need. Sirens of Silence is the first of its kind in providing a fully comprehensive program, created for and by a fire service agency to promote awareness, education, and inclusion of individuals with ASD and other special needs.</p> | <p>Karen Zarsadiaz-Ige Project Manager (323) 881-6176 karen.zarsadiaz-ige@fire.lacounty.gov</p> <p>Heidi Oliva Productivity Manager (323) 881-6109 heidi.oliva@fire.lacounty.gov</p> |

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NEW WAYS TO DELIVER SERVICE

| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>"Arrive Alive" ECMO-CPR Project Fire with Health Services</p> <p><i>Productivity and Quality Awards Program - County Image Enhancement Award</i></p> <p><i>Video</i></p> | <p>Problem: Patients suffering from sudden cardiac arrest (SCA) need immediate, high-quality, complex cardiopulmonary resuscitation to optimize survival. Even under ideal circumstances, less than 10% of patients survive neurologically intact. For some of these patients, field resuscitation will be unsuccessful, but if they can access a hospital capable of comprehensive cardiac intervention, there remains a chance for meaningful survival. Data from Minneapolis and Paris have demonstrated that in select SCA patients that had failed standard life saving interventions, they could still be saved if they are quickly transported to a hospital capable of placing them on a heart-lung bypass (ECMO) followed by performing percutaneous coronary intervention (PCI).</p> <p>Solution: The "Arrive Alive" initiative launched a partnership with multiple fire departments, hospitals, and the Department of Health Services to identify, transport, and intervene on these patients with cardiac arrest refractory to field care. The Fire Department worked with hospital partners committed to initiating ECMO on appropriate SCA patients in their Emergency Department and take patients in cardiac arrest for PCI. This required in-house critical care specialists, perfusionists, ICU beds, cardiac catheterization lab, and experience managing ECMO patients.</p> <p>Results: Until "Arrive Alive," there was the limit of what Fire could do for SCA patients. Since the inception of the project, approximately 37 patients have been transported to hospitals for consideration of ECMO, and nine patients have been placed on ECMO. Of the nine patients placed on ECMO, three patients (33%) survived neurologically intact. These three patients whom, without the "Arrive Alive" program, would have been pronounced deceased in the field. This project has shown that what was learned on a small scale in other cities could be successfully implemented in a large Emergency Medical System like Los Angeles County. "Arrive Alive" has the potential to blossom into the largest comprehensive cardiac system in the world.</p> | <p>Dr. Clayton Kazan Project Manager (323) 267-7169 clayton.kazan@fire.lacounty.gov</p> <p>Heidi Oliva Productivity Manager (323) 881-6109 heidi.oliva@fire.lacounty.gov</p> |

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NEW WAYS TO DELIVER SERVICE

| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>Hiring Process Innovation Human Resources</p> <p><i>Productivity Investment Fund - \$300,000 Venture Loan</i></p> | <p>Problem: The ability for County departments to be able to have a pool of highly qualified candidates to fill its positions in a timely and efficient manner is critical to all County departments being able to fulfill their missions, meet the expectations of the Board of Supervisors and County constituents, provide critical services, and meet the goals and objectives of the County's and departmental Strategic Plans. A review of the County's hiring process is of critical importance to County leadership in order to unpack the recruitment selection and hiring processes being utilized by the County, and the rules, regulations, policies and procedures being used in these activities.</p> <p>Solution: The Hiring Process Innovation project, in collaboration with an external contractor, conducted a review and process mapping of current recruitment and selection processes including rules and regulations governing the hiring of County personnel. The project focused on a review of the processes, procedures, and practices utilized by each department in its hiring activities, including consideration of the rules and regulations governing departmental activities; analysis and identification of best practices in the County and other public and private organizations, including metrics to measure key outcomes in its hiring activities; and development of recommendations to transform the County's recruitment and selection activities.</p> <p>Results: The Department of Human Resources (DHR) has implemented many improvements, including: implementing and promoting widespread use of video interviewing; text notification functionality to update job applicants on their status; and the Time to Hire Dashboard (developed and implemented in Fiscal Year 2021-22), providing hiring metrics to departmental managers and DHR staff. Further, DHR has implemented extensive use of remote proctoring, enabling candidates to take proctored tests at home. Proposed revisions to current Civil Service Rules to streamline, update, and simplify rules governing the application, examination, list management, and hiring processes are currently being discussed with labor stakeholders. County applicants also have a dedicated job portal which streamlines the application process.</p> | <p>Rodney Collins Project Manager (213) 974-1333 rcollins@hr.lacounty.gov</p> <p>Lana Ghil Productivity Manager (213) 349-7996 lghil@hr.lacounty.gov</p> |

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| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>ISD Under the Umbrella of Quality Control Internal Services Department</p> <p><i>Productivity and Quality Award - Performance Measurement Award</i></p> <p><i>Video</i></p> | <p>Problem: The Internal Services Department (ISD) serves as the program manager for the County's Strategic Asset Management plan to address deferred maintenance issues through capital systems replacements and repairs. This includes leading the assessment of facility conditions, establishing multi-year capital and renovation plans, and delivering projects through construction management methods. These efforts are primarily funded by the County's Facilities Reinvestment Program (FRP), as well as Client-Funded Projects (CFP). To meet quality assurance and provide efficient and effective services delivery for CFP and FRP, ISD needed to establish a system to oversee these projects.</p> <p>Solution: To meet quality assurance goals and provide efficient and effective delivery systems replacement and deferred maintenance projects at County facilities, ISD established the Program & Project Management Division, Program Controls Section to oversee contract solicitations, contract management, monitoring, financial management, document controls, system administration, and process automation efforts. ISD surveyed best practices and implemented the use of critical systems to automate processes and approvals, reduce cycle times, and increase efficiency.</p> <p>Results: These efforts have led to the following achievements: executed 553 projects worth over \$600 million and completed over 253 projects; increased overall cash flow by 300% and increased contracting capacity by 133%; developed 22 processes to deliver projects and create more than 65 written procedures; issued over 1,250 work orders and purchase orders, and processed over 3,000 invoices; documented 624 project impacts; reduced work order processing cycle time from an average of 12 days to 6.1 days; and reduced the invoice processing cycle time from 10 days to an average of 5.4 days.</p> | <p>Thomas DeSantis Division Manager (562) 922-1355 tdesantis@isd.lacounty.gov</p> <p>Leticia Perez Productivity Manager (323) 267-3038 lperez@isd.lacounty.gov</p> |

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| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>Small Businesses, Big Impact Los Angeles County Development Authority</p> <p><i>Productivity and Quality Award - Process Improvement Award</i></p> <p>Video</p> | <p>Problem: Los Angeles County is home to more than 244,000 small businesses. The Los Angeles business community immediately faced severe impacts due to the COVID-19 pandemic that required innovative leadership and collaboration from local government. Small businesses across the County faced a prevalent need for working capital to continue operations.</p> <p>Solution: In response to this massive decline in business activity and revenues due to the COVID-19 pandemic, and the prevalent need for working capital to continue operations, the Los Angeles County Development Authority (LACDA) joined forces with Urban County participating cities to launch the LACDA/Cities Small Business Grant Program (SBG Program). Using \$986,991 in Community Development Block Grant-Coronavirus (CDBG-CV) funds and \$1,862,874 in CBDG funds, the SBG Program supported the resiliency of 278 small local businesses and provided a needed boost to the massive decline of business activity and revenue suffered as a result of the pandemic. The SBG Program funding helped cover day-to-day operations such as payroll, rent, and the purchase of adaptive equipment to maintain physical distancing and keep employees and the community safe.</p> <p>Results: By administering the SBG Program on behalf of struggling and under-capacitated cities, the LACDA effectively responded with an intergovernmental and innovative approach to serving small businesses. This collaborative effort sustained the availability of goods and services, created/retained 184 jobs for low-and moderate-income persons, and benefited more than 100,000 residents. Since August 2020, three rounds of funding have been offered providing average grants of \$10,000 to small businesses.</p> | <p>Linda Jenkins Project Manager (626) 586-1765 linda.jenkins@lacda.org</p> <p>Elisa Vasquez Productivity Manager (626) 586-1762 elisa.vasquez@lacda.org</p> |

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| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>My Brother's Keeper Peer Advocates for the Library LA County Library with Mental Health and Public Health</p> <p><i>Productivity and Quality Award - Top Ten Award</i></p> <p>Video</p> | <p>Problem: Eighty-three percent (83%) of County residents aged 18 and under are young people of color. However, studies show they have less access to educational and employment opportunities. Boys and young men of color, especially, are disproportionately at risk from their youngest years. In 2014, former President Obama launched the My Brother's Keeper (MBK) Challenge to address persistent opportunity gaps faced by boys and young men of color and ensure all young people can reach their full potential.</p> <p>Solution: LA County Library's MBK Peer Advocates (PA) program brings young people of color into libraries as advisors and liaisons between Library staff and youth of color in high-need communities in which the PAs serve. The program simultaneously provides mentorship, life skill-building, and on-the-job learning while drawing on the PA's lived experiences to build deep community relationships, develop unique Library programs tailored to community needs and interests, highlight Library resources, and advocate on residents' behalf to the Library. MBK PAs are part-time Library employees and are an integral part of LA County Library's staff.</p> <p>Results: Since November 2018, MBK PAs have led and co-presented over 1,200 in-person and virtual Library programs and attended over 200 outreach events, reaching young people of color in their communities while serving as a mirror to their experiences. With the MBK PA program, LA County Library has created an innovative way to increase success among young people of color, creating a model by which PAs can advance their own careers while simultaneously developing effective programming that allows young County residents to gain knowledge and skills, strengthen their communities, and advocate for themselves and their needs.</p> | <p>Heather Firchow Project Manager (562) 459-6656 hfirchow@library.lacounty.gov</p> <p>Samangi Skinner Productivity Manager (562) 940-4106 sskinner@library.lacounty.gov</p> |

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NEW WAYS TO DELIVER SERVICE

| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>Mobile Recreation: Play for All Parks and Recreation</p> <p><i>Productivity Investment Fund - \$158,175 Grant</i></p> | <p>Problem: Unacceptably, 51% of County residents do not have access to parks within a 10-minute walk. Without parks, constituents do not have access to recreational amenities like basketball, playgrounds, and quality programs. The benefits of having a park nearby is supported by a myriad of data linking access to physical activity and programs to improve quality of life. Addressing recreational and programmatic needs of underserved communities in unincorporated areas of the County will help communities thrive.</p> <p>Solution: The Department of Parks and Recreation launched a mobile recreation pilot project on February 10, 2022, and entered into a partnership with LA 84 Foundation, the National Football League Foundation, and Play Equity Committee, Host of Superbowl LVI. Agreements were finalized for the use of Buford Elementary School, outdoor area in Lennox, New Providence Church parking lot in West Athens, and Sunkist Library parking lot in unincorporated La Puente. The mobile recreation program is scheduled at each of these sites, 2 times per week, Tuesday through Saturday. The program offerings include, but not limited to, portable skate, basketball and soccer parks, sport clinics, arts and crafts, and field games for kids to be active and build social skills.</p> <p>Results: With the mobile recreation program, each week kids from these underserved communities are coming to play, experience physical exercise, make friends and have fun! Since May 2022 to January 2023, mobile recreation has served nearly 2,500 youth. These activities are introducing and teaching kids about sports, skate boarding, how to be creative through arts and crafts, along with addressing healthy exercise to reduce childhood obesity, stress reduction, social and emotional health through making friends and having positive engagement with their peers.</p> | <p>Mika Yamamoto Project Manager (310) 965-8605 myamamoto@parks.lacounty.gov</p> <p>Dimitri de Silva Productivity Manager (626) 588-5369 ddesilva@parks.lacounty.gov</p> |

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| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
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| <p>Child Trafficking ID and Response Team Probation with First and Fifth Supervisorial Districts and Children and Family Services</p> <p><i>Productivity and Quality Award - Bronze Eagle Award</i></p> <p><i>Video</i></p> | <p>Problem: The County of Los Angeles is the most populous in the nation and also a location where large numbers of children and youth are victimized through commercial sexual exploitation (CSE). The Probation Department has long known that sexual exploitation and sexual abuse are prevalent amongst those that are involved in the juvenile justice system. Recognizing that youth are more than just their exploitation or their court case, and that system-involved youth have myriad needs spanning across several agencies, the Probation Department realized they needed to respond to these challenges.</p> <p>Solution: The Probation Department developed the Child Trafficking Unit (CTU) in 2012. The CTU works to address the underlying trauma and abuse that youth have experienced both prior to, and during, their exploitation. Since implementation of the CTU, various initiatives and protocols have been put in place such as training, weekly multi-disciplinary team meetings, a rapid response assessment process for any youth suspected of/or identified as commercially sexually exploited (CSE), a locate process to expeditiously try and recover CSE children who go missing, community advocacy and survivor support services, along with additional services and supports for Transition Age Youth.</p> <p>Results: Through these efforts, the Department has seen much better outcomes for youths impacted by CSE and is leading the nation in thinking differently about how they respond to CSE children and youth. The CTU program has grown substantially over the past eight years. In that time, they have identified over 1,900 youth who have been at-risk of or experienced CSE. Of those, the CTU has provided supervision and support to over 700 of those youth. The impact the program has been profound and the department has seen much better outcomes for youth impacted by CSE.</p> | <p>Michelle Guyman Project Manager (661) 236-5405 michelle.guyman@probation.lacounty.gov</p> <p>Jessica Gama Productivity Manager (562) 355-9982 jessica.gama@probation.lacounty.gov</p> |

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| PROJECT and DEPARTMENT | PROJECT DESCRIPTION | CONTACT |
| <p>L.A. County Probation - Invest Program Probation with Economic Opportunity</p> <p><i>Productivity and Quality Award - Silver Eagle Award</i></p> <p><i>Video</i></p> | <p>Problem: Research has consistently demonstrated the importance of employment in ensuring justice-involved individuals' success in reentering their community and preventing recidivism back into the justice system. Prior to the INVEST Program, probationers might connect with a job center coincidentally and were unaware of the workforce development resources available at the America's Job Centers of California (AJCC) sites. Conversely, the AJCCs were unaware of how probationers were challenged in finding work or new career pathways for their clients.</p> <p>Solution: INVEST is a collaboration between the Probation and Economic Opportunity Departments to provide individuals on Los Angeles County Adult Probation with comprehensive, wrap-around support. This assists each Probationer into career path employment, leading to a family sustaining wage. The model features co-case-management of Probationers by Deputy Probation Officers and AJCC staff who have been trained together by the National Institute of Corrections. Program participants are engaged in an array of employment services tailored to their individual needs.</p> <p>Results: Since the program's launch in March of 2018, a total of 2,119 individuals have been enrolled and provided workforce development services and support. Of the total, 367 participated in paid transitional subsidized employment, and 1000 have secured unsubsidized and permanent employment. INVEST provides a stellar example of how County departments, each with their own distinct departmental cultures, values and perspectives, can come together to reach a common goal.</p> | <p>Laurence Martin Project Manager (818) 356-3034 laurence.martin@probation.lacounty.gov</p> <p>Jessica Gama Productivity Manager (562) 355-9982 jessica.gama@probation.lacounty.gov</p> |

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| <p>Black Doulas Fostering Health and Joyous Birth Public Health with First 5 LA and Health Services</p> <p><i>Productivity and Quality Awards - Community Inclusion Award</i></p> <p><i>Video</i></p> | <p>Problem: There are stark racial disparities in Los Angeles County in social and health-related outcomes. Black babies die before their first birthday at more than three times the rate of White and Asian babies. Maternal mortality is four times more likely among Black mothers than other races. Research points to elevated life course stress due to racism and discrimination as the cause of persistent inequality in birth outcomes facing Black families in Los Angeles County and nationwide.</p> <p>Solution: In 2019, with funding from Whole Person Care (WPC), the Department of Public Health (DPH) launched the African American Infant and Maternal Mortality (AAIMM) Doula Pilot Project as part of a broad AAIMM Prevention Initiative in collaboration with First 5 LA and the Department of Health Services. The pilot served 300 clients in the three Service Planning Areas (SPAs) with the highest Black infant mortality rates. Pilot services were provided by Black/African American doulas – non-clinical professionals trained to provide support and education to promote the healthiest and most satisfying birth experience possible – and included prenatal and postpartum visits, being on call for clients 24/7 within two weeks of their expected due date, and support during labor, delivery, and the early postpartum period. Clients also receive parenting essentials, including baby carriers, board books, diapers, and home safety kits. In 2021, the pilot received full funding from a California Home Visiting Program Innovation grant and the AAIMM Doula Program launched.</p> <p>Results: In under a year, the AAIMM Doula Program went from concept to being funded and implemented, with ongoing work to ensure doulas are welcomed members of the health care team at hospitals across the county. As of March 2023, 563 babies have been born to AAIMM Doula clients. 85% of clients have delivered at full term. Both the primary cesarean rate and breastfeeding initiation rate are better than the County averages for Black women. The AAIMM Doula Program is expanding this year to serve incarcerated pregnant individuals and has become an influential voice both locally and statewide to advance sustainable funding for doula care. As of January 1, 2023, California joined a short list of states that offer doula support as a Medicaid (Medi-Cal) covered benefit.</p> | <p>Ashley Skiffer-Thompson Program Coordinator (213) 502-7553 ASkiffer-Thompson@ph.lacounty.gov</p> <p>Helen O'Connor Initiative Manager (323) 440-9822 hoconnor@ph.lacounty.gov</p> <p>Lonnie Resser Interim Productivity Manager (213) 822-4539 lresser@ph.lacounty.gov</p> |

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| <p>Exide Area Lead Paint Remediation Evaluation Public Health</p> <p><i>Productivity Investment Fund - \$200,000 Recoverable Grant</i></p> | <p>Problem: The Exide Battery Recycling facility in the City of Vernon permanently closed in 2015. It operated without oversight from state and local regulators for decades. Contamination from the plant was widespread in its surrounding communities, jeopardizing the health of residents. Settlement funds awarded from the SoCalGas litigation settlement to mitigate lead-based paint hazards from homes in communities near Exide allow the Department of Public Health (DPH) to eliminate lead paint hazards in the homes where DTSC has removed the contaminated soil. A consultant is needed to assess existing program activities to identify areas for quality improvement.</p> <p>Solution: DPH contracted with TAP International to conduct evaluation services. They developed and implemented a community survey mailed to over 1,200 properties in the Exide area. The survey was intended to identify factors that increase property owner participation in the lead paint remediation program. In addition, they interviewed community organizations, city agency officials, environmental health officials, state officials, property owners, and community organizers. They conducted a case study of four other government lead-based paint hazard remediation programs and a cost analysis of homes remediated in DPH's demonstration project to develop service delivery options. DPH also entered into an interdepartmental collaboration agreement with the Department of Mental Health's Promotores to assist with survey follow-up and to gather additional information from residents in the impacted neighborhoods.</p> <p>Results: The developmental evaluation produced findings that were insightful and beneficial to the expansion efforts for lead paint remediation to communities most in need. The key findings and recommendations were utilized to inform the planning and implementation of the Countywide lead paint remediation program, named Lead Free Homes LA. As of December 31, 2022, the Program has received 1,682 applications. The total number of households enrolled is 1,081. Of the homes tested, the total number of units with lead-based paint hazards is 830 and a total of 214 homes have participated in the remediation process, 186 homes completed, 10 awaiting clearance, and 19 in active construction.</p> | <p>Janet Scully, MPH Project Manager (213) 351-3103 jscully@ph.lacounty.gov</p> <p>Lonnie Resser Interim Productivity Manager (213) 822-4539 LResser@ph.lacounty.gov</p> |