



COUNTY OF LOS ANGELES OFFICE OF CHILD PROTECTION

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 383
LOS ANGELES, CALIFORNIA 90012
(213) 893-2010

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June 12, 2017

To: Supervisor Mark Ridley-Thomas, Chair
Supervisor Hilda L. Solis
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From: Judge Michael Nash (Ret.) 
Executive Director

THIRD 90-DAY PROGRESS REPORT ON THE CONSOLIDATION OF THE DEPARTMENT OF CHILDREN AND FAMILY SERVICES' PUBLIC HEALTH NURSE PROGRAM WITHIN THE DEPARTMENT OF PUBLIC HEALTH

On September 13, 2016, the Board of Supervisors directed the Office of Child Protection (OCP), in collaboration with the Chief Executive Office (CEO), Department of Children and Family Services (DCFS), Department of Public Health (DPH), and applicable unions, to consolidate the DCFS Public Health Nurse (PHN) program within DPH. With the purpose of building a PHN program that promotes and improves child well-being, health, and safety, the Board specifically directed the OCP to:

1. Engage all affected stakeholders, including, but not limited to, the CEO, DCFS, DPH, and the applicable unions, in discussions relating to the plan, progress, and desired outcomes of the consolidation
2. Direct the CEO to identify funding should any costs related to the transition accrue, to ensure cost neutrality for DPH
3. Determine, using both anecdotal and evidence-based practices and research, how to most effectively utilize the PHN program for the purposes of child welfare and safety, once it is transferred to DPH
4. Provide progress reports every 90 days on the efforts and outcomes relating to the consolidation¹

This memorandum is the third update on the progress made toward consolidating the DCFS PHN program within DPH; our last report was provided to the Board on March 13, 2017.

¹ Item 2, Board Meeting of 9/13/2016, requested by Supervisors Hilda L. Solis and Shelia Kuehl

Committees

The Inter-Agency PHN Program Consolidation Planning Group (Planning Group), which includes PHNs, Supervising PHNs (SPHNs), Nurse Managers, affected Intermediate Typist Clerks (ITCs), medical directors, program directors, fiscal and human resource staff, and representatives from the CEO, the OCP, and the Service Employees International Union (SEIU) 721, has continued to meet regularly to review the progress and any issues identified with consolidation.

Staffing

A couple of staffing issues were brought to the Planning Group. At its April 25 meeting, DCFS discussed the status of its efforts to fill four of the vacant DCFS-funded PHN items. Rather than halting the hiring process until the consolidation is complete, DPH and DCFS agreed to have DCFS nursing management select the candidates with DPH and DCFS nursing management conducting the second interviews, so that both departments could weigh in on the hiring decision.

During the May 23 meeting, the PHNs and SEIU expressed their concern that consolidation will not solve their current workload issues. The PHNs understand that DPH: 1) has plans to fill the vacancies in the DCFS-funded PHN and ITC positions, 2) has requested additional monies through the Fiscal Year (FY) 2017–18 budget process to fill the PHN positions internally frozen as a result of flat State funding, and 3) intends to identify efficiencies once consolidation has occurred. In addition, they understand that the OCP has been working with DCFS and DPH to determination of the best use of PHNs. However, the nurses felt these were longer-term solutions and they indicated a need for immediate relief. Discussions are ongoing as to how to resolve this issue.

Communications

With the transition date nearing, communication efforts have increased. On April 3, DCFS provided formal notification to all DCFS Regional Administrators and Division Chiefs of the pending consolidation of the DCFS PHN program “as is” into DPH with the combined program renamed the *Child Welfare Public Health Nursing Program*. This letter assured the regional offices that the PHNs will continue to be co-located throughout the 19 regional offices to collaborate and consult with Children’s Social Workers on referrals and cases; and it requested assistance in preserving the assigned PHN workspaces and access to locking cabinets to meet the Health Insurance Portability and Accountability Act requirements.

On May 15, a joint DCFS and DPH letter was sent to each individual transferring from DCFS to inform them of the timeline for the three process phases identified as necessary to ensure their smooth transition into DPH. This letter (attached) included information on Live Scan scheduling, copies of documents needed, forms for signature, and when they would receive their badges.

The second quarterly Child Welfare Public Health Nursing Program general staff meeting was held on May 17 at Arcadia Park. Discussed at this meeting were the three process phases contained in the May 15 letter, DPH's training and orientation plan, and responses to concerns and questions regarding the consolidation of the PHN program. The meeting was well attended with individuals from both DCFS and DPH, including PHNs, SPHNs, ITCs, and other key staff, as well as representatives from SEIU 721 and the OCP.

Information Technology (IT)

The individuals transferring from DCFS will continue to utilize their DCFS IT accounts until their technology access is transitioned to DPH IT, estimated for mid-July. Since DCFS will provide hardware and some software support, with DPH responsible for the remaining software support, both departments are working to provide staff with one contact for repairs, with requests seamlessly routed to the appropriate department.

Funding

DCFS and DPH have included changes to their FY 2017–18 Final Changes Budget to reflect the transfer of the DCFS PHN program to DPH. In addition, DPH included in its budget request the five new staffing positions identified previously as necessary for the consolidation of the PHN program: an Assistant Nursing Director, two Nursing Instructors, a Nurse Manager, and a Secretary II.

Best Use of PHNs

During the various focus groups held, it was clear that some duties for which the PHNs are currently responsible should be performed by clerical staff, such as requesting/following-up on copies of medical/dental records and some of the initial data entry into CWS/CMS and the Health and Education Passport. These tasks are very important to the program and need to be done, but not necessarily by the PHN. Some offices have PHN program clerical staff to handle these tasks, allowing the PHNs more time to focus on the nursing aspects of their job. However, not all of the 19 DCFS regional offices have clerical support. DCFS and DPH each have eight clerical items assigned to support the PHN program. Although additional clerical support will be needed, the level of clerical support needed has not yet been quantified; discussions have begun within the departments to determine this.

As mentioned in our last report, several PHN services have emerged as vitally important to addressing the needs of children and families who touch the child welfare system, such as helping caregivers understand the child's medical records and how to meet their medical needs, ensuring that transition-age youth are capable of making their own decisions regarding their medical needs, maintaining continuity with the families, consulting with children's social workers on medical questions, and home visitation support. The final workload time study analysis report from the DCFS/DPH Workload Data committee, once issued, will help to inform the service prioritization.

Each Supervisor
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Independent Evaluation of the CSW-PHN Joint Visitation Program

The Children's Data Network (CDN) met with DCFS and OCP to discuss the data and the business rules surrounding the data identified as needed for the evaluation of the CSW-PHN Joint Visitation program. The Medical Hub data and a portion of the DCFS data have been provided to the CDN, with the outstanding DCFS Excel data files to be submitted once the files have been cleaned.

Our next update will be provided to the Board on September 13, 2017. If you have questions, please contact me at (213) 893-1152 or via e-mail at mnash@ocp.lacounty.gov, or your staff may contact Karen Herberts at (213) 893-2466 or via e-mail at kherberts@ocp.lacounty.gov.

MN:CDM
KMH:eih

Attachment (1)

c: Executive Office, Board of Supervisors
Chief Executive Office
Children and Family Services
County Counsel
Health Services
Mental Health
Public Health



BARBARA FERRER, Ph.D., M.P.H., M.Ed.
Director

JEFFREY D. GUNZENHAUSER, M.D., M.P.H.
Interim Health Officer

CYNTHIA A. HARDING, M.P.H.
Chief Deputy Director

WESLEY L. FORD, M.A., M.P.H.
Deputy Director, Health Promotion Bureau

ANNA LONG, Ph.D., M.P.H.
Director, Children's Medical Services
9320 TeiStar Avenue, Suite 226
El Monte, CA 91731
TEL (626) 569-6001 • FAX (626) 569-1909

www.publichealth.lacounty.gov



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Fifth District

May 15, 2017

TO: Department of Children and Family Services Staff Transferring to Department of Public Health, Children's Medical Services

FROM: Anna Long, Ph.D, M.P.H., Director 
Children's Medical Services

Helen Berberian, Deputy Director 
Bureau of Clinical Services and Resources
Department of Children and Family Services

RE: PROGRAM GUIDANCE FOR ONBOARDING TO THE DEPARTMENT OF PUBLIC HEALTH, CHILDREN'S MEDICAL SERVICES FOR COUNTY EMPLOYEES TRANSFERRING FROM THE DEPARTMENT OF CHILDREN AND FAMILY SERVICES PUBLIC HEALTH NURSING PROGRAM

Dear Colleagues,

The Los Angeles County Board of Supervisors voted on September 13, 2017 to transfer the Department of Children and Family Services (DCFS) Public Health Nursing Program to the Department of Public Health (DPH), Children's Medical Services (CMS). The transfer, which will become effective July 1st, 2017, will consolidate the DCFS Public Health Nursing Program with CMS's Health Care Program for Children in Foster Care, thus creating the Child Welfare Public Health Nursing (CWPHN) Program. You are receiving this communication because you are among the 115 DCFS staff transferring to the Department of Public Health, effective July 1, 2017.

As part of the newly consolidated CWPHN Program and in partnership with DCFS social workers, you will be part of a team dedicated to more seamlessly and consistently addressing the well-being, health and safety of children and youth involved in the County's child welfare system. We want your transition into DPH to be as smooth as possible, so the next few weeks are critical to accomplishing this goal. The following offers you a brief overview to clarify the steps for transferring and onboarding to the Department Public Health, Children's Medical Services.

Transfer and Onboarding Process

There are several steps and documents that have to be reviewed and/or completed. Attached is a list of documents and forms we will ask that you review, complete and/or sign at different phases of the onboarding process. Generally, these steps, documents and forms are completed in three phases.

Phase 1 - County policy requires that new employees and current employees transferring from one County agency to another undergo a Live Scan. Within the next few days, you will receive a communication from DPH Human Resources to:

- Schedule your Live Scan to take place sometime during the week of May 22, 2017;
- Provide a copy of your driver's license; and
- If you are a nurse, provide copies of your nursing license and Public Health Nurse Certificate from the California Board of Registered Nursing.

Phase 2: DPH and DCFS Human Resources will coordinate the review and transfer of relevant employee information, including any required special accommodations for specific employees.

Phase 3: DPH Human Resources has tentatively set July 3, 2017 as the date to issue your new County badge and complete additional forms that DPH and/or CMS require as part the onboarding process. During this appointment you will also receive a "Welcome to DPH" packet with relevant information about DPH and CMS programs, services and resources available to you.

Orientation and Training

To address the many anticipated questions by transferring DCFS employees about DPH and CMS programs, services, operations and expectations, DPH and CMS have developed a robust orientation and training program. Additional information about these orientation and training opportunities will be provided under a separate communication. Furthermore, we are preparing to impart additional information about the transfer and consolidation process during the **CWPHN Program General Staff Meeting**, scheduled for Wednesday, May 17, 2017, from 8:30 A.M. to 12:00 P.M. at Arcadia Park, Senior Center Room, 405 South Santa Anita Avenue, Arcadia, California 91006.

You will find DPH CMS a great place to work. We thank you for your continued hard work and dedication to the well-being of the most vulnerable children and youth in Los Angeles County – past, present and future. Your role is essential to their health and safety, and we are committed to supporting you as you transition into the consolidated CWPHN Program.

Thank you!

Attachments: (1)

cc:

Office of Child Protection
DCFS Human Resources
DPH Human Resources

County of Los Angeles - Department of Public Health
 CWP/PHN Program Consolidation Guidance for Transferring DCFS Staff

Forms to be Completed		Phase 1	Phase II	Phase III
1	Request for Live Scan Service	X		
2	Employee Information Sheet	X		
3	Candidate Conviction History Questionnaire	X		
4	Prior County Service	X		
5	Conviction Disclosure Instructions	X		
6	Background Investigation Policy	X		
7	Work Status Questionnaire	X		
8	Candidate Acknowledgement of Contingent Offer of Employment	X		
9	Authorization for Release of Employment Information	X		
10	Nepotism	X		
11	County of Los Angeles Internal Services Department Active Directory/Hosted Registration Form	X		
12	County of Los Angeles Agreement for Acceptable Use and Confidentiality of County Information Technology Resources	X		
13	Department of Public Health - Mileage Manual and Confirmation of Receipt			X
14	Department of Public Health - Employee Pull Notice Program Policy 717 and Acknowledgment Form			X
15	Certification for Mileage Form			X
16	Copy of current CA Driver's License			X
17	Authorization Department of Motor Vehicle Pull Program			X
18	Department of Motor Vehicle Pull Program Opt Out Request			X
19	Public Health Information Systems Service Request			X
20	Agreement of Understanding Forms (DPH Policy/Guidelines)			X
21	Supplemental Annual Agreement of Understanding for Licensed Clinical Professionals			X
22	Outside Employment Details (Includes Self-Employment and IHSS)			X
22	CMS Office Operations (Policy 900-02)			X
23	Department of Public Health - Attendance Policy 762			X
24	Acceptable Use Policy for County Information Technology Resources (Policy 1016)			X
25	CMS Management Information Systems (Policy 600-03)			X
11	User Login Identification (ID) and Password (Policy 600-04)			X