

LOS ANGELES COUNTY ANNUAL REPORT



2013



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***“We touch every fiber
of the community.
Every significant
service that is
provided through our
local government
comes through the
County, and we do so
with great pride.”***

Whenever I go into the community, I tell folks that I'm not the Chief Executive Officer, I'm a public servant. What we do in the County is we serve the public. We're here to provide health care, we provide mental health services, public safety services, emergency management services, all the social services. Every significant service that is provided through our local government comes through the County, and we do so with great pride.

The 2013 budget was an important budget for us, because it allowed us to start the recovery process—it allowed us to stabilize. We went through four extremely difficult years due to the recession, but unlike other counties or cities in the State of California—actually the whole United States—we did better than anyone. That's because of our fiscal policies, our discipline, and the oversight of our Board of Supervisors.

We received two credit rating increases in the past 4 months, which is an extraordinary accomplishment in itself. To do so during a recession, or as we exited a recession, is extraordinary.

This year given that we are seeing two of our supervisor's terming out, and next year we will see two new supervisors coming in it's important that we recognize and applaud the careers of both Supervisors Yaroslavsky and Molina.

Everything from our capital programs, fiscal programs, public, social programs, they have played an important and very vital role. I have enjoyed immensely working with the both of them. I have huge regard for them. I think it is time for us to celebrate their careers, and wish them the best as they move on to the next adventure.



2013



Sheriff Lee Baca

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Department*

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***"The Sheriff's
Department has
extraordinary
successes...and we
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our problems. We do
believe that safety
comes first in the
context of the public,
and we've shown a
record-low
crime rate."***

First of all, crime rates are at a record low, close to a 35 to 40 year low, and the part one offenses decreased three percent this year. Overall, in our rate, per 10,000 citizens we have about less than a 300 per 10,000 in terms of our crime rate. Which shows that we're very, very low in the scheme of how we protect the public in our 43 contract cities, in our 100 plus unincorporated areas, and we're very excited about those successes.

When you come to our jails, we are also in jail reform mode right now, and we believe that it's important to share the successes with our education-based incarceration. Eight thousand inmates are now in school getting their GEDs and preparing themselves for a better life. In addition to that there's a huge amount of reduction in the use of force activity, because the culture in the jails is transforming into one of education as opposed to pure punitive.

And when you look at the department from the standpoint of the budget, we had endured, over the past three budgets, close to an average of about a \$150 million dollar cut. And that meant that deputies and professional staff had to work on other assignments to avoid layoffs, because that was really an important priority of mine.

So when you get down to it, the Sheriff's Department has extraordinary successes when it comes to adaptiveness, and we learned to be resilient, we get busy and fix our problems. We do believe that safety comes first in the context of the public, we've shown a record-low crime rate. And so the key is the core values leads to this, and I'll recite them:

As a leader in the Los Angeles County Sheriff's Department, I commit myself to honorably perform my duty, with respect for the dignity of all people. The integrity to do what is right, and fight what is wrong, wisdom to apply common sense and fairness in all that I do, and the courage to stand against racism, sexism, anti-Semitism, homophobia, and bigotry in all its forms.

Thank you.

LOS ANGELES COUNTY ANNUAL REPORT



2013



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***"The Office prosecuted
73,000 felony
defendants and
114,000 misdemeanor
defendants...and will
make sure that justice
is delivered in a
professional,
competent, and
ethical manner
every day."***

I am proud to lead the largest local prosecutors' office in the United States.

Last year, my office prosecuted 73,000 felony defendants and approximately 114,000 misdemeanor defendants throughout Los Angeles County. We assisted more than 16,000 crime victims through our Victim-Witness Assistance Program.

During my first year in office, I have been committed to working with our criminal justice system partners to maintain the lowest violent crime rates in Los Angeles County in decades. We began by tackling the many issues associated with the new state law that transfers inmates from state prisons to local jails and communities.

Last year, we also trained our deputy district attorneys and law enforcement partners to prosecute high-technology crimes. Every time our debit or credit cards are used illegally, we all suffer the consequences. I am committed to holding cyber-criminals accountable for their crimes.

One of my other goals is to better educate all members of the public — especially our seniors — on how to avoid financials scams.

We also are committed to protecting our military families from consumer fraud. Recently, my office hosted an all-day training for military leaders on the laws that protect our military families.

In addition, we re-established a presence in the environmental crimes arena. We began by training key staff from a variety of public agencies on how to investigate these often-complex cases.

I am extremely grateful to the outstanding prosecutors, investigators and support staff members who make sure that justice is delivered in a professional, competent, and ethical manner every day in courtrooms throughout the County.

I look forward to continuing to serve the residents of Los Angeles County as your DA.

LOS ANGELES COUNTY ANNUAL REPORT



2013



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"Our vision is to be the premier assessment agency in the nation, and in 2013 we took major steps forward in order to achieve that goal."

At the Office of the Assessor, we value people and property by creating an accurate and timely assessment roll and by providing you with exceptional public service.

Our office is the largest of its kind in the nation, assessing more than 2.6 million properties each year. Our primary role is to ensure that all taxable property is assessed fairly and that includes reducing values when the market declines and restoring assessments as market values improve.

Beginning in 2008, we proactively reviewed properties that experienced a decline in value as a result of the economic recession. By 2010, the number of properties with reduced assessments in Los Angeles County reached a peak of over 425,000.

As of 2013, we continued to enroll over 365,000 reduced assessments. However, with continued improvement in the economy and in the real estate market, this past year we increased or restored assessed value on 50% of the properties with prior reductions. This improvement in the market has been good news for homeowners and for the County as a whole.

In fact, the 2013 Assessment Roll totaled just under \$1.2 trillion. That's the largest assessment roll in Los Angeles County history and a \$53 billion increase from the prior year.

Strength in the residential real estate market was the biggest single factor responsible for this increase. As residential real estate values rebound, we've seen fewer homes in foreclosure and a substantial increase in both sales and prices across most of the County.

Over the past year, our office also focused on our internal operations and made great strides towards becoming a more transparent and accountable public agency.

We continued to implement the initiatives identified in our multi-year strategic plan.

We've added new internal controls and quality assurance measures that have reinforced the accuracy of our assessments and the transparency of our operations.

Most importantly, we've launched the initial phase of our biggest technology initiative in more than 20 years, the replacement of our outdated computer systems.

Our vision is to be the premier assessment agency in the nation, and in 2013 we took major steps forward in order to achieve that goal.

I would like to give special thanks to our employees who met this year's challenges with skill, dedication, professionalism, and pride in their work.

Our motto is, "Valuing People and Property," which reflects our accomplishments in 2013, and our priorities for the year ahead.

Thank you.



2013



Chief Daryl L. Osby

Los Angeles County Fire Department

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***“Five-thousand
emergency responders
and business
professionals are here
to protect your life,
your property, and
your environmental
health... We are here
to keep you safe, and
we'll be at your door
whenever you
need us!”***

I am the proud leader of 5,000 emergency responders and business professionals whose mission is to protect your life, your property, and your environmental health through fire protection, life safety and other emergency services.

We weathered the financial storm of the recession, and kept all of our fire stations open to serve you and 4 million other Los Angeles County residents. Now, our budget is beginning to improve, but we will continue to manage our costs to bring you the greatest value for your tax dollar.

Now that we have implemented our “Carve-Out” agreement to reduce the high costs associated with firefighter injuries and accidents, we are beginning to see a reduction in these costs.

Our Strategic Plan is now in its third year, and we are making headway as we “Engineer our Future” to bring the Los Angeles County Fire Department into the 21st century.

We are emphasizing sound fiscal planning, accelerated risk management strategies, continuing to bring you excellent emergency services when you need them, and transforming our organizational culture through proven training methods.

To help us achieve a strong IT infrastructure to take us into the future, we have increased our information technology budget by \$6 million.

Our Emergency Medical Services operations team will soon introduce an Electronic Patient Care Record system to automate our patient information gathered on scene.

This fall, we plan to host a large-scale firefighter employment examination. To help firefighter candidates prepare, we have scheduled a series of seminars across the County. To register, please see our website at fire.lacounty.gov.

Our team embraces diversity, and we invite everyone who is qualified to do this job to consider it as one of the most rewarding careers available today.

We are finalizing our plans to create a charitable foundation to bring new financial support for our educational and youth programs, which are so needed in our communities.

We have updated our Department’s website, so please go to fire.lacounty.gov to find out about all that we have to offer you!

Once on the site, link to your local community relations team who are here to serve you, and keep connected to us through our new local social media pages on Facebook and Twitter.

We are here to keep you safe, and we'll be at your door whenever you need us!

LOS ANGELES COUNTY ANNUAL REPORT



2013



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“The County Counsel's Office is one of the largest municipal civil law offices in the country, with close to 300 attorneys and over 500 employees.”

The County Counsel's Office is one of the largest municipal civil law offices in the country, with close to 300 attorneys and over 500 employees.

We provide legal advice to the Board of Supervisors, all elected County officials and all of the many departments and agencies that make up your County government.

Day in and day out we work with County officials and staff to develop solutions that provide better service to you the public.

I am very proud that this past year the staff of the County Counsel's Office, working together with other County departments, have continued to be recognized for developing innovative programs that improve the effectiveness and efficiency of the services the County provides to the public.

It is my privilege to work with the many fine attorneys and staff in our office who have dedicated their careers to serving the people of the County of Los Angeles.

LOS ANGELES COUNTY ANNUAL REPORT



2013



Wendy L. Watanabe

Auditor—Controller

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“We continue in promoting internal County accountability and integrity, as well as inspiring external public trust.”

Two-thousand and thirteen was a year of many accomplishments. We continue in promoting internal County accountability and integrity, as well as inspiring external public trust.

We discouraged County fraud by completing over 1,000 investigations of alleged misconduct by County employees and contractors.

We completed nearly 100 internal audits that improved County's internal control, stopped misuse of public funds, and curtailed wasteful spending. We also completed 75 audits of County contractors and provided recommendations to strengthen County contracts.

We provided contract monitoring training for over 950 County staff and contractors.

We visited contracted group homes to increase the awareness of the Children's Ombudsman Program and to provide an independent resource for the children within the Los Angeles County Placement system.

We redistributed approximately \$490 million collected from 71 former redevelopment agencies to 220 local schools and taxing entities, in accordance with two Assembly Bills signed by the Governor.

We continue in optimizing business operations through creative information technology (IT) solutions. For example:

We upgraded the County Enterprise Financial system to give business users a friendlier online experience, including new functionalities that allow County vendors in checking the status of their invoices and payments.

We assisted departments in implementing the automated mileage claim and reimbursement system, which we rolled out last year. To date, 38,000 County employees have signed up and used the system. A NACO award was presented to us by the National Association of Counties.

For more information, please go to the Los Angeles County Auditor-Controller website, at auditor.lacounty.gov.

LOS ANGELES COUNTY ANNUAL REPORT

2013



Sachi A. Hamai

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“Over 2,170 Board Letters and motions were filed electronically for 37 County departments, and approximately 190 committees and commissions.”

As the Executive Officer for the Board of Supervisors, I am responsible for supporting the Board in performing its duties as the governing body of the largest local government in the Nation. We provide accounting, procurement, personnel, payroll, technology, facility management and other administrative services. We prepare the Board's weekly agenda and Statement of Proceedings; and maintain its official records which date back to the 1850s.

Our Department is committed to setting the standard for high quality information and services to the public. We also recognize our responsibility to the environment and to providing a more efficient delivery of services. Over the years we have enhanced many of our systems to offer e-filing applications such as assessment appeals filings, conflict of interest and lobbyist filings, and property tax agent registrations. We continue to take on the responsibility of staffing and maintaining various Board of Supervisors task forces such as the Citizens Commission on Jail Violence, the Blue Ribbon Commission on Child Protection, and the Los Angeles Coliseum Commission.

This past year's accomplishments were significant:

Through our Board Operations, over 2,170 Board Letters and motions were filed electronically for 37 County departments, and approximately 190 committees and commissions. We processed and maintained records for approximately 243 individual lobbyist, 218 lobbyist employers, and 65 lobbyist firms for the County. We collected, processed and managed approximately 3,000 Conflict of Interest Forms, and 700 records for 304 public agencies. Our Assessment Appeals Board held property tax hearings for approximately 50,000 parcels for which close to 48,000 were resolved; and through our Property Tax Agent Registration, from July through December, we had registered 1,106 property tax agents.

As in previous years, we remain committed to our vision of acclaimed business driven technology services. Recognizing that good government requires an informed citizenry, our office is committed to setting the standard of excellence in providing easy access to quality information and services that are both beneficial to the public and responsive to their needs. As we launch our Third Strategic Plan, our mission is to be recognized as the County's leading department providing innovative and efficient government services through quality information and customer service.








2013



Chief Jerry Powers

Probation Department

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“Two-thousand and thirteen was a year of transformation and accomplishment...we launched a recruiting campaign called 'Probation's Most Wanted: the Best of the Best' and established a Youth Opportunities Program.”

The Department has over 6,600 positions and an \$843 million annual budget. Our mission is to enhance public safety, ensure victims' rights and effect positive behavioral change in the probationers under our care and supervision. We operate the largest juvenile corrections system in the United States. This includes three juvenile halls and 13 juvenile residential treatment camps. On any given day there are approximately 2,000 juveniles under our care in these facilities. We also have 30 area offices that provide an array of services to approximately 70,000 juvenile and adult probationers throughout Los Angeles County.

Two-thousand and thirteen was a year of transformation and accomplishment. In December 2013, we reached an important milestone: after many years, we were informed by the Department of Justice that the final three paragraphs of the original 42 in a settlement agreement pertaining to our camp operations were being placed in monitoring status. This marks the beginning of the close-out portion of federal involvement in our camps.

We continued to push forward with the implementation of AB 109, the State's Public Safety Realignment program that shifted the responsibility for over 20,000 prison releases from the State to our Probation Department, the most historic restructuring of the criminal justice system in our lifetime. We completed a one-year television partnership with KTTV Los Angeles that engaged the audience in a fugitive apprehension program called "LA's Most Wanted", that appeared on television and on the station's website. Overall, we have come to a point where the AB 109 population has stabilized and we can now concentrate on the expansion of our staffing resources and program capacities.

In 2013, we provided and will continue to provide leadership to other County departments as we work toward a solution to abolish Commercial Sexual Exploitation of Children, a horrific issue affecting our most vulnerable children.

We also continued to address educational matters for our youth, which included collaboratives with some of our partner agencies, such as the Los Angeles County Office of Education and Department of Public Works, which resulted in the establishment of a Youth Opportunities Program designed to prepare participants for careers in Public Works, and along with LACOE, implemented the Freedom Schools program.

The implementation of our Bureau Chief District reorganization that included restructuring juvenile and adult operations is serving its intended purposes of improving accountability, increasing managers' expertise, and providing more targeted and strategic services to the Districts.

In 2013, we launched a recruiting campaign called "Probation's Most Wanted: The Best of the Best", to attract top level candidates with personal video testimonials by staff and a clear articulation of new hiring standards as we re-launched our Department website.

In 2013, we continued to decrease our Return to Work numbers and our Risk Management injury reductions continued to lead the County. In 2010, there were 915 Workers' Compensation Claims filed in comparison to 712 filed in 2013, representing a 22% reduction. This contributed to our second consecutive year closing the fiscal year with budget savings.

As part of internal and external communications strategies, we initiated the issuance of the Department's newsletter, "Probation Connection", and our Annual Report, "A New Day". I have always believed that each new year brings the optimism of fresh beginnings and opportunities, and envision that we will improve our departmental operations and service delivery in 2014, through the continued implementation of innovative and strategic initiatives.

I appreciate the tireless work of my staff as we remain committed to working with our key stakeholders in our effort to increase public safety and better serve the residents and many communities in Los Angeles County.



2013



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***“The Department of
Children and Family
Services continues to
keep children safe and
strengthen families —
Child safety is
job one.”***

The Los Angeles County Department of Children and Family Services continues to keep children safe and strengthen families.

We are proud that 2014 marks the 30th anniversary of the creation of our Department.

We are two years into the implementation of our five year strategic plan, our blueprint for progress and improved services.

We have approximately 7,300 employees who prioritize keeping children safe and in their home whenever possible.

Child safety is job one.

In 2013, we made face-to-face safety assessments for 150,000 children. We have ongoing supervision of 36,000 children and their families. Of those, about 17,000 children are living in out-of-home care, with about 9,000 children living with their relatives.

We reunified 5,000 children with their parents last year.

For those who cannot reunify with their biological parents, we seek permanent and loving homes. Last year, over 1,300 children were adopted.

In 2014, we will build on a number of other successes:

In partnership with local universities, we implemented a 52-week academy for new social workers. The training features simulations of real life scenarios that social workers will encounter on the job. In 2013, we hired 100 new social workers with a plan to hire 350 more. Together with our new training, these new workers will help us reduce case loads and ensure child safety. We've replaced our 6,000-page policy manual with a revised, web-based user friendly version. We will soon open our Youth Welcome Center for children twelve years or older who are waiting for foster placements. We will continue our monthly management meetings to review key performance data and track improvements.

These successes would not be possible without the support of our Board of Supervisors, our Chief Executive Officer, and our community partners. Thank you all for your support. I especially want to thank the staff of our Department who work tirelessly everyday to ensure the health and well-being of the children we serve.



2013



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“We had a successful year of resolving consumer complaints, fostering a fair business climate, and strengthening communities through consumer education and public outreach.”

The Los Angeles County Department of Consumer Affairs is one of the largest local consumer protection agencies in the United States. We work every day to promote a fair and vibrant marketplace through education, advocacy, and complaint resolution.

In 2013, we had a successful year of resolving consumer complaints, fostering a fair business climate, and strengthening communities through consumer education and public outreach. I'm proud to report that we provided individual assistance to over 100,000 consumers and helped them resolve a variety of consumer complaints and disputes.

Last year, we successfully launched an expansion of the County's Homeowner Notification Program to provide direct services to struggling homeowners facing foreclosure. We also built up our investigations unit to fight real estate fraud and foreclosure rescue scams. Consumer Affairs is working hard throughout the County to keep residents in their homes.

Consumer Affairs is an innovative, forward thinking department. The Quality and Productivity Commission recognized our online consumer complaint and case management system as one of the most innovative projects in the County, and we were proud to receive the Silver Eagle award. This innovation has helped Consumer Affairs resolve more complaints, in less time, with more positive results.

Speaking of innovation, we also launched a new website in December that uses a responsive website design that automatically adapts to your computer or mobile device. The new design provides you with an improved online experience and helps you access our wealth of online consumer information.

We expanded our mediation program in 2013 to include a new partnership with the Los Angeles County Superior Court. We now provide on-the-spot mediations in the courthouse in addition to operating our community mediation program that helps consumers, businesses, and neighbors resolve their disputes.

Two-thousand and thirteen was an exciting year for Consumer Affairs, and we are looking forward to another year of serving Los Angeles County consumers, businesses, and communities. If you need our assistance, please don't hesitate to call us, visit us online, or stop by one of our 11 office locations.



2013



Sean Rogan

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***“Our vision remains
focused on serving you
with your housing and
community
development needs, as
we work to fulfill our
mission to Build Better
Lives and Better
Neighborhoods.”***

The Commission serves as the County's Housing Authority as well as its community and economic development arm. We are focused on creating and preserving affordable housing, encouraging business development, and investing in community growth.

As the second largest housing authority in Southern California, we provide rental assistance to approximately 24,000 eligible low-income families living in the County. This assistance helps a variety of residents including homeless vets, mentally ill, homeless mothers with children, and seniors. We also manage over 3,200 units of public and other affordable housing that is linked to supportive programs which empower residents to gain self-sufficiency and independence.

This past year proved to be difficult for the housing community. With federal reductions due to sequestration, and the government shutdown that threatened additional cuts, the Housing Authority fought hard to preserve the funding used to help its families remain in their homes and keep housing subsidies intact. Although faced with challenges, we maintained our flexibility and resilience. For our efforts, we received the highest performance designations from our primary funder, HUD, for our Public Housing, Section 8, and Community Development Block Grant programs.

The Commission's impact was felt throughout the County. For example, we partnered with First 5 LA to administer \$7.5 million in Rental Assistance and Services which will help roughly 700 families with young children who are at risk of homelessness or who are homeless, secure stable housing. We also helped 1,900 businesses thrive through façade improvements, micro loans, and other technical assistance. Finally, to make sure County residents continue living in safe housing, we provided residential rehabilitation and code enforcement improvements for over 2,000 housing units.

For the upcoming year, our vision remains focused on serving you, the residents of Los Angeles County, with your housing and community development needs as we work to fulfill our mission to Build Better Lives and Better Neighborhoods.



2013



Laura Zucker

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“The Arts continue to play a significant role in our region... eighteen new civic art projects were completed, major upgrades to the historic Ford Amphitheatre were begun, and more than 40,000 people attend our events.”

The arts continue to play a significant role in our region with the creative economy supporting one in eight jobs in LA County. In 2013 LA County was recognized on the global stage as part of the world cities culture report, which found that Los Angeles topped a range of indicators in its first year, with more museums, live music venues and, of course, cinema screens than any of the other major metropolitan centers. So naturally, LA County is incredibly aligned around how creativity can drive economic prosperity while also serving the needs of residents.

The Arts Commission, on behalf of the Board of Supervisors, provides services that enable creativity to thrive and job opportunities to grow. More than 360 LA County based arts organizations received grants supporting the 62,000 jobs within the County's cultural sector, and ensuring cultural services for all the diverse communities that make LA vibrant.

But access to the arts, and the jobs the creative economy provides, has to begin with our kids. Many of our school districts recognize that the arts can play a key role in preparing students for long-term success. Arts for All, LA County's arts education initiative, supports and connects fifty-six school districts to bring creativity into every classroom.

The arts also contribute significantly to our environment and quality of life. Eighteen new civic art projects, all with significant with public engagement activities, were completed in 2013. And we began work on major upgrades to the historic Ford Amphitheatre. More than 40,000 people attended one of the sixty events that took place during the summer season.

All of these activities work together to strengthen the thriving arts ecology in Los Angeles County.



2013



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“Our accomplishments keep us energized as we continue to serve students, support communities, and lead educators in promoting educational excellence, and making a difference in children’s lives.”

The Los Angeles County Office of Education is the largest regional education agency in the nation, serving the County’s 80 school districts and 2 million preschool and school-age children.

As a partner with the Probation Department, we also operate 13 fully accredited high schools in the juvenile halls and camps that serve at least 1,800 incarcerated and at-risk youth daily and about 11,000 throughout the year.

In 2013, we made big strides in our wide-ranging school reform effort to boost the quality of education in our juvenile court schools.

We saw dramatic gains in test scores as we successfully implemented programs to enhance instruction, motivate and engage our students, and give them the skills to succeed.

One of our programs, the “Road to Success Academy” at Camp Scott and Camp Scudder, received the prestigious Golden Bell Award from the California School Boards Association. This award validates our approach as a promising model of instruction and intervention for our students.

In partnership with the Children’s Defense Fund, we also piloted Freedom Schools, a summer literacy program designed to engage students in reading using projects aligned with themes from the Civil Rights Movement.

At the same time, we successfully met the special educational needs of more than 4,800 young people with disabilities and operated 215 classes on 109 public school campuses to educate students with severe disabilities.

We also continued to effectively oversee the state’s largest Head Start grantee program, serving more than 22,000 preschool children and their families.

On the business side, we monitored and helped ensure the fiscal solvency of County school districts and reviewed annual budgets worth \$22.6 billion.

Our accomplishments keep us energized as we continue to serve students, support communities, and lead educators in promoting educational excellence and making a difference in children’s lives.



2013



Dr. Mitchell H. Katz

Health Services

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“You can be proud of your public health care system and the dedicated employees raising the bar in innovation, safety, and quality.”

Two-thousand and thirteen was a great year as we prepared for the start of health care reform. I am proud of our many accomplishments. Here are a few highlights:

We met our goal of enrolling 300,000 uninsured County residents into our Healthy Way LA coverage program. By joining this program, individuals gained a medical home and a seamless transition into Medicaid.

We improved the way we provide care with new technology. Our primary care doctors and specialists now communicate on a web-based platform called eConsult, reducing waits for specialty care and decreasing the need for specialty visits. We now average less than three days for a specialist review of the consultation.

We also began building our new electronic medical record system. For the first time in our history, our organization will be connected through a unified medical record system. It will make our health care more efficient and improve quality.

With the help of our partners, we continued to reduce homelessness in Los Angeles County through innovative new housing projects, like the STAR apartments. When the chronically homeless are housed with supportive services, they are less likely to need high cost emergency department services and long hospitalizations. Moreover, a home provides dignity to persons with chronic illness and disabilities.

We also unveiled a new patient-centered website to help people quickly link to our services, learn about health reform, and get information easily in multiple languages. Our new site is also mobile-friendly, so people can stay connected on the go.

You can be proud of your public health care system and the dedicated employees raising the bar in innovation, safety, and quality. Through their work, we will continue to be the provider of choice for hundreds of thousands in Los Angeles County.

Our important work in Health Services is dependent on the support of our Board of Supervisors, elected officials, community partners, and the County family that together, help us meet our mission. Thank you for your support.



2013



Dr. Marvin Southard

Mental Health

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***“We laid the
groundwork for the
Health Neighborhoods
which we will use in
2014 and beyond as
our means for
integrating primary
care, mental health
and substance abuse
treatment services.”***

Two-thousand and thirteen was both a year of expansion and preparation for the Department. I won't use the metaphor of building a plane while flying it, but maybe it would be apt to use a freeway metaphor: We started repaving our freeway while increasing traffic volume and cutting commute times.

During 2013, we and our community partners laid the groundwork for the Health Neighborhoods which we will use in 2014 and beyond as our means for integrating primary care, mental health and substance abuse treatment services for each specific community in LA, and gaining community assistance in addressing the social factors that determine health outcomes. We also prepared for the startup of our electronic medical records system which will begin to go live this January. With our justice partners, we laid the groundwork for programs for diverting mentally ill people out of the criminal justice system.

But at the same time we poured these foundations, we also served 70,973 people in evidence-based mental health prevention and early intervention programs; served 32,538 individuals in the context of Healthy Way LA health services; intervened in 4,310 instances of potential school violence; completed all of the requirements of the Department of Justice for our Probation treatment programs. We also won our second consecutive local Emmy for our stigma reduction efforts; were recognized in a State audit as producing outstanding outcomes from our MHSA programs; fielded over 2,400 phone calls from family members in all eight Service Areas; and tripled our outreach to faith communities to connect mental health and spirituality in our recovery efforts.

Partnership with agencies and communities was the key to both our expansion and our preparation work in 2013. Partnership will be the key to our implementation success in 2014 and beyond.



2013



Dr. Jonathan Fielding

Public Health

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“The Los Angeles County Department of Public Health is on the job 24/7 to protect your health, prevent disease, and promote health and well-being for each and every resident of Los Angeles County.”

The Los Angeles County Department of Public Health is on the job 24/7 to protect your health, prevent disease, and promote health and well-being for each and every resident of Los Angeles County.

Over the past year, we have protected the public’s health in many ways. Here are a few examples:

We prevented the spread of disease by quickly responding to outbreaks. For example, last June we responded to a food borne illness outbreak caused by a frozen berry product contaminated with Hepatitis A. We provided nearly 1,000 individuals with preventive treatment to protect them and head off any spread of illness.

Through our Community Resiliency Project we have strengthened the capacity of our communities to both prepare for, and be able to quickly respond to emergencies;

We launched several new campaigns to help you and your family get the benefits of healthy living, eating and safety.

Examples include:

The Choose Health LA Restaurant recognition program, which celebrates local restaurants offering healthier options to their patrons;

The LA Reducing Obesity in Child Care Settings project (LA ROCCS), which deliver the building blocks for healthy living to our youngest community members; and

The Break Up with Tobacco campaign, which encourages current smokers to re-examine their toxic relationship with tobacco.

These are only a small example of what we have accomplished on your behalf in the past year.

Our 39 programs work in close collaboration with many key city, County and community partners. Those partnerships are vital to improving health and preventing illness and injury.

Our job #1 is to protect and improve the health of all Los Angeles County residents, and we thank you for putting your trust in the Los Angeles County Department of Public Health.

For more information about the Los Angeles County Department of Public Health, please visit us at www.publichealth.lacounty.gov or follow us on YouTube, Facebook and Twitter: @LAPublicHealth.



2013



Ronald L. Brown
Public Defender

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"This is a very special year for us, because one hundred years ago, in 1914, this Office was opened and was the first Public Defenders Office in the nation."

Thank you for taking the time to learn about the Law Offices of the Los Angeles County Public Defender. This is a very special year for us, because one hundred years ago, in 1914, this Office was opened and was the first Public Defender's Office in the nation. We are celebrating our 100th anniversary by continuing to provide legal representation to indigent criminal defendants, juveniles, and persons facing incarceration in Mental Health proceedings. We provide these services in over 300,000 matters the Superior Court throughout Los Angeles County as well as in State and Federal Appellate Courts.

The United States and State of California Constitutions mandate the appointment of counsel in criminal cases for indigent persons. Fifty years before the U.S. Supreme Court mandated this, Los Angeles County was providing these services through our office. The determination whether a defendant qualifies for representation may be made by the Public Defender or the Court. The standard used by the Public Defender, (as well as the court), to determine indigence examines all aspects of a defendant's finances. If an individual has sufficient financial assets to afford private counsel, they are not eligible for legal representation by the Public Defender. At the conclusion of the case, the Court may assess a defendant the cost of legal representation provided by the Public Defender or other appointed counsel based on the defendant's ability to pay.

We are proud of our 39 offices throughout LA County, because we are a career office with a great deal of diversity of gender, ethnicity, and cultural heritage. All Deputy Public Defenders are attorneys fully licensed to practice law by the California State Bar. The primary objective of the Department is to provide outstanding legal representation in a cost effective manner.

Thanks again for taking the time to learn more about this Office.



2013



Janice Y. Fukai
Alternate Public Defender

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“APD attorneys provided legal representation in over 30,000 cases...and five outstanding APD attorneys were appointed to the position of Superior Court Judge by Governor Jerry Brown.”

My department, also known as “APD” for short, was created by the Board of Supervisors during the fiscal crises of 1993 to handle Public Defender conflict of interest cases; a move that continues to save millions of taxpayer dollars every year.

Our efforts in 2013 have been primarily focused upon implementing new laws and initiatives, such as Proposition 36: the Three Strikes Initiative; SB 9: the Resentencing Project for Youthful Offenders; and AB 109: the State’s Realignment Plan. Additionally, in 2013, APD attorneys provided legal representation in over 30,000 cases.

Other highlights from 2013 include the appointment of five outstanding APD Attorneys to the position of Superior Court Judge by Governor Jerry Brown, which is a testament to the high caliber of attorneys that Los Angeles County employs.

Our efforts for 2014 are aligned with the priorities set by Board Chairman, Supervisor Don Knabe, which include Enhancing Customer Service and Maximizing the Efficiencies of Technology. We have already begun developing a more robust and user-friendly website that will not only describe our services, but also help you navigate through the Court process.

My heartfelt thanks for the valued support of our Board of Supervisors, Chief Executive Officer Bill Fujioka, and the extraordinary women and men of the APD. Way to go APD!!!



2013



Dr. Mark Fajardo

Medical Examiner-Coroner

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“We look forward to providing quality, compassionate, and timely service to all of our customers.”

I, along with my entire Department, look forward to providing quality, compassionate, and timely service to all of its customers, including decedent's loved ones, law enforcement, judges and attorneys in the criminal justice system, funeral directors, foreign consulates and the news media.

We are proud to be a leader in death investigation and we are accredited by many professional organizations, including the National Association of Medical Examiners; the Institute of Medical Quality/California Medical Association for the departments continuing medical education program; the Accreditation Council for Graduate Medical Education for the Forensic Pathology Fellowship program; the American Society of Crime Laboratories Directors/Laboratory Accreditation Board for our forensic labs; as well as being certified by the Peace Officers Standards and Training of the State of California.

Recently, we are nearing completion on the refurbishment of our biological building, modernizing the autopsy facilities with state-of-the-art equipment, as well as expansion of our refrigeration unit to provide greater capacity, more efficient workflow, and increased safety of our personnel. Other infrastructure improvements include the implementation of a new case management system called “Electronic Case File System or ECFS” which will replace our antiquated programs. This system is designed as the backbone for tracking and documenting all Coroner cases handled by the department and will allow for the efficient inflow and outflow of information as it pertains to our decedents. Our objective to establish a revenue generating DNA laboratory continues to move forward with our final requirement to identify and recruit a DNA lead scientist.

It is with optimism that we move forward, to continue to provide the best service, of the highest quality, to the people of Los Angeles County. None of this would be possible without the dedicated staff and personnel of the Department who consistently go the extra mile to ensure that the work they deliver is effective, timely, and compassionate.

As always, we thank both the Board of Supervisors and the Chief Executive Officer for the consistent, ongoing support received by this office over the years and in the years to come.

Thank you for your time.



2013



Marcia Mayeda

Animal Care and Control

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“Canine euthanasia became the lowest it has ever been; down to 34.7% of all incoming dogs.”

Two-thousand and thirteen was a very busy and productive year for the Department of Animal Care and Control. Canine euthanasia became the lowest it has ever been in this department; down to 34.7% of all incoming dogs. This is remarkable because this Department is the largest animal care and control agency in the County, and accepts all animals brought to it regardless of temperament, medical condition, or adoptability. This achievement was reached by the hard work of dedicated staff, volunteers, and valuable community partners that support these efforts with placement assistance and grant funding.

The Department also strengthened its resources in protecting public safety by creating the Critical Case Processing Unit. This unit is composed of select officers with exceptional investigative skills who review all incidents of potentially dangerous or vicious dogs. The officers evaluate the circumstances and injuries resulting from dog bites or attacks. They then prepare petitions for a hearing officer or judge to determine whether the dog should have restrictions placed around its ownership. To date, more than 400 cases have been completed, making our communities safer for people and their pets.

Additionally, the Department was grateful to receive more than \$220,000 from the Los Angeles County Animal Care Foundation to purchase small animal rescue and housing mobile response units.

These units have been used to house animals rescued from animal hoarding situations, displaced by fires, at special adoption events, and as supplementary surgical recovery areas for community spay/neuter outreach events. Each unit is self-contained with power, heat and air conditioning, and other amenities to make the animals and visitors comfortable.

The Department made significant strides forward in adding the first animal care facility in more than 40 years. This new facility will be located in the city of Palmdale, and will provide additional animal care housing for animals in the Antelope Valley. Response times to calls for animal control assistance will be reduced for Palmdale and the east Antelope Valley. This animal care center is scheduled to open in 2016.

Thank you for your interest in the Department of Animal Care and Control. Please remember to spay or neuter your pets, and make your next pet a shelter animal!



2013



Kurt Floren

*Agriculture Commissioner/Weights
& Measures*

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***"We processed nearly
5,000 insects through
our Entomology
Laboratory and
conducted 35,000
fumigations in homes,
businesses, and
schools."***

Staff of the Department of Agricultural Commissioner/Weights and Measures, among many activities, enforce laws and regulations regarding pesticide use by hundreds of growers and licensed pest control companies operating within the county. We inspect thousands of termite fumigations and pesticide applications, providing protection to workers, residents, animals, native plants, and the environment. We protect businesses following laws and regulations from unfair competition by those operating out of compliance. Last year, we investigated 275 complaints of pesticide misuse, taking corrective action where necessary and ensuring that negligent activities do not continue. Annually, about 35,000 fumigations are conducted in homes, businesses, and schools, making our regulatory program vital to the well-being of residents and pest control workers, alike.

The best way to fight pests is preventing them from entering in the first place. Our inspectors and highly trained detector dogs work together to intercept exotic pests through regular inspections of airports, express carriers, post offices, nurseries, and truck deliveries. Our dog teams sniff out unlabeled shipments of plant material that might otherwise go undetected. Last year, we processed nearly 4,000 insect specimens through our Entomology Laboratory to protect gardens, native plants, and commercial agriculture from pest infestations.

The people of the Department of Agricultural Commissioner/Weights and Measures are on the job, making Los Angeles County a safe place to live, work, do business, and enjoy the rich bounty of our County and State.



2013



Ruth Wong

Military and Veterans Affairs

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“With almost 2.0 million veterans living in California, a quarter of these veterans live in Los Angeles County. The sacrifice of these heroes generates pride and appreciation from all of us.”

In 2013, the Department of Military and Veteran's Affairs helped veterans and families obtain federal, state, county benefits and services. We assisted with college fee tuition waivers, helped indigent veterans obtain employment and housing, referred families in need of mental health services, participated in community programs, supported our military with transitional programs, and facilitated reintegrating families back to their communities.

We filed 6,000 claims resulting in \$16.0 compensation awards to our eligible veterans. The Department received \$375,000 from the County Department of Mental Health to administer the Veteran Systems Navigator Program resulting in uninterrupted services to veterans suffering from post-traumatic stress disorder and other mental health conditions.

While these numbers are impressive, they do not tell the full story of how we impact the lives of the veterans we serve. Let me share with you one story of a veteran who found himself living on the streets of Los Angeles and how we helped him. Johnny served in the Army from 1995 to 2003. He came to Los Angeles to bury his infant daughter who died from a misdiagnosed case of pneumonia. The Army was his passion, but with the loss of his child came depression and a cycle of self-medication. Before long, Johnny found himself discharged dishonorably from the Army. His family was broken apart. His wife left him. Johnny was living on the streets while caring for his 18 month old twins. But the worst was yet to come.

He found himself alone and in the LA County Jail. Tragically, his wife gained custody of his children and moved them out of state.

Upon release from jail, Johnny decided to try and turn his life around. He came to our department and worked closely with one of our highly experienced veteran counselors. We were successful in upgrading his discharge which meant we could help him obtain veterans educational, housing and employment benefits. He worked as a paid student worker in our department while studying for his undergraduate degree using his G.I. Bill. At the same time, he became certified as a Veteran Service Officer — the first student worker ever to achieve this distinction.

Today, Johnny works for a large non-profit organization using his experience and training to connect other veterans to much needed services.

His success story is one of many stories we hear on a daily basis. Helping our veterans and linking them to services enriches the quality of their lives, strengthens our communities, and enhances our County image.

Our award winning Mental Health Navigators program continues to link combat veterans and their families suffering from post-traumatic stress or other mental health conditions to County services. We've served more than 5,000 veterans through our Mental Health Navigator program since 2009.

The highlight this year was the reopening and rededication of the newly renovated and restored Bob Hope Patriotic Hall in November. The building underwent extensive renovation, modernizing the facility while retaining its historic charm. We look forward to creating a full service center that focuses solely on supporting Military veterans and their families.

With almost 2.0 million veterans living in California, a quarter of these veterans live in Los Angeles County. The sacrifice of these heroes generates pride and appreciation from all of us. We are grateful for their service and proud to be of service to them.

LOS ANGELES COUNTY ANNUAL REPORT



2013



Dean C. Logan

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County Clerk*

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“In another record-setting year, we conducted 15 elections, and in 2013, we partnered with award-winning design firm IDEO to develop a cutting-edge voting experience for current and next-generation voters.”

It is an honor to serve you, the residents of Los Angeles County, by providing essential records management and election services in a fair, accessible and transparent manner.

Los Angeles County is large, diverse, and always on the go. Living here, we see many changes in technology and laws. It is our job to be agile — to adapt and work smarter and to ensure our quality of services meet your needs. In 2013, our dedicated women and men raised the bar, increasing productivity, meeting demands of new and unforeseen challenges and modernizing services for the future.

A major contribution our department makes to the overall health of the County is the collection of more than \$300 million in revenue from vital records processing, document recording, and property transfer fees. This helps fund important services like consumer fraud protection, affordable housing, parks and public safety.

This past year our department saw a big change to our services with the landmark ruling expanding marriage services to same-sex couples. With less than one minute to respond to the court’s ruling, we adapted our operations and technology, as we immediately issued licenses and scheduled civil ceremonies. In July alone, we issued 4,500 marriage licenses — a 128% increase over the previous year.

On the Real Estate side of our services, we hope to streamline the home-buying experience by working with title companies and document service providers to simplify the electronic recording process and expand access beyond traditional business hours and practices.

Our representative democracy is essential to giving us a voice in government. The department works tirelessly to ensure the citizens of Los Angeles County are represented — from our city halls to our state capitol. In another record-setting year, we conducted 15 elections in 2013. Many of these elections were required to fill legislative vacancies.

As the County’s voting system continues to age and our population continues to grow and seek greater access and convenience in voting, we are working to enhance the voting experience by implementing voting systems to ensure accessible and secure elections while promoting greater participation and leveraging new technology. In 2013, we partnered with award-winning design firm IDEO — the firm that designed the first Apple computer mouse and the toothpaste tube — to develop a cutting-edge voting experience for current and next-generation voters.

Stay tuned for exciting improvements in our elections process and other service enhancements. It continues to be an honor to serve Los Angeles County residents through caring and excellent service.



2013



Gail Farber

Public Works

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“We issued 50,000 building permits... delivered 30 new County buildings... collected over 2,000 tons of hazardous waste...and handled over 50,000 calls for service throughout the County.”

Two-thousand and thirteen marked the 100th anniversary of the County Charter and the former County Road Department, and we celebrated the groundbreaking work of our transportation pioneers with stories and special events. Today, our Department maintains over 5,000 miles of roads and leads the way in award-winning technologies to enhance mobility and quality of life.

In 2013, we continued to invest heavily in infrastructure to provide for reliable local water supplies, spending more than \$22 million dollars on water supply and water conservation facilities, and \$71 million dollars on countywide stormwater quality improvements. And we continued to demonstrate fiscal excellence by securing over \$40 million dollars in water resource grants and by maintaining the Flood Control District's Triple-A bond rating.

As the County's economy began to recover, development and permitting activity rebounded. We issued close to 50,000 building permits (an increase of 25% from 2012!) and streamlined permit approvals for our customers by deploying a new online electronic plan checking system. Also, as the nation's largest public works agency, we procured over \$70 million dollars in products and services from local County vendors and local small businesses, helping to create and maintain jobs in our communities.

We also created local jobs by achieving 60% local worker participation on key construction projects. Our Capital Projects Team delivered 30 new County buildings valued at over \$900 million, including the Martin Luther King Jr. Medical Center, which will deliver high-quality health care to the community of South Los Angeles.

We also worked to lead, inspire and support our communities toward a healthy, waste-free future. We collected over 2,000 tons of household hazardous waste and e-waste, and achieved a 20% increase in commercial recycling under new commercial trash collection franchises. In total, we collected almost 3 million tons of solid waste and continued to divert over 60% of it from County landfills.

Finally, in 2013 we continued to improve the quality of life in our communities by addressing 2,500 neighborhood code enforcement complaints and, as public safety first responders, handled over 50,000 calls for service throughout the county.

To learn more about County Public Works, visit our website at dpw.lacounty.gov for information, online services, and business opportunities. You can also follow us on Twitter @LAPublicWorks!

For one hundred years we've been protecting and enriching lives, and the men and women of Public Works are always ready to serve!



2013



Richard J. Bruckner

Regional Planning

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“We are focusing on enhancing customer service by providing residents and businesses improved access to our planning and permitting services.”

The Regional Planning Department provides planning services to the 1,000,000 residents of the more than 2,600 square miles of unincorporated Los Angeles County.

This year, we are focusing on enhancing customer service by providing residents and businesses improved access to our planning and permitting services. We will be implementing the department's new electronic permitting solution, which we have named EPIC-LA. This system will improve customer service by making it possible to file applications and pay fees online through a business-friendly web portal. You will also be able to independently track project status, directly communicate with County staff, and see timeframes for project completion. Once the system is active, it can be accessed from our department website, which has also been enhanced with new features and content.

You can find the zoning for your property and any specific development requirements on our site. Valuable information about projects we are processing, plans we are preparing, public hearing schedules, and how you can participate in the planning process. Live and archived broadcasts of our Planning Commission and Hearing Officer public hearings, as well as obtain meeting transcripts are also available on-line; new this year is the ability to watch these hearings on your iPhone or iPad.

Please visit us at planning.lacounty.gov and come back frequently to see what new services we are providing. Working together we can encourage investments in Los Angeles County that improve neighborhoods and expand employment opportunities.



2013



Gary Jones

Beaches and Harbors

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“Fifty million visitors to our beaches found new parking pay stations, repaved parking lots, and refurbished restrooms...its our commitment to Caring for Your Coast.”

As stewards of the County’s stunning coastline and Marina del Rey harbor, the Los Angeles County Department of Beaches and Harbors supports clean, safe and accessible beaches and public spaces in the Marina while promoting quality of life, economic vitality, boating, and other recreational opportunities. In 2013, Marina del Rey, home to the nation’s largest recreational harbor, generated \$31 million dollars for vital public services provided by the County. A robust revitalization of the Marina continued with the completion of a new residential complex and the renovations of an additional residential development and a hotel. And we initiated significant improvements to the Marina’s public spaces and docks.

Many of the 50 million visitors to our beaches found new automated parking pay stations that accept credit cards, repaved parking lots in Malibu with improved ADA access, and refurbished restrooms at Will Rogers and Redondo beaches. Our work to preserve county beaches was recognized by the American Shore and Beach Preservation Association, which designated our re-nourishment of Venice Beach as one of the best projects of its kind in the nation.

New playground equipment was installed at Marina Mother’s Beach, where we also started a new Farmer’s Market to complement our popular Beach Eats! gourmet food truck events for Tasty Thursdays in Marina del Rey. Our summer concerts drew record-breaking crowds to the Marina’s Burton Chace Park. We also initiated a new park program for seniors and a children’s day camp during regular school holidays. New recreational offerings at Dockweiler Youth Center included a Samba dance and drumming day camp, and a beach soccer camp.

We demonstrated our commitment to preserving the coast’s natural assets by helping state and local law enforcement remove unlawful encampments from sensitive wetlands neighboring Marina del Rey, hauling out tons of refuse and other materials. And with the help of dozens of participants in the Department of Public Social Services’ paid work experience program, we cleaned and maintained 25 miles of beautiful coastline during the peak summer season.

Our own dedicated employees engage in the same beach grooming efforts each and every day of the year. It’s our commitment to Caring for Your Coast.



2013



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*“The Library gives you
the freedom to
connect, explore
create — whatever
your needs or dreams.*

*Last year over
11.7 million patrons
visited our 85 libraries
and 7.4 million used
our virtual library.”*

Last year over 11.7 million patrons visited our 85 libraries and 7.4 million used our virtual library. The library gives you the freedom to connect, explore create — whatever your needs or dreams. That is the statement of purpose from our new strategic plan. Our strategic plan focuses on eight key initiatives for the 21st century.

We believe that the library is a center for learning and we are calling that concept 360 Degree Literacy. We are transforming the Library as Place. During the last year, we opened new libraries in East Rancho Dominguez (the first LEED Platinum county building) and Diamond Bar. We renovated La Puente Library and have over 16 other construction or renovation projects underway.

We believe that the library is a center for community engagement. The Library Foundation donated \$100,000 to help promote our Teen Healthy Living Challenge.

This year the Los Angeles County Quality and Productivity Commission honored the library with the Top Ten Award for Parents as Partners: Growing Stronger Families, a program we implemented through partnerships with Mental Health, Parks and Recreation, and Probation.

Our virtual presence continues to grow. We added Hoopla, which allows library card holders to stream movies, music and audio books, adding to our list of downloadable and streaming content. We also promote Freegal for music, OneClick Digital for audio books, OverDrive for eBooks and audio books, as well as offering on-line classes. All services are free.

The library is a place for the community to express its creativity. The library sponsored hundreds of cultural programs, including poetry writing; film production workshops for teens; Family Café, which offers an opportunity for families to work together on an art project; and my favorite, ukulele lessons for kids who have never had the opportunity to play a musical instrument.

The County of Los Angeles Public Library is one the best public libraries in America. You can Google our website for a list of our innovative programs and services.



Russ Guiney

Parks and Recreation

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"We are committed to enriching lives by providing parks, facilities, programs, and people dedicated to providing healthy recreation and cultural programming in our communities."

At the Department of Parks and Recreation, we are committed to enriching lives by providing parks, facilities, programs, and people dedicated to providing healthy recreation and cultural programming in our communities.

Last year saw the completion of more than \$30 million in capital projects, including the new Castaic Sports Complex Aquatic Center, the Interpretive Center at Vasquez Rocks Natural Area Park, the reopening of an upgraded pool at Eugene A. Obregon Park, and renovation of the community center at Del Aire Park, where we also dedicated California's first urban public fruit orchard.

We were thrilled to break ground on both the new Rowland Heights Community Center at Pathfinder Park and a host of improvements, including a universal playground at El Cariso Community Regional Park. The community celebrated with us at the opening of the Eastern Ridgeline at Kenneth Hahn Park — the first segment of the planned "Park to Playa" trail from Baldwin Hills to the Pacific Ocean.

Our commitment to building community continued with the summertime Parks After Dark program, which offers extended park hours and special programming aimed at giving families a safe environment in which to take part in fun, healthy activities in their own communities.

In addition, we launched SMORES, which stands for "Start Mentoring Outgoing Resourceful Environmental Stewards". This grant-funded program brings hundreds of young people to some of the County's most breathtaking natural areas, with a goal of helping them establish a deeper connection to nature, and providing basic tools that will enable them to sow seeds of environmental stewardship for generations to come.

Our hope in the coming year is to continue serving all 10 million residents of Los Angeles County, who can monitor our efforts by following us on Twitter, Liking us on Facebook, watching us on YouTube, and remembering one simple truth that serves as our guiding principle: Parks Make Life Better!

LOS ANGELES COUNTY ANNUAL REPORT



2013



Dr. Jane G. Pisano

Natural History Museum

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“We celebrated our 100th anniversary. But we didn’t just look back at our incredible history — we looked forward...transforming the museum into a fun, beautiful, indoor/outdoor destination.”

I want to first thank the residents of Los Angeles County for helping the Natural History Family of Museums have a truly extraordinary year. A million people visited the Natural History Family — and there’s so much to explore that they keep coming back.

At NHM, we celebrated our 100th anniversary. But we didn’t just look back at our incredible history — we looked forward. We went to work transforming the museum into a fun, beautiful indoor/outdoor destination — with five new exhibits and three and a half acres of Nature Gardens for Los Angeles County’s schoolchildren, families, and adults.

In NHM’s new Nature Gardens, visitors can learn to garden, spot butterflies and birds, take nature walks with our staff, and engage in citizen science projects that investigate Southern California wildlife. Inside, things are just as exciting. The new Nature Lab is an incredibly fun, incredibly interactive exhibit that sheds new light on the plants and animals of LA. You’ll see nature in a whole new way.

We also opened the new exhibit *Becoming Los Angeles*, which tells the story of LA in a unique way. It explores the ways that nature and people interacted as Los Angeles transformed from a tiny pueblo into a metropolis. This is all in addition, of course, to our award-winning Dinosaur Hall and Age of Mammals exhibits, our beloved diorama halls, and our gems and minerals.

Just a few miles away at the Page Museum at the La Brea Tar Pits, we reached another centennial milestone, marking 100 years of fossil excavation by our staff. LA County is home to a true scientific treasure — the La Brea Tar Pits are the only active Ice Age excavation site in the world! Visitors can watch paleontology live and in person every day on Wilshire Boulevard. Outside, there is live excavation and inside, we explore the stories and the science behind the fossils.

In the Newhall/Santa Clarita area, the third member of the Museum family, also provides an indoor/outdoor experience at the William S Hart Museum located in Hart Park.

It’s an exciting time at these indoor/outdoor museums. I invite all of you to stop by to see how we are making science, history, and nature fun for all ages.

LOS ANGELES COUNTY ANNUAL REPORT



2013



Michael Govan

Los Angeles County Museum of Art

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“For the second year in a row, over 1.2 million visitors came to the Los Angeles County Museum of Art — double the attendance of just six years ago.”

For the second year in a row, over 1.2 million visitors came to the Los Angeles County Museum of Art — double the attendance of just six years ago. Many of those visitors were LA County residents who enjoy free admission to the museum after 3:00 p.m. every weekday.

We also continue to offer free admission to children and their parents through our acclaimed Arts for NexGen program, which counts 158,000 youth members.

LACMA presented 14 exhibitions this year — all but one of which were organized right here in LA by our own world-class curators. These included: Retrospectives of LA artists such as Ken Price, Stephen Prina, Ed Ruscha, and James Turrell; Important European exhibitions on Caravaggio, Hans Richter, and Henri Matisse; Masterpieces from China’s Ming Dynasty; and an incredibly rich look into the life and work of filmmaker Stanley Kubrick.

We also installed, for the first time in LACMA’s history, permanent gallery space for African art.

In addition to the exhibitions mounted at LACMA, the museum’s curators also sent 13 exhibitions to 21 different venues around the world. Our shows traveled to Japan, Australia, France, Germany, Mexico, Canada, and all around the U.S. When the Louvre wanted to show an exhibition on the history of French fashion, they called LACMA for our esteemed collection of European dress.

Ken Price was the second LACMA-organized retrospective in the last three years to travel to the Metropolitan Museum of Art.

In an unprecedented act of cultural exchange, LACMA collaborated with the Philadelphia Museum of Art, the Museum of Fine Arts Houston, and the Terra Foundation on the organization of an important exhibition of American masterpieces which toured Korea to much acclaim.

In return, we can look forward to national treasures from Korea’s Joseon Dynasty in an exhibition opening at LACMA in summer 2014.

Furthering our mission to share our extraordinary encyclopedic collection with the widest possible audience, LACMA made 80,000 objects from its permanent collection available online this year. Twenty-thousand of those artworks are available as restriction-free, high-resolution images which you can download from lacma.org.

We are proud to be at the forefront of museums in presenting their collections in a high-quality, easily accessible online forum.

LOS ANGELES COUNTY ANNUAL REPORT



We have heard from educators around the world, thanking us for making these images available. LACMA continues to work with teachers all around LA County as well. Our education team reached more than 75,000 students through school-tour programs, in addition to providing in-classroom materials and educators in nearly 800 local schools and community sites.

So much of the success we have achieved in recent years has been due to the transformation of our campus and our collections. This year alone we added nearly 2,000 more artworks to our collection and in the last six years we have doubled the size of our campus. Most importantly, we added more than 18,000 artworks to our collection — including game-changing collections of photography, modern art, objects from the Pacific Islands, and more.

As LACMA's collection and audience grows, we continue to chart the course for the future of this museum.

This year we unveiled plans for a proposed new building by the acclaimed Pritzker Prize-winning architect Peter Zumthor. While still in the planning stages, Zumthor's proposal is an exciting, forward-thinking building that embodies a host of cutting-edge, innovative ideas.

While still in the planning stages, the building would contain LACMA's diverse permanent collection. In the same square footage as the four buildings it would replace, the new building would allow us to show twice as much art. It would also open up Hancock Park, creating easy pedestrian passage from the La Brea Tar Pits at the Page Museum on the east side to the future Academy Museum of Motion Pictures on the west.

We had the pleasure of sharing Peter Zumthor's vision for LACMA in an exhibition this summer as part of the Getty-funded *Pacific Standard Time Presents: Modern Architecture in LA*. We enjoyed having a public discussion with the architect, and hearing from many people hailing from all parts of LA County about this exciting project.

The proposed building is nevertheless still in its early planning phases; we look forward to sharing more updates on the project in the months and years to come.

Every day we at the museum are striving to bring our collections to as many people as possible — in the galleries, in schools, online, and around the world. We are grateful for the incredible support given to us by LA County, as well as by our donors, members, and visitors.

We are excited about the road ahead and will continue our work with the County, our board, and our supporters to ensure that LACMA remains a thriving, active institution for generations to come.



2013



Stephen Rountree

*Music Center - Performing
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“Two-thousand and thirteen was a banner year for The Music Center. More than 1.3 million people visited with another 100,000 enjoying the 12-acre Grand Park.”

The Music Center with its four iconic theaters and four renowned resident companies: Center Theatre Group, LA Opera, LA Phil and the Los Angeles Master Chorale, as well as Gloria Kaufman presents Dance at The Music Center, is regarded as one of the world's premier performing arts destinations.

We are honored to be the County's long-standing partner in bringing the finest quality, most engaging and innovative performing arts experiences to the County's diverse communities. And we also have the privilege of being the steward in programming and operating Grand Park, which, thanks to the leadership of Supervisor Gloria Molina, has quickly fulfilled its role as a central public place for residents from all over the County. This past year, Grand Park was named as one of American Planning Association's "10 Great Public Spaces" in the U.S.

Two-thousand and thirteen was a banner year for The Music Center. More than 1.3 million people visited with another 100,000 enjoying the 12-acre Grand Park. We served 200,000 school children with education programs. Returning to its beloved Los Angeles, Alvin Ailey American Dance Theatre performed to sold-out houses in April and in classrooms all over Los Angeles with master classes and residencies. Ten thousand park visitors found a new way to enjoy America's independence at Grand Park's Fourth of July Block Party, which featured music, food and fireworks that lit up downtown. And, more than 5,000 dance and fitness lovers of all ages joined together in the largest free dance celebration of the summer at the National Dance Day event in Grand Park. We brought Exxopolis, a luminary, or a giant walk-in sculpture, to Grand Park, enchanting more than 7,000 park visitors with the magic of light, world music, and dance, and marking the opening of the 11th season of The Music Center's World City series.

In the fall, the County, the nation, and the world celebrated the 10th anniversary of the opening of Walt Disney Concert Hall, with events including a free concert conducted by Gustavo Dudamel. In addition, the Los Angeles Master Chorale marked its 50th anniversary with a series of sold-out concerts in Walt Disney Concert Hall.

Grand Park wrapped up the year in style as nearly 30,000 people gathered for a grand-scale 12-block New Year's Eve celebration, "Grand Park's N.Y.E. LA." The Park's first New Year's Eve event introduced Angelenos to a new tradition, the opportunity to join together in a central location for free where they could ring in the New Year. It was indeed a grand year!

We have already begun planning for yet another major milestone in 2014: the 50th anniversary of The Music Center, which stands at the center of LA's arts and culture and is a true jewel in the County of Los Angeles. I hope you join me in looking forward to what is to come.



2013



Dr. Steven Golightly
Child Support Services

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“My Department handles close to 300,000 cases yearly; this is a quarter of the total child support caseload in California.”

The Child Support Services Department is committed to a family centered approach which ensures that both parents provide financial, physical and emotional support for their children. We are the largest locally run child support agency west of the Mississippi. We establish paternity, child support, and medical support for minor children. During the past year, our staff collected over \$450 million dollars in support, and each month, we pay out an average of \$38 million dollars to the families we serve.

Every year Child Support lifts one million people out of poverty making us one of the big three safety net programs along with the Earned Income Tax Credit (EITC) and the Supplemental Nutrition Assistance Program (SNAP).

My Department handles close to 300,000 cases yearly; this is a quarter of the total child support caseload in California. We continue to serve the public in seven offices. Our newest office in Pomona opened in December of 2013; this office continues along the lines of our long term vision to make all of our offices more customer friendly.

Customer service is very important to us. We handle 120,000 interviews a year and answer over 3,000 calls daily. Monthly over 1,400 child support cases are heard in four court rooms located at Central Civil West Superior Court. We also work closely with our local court partners - the Family Law Court and the Family Law Facilitator's Office.

Our Department continues to find innovative ways to provide services to the public. This past year, we launched the first ever Child Support App for your smart phone. This App offers easy and secure access to your account, on the go.

While it is our job to enforce child support orders, we've learned that sometimes the best way to help children is to help their parents find employment or connect to social services. That is why we continue to engage in extensive outreach activities with community partners. These programs include veteran's organizations, fatherhood initiatives, and workforce investment partnerships.

I want to thank the men and women of our Department that work tirelessly every day to honor our mission "to enrich the community by providing child support services in an effective, efficient and professional manner, one family at a time."

Thank you.



2013



Sheryl Spiller

Public Social Services

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“DPSS is strongly committed to helping local residents stabilize their lives and become self-sufficient.”

DPSS is the second-largest social services agency in the Nation. Some of the services we provide include Health Care coverage, including Medi-Cal and other health plans offered under the Affordable Care Act. We also offer Nutrition Assistance in the form of CalFresh benefits, Employment Services, Homeless Assistance, In-Home Supportive Services; and, finally, Cash Assistance under our CalWORKs, and General Relief programs.

This year, we served over 2.4 million individuals daily; we processed more than 120,000 applications monthly; and we distributed over \$3 billion dollars in benefits. These benefits helped families and individuals to stabilize their lives and reach the goal of becoming self-sufficient.

DPSS continues to embrace technology and to identify innovative ways to deliver our services more conveniently. This includes reducing the need for people to have to go to one of our offices in order to receive our services.

You can now access our services 24 hours a day, 7 days a week, on-line through our website. You can also call our Customer Service Center, 24/7, and access information through our Interactive Voice Response System or you can speak to one of over 680 agents, Monday-Friday, 7:30 a.m. to 5:30 p.m.

Our most recent technological enhancement allows you to use your mobile device to access our services, review your benefits and even to submit documents.

DPSS is strongly committed to helping local residents stabilize their lives and become self-sufficient and we proudly embrace the County's overall mission of “Enriching Lives Through Effective and Caring Service.”



2013



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“Our Social Workers investigated over 36,000 cases of abuse and neglect...we distributed over 2.3 million fresh meals to the elderly...and helped almost 3,000 youth obtain jobs.”

I am proud to lead a department that touches County residents in many stages of their lives. We provide needed services to youth, adults and seniors throughout the County. These services include investigating adult abuse claims, employment services, and providing life-enhancing services to seniors and our communities.

This year was an exciting and challenging year for us. We were able to effectively serve and advocate on behalf of our constituents while successfully revamping some of our programs.

Our Social Workers investigated over 36,000 cases of abuse and neglect among seniors and dependent adults.

We distributed over 2.3 million fresh meals to the elderly. We delivered meals to thousands of seniors unable to leave their homes.

Our Summer Youth Employment Program helped almost 3,000 youth obtain jobs. These jobs provided them exposure to the job market, possible career choices, and valuable lifelong lessons.

Not only did we help mediate and settle over 6,800 disputes through our Dispute Resolution Program, but we redesigned the program to allow us to expand our mediation services to even more of our constituents.

We successfully redesigned our Employment programs to create a more effective and responsive employment services program.

We implemented a new Information and Referral Hotline that provides information on our services available to constituents throughout LA County. You may call (800) 510-2020 to receive information on our services.

Every year thousands of County residents come to our 14 Community and Senior Centers to receive services, to take advantage of our programming and to engage with their community. I personally invite each of you to visit any of our 14 Community and Senior Centers throughout Los Angeles County.



2013



Richard Sanchez
Chief Information Officer

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“Computer technology is changing how the County of Los Angeles delivers services. We strive to find solutions that will save departments money and make information access easier for our constituents.”

My office focuses on enterprise Information Technology services and products that benefit all departments and can assist them to be successful.

In my office:

The Chief Information Security Officer sets policies to protect the County's electronic data. The Chief Data Officer, a new function in the County, is developing strategies to enhance data sharing among departments. Our Geographical Information Officer is integrating GIS mapping in County system; and through our Electronic Government program we are expanding our on-line services.

My office is involved in most things related to information technology. We review departmental Business Automation Plans and all IT Board contracts. We create master service agreements, negotiate enterprise technology contracts, monitor departmental system development and ensure information security safeguards are in place; and, when necessary, investigate cyber-attacks.

We work with departmental business leaders, and their CIO's to leverage IT so that internal procedures can be improved and vital public services can be easily processed.

We strive to find solutions that will save departments money and make information access easier for our constituents.

In 2013:

Departments virtualized approximately 80% of County servers. Over 5,000 standalone servers were migrated. Many standalone emails systems were eliminated. Over 50,000 mailboxes have now been migrated onto an enterprise system; and we implemented an enterprise document management solution.

So what's in store in 2014 for IT? Transformation and Innovation! Pursuant to the Board's direction to innovate and the CEO's desire to reduce cost we will work with the CIO Council to:

Implement Managed Print Services in departments; Launch a paper reduction campaign by using electronic forms; Complete the server virtualization program; Begin the replacement, or modernization of Legacy systems; and establish a mobile platform for development and deployment of smart applications and web services.

These are exciting times! The County is evolving from hardwired to Web enabled. From cubicles to mobile workers from office workstations to portable devices, computer technology is changing how the County of Los Angeles delivers services.

Thank You!



2013



Mark J. Saladino
Treasurer and Tax Collector

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“The County received the highest short-term ratings from each of the three major credit rating agencies and an upgrade in its long term credit rating to AA+. This is the highest credit rating ever assigned to the County.”

As Treasurer, my Department invests, borrows and safeguards monies of the County, school and community college districts, and many other public agencies. As Tax Collector, we bill and collect property taxes in addition to various other debts and taxes owed to the County. As Public Administrator, we administer the estates of deceased persons who were residents of Los Angeles County.

This past year’s accomplishments were significant:

The County received the highest short-term ratings from each of the three major credit rating agencies, which contributed to record low interest costs. The County also received an upgrade in its long term credit rating to AA+ from Standard and Poor’s. This is the highest credit rating ever assigned to the County.

We continued to increase our online payment options for various fees and taxes. In fact, for the first installment of property taxes for the 2013-14 fiscal year, online payments increased 50% from the same period in the prior fiscal year.

We focused on improving the delivery of our services to customers by redesigning our processes for taxpayers who make payments in our office, by developing information on the importance of postmarks for those who mail in payments, and by establishing better processes to notify constituents who do not provide us with sufficient information to post their payments correctly.

Finally, with all the recent news of natural disasters — from earthquakes to hurricanes — we continued our focus on ensuring financial stability in the event of a disaster by practicing our business continuity plans on a regular basis.

LOS ANGELES COUNTY ANNUAL REPORT



2013



Lisa M. Garrett

Human Resources

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“The Department of Human Resources is dedicated to providing innovative and efficient talent solutions to our County partners by recruiting, developing, and retaining exceptional and diverse talent for public service.”

I have the privilege of serving as the Director of Personnel for the County of Los Angeles. The Department of Human Resources is dedicated to providing innovative and efficient talent solutions to our County partners by recruiting, developing, and retaining exceptional and diverse talent for public service.

Under the leadership of our Board of Supervisors and Chief Executive Officer, the Department of Human Resources helps to support our workforce of approximately 100,000 employees, who work in 35 dynamic Departments.

Over the past year, DHR has made significant advances in the services we offer to our customers. To develop our workforce, DHR established the new Executive Leadership Development Program, designed to strengthen current leadership performance and identify the next generation of County leaders. We also rolled out the County's first Management Fellowship Program to infuse the County with new talent and enhance our succession planning efforts. Additionally, we enhanced our internship programs for Administrative Interns and Veterans.

DHR is also transforming our services through the use of technology. Last year, our talent management system processed nearly 250,000 online applications. We also increased our use of online testing by 450% over the past year. DHR's Online Examination System won the 2013 Government Technology Outstanding IT Project Award for exceptional management. DHR's state-of-the-art website received over 2.7 million hits last year; our mobile site received almost 1,000 hits each day! Our mobile site, which provides the public with easy access to search and apply for jobs using their smartphones or tablets, won an award from the Quality and Productivity Commission for improving HR Services through Technology.

Our wellness program also continues to thrive. The Countywide Fitness Challenge, which provides webinars, seminars, and outdoor fitness activities for our employees and their families, saw a 20% increase in participation. Last year, employees in our County Biggest Loser challenge lost nearly 7,000 lbs, and this year we have invited other counties to join us in the wellness challenge.

Lastly, in collaboration with the CEO, DHR rolled out a campaign to encourage employees to enroll in the Defined Contribution Plans and participants to increase their contributions by 1%. The Plan received the 2013 NAGDCA Leadership Award for Effective Communication, the Communicator Awards' Silver Award of Distinction, the Hermes Platinum Award; and the National Association of Counties 2013 Achievement Award.

DHR continues in its efforts to transform HR in the County of Los Angeles and to maintain a culture of service excellence in our quest to provide exceptional talent for public service.

LOS ANGELES COUNTY ANNUAL REPORT



2013



Jim Jones

Internal Services Department

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“We work hard to provide innovative and high-quality services to our fellow departments, local governments, and the residents, and businesses of Los Angeles County!”

ISD provides a range of services to County and local governments, County residents, and the business community.

We operate data and communication systems, including the County data center, computing applications, data networks, telephones and radio systems;

We maintain County buildings for employees and the public; we manage parking lots, power plants and utility accounts; and we purchase over one billion dollars of supplies, equipment and services annually to support County operations.

ISD's Office of Small Business works with local small businesses to ensure that they participate in County purchases. This is an important effort to improve the County's business climate.

We make our purchasing agreements available to other local governments so they can purchase supplies at lower costs.

ISD's County Office of Sustainability manages the Energy Upgrade California program to provide low cost financing and rebates to improve the energy efficiency in homes and businesses. This program is available to other local governments to improve energy efficiency in their buildings.

We at ISD are proud to be part of the County team. We work hard to provide innovative and high-quality services to our fellow departments, local governments, and the residents and businesses of Los Angeles County!