

This document is an extract of a larger publication.

civilgrandjury.org is a project of UnGovr.org, a US-based 501(c)(3) nonprofit dedicated to government transparency and public accountability.



Los Angeles Conservation Corps

The Grand Jury learned the following information from a meeting with senior staff of the LA Conservation Corps (CORPS) and from CORPS brochures. CORPS has provided classes, service projects and work experience for more than 20,000 young people since 1986. Youth from 13 to 24 years of age participate in four major programs consisting of a Young Adults Corps, a Clean and Green Division (provides paid training to thousands of middle and high school students across greater Los Angeles who engage in community beautification activities during their school vacations and over the weekends). CORPS also has an After School Program and a SEA Lab Conservation program. CORPS teaches young people from 16 to 24 years of age to set and achieve academic goals through the CORPS' Charter High Schools.

CORPS has been successful as a job training and placement agency and at the same time providing year-around charter high schools operating in Pico-Union and Watts serving students who had previously dropped out or been removed from their local high schools.

CORPS over the past 20 years has planted over 50,000 trees, removed 10 million sq. ft. of graffiti, cleaned 400 blighted alleys, built 25 playgrounds for inner-city children, rescued 10,000 marine animals at its SEA Lab in Redondo Beach, restored 900 acres of natural habitat, painted beautification murals and taught 15,000 school children about recycling.

Young people are paid as they work on these types of projects and gain work experience and attend academic classes. With many projects CORPS itself acts as the general contractor. The CORPS maintains the SEA Lab in Redondo Beach to enable out-of-work youth to gain work skills and learn about the beach and ocean environments. Students at this facility restored a three acre bluff in Redondo Beach, planted more than 7,000 urban street trees, restored native vegetation and coordinated beach clean-up events.

At present approximately 400 young adults work at the CORPS' school sites and they currently have a waiting list.

REQUIRED RESPONSES

Recommendation Responding Agency

6.1, 6.2, 6.3, 6.4 Los Angeles County Department of Children and Family Services

6.5, 6.6 Los Angeles Unified School District

BOARD OF SUPERVISORS REQUEST AND COMPLAINT PROCEDURES



COMMITTEE MEMBERS

**Mel Widawski – Chair
James Bradford
David Dahl
Charles Dolcey
Albert Handschumacher
Ung Yol Yu
Gilbert Zeal
John Zehrung**

7. BOARD OF SUPERVISORS REQUEST AND COMPLAINT PROCEDURES

EXECUTIVE SUMMARY

The Los Angeles County Civil Grand Jury (Grand Jury) investigated the request and complaint procedures of the Los Angeles County Board of Supervisors District offices. In order to do this, the Grand Jury interviewed staff in each of the Supervisors' main offices and a sample of their field offices. The Grand Jury also requested monthly data on the method of contact.

This report aims to present information to constituents on how best to obtain help from the Board of Supervisors and their respective district offices. Constituent requests and complaints may be submitted by phone, letter, email, web form, walk-in, fax, etc. The Board of Supervisor's website (<http://bos.co.la.ca.us/>) contains contact information for Supervisorial offices. That information has been compiled and presented in the body of this report.

Through interviews with staff members of each office, those directly involved with aiding constituents seem to be knowledgeable and dedicated.

RECOMMENDATIONS

- 7.1 The offices of the Supervisors of the Second, Third, Fourth, and Fifth Districts of the Los Angeles County Board of Supervisors** should modify their "web contact forms" to repeat the entire contents when submitted (see Finding 5). This is done on the "web contact form" of the First District. Currently, the other districts just acknowledge submission, but the First District provides a printable copy of everything entered into the form. This allows the constituent to verify and save a copy of the request.
- 7.2 The offices of each of the Supervisors** should continue to ensure that their staffs have up to date computers so the staffs can adequately use the Constituent Relationship Management system (CRM).¹
- 7.3 The offices of all the Supervisors** should have staff representatives meet twice a year to share information on resources available for answering constituent requests. The districts would benefit from sharing process and procedures, and discussing use of CRM.
- 7.4 The office of the Fourth Supervisorial District** should enter all requests requiring follow-up into the CRM system. Logging requests should not be restricted to those submitted through letters; but include requests through email, web contact form, fax, personal contact, and phone.

¹ Microsoft Dynamics® CRM

METHODOLOGY

The Grand Jury obtained information through the following:

- Contacted the offices of each supervisorial district initially through their website contact forms;
- Contacted those offices that did not respond to their website contact forms by a follow-up letter;
- Met with office staff of each district's Hall of Administration office;
- Met with office staff at a field office for each district;
- Met with staff of the Executive Office of the Board of Supervisors including staff of the Information Resource Management group (the computer support group);
- Tested aspects of each district's website;
- Reviewed requested data on the frequency of complaints and requests for each district.

BACKGROUND

The Los Angeles County Board of Supervisors (BOS) is a unique body that has tremendous power. Quoting the Board of Supervisors website²:

The Board of Supervisors fulfills three major powers in County government: executive, legislative and quasijudicial.

*In an **executive** capacity, the responsibilities of a county supervisor to constituents who reside in unincorporated areas are similar to those of a mayor of an incorporated city. The supervisor is required to administer all local governmental services.*

*In its **legislative** role, the Board may adopt ordinances and rules, both to control the administration of County government and to regulate public conduct within the unincorporated areas of the County.*

*Acting in a **quasijudicial** capacity, the Board acts as an appeals board on zone exception cases of the Regional Planning Commission. It sits for hearings on county improvement districts and on appeals in licensing matters.*

Each Supervisor's Office helps constituents deal with county departments.³ The Grand Jury reviewed the complaint and request procedures of each Supervisor's Office, and presents the findings here. This report may help the public use this valuable resource.

There are a variety of ways to contact each Supervisor's Office: phone, letter, and email/web. Letters are taken very seriously by the offices. Each district has a "Web Contact Form" on its website for short requests.

² The Board of Supervisors Website (<http://ceo.lacounty.gov/forms/03%20Respon%20of%20Brd.pdf>).

³ Other state administrative and/or judicial remedies may be available.

The following contact information is presented to aid the constituents of each district in making better use of this valuable resource.

First Supervisorial District: Gloria Molina

Offices –The First District has two field offices. Mail should be addressed to the Hall of Administration office. The following information is available on the district’s website under *Contact Us*.

Hall of Administration Office
856 Kenneth Hahn Hall of
Administration
500 West Temple Street
Los Angeles, CA 90012
Phone: (213) 974-4111
Fax: (213) 613-1739

East Los Angeles
Field Office
4801 East Third Street
Los Angeles, CA 90022
Phone: (323) 881-4601
Fax: (323) 887-7286

El Monte
Field Office
3400 Aerojet Avenue,
Suite 240
El Monte, CA 91731
Phone: (626) 350-4500
Fax: (626) 448-1573

Email – molina@bos.lacounty.gov

Website – <http://molina.lacounty.gov/>

Web Contact Form – It is available on the *Contact Us* page at the First District website. Fill in the requested information and click on the *Submit* button. The complete request will appear on a web page.

Second Supervisorial District: Mark Ridley-Thomas

Offices –The Second District has two field offices. Mail should be addressed to the Hall of Administration office. The following information is available on the district’s website under *Contact Us*.

Downtown
Kenneth Hahn Hall of Admin.
Rm. 866
500 W. Temple Street
Los Angeles, CA 90012
(213) 974-2222

Exposition Park
Administrative Offices East
700 Exposition Park Drive
Los Angeles, CA 90037
(213) 741-9292

Florence-Firestone
7807 S. Compton Ave.,
Rm. 200
Los Angeles, CA 90001
(213) 974-1645

Email – seconddistrict@bos.lacounty.gov

Website – <http://ridley-thomas.lacounty.gov/>

Web Contact Form – It is available on the *Ask the Supervisor* page at the Second District website. This is accessed through the *Contact* pull-down menu. Fill in the requested information, click on the *Submit* button, and “Your message was sent successfully” will be displayed on the web page.

Third Supervisorial District: Zev Yaroslavsky

Offices –The Third District has two field offices. Mail should be addressed to the Hall of Administration office. The following information is available on the district’s website under *Contact Us* and *Our Offices*.

Downtown Office
Kenneth Hahn Hall of Admin.
Rm. 821
500 West Temple Street
Los Angeles, CA 90012
Tel (213) 974-3333
Fax (213) 625-7360

Van Nuys District Office
14340 Sylvan Street, Suite A
Van Nuys, CA 91401
Tel (818) 901-3831
Fax (818) 997-8196

Calabasas District Office
26600 Agoura Rd. Suite 100
Calabasas, CA 91302
Tel (818) 880-9416
Fax (818) 880-9346

Email – zev@bos.lacounty.gov

Website – <http://zev.lacounty.gov/>

Web Contact Form – It is available on the *Ask Zev* page at the Third District website. This is accessed through the *Contact Us* pull-down menu. Fill in the requested information, click on the *Send* button, and “Your message was sent successfully. Thanks” will be displayed on the web page.

Fourth Supervisorial District: Don Knabe

Offices –The Fourth District has seven field offices. Mail should be addressed to the Hall of Administration office. The following information is available on the district’s website under *Contact* and *Meet the Staff*.

Downtown office
Kenneth Hahn Hall of Admin.
Suite 822
500 West Temple Street
Los Angeles, CA 90012
Tel: 213-974-4444
Fax: 213-626-6941

Rowland Heights Field Office
1199 S. Fairway Dr.
Suite 111
Rowland Heights, CA 91789
(909) 594-6561
Fax: (909) 594-1621

Long Beach /
Signal Hill Field Office
1401 E. Willow St.
Signal Hill, CA 90755
(562) 256-1920
Fax: (562) 490-0549

San Pedro Field Office
505 South Centre St.
San Pedro, CA 90731
(310) 519-6021
Fax: (310) 732-7927

Norwalk Field Office
12720 Norwalk Blvd.
Room 704
Norwalk, CA 90650
(562) 807-7350

Bellflower Field Office
10025 E. Flower Street
Bellflower, CA 90706
(562) 804-8208
Fax: (562) 804-2746

Torrance Field Office
825 Maple Ave.
Torrance, CA 90503
(310) 222-3015

Downey Field Office
7500 E. Imperial Hwy Room 104
Downey, CA 90242
(562) 803-7087

Email – don@bos.lacounty.gov

Website – <http://knabe.com/>