



County of Los Angeles
CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

Board of Supervisors
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First District

YVONNE B. BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

September 11, 2007

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

CLAIMS BOARD CORRECTIVE ACTION PLANS

On September 7, your Board received a confidential memo from County Counsel responding to instructions from motions by Supervisor Molina in the Board meeting on July 31, 2007, and Supervisor Knabe in the Board meeting on August 21. Those motions are as follows.

July 31, 2007 motion by Supervisor Molina:

- 1) Report back with a justification, in a confidential memo if necessary, for discontinuing providing the public the recommended settlements proposed by the Los Angeles County Claims Board and include what cases the justification was applicable to and impacted, and what information the public will receive in the future should this policy be instituted;
- 2) Return to the previous policy of releasing information to the public of settlements proposed by the Los Angeles County Claims Board; and
- 3) In collaboration with the Chief Executive Officer's Risk Management staff, to develop a format for inclusion in, or attachment to, all settlement memos that summarize, and make more consistent, the corrective actions taken in response to each case.

August 21, 2007, motion by Supervisor Knabe:

- 1) Adopted the Claims Board's recommendation on William Earley v. County of Los Angeles, et al;
- 2) Instructed County Counsel to go back to the previous policy of releasing information to the public of settlements proposed by the Claims Board since May 2007; and

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- 3) Report back on Supervisor Molina's motion at the September 11, 2007 Board meeting on how they would implement the release of all case summaries, over \$20,000 presented to the Claims Board or this Board, to the public from May 2007 to the present and in the future. County Counsel, in conjunction with the Chief Executive Officer's Risk Management, should also include the development of a format for inclusion in, or attachment to, all settlement memos that summarize, and make more consistent, the corrective actions taken in response to each case.

County Counsel responded to all of the items except for the one relating to the Corrective Action Plan which is under the responsibility of this Office's Risk Management. Regarding Corrective Action Plans (CAP), all departments will be instructed to attach a Summary CAP to all Claims Board settlement documents prepared by County Counsel. Attached is a sample format developed in collaboration with County Counsel.

The Summary CAP will indicate whether or not the direct cause of the claim and the resulting corrective action has applicability to other County departments. If applicable to one or more departments, Risk Management will notify that department(s) and confirm if processes are already in place to prevent that same type of claim to occur. If no processes are in place, departments will be instructed to work to implement a corrective action. Risk Management currently monitors six months and twelve months following the claim to ensure the corrective action has been taken. They will include other department monitoring in their reviews.

Additionally, Risk Management will conduct training on this revised policy, including completion of the new Summary CAP, beginning September 13, 2007. We will monitor for compliance.

If you have any questions or need additional information, please have your staff call Rocky Armfield, County Risk Manager, at (213) 351-5346.

WTF:LN:RAA
CA:JS:dc

Attachment

c: Executive Officer, Board of Supervisors
County Counsel
Department Heads
Risk Management Coordinators

Claims Board Corrective Action Plans.bm



Summary of Corrective Actions

The intent of this form is to assist departments write a corrective action plan summary for attachment to the documents developed for the County of Los Angeles Claims Board and/or the Board of Supervisors. The summary should be a specific overview of the claim/lawsuit's identified root causes and corrective actions (status, time frame, and responsible party). This summary does not replace the Corrective Action Plan form. Please prepare the summary utilizing section five and six of the final Corrective Action Plan.

Briefly describe the root causes of the claim/lawsuit:

Briefly describe recommended corrective actions:
(include each corrective action, due date, and responsible party)

Briefly state if the corrective actions are applicable to only your department or other County departments:
(please contact the Chief Executive Office Risk Management Branch for assistance)