



County of Los Angeles  
**CHIEF EXECUTIVE OFFICE**

713 KENNETH HAHN HALL OF ADMINISTRATION  
LOS ANGELES, CALIFORNIA 90012  
(213) 974-1101  
<http://ceo.lacounty.gov>

**WILLIAM T FUJIOKA**  
Chief Executive Officer

November 27, 2007

To: All Department Heads

From: William T Fujioka  
Chief Executive Officer

Board of Supervisors  
GLORIA MOLINA  
First District

YVONNE B. BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

**SUMMARY CORRECTIVE ACTION PLANS**

On July 31, 2007, the Board of Supervisors approved a motion directing County Counsel, in collaboration with the Chief Executive Office's (CEO) Risk Management staff, to develop a format to summarize, and make more consistent, the corrective actions taken in response to each settlement brought before the Claims Board and the Board of Supervisors. In response to that motion, we developed the attached Summary Corrective Action Plan (SCAP) and Fact Sheet.

On November 1, 2007, CEO Risk Management staff began training your department's Risk Management Coordinators, and loss prevention and safety staff on the SCAP. This training has occurred throughout the month.

At the request of several Department Heads, CEO Risk Management will conduct SCAP training for all Department Heads and Chief Deputies on Tuesday, December 11, 2007, from 8:30 a.m. – 9:30 a.m., in conference room 739 of the Hall of Administration.

The SCAP is a public document. Except as noted in the attached Fact Sheet, a SCAP is required for all liability claim settlements, including general liability, vehicle liability, and contract liability settlements in excess of \$20,000; and medical malpractice settlements in excess of \$100,000. The SCAP is to be signed by the Department Head and will be attached to County Counsel's Case Summary document and forwarded to the Board of Supervisors and/or the County's Claim Board. For settlements in excess of \$100,000, a full and complete Corrective Action Plan (CAP) will continue to be required in addition to the SCAP.

All Department Heads  
November 27, 2007  
Page 2

As part of the Board's motion, departments are to work with CEO Risk Management to ascertain whether or not a specific claim's corrective action has applicability for other departments. That assessment is to be noted on the SCAP. On a quarterly basis, we will provide you with a report detailing the potential applicability of Corrective Action Plans across departments. It is hoped that by providing you with such information, you will be able to take preventative action that decreases the number of claims/lawsuits filed against the County.

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

WTF:LN:RAA  
CA:JWS:sg

**Attachments**

c: Each Supervisor  
County Counsel

## **SUMMARY CORRECTIVE ACTION PLAN FACT SHEET**

### Board Motion

On July 31, 2007 the Board approved a motion directing County Counsel and CEO Risk Management to develop a format to summarize and make consistent the corrective actions taken in response to each settlement brought before the Board of Supervisors. In response to the motion, Risk Management developed the Summary Corrective Action Plan (SCAP).

### Training

CEO Risk Management began training all departmental Risk Management coordinators effective November 1, 2007. County Counsel attended the initial training.

### Effective Date of SCAP

All departments are to use the SCAP effective November 1, for all settlements going before the Claims Board and the Board of Supervisors (tort and contract settlements over \$20,000 and medical malpractice settlements over \$100,000.) County Counsel will prepare a Case Summary document; departments will prepare the SCAP. The Case Summary document and the SCAP are public documents.

For settlements over \$100,000, the full Corrective Action Plan (CAP) is required in addition to the SCAP. The Case Summary document, SCAP, and when applicable, the full Corrective Action Plan (CAP) will be submitted to the Claims Board. After approval by the Claims Board, only the Case Summary document and SCAP will be submitted to the Board of Supervisors as public documents. Case Summary documents and SCAPs will not be prepared for those settlements where County Counsel has determined them to be confidential.

### Completion of the SCAP

The SCAP is to be completed by the Risk Management Coordinator and signed by the Department Head; it will accompany the Claims Board memo or the Board Settlement Letter. The SCAP has a section that is not found in a full CAP. The additional section, required by the Board motion, asks departments to look at the applicability of the root cause of the claim to other County departments. This information will be shared quarterly with all Department Heads.

### Full Corrective Action Plan (CAP)

The full CAP will continue to be completed by departments for all settlements over \$100,000. The CAPs are generally not confidential documents, except for those where the department, with the concurrence of County Counsel, has determined them to be confidential (such as employment and medical malpractice). The CAPs are to be submitted to the Claims Board along with the SCAP.

### Questions on the SCAP or Revised Process

If departments have any questions regarding the SCAP or the revised process they are to contact CEO Risk Management. Any questions regarding confidentiality should be directed to County Counsel.

11/1/07

# Summary Corrective Action Plan



The intent of this form is to assist departments in writing a corrective action plan summary for attachment to the settlement documents developed for the Board of Supervisors and/or the County of Los Angeles Claims Board. The summary should be a specific overview of the claims/lawsuits' identified root causes and corrective actions (status, time frame, and responsible party). This summary does not replace the Corrective Action Plan form. If there is a question related to confidentiality, please consult County Counsel.

Date of incident/event:	
Briefly provide a description of the incident/event:	

1. Briefly describe the root cause of the claim/lawsuit:

--

County of Los Angeles  
Summary Corrective Action Plan

---

2. Briefly describe recommended corrective actions:  
(Include each corrective action, due date, responsible party, and any disciplinary actions if appropriate)

--

3. State if the corrective actions are applicable to only your department or other County departments:  
(If unsure, please contact the Chief Executive Office Risk Management Branch for assistance)

- Potentially has County-wide implications.
- Potentially has implications to other departments (i.e., all human services, all safety departments, or one or more other departments).
- Does not appear to have County-wide or other department implications.

Signature: (Risk Management Coordinator)	Date:
Signature: (Department Head)	Date: