

County of Los Angeles

# GIS Case Studies

Enterprise Geographic Information Systems (GIS)

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# Referral Address Verification Systems (RAVS)

## Department of Children and Family Services (DCFS)

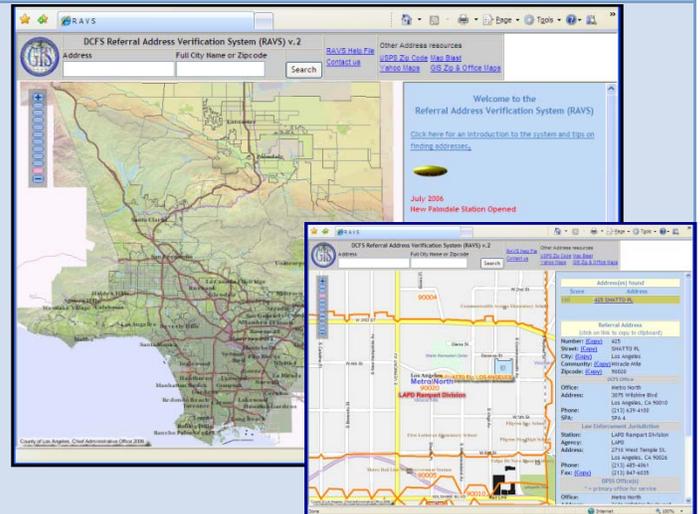
<http://gis.lacounty.gov/ravs>

### Problem:

DCFS Child Protection Hotline (CPH) has no means of determining the accuracy of the referral address to appropriately assign referrals to Regional Office and cross reporting to Law Enforcement Agency.

### Solution:

The Referral Address Verification System (RAVS) has greatly improved the accuracy of DCFS addresses; resulting in more accurate referral assignments to Regional Offices and cross reporting to Law Enforcement Agencies; thus, improving response times, lower costs, and better outcomes for children.



### Summary:

LA County, Department of Children and Family Services (DCFS) Child Protection Hotline (CPH) responds to an average of 150,000 calls each month. Approximately 6,000 of the referral calls lead to the assignment of the referral to the DCFS Regional Emergency Response workers for an in-person investigation of child abuse or neglect allegation(s) and/or possible removal of the child from the home if safety risk is determined. By law, DCFS creates a cross report (SCAR - Suspected Child Abuse Report) to the Law Enforcement agency responsible for the DCFS Regional Office catchment area.

Unfortunately, many of the addresses provided by callers are inaccurate; this results in wrong assignments of referrals to Regional Offices and cross reporting to Law Enforcement agencies, further increasing the children's safety and risk factors.

The Referral Address Verification Systems (RAVS) is a web-based application that provides the DCFS-CPH an on-line tool that validates the referral address while the caller is on the phone. If the entered referral address is incorrect, a list of alternative address options will be displayed, in which case, the DCFS-CPH staff will verify the address with the caller; once the correct address is identified, RAVS displays the map showing the location of the referral address and the name and address of the responsible DCFS Regional Office, Law Enforcement Agency and the Department of Public Social Services (DPSS) office. DCFS-CPH staff cuts/paste the correct address to the Statewide Child Welfare Services/Case Management System (CWS/CMS).

RAVS has improved the productivity and efficiency of the DCFS-CPH staff in determining the appropriate office assignment and Law Enforcement cross reporting. It has increased the timely response rate of child abuse calls to 90% by improving the direction and coordination of resource allocation in emergency response situations. The rate of accurate referral address in CWS/CMS has increase from 70% to 95%.

The improved accuracy of address location will help DCFS in the planning of resource and service allocation for the diverse demographics especially in the dispersed geographic areas of Los Angeles County.

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# Subdivision GIS Web Mapping Application

Department of Regional Planning (DRP)

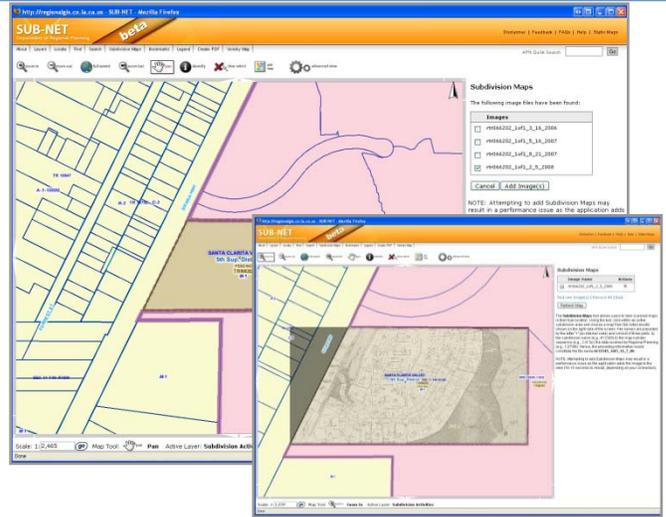
<http://planning.lacounty.gov/intGisMaps.htm>

## Problem:

The public had limited access to subdivision information. It was available by appointment only, which restricted them to DRP office hours. Additionally, a significant amount of subdivision data is stored offsite, often necessitating a return visit.

## Solution:

The GIS web mapping application SUB-NET was developed to provide the public with a way to view subdivision data via the Internet, providing them unrestricted access to detailed subdivision activity information along with access to scanned tract and parcel maps.



## Summary:

The GIS web mapping application SUB-NET was developed as a way to store and retrieve all active subdivision maps and data in a quick and efficient manner. Built upon the framework of the Department's existing web mapping application, GIS-NET, its goal was to incorporate subdivision data along with other existing GIS data and imagery. Initially deployed to Regional Planning staff, and then to a few select County agencies, it provides access to several years of subdivision information, including subdivision status and scanned tract and parcel maps. The public and other County agencies alike can now see proposed subdivisions along with neighboring projects throughout the unincorporated County instead of on a piecemeal basis. By opening SUB-NET to the community, DRP hours have ceased to be a problem as well. Since the County servers are running 24-7, the public now has access to the entire subdivision activity dataset at any time of day, any day of the week.

SUB-NET has not only reduced staff workload at the public service counter, it also increased productivity and efficiency of DRP staff. As an internal planning tool, it has improved the overall quality of planning decisions by DRP staff due to the wealth of data stored in digital format. The cost avoidance is estimated to be \$72,000 per year based on the number of employees affected and the time that would have been required to locate and gather subdivision records. An additional cost savings of \$14,000 was also estimated due to the reduction in the number of meetings necessary to present the status of subdivision activity information to the public.

2008 Productivity and Quality Awards Program Winner

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# Local Owners Project Notification

## Department of Beaches and Harbors (DBH)

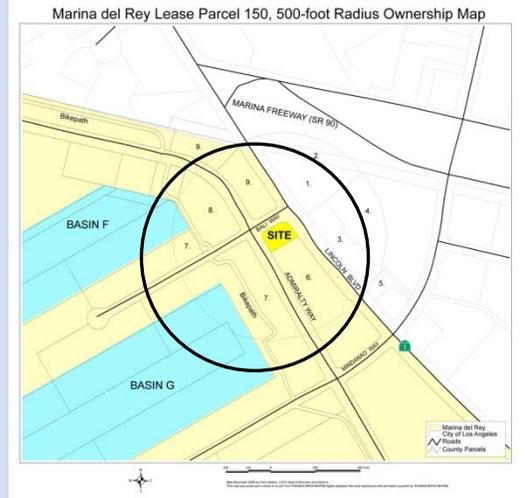
<http://beaches.lacounty.gov>

### Problem:

Frequently when a Marina parcel is pending redevelopment, all surrounding property owners within a certain distance must be notified of the pending project. How do you know who to notify?

### Solution:

A GIS allows us to accurately specify a radius around the site and then determine exactly which properties fall within that radius. Those owners are then notified of the pending project in a timely manner.



### Summary:

Marina del Rey, an unincorporated part of Los Angeles County, falls within the California Coastal Zone. The Coastal Zone extends the entire length of the California coastline and also includes about 287 miles of shoreline around nine offshore islands. Excluding San Francisco Bay, which has its own coastal management program, the Coastal Zone encompasses some 1.5 million acres of land. It reaches from three miles at sea to an inland boundary that varies from a few blocks in urban areas to several miles in less developed regions. The Coastal Zone exists to ensure that coastal resources are protected, preserved, and where possible, restored for the enjoyment of current and future generations.

As Marina del Rey falls entirely within the Coastal Zone, any development or redevelopment within it requires a Coastal Development Permit. Part of the permit application process requires the notification of all surrounding property owners within a specified radius of the subject parcel. A GIS allows an accurate determination of the specified radius, so that property owners can be duly notified of any pending projects. If so configured, the system will also allow for the compilation and creation of a database containing all the property owners' names and mailing addresses.

The accuracy of the GIS allows proper owner identification and notification in a timely and efficient manner.

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# Mental Health Provider Directory Search

## Department of Mental Health (DMH)

<http://gis.lacounty.gov/dmh>

### Problem:

The Los Angeles County Department of Mental Health has over 500 providers of mental health services to individuals all over the County. While some providers provide services to all age-groups, some of the providers restrict their services to certain age-groups. Finding appropriate services that are conveniently located close to a client's home address was often a challenge.

### Solution:

The DMH Online provider Directory allows the public to search for age-appropriate mental health services. The search locates the nearest service and provides information on the type of service delivered, source of provider (contractor versus Directly operated versus FFS), phone number and DMH service area boundary.



### Summary:

The Los Angeles County Department of Mental Health serves approximately 220,000 clients annually. These services are provided by a wide network of providers that serve different age-groups and provide different services. Some of these services include outpatient, inpatient hospitalization, Day Treatment, Residential, Crisis Residential, Forensic, Institute of Mental Disease (IMD), Juvenile Justice, School Based, Severe Emotional Disorder (SED) services, Supportive Housing and Transitional Living services.

The online Provider Directory Search allows the public to search for service closest to their location. The information provided includes a phone number, type of services provided by that provider, age-group served by that provider and the service area boundary in which the provider is located.

In addition, the search engine is also very useful for case workers and program managers to find and locate services. The Online Search engine has an Advanced Search page in which a provider can be located by certain search criteria, such as a Directly Operated Provider that provides school-based services to children and youth.

The search engine returns the results sorted by distance and provides directions to the location.

The online directory is available to the public and is being used by case workers and program managers to locate and provide appropriate services. The online directory is also being used by the Department's 24-hour Access Center that provides emergency psychiatric services and referrals. The ability of the search engine to find appropriate providers by location in under one minute allows the Access Center to provide timely services for psychiatric emergency needs.

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# County Portal - Services Locator

## Chief Information Office (CIO)

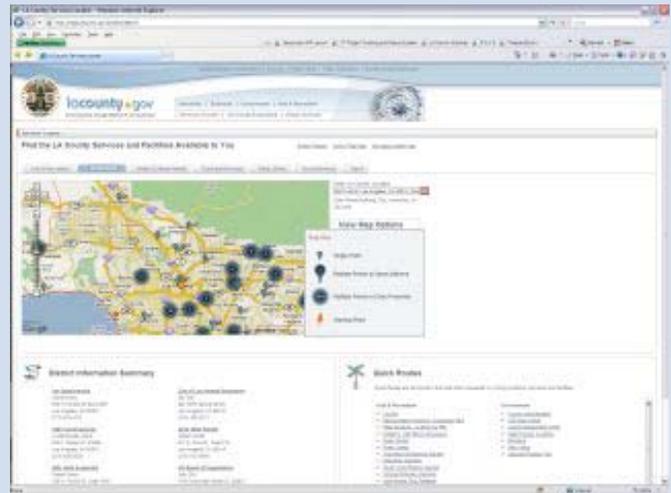
<http://maps.lacounty.gov>

### Problem:

Residents in the County Los Angeles found it difficult to find information about services near them. This resulted in calls to the County seeking information which took staff time and reduced the information available to the public.

### Solution:

The Services Locator is a single location where residents can obtain information about their jurisdiction and see a map of nearby services. This will reduce the number of calls to the County for information and improve outreach to the public.



### Summary

The County Portal contains valuable information about county and municipal services, including parks, health facilities, and recreation opportunities. County residents use the portal to find information about these services, including their location, contact information, and hours of operation.

In the past, this information was listed on the sites of each department. This meant that it was scattered throughout the County Portal, which made it very difficult for residents to find services that were both nearby and relevant. Often, residents would call county departments or the Public Information Office to gain more information, taking County staff time and reducing the information available to the public.

As well, many residents did not know which city they lived in or their representative. This meant that County staff would need to redirect them to the appropriate office, which involved time to research the correct contact information.

The CIO, ISD, and the CEO Public Information Office decided to include a mapping system in the new County Portal to make it easy to find the services that were nearby and get critical information about those services. The map would provide a single location where the public could see all of the services nearby and find out contact information and directions on how to get there.

When a resident enters an address, zip code, or city, the service locator finds the services available, shows them on the map, and shows the jurisdiction and local government representative. The resident can then select the type of service they want to see, find contact information, get driving directions to that location.

The Service Locator will save the County time while providing better information to the public, resulting in better levels of service to the 10.5 million residents of the County.

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# Childcare Provider Search Application

Department of Public Social Services

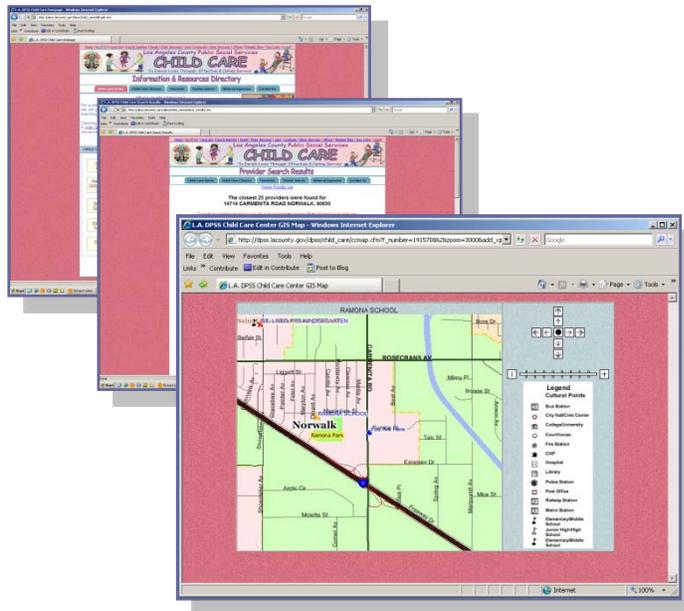
[http://dpss.lacounty.gov/dpss/child\\_care/search.cfm](http://dpss.lacounty.gov/dpss/child_care/search.cfm)

## Problem:

The County of Los Angeles DPSS provides numerous services to residents in Los Angeles County. One of the challenges for parents is locating quality child care providers close to home or work.

## Solution:

The Childcare Provider Search Application provides parents, the public, and DPSS staff with an easy to use, fast, map based, automated method of searching for childcare providers that are licensed by the State of California. Searches can be performed against an area such as a city or zip code, or by a street address which is typically a home or work address.



## Summary:

The Childcare Provider Search Application is a web enabled, GIS based application that provides families with an easy to use method of locating licensed home day care providers or child care centers.

Here's how it works; once the user enters a city, zip code or full address into the address search fields, the user may select the type of facility they are interested in, such as school-age center, or infant care providers. The search returns a list of available locations based on the city or zip code. If a full address is entered then the list shows providers by closest proximity, in order of increasing distance. The user may then elect to view a map of the location, or driving directions to the location if it is a large center. Small facilities are usually private homes that have been licensed to provide childcare services, so street addresses and directions are not available unless authorized by the provider.

The list also contains a facility's license number, contact telephone number, facility name, location, and facility type. The rest of the web site includes details on screening and selecting a child provider.

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# Mental Health Mapping Site

## Department of Mental Health

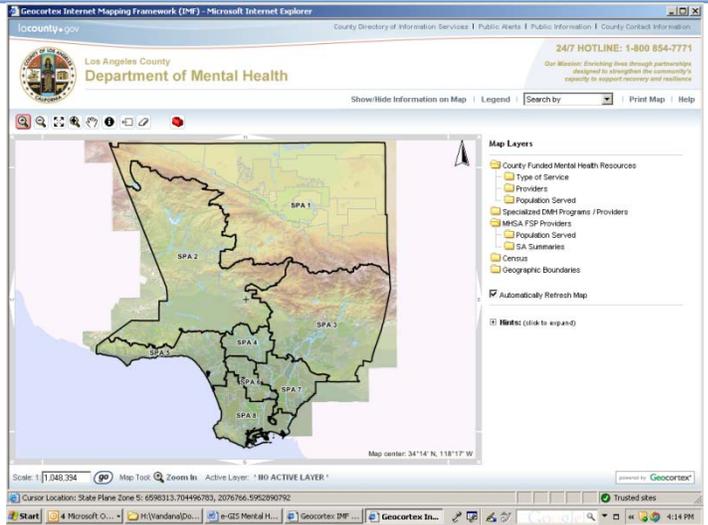
<http://gis.lacounty.gov/imf/sites/dmh/jsp/launch.jsp>

### Problem:

The Los Angeles County Department of Mental Health wants to ensure that its network of over 500 providers are effectively located to serve their target populations. DMH wants to identify and close gaps in service availability in certain geographic locations based upon the needs of the actual population.

### Solution:

The ability to show providers and target populations together on a map is a very effective way for caseworkers and managers to provide targeted Outreach and Engagement, conduct gap analysis, and track program implementation to ensure that the needs of County residents are being effectively met.



### Summary:

The Los Angeles County Department of Mental Health provides a wide range of age appropriate services to consumers. The recovery of consumers is dependent on providing adequate and appropriate services based on their needs. This requires extensive efforts towards reaching and engaging target populations and conducting gap analysis of availability of services and consumer needs.

Built upon the County's standard web-based GIS tool (Geocortex), the DMH Mental Health Mapping Site shows providers by the type of service, the type of provider, and the population served. Population data, including population living below Poverty Thresholds and population eligible for medical services, can be combined on a map in any part of the County so staff can determine if provider services are aligned for nearby populations.

**For example:** To understand why some providers might have a "higher" or a "lower" caseload, you can map the distribution of a target population ("Adults estimated with a Serious Mental Illness") against the providers of Adult services. This map can show why some providers might have a higher or a lower caseload, and identify high need areas that do not have providers in close proximity.

The Mapping Site has unique features that help case workers and managers to explore information more effectively, including:

- Distance Measure that allows a user to measure the distance between certain providers in a location.
- A count of number of clients served by a provider within a certain radius such as 5, 10 or 15 miles.
- Print and download data/reports
- Print user-friendly maps
- Upload an Excel file to the website and create your own instant maps

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