

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 • Fax (562) 908-0459



PHILIP L. BROWNING
Director

SHERYL L. SPILLER
Chief Deputy



Board of Supervisors

GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

August 9, 2011

Today the Board of Supervisors (BOS) appointed me as the Interim Department Children and Family Services (DCFS) Director when Jackie Contreras leaves. I appreciate the confidence and support the BOS has placed in me to lead this huge Department and now I need your confidence and support. I know some of the senior DCFS staff, such as Dr. Contreras and Dr. Sophy but many of you do not know much about me so I thought I would give you a brief synopsis of my career.

I have an MSW from the University of Alabama and an MBA from Auburn University and have worked in the human service area for over 30 years. My wife also has an MSW and worked for many years as a Child Protective Service Worker so I am somewhat familiar with the daily activities of DCFS staff and the critical work performed each day.

My first professional job was with the Medicaid Agency in Alabama where I monitored social services in nursing homes. I then became the Contract Director for the State Human Service Agency where we purchased child care services, mental health services, foster care and child welfare services. We developed group living care for emotionally disturbed and mentally ill children which had never existed before in Alabama. I served as the Director of Fraud and Abuse where we developed innovative collection programs including the first ever income tax offset program where I received awards from the United States Department of Agriculture and the US Secretary of Treasury for cost savings.

I retired from the State of Alabama as the Child Support Director and then worked as a contractor with the federal Office of Child Support Enforcement in Washington DC where I helped implement new computer systems mandated by federal welfare reform legislation. I became the District of Columbia Child Support Director where we achieved federal system certification and I received the "Lifetime Achievement Award" in 2000 from the federal government.

In 2001, I came to Los Angeles County as the first Child Support Services Director where we increased collections by 36% to over \$500 million and moved the agency from a law enforcement system to a human service culture with a priority on customer service.

In 2007 the BOS appointed me the Director of the Department of Public Social Services (DPSS). DPSS currently serves more than 2.6 million customers daily, processes 100,000 applications monthly and accurately distributes over \$3 billion in benefits annually. During the past four years, DPSS has faced a huge increase in caseload, reduced staffing and tight

"To Enrich Lives Through Effective And Caring Service"

budgets yet, with the commitment and support of DPSS staff, we achieved the lowest food stamp error rate and the highest federal Work Participation Rate ever and met or exceeded all federal or state performance measures. In addition, DPSS created MPA and MSW programs which currently operate for staff at our headquarters office.

I value each and every person that I work with but I also value high quality customer service, accountability, data driven results and critical thinking. I believe employees are our most valuable resource and I support Wellness programs to reduce stress and improve health. I ran my five miles this morning. I respond personally to e-mails from staff and customers and believe good communication is important. The work performed by DCFS is some of the most challenging in America and this job as Interim DCFS Director will certainly be a challenge for me. DPSS and DCFS were once a single Department over 25 years ago and I believe my new assignment will give us an unique opportunity to work together, more closely, on behalf of the many children and families who need our services.

I need your help and support. I also need your input, suggestions and practical ideas on how to improve the organization. I look forward to meeting you in the near future.

Thanks

Philip 