



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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December 3, 2025

TO: Barbara Ferrer, Ph.D., M.P.H, M.Ed., Director
Department of Public Health

FROM: Greg Hellmold, Chief *Greg Hellmold*
Office of County Investigations

SUBJECT: **DEPARTMENT OF PUBLIC HEALTH – IMPROVEMENT OPPORTUNITIES
NOTED DURING LIMITED REVIEW (REPORT #IOR-2021-18452) - FIRST AND
FINAL FOLLOW-UP REVIEW**

We completed the follow-up review of the Department of Public Health (DPH or Department) Improvement Opportunities Noted During Limited Review dated December 14, 2023 (Report #IOR-2021-18452). As summarized in Table 1, DPH fully implemented the recommendation to strengthen internal controls over food safety inspections.

Table 1 - Results of First and Final Follow-up Review

RECOMMENDATION IMPLEMENTATION STATUS				
PRIORITY RANKINGS	TOTAL RECOS	OUTSTANDING RECOMMENDATIONS		
		FULLY IMPLEMENTED	PARTIALLY IMPLEMENTED	NOT IMPLEMENTED
PRIORITY 1	1	1	0	0
PRIORITY 2	0	0	0	0
PRIORITY 3	0	0	0	0
TOTAL	1	1	0	0
		0		

For details of our review and the Department's corrective actions, see Attachment. Since DPH implemented the recommendation, this is our first and final follow-up.

We thank DPH management and staff for their cooperation and assistance during our review. If you have any questions, please contact me at (213) 893-0243 or ghellmold@auditor.lacounty.gov. Your staff may also contact Supervising Investigator Kenneth Diaz at (213) 948-2936 or kdiaz@auditor.lacounty.gov.

GH:SL:kd
F1-2021-18452

Attachment

c: Oscar Valdez, Auditor-Controller
Audit Committee
Audit Division

LOS ANGELES COUNTY AUDITOR-CONTROLLER

Attachment
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Greg Hellmold
DIVISION CHIEF

OFFICE OF COUNTY INVESTIGATIONS

Report #F1-2021-18452

DEPARTMENT OF PUBLIC HEALTH IMPROVEMENT OPPORTUNITIES NOTED DURING LIMITED REVIEW (REPORT #IOR-2021-18452) FIRST AND FINAL FOLLOW-UP REVIEW

RECOMMENDATION		A-C COMMENTS
1	<p>Priority 1 - Department of Public Health (DPH or Department) management develop and implement management controls to identify and ensure DPH food inspectors conduct required follow-up actions (i.e., re-inspections, Compliance Reviews) for health code violations when required.</p> <p>Original Issue/Impact: DPH management stated that they have policies requiring employees to complete re-inspections, and training for employees on the procedures for ensuring that necessary re-inspections are scheduled in DPH's tracking system and are completed per DPH policies. However, we noted that employees and supervisors were not always ensuring that the required re-inspections were entered in their tracking system and/or completed as required.</p> <p>These deficiencies increase the risk that establishments with repeat Critical and/or Good Retail Practices violations will not be subject to appropriate follow-up and that issues impacting the health and safety of consumers may go unresolved, increasing the likelihood of foodborne illnesses. Additionally, the lack of processes and controls to ensure required follow-up activities occur timely increases the risk that inspector work performance issues go undetected.</p>	<p>Recommendation Status: Implemented</p> <p>We reviewed DPH records, which indicate the following actions were implemented in response to our recommendation to strengthen re-inspection procedures:</p> <p>DPH drafted a new Environmental Health Protocol No. 011.11, <i>Procedures for Conducting Routine and Follow-Up Inspections at Permanent Retail Food Facilities</i> (Protocol). The Protocol outlines and emphasizes inspectors' responsibilities to adhere to standardized inspection processes and to ensure that all re-inspections are entered into the Envision Connect System (ECS), the application DPH uses to manage field inspections. The Protocol includes instructions for using ECS calendaring features to schedule timely re-inspections.</p> <p>DPH also implemented a control in ECS that automatically notifies supervisors when a re-inspection is due or delinquent, thereby addressing the previously identified oversight gap.</p> <p>On February 9 and March 27, 2024, DPH conducted training sessions on the new Protocol for a total of 647 food inspection staff. The new Protocol was formally promulgated by DPH on April 1, 2024.</p> <p>We reviewed re-inspection records from the Sherman Oaks field office – where inspection issues originated – for the period January 12 to 25, 2025, and confirmed that all 12 required re-inspections and/or appropriate follow-up actions were completed.</p>

We conducted our review in conformance with the International Standards for the Professional Practice of Internal Auditing. For more information on our auditing process, including recommendation priority rankings, the follow-up process, and management's responsibility for internal controls, visit auditor.lacounty.gov/audit-process-information.

Priority Ranking: Recommendations are ranked from Priority 1 to 3 based on the potential seriousness and likelihood of negative impact on the Agency's operations if corrective action is not taken.