



# Development Services Case Management

## Description of Services

The Development Services Case Management (DSCM) office includes Case Managers from the Departments of Building and Safety, City Planning, Transportation, Water and Power and Public Works (including the Bureau of Engineering, Bureau of Street Lighting, and Bureau of Street Services Urban Forestry Division). Case Managers from each Department will work together as a team to assist you in navigating through the permitting process.

Project Types	<b>Major Projects:</b>	<b>Special Projects:</b>	<b>Project Referred by:</b>	<b>Restaurants</b> (See Footnote #1)	<b>All Others</b>
<b>Services Available</b>	<ul style="list-style-type: none"> <li>• New Units &gt;= 30 units</li> <li>• New Non-Residential Floor Area &gt;= 30,000sf</li> <li>• Valuation &gt;= \$5 million</li> <li>• Create &gt; 50 new jobs</li> </ul>	<ul style="list-style-type: none"> <li>• Affordable Housing &gt;=20 units</li> <li>• Senior Housing &gt;=20 units</li> <li>• Adaptive Reuse</li> <li>• City Bond Funded</li> <li>• Charter School</li> <li>• Clean Technology/ Green Businesses</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">The Small Business Source Center</a></li> <li>• <a href="#">The Great Streets Program</a></li> </ul>		
<b>Feasibility Study</b> <ul style="list-style-type: none"> <li>• Provide site specific zoning parameters to help define the building envelope at the initial design stage</li> </ul>	✓	✓			
<b>Pre-Development Meeting (PDM)</b> <ul style="list-style-type: none"> <li>• Outline the requirements and various permitting processes at the early stage of your project</li> <li>• Coordinate a round table meeting with the city agencies involved in permitting the project</li> </ul>	✓	✓			
<b>Preliminary Review</b> <ul style="list-style-type: none"> <li>• Coordinate a one-time meeting with City staff to answer specific questions. Please see Footnote #2.</li> <li>• Participation of other departments may be requested at the discretion of the Case Manager.</li> </ul>	✓	✓	✓	✓	✓
<b>Project Navigation</b> <ul style="list-style-type: none"> <li>• Provide a clear, transparent road map of the permitting process which identifies the city agencies' permit clearances required for your project</li> <li>• Assistance with troubleshooting and problem solving</li> </ul>	✓	✓	✓	✓	
<b>Footnotes:</b> <ol style="list-style-type: none"> <li>1. Please visit <a href="http://ladbs.org/services/special-assistance/restaurant-and-hospitality-program">http://ladbs.org/services/special-assistance/restaurant-and-hospitality-program</a> for more information on the Restaurant and Hospitality Express Program and how to apply for their services.</li> <li>2. Fees may be applicable for some Departments per meeting. Refer to the DSCM Service Request Form available at <a href="http://ladbs.org/services/special-assistance/dscm">http://ladbs.org/services/special-assistance/dscm</a>. See section 6 on the form for details on fees and all code disciplines available.</li> </ol>					

**Instructions for applying for service from the Development Service Case Management Office:**

Complete the DSCM service request form available at <http://ladbs.org/services/special-assistance/dscm>. Submit the completed form via online, via email at [DevelopmentServices.CM@lacity.org](mailto:DevelopmentServices.CM@lacity.org), via fax at 213-482-6874 or in person at 201 N Figueroa St, Suite 1030.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.