

**Quality and Productivity Commission**  
**34<sup>th</sup> Annual Productivity and Quality Awards Program**  
**"Leading with Excellence"**

**2021 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

**NAME OF PROJECT:** DPH COVID Information, Referral, and Vaccine Line

**DATE OF IMPLEMENTATION/ADOPTION:** APRIL 7, 2020

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2020)

**CHECK HERE IF THIS PROJECT IS BEING SUBMITTED FOR THE COVID-19 IMPACT AWARD ONLY.** (Projects must be implemented on or before December 31, 2020. **Note:** Projects implemented less than one year ago will not be eligible for any other PQA awards. In addition, once a project is submitted, you cannot submit the same project for awards consideration in subsequent years).

**PROJECT STATUS:**  Ongoing  One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**  Yes  No

**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The Department of Public Health's COVID-19 Information, Referral, and Vaccine Line  
 2 (DPH Call Center) was created as a resource for contact tracers to provide to cases and  
 3 contacts in need of additional COVID-19 related information, resources, and referrals. In  
 4 July 2020, the DPH Call Center's telephone number was made public and expanded  
 5 services to include connecting COVID-19 positive individuals to their case interviewer  
 6 and determining callers' eligibility for temporary housing and food delivery services. The  
 7 Nurse Triage Line was also added to provide clinical level expertise to the DPH Call  
 8 Center. Earlier this year, the DPH Call Center expanded again to assist in scheduling of  
 9 vaccine appointments for vulnerable populations and scheduling rides to vaccination  
 10 appointments via Uber Health. The Call Center is managed by a strong team from DPH  
 11 with operators from DPH, other County Departments, LA City, the State, contract  
 12 workers, and graduate students. The Call Center started with 15 staff answering 6 calls  
 13 to over 300 operators answering half a million calls in less than a year. The Call Center  
 14 engages underserved communities and special populations in LA County and is a prime  
 15 candidate for the Community Inclusion Award.

**BENEFITS TO THE COUNTY**

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

**ANNUAL = 12 MONTHS ONLY**

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> DEPARTMENT OF PUBLIC HEALTH 313 N. FIGUEROA STREET, 8 <sup>TH</sup> FLOOR, LOS ANGELES, CA 90012		<b>TELEPHONE NUMBER</b> (213) 288-7240
<b>PROGRAM MANAGER'S NAME</b> Nicole D. Vick		<b>TELEPHONE NUMBER</b> 323 434 2668
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Catherine Mak, MBA		<b>TELEPHONE NUMBER</b> (213) 288-7240 <b>EMAIL</b> cmak@ph.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Barbara Ferrer, MPH, MEd, PHD		<b>TELEPHONE NUMBER</b> (213) 288-8117

**\*\*ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE\*\***

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**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame.** Use Arial 12 point font.

**CHALLENGE:**

In January 2020, LA County had its first COVID-19 case and in March the statewide stay-at-home order was implemented to stem the spread of COVID 19. During this time as part of state and federal public health mandates, case and contact interviewers were reaching out to COVID-19 cases and their contacts to collect pertinent information to stop the spread of this disease. During this effort, DPH quickly realized that many of those being interviewed needed information and resources that were above and beyond the scope of the case and contact interviewers. The COVID-19 pandemic has impacted some of the most vulnerable residents and disproportionately impacted Black and Indigenous people of color (BIPOC) in communities across the County. Many being interviewed did not have health insurance, did not have access to technology, and experienced language barriers that made it difficult for them to get the information they needed.

**SOLUTION:** In April 2020, the DPH Call Center was created as a resource for case and contact interviewers to provide to cases and contacts in need of additional COVID-19 related information, resources, and referrals. During that time, the DPH Call Center focused primarily on answering questions about the DPH Health Officer Order and providing callers with resources for food, shelter, and healthcare.

In July 2020, the DPH Call Center telephone number was made available to the public, and they expanded their services to include the ability to connect COVID-19 positive individuals to their case interviewer and determining eligibility for temporary housing and food delivery services. That same month, the Nurse Triage Line was added to answer questions about symptoms and health care, quarantine and isolation, persistent positives, traveling, and to screen callers for PEH (People Experiencing Homelessness) referrals for temporary housing during quarantine or isolation.

At the start of vaccine roll out in January 2021, the DPH Call Center added the Vaccination Appointment Line to assist vulnerable populations (residents over 65, people with disabilities, and those who did not have access to the internet) with scheduling vaccination appointments. In March, staff began assisting vulnerable populations in securing rides to vaccination appointments using Uber Health.

The call center is managed by a strong team of DPH staff and its operators represent a diverse workforce, including staff from DPH, other County Departments, LA City, the State, contract workers, and graduate students.

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**BENEFITS**

The DPH Call Center has been a vital component in DPH’s COVID-19 response efforts and has served as a hub for valuable information, resources, and referrals for the most vulnerable LA County residents and those most disproportionately impacted by COVID-19. Many calls to the DPH Call Center come from individuals with no health insurance, access to the internet and/or other digital technology, facing unemployment, experiencing homelessness, and have language barriers that has made it difficult for them to get pertinent information in a timely manner about COVID test result or exposure.

**Responsiveness to Community Needs:** The DPH Call Center provides relevant and timely COVID-19 related information and resources to people who need them the most. Since its inception, the DPH Call Center has received over half a million phone calls, scheduled vaccination appointments for thousands of callers, and coordinated rides (via Uber Health) to vaccination appointments for hundreds of LA County residents without access to transportation.

The DPH Call Center scope of services continued to expand in the 15 months of operation based on the identified needs of the community. Many services, including the Nurse Triage and Vaccination Appointment Lines were added quickly staffed up and trained within a week of being requested.

Additionally, DPH Call Center uses Amazon Web Services/Amazon Connect, a web-based phone system to answer incoming calls, which allows operators to access quickly access the Language Line to communicate with callers in their preferred language

**Training, Tracking, and Quality Assurance to Ensure Quality Service:** The DPH Call Center was developed and operationalized by staff that had no previous call center experience. Best practices, workflow, protocols, and call center infrastructure were built from the ground up and evolved as the demand for services changed and the number of operators supporting the DPH call center increased to meet demand.

Operators log calls using a web-based tracking system and operators use a CRM system to research client information. The Vaccine Appointment Line also uses PrepMod and Cal Vax to schedule vaccination appointments and Uber Health to schedule rides to and from vaccine appointments. The Nurse Triage Line also uses IRIS to locate lab results and other clinical information when needed. These systems have enabled the DPH Call Center to provide quality services in a timely manner.



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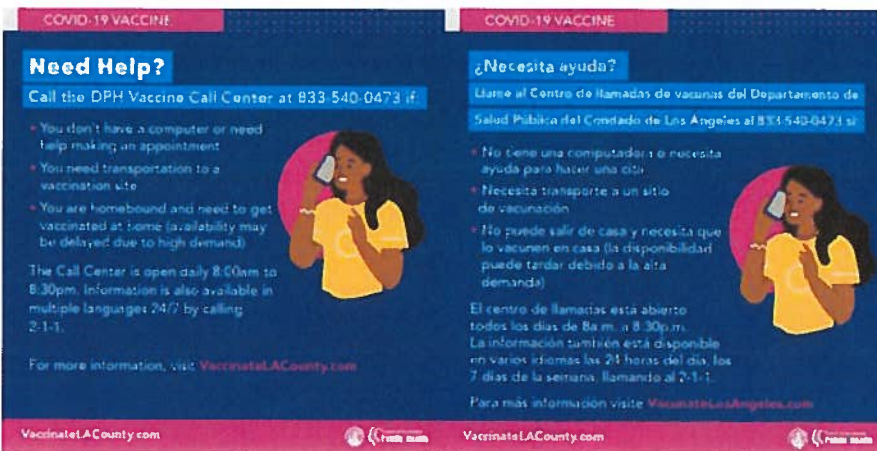
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**Linkage to the County Strategic Plan – 1 page only.** Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

The DPH Call Center is aligned with Goal I, Strategy I.2: Deliver comprehensive and seamless services to those seeking assistance from the County.

The DPH Call Center was designed to provide timely COVID 19 information and to callers and connect them to resources to assist them in navigating the pandemic. The DPH Call Center has been highly responsive to the needs of the public by expanding service offerings, extending hours of operation, ensuring there was language accessibility for callers, and adapting quickly to the needs of callers.



COVID Info Line (833) 540-0473

Thank you for calling the Los Angeles County Department of Public Health - For English Press 1  
 Gracias por llamar al Departamento de Salud Pública del Condado de Los Angeles – Para español oprima el 2

Thank you for calling the COVID 19 Information, Referral, and Vaccine Appointment Line. If this is a medical emergency, please hang up and dial 9-1-1.  
 We are experiencing a high call volume. We thank you for your patience.  
 Please listen carefully, as our menu options have changed

For Vaccine Related Calls, Press 1	For questions about non-urgent COVID symptoms, Press 2	For questions regarding quarantine and isolation, Press 3	If you are unable to safely quarantine and/or isolate at home, Press 4	If you received a positive COVID result and would like to report it, Press 5	For all other calls, please remain on the line.
	If this is a medical emergency, please hang up and dial 9-1-1 Nurse Triage Line	If this is a medical emergency, please hang up and dial 9-1-1 First Line	If this is a medical emergency, please hang up and dial 9-1-1 Nurse Triage Line	If this is a medical emergency, please hang up and dial 9-1-1 Nurse Triage Line	If this is a medical emergency, please hang up and dial 9-1-1 First Line
		First Line can transfer to Nurse Triage as needed for complex questions			transfer to Nurse Triage as needed for complex questions transfer to Tier 3 as needed for vaccine appointments

If this is a medical emergency, please hang up and dial 9-1-1  
 Please listen carefully, as our menu options have changed. If you have access to the internet and an email address or cell phone, you can visit [vaccinate.lacounty.com](http://vaccinate.lacounty.com) to schedule your COVID 19 vaccine appointment

If you need assistance making a vaccine appointment because you do not have access	If you require transportation services to and from your vaccine appointment, press 2	If you are bedbound or cannot safely leave your home and need a vaccine, press 3	For non-urgent symptoms related to vaccines, press 4	If you have general questions about the vaccine or you are not sure if you've been vaccinated	If you have a question related to a Vaccine Card, press 6	All other calls please stay on the line
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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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\$	\$	\$	\$	X

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**FOR COLLABORATING DEPARTMENTS ONLY**

*(For single department submissions, do not include this page)*

<b>DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____