

Quality and Productivity Commission
32nd Annual Productivity and Quality Awards Program
“Innovating for Impact”

2018 APPLICATION

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

NAME OF PROJECT: “ELDER ABUSE REPORTING, ONLY A CLICK AWAY”

DATE OF IMPLEMENTATION/ADOPTION: **JUNE 1, 2013**

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2017)

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 Web Intake Portal was created to augment the functions of the Aging and Adult
 2 Services Information and Referral Call Center. It is an online reporting tool for mandated
 3 and non-mandated reporters to conveniently submit Adult Protective Service (APS)
 4 referrals of suspected abuse and self-neglect. The goal is to simplify and facilitate the
 5 process of reporting alleged abuse and self-neglect in the quickest manner possible by
 6 discontinuing the fax line and phasing out written reports submitted via fax. The success
 7 of the Web Intake Portal is reflected in the use of technology, the speed at which APS
 8 referrals are received and processed for investigation, and most importantly, the
 9 improved response time and delivery of services to victims of abuse and self-neglect in
 10 Los Angeles County. The internet reporting tool has led to increased efficiencies in the
 11 screening and processing of APS referrals, leading to enhanced service coordination
 12 and response times to victims of abuse and self-neglect. Additionally, a cost savings
 13 to the County has resulted due to the elimination of the Fax line, reduction in the use of
 14 paper and stationery, moreover this reporting system helps to reduce the manpower
 15 needed to complete the manual processing of the faxed, written referrals.

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
\$ 274,000.00	\$	\$	\$274,000.00	√

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Workforce Development, Aging and Community Services – Adult Protective Services Program and Planning Division 3333 Wilshire Blvd., Suite 400, Los Angeles, CA 90010	TELEPHONE NUMBER (213) 910-1662
PROGRAM MANAGER’S NAME Veronica Sigala	TELEPHONE NUMBER (213) 910-1662 EMAIL Vsigala@wdacs.lacounty.gov
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER’S NAME)</small> Stephanie Maxberry ORIGINAL SIGNATURE ON FILE	TELEPHONE NUMBER (213) 738-2015 EMAIL SMaxberry@wdacs.lacounty.gov
DEPARTMENT HEAD’S NAME AND SIGNATURE Cynthia Banks ORIGINAL SIGNATURE ON FILE	TELEPHONE NUMBER (213) 637-0798

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1st 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

Prior to the creation of the Web Intake Portal, APS intakes or referrals were received from mandated and non-mandated reporters mainly through written reports submitted via fax, 211 (county info line), and telephone calls. While the necessary services were being provided to victims of elder and dependent adult abuse, and self-neglect (e.g., screening of client information and reported incident for appropriate service and investigation designation, determination of the appropriate regional investigation office based on client’s residence and location, and investigation priority designation based on risk factors), the process of manually inputting faxed written referrals into the system, especially the hand written referrals was very time-consuming. In fact, all written referrals were reviewed thoroughly in order to accurately enter the information into the APS automated system to generate an intake, contact the reporter to obtain more information and clarify any information that was not readable, consultations with other staff, and other delays. The specific problems were difficulties in reading and understanding faxed hand-written referrals, delays in receiving and entering written referrals into the system, and lack of comprehensiveness needed for faster APS service delivery and crisis intervention. In order to expedite the intake screening process and improve response time to victims of abuse and self-neglect, it was determined that the elimination of the fax line as the main source of written referrals was necessary, along with the creation of a secured internet reporting tool to allow for all mandated and non-mandated reporters to use the same online system to submit and track all referrals and requests for assistance.

SOLUTION

One of Workforce Development, Aging and Community Services’ (WDACS) primary goals is to make the process of obtaining information, assistance, referrals, and services, as well as reporting suspected abuse and self-neglect, as seamless as possible for the residents of Los Angeles County. WDACS recognized the challenge of improving its system of providing information and referral services to seniors and dependent adults by implementing a secured internet reporting tool in July 2013, to make it easier and convenient for mandated and non-mandated reporters to report incidents of suspected abuse and self-neglect in a timely manner.

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Use Arial 12 point font.

BENEFITS

With the implementation of the Web Intake Portal and the discontinuation of the Fax line in July 2013, all mandated and non-mandated reporters have been required to report suspected abuse and self-neglect through the secured internet reporting tool, which can be accessed at <https://apslive.lacss.harmonyis.net/LACSSLiveIntake/> , or by calling the 24-hour APS hotline: 877-477-3646. This development was anticipated to have an impact on the proportions of referrals received through phone calls, 211 automated system interface, and faxed or mailed written reports. In the 5 years period following the implementation of the Web Intake Portal, web intakes accounted for 34% of the total APS reports per month, 211 referrals accounted for 63%, while other telephone and written referrals accounted for 3%. Written referrals dropped by 43% from 45% in 2013. Web intake is expected to continue to increase as more mandated and non-mandated reporters continue to be aware of the option and convenience of reporting through the secured internet reporting tool.

The overall benefits and program effectiveness can be seen in the assurances of the following key web intake elements:

- **24/7 access:** The web portal can be accessed at anytime and anywhere. APS reports can be submitted anywhere that you have internet access (and that is very much anywhere these days), including access via mobile devices.
- **Confidential information:** Reports are kept safe and confidential once submitted through the secured internet reporting tool that includes a built-in encryption system to protect sensitive information.
- **Process referrals smarter, not harder:** We are saving time by not having Call Center staff go through the time-consuming process of reading difficult hand-written referrals, and taking additional steps to contact the reporter for clarifications before an intake can be fully generated.

Finally, the Web Intake Portal has been cost effective as well as eco-friendly as it does not involve the use of paper. The Department is saving cost on paper and stationery. Specifically, the form used by the public to file a report of abuse is known as the Report of Suspected Dependent Adult/Elder Abuse or SOC 341. Until the transition to the web portal, a SOC 341 was faxed or mailed for every incident of abuse reported to APS, equaling thousands of reports per month. The discontinuation of the paper needed to print these reports, as well as the fax line itself, in addition to the upkeep of the fax machine, are estimated to amount to a cost savings of approximately \$500,000 yearly. Moreover, the web portal has helped in reducing the manpower needed to do the manual work of entering written reports in the system.

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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.

LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS):

The Web Intake Portal is very much in line with the County mission to establish superior services that improves the quality of life for the people and communities of Los Angeles County. The specific Strategies have been met as follows:

Strategy III.3 – Pursue Operational Effectiveness, Fiscal Responsibility and Accountability – Continually assess our efficiency and effectiveness, maximize and leverage resources, and hold ourselves accountable.

Operational Effectiveness – The augmentation of the Information and Referral Call Center with a Web Intake Portal for APS referrals has proven to be successful in maximizing efficiency and effectiveness in delivering adult protective-oriented services to the vulnerable elders and dependent adults in Los Angeles County. This goal was one of the most crucial priorities in implementing the secured internet reporting tool. The creation of the Web Intake Portal required the development of an optimal flow for the receiving and processing of web intakes, as well as an extensive designed cross-training curriculum for the staff assigned to screen and process referrals received through the web portal in a timely manner.

Strategy I.2 Enhance our Delivery of Comprehensive Interventions- Deliver comprehensive and seamless services to those seeking assistance from the County.

By simplifying the process of reporting alleged abuse and self-neglect, or requesting assistance from a public services agency, WDACS achieved a critical priority in improving the lives of all generations through an effective, client-centered Adult Protective Services. The conceptual approaches taken to design and implement the Web Intake Portal were “convenience,” “accessibility” and “timely response.” The success of the project ensured a reduction in the amount of time and effort required for mandated and non-mandated reporters to submit a suspected abuse or self-neglect report, and therefore less frustration and more willingness to report abuse, or self-neglect.

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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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\$ 274,000	\$	\$	\$ 274,000	X

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- Estimated number of Written Reports in FY 2013/14 (based on the number in FY2012/13) = 13,900
- Estimated number of Fax paper (cover and one page SOC 341 report) = 27,800 or approximately 6-10 reams of paper (1 case, 10 reams per case, 500 sheets per ream)
- Cost estimate for paper consumption (6-10 reams per case @ \$70.00) = \$420.00
- Cost estimate for Toner/Ink consumption @ \$170 per Tonner every 3 months = \$500.00
- Depreciation expense of Xerox 7855 WorkCentre Fax Machine over a 10-year time = \$1,500
- Estimated number of Social Worker FTEs who spent full time processing Written Reports = (Call Center had 13 SWs in FY2012/13)
- Estimated Personnel cost based on maximum monthly salary (4 x \$5,657.00 x 12) = \$271,536
- Fax Line (unfortunately, we don't have the amount paid by WDACS);
- But it was 2-3 clerks (cost out salaries and benefits) that were receiving the referrals by Fax for about 10 years
- Total estimated cost avoidance (rounded off) = \$274,000 plus the cost of the FAX line and up to 3 clerks salaries & benefits.

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FOR COLLABORATING DEPARTMENTS ONLY

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

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