

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: CASHIER ISSUANCE TRACKING SYSTEM

DATE OF IMPLEMENTATION/ADOPTION: JULY 2016

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

PROJECT STATUS: X Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes X 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.

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DPSS developed and implemented the Cashier Issuance Tracking System (CITS), a web-based Oracle application to record, monitor, and track daily transportation issuances to DPSS participants by offices. The new system eliminates the need of departmental Fiscal Operations staff to manually create Microsoft Excel spreadsheet reports by automatically processing required complex financial calculations and providing centralized reports to managers and administrators.

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
\$ 0	\$ 0	\$ 0	\$ 0	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Public Social Services 12860 Crossroads Parkway South City of Industry, CA 91746		TELEPHONE NUMBER (562) 908-8600
PROGRAM MANAGER'S NAME Christina Nguyen		TELEPHONE NUMBER (562) 908-8327 EMAIL ChristinaNguyen@dpss.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>	DATE 6/28/18	TELEPHONE NUMBER (562) 908-6330 EMAIL MariaRivera@dpss.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE	DATE 6/28/18	TELEPHONE NUMBER (562) 908-8600

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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

Departmental staff had the following challenges controlling daily transportation issuances to participants by DPSS offices:

- The legacy system was based on two different platforms (Microsoft Excel and Microsoft Access) and was prone to errors due to data input duplication.
- Since the legacy system was not able to track inventory and cost, staff had a difficult time accurately reporting exact costs. For example, the cost of tokens and bus passes vary with the time of purchase. When district offices held unused bus passes and tokens for an extended period before returning them to fiscal staff, the inaccuracy of reporting costs was intensified.
- The system did not provide the required financial reports.

SOLUTION

DPSS implemented CITS, which consolidated the two legacy functionalities to one web-based Oracle environment. Since the introduction of CITS, the system has become very well accepted and successful within the Department. Fiscal staff can now:

- Track inventory and cost for all issuances;
- Eliminate manual input and calculations; and
- Internally monitor the monetary value of unused token and bus passes.

The new CITS automates reliable and detailed financial and inventory reports that include: Token Issuance, Metro TAP Cards Issuance, Daily Inventory, Daily Transportation, and Metro TAP Cards Received.

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BENEFITS

With the web-based CITS application and a user-friendly approach, users can easily access the system at any time to check cost, inventory, trace a specific order, and generate needed reports. The CITS application increases the level of accuracy and continues to enable productivity and a smooth operation for the Department.

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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 CITS addresses the following County Strategic Plan Strategy:

Goal III. Realizing Tomorrow's Government Today. LA County's increasingly dynamic and complex environment challenges our collective abilities to respond to public needs and expectations.

By implementing the CITS, we pursue operational effectiveness, fiscal responsibility, and accountability, to be an innovative partner focused on providing excellent customer service.

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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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