

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: ELECTRONIC PERSONNEL REQUEST SYSTEM (EPRS)

DATE OF IMPLEMENTATION/ADOPTION: DECEMBER 2014

(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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The electronic Personnel Request System (ePRS) is an application that incorporates the use of current technology to streamline the handling of DPSS promotions and acting assignments. The web-based application allows hiring managers to submit promotions and acting assignments requests through the MyDPSS portal as well as to upload and submit approved requests for routing to Human Resource (HR) teams for review, confirmation, and processing. DPSS hiring managers and HR staff can access the ePRS to verify if a vacancy is available; check to see if employees are appropriately dispositioned on the eligible list; confirm if the candidate's demographics are underutilized in the job category; and conduct other required clearance levels prior to appointing a candidate. The use of ePRS has enabled DPSS HR staff to process promotion and acting assignments requests by way of an approval workflow that ensures that requests are processed timely and efficiently.

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 Chanwantha Sam Men		TELEPHONE NUMBER (213) 639-5997 EMAIL ChanwanthaMen@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> Maria Rivera	DATE 6/28/18	TELEPHONE NUMBER (562) 908-6330 EMAIL MariaRivera@dpss.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Antonia Jiménez	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.

PROBLEM

Promotions and acting assignments were previously submitted through an outdated application, with original copies submitted to Human Resource (HR) teams separately. Hiring managers obtained written approval through various levels of the organization only to have it submitted in the old application format to obtain the same approvals electronically, before being routed to the HR teams for processing. This created delays due to the duplicate approval process and lost paperwork.

SOLUTION

In December 2014, DPSS implemented a web-based application for hiring managers to upload and submit requests electronically to route through various HR teams for review, confirmation, and processing. This ensured that there was a vacancy available for the promotion/acting assignment, whether a viable list was used and properly dispositioned, and proper clearances were conducted prior to appointing a candidate to the higher-level item. The ePRS application allowed hiring managers the assurance to track their requests while in the HR queues.

The application is web-based and is accessible to hiring managers through single sign-on authentication. The ePRS application solution allows for the system to:

- Reduce the process flow;
- Automate manual steps;
- Route through various HRD teams for review, confirmation, and processing;
- Implement auto-generated notifications to hiring managers and candidates; and
- Eliminate redundancy to increase operational effectiveness.

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BENEFITS

With the implementation of ePRS, the web-based application has increased efficiency of the appointment process for hiring managers in the line offices and provides them the ability to upload, submit, and track their hiring requests online. Management can view the status of a promotion or acting request in addition to notifying hiring managers via email messages on the anticipated effective date once all levels of clearances are completed. The automation of the promotion requests reduced the request time by 14 days, which eliminated the wait time for each approval level.

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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 ePRS project addresses the following County Strategic Plan Strategy:

III.2.3 Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency. ePRS replaced the outdated Lotus Notes application. Lotus Notes created delays in the process as well as paperwork that was lost in transition. With the implementation of ePRS, it increased efficiency by utilizing the latest technology to submit and track promotions and acting assignments.

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

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