

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: ONLINE GENERAL RELIEF APPLICATION

DATE OF IMPLEMENTATION/ADOPTION: MAY 2017

(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 implemented a web-based, online application for General Relief (GR) financial assistance for single adults. GR is a County-funded program that provides financial assistance to indigent adults who are ineligible for federal or State programs; the average GR case consists of one person with no income or resources who lives alone. The County of Los Angeles was the first county in California to offer an online GR application, beginning in May 2017. The online application process is easy, quick, and seamless. Applications submitted online reach the Department in real-time, reducing walk-in traffic and time.

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 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> Maria Rivera <i>[Signature]</i>	DATE 4/28/18 TELEPHONE NUMBER (562) 908-6330 EMAIL MariaRivera@dpss.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Antonia Jiménez <i>[Signature]</i>	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

Prior to the implementation of the online GR application, users of Your Benefits Now (YBN), the County’s online benefits web portal, were limited to applying for Medi-Cal, CalWORKs and CalFresh only. GR applicants were limited to printing the GR application and submitting it by mail or in person, which extended processing times.

SOLUTION

DPSS enhanced the YBN Portal to provide GR applicants with a modern, automated, self-service option to apply for cash aid and submit verification documents. GR applicants create a YBN account and once the application is submitted online, applicants schedule the in-person appointment to complete the application process and are able to monitor the status of their application. As soon as an application has been approved, customers can view their benefit information online via the YBN website. The system is safe, secure, and accessible at any time. To more efficiently assist the diverse population of Los Angeles County, the GR application is available in nine languages: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.

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Fact Sheet Page 2 – (Limited to two fact sheet pages and one graphics page):

Describe the **Problem, Solution, and Benefits** of the project or activity, written in plain language. Include a discussion of the technology and strategies used.

BENEFITS

DPSS places the highest priority on meeting every customer's needs through increased accessibility, responsiveness, and quality of service. The GR application is another great enhancement to the Department's array of online services and provides an excellent customer experience to the residents of Los Angeles County. GR applications submitted via YBN since implementation in May 2017 have steadily increased month after month.

In January 2018, 5,500 GR applications were submitted online. As the number of GR applications continues to increase, DPSS has observed that traffic at the district offices has decreased, which has also helped improve customer service for those needing to visit in person.

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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 Online General Relief Application project addresses the County's Strategic Plan objective:

III.2.3 Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency. By expanding the availability of online applications of DPSS programs, the Department is not only increasing the efficiency of services it provides but also improving the well-being of County residents.

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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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