

Quality and Productivity Commission
34th 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: COVID-19 ANALYTICS

DATE OF IMPLEMENTATION/ADOPTION: JUNE 26, 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 X One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? _____ Yes X No

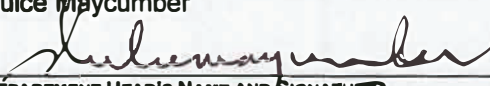
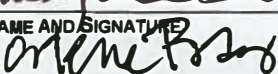
EXECUTIVE SUMMARY:

1 The Auditor-Controller in collaboration with the Chief Executive Office - Office of
 2 Emergency Management (CEO - OEM), Department of Human Resources (DHR), and
 3 Internal Services Department (ISD) developed COVID-19 Analytics to improve the
 4 County's comprehensive Emergency Response Tracking (ERT) program. The COVID-
 5 19 Analytics is comprised of a series of central and departmental data analytics
 6 dashboards that monitor COVID-19 financial, payroll and human resources costs from
 7 various data sources, the digitalization of employee records generated per pay period
 8 (over 35,000 employee timesheets, over 18,000 wage statements, and 2,700 mileage
 9 claims), including the distribution of department detailed files consisting of over 400,000
 10 expenditure and payroll transactions produced every pay period. The COVID-19
 11 Analytics provide County leaders the capability to assess the financial impact of the
 12 emergency through charts, graphs, and reports. Since May 2021, the COVID-19
 13 Analytics have reported over \$1.8 billion in COVID-19-related costs, of which \$938
 14 million were attributed to labor. To date, 46,281 employees have logged over 14.3
 15 million labor hours to COVID-19 related activities.

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

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Auditor-Controller 500 WEST TEMPLE STREET, ROOM 525, LOS ANGELES, CA 90012	TELEPHONE NUMBER (213) 974-8301
PROGRAM MANAGER'S NAME Romeo Martinez rmartinez@auditor.lacounty.gov	TELEPHONE NUMBER EMAIL
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CIRCLE (3) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Dulce Maycumber 	DATE 6-25-21 TELEPHONE NUMBER (213) 974-0354 EMAIL dmaycumber@auditor.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Arlene Barrera 	DATE 6/25/21 TELEPHONE NUMBER (213) 974-8302

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

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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

In the early stages of the Coronavirus (COVID-19) global pandemic, the CEO-OEM quickly learned that the County did not have the capability to swiftly assess the full financial impact of the emergency. To address this critical gap, the Auditor-Controller collaborated with the CEO-OEM, ISD and DHR to form a workgroup that developed a solution to significantly improve the County’s ERT Program. The goal was to centralize all data providing County leadership with a web-based platform enabling better tracking and monitoring of all COVID-19 related costs. One of the biggest challenges the project faced was sourcing, extracting and consolidating data housed in the different complex County systems. Some departments utilized their own unique forms of cost accounting methods while others were fully transitioned into the County’s enterprise system. This discrepancy was addressed through the creation of a standardized and uniform project structure which departments used to code, capture and validate their information which allowed us to collect and extract the data from the various sources to develop the COVID-19 Analytics.

SOLUTION

Released in June 2020, the COVID-19 solution includes three major deliverables: (1) Central and departmental dashboards that monitors COVID-19 financial, payroll and human resources costs from various data sources. (2) The digitalization of over 35,000 employee timesheets and over 18,000 wage statements generated every pay period. (3) The distribution of department detailed files consisting of over 400,000 expenditure and payroll transactions produced every pay period. Additionally, department transactional files consisting of over 400,000 transactions are produced per pay period and provided to departments to verify costs are captured and reported accurately. The development of this solution aimed to improve standards for properly coding and monitoring COVID-19 related costs.

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It also streamlined business processes to enable departments to submit their claims for cost recovery purposes using the detailed files, and digitized employee records. Since May 2021, the dashboard has reported over \$1.8 billion in COVID-19-related costs, of which \$938 million were attributed to labor. To date 46,281 employees have logged over 14.3 million labor hours to COVID-19 work activities.

BENEFITS

The COVID-19 Analytics gives County departments an increased capability to not only track their costs but also assess possible cost recovery methods from various private, federal or State funding sources. Through charts, graphs, and reports, the dashboard can assist County leadership in managing and monitoring costs, facilitating emergency response and recovery operations. The digitization of employee records is made available to support the claiming requirements of funding agencies for reimbursement. While the detailed files help departments verify costs are being captured and reported accurately.

In addition, access to a central repository derived from various financial and personnel systems promotes efficiency giving County leadership access to vital operational and financial information. These files significantly reduce the time spent managing and reconciling department costs for recovery purposes.

Moreover, the replicability of this broad solution can be easily accomplished for other disasters/emergencies in part because the cost coding structures were redesigned.

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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.

GOAL III. Realize Tomorrow’s Government Today

Strategy III.2.1 Enhance Information Technology Platforms to Securely Share and Exchange Data

The COVID-19 Analytics addresses Strategy III.2.1 by providing a countywide data analytics dashboard of all the Covid-19-related incurred costs. These dashboards establish a shared information management tool that assists departments with managing, monitoring and reconciling costs for preparation and submission of claims for cost recovery.

Strategy III.2.3 Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency

The COVID-19 Analytics addresses Strategy III.2.3 through the development and implementation of analytic dashboards which increases efficiency for departments. The efficiencies gained by departments include the collection and reporting of all costs in a central location which reduces the time and resources required to manually collect and reconcile this information. In addition, the electronic timesheet and wage statements significantly reduce the amount of time required to research and produce copies of these documents required for the claims submission process.

Strategy III.3.1 Maximize Revenue

The COVID-19 Analytics addresses Strategy III.3.1 through the implementation of a process to systematically leverage the use of the County’s Enterprise System to collect, extract and transform information into the COVID-19 Analytics and detail files. By providing accurate and reliable information, departments can access and reconcile their costs to maximize the amount of revenue submitted and claimed.

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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.

(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
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FOR COLLABORATING DEPARTMENTS ONLY

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

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS

**CHIEF EXECUTIVE OFFICE
500 W TEMPLE ST. 7TH FLOOR, LOS ANGELES, CA 90012**

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE

JOSE ANTONIO CHEW

EMAIL: JCHEW@CEO.LACOUNTY.GOV

DEPARTMENT HEAD'S NAME AND SIGNATURE

FESIA A. DAVENPORT

EMAIL: FDAVENPORT@CEO.LACOUNTY.GOV

DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS

Department of Human Resources, 500 West Temple Street, Room 579, Los Angeles

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE

Leslie Foxvog - "Signature on File"

EMAIL: _____

DEPARTMENT HEAD'S NAME AND SIGNATURE

Lisa Garrett - "Signature on File"

EMAIL: _____

DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS

Internal Services Department, 1100 N. Eastern Ave., Los Angeles, CA 90063

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE

Leticia Perez - "Signature on File"

EMAIL: _____

DEPARTMENT HEAD'S NAME AND SIGNATURE

Selwyn Hollins - "Signature on File"

EMAIL: _____

DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE

EMAIL: _____

DEPARTMENT HEAD'S NAME AND SIGNATURE

EMAIL: _____

DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE

EMAIL: _____

DEPARTMENT HEAD'S NAME AND SIGNATURE

EMAIL: _____

DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE

EMAIL: _____

DEPARTMENT HEAD'S NAME AND SIGNATURE

EMAIL: _____