

**Quality and Productivity Commission  
34<sup>th</sup> 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:      EMPLOYEE ONLINE DIRECT DEPOSIT AUTHORIZATION**

**DATE OF IMPLEMENTATION/ADOPTION:      APRIL 2018**

(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:**                              X Ongoing      \_\_\_\_\_ One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**                              \_\_\_\_\_ Yes                              X No

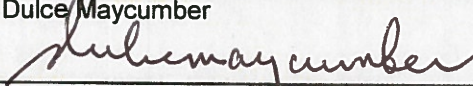
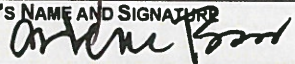
**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

- 1 The Employee Online Direct Deposit Authorization project transformed how an
- 2 employee communicated their desire of which financial institution they wanted to have
- 3 their paychecks directly deposited into. Before the implementation of the Online Direct
- 4 Deposit Authorization project, an employee had to complete and submit a paper
- 5 authorization form, along with a voided check to their departmental payroll. Countywide
- 6 Payroll, upon receipt of the authorization and voided check from the employee's
- 7 departmental payroll, would enter the information into the County's Human
- 8 Resources/Payroll System (eHR). The entire process took an average of four business
- 9 days.
- 10 Implementation of the Employee Online Direct Deposit Authorization project, via a
- 11 cloud-based Platform-as-a-Service (PaaS) solution (Nintex), gave employees the option
- 12 to directly input their banking information. The project improved the timeliness in which
- 13 direct deposit information was input, reduced processing costs, and eliminated the risk
- 14 that an employee's Personal Identifiable Financial Information was lost or exposed.
- 15

BENEFITS TO THE COUNTY

<small>(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE</small>	<small>(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS</small>	<small>(3) ACTUAL/ESTIMATED ANNUAL REVENUE</small>	<small>(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT</small>	<small>SERVICE ENHANCEMENT PROJECT</small>
\$ 34,382.76 FOR FY 2020-21	\$	\$	\$ 34,382.76	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

<small>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</small> Department of Auditor-Controller 500 WEST TEMPLE STREET, ROOM 525, LA, CA 90012		<small>TELEPHONE NUMBER</small> (213) 974-8301
<small>PROGRAM MANAGER'S NAME</small> Laura Rinard EMAIL <a href="mailto:lrinard@auditor.lacounty.gov">lrinard@auditor.lacounty.gov</a>		<small>TELEPHONE NUMBER</small> (213) 974-8401
<small>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</small> <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Dulce Maycumber 	<small>DATE</small> 6-25-21	<small>TELEPHONE NUMBER</small> (213) 974-0354  <small>EMAIL</small> <a href="mailto:dmaycumber@auditor.lacounty.gov">dmaycumber@auditor.lacounty.gov</a>
<small>DEPARTMENT HEAD'S NAME AND SIGNATURE</small> Arlene Barrera 	<small>DATE</small> 6/25/21	<small>TELEPHONE NUMBER</small> (213) 974-8302

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

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**1<sup>st</sup> 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**

Automation of applications that directly impact the entire County workforce of over 110,000 employees are always challenging. The transition of the Direct Deposit Authorization process from manual to online challenged employees to rethink what had become an institutionalized practice.

For over thirty years the process of how an employee designated where their paycheck should be deposited began with the employee signing and submitting an authorization form, along with a voided check, to their departmental payroll office for processing. Upon receipt of this form, the department’s payroll would verify that the form was complete and accurate, then they would forward the documents via County messenger to the Auditor-Controller’s Countywide Payroll Division for processing. Upon receipt of the documents, Countywide Payroll staff would again verify the information contained on the form and the voided check prior to manually entering the data into eHR.

**SOLUTION**

Using the Internal Services’ eForms platform, a cloud-based solution called Nintex, the Auditor-Controller improved the employee experience and effectiveness by simplifying a complex manual process through technology driven solutions. Online campaigns using the MyLaCounty platform and live presentations to various County committees helped to launch the initiative. A video tutorial also supported the transition from paper to electronic for those employees who wished to use the electronic option. Employees were only required to have access to the County’s active directory prior to using the Online Direct Deposit feature. Automated emails back to the employee notifying them of a submitted change to their current direct deposit provided confirmation of the requested change.

**BENEFITS**

The Online Direct Deposit authorization initiative eliminated a four-day, five-step manual process to one day, automated process. Data entry was eliminated and replaced by automatically updating the eHR application through a nightly interface. Reduction of paper usage (required for printing the two-page paper form) was noted.

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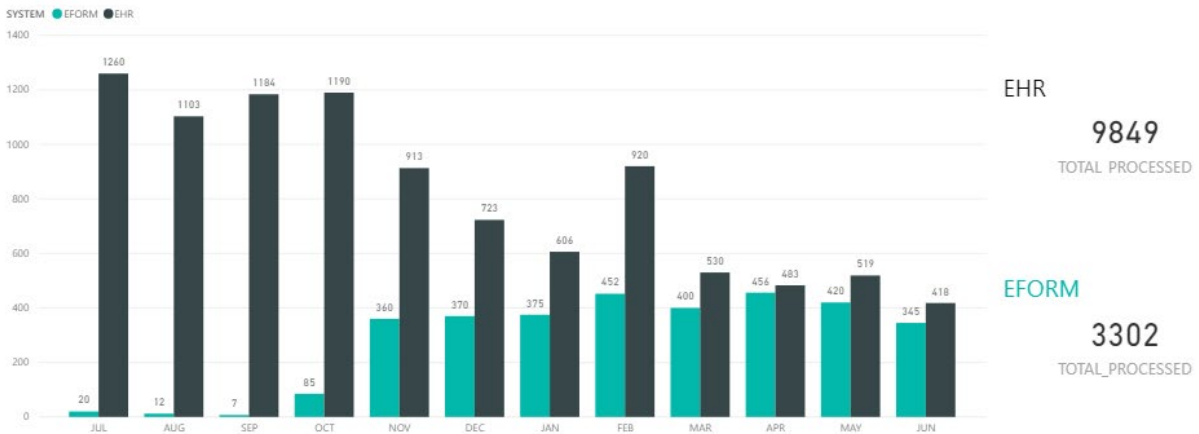
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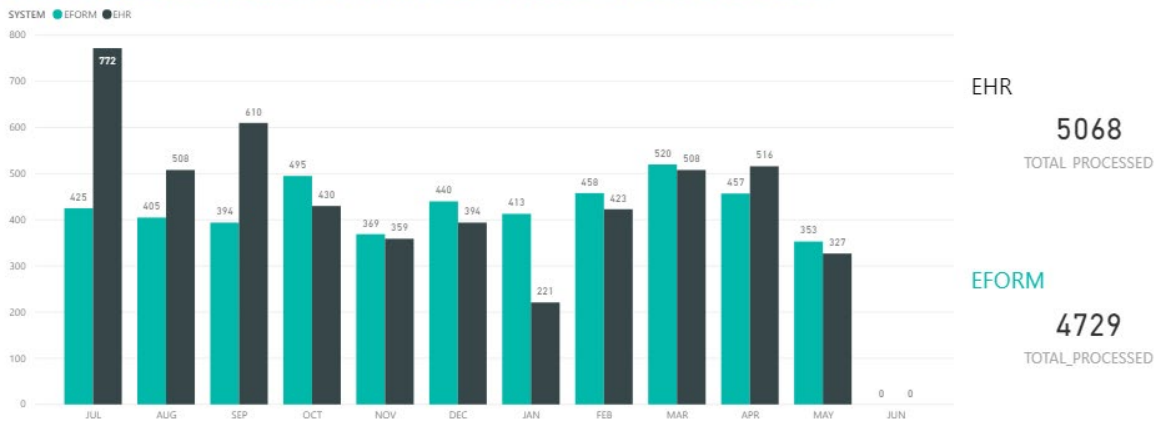
Use Arial 12-point font.

During fiscal year 2019-20, 25% (3,302 of the 13,151) direct deposit forms submitted were submitted using the eForms platform. Statistics through May 2021 for the current fiscal year, 2020-21, reflect 48% (4,729 of the 9,797) direct deposit forms have been submitted using the eForms platform. This is a dramatic increase in the percentage of direct deposit forms submitted using the eForms platform.

**Direct Deposit Authorization Documents Processed Fiscal Year 2019-2020**



**Direct Deposit Authorization Documents Processed Fiscal Year 2020-2021**





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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.

**COUNTY STRATEGIC PLAN GOAL III – REALIZE TOMORROW’S GOVERNMENT TODAY**

The Employee Online Direct Deposit Authorization project embraces the County Strategic Plan Goal III – Realize Tomorrow’s Government Today. The transition of a manual employee process to an electronic platform embraces digital government. The project improved operational effectiveness of a current process while showing fiscal responsibility by reducing costs. The project also provided for the ongoing development of our workforce through focusing on automation to complete tasks.

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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 <b>ANNUAL COST</b> AVOIDANCE \$34,382.76 FOR FY 2020-21	(2) ACTUAL/ESTIMATED <b>ANNUAL COST SAVINGS</b> \$	(3) ACTUAL/ESTIMATED <b>ANNUAL REVENUE</b> \$	(1) + (2) + (3) <b>TOTAL ANNUAL</b> <b>ACTUAL/</b> <b>ESTIMATED</b> <b>BENEFIT</b> \$34,382.76	SERVICE ENHANCEMENT PROJECT  <input checked="" type="checkbox"/>
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**ANNUAL= 12 MONTHS ONLY**

Description	Time Savings Per Form	Dollar Savings Per Form	Calculation/Justification
Time savings for Payroll Specialist II in Countywide Payroll to review and process form	3 minutes	\$4.08	<b>PAYROLL SPECIALIST II, AUDITOR-CONTROLLER</b>  \$81.65 an hour \$1.36 a minute
Time savings for Payroll Specialist III in Countywide Payroll to review and approve the Direct Deposit Form in eHR	2 minutes	\$3.16	<b>PAYROLL SPECIALIST III, AUDITOR-CONTROLLER</b>  \$94.66 an hour \$1.58 a minute
		<b>\$7.24</b>	<b>Total Per Form</b>
		<b>\$34,382.76</b>	<b>4,749 eForms in 2021</b>

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**FOR COLLABORATING DEPARTMENTS ONLY**

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

<b>DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS</b>	
INTERNAL SERVICES DEPARTMENT, 1100 N. EASTERN AVE., LOS ANGELES, CA 90063	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
LETICIA PEREZ <i>Leticia Perez</i>	SELWYN HOLLINS <i>Selwyn Hollins</i>
EMAIL: <u>LPEREZ@ISD.LACOUNTY.GOV</u>	EMAIL: <u>SHOLLINS@ISD.LACOUNTY.GOV</u>
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____