

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 SAFETY COMPLIANCE CERTIFICATE PROGRAM

DATE OF IMPLEMENTATION/ADOPTION: 9/3/2020

(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 _____ One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? _____ Yes _____ 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 As part of the County's efforts to slow the spread of COVID-19, Protocols were
 2 instituted to supplement the Health Officer Order. These protocols address the following
 3 protections: Employee Health; Physical Distancing; Infection Control; Public
 4 Communication; Equitable Access. LA County Department of Public Health's COVID-
 5 19 Safety Compliance Certificate Program (CSCCP) was implemented as an online
 6 training course to help business owners understand the Protocols, maintain their
 7 operations with as much safety for their staff, customers, and visitors. The training video
 8 was available in English and in 13 other threshold languages. CSCCP is a voluntary
 9 self-certification of the business. Upon completion, business owners can display their
 10 certificates, which provides a visible assurance to the public that they are in compliance.
 11 As of June 15, 2021, there have been 28,741 combined employers and employees who
 12 have participated in the CSCCP. According to a recent survey, 86% of participants
 13 stated the Protocols helped them to understand COVID-19 safety guidelines at work.
 14
 15

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
\$ 2,387,333.40	\$	\$	\$ 2,387,333.40	X

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Public Health, 313 N. Figueroa St, 8 th Fl, Los Angeles, CA 90012		TELEPHONE NUMBER (213) 288-8117
PROGRAM MANAGER'S NAME Liza Frias		TELEPHONE NUMBER 626-430-5374
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Catherine Mak, MBA		TELEPHONE NUMBER (213) 288-7240 EMAIL cmak@ph.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Barbara Ferrer, MPH, MEd, PHD		TELEPHONE NUMBER (213) 288-8117

****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.

The CSCCP went live on September 3, 2020, with the training video initially only available in English, with the Spanish version made available shortly thereafter. At the time, 17 industries were able to watch the video and complete the survey. The CSCCP was retired on June 15, 2021, and by then the training video became available in 14 languages (English, Spanish, Arabic, Armenian, Cambodian, Cantonese, Mandarin, Farsi, Japanese, Korean, Russian, Tagalog, Thai, and Vietnamese), and was accessible across 45 different industries.

Challenges

The challenges faced with the CSCCP were mostly technical, with many issues stemming from the website not functioning properly. This resulted in the participants being unable to watch the training video, to not be able to submit a completed survey, and/or not receive a PDF copy of their certificate. Sometimes, the website would time out before a participant could submit a completed survey. Another challenging issue was having the website/training video not functioning properly on a web browser for a mobile device (iPhone). More specifically, the following issues were received from participants:

- Survey would not automatically appear after watching the training video.
- Training video would not load after clicking the link to watch it.
- PDF of the certificate was not attached in the automated message to the participant.
- Automated e-mail was not being sent to the participant.
- Participant was filling out the survey but could not scroll below question #14 to submit a completed survey.
- Certificate was e-mailed out as a “tmp” file and could not be opened by the participant.
- Participants received an error message stating, “Session has timed out” when attempting to submit a completed survey.
- Participants received the error message: “Your session has ended. Please click on back button and resubmit the survey.”
- Regenerating certificates that were previously completed to reduce duplicate survey information.

Solutions

Solutions to the challenges being faced included instructing the participants to send

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Solutions cont'd.

an email to a designated email at EHMail@ph.lacounty.gov. This resulted in the participant receiving a copy of the survey requesting them to complete and resubmit. The completed survey would then be forwarded to Public Health to input into the system so a certificate could be e-mailed back to the participant.

Also, the solution to participants experiencing a high volume of similar issues, was to immediately inform the team that developed the website regarding the problem. The team would then make changes to prevent the issues from re-occurring. Once it was fixed, authorized users were able to view the training video, complete and resubmit the survey, and receive their certificate. These refinements made the entire process go more smoothly.

Benefits

Benefits of CSCCP allowed employers to self-certify and assure the public that they were following applicable COVID-19 safety protocols at their worksites. The COVID-19 Safety Compliance Certificate could be placed at or near the front entrance in lieu of the required protocols gave the public an added sense of security that it was safe to visit that Business location. The program also allowed employees to educate themselves on COVID-19 safety protocols and how they should be implemented at their place of employment. Different County Departments had their employees participate in the program, so that they could be informed on the proper Protocols for their worksites. It is that the expectation that employees who are adequately informed of the proper safety measures regarding COVID-19, are also putting them into practice and therefore contribute to slowing the spread of the virus in the workplace.

Additionally, the program helped raise the awareness of sound general business practices and education on the required Protocols, associated information, and resources on COVID-19 for both employers and employees. Being better informed. decreased the need for more inspections to be conducted by the Department of Public Health for non-compliance with the Protocols at these businesses. The posted certificates alerted DPH inspectors that the facility had voluntarily self-certified and that they were following all applicable and updated COVID-19 health and safety Protocols.

The quality and/or productivity related outcome that resulted from CSCCP was that employers and employees of businesses educated themselves on the COVID-19 safety protocols to assure the public they are in compliance with the Health Officer Order.

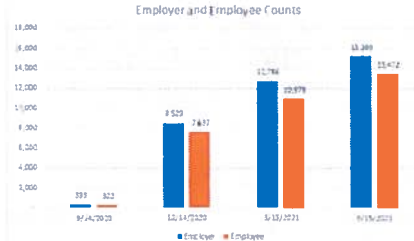
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Measure of Success (Counts):



Below is an itemization of the different sectors that have participated in CSCCP throughout its implementation, broken down from its inception and every three months thereafter:

Sector/Industry	9/14/2020	12/14/2020	3/15/2021	6/15/2021
Office-Based Worksites	192	4057	5783	6816
Restaurants, Breweries and Wineries	105	3301	4811	5283
Retail Businesses	53	1935	2611	2957
Warehousing, Manufacturing, and Logistic establishments	62	1207	2152	2301
Music, Television and Film Production	79	1215	1816	2171
Personal Care Establishments	69	1326	1742	2085
Hotels, Lodging, and Short-term Rentals	36	866	1033	1118
Commercial Buildings	N/A	58	447	633
Day Camps	34	486	541	630
Restaurants	N/A	N/A	N/A	576
Day Care for School-Aged Children	N/A	18	234	468
Retail Food Markets	N/A	152	342	449
Libraries, In Person Services	N/A	10	70	393
Places of Worship	16	223	331	387
Gyms and Fitness Establishments	22	225	296	373
Hair Salons and Barbershops	19	319	331	331
Car Dealerships	5	137	224	236
Museums, Galleries, Zoos, and Aquariums	4	136	175	205
Pro-Sports Leagues, Facilities, Training	7	155	181	193
Shopping Center Operators	4	122	158	181
Support Groups	N/A	17	80	120
Live Events	N/A	N/A	N/A	94
Golf Courses	5	63	78	79
Bars	N/A	N/A	N/A	79
Youth and Adult Recreational Sports Leagues	N/A	7	38	72
Vehicle Based Parades or Drive-in Movies	1	45	58	58
Movie Theaters	N/A	N/A	N/A	54
Limited Services; see Appendix W	N/A	N/A	N/A	41
Drive-in Event	N/A	8	30	36
Campgrounds and RV Parks	1	25	34	36
Family Entertainment Centers	N/A	N/A	N/A	34
Car Washes	1	26	31	34
Cardrooms	N/A	N/A	26	29
Swimming Pools	N/A	1	8	28
Amusement Parks and Theme Parks	N/A	N/A	N/A	26
Certified Farmer's Markets	N/A	3	14	21
Community Gardens	N/A	2	18	20
Tennis Pickleball Courts	N/A	1	20	20
Bike Parks	N/A	2	15	17
Equestrian Centers	N/A	11	13	14
Miniature Golf, Batting Cages, and Go Kart Racing	N/A	2	11	13
Outdoor Shooting Facilities	N/A	1	8	12
Outdoor Equipment Rental	N/A	N/A	N/A	7
Breweries, Wineries, and Craft Distilleries	N/A	N/A	N/A	5
Model Airplane Areas	N/A	3	5	5
Small Water Vessel Charters and Recreational Equipment Rental	N/A	N/A	N/A	1
Accumulated Totals	715	16166	23755	28741

*Restaurants, breweries, and wineries were separated into different sectors in March 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.

The CSCCP addresses goal III of the County’s Strategic Plan, of Realize Tomorrow’s Government Today. It especially meets the objectives of III.2.2, of Leverage Technology to Increase Visibility of and Access to Services. The CSCCP was an online training program that was available for both employers and employees. With the advent of COVID-19, the Health Officer Order was supplemented with required Protocols for specific sectors or industry. The Protocols were required to be posted at all businesses. Participating and completing the CSCCP would not require businesses to post the Protocols as they changed frequently.

The CSCCP required participants to watch an online training video that reviewed overall required COVID-19 Protocols, which was followed by a survey. At the end of each survey, participants were directed to email the COVID-19 Liaison team and have the option of being placed on a list that provided updates and information on COVID-19 resources. This helped raise awareness of COVID-19 related available programs and services. Completion of the CSCCP resulted in a COVID-19 Safety Compliance Certificate for employers and a Certificate of Completion for employees which were emailed to the participants.

The CSCCP utilized technology by allowing participation of users not only through computers but also from their mobile devices. This greatly expanded its availability and accessibility to both the employers and employees of businesses, especially for users who did not have computers or laptops.

During the pandemic, the CSCCP was a viable tool that provided additional assurance to the public, through Certificates posted by business owners at their place of operations. These Certificates served as visual cues to the public to assist them in identifying businesses that participated in the program and augmented the public’s confidence that the required COVID-19 Protocols were being followed by that specific business. Although participation in the CSCCP was not mandatory, it helped demonstrate to the public that the business was complying with the required Protocols.

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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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CSCCP was an added tool in providing outreach and education to both employers and employees on the required Protocols for their sector or industry. Through this program, different sectors and industry were provided information and accessibility to the overall required Protocols. This decreased the need for the Department of Public Health’s (DPH) field staff to conduct physical investigations at those various businesses, thereby resulting in cost avoidance as noted above (~\$2M) in staff’s inspection hours and associated mileage, especially for businesses not permitted by DPH.

During the pandemic, citations were issued by DPH to businesses for non-compliance with the HOO. Therefore, the cost savings for DPH was estimated by taking the total number of employers who participated in the CSCCP and identifying how many of them received citations. From that number, it was narrowed down to the number of employers who received citations after participating in the CSCCP. Findings revealed that .8% of employers who participated in the CSCCP received citations for HOO violations, and .4% received the citations after participating in the CSCCP. This equated to 13,415 less HOO investigations at average weighted cost of \$177.96 per inspection for DPH to conduct.