

**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: ONLINE DOMESTIC VIOLENCE AWARENESS TRAINING**

**DATE OF IMPLEMENTATION/ADOPTION: 03/26/2019**

(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 For 10 years prior to the launch of the Online Domestic Violence Awareness Training,  
 2 less than 2000 County employees received instructor-led training on domestic violence.  
 3 Two weeks after the new online training launched, approximately 1,550 people received  
 4 the training, and two years after the launch **more than 20,379 employees have been**  
 5 **trained**. The online training is a collaboration between the Domestic Violence Council  
 6 (DPH) and DHR's Workforce and Employee Development Division. The finished product  
 7 presents both general information explaining how domestic violence and how it enters  
 8 the workplace and specific information about the County's domestic violence workplace  
 9 policy, PPG 622. Importantly, in addition to County experts, the online training is  
 10 presented by a racially and culturally diverse group of domestic violence experts from  
 11 the community. The Board's November 17, 2017 motion recognized domestic violence  
 12 as a public health issue. This training builds on that by providing accessible and  
 13 informative training addressing domestic violence in the workplace. The training  
 14 qualifies for the Changemaker Award as it has successfully worked to catalyze positive  
 15 countywide culture change.

**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

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Dept. of Public Health, 313 N. Figueroa St., 8 <sup>th</sup> Floor, LA, CA 90012		<b>TELEPHONE NUMBER</b> 213-288-8117
<b>PROGRAM MANAGER'S NAME</b> Eve Sheedy, Esq. esheedy@ph.lacounty.gov		<b>TELEPHONE NUMBER</b> 626-293-2923
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Catherine Mak, MBA 	<b>DATE</b> 06/24/202	<b>TELEPHONE NUMBER</b> 213-288-7240
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Dr. Barbara Ferrer, MPH, MEd, PhD 	<b>DATE</b> 06/24/202	<b>TELEPHONE NUMBER</b> 213-288-7240

**\*\*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.

**Challenges:** Domestic violence (DV), also called Intimate Partner Violence (IPV) impacts everyone. Nationally, 1 in 5 women and 1 in 7 men report having experienced severe physical violence from an intimate partner in their lifetime and the numbers are even higher in the LGBTQI community. Locally, according to the 2018 Los Angeles County Health Survey, 20% women and 13% men in Los Angeles County report having been physically and/or sexually abused by an intimate partner in their lifetime. In addition to suffering physical violence, survivors experience numerous other negative health consequences including heart, digestive, reproductive and mental health issues. Moreover, for each person subject to abuse, there are often children, relatives, friends, co-workers, students and community members who are aware of, impacted by or otherwise affected by each act of DV.

The County of Los Angeles employs over 100,000 people, each of whom brings both the positive and negative aspects of their lives to the workplace. DV is likely present in the lives of County employees in at least the same percentages as the general population and is one of the issues that follows survivors to the workplace. The Corporate Alliance to End Domestic Violence found that 21 percent of full-time employed adults reported that they were victims of DV and 74 percent of that group stated that they were harassed at work as part of the DV. DV in the workplace can result in employee injury, tardiness, absence, poor work product, work interruptions, turnover and on-site violence. The County's response to DV is therefore critical to the ongoing safety, efficiency, and healthy culture of the workplace.

**Solutions:** Prior to the launch of the Online Domestic Violence Awareness Training in March 2019, DHR provided domestic violence training in-person on an “as-requested” basis. Over the course of 10 years, less than 2,000 County employees were trained. Recognizing that more needed to be done, in 2018, DHR began work on creating an online DV Awareness training. To ensure that the training addressed DV appropriately and comprehensively, DHR reached out to the DVC, which, at that time, had just hired a new Executive Director. That partnership resulted in the development of a new online Domestic Violence Awareness Training designed as part of the County's intranet Learning Network.

DV is difficult to discuss in the workplace. To address this, the training is presented by credible community expert stakeholders who reflect the rich diversity of the County workforce. Experts from the community included representatives from

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the Jenesse Center; East Los Angeles Women's Center; Korean American Family Services, Inc. and the LGBTQ Center Long Beach. County participants include representatives from LASD Psychological Services Bureau, DVC/DPH and DHR. Additionally, the DVC and DHR worked on a script that conveys the necessary information in an engaging and supportive manner. The result is a professionally produced hour-long online training that presents important information about DV/IPV in various formats including question and answer, summaries, conversation and knowledge checks. Information provided includes definitions of domestic violence, power and control behaviors, why victims stay as well as the impact of DV in the workplace, applicable policies and laws and available resources. Overall, in a short period of time, the online training provides a comprehensive overview of domestic violence generally as well as a specific look at the tools that the County provides to address it. In the first two weeks after its release, over 1,500 employees completed the training, and completions quickly exceeded the number of employees who had been trained in this area by DHR over the previous 10 years. By March 2021, **over 20,000 employees had completed the online training**. While some departments required their employees to watch the training, it is not mandatory countywide. The majority of those who chose the training did so voluntarily.

**Benefits:** The development and release of the online Domestic Violence Awareness Training has yielded many benefits:

- **Workplace safety has improved.** Domestic violence is a recognized type of workplace violence. Approximately 20% of the workforce have completed the training which provides important information about domestic violence and Policy, Procedure and Guideline 622, the County's Domestic Violence, Sexual Assault and Stalking Awareness Policy
- **Internal response to DV has improved.** A BOS Motion dated November 17, 2017 made structural changes to improve the County's response to DV. This training demonstrates the County's ongoing commitment to addressing DV and creating a supportive work environment for county employees who have been impacted.
- **Countywide knowledge about DV and DV Resources has been strengthened.**
  - Since release of the training, both employees and supervisors have contacted the DVC for domestic violence resources.
  - On June 11, 2019, the DVC and DHR presented a ½ day training on Domestic Violence in the Workplace for county departmental HR professionals. 84 departmental HR professionals attended. Pre/Post conference surveys revealed an increase in understanding of DV and

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DV in the workplace as well as a significant increase (from 57% to 98%) in familiarity with the County's Domestic Violence, Sexual Assault and Stalking Awareness Policy (PPG 622). The DVC and DHR plan to continue to present live training conferences.

- **Partnership and collaboration between county departments has increased.** DHR and DPH worked together on this project and have continued to work together:
  - The DVC and DHR worked together to amend PPG 622;
  - The DVC is currently working with DHR in the development of countywide workplace violence prevention training;
  - The DVC worked with DHR and OVP to develop and present on the development of a countywide workplace violence prevention plan at the 2020 APHA (American Public Health Association) National Conference.
  - The DVC has continued to train County employees about domestic violence including the Child Support Services Department, and DPH divisions including MCH and CMS.
- **Domestic violence information and resources were available throughout the pandemic.**
  - In addition to information and services provided by the DVC throughout the pandemic, this online training remained available to employees 24/7 throughout the pandemic. In light of increases in DV and/or the severity of DV during the pandemic, access to this information may have been helpful to employees needing additional DV information and resources during this time.

**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 Domestic Violence Awareness Training aligns with County Strategic Goal III: Realize Tomorrow's Government Today, Strategy III.1.1: Develop Staff Through High Quality Multi-Disciplinary Approaches to Training.

This goal provides for the implementation of training models that envision learning and professional growth occurring over time that includes relevant departments, academia, labor and other stakeholders. In this project, the DVC (DPH) partnered with DHR to provide for learning and growth. By collaborating with racially and culturally diverse community stakeholders as expert presenters, this training solidified the connection of community partners to county policy. The DVC and DHR continue to monitor the number of employees who view the training. Moreover, the DVC and DHR continue to work together on both workplace violence prevention policies and plans as well as continued training for DHR and others on domestic violence in the workplace.

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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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**FOR COLLABORATING DEPARTMENTS ONLY**

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

<b>DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS</b>	
DEPARTMENT OF HUMAN RESOURCES 500 WEST TEMPLE STREET, 5 <sup>TH</sup> FLOOR LOS ANGELES, CA 90012	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
 MOLLY GONZALEZ EMAIL: <u>MGONZALEZ@HR.LACOUNTY.GOV</u>	 LISA GARRETT, JD EMAIL: <u>LGARRETT@HR.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: _____