

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: IHSS PROVIDER ON-LINE ORIENTATION (POLO)

DATE OF IMPLEMENTATION/ADOPTION: APRIL 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 The Department of Public Social Services (DPSS) In-Home Supportive Services (IHSS)
 2 Program helps pay for personal care services provided to eligible individuals who are
 3 aged, legally blind, or disabled so they can remain safely in their homes.
 4 These services are delivered by IHSS providers and are considered an alternative to
 5 nursing or board and care facilities. To qualify as an IHSS provider, applicants must
 6 meet specific eligibility criteria, complete several forms and attend an
 7 in-person orientation session. Due to the COVID-19 pandemic and California's
 8 Safer-at-Home Executive Order, the IHSS Program experienced a setback as in-person
 9 IHSS provider orientation sessions could no longer be provided
 10 at DPSS Offices. DPSS swiftly evaluated available technologies to develop and
 11 implement the IHSS POLO Application, thereby streamlining the provider application
 12 process and granting potential providers a secure alternative to in-person orientations.
 13 The application supports over 6,000 IHSS provider applicants monthly and to date, over
 14 54,000 (79%) IHSS providers had successfully viewed the online orientation video.
 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
\$ 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 Michael Sylvester EMAIL Michaelsylvester@dpss.lacounty.gov		TELEPHONE NUMBER (562) 908-8644
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)		TELEPHONE NUMBER (562) 908-6330
Maria Rivera  4/24/21		EMAIL MariaRivera@dpss.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE		TELEPHONE NUMBER (562) 908-8600
Antonia Jiménez  6/24/21		

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

Due to the COVID-19 Public Health Emergency and to comply with the California Governor’s Safer at Home Order, the Department had to pause the delivery of in-person IHSS Provider orientation sessions. This presented a unique challenge for IHSS recipients who depend on IHSS providers for personal care services. As a result, the Department experienced an urgent demand to enroll IHSS providers in order to ensure uninterrupted delivery of services to IHSS recipients.

To address the challenge, the Department explored ways to efficiently and safely continue processing provider enrollments by conducting orientations online, mailing enrollment materials and forms, and continuing to register new IHSS providers with minimal interruptions to services provided. Additionally, the proposed orientation video posed the following challenges:

- Could not be released via the internet without a dedicated link; thus, requiring prospective IHSS providers to log-in to access the video; and
- Required additional programming to resolve playback issues and deliver the video content to IHSS providers properly.

After addressing these challenges, the IHSS POLO Application was deployed using existing technology to ensure seamless services to IHSS recipients in a remote, safe, and secure manner.

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SOLUTION

The IHSS POLO application was implemented in April 2020, as a way to align with the public health mandates to prevent the spread of COVID-19 and at the same time, ensure continued Department essential services to IHSS program recipients.

The application:

- Enables IHSS Helpline staff to register potential IHSS providers for the program’s mandatory orientation;
- Guides potential providers through the enrollment process in their preferred language;
- Grants potential providers access to the orientation video via a secure link; and
- Allows IHSS staff to monitor compliance with mandated orientation activities.

The IHSS POLO Application was built and successfully implemented in a short period of time, enabling IHSS Helpline staff to register prospective service providers for the mandatory orientation and allowing IHSS staff to certify that potential providers had accessed the video. This allowed the Department to efficiently process provider applications and minimize service disruption to program customers.

BENEFITS

The IHSS POLO Application has enabled DPSS to speed up the provider enrollment process, which has resulted in an increased number of IHSS providers available to provide personal care services to IHSS recipients. Prior to the POLO Application, the average time to complete the provider enrollment was 14 days. With the implementation of the POLO application, the IHSS Provider can now complete his/her enrollment process on the same day, making him/her available to service IHSS customers promptly.

The application’s success can be testified by the 68,501 prospective IHSS providers that were successfully registered for IHSS orientation activities in the period of April 15, 2020 to May 18, 2021. As of May 18, 2021, 54,158, or 79% of the 68,501 registered providers had successfully viewed the orientation video and accessed the enrollment packets; quite an accomplishment, given the turmoil brought about by the COVID-19 health crisis. Department data also reflects that the IHSS POLO application, which is conveniently accessible 24 hours a day, 7 days a week, resulted in a year-to-year increase of 27.6% of compliance with provider enrollment requirements and the monthly average number of potential providers increased from 4180 to 4555 during the pandemic.

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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 IHSS POLO application addresses Strategy 1.2 of the County’s Strategic Plan, Enhance Delivery of Comprehensive – Deliver comprehensive and seamless services to those seeking assistance from the County. It was implemented to address the needs of the County’s most vulnerable population, who require targeted and integrated comprehensive interventions to measurably handle their needs.

The application, tailored to ensure Department delivery of continuous services to the IHSS recipient population, allowed the Department to continue assisting over 236,144 elderly or disabled IHSS recipients during the COVID-19 pandemic, allowing this population to remain safely in their homes.

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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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\$ 0	\$ 0	\$ 0	\$ 0	<input checked="" type="checkbox"/>

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