

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 VIDEO CONFERENCE ASSESSMENT

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.



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The In-Home Supportive Services (IHSS) Program helps pay for services provided to eligible persons who are 65 years of age or over, legally blind, disabled adults and/or children so they can remain safely in their own homes. A needs assessment is a key eligibility requirement in the IHSS program and must be performed prior to the authorization of IHSS services. As part of this requirement, Social Workers (SWs) must conduct a face-to-face assessment at the time of application. Due to the COVID-19 pandemic and the Safer at Home Order, the initial IHSS assessment requirement was modified to grant IHSS applicants the option to participate in a virtual home visit in lieu of an in-person assessment. To ensure continuity of services to those most vulnerable, the Department deployed the IHSS Video Conference (VC) Assessment for IHSS SWs to conduct virtual face-to-face assessments with IHSS customers from the comfort of the applicants' own homes. Implementation of the VC Assessment minimized service interruption to customers and allowed the Department the ability to continue providing services to over 236,144 elderly and/or disabled IHSS recipients during the pandemic.

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 Roxana Molina EMAIL RoxanaMolina@dpss.lacounty.gov		TELEPHONE NUMBER (562) 908-8633
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

The project’s biggest challenge was having to quickly develop and implement a solution that would guarantee continued critical services to the program’s most vulnerable population while complying with State mandated face-to-face assessment requirements.

Due to the COVID-19 Public Health Emergency and to comply with the California Governor’s Safe at Home Order, the Department had to minimize contact with customers, and at the same time, prioritize services to assist those most vulnerable. These requirements presented a challenge for IHSS SWs who are required to perform a face-to-face needs assessment prior to authorizing IHSS services.

SOLUTION

The IHSS VC Assessment option was implemented in May 2020, as a way to actively engage in efforts to prevent the spread of COVID-19 and at the same time, ensure uninterrupted timely delivery of essential services to IHSS program customers. The IHSS VC Assessment project effectively:

- Enables IHSS SWs to conduct modified face-to-face needs assessments via virtual home visits in lieu of in-person visits; and
- Eliminates unnecessary in-person contact during the COVID-19 response.

The IHSS VC Assessment project was built and implemented in a short period of time to rapidly process recipient applications and minimize in-person contact. The program actively supports over 5,000 IHSS applicants per month with the option to complete the initial needs assessment by way of video call.

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BENEFITS

The IHSS VC Assessment technology has been a success; it allowed the Department the ability to continue providing essential services during the pandemic. Over 236,144 elderly and/or disabled recipients were serviced without putting them or social worker staff at further risk. Implementation of IHSS VC Assessment technology:

- Allowed the Department to safely assist the County's most vulnerable population by conducting remote face-to-face video calls in a safe and secure environment, in compliance with social distancing requirements;
- Reduced the time SW staff spend preparing and traveling to recipient homes to complete face-to-face assessments;
- Reduced the costs associated with traveling to recipient homes to complete face-to-face assessments; and
- Enhanced Department efficiencies by increasing the time SWs are now available to process additional cases and/or service program recipients.

Prior to VC Assessment technology, the average home visit required an in-person visit to the applicant's house, physical exchange of documents, SW itinerary activities, and travel time considerations. With the implementation of VC Assessment technology and the self-attestation signature waivers granted by the State, IHSS applicants can now conveniently complete their needs assessment requirements the same day from the comfort of their own homes, without physical contact or need to exchange documents with their SW.

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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.

Implementation of the IHSS VC Assessment addresses Strategy 1.2 of the County's Strategic Plan: Enhance Our Delivery of Comprehensive Interventions – Deliver comprehensive and seamless services to those seeking assistance from the County.

IHSS VC Assessment technology helps the Department:

- Deliver continuous services to the IHSS applicants seeking assistance;
- Target and integrate service interventions for the county's most vulnerable population to handle their comprehensive needs; and
- Provide sustainable and innovative solutions by leveraging current technology to enhance services delivered to program applicants and customers.

This technology is innovative, complies with applicable confidentiality and privacy laws, meets the Department's operational needs and most importantly, it has enhanced the way the Department delivers services to a vulnerable population during a pandemic and going forward.

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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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The IHSS VC Assessment was designed and developed using existing staff and resources available to the Department. As such, no excess staffing costs or software licensing costs were incurred by the Department.