

**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: SECURE TELEWORK INITIATIVE**

**DATE OF IMPLEMENTATION/ADOPTION: SEPTEMBER 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


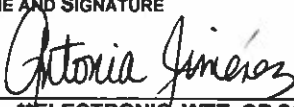
**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1  
2 In response to the COVID-19 pandemic, the Department of Public Social Services  
3 (DPSS), in collaboration with the Internal Services Department (ISD), developed and  
4 deployed a secure and simple technology solution designed to accommodate the  
5 Department's workforce needs and access requirements to allow staff to work remotely  
6 in a secure environment. Departmental employees were provided with the required  
7 security policy training and information to safeguard County provided equipment and  
8 the employee's personal devices. With ISD's assistance, DPSS gathered requirements,  
9 analyzed, developed, piloted and deployed an enterprise solution that met teleworking  
10 needs within two weeks. Currently, all 14,000+ DPSS employees have access to  
11 teleworking, and approximately 4,000 employees have an alternate telework schedule  
12 using a Cloud Virtual Desktop and Virtual Private Network. The implementation of  
13 teleworking during the pandemic has allowed DPSS to continue providing services to  
14 the most vulnerable populations while socially distancing and adhering to the  
15 Department of Public Health's guidelines.

**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

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Department of Public Social Services 12860 Crossroads Parkway South, City of Industry, CA 91746		<b>TELEPHONE NUMBER</b> (562) 908-8600
<b>PROGRAM MANAGER'S NAME</b> Michael Sylvester      EMAIL MichaelSylvester@dpss.lacounty.gov		<b>TELEPHONE NUMBER</b> (562) 908-8644
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)		<b>TELEPHONE NUMBER</b> (562) 908-6330
Maria Rivera 	DATE 6/24/21	<b>EMAIL</b> MariaRivera@dpss.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>		<b>TELEPHONE NUMBER</b> (562) 908-8600
Antonia Jiménez 	DATE 6/24/21	

\*\*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**

In response to the unexpected COVID-19 pandemic and the Stay At Home Order, DPSS had to quickly identify and implement remote solutions to continue providing services to the neediest, via multiple programs and applications. Services to our customers could not be hindered due to staff not being able to continue to work in the office. As such, DPSS had to provide staff with County laptops and a secure method of remote access for staff to utilize their personal devices. Training needed to be developed for users and the Department’s technical support staff to utilize the various types of devices with the remote solution. The remote solution had to be safe and secure to protect the privacy rights of DPSS staff, participants, and partners.

**SOLUTION**

To ensure continued operations, all departmental employees were provided with a secure remote access solution based on the device available to them to work from home. Staff either used Zscaler, Cloud Virtual Desktop, or SSLVPN to connect to work from home. On DPSS provided laptops, employees would use Zscaler. On personal home devices, employees would utilize the Cloud Virtual Desktop. SLVPN was used by DPSS as a contingency. The Information Technology Division (ITD) developed user friendly how-to guides for all remote access solutions. Additionally, the Information Technology Helpdesk was available to support all users calling with questions. The guide and Helpdesk ensured a successful transition for the Department’s workforce to a telework environment.

**BENEFITS**

The implementation of Zscaler, Cloud Virtual Desktop and VPN allowed departmental staff to continue:

- Thriving in their daily tasks of assisting the public;
- Participating in meetings and collaborating with others in support of business operations; and
- Providing public social services while socially distancing.

On average, approximately 10,000 staff utilized a secure remote access solution each day, during the height of the pandemic, to service the Department’s 3.9 million participants.

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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.

This project addresses Strategy III.2: Embrace Digital Government for the Benefit of Our Internal Customers and Communities, which seeks to implement technological business solutions to enable County Departments to meet their core mission, transform how we share information, and protect the privacy rights of individuals.

This Initiative ensures protection of Department partner and participant information. With safe and secure remote access to DPSS programs and applications, the Department can:

- Ensure continued business operations without disruption, and
- Support its workforce to follow the public health recommendations for physical distancing.

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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>	
INTERNAL SERVICES DEPARTMENT 1100 N. EASTERN AVENUE, 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: _____