

**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: DSW ELECTION WORKER PROGRAM**

**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 The COVID-19 pandemic created unique challenges for the implementation of the 2020  
 2 Presidential General Election. It required new thinking, tools, and protocols to ensure the  
 3 safety of our election workers, voters, and our community. Although, new tools and  
 4 protocols were just a piece of a larger puzzle. The pandemic brought many unknowns,  
 5 and for this purpose it was unclear how many volunteers would consider working in this  
 6 election given the potential health risks. The Registrar-Recorder/County Clerk (RR/CC)  
 7 needed to quickly address these potential staffing challenges and devise a plan.  
 8 To address the potential staffing challenges, the Board of Supervisors approved a motion  
 9 to temporarily suspend the County Employee Election Worker Program and turned to the  
 10 Office of Emergency Management (OEM), Department of Human Resources (DHR), and  
 11 County Counsel to collaborate with the RR/CC to implement a new Disaster Service  
 12 Worker (DSW) Election Worker Program. The goal of the DSW Election Worker Program  
 13 was to ensure adequate staffing levels, proper staff distribution, and appropriate training  
 14 to assist RR/CC meet the challenges created by the pandemic.  
 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
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

**SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS**

Registrar-Recorder/County Clerk  
 2400 Imperial Hwy, Norwalk, CA 90650

**TELEPHONE NUMBER**

(800) 815-2666

**PROGRAM MANAGER'S NAME**

Aaron Nevarez

EMAIL [anevarez@rrcc.lacounty.gov](mailto:anevarez@rrcc.lacounty.gov)

**TELEPHONE NUMBER**

(562) 462-2800

**PRODUCTIVITY MANAGER'S NAME AND SIGNATURE**

(PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)

Alexander Ogunji



**DATE**

06/24/21

**TELEPHONE NUMBER**

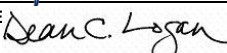
(562) 462-2755

**EMAIL**

[aogunji@rrcc.lacounty.gov](mailto:aogunji@rrcc.lacounty.gov)

**DEPARTMENT HEAD'S NAME AND SIGNATURE**

Dean Logan



**DATE**

6/25/2021

**TELEPHONE NUMBER**

(562) 462-2716

**\*\*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.

COVID-19 created unique challenges for the implementation of the November 2020 General Election. It required the implementation of new tools, procedures, and protocols to ensure the safety of our election workers, voters, and the community. The Registrar-Recorder/County Clerk (RR/CC) had to acquire Personal Protective Equipment (PPE) to run approximately 800 sites serving 5.7 million voters. The pandemic required the RR/CC to secure larger spaces for Vote Centers to allow for social distancing. Additionally, it required a new election worker recruitment approach for securing members of the public to serve.

To address the potential staffing challenges, the Board of Supervisors approved a motion to temporarily suspend the County Employee Election Worker Program and turned to the Office of Emergency Management (OEM), Department of Human Resources (DHR), and County Counsel to collaborate with the RR/CC to implement a new Disaster Service Worker (DSW) Election Worker Program.

Immediately following the approval of the Board Motion, the RR/CC began collaborating with the other identified departments and established a cadence to discuss program goals, structure, thresholds, processes, and funding. The goal of the DSW Election Worker Program was to ensure adequate staffing levels, proper staff distribution, and appropriate training. To meet this goal, it was determined that 7,400 County employees would need to be mandated for this assignment. Approximately 1,600 were needed to serve as Leads and Assistant Leads, approximately 4,800 as Vote Center Clerks, and approximately 1,000 as Reservists to address cancellations and absences.

On September 1, 2020, DHR notified all departments of the targeted number of employees that they were asked to provide to staff the election. All departments were allocated DSW deployment numbers based on a percentage of their total employee population (14.5% of filled positions) and asked to designate roles for each assigned DSW based on the responsibilities of the various Vote Center roles and consistent with the employee's job classification. To assist with this, a detailed description of each Vote Center role and a list of applicable classifications aligned with each role was provided. RR/CC established the resource needs for each Vote Center. Eight DSWs were allocated for each Vote Center (6 Clerks, 1 Assistant Lead, and 1 Lead). Consistent with the defined staffing model, each department was asked to provide 75% of their DSW allocation as Clerks, 12.5% as Assistant Leads, and 12.5% as

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Leads. To allow all assigned DSWs time to complete election worker training, the deadline to provide the names of DSWs was September 18, 2020.

To ensure the effective placement of DSWs in Vote Centers, departments provided the list of DSWs on a template spreadsheet to DHR. Each department screened DSWs for their ability to perform their DSW assignment with the understanding that employees with underlying health conditions that would place them in an at-risk category should not be assigned. DHR worked with departments on a case-by-case basis to assist with questions related to at-risk or vulnerable populations. If an assigned DSW was unable to work or refused to perform the work assigned, departments were required to provide a replacement.

The collaborative efforts of the RR/CC and DHR to solicit DSWs for the November 2020 General Election through the DSW Election Worker Program were highly successful with 100% department participation. Departments embraced the challenge and collectively met the goal of recruiting 7,400 County employees to participate in the DSW Election Worker Program.

DSWs provided excellent customer service, were extremely reliable, and adhered to policies and procedures ensuring voter accessibility and protecting the integrity of the election. The attendance rates for DSWs were much higher (99%) than the attendance rate (84%) of volunteer election workers in the March 2020 Primary Election.

To gather direct sentiment and feedback from DSWs, the RR/CC issued an online survey to all program participants. Approximately 1,900 DSWs responded to the survey providing candid feedback on their experience with training, Vote Center process and procedures, and Election Worker support. The feedback was very positive with 86% indicating they had a positive or very positive experience being a Vote Center Lead, Assistant Lead, or Clerk.

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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 purpose of this program was to utilize Los Angeles County staff and talent to address election staffing shortages caused by the COVID-19 pandemic. As such, this program aligns with the County’s Strategic Plan Goals II and III. Not only did this program protect the health of the Los Angeles County Community, but it also provided an opportunity for County staff to develop new skillsets, obtain new work experience, and assist members of their community to participate in the democratic process.

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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> Office Of the County Counsel 500 West Temple Street #648 LOs Angeles, CA 90012	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> JESUS CASTILLO  EMAIL: <a href="mailto:JCASTILLO@COUNSEL.LACOUNTY.GOV">JCASTILLO@COUNSEL.LACOUNTY.GOV</a>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> RODRIGO A. CASTRO-SILVA  EMAIL: <a href="mailto:RCASTRO-SILVA@COUNSEL.LACOUNTY.GOV">RCASTRO-SILVA@COUNSEL.LACOUNTY.GOV</a>
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b> Human ResOurces 500 W. Temple St. #585 LOs Angeles, CA 90012	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>  EMAIL: <a href="mailto:jfox106@hrlacounty.gov">jfox106@hrlacounty.gov</a>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>  EMAIL: <a href="mailto:Lgarrett@hr.lacounty.gov">Lgarrett@hr.lacounty.gov</a>
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b> CHIEF EXECUTIVE OFFICE 500 w. TEMPLE ST. Los ANGELES, CA 90012	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> JOSE ANTONIO CHEW  EMAIL: <a href="mailto:JCHEW@CEO.LACOUNTY.GOV">JCHEW@CEO.LACOUNTY.GOV</a>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> FESIA A. DAVENPORT  EMAIL: <a href="mailto:FDavenport@CEO.LACOUNTY.GOV">FDavenport@CEO.LACOUNTY.GOV</a>
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> EMAIL: _____	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> EMAIL: _____
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> EMAIL: _____	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> EMAIL: _____