

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
“Empowering Innovative Solutions”

2019 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT: CalFresh Intake Project

DATE OF IMPLEMENTATION/ADOPTION: OCTOBER 2017

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

PROJECT STATUS: X Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes X 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.


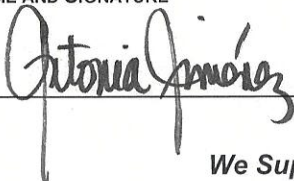
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The Department of Public Social Services (DPSS) administers the CalFresh Program (federally known as the Supplemental Nutrition Assistance Program) to Los Angeles' most vulnerable, including seniors, people with disabilities, and children. CalFresh benefits were established to improve the nutrition of people in low-income households by increasing their food-buying power. DPSS implemented the CalFresh Intake Project to provide customers with a new and innovative option to apply for CalFresh benefits. Customers can now apply for CalFresh benefits over the telephone by calling any of the DPSS Customer Service Centers (CSCs) and if eligible for expedited benefits, have their application approved instantaneously. Since its inception, the CalFresh Intake Project has achieved positive results. The current approval rate for CalFresh Intake applications is 74%; of these, 40% are approved on the same day.

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 Araceli Dominguez	TELEPHONE NUMBER (626) 312-6180 EMAIL AraceliDominguez@dpss.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Maria Rivera 	DATE 6/25/19 TELEPHONE NUMBER (562) 908-6330 EMAIL MariaRivera@dpss.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Antonia Jiménez 	DATE 6.29.19 TELEPHONE NUMBER (562) 908-8383

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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 most recent United States Department of Agriculture analysis estimated California’s CalFresh participation rate as 66% statewide. Further recent data revealed that in 2015, over 561,000 households in Los Angeles County experienced food insecurity. As such, the Board of Supervisors passed a Board Motion mandating DPSS to increase the CalFresh participation rate in Los Angeles County by 20% within a two-year period.

SOLUTION

In its efforts to comply with the Board mandate to increase the CalFresh Program’s participation rate and decrease food insecurity in Los Angeles County, the Department implemented the CalFresh Intake Project, which allows customers to apply for CalFresh benefits over the telephone (via the Interactive Voice Response System [IVR]), without visiting any of the 51 DPSS offices throughout Los Angeles County.

Customers are connected to Eligibility Workers (EWs) at the CSCs who assist them with the CalFresh application process and conduct the intake interview in all nine threshold languages. If the customer has all the required verification available, the application is approved, and benefits can potentially be available within hours. If the customer is not eligible for expedited services but qualifies for CalFresh benefits, the pending application is transferred to a processor for approval. This project decreases the application processing time (which can take up to 30 days) and ensures CalFresh expedited services are evaluated promptly. Additionally, the CalFresh Intake Project minimizes the district office lobby traffic and allows the DPSS Intake CSC employees to manage the influx of applications.

The overall goal is to be able to provide benefits to more residents of Los Angeles County who are eligible for CalFresh, increase the participation rate by 20% and end food insecurity.

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BENEFITS

Since its inception, the CalFresh Intake Project has achieved positive results as it connects customers with benefits and eliminates the need to visit a district office to apply for CalFresh benefits. The project is extremely beneficial to our most vulnerable; the aged, blind and disabled population who may experience difficulty visiting the district office. The CalFresh Intake Project is leveraging innovative technology to capture telephonic signatures to process applications over the telephone.

The CalFresh Intake Project has received more than 19,600 CalFresh applications over the telephone since the program was implemented. Of the applications received, 74% of the CalFresh applications have been approved for CalFresh benefits and 40% were approved on the same day. The average processing time for CalFresh applications that cannot be approved on the same day was significantly reduced from 30 days to 14 days.

The Department continues to connect with the community by making it easier to apply for CalFresh and end food insecurity. The CalFresh Intake Project showcases proactive government by providing customers with a high quality of services and excellent customer service. Since the majority of the CalFresh applications are approved instantaneously, it lessens the financial impact of individuals and families who do not have the resources to purchase nutritional meals.

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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 CalFresh Intake Project addresses the following County Strategic Plan Strategies:

- **Goal I. Make Investments That Transform Lives.** Through the CalFresh Intake Project, DPSS connects individuals and families to CalFresh faster and easier helping to reduce food insecurity in Los Angeles County.
- **Goal III. Realize Tomorrow’s Government Today.** The CalFresh Intake Project enhances operational effectiveness by utilizing telephonic signature, online income verification systems and YBN in an effort to approve individuals and families for same day CalFresh benefits.

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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.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE \$ 0	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS \$ 0	(3) ACTUAL/ESTIMATED ANNUAL REVENUE \$ 0	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT \$ 0	SERVICE ENHANCEMENT PROJECT <input checked="" type="checkbox"/>
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