

**Quality and Productivity Commission**  
**33<sup>rd</sup> 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: PUTTING ON “AIRS”**

**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 Automated Invoice Reconciliation System (AIRS) was developed to improve the invoice reconciliation process for the Specialized Supportive Services (SSS) Program. The Department of Public Social Services (DPSS) SSS Program provides supportive services to approximately 3,000 Greater Avenues for Independence, General Relief, and General Relief Opportunities for Work Program participants who are victims of Domestic Violence, Mental Health, or Substance Use Disorder. Participants may receive multiple services in a given month, which increases the number of invoices to be processed. AIRS leverages technological solutions to streamline reconciliation processes to efficiently handle the voluminous monthly SSS Program invoices with unprecedented speed and increased levels of accuracy. The system has freed up countless staff hours that were previously dedicated to the manual reconciliation of the invoices, to focus on other tasks. Since the implementation of AIRS in October 2017, a total of 71 Internal Fund Transfer Initiators (IFTIs) have been reconciled in the system for a total of 64,460 participant records.

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>  Beda Sasis		<b>TELEPHONE NUMBER</b> (562) 222-6562  <b>EMAIL</b> <a href="mailto:BedaSasis@dpss.lacounty.gov">BedaSasis@dpss.lacounty.gov</a>
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small>	<b>DATE</b>  6/17/19	<b>TELEPHONE NUMBER</b> (562) 908-6330  <b>EMAIL</b> <a href="mailto:MariaRiveria@dpss.lacounty.gov">MariaRiveria@dpss.lacounty.gov</a>
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>  Antonia Jiménez	<b>DATE</b>  6/24/19	<b>TELEPHONE NUMBER</b> (562) 908-8600

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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**

The influx of paper-based monthly invoices received from the Department of Public Health (DPH) and the Department of Mental Health (DMH) required a labor-intensive reconciliation process. Upon receipt of the invoices, Fiscal Operation Division (FOD) staff would begin the manual process which consisted of sorting, verifying, and producing disallowance reports. In addition, each payment record listed on the paper invoice was reviewed on the LEADER Replacement System (LRS) to verify the participant’s program eligibility, appropriateness of services, the accuracy of charges and any deviations were noted on the reports. Reconciliation findings were then manually entered to the disallowance reports. Due to the high volume of records per invoice, the average turn-around time from when DPSS received the invoices to the time the disallowance reports were generated, would be more than 30 days.

**SOLUTION**

AIRS was implemented to streamline the reconciliation process and expedite payment to the agencies. AIRS allows users to upload the invoice listings and supporting documents directly into the system.

**Automate, Simplify, and Reconcile:**

The solution was to automate and simplify the manual reconciliation process by developing a database application that had the capabilities to conduct electronic data matching by merely uploading a Microsoft (MS) Excel listing of invoiced charges and having the system perform a data match to LRS. The AIRS application was an internal collaboration between the department’s Fiscal Operation Division and the Information Technology Division.

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Innovative

The system allows the user to:

- Identify disallowed records by placing a checkmark next to the records;
- Annotate the disallowance reason code through a dropdown dialog box;
- Update disallowance reason codes and descriptions;
- Notify staff of work assignment by e-mail; and
- Allows the tracking of staff’s completed work assignments.

The system also enhanced the workflow by enabling supervisors to monitor and track staff’s work assignments and productivity. AIRS has increased the Invoice Reconciliation Unit’s efficiency by enabling them to meet the tight invoice reconciliation deadlines. The simplicity of the system allows for it to be customized to track the invoice reconciliation process for the other FOD programs that require reconciliation.

**BENEFITS**

Implementation of AIRS has introduced efficiency, time savings, and streamlined the business process for all stakeholders involved in the SSS invoicing and reconciliation process. The system has been successfully implemented and has provided the following benefits:

- Reduced cost for copier, paper, and supplies;
- Paper-intensive processes have been eliminated and are now paperless;
- Improved work flow and control of invoice submissions;
- Improved invoice tracking and monitoring, with the ability to identify bottlenecks and modify the process to improve efficiency;
- Eliminated the need for DMH/DPH to provide additional copies of previously submitted invoices;
- Reduced reconciliation time and reporting to DMH/DPH;
- Facilitated the tracking of staff assignments and completion rates; and
- Allowed management and supervisors to reallocate staff to other tasks.

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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 AIRS application addresses the following County Strategic Plan Strategy:

- **Goal III.2 Embrace Digital Government for Benefit of our Internal Customers and Communities.** 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.

The implementation of the AIRS application further supports the Strategic Plan by investing in the internal infrastructure that will improve County services for the residents of the County seeking social services assistance.

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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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