

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: TWO-WAY GRAM APPLICATION: ON TRACK TO MONITOR

DATE OF IMPLEMENTATION/ADOPTION: FEBRUARY 2018

(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) developed the Two-Way Gram (TWG) Application to automate the manual process of tracking corrective actions taken on In-Home Supportive Services (IHSS) cases. The IHSS program helps pay for personal care services provided to low-income elderly, blind and disabled individuals, including children, so that they can remain safely in their own home. A TWG is generated for a corrective action to be taken on a case. Automatic email notifications are generated by the application notifying social workers of potential action needed due to incorrect service hours, overdue case actions, terminations or fraud referral. Additionally, the application generates worklists and reports, which make the process more efficient. The TWG Application provides an innovative solution to a manual process and creates a more efficient system to better serve the public and monitor program integrity.

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 Del Benavides		TELEPHONE NUMBER (562) 345-9945 EMAIL delbenavides@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>	DATE 6/17/19	TELEPHONE NUMBER (562) 908-6330 EMAIL MariaRivera@dpss.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Antonia Jiménez	DATE 6.24.19	TELEPHONE NUMBER (562) 908-8600

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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

Up until recently, the origination, tracking and monitoring of corrective action activities on IHSS cases has been a manual cumbersome process. The departmental section responsible for the IHSS case audits is the Management Information and Evaluation (MIE) Section. Two units are simultaneously involved in the auditing of cases; the Data Mining Solution (DMS) Triage and the Unannounced Home Visit (UHV) units.

The DMS Triage unit reviews cases identified through DMS, an analytical tool that utilizes data integration, social network analysis, and business intelligence. DMS assigns a risk score to a case based on historical patterns of IHSS fraud to assess if a fraud referral or further action is needed on a case. When inconsistencies are found, a TWG is generated for corrective action to be taken by the Case Carrying Social Worker (CCSW). On the other hand, the UHV unit's responsibility consists of reviewing cases from lists generated from the Case Management, Information and Payrolling System (CMIPS) II based on specific State criteria and identify any inconsistencies. CMIPS II is a State payroll and payment system for the IHSS program. Both units have the responsibility to exchange corrective action information with the respective offices. However, under the manual two-way gram process, the process required many phases which prolonged the time it took to complete and verify the corrective action. The process, which was expected to take a few weeks, often took a couple months or more before the final case action would go back to MIE for review.

SOLUTION

The Department developed the TWG Application to make the IHSS corrective action process more efficient and enhance internal and external service delivery. The TWG is an APEX-based system that provides the tools for each user type to perform specific tasks based on their profiles. Therefore, users can perform their work independently from each other. The application allows for streamlined communication among all staff involved in the processing of corrective actions requests and has significantly reduced the length of time required to process TWG requests from over a month to about two weeks.

The system allows the MIE worker to originate a corrective action request, which will display on the MIE supervisor's worklist for review and approval before it is forwarded

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to the district office. Upon approval, an email is generated by the system to the CCSW notifying them that there is a new request in their work queue.

The request includes a due date for a response by and is monitored by both the worker's supervisor and Deputy District Director (DDD). Once action is taken by the CCSW and approved by the DDD, a “Review Request” notification is automatically sent to the originator to determine if the corrective action request will be dismissed, completed, or a follow-up action is required. If all recommendations have been met, the TWG is dismissed by MIE. The TWG application has the following features:

- Records and tracks the corrective action process;
- Generates a sequential request number with prefix and suffix;
- Generates e-mail notification to the users;
- Allows deadline extensions requests;
- Generates a worklist;
- Supporting documentation can be uploaded;
- Generates reports; and
- Retains data for 5 years.

BENEFITS

The TWG application has reduced the total of time required to process the corrective action requests from approximately one month to approximately two weeks. The TWGs are completed in sequential order and the tracking of each TWG request, along with supporting documents, is maintained by the system for five years. The TWG Application has eliminated many of the responsibilities associated with the manual tracking of corrective action requests and freed up CCSW's time for other tasks. The system has enhanced service delivery by allowing:

- MIE the ability to view either the Triage or UHV unit requests;
- CCSWs the ability to upload supporting documentation;
- IHSS Administration to view requests for all offices and monitor each district; and
- DDDs to view and monitor their own office's TWGs.

As of February 2018, 620 IHSS TWGs have been submitted and 528 have been reviewed, achieving an 85% processing rate.

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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.

Strategy III.2.1 Enhance Information Technology Platforms to Securely Share and Exchange Data:

The TWG application provides a secure means to transfer or upload case documents required by MIE to substantiate a case reassessment or follow-up action required for a variety of reasons. The automation of the TWG facilitates the identification of the CCSW listed in CMIPS II files and exchanges information with the Department’s Directory and Online Roster Application to obtain the social worker’s supervisor and other pertinent information to generate the electronic notifications.

Strategy III.2.3. Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency:

The TWG application has eliminated many manual jobs that the social workers were required to do, such as filing TWG requests by the date received, generating specific office rosters to identify the social worker and their respective supervisor, sending out e-mails and tracking the requests to ensure that a response had been received by the deadline.

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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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