



County of Los Angeles Chief Executive Office
Quality and Productivity Commission



Shared Practices

2017 Report

CATEGORIES

Using Available Technology

Leveraging Private Sector Practices

Collaboration

New Ways to Deliver Service

Telling our Story

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USING AVAILABLE TECHNOLOGY IN NEW WAYS

PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
<p>Geo-Analytics Child Support Services Department</p> <p><i>Department Visit April 25, 2016</i></p>	<p>Problem: Identifying all factors impacting case management to ensure continuing quality in case management analytics.</p> <p>Solution: Employing the use of Geo-Analytics in addition to other factors in evaluating the relative complexity and difficulty of the case.</p> <p>Results: The use Geo-Analytics as another tool in the review and management of cases adds another dimension to ensure accurate information on which to base case management decisions.</p>	<p>Jennifer Coultas Productivity Manager jennifer_coultas@cssd.lacounty.gov (310) 354-6314</p>
<p>Foster Care Search System Children and Family Services (DCFS)</p> <p><i>PQA Golden Eagle Award</i></p>	<p>Problem: DCFS has over 20,000 children in its care, and locating an appropriate placement, although crucial, was time consuming and expensive.</p> <p>Solution: The Foster Care Search System is a web-based application that provides: an automated child placement search; a child placement packet request and miscellaneous services request process with enhanced search capabilities; access to an almost real-time placement vacancy database; and access to a mobile application for placement confirmation and stoppage and request approvals.</p> <p>Results: The Search System is beneficial to Social Workers as they are able to reduce inefficiencies and increase the timeliness of child placements. Since implementation in August 2014, DCFS has processed more than 30,000 placements and saved over 130,000 hours by using the new system.</p>	<p>Jason Ly Program Manager lyj@dcfs.lacounty.gov (562) 345-6608</p> <p>Arman Depanian Productivity Manager depana@dcfs.lacounty.gov (213) 9739-6435</p>

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<p>SWIPE Card System Community and Senior Services</p> <p><i>Department Visit March 9, 2016</i></p>	<p>Problem: Data collection in a consistent, accurate, and transferable manner is important to help ensure accuracy, enable data sharing and enable comprehensive analytic reports.</p> <p>Solution: The SWIPE Card System ensures that all 14 Community and Senior Center collect information on older adults, including nutrition, exercise and socialization opportunities using the same data fields.</p> <p>Results: The data collection provides valuable analytics for decision making and day to day management. It also allows for comprehensive reports to key stakeholders.</p>	<p>Stephanie Maxberry Productivity Manager smaxberry@css.lacounty.gov (213) 738-2015</p>
<p>Countywide Collaboration to Office 365 Internal Services with Chief Executive Office/Chief Information Office</p> <p><i>PQA Creative Technology Award</i></p>	<p>Problem: The County needed to move all 10 different email systems to a single system on a shared platform to facilitate better communication, calendaring, managing contacts and tracking tasks.</p> <p>Solution: Moving the County's 90,000 email accounts on 10 different email systems, to Microsoft's O365 cloud email system, was an extremely complex task, requiring intense technical and administrative collaboration.</p> <p>Results: County employees can now access email, calendar, and contacts from anywhere, including mobile devices, as long as there is internet access. In addition, the email migration project created the foundation for further countywide IT collaboration.</p>	<p>Stephanie Todd Program Manager smtodd@isd.lacounty.gov (562) 658-1179</p> <p>Celina Ortiz Productivity Manager cortiz@isd.lacounty.gov (323) 267-2974</p>

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<p>Assessor Portal Internal Services with Chief Executive Office/Chief Information Office</p> <p><i>PQA Top Ten Award</i></p>	<p>Problem: The legacy system is over 30 years old and contains cryptic codes, keys, acronyms, and other language that must be memorized or looked up in manuals. The legacy system limited search functionality and had screens that are difficult to navigate and comprehend.</p> <p>Solution: Create an interface, the Assessor Portal, which presents assessment information in one convenient page. It utilizes a modern responsive web interface for both desktop and mobile devices, delivers improved search and navigation, and offers an overall superior user experience.</p> <p>Results: The Assessor Portal interfaces with the document management and file scanning initiative as well as several other applications. The Portal is shared with other County departments and has opened dialog for better collaboration in the future.</p>	<p>Scott Thornberry Program Manager (213) 974-1161</p> <p>Celina Ortiz Productivity Manager cortiz@isd.lacounty.gov (323) 267-2974</p>
<p>Jury Management Information System (JMIS) Los Angeles Superior Court</p> <p><i>PQA Silver Eagle Award</i></p>	<p>Problem: The previous Jury Management System was based on old technology and design methods. It was expensive to maintain and incompatible with newer devices and innovations.</p> <p>Solution: JMIS was developed in-house to serve both court and juror needs. It is a modern, web-based system that tracks jurors throughout the jury duty life cycle, including: registration, assignment, service dates, payroll, and completion. It also maintains a history of the service record of jurors, as required by statute.</p> <p>Results: Switching from a mainframe to a server-based system resulted in substantial cost savings for the Court. These savings freed funding for other court initiatives that will further reduce costs and enhance service to the public.</p>	<p>Darrell Mahood Program Manager dmahood@lacourt.org (213) 830-0404</p> <p>Sylvia White-Irby Productivity Manager swirby@lacourt.org (213) 633-0127</p>

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<p>Delivering Mental Health Services Without Walls Mental Health</p> <p><i>PQA Top Ten Award</i></p>	<p>Problem: Delivering mental health services to clients in remote geographical areas or who are elderly and homebound can prove difficult. Limited availability of psychiatrists in certain areas, like the High Desert and Santa Clarita Valley, makes it even more difficult.</p> <p>Solution: With the innovative Urban Telepsychiatry Program, mental health clients and psychiatrists can now connect over these distances and mobility challenged patients can get services in the comfort of their own home.</p> <p>Results: During the 2015, approximately 700 clients obtained multiple services through this program. It resulted in a reduction of driving miles and mobility challenged clients can be seen more frequently, maintaining continuity of care.</p>	<p>Ricardo Mendoza Program Manager rmendoza@dmh.lacounty.gov (310) 781-3426</p> <p>Kumar Menon Productivity Manager kmenon@dmh.lacounty.gov (213) 738-4258</p>
<p>Data Strategy Public Defender</p> <p><i>Department Visit July 13, 2016</i></p>	<p>Problem: Address the need to make holistic data-driven decisions regarding workloads, budget requests, data sharing and outcomes.</p> <p>Solution: The Public Defender Statistical System (PDSS) supports operation metrics and provides the foundation for holistic metrics and outcomes.</p> <p>Results: A data strategy provides a foundation for data driven decisions in many areas. It also provides a foundation to collaborate with ISAB and justice partners to develop an overall architecture to combine disparate data sets. It improves the accuracy and reliability of data, enabling “data mining” to compile performance metrics.</p>	<p>Jenny Brown Productivity Manager jbrown@pubdef.lacounty.gov (213) 974-3591</p>

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<p>Development of Pediatric Case Management (CaMP) Program Public Health</p> <p><i>Productivity Investment Fund Grant: \$25,000</i></p>	<p>Problem: Children's Medical Services, California Children Services (CCS) program manages an annual caseload of approximately 50,000 patients. Current software applications do not allow adequate customization to support the volume and flow of a quality case management model.</p> <p>Solution: A Productivity Investment Fund grant will be used to upgrade the system through a 12 month period, working with a consultant, to improve pediatric case management efficiency and effectiveness.</p> <p>Results: The program will build on lessons from the pilot project to develop a robust and scalable Pediatric Case Management software application, improving the efficiency and effectiveness of pediatric case management.</p>	<p>John Eid Program Manager jeid@ph.lacounty.gov (626) 569-6368</p> <p>Catherine Mak Productivity Manager cmak@ph.lacounty.gov (213) 989-7240</p>
<p>RR/CC Website Chat Pilot Registrar-Recorder/County Clerk with Internal Services Department</p> <p><i>Productivity Investment Fund Grant: \$97,000</i></p>	<p>Problem: Technology over the last two decades has fundamentally transformed the way government communicates with the public, opening the possibility of real-time communication over the internet between residents and County staff.</p> <p>Solution: A Website Chat Solution that will provide the public with an avenue for contacting staff directly through the website. The pilot will bring enterprise level chat solutions to the County for the eventual general use by many other departments.</p> <p>Results: The Website Chat solution will provide a wide range of analytics that measure the effectiveness of chat operations. These metrics will be used to measure the call vs. chat to determine the most effective and efficient method of communication.</p>	<p>Christopher Pailma (RR/CC) Program Manager cpailma@rrcc.lacounty.gov (562) 462-2431 (RR/CC)</p> <p>Ann Smith Productivity Manager asmith@rrcc.lacounty.gov (562) 462-2665</p>

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<p>Departmental eCommerce Cybersecurity Assessment Treasurer and Tax Collector</p> <p><i>Productivity Investment Fund Grant: \$75,000</i></p>	<p>Problem: It is the duty of TTC to ensure that the systems used to perform vital Tax Collection functions are highly secure, and public trust results from confidence in that fact.</p> <p>Solution: The Productivity Investment Fund grant was used to hire a IBM Security Services (IBM) to conduct an independent evaluation of the TTC information security landscape in relation to security industry "best practices" and regulatory requirements. IBM conducted its assessment from June through August 2016.</p> <p>Results: IBM provided a comprehensive report that detailed their findings, and recommendations to remediate vulnerabilities. No high-level risks were identified in the eCommerce infrastructure. TTC developed and executed a project plan that eliminated all high and medium risks vulnerabilities by April 2017.</p>	<p>Ron Moskowitz Program Manager rmoskowitz@ttc.lacounty.gov (213) 974-7618</p> <p>Tom Ivey Productivity Manager tively@ttc.lacounty.gov (213) 974-7677</p>

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LEVERAGING PRIVATE SECTOR BUSINESS PRACTICES		
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<p>Management of Digital Evidence Alternate Public Defender</p> <p><i>Department Visit August 24, 2016</i></p>	<p>Problem: The requirement for law enforcement officer to wear body cameras brings with it a number complicated logistical issues that need to be addressed, including management of digital evidence, agency access and legal requirements for handling and storage of videos.</p> <p>Solution: Partner with other Justice Agencies, including an ISAB-led task force, to develop a secure Digital Evidence Management solution.</p> <p>Results: The Department will be better positioned to handle digital evidence in an organized, secure and legal manner as this type of evidence takes a larger role in legal cases handled by the APD.</p>	<p>Robert Meneses Productivity Manager rmeneses@apd.lacounty.gov (213) 974-8246</p>
<p>Risk Reduction Strategies Fire Department</p> <p><i>Department Visit March 24, 2016</i></p>	<p>Problem: Many factors impact risk on a daily basis, any one of which can result in injury. These factors are not always immediately apparent.</p> <p>Solution: Aggressively strive to reduce risks and work-related injuries, including developing a peer fitness program, enhancing behavioral and mental health training, and securing a "carve out" in the memorandum of understanding with labor.</p> <p>Results: Effective risk management reduces injuries, loss of productivity, reduces liability, improves moral, and enhances the quality of work environment for employees.</p>	<p>Roxanne Benevides-Ortega Productivity Manager Roxanne.Benavides@fire.lacounty.gov (323) 881-2327</p>

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<p>Dependent Eligibility Verification Program (DEV) Human Resources (HR) with Chief Executive Office and Registrar Recorder/County Clerk</p> <p><i>PQA Top Ten and Performance Measure Award</i></p>	<p>Problem: To help keep health care costs affordable, the County had to ensure that only eligible dependents remained on the plan. Over the years, some dependents remained on the plan, even after becoming ineligible, such as a former spouse – or their children.</p> <p>Solution: Working with the Unions, HR developed a program that would keep all eligible dependents, while removing all those who should not be on the plan by requiring proof and offering a one-time amnesty to remove ineligible dependents. The Registrar-Recorder/County Clerk verified 3.6% of dependents prior to the program, reducing the burden of proof on the employees.</p> <p>Results: The program saves an estimated annual \$17.8 million, which will continue to be realized for years to come.</p>	<p>Benjamin Kemper Program Manager bkemper@hr.lacounty.gov (213) 738-2255</p> <p>William Leung Productivity Manager wleung@hr.lacounty.gov (213) 893-7817</p>
<p>Point of Service Scanning Public Social Services</p> <p><i>PQA Mega Million Dollar Award</i></p>	<p>Problem: The Electronic Document Management System laid the foundation to handle all case documents electronically. The Eligibility Worker, however, still had to photocopy original documents provided by participants.</p> <p>Solution: With the Point of Service Scanning, employees can immediately scan original documents, such as birth certificates and social security cards, thereby eliminating the wait time for both the participant and the worker.</p> <p>Results: Scanning documents at the point of entry eliminates photocopying and introduces efficiency into workflow processes. The program has an estimated cost avoidance of \$28.2 million in cost savings on labor, copy supplies, on-site storage, off-site storage and document distribution.</p>	<p>Michael Sylvester Program Manager michaelsylvester@dpss.lacounty.gov (562) 692-4521</p> <p>Kimberly White Productivity Manager (562) 908-5853 kimberlywhite@dpss.lacounty.gov</p>

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<p>Going Once, Twice, Sold! Property Auction Redesign Treasurer and Tax Collector (TTC)</p> <p><i>PQA Process Improvement Award</i></p>	<p>Problem: TTC is mandated to offer tax defaulted property for sale within four years after the property becomes subject to the Tax Collector's power to sell. TTC typically conducted three auctions per year, but in 2010, due to budget curtailment, they began to hold only one in-person auction per year.</p> <p>Solution: In 2014, in an effort to ensure that statutory requirements were met and parcels were returned to a taxpaying status as soon as possible, TTC redesigned the property auction process to include online property auctions and a digital auction book.</p> <p>Results: This redesign streamlined the auction process, eliminated facility costs, reduced staff prep time for auctions, and provided the auction book free of charge to the public.</p>	<p>Kathy Gloster Program Manager kgloster@ttc.lacounty.gov (213) 974-0703</p> <p>Tom Ivey Productivity Manager tively@ttc.lacounty.gov (213) 974-7677</p>

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COLLABORATING WITH OTHERS TO DELIVER IMPROVED SERVICES

PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
<p>Community Collaborative Courts District Attorney</p> <p><i>Department Visit May 19, 2016</i></p>	<p>Problem: Criminal courts are challenged with increasing numbers of defendants from the most vulnerable sectors of our society.</p> <p>Solution: Establish Community Collaborative Courts, designed around a collaborative team including the Court, District Attorney, Public Defender, Alternate Public Defender, Sheriff, and Probation. Other affiliated agencies include Mental Health, Public Health Military and Veterans Affairs and other service providers.</p> <p>Results: The CCCs provide the knowledge and expertise to more effectively handle defendants with mental illness, including diversion to treatment and other supportive services.</p>	<p>Tracy Holcombe Productivity Manager (213) 257-2771 tholcombe@da.lacounty.gov</p>
<p>Justice Collaboration Public Defender</p> <p><i>Department Visit July 13, 2016</i></p>	<p>Problem: Align Public Defender clients who qualify with the Superior Court's "Community Collaborative Courts" (CCC) and Collaborative Treatment Courts, which are designed to link individuals who meet certain criteria (such as mental illness, substance abuse, Veterans, victims of human trafficking and at risk youth) with holistic representation and services.</p> <p>Solution: PD felony attorneys refer qualified clients for transfer to the CCC for handling, including linkage to services. In addition the department collaborates with the new Office of Diversion and Reentry, the City Attorney and District Attorney for new and different diversion models.</p> <p>Results: Enhanced outcomes for the clients by developing reentry linkages with community organizations providing reentry services. This decreases the likelihood of future contact with law enforcement and the criminal justice system.</p>	<p>Jenny Brown Productivity Manager jbrown@pubdef.lacounty.gov (213) 974-3591</p>

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<p>Healthy Pet Expo Public Health with Animal Care and Control, Parks and Recreation, Internal Services, Human Resources, and Chief Executive Office</p> <p><i>PQA Outstanding Teamwork Award</i></p> <p><i>View Video</i></p>	<p>Problem: Barriers to veterinary care include cost, lack of access and misinformation. When pets do not receive proper care, people may be at risk for diseases which are shared between people and animals. There is a need to educate the public while connecting them with affordable services.</p> <p>Solution: Public Health and partners organized the 2nd annual Healthy Pet Expo. About 40 different organizations and community partners participated in the Expo, which was attended by over 2000 residents and their pets.</p> <p>Results: Services provided for dogs and cats included free and low-cost vaccinations, sterilizations and veterinary consults. Preventive care saves owners thousands of dollars in treatment costs and decreases expenses for shelters by lowering the number of relinquished pets. Information about health services for people was also available at the event.</p>	<p>Karen Ehnert Program Manager kehner@ph.lacounty.gov (213) 989-7060</p> <p>Catherine Mak Productivity Manager cmak@ph.lacounty.gov (213) 989-7240</p>
<p>Youth Opportunity Program Public Works with Probation, Community and Senior Services, Mental Health, and Human Resources</p> <p><i>PQA Top Ten Award</i></p> <p><i>View Video</i></p>	<p>Problem: The Youth Opportunity Program (YOP) was started to address the high costs of juvenile incarceration and the high rate of unemployment for formerly incarcerated individuals.</p> <p>Solution: The County partnered with two community based organizations to develop and launch the pilot YOP, which was designed as a cost-effective approach to improving the employment opportunities for high-risk youths leaving Probation camps.</p> <p>Results: The program has the potential of saving over \$250,000 per year, per youth in incarceration costs and unknown quantities in unemployment cost avoidance. The pilot program engaged three cohorts with positive results. No youth participant has re-entered the juvenile or adult criminal justice system, and all are on track to achieve successful outcomes. The program will soon expand to other departments.</p>	<p>Jon Trochez Program Manager jtrochez@dpw.lacounty.gov (626) 458-4078</p> <p>Kimberly Lyman Productivity Manager klyman@dpw.lacounty.gov (626) 458-4002</p>

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<p>County Services Kiosk Registrar-Recorder/County Clerk with Military and Veterans Affairs</p> <p><i>PQA Top Ten Award</i></p> <p><i>View Video</i></p>	<p>Problem: Many low-income and homeless veterans reside near Patriotic Hall, the Military and Veterans' Affairs Headquarters. They may not be able to afford internet access or purchase computer technology, making it difficult to access social services.</p> <p>Solution: Provide a Kiosk at Patriotic Hall which provides a single point of access to the internet for information and services provided by the County, State, Federal, and other government agencies.</p> <p>Results: The County Services Kiosk is the first to provide access to multiple government services in a single service location. It also complies with Accessibility Standards.</p>	<p>Linda Marine Program Manager lmarine@rrcc.lacounty.gov (562) 462-2610</p> <p>Ann Smith Productivity Manager asmith@rrcc.lacounty.gov (562) 462-2665</p>
<p>Human Trafficking Task Force Sheriff's Department</p> <p><i>Department Visit</i> <i>July 29, 2016</i></p>	<p>Problem: Human Trafficking is a growing trend which is often cloaked in secrecy. Challenges include the difficulties in readily identifying human trafficking and creating long term impacts to stop it.</p> <p>Solution: In November 2015, the LA Regional Human Trafficking Task Force, was launched. It is one of the most comprehensive partnerships in the nation which uses a victim-centered approach to fighting this crime. The task force works with federal, state, county, and local resources to focus on trafficking victims and provide victim-centered services.</p> <p>Results: These services help meet the needs of victims, while actively working to investigate, arrest, and prosecute offenders.</p>	<p>Glen Joe Productivity Manager GCJoe@lasd.lacounty.gov (213) 229-3281</p>

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<p>Youth Jobs Program - LACYJ Community and Senior Services</p> <p><i>Department Visit March 9, 2016</i></p>	<p>Problem: The Department needed to rapidly scale the Youth Jobs Program.</p> <p>Solution: Increased collaboration and outreach with Workforce Development Boards, County Departments and Youth agencies to reach more than 12,000 youth annually. Flyers and a new website targeted both youth and employers.</p> <p>Results: CSS, in coordination with Starbucks, Leaders Up and the City of LA, led a regional effort to employ "opportunity youth," who are not currently working or enrolled in school. The expanded program provides personal enrichment training and work experience to more youth in Los Angeles County.</p>	<p>Stephanie Maxberry Productivity Manager smaxberry@css.lacounty.gov (213) 738-2015</p>
<p>Homeless Initiative Program Community Development Commission / Housing Authority</p> <p><i>Department Visit June 9, 2016</i></p>	<p>Problem: The homeless crises continues to have a significant impact on the County.</p> <p>Solution: Engage in a multi-faceted approach to overcome traditional barriers faced by homeless applicants when searching for a Section 8-subsidized unit. Approach includes instituting cross-jurisdictional recognition of housing vouchers, providing holding fees to landlords to keep a unit available while applicants are referred, and move-in assistance such as security deposit, utility assistance, and furniture essentials.</p> <p>Results: The program has helped increase the number of units available and has streamlined the placement process.</p>	<p>Elisa Vasquez Productivity Manager elisa.vasquez@lacdc.org (626) 586-1762</p>

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<p>On The Spot VASH Vouchers Community Development Commission / Housing Authority</p> <p><i>Department Visit June 9, 2016</i></p>	<p>Problem: Homeless Veterans faced administration challenges and delays in obtaining housing vouchers.</p> <p>Solution: Streamline the process by partnering with the VA to review applications prior to being submitted for consideration. This allows the department to proceed with eligibility determination and voucher issuance on the same day.</p> <p>Results: As a result of going mobile, the department now can issue VASH vouchers immediately to eligible Veterans.</p>	<p>Elisa Vasquez Productivity Manager elisa.vasquez@lacdc.org (626) 586-1762</p>
<p>TGE Resource Center - More than Just Urban Farming Community Development Commission/Housing Authority</p> <p><i>PQA Bronze Eagle Award</i></p> <p><i>View Video</i></p>	<p>Problem: After operating a Community Supported Agriculture program for years, it became apparent there was demand for more fresh produce from TGE. There was a need to expand growing capacity at the Carmelitos Public Housing Community in Long Beach.</p> <p>Solution: Expand the Environmental Resources Center by: 1) Growing large volumes of produce through a water-efficient Aquaponics and Vertical Towers system; 2) Creating a Community Food Forest with drought tolerant plants; and 3) Implementing a Food Waste Composting Program with Long Beach's Office of Sustainability and local restaurants.</p> <p>Results: The growing capacity of leafy greens has increased four-fold, while water consumption is approximately 67% less than in-ground growing. Youth participants are engaged in the project which combines science, technology, and agriculture in one package.</p>	<p>Jimmy Ng Program Manager jimmy.ng@hacola.org (562) 756-0988</p> <p>Elisa Vasquez Productivity Manager elisa.vasquez@lacdc.org (626) 586-1500</p>

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<p>Criminal Justice Institute Mental Health Training District Attorney</p> <p><i>Department Visit May 19, 2016</i></p>	<p>Problem: Mental illness presents special challenges to law enforcement and first responders and requires a different type of response.</p> <p>Solution: Develop a 16-hour POST (Peace Officer Standards and Training) certified training program to provide law enforcement personnel with training on mental health awareness. The course is specifically designed for law enforcement first responders and provides crisis intervention tactics.</p> <p>Results: Nearly 1,000 first responders have been trained, and the number continues to grow. This program supports the District Attorney's initiative to more effectively, meaningfully, and humanely treat low level criminal offenders afflicted with mental illness by diverting them into more appropriate treatment contexts.</p>	<p>Tracy Holcombe Productivity Manager (213) 257-2771 tholcombe@da.lacounty.gov</p>
<p>Improving Cancer Care through Patient Navigation Health Services - Olive View UCLA Medical Center</p> <p><i>PQA Commissioners' Legacy Award</i></p> <p><i>View Video - pending change</i></p>	<p>Problem: Delays in receiving cancer treatment can have a devastating impact on both the patient experience and clinical outcomes.</p> <p>Solution: The Care Navigator serves as a compassionate point-of-contact with the objective of addressing the patient's unique circumstances and challenges that may impact the delivery of timely cancer treatment.</p> <p>Results: For patients, care navigation contributes to timely completion of therapy. For clinicians, patient navigation minimizes the loss of productivity due to missed appointments and inconsistent adherence to therapeutic plans by patients.</p>	<p>Christine Holschneider, MD Program Manager cholschneider@dhs.lacounty.gov (818) 364-3222</p> <p>Gerardo Pinedo Productivity Manager gpinedo@dhs.lacounty.gov (213) 240-7948</p>

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<p>My Health LA Health Services</p> <p><i>PQA Image Enhancement Award</i></p> <p><i>View Video</i></p>	<p>Problem: Many Los Angeles residents remained uninsured after the implementation of the Affordable Care Act in 2014. Many will go untreated or seek care through costly hospital emergency departments. Their health needs will likely increase and health status deteriorate.</p> <p>Solution: Partner with community clinics and universities to fill the gap in health care access. Important components include: a "medical home" to reduce episodic care and a web-based eligibility and enrollment system. A program ID card and a progressive capitated model of payment supports care coordination and reduces duplication of services.</p> <p>Results: The program provides access to no-cost primary, preventative, diagnostic, pharmaceutical, emergency, inpatient, substance abuse, mental health and dental services to those who were not covered by the Affordable Care Act.</p>	<p>Amy Luftig Viste Program Manager aviste@dhs.lacounty.gov (626) 299-5396</p> <p>Gerardo Pinedo Productivity Manager gpinedo@dhs.lacounty.gov (213) 240-7948</p>
<p>Lunch at the Library: Healthy and Engaged Youth Parks and Recreation with Public Library</p> <p><i>PQA Top Ten Award</i></p> <p><i>View Video</i></p>	<p>Problem: During the summer months, many children go hungry when free lunch is no longer available to them at their schools. This lack of nutrition creates a backslide in learning and affects their ability to be engaged.</p> <p>Solution: The Library joined efforts with Parks and Recreation to provide six county libraries with meals while the Library provides a friendly, welcoming space and engaging activities such as the free summer reading program.</p> <p>Results: The benefits of this partnership are threefold: children and teens have access to a free nutritious meal; it allows children to return to school caught up and ready to learn; and it gives families the ability to stretch their limited food budgets.</p>	<p>Myesha Perkins Program Manager mperkins@parks.lacounty.gov (310) 965-8630</p> <p>Elizabeth Mendez Productivity Manager lmendez@parks.lacounty.gov (213) 738-3040</p>

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<p>Web Watcher Program Treasurer and Tax Collector</p> <p><i>Department Visit May 16, 2016</i></p>	<p>Problem: Constituents rely on information, forms and news available on public websites. It is important to keep the information current and links functional.</p> <p>Solution: Create a Web Watcher program encouraging staff to report errors on a website and request correction. Recognize these employees in the Department's Employee Recognition Program.</p> <p>Results: Awareness, encouragement and recognition motivate behavior and focuses attention on resolving the problem.</p>	<p>Tom Ivey Productivity Manager (213) 974-7677 tivey@ttc.lacounty.gov</p>

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TELLING OUR STORY		
PROJECT and DEPARTMENT	PROJECT DESCRIPTION	CONTACT
<p>Staying Alive: CPR Anytime Public Education Program (CPRA) Fire Department</p> <p><i>PQA Customer Service Award</i></p>	<p>Problem: Cardiac arrest can occur at any time and in any location. On the spot CPR can help victims avoid more severe repercussions while waiting for an ambulance.</p> <p>Solution: CPR Anytime teaches CPR using a practice-while-watching instruction method. The Department launched a Community Outreach Plan, distributing CPR kits and training thousands high school students. These students, in turn, help teach others, resulting in a "multiplier effect."</p> <p>Results: The program helps improve the survivability for victims of sudden cardiac arrest, a leading cause of death in Los Angeles County.</p>	<p>Anderson Mackey Program Manager anderson.mackey@fire.lacounty.gov (323) 881-2403</p> <p>Roxanne Benevides-Ortega Productivity Manager roxanne.benavides@fire.lacounty.gov (323) 881-2327</p>
<p>Avatar Assistance for the Traffic Web Page Los Angeles Superior Court</p> <p><i>PQA Top Ten Award</i></p> <p>View Video</p>	<p>Problem: Many people, still visit a courthouse or correspond via U.S. mail regarding their traffic citations. This is significantly more labor and time intensive for customers and staff. Those who chose online methods, however, may be frustrated with navigating the website.</p> <p>Solution: Create a website avatar assistant, Gina, to help navigate the various menus, forms and channels for processing citations. Speaking six different languages, Gina guides customers through traffic transactions, such as paying a ticket, scheduling a court date, and registering for traffic school.</p> <p>Results: The use of a multi-lingual avatar makes the Court's most-visited pages significantly more user-friendly and accessible to a larger portion of the Los Angeles County population, improving both efficiency and service.</p>	<p>Jim McGlynn Program Manager jmcglynn@lacourt.org (213) 633-0112</p> <p>Sylvia White-Irby Productivity Manager swirby@lacourt.org (213) 633-0127</p>

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<p>Supporting AB 531 Veterans' License Designation Military and Veterans' Affairs (MVA)</p> <p><i>Department Visit March 9, 2016</i></p>	<p>Problem: Veterans who have bravely served our Country are often invisible to those around them. We honor them by recognizing their military services.</p> <p>Solution: MVA support for Assembly Bill 531 successfully resulted in legislation to create a Veteran designation on state driver's licenses to Veterans of every generation. MVA's promotional outreach program, and the new centrally located kiosk, enables these Veterans to easily apply for the special designation.</p> <p>Results: The Veteran status on licenses leads to more public awareness and use of services for veterans.</p>	<p>Michelle Jiang Productivity Manager mjiang@mva.lacounty.gov (213) 765-9633</p>
<p>From "Lost in Translation" to "Beyond Spanglish" Regional Planning</p> <p><i>PQA Changemaker Award View Video</i></p>	<p>Problem: Linguistic translation is inadequate when communicating land use policies and regulations that have legal consequences. The County needed to enhance translation and interpretation services.</p> <p>Solution: Create a Spanish Planning Committee which established in-house translation and interpretation protocols based on the three pillars in technical translation: technical competency, linguistic knowledge, and cultural sensitivity.</p> <p>Results: The Program has produced a wide range of materials including applications, flyers for community meetings and for revised ordinances, and public hearing notices. The Program continues exploring opportunities to raise the bar in customer service.</p>	<p>Erica Gutierrez Program Manager egutierrez@planning.lacounty.gov (213) 974-6483</p> <p>Hsiao-Ching Chen Productivity Manager hchen@planning.lacounty.gov (213) 974-6559</p>