Quality and Productivity Commission

27th Annual Productivity and Quality Awards Program

"Saluting County Excellence"

2013 APPLICATION

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

NAME OF PROJECT: ASSOCIATION OF COUNTY INVESTIGATORS (ACI)

DATE OF IMPLEMENTATION/ADOPTION: MAY 12, 2011
(Must have been implemented at least one year - on or before June 30, 2012)

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. Summarize the problem, solution, and benefits of the project in a clear and direct manner

Problem: Employees from approximately 25 County departments perform investigative work as part of their job duties. Before the Office of County Investigations (OCI) created ACI, these employees lacked a means of communicating and networking with each other.

Solution: We created ACI to bring together County employees in investigative services to share and improve their investigative skills, and to provide convenient, high-quality training opportunities that meet their professional needs. We also created an ACI website, which serves as a portal for members to the latest news and professional updates in the investigations field and provides information on upcoming training opportunities.

Benefits: ACI provides a network among County investigators, creating a forum to exchange ideas, discuss emerging issues and regulations, and disseminating best practices. Currently, ACI has 193 members throughout the County and affiliated agencies. ACI recently hosted a training course for 150 of its members at a discounted rate and saved the County approximately $21,600.

(1) ESTIMATED/ACTUAL ANNUAL COST AVOIDANCE	(2) ESTIMATED/ACTUAL ANNUAL COST SAVINGS	(3) ESTIMATED/ACTUAL ANNUAL REVENUE	(1) + (2) + (3) TOTAL ESTIMATED/ACTUAL BENEFIT	SERVICE ENHANCEMENT PROJECT
$ N/A	$ N/A	$ N/A	$ N/A	☒

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Auditor-Controller - Office of County Investigations 500 West Temple Street, Suite 515 Los Angeles, CA 90012	TELEPHONE NUMBER (213) 893-2153
PROGRAM MANAGER'S NAME Guy Zelenski	TELEPHONE NUMBER (213) 893-0058 EMAIL gzelenski@auditor.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Dulce Maycumber Dulce Maycumber DATE 6/20/2013	TELEPHONE NUMBER (213) 974-0354 EMAIL dmaycumber@auditor.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Wendy L. Watanabe Wendy L. Watanabe DATE 6/20/2013	TELEPHONE NUMBER (213) 974-0383

We Support Plain Language

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FACT SHEET – LIMITED TO 3 PAGES ONLY: Describe the **Challenge, Solution, and Benefits** of the project, written in plain language. Include a discussion of the technology and linkage to the County Strategic Plan. The description should identify Performance Measures.

CHALLENGE

Los Angeles County employees from approximately 25 County departments perform various investigative services, ranging from conducting interviews to detecting and prosecuting high-profile fraud cases. Before OCI created ACI, these employees lacked a method of networking and communicating with each other, as well as a common source of training to build their investigative skills. OCI leadership recognized the need to bring together these investigative groups to share ideas and best practices. OCI also recognized the need for closer coordination and communication with investigators Countywide to ensure responsiveness to their needs, and to be able to anticipate rather than react to emerging fraud trends.

SOLUTION

OCI created ACI to bring together County employees in investigative services to share and improve their investigative expertise. It took a can-do attitude to bring ACI from concept to reality and incorporate the Countywide network of investigative professionals. OCI reached out to their collaborative partners in other County departments and affiliated agencies to become ACI members, including developing a committee governance structure consisting of representatives from a diverse group of county departments. ACI holds meetings at which members discuss industry trends and unique aspects of fraud investigations. The meetings also provide professional development hours on emerging issues and best practices. OCI also developed an ACI

website, which serves as a portal for members to the latest news and professional updates in the investigations field. Media articles and industry journal contributions are updated to the website regularly, and members receive an automated email when these updates occur. The site also provides information on upcoming training opportunities, employment opportunities, and links to websites of interest such as the Certified Fraud Examiners and the County Fiscal Manual.

BENEFITS

ACI currently has 193 members and has achieved the following benefits:

1) ACI provides a network among County investigators, creating a forum to exchange ideas, discuss emerging issues and changing regulations, and disseminate best practices.

2) The ACI website provides a means to encourage a common commitment to unwavering high standards of fraud prevention and detection through emphasis of best practices that broaden investigators' toolkits and thus enhance their investigation effectiveness. Use of the ACI website is expanding as content grows and contributes to the professional growth and knowledge among members. Their professional growth strengthens operational oversight, enhances County efficiency, and elevates the confidence that our communities, constituents, and taxpayers have in County transparency and accountability.

3) Training classes are available in fraud awareness as well as custom-designed training based upon members' expressed interests. For example, ACI member survey

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results indicated interest in interviewing techniques. In response, ACI's officers are canvassing trainers nationwide to identify and provide training. Past trainings have included speakers on workplace threat management and security incident procedures, linguistic lie detection techniques, and partner agencies speaking about their investigation operations. Some training classes are Peace Officer Security Training certified and qualify to provide continuing professional education credits for members who hold professional certifications. Each learning opportunity provides a new tool or technique, or a unique or creative method for identifying fraud, packaging a case for prosecution or discipline, and emphasizes professional integrity and competence among our investigative partners.

4) ACI training events have resulted in notable cost savings. For example, ACI brought a two-day Linguistic Lie Detection Seminar to a convenient location in Los Angeles in response to members' expressed interests. More than 150 people attended, which yielded a discounted cost of approximately $56 per person, compared to the average quoted price of at least $200 per person for this type of professional training seminar, excluding any travel or lodging expenses. ACI generated a total cost savings of approximately $21,600 for this event.

LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS):

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFIT): If you are claiming cost benefits, include a calculation on this page. 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.

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.

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	(2) ACTUAL/ESTIMATED **ANNUAL** COST SAVINGS	(3) ACTUAL/ESTIMATED **ANNUAL** REVENUE	(1) + (2) + (3) TOTAL **ANNUAL** ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
$ N/A	$ N/A	$ N/A	$ N/A	☒

ANNUAL= 12 MONTHS ONLY