

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: DHR-COURT RECORDS INFORMATION SERVICE PROGRAM

DATE OF IMPLEMENTATION/ADOPTION: JULY 1, 2011
 (Must have been implemented at least one year - on or before June 30, 2012)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY
 SUBMITTED THIS PROJECT? Yes No

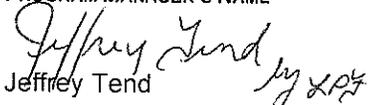
EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. Summarize the problem, solution, and benefits of the project in a clear and direct manner

1 The mission of the Department of Human Resources (DHR) is to provide *innovative and*
 2 *efficient Human Resources solutions to support public services by recruiting,*
 3 *developing, and retaining a highly qualified and diverse workforce.* Recent studies
 4 conducted by consultants found that the processes for hiring employees within the
 5 County were inordinately slow. This resulted in a lack of efficiency and economy, and
 6 impaired optimal hiring decisions. Departments are required to conduct federal and
 7 State level criminal history background checks before hiring or promoting employees to
 8 sensitive positions. Following the receipt of criminal history information, departments
 9 must conduct a job nexus/employment suitability evaluation which includes a review of
 10 court record information. The DHR Court Records Information Service Program
 11 (CRISP) was implemented in July 2011 in partnership with the Los Angeles Superior
 12 Court (LASC) as a pilot project of the Criminal Defendant Name Search and Minute
 13 Order Application of the Court's Data and Document Exchange Service (DDES) so as to
 14 provide a cost-effective, secure, and efficient method for obtaining court records.
 15 CRISP streamlines the process and assist departments with employment suitability
 decisions.

(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	X

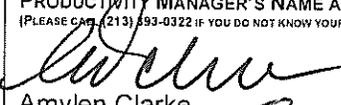
SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS
 Department of Human Resources
 500 West Temple Street
 Los Angeles, CA 90012

TELEPHONE NUMBER
 (213) 974-2406

PROGRAM MANAGER'S NAME

 Jeffrey Tend

TELEPHONE NUMBER
 (213) 738-2222

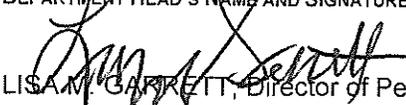
EMAIL
jtend@hr.lacounty.gov

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE
(PLEASE CALL (213) 993-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)

 Amylen Clarke

DATE
 7/1/2013

TELEPHONE NUMBER
 (213) 974-2515

EMAIL
aclarke@hr.lacounty.gov

DEPARTMENT HEAD'S NAME AND SIGNATURE

 LISA M. GARRETTT, Director of Personnel

DATE
 7/1/2013

TELEPHONE NUMBER
 (213) 974-2406

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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

The mission of the Department of Human Resources (DHR) is to provide *innovative and efficient Human Resources solutions to support public services by recruiting, developing, and retaining a highly qualified, diverse workforce*. To meet this ongoing challenge, DHR continues to develop services to ensure that the existing and prospective Human Resources needs of its customers are met and that Human Resources business practices are compliant with all legal and efficiency requirements/standards within the framework of the County of Los Angeles work environment.

The DHR Central Live Scan Unit (CLSU) was established in August 2010 to provide guidance and customer assistance to County departments to expedite the hiring process and ensure consistency with the implementation of the provisions of the Los Angeles County Board of Supervisors resolutions, State Department of Justice (DOJ) requirements, and County Live Scan policy related to the processing of Live Scans and the review of criminal history information. Services provided by the unit include fingerprint rolling for customer departments, consultation regarding Live Scan policies/procedures, and access to Los Angeles Superior Court (LASC) records to assist departments in validating criminal history information for job nexus/employment suitability evaluations.

Recent studies conducted by consultants found that the processes for hiring employees within the County were inordinately slow. This resulted in a lack of efficiency and economy, and impaired optimal hiring decisions. Departments are required to conduct federal and State level criminal history background checks before hiring or promoting employees to sensitive positions. To validate criminal history information received as a result of these checks, or through the self-reporting of applicants/employees, departments need to obtain court records to complete job nexus/employment suitability evaluations. DHR saw the value in offering a service to departments which expedited the process for obtaining court records. As a result, DHR consulted with the LASC and executed a Memorandum of Understanding on August 9, 2010, for a pilot project to directly access the Criminal Defendant Name Search and Felony Minute Order Application of their Data and Document Exchange Service (DDES).

SOLUTION

The DHR Court Records Information Service Program (CRISP) was established in July 2011, in partnership with the LASC, to provide a cost-effective, secure, and efficient method for obtaining court records. The primary service goal is to assist departments with expediting their job nexus and employment suitability decision-making processes

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following receipt of criminal history information from the FBI, DOJ, or through the self-reporting of applicants/employees. CRISP streamlines the court records request process by:

- Providing a defined timetable of one business day following receipt of all necessary forms, to better ensure timely department job nexus and employment suitability determinations;
- Reducing the amount of time necessary for authorized department staff to retrieve felony minute orders from LASC, resulting in cost savings of hundreds, if not thousands, of dollars;
- Eliminating the need for department staff to travel to LASC location(s);
- Establishing a centralized location for authorized persons, consistent with statutory restrictions to access criminal history and to the extent the Court can accommodate them, to search the Court database of felony defendants and obtain felony minute orders from all 46 LASC locations, which is especially useful when there are records from numerous courthouses, and/or additional records exist that were previously unknown;
- Reducing department staff follow-up time after requesting court records; and
- Reducing the uncertainty of LASC turnaround time.

Authorized personnel of County departments may now request copies of LASC felony minute orders by contacting the DHR Central Live Scan Unit via email at: CRISP@hr.lacounty.gov. In accordance with established security guidelines, the CLSU accesses the LASC *Data and Document Exchange Service* (DDES) to retrieve felony minute orders within one business day, and emails PDF copies to departments for evaluation. DHR charges a flat fee to customer departments when requesting court records via CRISP.

BENEFITS

The DHR Court Records Information Service Program (CRISP) provides innovative and direct services to strengthen Human Resources capacity Countywide. For example, CRISP assists County departments with expediting the job nexus/employment suitability evaluation process prior to the hiring or selection of applicants/employees with criminal history backgrounds for sensitive positions by providing LASC felony minute orders within one business day. Since the implementation of CRISP, a number of County departments have become DHR customers who routinely utilize the service. During FY 2011-2012, the DHR Central Live Scan Unit processed 209 billable CRISP requests; 312 billable requests were processed in FY 2012-2013 (a 49% increase in volume). As

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County departments implement the new Live Scan requirements approved by the Board on March 12, 2013, it is projected that the number of departments will continue to expand, as well as the volume of CRISP requests processed by the DHR Central Live Scan Unit. The CRISP by DHR offers enhanced customer service to County departments and links to the following County Strategic Plan areas:

Values: Customer Orientation, Responsiveness

Goal #1: Operational Effectiveness - Goal #1.

Maximize the effectiveness of the process, structure and operations to support timely delivery of customer-oriented and efficient public service.

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

OPERATIONAL EFFECTIVENESS: CRISP PROVIDES DEPARTMENTS WITH A SEAMLESS AND MORE STREAMLINED PROCESS TO OBTAIN COURT RECORDS FROM LASC NECESSARY TO CONDUCT JOB NEXUS AND EMPLOYMENT SUITABILITY ASSESSMENTS. CRISP PROVIDES A CENTRALIZED LOCATION TO SEARCH AND OBTAIN COURT RECORDS FROM ANY OF THE 46 LASC LOCATIONS.

THE STREAMLINED PROCESS PROVIDES COURT FELONY MINUTE ORDERS IN ONE BUSINESS DAY, ELIMINATES THE NEED FOR DEPARTMENTS TO TRAVEL TO ANY OF 46 LASC LOCATIONS TO OBTAIN THE COURT RECORDS, AND REDUCES STAFF FOLLOW-UP TIME AFTER REQUESTING COURT RECORDS.

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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	X

ANNUAL= 12 MONTHS ONLY

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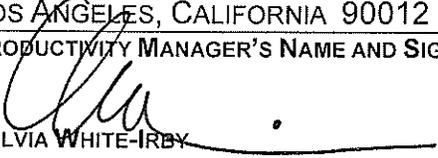
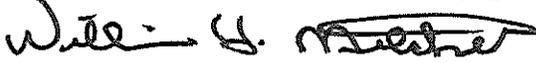
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FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS LOS ANGELES SUPERIOR COURT 111 NORTH HILL STREET, ROOM 105E LOS ANGELES, CALIFORNIA 90012	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE  SYLVIA WHITE-IRBY	DEPARTMENT HEAD'S NAME AND SIGNATURE  WILLIAM MITCHELL, INTERIM EXECUTIVE OFFICER
DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE	DEPARTMENT HEAD'S NAME AND SIGNATURE
DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS	
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE	DEPARTMENT HEAD'S NAME AND SIGNATURE
DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS	
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DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS	
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