

**Quality and Productivity Commission**  
**28<sup>th</sup> Annual Productivity and Quality Awards Program**  
**"Los Angeles County: Ahead of the Curve"**

**2014 APPLICATION**

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

**NAME OF PROJECT: DPSS MOBILE APPLICATION**

**DATE OF IMPLEMENTATION/ADOPTION:** MAY 1, 2013  
 (Must have been implemented at least one year - on or before June 30, 2013)

**PROJECT STATUS:**  X  Ongoing       One-time only

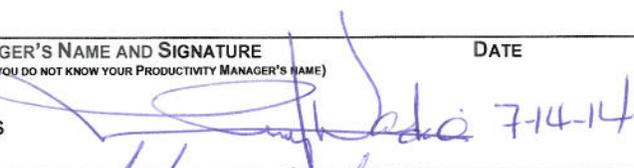
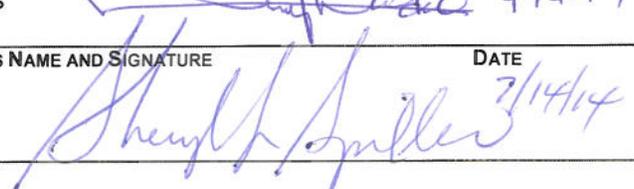
**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**       Yes  X  No

**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.

1 The Los Angeles County Department of Public Social Services' (DPSS) Mobile  
 2 Application (App) is the Department's first involvement in extending public assistance  
 3 services beyond the traditional means of face-to-face interaction and self-service  
 4 through browser-based portal technology.  
 5  
 6 It has allowed DPSS to provide the option to Los Angeles County participants receiving  
 7 cash and/or food assistance benefits to submit verification documents (e.g., birth  
 8 certificate, rent statement, paystub, etc.) using their smartphone or portable tablet.  
 9  
 10 The Mobile App extends the periodic reporting functionality in Your Benefits Now!  
 11 (YBN), the self-service portal, by reusing the existing web service integration with the  
 12 department's Electronic Document Management System (EDMS), and the business  
 13 process workflow built into the case management system, which enabled a quick and  
 14 cost-efficient deployment. DPSS' Mobile App also displays "Real Time" data regarding  
 15 Electronic Benefit Transfer (EBT) balances and transaction activity.

(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
\$	\$	\$	\$	<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>  Hayward Gee		<b>TELEPHONE NUMBER</b> (562) 484-7801  <b>EMAIL</b> HaywardGee@dpss.lacounty.gov
<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>  Nadia Mirzayans 		<b>DATE</b> 7-14-14  <b>TELEPHONE NUMBER</b> (562) 908-6330  <b>EMAIL</b> NadiaMirzayans@dpss.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>  Sheryl L. Spiller 		<b>DATE</b> 3/14/14  <b>TELEPHONE NUMBER</b> (562)-908-8600

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**1<sup>st</sup> FACT SHEET – LIMITED TO 3 PAGES ONLY:** Describe the **Challenge, Solution, and Benefits** of the project.

**Challenge**

In order to establish continued eligibility for cash or food assistance, i.e., California Work Opportunity and Responsibility to Kids (CalWORKs), General Relief and/or CalFresh, participants must submit a periodic report and supporting documentation to verify their ongoing eligibility. Completion of the periodic report and uploading of the verification documents have been available through YBN since October 2013. The challenge that DPSS faced was the low submission of electronic documentation (e.g., birth certificate, rent statement, paystub, etc.) which resulted in a high volume of walk-ins to our offices.

**Solution**

We found that most of our participants use the YBN website via a smart device with camera capabilities that would allow them to capture images of their verification documents. DPSS' Mobile App is a user-friendly application that utilizes the same login credentials that participants use to log into their YBN accounts. Participants who use the convenient online reporting tools through YBN can go to the DPSS Mobile App, and in a few easy steps upload the documents that are needed by eligibility staff. It was built to use the camera on the smart device so that the participant can easily take a picture of the document(s) and submit it online. The documents are uploaded to EDMS, and are automatically filed into the appropriate folders so that workers can easily access them and determine ongoing eligibility. One important security aspect of the Mobile App is that the images taken through the camera reside in the Mobile App until the upload is complete; the images are not stored in the devices photo gallery. This is important, because if the device is lost, the images that were taken while using the DPSS Mobile App cannot be retrieved. The Mobile App offers our participants secure handling of their personal information and a confidential way to submit documentation without having to travel to an office. DPSS' Mobile App also provides balance and transaction history of both their Cash and CalFresh Benefits. This enables participants to easily obtain their benefit balance(s) right on their smart device. Submission of documentation through the mobile application allows the Department to receive eligibility documents more quickly and securely while providing proof for the participant that he or she met the obligation to provide requested information.

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**Benefits (Worthiness of an Award)**

DPSS' Mobile App is a representation of what County government can do to ensure that the public we serve can utilize modern technology and help ease some stress during a difficult time in their lives, by providing a convenient way to submit documentation needed for eligibility. Mobile devices are no longer viewed as a symbol of wealth in our society, but more as a tool to get through day-to-day activities and communicate, regardless of economic status.

DPSS places the highest priority on meeting the participants' needs with accessible, responsive, quality services and DPSS' Mobile App has been well received by our participants. As of June 1, 2014, 3,698 participants have downloaded the DPSS Mobile App; 3,510 used Apple smartphones. On June 1, 2014, the DPSS Mobile App became available for Android users. As of June 15, 2014, 188 participants have downloaded the App using these devices. Deploying the Mobile App also resulted in an unquantified cost benefit. By reducing the number of participants who visit District Offices and the amount of paper processed, staff are able to focus on other important case management functions. It also supports the Department's "No Wrong Door" policy by allowing a worker in any office to assist the participant with his/her inquiries. The DPSS Mobile App provides our participants with a confidential and convenient way to submit mandatory documentation, keep connected to their case, and ensure that their basic needs continue to be met. Rather than see their reporting requirements as a complicated and time consuming task, they can now complete the process as easily as sending an email or posting to social media. Participants no longer have to take time off of work or school to travel to an office to submit documents. They can focus on improving their life and move towards self-sufficiency.

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

**GOAL 1: OPERATIONAL EFFECETIVENESS: MAXIMIZE THE EFFECTIVENESS OF PROCESSES, STRUCTURED, AND OPERATIONS TO SUPPORT TIMELY DELIVERY OF CUSTOMER-ORIENTED AND EFFICIENT PUBLIC SERVICES.**

DPSS' vision is to be a technologically advanced Department that provides social services with a greatly reduced need for participants to enter a DPSS facility. In order to realize this vision, our strategic goals are to provide participants new ways to access services, maximize the use of leading edge technologies to improve outcomes, and enhance operational efficiency and effectiveness through support and innovation.

DPSS' Mobile App provides a new way to access services by providing participants with a convenient way to submit documentation needed for eligibility, or view their cash and CalFresh balances at their convenience. Providing a convenient way to submit documentation and benefit balance and transaction history enhances our operational efficiency, and allows eligibility workers to focus on other aspects of their jobs.

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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.

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**FOR COLLABORATING DEPARTMENTS ONLY**

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

<b>DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>