

June 19, 2015

Ms. Sheryl L. Spiller
Director
Department of Public Social Services
12860 Crossroads Parkway South
Industry, California 91746

Dear Ms. Spiller:

On behalf of the Quality and Productivity Commission, thank you for giving us a comprehensive overview of the accomplishments and challenges of Public Social Services during the Department Visit on June 17, 2015.

Commissioners were quite impressed with your department's holistic and caring approach to providing effective, timely and high quality service to our diverse communities. Collaborative partners such as Gensler, Inc. will also provide valuable information and recommendations directed at further enhancing customer service.

Your department's leadership in the current digital age continues to provide other County departments with service models that address our customers' need for flexibility and self-service options.

During our last visit, you shared a vision of bridging the gap between legacy systems such as LEADER, a case management module, with new technology. We are pleased to see that the LEADER Replacement System has undergone extensive testing, and on track for a pilot as early as September, 2015.

Members of the Commission also were impressed with your productivity and quality improvements in the following areas:

- Enhancing the DPSS Mobile App with imaging software that allows clients to upload documents and locate the nearest ATM that does not levy a surcharge
- Creating the "We Care Card" for customers to immediately comment on their service experience and staff interaction



**County of Los Angeles
Quality and Productivity
Commission**

565 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Telephone: (213) 974-1361
(213) 974-1390
(213) 893-0322

Website: <http://qpc.co.la.ca.us>

Chair

Rodney C. Gibson, Ph.D.

1st Vice-Chair

Jacki Bacharach

2nd Vice-Chair

Nancy G. Harris

Chair Emeritus

Jaclyn Tilley Hill

Immediate Past Chair

Edward T. McIntyre

Walter Allen, III

Charles G. Bakaly, Jr.

Viggo Butler

Marshal Chuang

Evelyn M. Gutierrez

J. Shawn Landres, Ph.D.

Huasha Liu

Bud Treece

William C. Waddell, DBA

Joseph P. Wetzler

Jacqueline Agnello Wong

Will Wright

Executive Director

Victoria Pipkin-Lane

Program Manager

Mary E. Savinar

Program Support

Laura Perez



**"To enrich lives through
effective and caring service"**

We support plain language

***Please Conserve Paper – This Document and Copies are Two-Sided
Intra-County Correspondence Sent Electronically Only***

Ms. Sheryl L. Spiller
June 19, 2015
Page 2

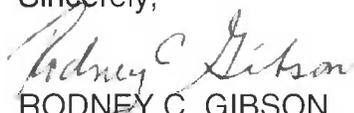
- Collaborating with the Department of Public Health on a promotional campaign targeting CalFRESH clients and encouraging healthy food selections
- Extensive use of the Interactive Voice Response system to communicate with In-Home Supportive Services clients in English and Spanish on issues such as lost timesheets and the process to resubmit them; the IVR system handles more than 100,000 calls per month, reducing the calls to IHSS offices
- Adopting as a “best practice” the use of quality and productivity criteria when considering new DPSS programs and initiatives

We look forward to working with your Department on:

- Promoting the DPSS success story
- Identifying funding to analyze trends including self-service options and other information gleaned from call center customers
- Entries for the annual Productivity and Quality Awards program

Thank you for an informative Department Visit. We will continue to work closely with you and your Productivity Managers, Kimberly White and Maria Rivera. Please contact Victoria Pipkin-Lane, our Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON
Chair

RCG:VPL:LP

- c: Sachi Hamai, Interim Chief Executive Officer
Jim Jones, Chief Operating Officer, Chief Executive Office
Commissioner Evelyn Gutierrez
Commissioner Jaclyn Tilley Hill
Commissioner Edward McIntyre
Commissioner Marshal Chuang
Commissioner Shawn Landres
Commissioner Charles Bakaly, Jr.
Commissioner Jacqueline Agnello Wong
Jennifer Coultas, Network Chair
Kimberly White, Productivity Manager
Maria Rivera, Productivity Manager (Alternate)