

**Quality and Productivity Commission  
31<sup>st</sup> Annual Productivity and Quality Awards Program  
"Celebrating Quality Service"**

**2017 APPLICATION**

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

**NAME OF PROJECT: AUTOMATED EMPLOYEE TRANSFER PROGRAM SYSTEM**

**DATE OF IMPLEMENTATION/ADOPTION:** SEPTEMBER 1, 2015  
(Must have been implemented at least one year - on or before July 1, 2016)

**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. State clearly and concisely what difference the project has made.

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The automated Employee Transfer Program (ETP) system incorporates the use of current technology to improve the handling of DPSS employee transfer requests. DPSS clerical and line staff can now submit a request through the *MyDPSS* portal for a lateral transfer to any participating departmental office. The automated ETP system provides eligible DPSS staff with a uniform and equitable selection process for office transfer requests. Automation of the ETP process was required as a way to decrease the manual processing time and to increase accuracy. The automated ETP system has reduced the amount of departmental resources used to conduct the manual collection, review, and administration of employee transfer documents. The automated ETP has improved security of personal information, reduced printing costs, and enabled DPSS Human Resources (HR) staff to process all ETP transfer requests by way of an approval workflow that ensures requests are processed timely.

**BENEFITS TO THE COUNTY**

(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> Michael Sylvester	<b>DATE</b> 6/29/17	<b>TELEPHONE NUMBER</b> (562) 908-8327 <b>EMAIL</b> MichaelSylvester@dpss.lacounty.gov
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Kimberly White	<b>DATE</b> 6/29/17	<b>TELEPHONE NUMBER</b> (562) 908-6330 <b>EMAIL</b> KimberlyWhite@dpss.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Sheryl Spiller	<b>DATE</b> 6/29/17	<b>TELEPHONE NUMBER</b> (562) 908-8600

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**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the **challenge(s), solution(s), and benefit(s)** of the project. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success. Use Arial 12 point font.

**Challenge:**

The previous employee transfer method was time-consuming, requiring DPSS employees to complete manual paperwork for management approval and then the paperwork was forwarded to DPSS HR for processing. The manual transfer process was further challenging by transfer requests from multiple offices, which resulted in new vacancies for offices with employees transferring out.

**Solution:**

In September 2015, DPSS implemented the automated ETP. A total of 1,567 transfer requests to another departmental office were received in 2016. The automated ETP system has reduced departmental resources that were previously needed to process DPSS employee transfer requests.

**Benefits:**

With the implementation of the automated ETP system, eligible DPSS staff have the ability to access the Department’s *MyDPSS* portal at any time to complete and submit a request for transfer to another departmental office. The automated ETP system has helped the Department make great strides in efficiency and productivity by automatically:

- Determining an employee’s eligibility for a transfer;
- Eliminating paperwork;
- Tracking the status of the transfer request; thereby eliminating the need for the employee to contact the DPSS HR for a status on the request;
- Generating approval/denial notifications;
- Eliminating lost or misplaced transfer request paperwork/documents; and
- Generating ad hoc reports used to track and administer the program.

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Additionally, the automated ETP system has helped DPSS HR staff to decrease transfer requests' processing time, and to minimize errors.

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**Linkage to the County Strategic Plan – 1 page only.** Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

This project addresses the County’s Strategic Plan objective III.2.3 Prioritize and Implement Technology Initiatives that Enhance Service Delivery and Increase Efficiency. By automating a manual time-consuming process, DPSS increased the efficiency of processing employees’ transfer requests by ensuring that district offices’ staffing needs are considered in every transfer so that their operations are not adversely impacted.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. 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. Use Arial 12 point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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