

**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: ELECTRONIC BULLETIN BOARD (EBB)**

**DATE OF IMPLEMENTATION/ADOPTION:** JUNE 1, 2016  
 (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 Department of Public Social Services (DPSS) installed the Electronic Bulletin Boards (BBNs) in DPSS offices to provide staff equal access to information that is typically communicated to the staff by email or posters. The EBB is a unique project because it is a "one-stop," "at-a-glance" important information delivery method that staff can view effortlessly at common work areas throughout DPSS. The high definition display, combined with vivid colors and the ability to include elements such as news feeds and online videos, grabs staff's attention, allowing them to be continually connected and well-informed.

**BENEFITS TO THE COUNTY**

(1) ACTUAL/ESTIMATED <b>ANNUAL COST</b> AVOIDANCE	(2) ACTUAL/ESTIMATED <b>ANNUAL COST SAVINGS</b>	(3) ACTUAL/ESTIMATED <b>ANNUAL REVENUE</b>	(1) + (2) + (3) = <b>TOTAL ANNUAL</b> 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 MAIN CITY OF INDUSTRY, CA 91746	<b>TELEPHONE NUMBER</b> (562) 908-8600
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<b>PROGRAM MANAGER'S NAME</b> Michael Sylvester	<b>TELEPHONE NUMBER</b> (562) 908-8327
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> <i>[Signature]</i> 6/29/17	<b>EMAIL</b> MichaelSylvester@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> Kimberly White <i>[Signature]</i> 6/29/17	<b>TELEPHONE NUMBER</b> (562) 908-6330
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Sheryl L. Spiller <i>[Signature]</i> 6/29/17	<b>EMAIL</b> KimberlyWhite@dpss.lacounty.gov

<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Sheryl L. Spiller <i>[Signature]</i> 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:**

DPSS continues to create innovative ways to provide important information to all staff in multiple locations that can allow them to stay up-to-date on issues within their offices. Keeping staff well informed is a part of DPSS' internal excellent customer experience.

**Solution:**

Digital Signage EBB technology is a means of delivering live, dynamic data and pertinent information quickly and efficiently, which would otherwise be communicated through conventional methods, such as by the use of posters, emails, and public announcements. The informational content displayed on an EBB may consist of information on job postings, upcoming events, program-related policies, education videos, such as employee wellness tips, LEADER Replacement System (LRS) updates, and emergency alerts. The EBBs have capability to connect to the web to capture up-to-date news feeds and weather information. The EBBs were programmed with 15-minute program content that is cycled throughout the day. The content may be continuously updated and published to all EBB displays using MagicInfo Digital Signage Server.

**Benefits:**

The EBB is a highly successful media that provides up-to-date information in real time to DPSS staff at their offices and improves communication throughout the Department.

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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.

The Electronic Bulletin Board project addresses the County Strategic Plan Strategy III.2 – Embracing Digital Government for the Benefit of Our Internal Customers and Communities by leveraging technology to increase employee awareness of Departmental communications as a tool to enhance customer service.

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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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\$	\$	\$	\$	<input checked="" type="checkbox"/>

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