

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
“Heritage of Excellence”

2016 APPLICATION

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

NAME OF PROJECT: IHSS Integrated Voice Response

DATE OF IMPLEMENTATION/ADOPTION: APRIL 22, 2015
 (Must have been implemented at least one year - on or before July 1, 2015)

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

1 The Department of Public Social Services (DPSS) implemented the Integrated Voice
 2 Response (IVR) system to better serve its In-Home Supportive Services (IHSS) care
 3 providers. The IHSS Program provides in-home services to low-income elderly, blind,
 4 disabled individuals and children, so that they can remain safely in their own home.
 5 Consumers in the IHSS Program employ 150,000 care providers. These providers
 6 render services to the consumers and they receive a paycheck for those services. The
 7 self-service IVR system delivers automated timesheet and payment information to IHSS
 8 care providers. All the information they need about their pay is now available over the
 9 phone by dialing a toll-free number.
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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
\$	\$	\$	\$	X

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Public Social Services 12860 Crossroads Parkway South City of Industry, CA 91746		TELEPHONE NUMBER (562) 908-8600
PROGRAM MANAGER'S NAME Michael Sylvester		TELEPHONE NUMBER (562) 692-4521 EMAIL MichaelSylvester@dpss.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small>	DATE Kimberly White SIGNATURE ON FILE	TELEPHONE NUMBER (562) 908-6330 EMAIL KimberlyWhite@dpss.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Sheryl L. Spiller SIGNATURE ON FILE		TELEPHONE NUMBER (562) 908-8600

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1st FACT SHEET – LIMITED TO 3 PAGES ONLY: Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has made. Use Arial 12 point font

Challenge:

DPSS provider clerks and social workers were inundated with inquiries from IHSS providers, in person and by telephone, regarding timesheet processing and payments. The task of responding to these inquiries proved to be extremely time-consuming for the provider clerks and social workers.

Solution:

The IHSS Program implemented the IVR system to deliver automated timesheet and payment information to IHSS providers. All the information they need about their pay is now available over the telephone by dialing a toll-free number. The assistance of a provider clerk or social worker is no longer required to obtain this type of information. The providers use their provider identification number, the last 4 digits of their social security number, and date of birth to authenticate their identity to access their records. The IVR system provides information on the number of hours worked, hours approved, check issuance date and method (by mail or direct deposit). Providers with multiple consumers only need to log in once to obtain information from each consumer.

The information that providers receive over the phone is accurate and up-to-date. The timesheet and payment information is downloaded from the Statewide Case Management, Information, and Payroll System (CMIPS) II on a daily basis and uploaded to a database server. The IVR system accesses this database to provide responses to IHSS care providers. The information is provided in English and Spanish and is available 24 hours a day. The IHSS IVR system receives an average of 86,500 telephone calls a month.

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Benefits:

The implementation of the IVR system has significantly reduced the number of telephone calls and district office visits handled by the provider clerks and social workers, which has enabled them to concentrate on more critical issues. IHSS providers are satisfied with the ability to obtain the information they need at the exact moment they need it.

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LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS): Use Arial 12 point font

The IHSS IVR project links to the first part of the County’s Strategic Plan Goal Number I: Operational Effectiveness/Fiscal Sustainability: Maximize the effectiveness of processes, structure, operations, and strong fiscal management to support timely delivery of customer-oriented and efficient public services.

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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. 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.

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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\$	\$	\$	\$	X

ANNUAL= 12 MONTHS ONLY

The implementation of the IVR system has resulted in cost avoidance for the County by reducing the hours employees spend assisting providers. The IVR system has significantly reduced the number of telephone calls and district office visits handled by the provider clerks and social workers.