

**Quality and Productivity Commission**  
**30<sup>th</sup> 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: Video-Conferencing for State Hearings**

**DATE OF IMPLEMENTATION/ADOPTION:** APRIL 2, 2014  
 (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


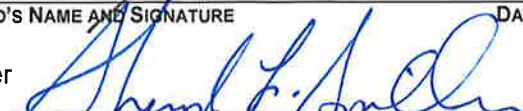
**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The Department of Public Social Services (DPSS) implemented video-conferencing for  
 2 State Hearings in two local district offices, Pomona and Lancaster. Video-conferencing  
 3 gives participants who are unsatisfied with County action/inaction the option of  
 4 exercising their due process rights closer to home, eliminating the need to travel to  
 5 downtown Los Angeles where hearings are normally heard. With video-conferencing,  
 6 the State Hearing is conducted live as if the Administrative Law Judge were present in  
 7 the hearing room along with the participant and the County's representative who are  
 8 physically present. The Pomona District Office currently serves 21 cities and the  
 9 Lancaster District Office serves 10 cities. These offices were chosen to test the new  
 10 system because they serve participants who live a considerable distance from the  
 11 Downtown Los Angeles area. Participants served by the Pomona District, Pomona  
 12 In-Home Supportive Services (IHSS), Lancaster District, Lancaster IHSS, and the  
 13 Lancaster General Relief Office now have the video-conference option, saving those  
 14 participants time, mileage, and parking fees.  
 15

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

<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>  Brian Nollner		<b>TELEPHONE NUMBER</b> (323) 730-6551  <b>EMAIL</b> BrianNollner@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 	<b>DATE</b>  7/6/16	<b>TELEPHONE NUMBER</b> (562) 908-6330  <b>EMAIL</b> KimberlyWhite@dpss.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>  Sheryl L. Spiller 	<b>DATE</b>  7/6/16	<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. State clearly and concisely what difference the project has made. Use Arial 12 point font

**Challenge:**

Participants from the Pomona and Lancaster District Offices must travel between 30 and 72 miles, respectively, to the downtown hearing site. Due to the cost and stress associated with driving that distance, participants often choose not to attend hearings and miss the opportunity to have their concerns addressed. In addition, parking fees can range anywhere from \$7 to \$27. This is prohibitive for participants receiving public assistance and living on limited budgets.

**Solution:**

Video-conference hearings are conducted as if the participant were attending the hearing at the downtown site, except that the Administrative Law Judge is present via interactive video-conference rather than in person. When the participant requests a state hearing, the hearing is scheduled in either the Pomona or Lancaster District Offices, depending on the office that serves the participant. The participant is also given the opportunity to have an in-person hearing.

Once the hearing is scheduled by the State, the participant attends the hearing at the scheduled office. The County representative greets the participant, and the Administrative Law Judge holds the hearing. During the hearing, the participant is given the opportunity to raise an argument against County action or inaction. Once the hearing is closed, the Administrative Law Judge has thirty days to render a decision and the participant and County are notified.

Video-conferencing at district offices was developed for participants to exercise their due process closer to home, keep cars off the road, and save participants money associated with driving and parking fees. The County concentrated on two district offices due to office equipment capabilities and distance between those offices and the downtown State Hearing site.

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**Benefits:**

Video-conference hearings were implemented to meet the Department’s goal of providing effective and caring customer service to participants. It was also intended to assist the Department in its commitment to reduce pollution by taking cars off the roads. In the last six months, an average of 137 hearings were scheduled at the Pomona District Office per month. In the Lancaster District Office, an average of 150 hearings were scheduled per month during the last six months. The Department measures the success of the program by initiating survey cards to all participants who attend state hearings. One participant said of her experience, “It was closer to home and I was close to my child’s day care center.” Another participant stated, “It was easy and convenient for me.” Another participant stated that she liked the video-hearing at the district office because she did not have a car to travel to downtown Los Angeles.

DPSS found an innovative way to leverage technology and provide effective due process services to participants. The use of existing technology broke down a barrier for participants challenged by cost and distance. These participants can now freely exercise their right to due process in a convenient way.

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

Video-Conferencing for State Hearings is linked with the first part of the County's Strategic Plan Goal 1: 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.

With video-conference hearings, DPSS developed innovative effective ways of delivering services to our participants; improve overall customer service delivery; and assisted the Department and County in its continued commitment to improve air and quality of life for Los Angeles County residents.

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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

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Video-conferencing benefited participants in the following ways:

- Travel time to the hearing decreased from approximately 1.5 hours to 15 minutes.
- Parking fees to attend the hearing were eliminated from up to \$7 - \$26 to \$0.
- Fuel cost to travel to the hearing was reduced from approximately \$20 round trip.