

**2016 CSAC CHALLENGE AWARDS - EXECUTIVE SUMMARY  
LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK**

**County Services Kiosk**

**OVERVIEW**

Los Angeles County Services Kiosk integrates countywide services into a single American with Disabilities Act compliant technology to connect veterans with multiple, online services.

**CHALLENGE**

Los Angeles County Military and Veterans Affairs (MVA) clients visiting the MVA headquarters office to receive information and request access to various veterans' services must provide a copy of their DD214 discharge papers prior to receiving assistance. However, if a veteran does not have the discharge papers available, the individual would then be required to visit, mail or fax the Registrar-Recorder/County Clerk's (RR/CC) office to request the DD214 papers. While many veterans visit the RR/CC directly to obtain the DD214 discharge papers, veterans with a disability, due to sight, hearing or physical mobility challenges were faced with the added challenge of visiting a RR/CC office directly. The obstacle due to a disability has often left veterans requesting the DD214 papers from the RR/CC by mail or fax. Aside from mobility challenges faced by many veterans, there are often geographical issues that make visiting a RR/CC facility extremely difficult.

Prior to the implementation of the County Services Kiosk, technology was not available to connect veterans with multiple, online government services or resources. While several County Departments have previously implemented kiosk technology, the devices did not address computer accessibility for the American with Disabilities Act (ADA) Compliance Standards for Computing Technology. As such, veterans having sight, hearing or mobility challenges continued to have significant restrictions in locating online government services. These restrictions meant the key challenge for Los Angeles County was in meeting the legal responsibilities County, State and Federal governments have in place to ensure internet website access for veterans is readily provided to reach all levels of government that comply with ADA User Accessibility Standards.

**INNOVATIVE SOLUTION**

To meet this challenge, the RR/CC, MVA and Board of Supervisors (BOS) collaborated to provide access to government programs through the implementation of the County Services Kiosk, which combines ADA compliant websites with new touchscreen computer technology. The kiosk was installed with a Braille keyboard, a headset for sound modulation, and a touchscreen monitor to address the physical aspect of navigating through various online services. The kiosk, located at MVA Headquarters Office in downtown Los Angeles, is in a geographical location where many low income and homeless veterans reside. Additionally, the kiosk is free of charge and available for use during all public operating hours.

To help bridge the technology "gap" between government agencies and veterans, the County Service Kiosk now provides a convergence of web-design, adaptable computer technology, internet services (via wireless local area network access) with new and existing outreach services. The County Services Kiosk software application connects veterans with County services such as housing, education, employment, healthcare, legal assistance, mental health services and burial benefits. The unique aspect of the specific technology created is the very low cost to operate and ability to provide information access to multiple government entities programs and services.

### **ORIGINALITY**

The County Services Kiosk is a user accessible, ADA compliant kiosk that serves not only veterans, but also residents who visit the MVA headquarters office. The kiosk was built to address a service gap in providing internet access to government resources for veterans, as well as the public who fall within an underserved service need. The initiative shown by the Program's participants exemplifies innovation that has not previously been addressed by other government agencies. The result is the development of a technology that integrates countywide services for veterans into a single ADA compliant technology. The success in creation of the technology is due to cooperation through County Departments.

### **COST EFFECTIVENESS**

The cost of the ADA Compliant County Services Kiosk is comprised of software, software programming, equipment acquisition, telecommunication and ongoing support costs of approximately \$15,167.00. Although the kiosk for this project was designed especially for MVA clients, kiosks for additional locations are estimated to be developed at a significantly lower cost.

### **RESULTS**

The Program had clearly defined and measurable goals that were satisfied during the project. The goals include:

1. Provide information regarding outreach services for Military Veterans and their families at the MVA Headquarters Office, inclusive of County, State and Federal programs.
2. Provide easy to use and "engaging," self-service technology to deliver information regarding the above outreach services.
3. Ensure identified technology complies with ADA regulations for blind and/or physically impaired veterans and their families.
4. Accomplish the above-mentioned goals without incurring significant cost to the MVA or RR/CC operations and with minimal staffing requirements.

### **PROJECT OR PROGRAM CONTACTS**

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