

Quality and Productivity Commission
34th Annual Productivity and Quality Awards Program
“Leading with Excellence”

2021 APPLICATION

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

NAME OF PROJECT: APS Wellness/Virtual Calls

•TO BE CONSIDERED FOR COVID-19 IMPACT AWARD IN ADDITION TO OTHER AWARDS

DATE OF IMPLEMENTATION/ADOPTION: MARCH 15, 2020

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2020)

CHECK HERE IF THIS PROJECT IS BEING SUBMITTED FOR THE **COVID-19 IMPACT AWARD ONLY**. (Projects must be implemented on or before December 31, 2020. **Note:** Projects implemented less than one year ago will not be eligible for any other PQA awards. In addition, once a project is submitted, you cannot submit the same project for awards consideration in subsequent years).

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.

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In response to the COVID-19 Pandemic, Adult Protective Services (APS) Programs within the state of California were required to conduct Wellness Checks of all open APS cases/clients who had been referred to the APS Program which the goal of identifying all APS clients who were in need of additional support, resources and assistance during the COVID-19 crisis. Wellness Checks were incorporated as part of the routine responsibilities of APS Social Workers (SW) who are mandated to intervene, and investigation all matters of suspected abuse, neglect and exploitation of the elderly and dependent adults referred to the APS program. These coordinated efforts resulted in safeguarding the safety and security of thousands of APS clients referred to the APS Program in Los Angeles County. LA APS SWs conducted wellness telephonic checks and some cases, in-person checks on 13,377 APS clients and tracked over 2500 incoming calls from APS clients. This was a one-time only project.

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

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Workforce Development and Aging and Community Services 510 S. Vermont Los Angeles, CA 90020	TELEPHONE NUMBER 888-211-0644
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PROGRAM MANAGER'S NAME Richard Franco rfranco@wdacs.lacounty.gov	TELEPHONE NUMBER 323-806-6403	EMAIL
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PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Stephanie Maxberry <i>Signature on File</i>	DATE 6-23-2021	TELEPHONE NUMBER
		EMAIL

DEPARTMENT HEAD'S NAME AND SIGNATURE Otto Solorzano <i>Signature on File</i>	DATE 6-24-2021	TELEPHONE NUMBER
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****ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE****

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

I. Challenge/Problem:

The COVID-19 pandemic forced millions of Americans to stay isolated in their homes, many of which were older adults and adults with disabilities. Our most vulnerable populations experienced unprecedented challenges in terms of maintaining and thriving in this crisis environment including food insecurities, isolation, health and mental health issues and other safety concerns. A streamlined system of communication and outreach was necessary to safeguard the lives of our most vulnerable populations. The California State Department of Social Services (All County Letter (ACL) No. 20-30, dated March 30, 2020 instructed APS to track on a daily basis the number of telephone calls made or received by APS Social Workers that were COVID-19 related and wellness checks were made to high-risk APS clients. The COVID-19 and wellness checks were part of the routine calls that SWs made daily when calling APS clients to address APS allegations reported, and covered such issues as, but not limited to:

- COVID-19 Concerns (e.g., client has been impacted by COVID-19, or client’s support system, do they need additional information on COVID-19 etc.)
- Physical Safety (e.g. continued threat of abuse/neglect etc.)
- Personal care needs (e.g., able/unable to conduct ADLS/IADLS, did not have a caregiver)/Medical considerations (e.g., including medication needs, doctor visits)
- Housing/Financial Issues (e.g., adequate/inadequate housing/placement, adequate/inadequate finances etc.)
- Client lacked food/no means to receive regular nutrition
- Client needed transportation
- Client needed food delivered

II. Solutions/Benefits:

Los Angeles WDACS/APS County completed the following:

- Served the elderly and dependent adults who were identified as the most vulnerable to health and safety risks resulting from the COVID-19 crisis.

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II. Solutions/Benefits: (Continued)

- Identified the most vulnerable adults that needed to adhere to extraordinary precautions in safeguarding their health and minimizing their risk of exposure to the coronavirus.
- APS SWs documented and addressed safety issues addressed, but also COVID-19, and wellness call activities and provided a plethora of valuable resources to their clients. In emergency situation, APS worker conducted in-person (face to face) assessments of their clients, however a majority of the assessments were made telephonically.
- During this COVID-19 pandemic many adjustments were made by APS staff and continued to ensure the safety of all APS clients. Making the Wellness calls was an extra effort to ensure our elderly and dependent adult population remained safe and received the proper resources they needed to shelter in-place and minimize their risk of exposure to the coronavirus.

III. Outcomes Achieved

The major success/result of the program was the ability of our staff to quickly evaluate and assess all APS client situations to ensure their safety and provide valuable resources to support their safety and daily living during the pandemic. LA APS SW's conducted wellness telephonic checks and some cases, in-person checks on 13,377 APS clients and tracked over 2500 incoming calls from APS clients.

Costs were minimal for the program as the Department utilized existing staff from the APS Program to operate the project. OT utilize by APS staff amounted to approximately 300 hours or \$ 40,000 over the 11-month period.

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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 APS Wellness/Virtual Calls Project was fully aligned with the County mission to establish superior services that improves the quality of life for the people and communities of Los Angeles County. The specific Strategies have been met as follows:

Strategy III.3 – Pursue Operational Effectiveness, Fiscal Responsibility and Accountability - Continually assess our efficiency and effectiveness, maximize and leverage resources, and hold ourselves accountable.

In terms of Operational Effectiveness, the implementation of the APS Wellness/Virtual Calls resulted in effective and timely services for a vulnerable APS population whose individual situations were further worsened by the pandemic due to isolation and a lack of resources. The Department took swift action and leveraged APS staffing resources to conduct the wellness calls and to ensure the safety of thousands of clients during this time of crisis.

Strategy I.2 Enhance our Delivery of Comprehensive Interventions- Deliver comprehensive and seamless services to those seeking assistance from the County.

In terms of enhancing service delivery and interventions, through this welfare check process, thousands of vulnerable adults were provided valuable resources such as food, utility payment assistance, alternative housing, and other critical services. APS staff completed this along with investigating the core APS issues of abuse and neglect in each and every case to support their ability to shelter in place and thrive in the pandemic environment.

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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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