

**Quality and Productivity Commission**  
**34<sup>th</sup> 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: CARES Pandemic Relief Employment Program (PREP)**

**DATE OF IMPLEMENTATION/ADOPTION: AUGUST 2020 – DECEMBER 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.

1 PREP is a workforce program targeting County residents whose employment has been  
 2 adversely affected by the pandemic and places them in temporary employment to  
 3 support the community through humanitarian assistance assignments that were directly  
 4 responsive to the County’s COVID-19 relief efforts. PREP not only eased the financial  
 5 burdens caused by job loss during the pandemic by providing wages and supportive  
 6 services to participants, but also augmented County Disaster Services Workers in their  
 7 work aimed at critical pandemic-responsive efforts. The LA County Cares PREP  
 8 focused on three (3) primary humanitarian ventures, providing participants with full-time  
 9 transitional jobs: 1. Project Room Key (PRK), 2. Contact Tracing, and 3. Other COVID-  
 10 19 relief efforts (Disaster Help Center and food distribution at Community Centers). The  
 11 program offered 428 unique subsidized positions, providing 541 participants with  
 12 temporary employment 263 of which were placed in permanent jobs. The program  
 13 resulted in increased number of contact tracing interviews, increased use of the food  
 14 centers, increased distribution of emergency information, and increased staff support for  
 15 Project Room Key sites, helping keep the vulnerable homeless out of harm’s way.

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

ANNUAL = 12 MONTHS ONLY

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Workforce Development, Aging and Community Services, 510 South Vermont 11 <sup>th</sup> Floor Los Angeles, CA 90020	<b>TELEPHONE NUMBER</b> 213-351-5246
<b>PROGRAM MANAGER’S NAME</b> Irene Pelayo	<b>TELEPHONE NUMBER</b> 213-351-5246
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b> <small>(PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER’S NAME)</small> Stephanie Maxberry <i>Signature on File</i>	<b>DATE</b> 6-23-2021
<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b> Otto Solorzano <i>Signature on File</i>	<b>DATE</b> 6-23-2021
<b>TELEPHONE NUMBER</b>	

**\*\*ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE\*\***

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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 **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.

**Challenge:**

With the onset of the COVID 19 pandemic and the Safer at Home regulations that forced entire industries to shut down overnight, hundreds of thousands of our residents found themselves without work and without any income to sustain themselves and their families. On the other hand, the pandemic created immediate need for necessities, such as food or information about the many different assistance program that were popping up almost daily. Those that were housing insecure had no home, where they could securely shelter in place to avoid exposure to the virus and the transmission to others. These are all aspects of the reality we found ourselves in March 2020 that were addressed by this program. Another major part of this program was the assistance it provided to the County Department of Public Health in their contact tracing efforts to minimize the spread of the virus, which would in turn bring us closer to resolving all the other problems already mentioned in this section.

**Responding to Economic Downturn:**

PREP provided temporary employment to over 500 participants who had been laid off due to the pandemic. PREP has been an important source of income for those that would otherwise be left with no means to sustain their families. Also, PREP has provided much needed help to LA County DPH on their Contact Tracing efforts as COVID-19 cases surged and to LAHSA Homeless Services providers to provide housing to persons experiencing homelessness that are at high risk to contract the virus. The program also assisted with 2 other efforts, which provided food assistance, as the need surged, through the County’s Community and Senior Centers and disseminated much needed emergency information through the County’s Disaster Help Center hotline.

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**Description of the Program:**

PREP provided subsidized employment opportunities in three humanitarian areas:

1. PRK is a collaborative effort by the State, County, and the Los Angeles Homeless Services Authority (LAHSA), which provides a way for persons experiencing homelessness to stay inside to prevent the spread of COVID-19. PREP staffed County PRK sites' 24-hour operations, filling 181 essential positions, comprised of regional leads at a wage rate of \$25/hr. - \$27/hr., and site support monitors at \$19/hr. - \$20/hr. depending on the shift.
2. Contact Tracing efforts assisted Department of Public Health (DPH) by providing 200 Contact Tracing Interviewers, Team Leaders and Division Leaders to respond swiftly to the rise in COVID-19 spread. Wages varied based on position: Contact Tracing Interviewers - \$21.65/hour, Contact Tracing Team Leaders - \$22.50/hour and Contact Tracing Division Managers - \$25.00/hour. Work for this component was completed remotely, with supportive services provided under this effort including computers/laptops, webcams, and internet connection to those who do not have their own access.
3. Other COVID-19 Relief Efforts assisted in a variety of roles with the County Disaster Help Center at \$21.65/hour to assist small businesses navigate the various grants and supports available to them, and the County's Community Centers to assist with emergency food coordination at \$18/hr.

**The Results/Success of the Program:**

The program offered 428 unique subsidized positions, which provided 541 participants with temporary employment/source of income throughout its operation, thus reducing the use of other benefits by these families and contributing to lightening the burden on the overstretched social services and UI systems.

351 participants were co-enrolled into other workforce programs in our system to receive additional career and training services. Supportive services, such as work attire, tools, technology, and transportation assistance were provided to 381 participants. The program resulted in increased number of contact tracing interviews, increased use of the food centers, increased distribution of emergency information, and other benefits for the community described above. To date, 263 participants of this program have transitioned to unsubsidized long-term employment opportunities after exiting the program and about 100 participants are still receiving workforce services through the County's America's Job Centers of California (AJCCs) working towards securing placement in unsubsidized employment.

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**Advancing Diversity, Equity, and Inclusion:**

PREP was designed for individuals laid off or furloughed due to COVID-19 economic impacts to business but prioritized a target population of individuals most impacted economically by COVID-19 and who even in times of economic stability, still face equity and inclusion related barriers - African Americans, Latinx, and Women. Over 90% of the participants in this program came from at least one of these groups.

**Impact on the County:**

PREP had a significant impact on our community, which was mainly centered on easing the effects of the COVID-19 pandemic, as well as mitigating some of the long-term issues that will stem from the pandemic. First, it provided some level of financial security to the participants in the program, and exposed them to potentially new career paths, while providing highly needed services to their community. Several participants attested their interest in continuing their education and/or career in the field where they were assigned for this program.

Second, the program assisted populations that were most vulnerable to the economic effects of the pandemic. When outreaching to participants for the program, we targeted women, African American and LatinX individuals, since these are the groups that were highly affected by the pandemic and historically have barriers to employment related to race, ethnicity, and gender.

Third, the program provided front line assistance to one of the main responses to curb the spread of the virus by DPH – contact tracing. This provided a long-term positive impact on the community by slowing the spread and ultimately saving lives.

Fourth, the pandemic was a major blow to the homeless in our community, as many of them were unable to stay “Safer at Home”. Thankfully, the Project Room Key program was created to assist those homeless individuals that were at elevated risk of infection and those hired for PRK provided much needed help in the operation of those sites and in keeping our unhoused neighbors safer.

Fifth, the pandemic created a large increase in the numbers of those that have food insecurity, starting from those that were already enrolled in the County’s congregate meals programs to those that newly found themselves relying on this help due to loss of income. PREP ensured the availability of helping hands to help in distributing this vital resource to the community during the time of highest need.

And lastly, the community and the County’s businesses had an intense need for information with daily changes in rules, programs, and updates overall regarding assistance during the pandemic, so the program provided the customer service and the warm voice of a caring person on the other end of the line to look up and provide information with whatever the members of community needed assistance.

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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.

**Strategy II.1 - Drive Economic and Workforce Development in the County:**

This project addressed strategy **II.1.3 Coordinate Workforce Development** by identifying and aligning workforce development programs to provide career pathways for high-needs, priority populations and to support the labor needs of the County’s high-growth industry sectors. Populations disproportionately affected by the COVID 19 pandemic were provided a meaningful connection, through subsidized temporary placements, to lucrative potential careers in public and humanitarian fields, such as public health, homeless services, community services, business services, and many more related fields.

**Strategy I.2 - Enhance Our Delivery of Comprehensive Interventions:**

This project also indirectly addressed strategy **I.2.1 Provide Subsidized Housing for Vulnerable Populations** by providing staffing support to enable LAHSA and County Health Services to provide housing and necessary services for vulnerable homeless populations, which had become a much more vital need during the spread of the COVID 19 pandemic.

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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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This program ensured that a \$6,000,000 revenue from the federal CARES Act was accepted and expended in a timely manner, to maximize the benefits to the County and our constituents.

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**FOR COLLABORATING DEPARTMENTS ONLY**

*(For single department submissions, do not include this page)*

<b>DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS</b> DEPARTMENT OF PUBLIC HEALTH	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>  Catherine Mak "SIGNATURE ON FILE" EMAIL: CMAK@PH.LACOUNTY.GOV	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b> DR. BARBARA FERRER - "SIGNATURE ON FILE" EMAIL: BFERRER@PH.LACOUNTY.GOV
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b> LOS ANGELES HOMELESS SERVICES AUTHORITY	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>  EMAIL: _____	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>  HEIDI MARSTON - "SIGNATURE ON FILE" EMAIL: HMARSTON@LAHSA.ORG
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b> LA COUNTY CEO HOMELESS INITIATIVE	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>  JOSE CHEW - "SIGNATURE ON FILE" EMAIL: JCHEW@CEO.LACOUNTY.GOV	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>  FESIA DAVENPORT - "SIGNATURE ON FILE" EMAIL: FDAVENPORT@CEO.LACOUNTY.GOV
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>  EMAIL: _____	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>  EMAIL: _____
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>  EMAIL: _____	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>  EMAIL: _____
<b>DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>  EMAIL: _____	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>  EMAIL: _____