

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: CDS EMERGENCY FOOD BOXES (EFBs)

PLEASE CONSIDER THIS PROJECT FOR THE COVID-19 AWARD.

DATE OF IMPLEMENTATION/ADOPTION: APRIL 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 To address the needs of older and disabled adults during Governor Newsom’s stay-at-
 2 home order, the Los Angeles County Workforce Development, Aging and Community
 3 Services Department (WDACS) implemented a countywide Critical Delivery Services
 4 (CDS) program to provide pre-paid grocery delivery services to address food insecurity
 5 and personal needs. The Emergency Food Box (EFB) Delivery is a component of CDS.
 6 The coronavirus pandemic put many older adults and individuals with disabilities in
 7 crisis because of disruptions in the normal food supply chain. Many organizations that
 8 normally support food-insecure individuals were overwhelmed by demand or unable to
 9 support recipients because of pandemic restrictions. Additionally, many older adults
 10 and individuals with disabilities are unable to travel to obtain food. The Emergency
 11 Food Box Delivery Program is a targeted solution to ensure that food-insecure and
 12 socially isolated older adults and individuals with disabilities with barriers to food access
 13 can remain nourished and healthy during the crisis. From April 2020 to April 2021,
 14 4,818 EFBs were delivered to program participants.
 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
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS WDACS / 510 S. Vermont Ave., Los Angeles, CA 90020	TELEPHONE NUMBER
PROGRAM MANAGER’S NAME Veronica Sigala vsigala@wdacs.lacounty.gov EMAIL	TELEPHONE NUMBER
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER’S NAME) Stephanie Maxberry Signature on File	TELEPHONE NUMBER EMAIL
DEPARTMENT HEAD’S NAME AND SIGNATURE Otto Solorzano “Signature on file”	TELEPHONE NUMBER

****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.

To support our most vulnerable residents of Los Angeles County within 88 distinct cities and more than 4,000 square miles, the EFB Delivery Program makes home deliveries of EFBs to those who cannot safely leave their homes. The program targets older adults (aged 60 and over) and individuals with disabilities aged 16-59 including those extremely vulnerable to COVID-19 and unable to leave the house to obtain food. These individuals may call the CDS hotline or the WDACS Service Centers during operating hours to request an EFB. The EFB, provided by the Regional Los Angeles Food Bank, is picked up from a WDACS Service Center and delivered to the participant’s home on the same day as the request in most cases.

A typical EFB weighs 25 lbs. and contains a dry nutritious mix of shelf-stable food items. The EFB is sufficient for a household of two and can last up to three weeks. For households larger than two, the Service Centers may supplement the EFB with additional food items. Participants may request an EFB once a month, although accommodations may be arranged if another EFB is needed sooner. By leveraging time and effort, program staff have been able to conduct their activities efficiently and effectively.

The response to the EFB program has been extraordinary by its target population of homebound older adults and individuals with disabilities. To date, 3,800 EFBs have been delivered. The demand for EFBs will continue to increase in tandem with pandemic restrictions and consequential food insecurity.

Although the pandemic restrictions are necessary to help mitigate the spread of the virus, any deterrents to access to meals at senior centers, food banks and other food sources place a multitude of older adults and individuals with disabilities in danger of hunger and malnutrition. In addition, many of these vulnerable individuals typically cannot afford to maintain an adequate supply of food. If they can, they often do not have access to transportation services to and from food sources. Increased awareness of the program will maintain and/or enhance quality of life for homebound older adults and individuals with disabilities who are at greater risk for malnutrition, hunger, and other adverse physical as well as mental health conditions.

The EFB program supplements the WDACS Elderly Nutritional Program (ENP), which provides congregate and home-delivered meals to its clients. The ENP home-delivered meals program is designed specifically for home-bound individuals. This valuable program not only delivers a nutritious meal on a daily basis, but also serves as a mechanism to check up on the client, thereby providing an additional safety

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inspection and furthering the ability for him or her to remain home. Although the Home-Delivered Meals Program does not require participants to pay for meals, a donation ranging between \$1.75 – \$3.00 per meal is appreciated. There are 18 ENP providers throughout Los Angeles County.

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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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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.

Support Community Wellness

Provide dependable and equitable infrastructure services and programs to promote active and healthy communities and help address homelessness and other social and public safety challenges.

The pandemic worsened the problem of food insecurity among older adults and adults with disabilities. They cannot leave their homes to go grocery shopping or travel to food pantries due to the stay-home order. In addition, the risk of compromised immune systems from other conditions, e.g., diabetes and heart disease, some elders and adults with disabilities would rather risk going hungry than going to the store for groceries.

The EFB program focused on enhancing food accessibility, particularly for older adults and adults with disabilities, by delivering the food boxes to them with little or no in-person contact for safety. From April 2020 to April 2021, 4,818 EFBs were delivered to program participants.