

**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: COVID EMERGENCY FOOD CALL CENTER: AGING NUTRITION SERVICES**

**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                      X One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?** \_\_\_\_\_ Yes                      X 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  
2 On March 15, 2020, California Governor Gavin Newsom issued an executive order  
3 urging all older adults and those at higher risk for serious illness from COVID-19 to self-  
4 isolate at home. The COVID Emergency Food Call Center was implemented to assist  
5 with calls/referrals to the Home Delivered Meal Service offered through County of Los  
6 Angeles Workforce Development, Aging and Community Services (WDACS), Area  
7 Agency on Aging (AAA) Division. Due to the swift action and implementation, LA  
8 County older adults experienced an expedited response for food requests. Of the  
9 11,728 calls that were received through the COVID Emergency Food Call Center from  
10 March 2020 through December 2020, approximately 60.5 percent or 7095 were food  
11 related calls. Overall, the emergency meal services program instituted by WDACS AAA  
12 program resulted in servicing close to one million home delivered meals and over 9,600  
13 emergency meals to approximately 5,200 homebound, frail older adults.

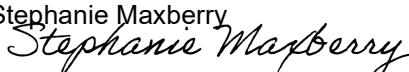
BENEFITS TO THE COUNTY


(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

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Workforce Development and Aging and Community Services 510 S. Vermont Los Angeles, CA 90020	<b>TELEPHONE NUMBER</b> 888-211-0644
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<b>PROGRAM MANAGER'S NAME</b> Richard Franco <a href="mailto:rfranco@wdacs.lacounty.gov">rfranco@wdacs.lacounty.gov</a>	<b>TELEPHONE NUMBER</b> 323-806-6403
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<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Stephanie Maxberry 	<b>DATE</b> 6-23-2021	<b>TELEPHONE NUMBER</b> 213-738-2015 <b>EMAIL</b> smaxberry@wdacs.lacounty.gov
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<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Otto Solorzano 	<b>DATE</b> 06/25/2021	<b>TELEPHONE NUMBER</b>
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**\*\*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.

**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 food insecurity due to isolation, public panic, and food shortage in local grocery stores. A streamlined system needed to be implemented immediately to handle all incoming referrals being made for Home Delivered Meals and to assist with follow up calls.

**II. Solution/Benefits**

AAAs emergency meal program was implemented to provide emergency meal services as a method to mitigate the impact of emergencies and disasters on frail, homebound older adults. APS Call Center Social Workers received calls for older adults interested in receiving home delivered meals through the Elderly Nutrition Program (ENP) or the Great Plates Program. All referrals were assessed for eligibility, taking into account age, living conditions, access to a support system, and any reported food restrictions. Social Work staff worked rigorously with Area Agency on Aging staff to make sure that changes and or cancellations of the services were completed in a timely manner. The program has been in operation of March 2020 and continues to function in this capacity to a lesser degree with the lifting of stay-at-home requirements in city of Los Angeles.

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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**III. Outcomes Achieved**

- The Los Angeles County Adult Protective Services Call Center was enacted to become the COVID Emergency Food Call Center. Social Workers who would normally process intakes for the LA County Adult Protective Services (APS) program quickly pivoted operations in order to also assist Los Angeles County residents who were experiencing food insecurity. APS LA County coordinated with LA County Workforce Development, Aging and Community Services (WDACS) Area Agency on Aging’s (AAA) Emergency Meals for Home Delivered Meals Program to serve as the primary call center for the program.
- Because of the quick implementation/transition of the COVID Emergency Call Center, Los Angeles County Older Adult residents experienced an expedited response from the time they applied for meals to the time delivery started. Of the 11,728 calls that were received through the COVID Emergency Food Call Center from March 2020 through December 2020, approximately 60.5 percent or 7095 were food related calls.
- Overall, the emergency meal services program instituted by WDACS AAA program resulted in servicing close to one million home delivered meals and over 9,600 emergency meals to approximately 5,200 homebound, frail older adults. The feedback provided by recipients has been very positive. All homebound seniors that received shelf-stable meals made remarks regarding how appreciative they were of these meals.

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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 COVID EMERGENCY FOOD CALL CENTER: AGING NUTRITION SERVICES 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 and Fiscal Responsibility the implementation of the COVID EMERGENCY FOOD CALL CENTER: AGING NUTRITION SERVICES 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, especially access to food. The Department took swift action and leveraged existing APS Call Center staffing to handle and respond to thousands of food related calls. This pivoting of staff allowed the Department to ensure the safety and nutritional services during this time of crisis.

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

In terms of enhancing service delivery and interventions, through this COVID EMERGENCY FOOD CALL CENTER: AGING NUTRITION SERVICES, thousands of older adults in need of food related resources may not have been served adequately and in a timely manner. Having nutrition program made available to them during the pandemic ensured a comprehensive delivery of served as well as ensured the health and wellness of thousand of older adults.

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

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