

**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-19 DRIVE-THRU/CONTACTLESS SERVICE DELIVERY**

**DATE OF IMPLEMENTATION/ADOPTION: MARCH 16, 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.

1 Workforce Development, Aging & Community Centers (WDACS) Community and Senior  
 2 Centers Division operates 14 Community Centers in 4 of the 5 Supervisorial Districts.  
 3 The Centers provide free critical services to residents with an emphasis on seniors, youth,  
 4 the disabled, low-income, disenfranchised, and the underserved. Due to COVID-19  
 5 Centers closed and initiated the enormous undertaking of implementing new methods of  
 6 service delivery which included food distribution, form assistance, and telephone  
 7 reassurance calls to name a few. Adhering to the health and safety protocols, staff  
 8 mobilized and established contactless methods so those impacted would have a local,  
 9 safe, and user-friendly location to obtain much needed services. As a result, we  
 10 distributed over 2 million pounds of food, made 182,574 reassurance calls, assisted 2,062  
 11 individuals with Utility Assistance applications resulting in awards of \$322,996.16. Via  
 12 drive-thru, Centers assisted seniors and families with income tax preparation, hosted  
 13 blood drives, became Vote Centers and COVID19 Vaccination sites. Families picked-up  
 14 Toy Loan kits and engaged in a socially distanced TikTok dance. During the holidays,  
 15 there were Halloween parades, turkey giveaways, and Christmas toy distributions.

**BENEFITS TO THE COUNTY**

| (1)<br>ACTUAL/ESTIMATED<br>ANNUAL COST<br>AVOIDANCE | (2)<br>ACTUAL/ESTIMATED<br>ANNUAL COST SAVINGS | (3)<br>ACTUAL/ESTIMATED<br>ANNUAL REVENUE | (1) + (2) + (3) =<br>TOTAL ANNUAL<br>ACTUAL/ESTIMATED<br>BENEFIT | SERVICE<br>ENHANCEMENT<br>PROJECT   |
|---|--|---|--|-------------------------------------|
| \$  | \$   | \$  | \$   | <input checked="" type="checkbox"/> |

ANNUAL = 12 MONTHS ONLY

**SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS**  
 Workforce Development, Aging & Community Services  
 3175 W Sixth St Los Angeles CA 90020

**TELEPHONE NUMBER**  
 213-637-0798

**PROGRAM MANAGER'S NAME**  
 Liza Zavala EMAIL lzavala@wdacs.lacounty.gov

**TELEPHONE NUMBER**  
 (213) 738-4224

**PRODUCTIVITY MANAGER'S NAME AND SIGNATURE**  
 (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)

**DATE**  
 6-22-2021

**TELEPHONE NUMBER**  
 213-738-2015  
**EMAIL**  
 smaxberry@wdacs.lacounty.gov

**DEPARTMENT HEAD'S NAME AND SIGNATURE**  
 Otto Solorzano

**DATE**  
 06/25/2021

**TELEPHONE NUMBER**

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

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-19 DRIVE-THRU/CONTACTLESS SERVICE DELIVERY**

**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.

During the week of March 16, 2020, the method in which we interacted with the public was no longer possible. County staff were designated as Disaster Service Workers Center and instead of closing our doors, Centers enacted an appointment-based, drive-thru/contactless system to continue service delivery. One challenge was the limited number of staff onsite since volunteers and Title V trainees were sent home, and staff over 65 or those who had underlying health conditions were given the option to telework. At best, there was an average of 4 to 5 staff onsite to provide direct services. By partnering with our internal WIOA Division we acquired temporary workers through the National Dislocated Worker Grant (NDWG) Program which provides temporary jobs for those displaced by COVID19. These workers filled a void and took on the challenge.

Partnering with the Los Angeles Regional Foodbank of Southern California, Baby2Baby, Wider Circle/Helping Hands, Girl Scouts, Pico Union Project and other partners, onsite staff were provided PPEs such as masks, wipes, hand sanitizer, and gloves to maintain public safety. Staff set-up tables, chairs, and canopies daily and placed cones and signs to direct the public. Using the drive-thru/contactless method, emergency food kits, fresh produce, diapers, baby wipes and hand sanitizer was picked up Monday, Tuesday, Thursday, and Friday by appointment. On average, 175 appointments were scheduled per day. The drive-thru/contactless model allowed the Centers to provide much needed commodities to individuals and families during the COVID-19 pandemic. For seniors who were homebound, or those who were quarantined, Center staff delivered food kits and produce. To reach additional people, WDACS’s Critical Delivery Services program picked up food kits and delivered via a taxi service.

Without contactless pick-up and delivery this population would not have access to food and other commodities. Since the inception of the pandemic, the drive-thru/contactless model has resulted in the distribution of over 2 million (2,520,135) pounds of food to families, individuals, and seniors throughout Los Angeles County.

Our next challenge was reaching those who were now isolated or quarantined. The telephone reassurance program offered a contactless method allowing us to connect with seniors and families to discuss their needs and connect them with proper resources. It also provided a listening ear to those who were isolated and yearned for someone to talk to. 29 staff made 182,574 calls in English, Spanish, Mandarin and Cantonese.

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-19 DRIVE-THRU/CONTACTLESS SERVICE DELIVERY**

Use Arial 12-point font.

During this pandemic, many County residents were surviving by making choices between paying for food and other necessities such as rent, utilities and medication. To help ease the burden, Center staff used the drive-thru/contactless model so that individuals could apply for utility assistance by either emailing, dropping off, or mailing documents. This program paid for all or a portion of their electric and/or gas bill. To date, 2,062 individuals have applied and \$322,996.16, has been awarded.

The drive-thru/contactless model allowed for various other activities and programs to continue during the pandemic. Families picked-up kits through the Toy Loan program which included coloring books, puzzles, and games and engaged families in a socially distanced TikTok dance. During the holidays Center staff invited the community to participate in drive-thru Halloween parades, turkey giveaways, and Christmas toy distributions.

Our drive-thru/contactless method helped seniors and families prepare their Income Taxes. Volunteers from the Volunteer Income Tax Assistance (VITA) and American Association of Retired Persons (AARP) collected documentation, e-filed and rescheduled for signatures.

Other events that strictly followed PPE guidelines held at the Centers were blood drives in partnership with the American Red Cross, Vote Centers and COVID19 Vaccination clinics.

**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-19 DRIVE-THRU/CONTACTLESS SERVICE DELIVERY**

**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 method of operation aligns with Goal I Make Investments That Transform Lives, Goal II Foster Vibrant and Resilient Communities and Goal III Realize Tomorrow’s Government Today.

In Goal I, we were highly responsive in meeting the needs of our communities by enacting a contactless model to address the challenges brought on by the pandemic. Goal II strengthened partnerships, and together, disseminated hundreds of pounds of food and produce and provided our communities with hand sanitizers, wipes, and diapers. Scheduled blood drives, vaccine clinics and made voting accessible. Rising to the challenge in Goal III by establishing the drive-thru/contactless model. Without this new method of doing business, the Centers would have closed, and the families, individuals and seniors would have had to look elsewhere for services. With Centers being in areas where health disparities are rampant and despite the concern of the high risk of exposing oneself to COVID-19, dedicated Center staff deployed this model daily keeping themselves, co-workers, and the community safe.

The Centers drive-thru/contactless model is essential to providing and operating public programs aimed at WDACS mission "Connecting Communities and Improving the Lives of All Generations". The mission aligns with the County’s vision and philosophy of teamwork and collaboration. The mission is anchored in our shared values of being responsive, upholding professionalism, accountability, integrity, and commitment.

Not only can our success be measured by data but also in human terms by the gratitude expressed by our clientele: the smiles and tears on their faces as they drive-thru and pick-up food to put on the table, the relief of knowing that part or all their utility bills have been paid, the joy in children as they collect their kits filled with books, puzzles and toys and the voices of our seniors who are appreciative to receive that call knowing someone is thinking of them.



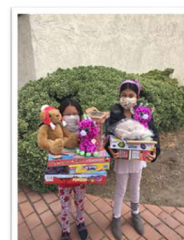
Food distribution



Christmas toy giveaway



Vaccine clinic



Toy Loan

**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-19 DRIVE-THRU/CONTACTLESS SERVICE DELIVERY**

**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.

| (1)<br>ACTUAL/ESTIMATED<br><b>ANNUAL</b> COST<br>AVOIDANCE | (2)<br>ACTUAL/ESTIMATED<br><b>ANNUAL</b> COST SAVINGS | (3)<br>ACTUAL/ESTIMATED<br><b>ANNUAL</b> REVENUE | (1) + (2) + (3)<br>TOTAL <b>ANNUAL</b><br>ACTUAL/ESTIMATED<br>BENEFIT | SERVICE<br>ENHANCEMENT<br>PROJECT   |
|--|---|--|---|-------------------------------------|
| \$   | \$  | \$   | \$  | <input checked="" type="checkbox"/> |

**ANNUAL= 12 MONTHS ONLY**