

**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: ELDERLY NUTRITION PROGRAM PLUS**

**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.

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In response to the overwhelming demand for home delivered meals by older adults due to Covid-19 pandemic, Workforce Development, Aging and Community Services (WDACS) significantly expanded its Elderly Nutrition Program (ENP) by utilizing private and public partnerships. The expanded ENP (referred to as ENP Plus) provided home delivered meals for older adults to help comply with the “stay at home” orders.

The ENP went from serving about 200,000 meals a month during pre-covid in both congregate and home delivered meals settings to about 500,000 meals a month during Covid-19. By the end of the fiscal year 2019-2020, the ENP provided over 3 million meals. In the current fiscal year, the new ENP meal vendors alone have provided over 3.8 million meals to over 10,000 clients. The program bridged a gap of services with the demand of home delivered meals for older adults and provided jobs and economic stimulus to the multiple sectors.

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> WDACS – 510 S. Vermont, 11th Floor. Los Angeles CA 90020		<b>TELEPHONE NUMBER</b> (213) 738 - 2600
<b>PROGRAM MANAGER'S NAME</b> Anna Avdalyan		<b>TELEPHONE NUMBER</b> 213.200.2584
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Stephanie S. Maxberry <i>Stephanie Maxberry</i>		<b>TELEPHONE NUMBER</b> (213) 738-2015 <b>EMAIL</b> smaxberry@wdacs.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Otto Solorzano <i>Otto Solorzano</i>		<b>TELEPHONE NUMBER</b> (213) 738-2617

**\*\*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**

The County of Los Angeles declared the current situation surrounding Coronavirus a State of Emergency and the Department of Public Health recommended that there should be no social gathering of older adults resulting in the closure of 98 congregate meal sites. Furthermore, On March 15, 2020, the State recommended all older adults to self-isolate and begin to practice “stay at home” orders. Due to the “stay at home”, the demand for home delivered meals greatly increased pushing our current public and non-profit meal providers capacity to limitation which resulted in a gap and need of services for Older Adults.

**Solution**

Due to “stay at home” guidelines surrounding the Covid-19 pandemic, the demand for HDM’s requests greatly increased pushing our meal providers capacity to limitation therefore the AAA quickly partnered with additional meal vendors from the private sector to provide additional meals for the growing demand. WDACS also partnered with major hotels and transportation companies to the deliver meals throughout the County of Los Angeles.

The new private meals vendors had the capacity to ramp up services rapidly and were able to take on thousands of clients that had been waitlisted because of capacity limitation of current meal providers. During the height of the pandemic, the program provided breakfast, lunch, and dinner seven days a week to Older Adults. This allowed Older Adults to stay at home and did not have to worry about when their next meal would come from. Our meal vendors provided a variety of healthy meals that were reviewed and approved by culinary professionals and/or registered dieticians.

Meal vendors also used COVID-19, best practices while serving meals to a vulnerable population such as:

- All staff must wear PPE’s, physical distancing, and contactless deliveries.
- Meals were delivered in multiple quantities reduce person-to-person exposure. i.e 2 to 3 times a week.
- Calling clients to ensure meals were received.

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**Benefit**

As a result, the ENP has expanded its capacity to more than doubled the number of meals provided to clients per month. The ENP went from serving about 200,000 meals a month in both congregate and home delivered meals settings to about 500,000 meals a month. By the end of the fiscal year 2019-2020, the ENP provided over 3 million meals. In the current fiscal year, the new ENP meal vendors alone have provided over 3.8 million meals to over 10,000 clients all while providing them in a manner that keeps older adults safe and reducing exposure to Covid-19.

It is a well-known fact that our Older Adult population are at the greatest risk of mortality due the Covid-19 virus therefore bringing an increase need for Older Adults to practice “stay at orders”. Consequently, Older Adults would also be a population that would be at risk of poor nutrition as of a result of self-isolation. With our the new ENP meal vendors Older Adults had a way to access nutritious meals while being able to safely be at home during the pandemic. As the pandemic continued, clients depended on their daily home delivered meal and for some it could be the only nutritious meals they received each day.

The direction WDACS AAA took by expanding the nutrition program by partnering with agencies outside of the norm of WDACS’, such as, taxi companies, small restaurants, hotels, and catering companies bridged a gap of services with the demand of home delivered meals for older adults as well as provided jobs and economic stimulus to the multiple sectors.

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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 goals of the Elderly Nutrition Program Plus seeks to provide services to Older Individuals in greatest economic or social need, with particular attention to low-income, minority individuals so they could remain independent in their homes. The program also serves meals that provide one-third (1/3) of the Recommended Dietary Allowances (RDAs) and are safe and of good quality. The program also promotes and maintain high food safety and sanitation standards and promotes good health behaviors through good nutrition. Additionally, due to the Covid-19 pandemic, the program enabled older individuals to practice “safer at home” guidelines. With these goals in mind, we feel that the project supported the following Countywide Strategic Plan Strategies:

Strategy I.1 (Increase Our Focus on Prevention Initiatives) by promoting self-sufficiency and independence among older adults.

Strategy I.2 (Enhance Our Delivery of Comprehensive Interventions) by ensuring the delivery of a broad-range of community-based services for older adults; and

Strategy II.2 (Support the Wellness of Our Communities) by increasing services that promote the well-being 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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