

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: GREAT PLATES DELIVERED PROGRAM STREAMLINING

DATE OF IMPLEMENTATION/ADOPTION: May 7, 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 During the pandemic, Los Angeles County Workforce Development, Aging and
 2 Community Services (WDACS) department was tasked as the administrator of the
 3 Great Plates Delivered (GPD) program for the County to ensure that older adults
 4 sheltering at home had access to nutritious meals, while stimulate the regional
 5 economy by helping the restaurant community get back to work.
 6 GPD is a large scale, complex project which cut across multiple sections. WDACS
 7 streamlined the restaurant application process, digitized the contracts as well as
 8 developed and implemented an innovative and seamless contract approval process;
 9 the first ever in LA County to fully automate the execution of contracts and interfaced
 10 with the Food and Meal Application (FAMS) internal application, ensuring the highest
 11 level of efficiency for project outcomes across all sections. These efficiencies allowed
 12 for successfully contracting with 80 restaurants throughout the County to serve 8,933
 13 senior clients, 6.2 million meals in a timely manner ensuring they didn't go hungry for
 14 extra days. In the words of one of the contracted restaurants, "We are eternally grateful
 15 for the opportunity to help feed seniors while saving our business".

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
\$ 0	\$ 0	\$ 0	\$ 0	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS
 Workforce Development, Aging and Community Services

TELEPHONE NUMBER

213-738-2600

PROGRAM MANAGER'S NAME
 Carol Domingo
 cdomingostephen@wdacs.lacounty.gov

TELEPHONE NUMBER
 (213) 639-6339

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE **DATE**
(PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)
 Stephanie Maxberry 6-22-21

TELEPHONE NUMBER
 213-738-2015

Stephanie Maxberry

EMAIL
 smaxberry@wdacs.lacounty.gov

DEPARTMENT HEAD'S NAME AND SIGNATURE **DATE**
 Otto Solorzano *Otto Solorzano* 06/25/2021

TELEPHONE NUMBER
 (213) 738-2617

****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.

CHALLENGES AND SOLUTIONS

Since January 2020, the County of Los Angeles (County) has been directly impacted by the COVID-19 health and safety emergency, including food insecurities for many of the County’s vulnerable residents. On March 19, 2020, the Governor issued an Executive Order requiring all residents in the State of California to stay home or at their place of residence. It further stated that Californians must have access to such necessities as food, prescriptions, and health care. The severity of the emergency and ensuing disruption to vulnerable communities and populations led the U.S. Federal Emergency Management Agency (FEMA) and the State of California’s Office of Emergency Services (CalOES) to establish the Great Plates Delivered (GPD) program. Thereafter, the Los Angeles County Workforce Development, Aging and Community Services (WDACS) department was tasked as the administrator of the Great Plates Delivered (GPD) program for the County. Being a large scale and complex project that cuts across multiple sections, has state and federal implications, and serves high risk LA County residents necessitated streamlining administrative and programmatic operations to rapidly fill gaps in food security services and provide financial support to the restaurant industry.

WDACS undertook tremendous efforts to streamline the restaurant application process to 1) make contracting with WDACS as simple as possible for the restaurants who did not have previous experience doing business with LA County; and 2) to ensure the highest level of efficiency for program outcomes in compliance with the department, County, State and Federal Guidelines. WDACS sought vendors through an emergency streamlined procurement process that met the requirements of the GPD guidance. WDACS developed a comprehensive “onboarding packet” for potential vendors that can be easily found at WDACS’ dedicated GPD program services website. A Request for Statement of Qualifications (RFSQ) was used to secure qualified Vendors to provide Great Plated Delivered Program services. WDACS used Microsoft Forms to streamline the RFSQ submissions which allowed for computerized scoring thereby eliminating resources and time needed to rate these manually. Terms of the agreements for GPD services established the specific needs of the County for those suffering from food insecurity, in compliance with program requirements. WDACS developed an innovative and seamless contract approval process, fully automating the execution of contracts, and interfacing with the Food and Meal Application System (FAMS) internal application. By May 2020, Master Agreements were digitally executed

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Sign with Vendors determined to be qualified. Algorithms were developed and used to assign electronic Work Orders through FAMS to contractors based on service capacity, RFSQ score and distance to clients.

BENEFITS OF THE PROJECT

Successfully contracting with 80 new restaurants valued at approximately \$70 million dollars of FEMA funding not only ensured older adults sheltering at home had access to nutritious meal daily but also provided financial support to restaurants struggling amid the pandemic. Since the launch of the program in May 2020, WDACS GPD has addressed meal insecurity for 8,993 older adults with 6.2 million meals and counting being served. The program has also helped 80 local restaurants, food providers, hospitality, and transportation businesses stay in business during the COVID-19 pandemic. The following are words from a few of our contracted restaurants:

“We are forever indebted to you and your entire organization for being a lifeline not only for the most vulnerable among us, but also for businesses and families in our community at large”.

“It's been an honor to be a part of this program and to be of service to our clients. We are grateful to be able to bring back staff to provide and deliver meals and the GPD clients have been very appreciative.”

“We would like to thank the GPD program for giving us the opportunity to serve the community and helping us in these challenging time by giving us this great program and keeping us in business.”

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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 GPDP Contract Streamlining aligns with Goal III, Realize Tomorrow’s Government Today, Strategy III.2 (Embrace Digital Government for the Benefit of our Internal Customers and Communities). WDACS implemented the use of Adobe Sign to collect digital signatures in record time when executing large volumes of emergency rush contracts and amendments. The software requests e-signatures through an email and signers simply clicked a link and signed the agreements from a browser either on their computer or on any mobile device without downloading or signing up for anything. This was a significant advance in business operations as it cut down the time to execute agreements from days to minutes and is very user friendly for the contractors. Additionally, it has allowed the department to no longer rely on hard copy files and allows for electronic monitoring of the agreements when requested by the CEO and State. Implementation of this software has been so successful that now all of WDACS’ Contract Management Division is using this across all programs.

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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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\$ 0	\$0	\$ 0	\$ 0	

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