

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

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.

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For millions of older adults, the Covid-19 pandemic has also been a food security issue. In May 2020, during the height of the pandemic, Los Angeles County Department of Workforce Development, Aging and Community Services (WDACS) launched the Great Plates Delivered (GPD) Program to ensure older adults sheltering at home had access to nutritious meals, while also providing financial support to restaurants so they could stay open and keep their employees working.

The GPD program has filled huge gaps in food security services. It has provided 8,993 older adults with 6.2 million meals. The program has also provided an essential economic stimulus to 80 restaurants and meal providers who were struggling to stay in business. In the words of one of the participating restaurants, GPD has been “a lifeline not only for the most vulnerable among us, but also for businesses and families in our community at large”.

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
 Anna Avdalyan EMAIL AAvdalyan@wdacs.lacounty.gov

TELEPHONE NUMBER
 (213) 200-2584

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE **DATE**
(PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)
 Stephanie Maxberry 6/22/2021

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

On March 4, 2020, Governor Newsom proclaimed a State of Emergency related to COVID-19. On March 19, 2020 stay at home orders were issued. EO N-33-20 further stated that the supply chain must continue, and Californians must have access to such necessities as food, prescriptions, and healthcare. GPD was developed to meet the challenge of ensuring high-risk older adults, age 65 and older or age 60-64 with high risk factors according to the CDC, have access to prepared meals during the pandemic while complying with stay at home orders.

Because of age, disability, lack of access, and stay-at home orders, expanding nutrition services became critical during the COVID-19 crisis. WDACS was able to utilize funds authorized by the Federal Emergency Management Agency (FEMA) Public Assistance (PA) program to administer GPD as an emergency nutrition service during the pandemic.

Local administrators were designated by the State of California to manage the program in their perspective communities. The WDACS GPD project took a collaborative approach, utilizing the services of restaurants, food providers, hospitality, transportation, and 211 L.A. County. In partnership, WDACS was able to address the food insecurity for thousands of older adults in communities throughout Los Angeles County and assist partnering entities maintain their businesses.

BENEFITS OF THE PROJECT

Individuals applied for the program by phone with 211 L.A. County or applied online by visiting the WDACS website. Individuals meeting program eligibility criteria were assigned to a restaurant, or hospitality food provider to receive the home delivered meals, fresh daily. 211 L.A. County is the essential provider for customer service and communication to applicants and actively participating individuals.

WDACS works with 80 food providers to develop menu plans for nutritious meals. Each meal adheres to the United States Department of Aging (USDA) food safety guidelines and also meets current Dietary Guidelines for Americans. Participants are provided instructions on meal content and how to heat and store the meals safely, practicing safe food handling and delivery according to CDC guidelines.

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Through these collaborative efforts, the GPD program has provided three (3) nutritious home delivered meals per day, breakfast, lunch, and dinner, for seven (7) days a week to vulnerable older adults for the duration of the pandemic. The meals also aided recipients maintain healthy, well-balanced diets. A participant wrote, “The meals are so healthy that my diabetes improved greatly, and I lost 15 lbs. Thank you for your patient kindnesses in getting us all fed.”

Local restaurants, caterers, hospitality, and transportation providers and their staff were able to benefit from the economic stimulus they received while providing the meals and services. Eighty (80) vendors were able to keep their businesses open and keep their staff employed during the pandemic. One restaurant vendor wrote, “This program has fed my soul. If I had time, I could probably give you 50 stories... I am grateful beyond words to be a part of this program...”

MEASURES OF SUCCESS

Since the launch of the program on May 7, 2020 to date, WDACS GPD has addressed meal insecurity by serving 8,993 older adults 6.2 million meals and has also helped 80 businesses stay in business through the pandemic.

The feedback from participants, their families, and restaurant vendors has been overwhelmingly positive. Responses have complimented customer service, quality of food, restaurant staff, and delivery drivers. There has been heartwarming feedback describing GPD as lifesaving from both recipients and contracted vendors.

Social isolation and loneliness are issues facing many homebound individuals. Many participants developed a rapport with the restaurant staff and look forward to seeing the delivery personnel. The ability for those suffering from isolation and loneliness to make even brief contact with others on a daily basis, such as those delivering GPD meals, is another level of success for the program.



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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 GPD program aligns with Goal II, Foster Vibrant and Resilient Communities. The two missions of the program were to provide healthy meals and safety to participants and provide a sustainable livelihood to businesses that depend on GPD while they are unable to operate at full capacity during the COVID-19 crisis. Two areas of focus for Goal II of the Strategic Plan include supporting small businesses and promoting healthy lifestyles.

Local businesses felt a major impact during the crisis; food providers, hospitality, and transportation being some of the hardest hit. The program provides these businesses a means to continue operating and maintain employment for their staff, thus avoiding temporary or permanent closure of their businesses and loss of livelihood to families.

There is a high-need to support the safety of older adults, especially in the area of food insecurity. GPD addresses this need for at-risk and homebound adults by providing access to nutritious meals, breakfast, lunch, and dinner, for 7 days a week while stay at home orders were enforced.

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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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