

**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: LA County COVID 19 Humanitarian Jobs Project**

**DATE OF IMPLEMENTATION/ADOPTION: DECEMBER 01, 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 The Workforce Innovation and Opportunity Act (WIOA) COVID-19 Disaster Recovery  
 2 National Dislocated Worker Grant (NDWG) program, branded as LA County  
 3 Humanitarian Jobs Project, provides funding to create temporary employment  
 4 opportunities providing humanitarian assistance designed to save lives, alleviate  
 5 suffering, and maintain human dignity during, and in the aftermath of, the COVID-19  
 6 pandemic, as well as a full array of workforce development services to assist those laid  
 7 off because of a pandemic. The project expanded upon WDACS' CARES Act funded  
 8 Pandemic Relief Program (PREP) by providing additional temporary subsidized full-time  
 9 jobs to support humanitarian efforts such as Project Room Key (PRK), Contact Tracing,  
 10 and Emergency Food Distribution along with longer term career, training, and  
 11 supportive services to ensure individuals are placed in unsubsidized, career pathway  
 12 jobs. The project offered 116 unique subsidized positions, which have already provided  
 13 130 participants with temporary employment/source of income to date.  
 14  
 15

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> Workforce Development, Aging and Community Services, 510 South Vermont, 11 <sup>th</sup> Floor, Los Angeles, CA 90020		<b>TELEPHONE NUMBER</b> 213-351-5246
<b>PROGRAM MANAGER'S NAME</b> Irene Pelayo		<b>TELEPHONE NUMBER</b> 213-905-9520
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Stephanie Maxberry  <i>Stephanie Maxberry</i>		<b>DATE</b> 6-23-2021  <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>DATE</b> 06/25/2021  <b>TELEPHONE NUMBER</b>

**\*\*ELECTRONIC, WE, 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: LA County COVID 19 Humanitarian Jobs Project**

**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.

On March 11, 2020, the World Health Organization declared COVID-19 a pandemic. In response, on March 15, 2020, Mayor Eric Garcetti ordered the closure of all gyms, bars and restaurants, and entertainment locations. On March 19, 2020, Los Angeles County Board of Supervisors announced the Safer at Home Order widening the impact on these industries leading to unprecedented layoffs in the County. LA County has, by many measures, the largest COVID-related work impact in the nation. On March 17, 2020, the Brookings Institute, relying on data from Moody's, published a report on the areas with the most at-risk jobs due to the virus. The LA metro area was ranked as the most at-risk metro area in the nation when it comes to job losses behind only New York with 1.1 million jobs at high risk of job loss.

Based on this information, WDACS applied to the State of California on County's behalf for a discretionary National Dislocated Worker Grant, approved by FEMA for this major disaster declaration to assist with additional needs identified under the nationwide emergency declaration for COVID-19 and the U.S. Secretary of Labor, under Section 170 of WIOA. LA County was subsequently awarded \$2.2M to provide temporary humanitarian assistance jobs and workforce development services to those adversely affected by this disaster.

The COVID 19 Disaster Recovery National Dislocated Worker Grant (NDWG) funded the Los Angeles County Humanitarian Jobs Project to assist individuals whose employment has been adversely affected by the COVID 19 pandemic. Once enrolled in the program, they are assigned a temporary position working as a Humanitarian Service Disaster Worker to assist with Project RoomKey, LA County contact tracing, or food distribution efforts to provide humanitarian aid to those affected by the pandemic. The LA County Humanitarian Jobs Project provides temporary jobs to dislocated workers by providing work opportunities that aid in the humanitarian recovery efforts of Los Angeles County on as follows:

Project Roomkey - a collaborative effort by the State, County, and the Los Angeles Homeless Services Authority (LAHSA) to secure hotel and motel rooms for vulnerable people experiencing homelessness. Project Roomkey provides a way for people who do not have a home to stay inside to prevent the spread of COVID-19.

**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: LA County COVID 19 Humanitarian Jobs Project**

The COVID-19 Humanitarian Jobs Project staffs the Project Roomkey sites with dislocated workers relieving County Disaster Workers by covering all shifts of the 24-hour operation. Work at the sites entails assisting with the monitoring of clients of the site to ensure compliance with Project Roomkey program rules, policies, and expectations, ensuring the safety of clients and security and sanitation of the site, as well as general client support such as front desk coverage and other housekeeping.

COVID-19 contact tracing assigns dislocated workers from this project to assist LA County Department of Public Health's efforts by conducting contact tracing interviews, providing contacts with information about quarantine procedures, testing resources, contact monitoring procedures and steps to follow if symptoms develop, as well as guidance on social distancing and methods for preventing infection.

Participants of this programs also provide vital help to the LA County Community Centers in their food distribution efforts, which has become a very high demand essential service to many County residents in the time of the pandemic.

The LA County Humanitarian Jobs Project also provides case management, career counseling, training, and unsubsidized job placements for dislocated workers participating in the project. Supportive Services, including assistance with transportation and tools/clothing/PPE are provided throughout the duration of the program, to support the successful participation and outcomes for all participants.

For this project, WDACS is partnering with the Los Angeles Homeless Service Authority (LAHSA) to identify appropriate worksites under the Project Roomkey aspect of the program. WDACS is also work with the County of Los Angeles Department of Public Health (DPH) regarding contact tracing efforts. Lastly, WDACS is working with LA County Community and Senior Centers to ensure efforts that surround food distribution have maximum impact to the community.

**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: LA County COVID 19 Humanitarian Jobs Project**

The program offers 116 unique subsidized positions, which has provided 130 participants with temporary employment/source of income to date, thus reducing the use of other benefits by these families and contributing to lightening the burden on the overstretched social services and UI systems.

All 130 participants are also receiving other workforce services, such as career and training services, including case management and unsubsidized placement assistance. Supportive services, such as work attire, tools, technology, personal protective equipment (PPE) and transportation assistance have been provided to all participants.

The program resulted in increased number of contact tracing interviews, increased services for the homeless at Project Roomkey sites, and increased use of the food centers, as well as other benefits for the community described above.

To date, 20 participants of this program have transitioned to unsubsidized long-term employment opportunities after exiting the program, averaging a starting wage of \$21/hour. These participants have been placed in permanent jobs in industries such as manufacturing; professional and business services; leisure and hospitality; trade, transportation, and utilities; and education and health services with employers that include Northrup Grumman, Heluna Health, Tek Systems, ASM Global, and more.

Currently, 110 participants are still receiving services through the County’s America’s Job Centers of California (AJCCs) working towards securing placement in unsubsidized employment.

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: LA County COVID 19 Humanitarian Jobs Project

**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.

**Strategy I.1 - Increase Our Focus on Prevention Initiatives**

**Strategy II.1 - Drive Economic and Workforce Development in the County:**

This project addressed strategy II.1.3 **Coordinate Workforce Development** by identifying and aligning workforce development programs to provide career pathways for high-needs, priority populations and to support the labor needs of the County’s high-growth industry sectors. Individuals laid off due to the COVID 19 pandemic were provided a meaningful connection, through subsidized temporary placements, to lucrative potential careers in public and humanitarian fields, such as public health, homeless services, community services, business services, and many more related fields.

**Strategy I.2 - Enhance Our Delivery of Comprehensive Interventions:**

This project also indirectly addressed strategy I.2.1 **Provide Subsidized Housing for Vulnerable Populations** by providing staffing support to enable LAHSA and County Health Services to provide housing and necessary services for vulnerable homeless populations, which had become a much more vital need during the spread of the COVID 19 pandemic.

**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

**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: LA County COVID 19 Humanitarian Jobs Project**

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

**ANNUAL= 12 MONTHS ONLY**