

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: Re-imagining Family Caregiver Support Programs

DATE OF IMPLEMENTATION/ADOPTION: 3/16/2020

(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: xxx Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes xxx 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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The County of Los Angeles Workforce Development, Aging and Community Services (WDACS) administers the Family Caregiver Support Services Program (FCSP). COVID-19 pandemic has negatively impacted Family Caregivers taking care of older adults far beyond the disease by causing a decrease in their quality of life. Mandated lockdowns have left many socially isolated from family and friends, have caused fear, and increased depression; as a result, even the most active caregivers have become vulnerable and frail due to lack of activity and their involvement within their communities. In response to the Covid-19 pandemic, WDACS in partnership with the Santa Clarita Valley Senior Center (SCVSC) reprogrammed its Family Caregiver Support Program (FCSP) to provide safe out-of-home services for caregivers and their vulnerable families. As a result, WDACS through SCVSC, which is its contracted service provider, provided innovative “Drive-In” deliveries of FCSP services to over 700 family caregivers during Covid-19.

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

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS WDACS – 510 S. Vermont, 11th Floor. Los Angeles CA 90020		TELEPHONE NUMBER (213) 738 - 2600
PROGRAM MANAGER’S NAME Anna Avdalyan AAvdalyan@wdacs.lacounty.gov		TELEPHONE NUMBER (213) 200-2584 EMAIL
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER’S NAME)</small> Stephanie S. Maxberry 		TELEPHONE NUMBER 213-738-2015 EMAIL smaxberry@wdacs.lacounty.gov
DEPARTMENT HEAD’S NAME AND SIGNATURE Otto Solorzano 		TELEPHONE NUMBER (213) 738-2617 DATE 06/21/2021

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: The Need for the Program

The impact of COVID-19 on local communities, organizations, staff, programs, and participants have been significant. The COVID-19 pandemic has heavily affected millions, including family caregivers and older adults who have been homebound and isolated. With no one to consult or socially engage with, family caregivers and older adults live in fear, feel helpless, lonely, and suffer from depression. Without the cognitive stimulation, social connections, and support systems provided by Community Senior Centers, caregivers are continually concerned with their older adults' state of mental well-being. This is in line with a wealth of anecdotal research and literature that states the cognitive stimulation and social connectedness afforded by Community Senior Center's programs support individuals with cognitive impairment and promote well-being. A tremendous challenge was reducing isolation and keeping caregivers and older adults active. An effective and safe environment is now, more than ever, needed to get family caregivers and older adults engaged in their communities and involved in activities that are socially distanced and without fear of the Pandemic. Proactively, the Los Angeles County AAA in partnership with the SCVSC, have been actively and effectively brainstorming new ways for activities like this to happen. The SCVSC began to develop an approach to get family caregivers and older adults safely out of their homes and encourage safe interactions with others by providing activities to reduce stress and improve mental health.

Solution

Unlike most senior and community centers that closed mid-March 2020 due to social distancing and the stay-at-home order, the SCVSC re-imagined services with new ways to support the high-risk senior population that was now homebound and the most vulnerable to the COVID-19 virus. In a span of one weekend, the SCVSC converted their parking area into an outdoor service delivery "Drive-In" system. This enabled recreational events to continue where families and older adults could maintain social distancing and remain in their cars while enjoying the various community activities.

These events are all held on a big stage in the parking lot by a sound system complemented by an FM transmitter for easy listening in their cars. The parking lot events safely offer entertainment to hundreds of people whose car is safely parked in every other parking space.

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All COVID-19 protocols are strictly enforced from wearing a mask to being socially distanced.

The Drive-In service has become an experience that all families look forward to. Not only does the Drive-In service offer respite for family caregivers, older adults, and staff but it also brings the community together. Every Wednesday is a theme day, where the staff and volunteers dress up in a variety of costumes, the parking lot is decorated, and laughter is shared.

These fun events include:

- Car Comedy – One Saturday a month the Senior Center teams-up with J.R.’s Comedy Club for an afternoon of six comedians performing on a stage in the parking lot. Participants show their appreciation for the entertainment by ringing a cow bell or honking their car horn.
- Car Bingo – One Tuesday a month participants can tune in the 87.9 on the radio to listen to a caller announcing bingo numbers in the parking lot, with a car horn announcing “BINGO!” participants can win some great prizes.
- Musical Car Concert – Each month a concert orchestrated by an LA Rock band which featuring Doc Rock-It with tunes from the 1950’s, 60’s and 70’s, covers hit songs by the Beach Boys, plays the days of Laurel Canyon, the Blues, and allows for an in-your- car dance party.
- The Grand Piano is wheeled out to the parking lot two days a week and great maestros come and perform for seniors to enjoy.
- Drive-In-Movie – One Saturday a month an outdoor movie is offered on a very large blowup screen. The Movie Night is a big hit, features some great films are offered including “A Star is Born” and “Ford vs. Ferrari” among others.

The “Drive-In” Events were initially developed to provide support and respite to family caregivers. However, it quickly grew and expanded to incorporate other outdoor classes such virtual exercise classes (i.e. Zumba, Tai Chi or Pilates), drawing and writing classes, caregiver support groups and counseling, trainings and health lectures. The Drive-In also offers contact free drive thru Tax Service for Caregivers and older adults.

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In addition, SCVSC took advantage of the “Drive-In” events to outreach and provide additional resources and information about available services and the Covid-19 news and guidelines from Department of Public Health.

Benefits and Success

The Service Center is a place where seniors’ emotional and social needs are met. Throughout the pandemic, senior have had to worry about how they were going to survive whether it was by having food or someone to talk to. Older Adults were becoming hopeless and depressed with nothing to do or look forward to. With the ongoing pandemic something needed to be done. This meant we needed to reinvent our approach and think outside of the box. The “Drive-In” events provided just that and gave over 700 family caregivers and older adults a reason to get out of the house by going to a familiar and safe environment. They were surrounded by other older adults and able to see their friends who they may have met through the senior center by a shared table for lunch, played pool, or attended a lecture with. These events bring joy and comfort to older adults knowing that for at least a few hours a day, they are not alone and can have this shared experience with family, friends, peers, and other families. The feedback has been extremely positive. Couples feel like they are going on a date with their loved one(s). Participants have called it a “Lifeline”, said “It’s Uplifting”, or “Something to look forward to”, and most importantly, “It’s one step closer to normal”. With these positive feedbacks, SCVSC is planning to continue offering this fun and successful “Drive-In” events post Covid-19!

Worthiness of Program:

AAA strives to meet the needs of family caregivers and older adults. As COVID-19 pandemic negatively impacted the lives of families and their older adult, AAA deep rooted partnership with the SCVSC created the “Drive-In” approach for an enjoyable and safe refuge for our older adults and their families. The purpose of these activities is to decrease isolation, increase engagement, healthy social release, and to provide an escape from the looming pandemic. The positive impact of the program speaks wonders through the willingness of staff who volunteer their time off to make these events possible. The seniors who show their deep gratitude through thank you cards, emails, and small tokens of appreciation. These events have supported the Los Angeles County’s theme to “enrich lives through effective and caring service” and are not only very much appreciated by one of the County’s more vulnerable population, but are welcomed by all: Family caregivers, older adults, and volunteers.

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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 goal of the Family Caregiver Support Program (FCSP) seeks to promote the health and well-being of unpaid family caregivers who are caring for the most vulnerable population of older elderly and children so they could remain independent in their homes. FCSP provides information to caregivers about available services, assistance in gaining access to the services, education, counseling, support groups and training, and respite care to enable caregivers to be temporarily relieved from their care giving responsibilities.

FCSP align with Countywide Strategic Plan Strategies includes:

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

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

Strategy II.2 (Support the Wellness of Our Communities) by increasing services that promote the well-being of Family Caregivers and their 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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\$ PLEASE SEE DETAIL BELOW	\$	\$	\$	XX <input type="checkbox"/>

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Cost of the Program:

This program is at no cost to the family and the older adult. SCVSC receives a grant from the City of Santa Clarita to provide free educational and recreational programs for older adults. SCVSC leverages this grant with their AAA program grant such as the Family Caregiver Support Services Program. The Drive-In events are so enjoyable that volunteers and staff volunteer their own time in making the weekend events possible.