

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: VIRTUAL AGING MASTERY PROGRAM DURING THE PANDEMIC

PLEASE CONSIDER THIS APPLICATION FOR COVID-19 AWARD

DATE OF IMPLEMENTATION/ADOPTION: MAY 12, 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 Aging Mastery Program (AMP) is an innovative approach designed to help older adults
- 2 manage their health, remain economically secure, and contribute actively in society.
- 3 AMP is an engagement and behavior change program designed to educate, encourage,
- 4 and support baby boomers and older adults to take actions to improve their health,
- 5 finances, and general well-being and to contribute more to their communities and
- 6 society. AMP is a ten (10) week program covering a specific topic of discussion each
- 7 week. AMP participants have expressed that they are more confident and prepared for
- 8 the many obstacles that come with getting older. AMP participants have given the
- 9 program rave reviews and many have encouraged their friends and family members to
- 10 participate in future classes. This program can be promoted as a best practice that can
- 11 be utilized by others. The impact has been very positive in all the senior centers who
- 12 have participated. Graduates of the program have requested additional classes to learn
- 13 from. Due to the covid-19 pandemic, the classes have gone online with great success.
- 14 The first class had 30 participants. Due to the overwhelming positive response, 2 more
- 15 classes will be starting up again.

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
PROGRAM MANAGER'S NAME Anna Avdalyan AAvdalyan@wdacs.lacounty.gov	TELEPHONE NUMBER 213.200.2584 EMAIL
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Stephanie Maxberry 6-23-2021 Signature on File	TELEPHONE NUMBER 213-738-2015 EMAIL smaxberry@wdacs.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE 6-24-2021 Otto Solorzano Signature on file	TELEPHONE NUMBER 213.738.2617

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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:

Life expectancy has increased dramatically over the last few decades. According to US Census 2010, older adults age 60 and over currently make up roughly 16% (or approximately 1.5 million) of the Los Angeles county’s population. The projection for 2030 is 2.9 million or 27% of the total population in the county will be composed of older adults. The trend is for the greatest growth to occur in the oldest age groups. The health and disability status, living arrangements, economic well-being, and kinship support systems of older adults are also changing. Providing safe, affordable, and accessible support services to the increasing number of the aging population has become an immediate challenge. Innovative interventions that help the aging population age gracefully are very much needed as older adults need to be supported with services that improve economic, physical and social well-being. AMP, which was created by National Council on Aging (NCOA), was found to be instrumental in assisting older adults with the skills and tools they need to manage their health, remain economically secure, and continue contributing actively in society.

Benefits of the project:

AMP participants have expressed that they are more confident and prepared for the many obstacles that come with getting older. AMP participants have given the program rave reviews and many have encouraged their friends and family members to participate in future classes. Participant Caridad stated, “I love coming to this class because I am learning new things and I love to learn new things in my life.” Another participant, Wilhemina stated, “These classes have given me new ideas on how to deal with some of my life issues.” This program can be promoted as a best practice that can be utilized by others.

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Measures of Success

The impact has been very positive in all the senior centers who have participated. Graduates of the program have requested additional classes to learn from. As of May 2019, there have been over 100 participants with a goal of an additional 100 in the next two years. Moving the program online due to the covid-19 pandemic has expanded to a larger potentially new candidates to take the course. It has also assisted them in learning how to navigate the internet and learn basic virtual meeting etiquette while still being socially engaged.

There is no cost to the County for this program. The National Council on Aging has waived the licensee fee of the materials in order to have a wider audience.

Please watch the video linked [here](#) for testimonials from impacted lives.

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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 Virtual Aging Mastery Program to Address the Virtual Divide is aligned with Strategy III.2 - Embrace Digital Government for the Benefit of Our Internal Customers and Communities.

Providing the AMP class online has assisted in addressing the need for older adults who face issues dealing with the digital divide that exists. Many older adults who are entering their third stage of life do not have the skills to safely navigate the internet for their personal and social lifestyles. The Virtual Aging Mastery Program empowers them to make meaningful connections with others that may be facing the same obstacles that they are facing while aging.

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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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