

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: WDACS AAA PPE Distribution

DATE OF IMPLEMENTATION/ADOPTION: DECEMBER 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 County of Los Angeles Workforce Development, Aging and Community Services
 2 (WDACS) Area Agency on Aging (AAA) Personal Protective Equipment (PPE)
 3 Distribution Program for AAA Service Providers and Older Adult Meal Recipients keeps
 4 service providers and older adults living in the County of Los Angeles safe by
 5 proactively providing them with no-cost PPE. This innovative, collaborative and
 6 outcome driven approach is a partnership between the County of Los Angeles
 7 Workforce Development, Aging and Community Services (WDACS) Area Agency on
 8 Aging (AAA) , the California Department of Aging (CDA) and the California Office of
 9 Emergency Services (Cal OES). The program became operational in December 2020
 10 and it is designed promote safety and provide assistance to service providers and older
 11 adults with measurable results through outreach and distribution of PPE in response to
 12 the COVID-19 Coronavirus outbreak. In December 2020, 200,000 surgical masks,
 13 150,000 cloth masks, 50,000 face shields and 300,000 hand sanitizers were delivered
 14 to WDACS AAA service provider staff and older adult clients.
 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

| | |
|---|---|
| SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Workforce Development, Aging and Community Services 3175 West 6 th Street Los Angeles, CA 90020 | TELEPHONE NUMBER 213-738-4749 |
| PROGRAM MANAGER'S NAME Anna Avdalyan EMAIL aavdalyan@wdacs.lacounty.gov | TELEPHONE NUMBER 213-738-4749 |
| 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 Signature on File | DATE 6/23/21 TELEPHONE NUMBER 213-738-2015 EMAIL smaxberry@wdacs.lacounty.gov |
| DEPARTMENT HEAD'S NAME AND SIGNATURE Otto Solorzano Signature on File | DATE 6/24/21 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.

WDACS AAA oversees and monitors the provision of AAA services through contracted Service Provider Agencies. Older adult AAA clients in Los Angeles County who live in their own residences do not have the resources or the ability to obtain PPE. These vulnerable populations face a very high risk of being impacted by COVID-19. To help these vulnerable older adults be prepared, AAA partnered with CDA and Cal OES to request a limited supply of no-cost PPE for AAA Service Providers and older adult clients.

An innovative multi-disciplinary, multi-agency partnership was formed with representatives from County of Los Angeles Workforce Development, Aging and Community Services (WDACS) Area Agency on Aging (AAA), the California Department of Aging (CDA) and the California Office of Emergency Services (Cal OES). To support public safety during response to the COVID-19 outbreak, WDACS AAA conducted outreach to survey service providers via Survey Monkey in order to identify the specific quantities needed of PPE needed for staff and clients and to fulfill resource requests from service providers and their clients for PPE that includes surgical procedure masks, face shields and hand sanitizer to keep service providers and clients safe by proactively providing PPE during the COVID-19 Coronavirus outbreak. Utilizing Service Provider Agency Site addresses and client address information from a database of older adults receiving meal delivery services provided by WDACS, AAA developed a PPE distribution plan that included a Program Memo regarding instructions for receipt, delivery and distribution of PPE to service provider agency staff for their protection, as well as, service provider staff who personally delivered PPE to clients along with their meal delivery routes. WDACS also distributed COVID-19 Guidance materials from the County of Los Angeles Department of Public Health (DPH) and Center for Disease Control (CDC) regarding the safe handling, distribution and use of PPE were also distributed to staff and clients to decrease the spread of acute respiratory illness and lower the impact of COVID-19 Coronavirus outbreak in the workplace and in the community.

The County of Los Angeles WDACS PPE Distribution Program for AAA Service Providers and Older Adult Meal Recipients has achieved a cost avoidance as WDACS AAA partnered with CDA and Cal OES to receive no cost PPE and WDACS utilized our existing contract service provider agencies to deliver PPE and outreach to service provider agency staff and the older adult client target population.

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WDACS AAA service provider agency staff and clients were equipped with the PPE needed to decrease the spread of acute respiratory illness and lower the impact of COVID-19 Coronavirus outbreak in the workplace and in the community through this proactive and caring government service partnership and the target population was left with an increased sense of resilience and emergency preparedness. The results of this program yielded the delivery of a new emergency preparedness/mitigation service model that was extremely well-received by service providers and older adult clients.

In December 2020, 200,000 surgical masks, 150,000 cloth masks, 50,000 face shields and 300,000 hand sanitizers were delivered to WDACS AAA service provider staff and older adult clients.

In addition to the delivery and distribution of PPE that was completed, WDACS service providers provided positive feedback expressing how appreciative staff and clients were of this free, individualized service.

The County of Los Angeles WDACS PPE Distribution Program for AAA Service Providers and Older Adult Meal Recipients yielded the delivery of a new, creative and unique emergency preparedness mitigation service model to County residents in order to fill gaps in the availability of PPE and it was extremely well-received by the targeted population of older adults in the County of Los Angeles. The program benefits the entire community and lessens the impact of the COVID-19 Coronavirus outbreak on the individuals served. This mitigation project is exemplary and provides value since it lessens the impact of disasters for a vulnerable population, supports cost avoidance, and shows proactive County government caring for its aging and older adult residents. The program can potentially be replicated and utilized by other Counties to keep older adults safe from COVID-19 Coronavirus by proactively providing PPE through outreach. It is a best practice model for collaborative data-driven mitigation efforts, it showcases cross-departmental cooperation and coordination in addressing shared problems and is a potential strategy for disaster preparedness and emergency response.

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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 County of Los Angeles WDACS PPE Distribution Program for AAA Service Providers and Older Adult Meal Recipients successfully addressed the challenge of enabling seniors to receive emergency PPE as a method to mitigate the impact of emergencies and disasters on frail, homebound older adults. The program focused on the following outcomes to magnify the benefits of the program:

- The emergency PPE resulted in extremely well-received responses by the recipients.
- The feedback provided by recipients was very positive. All recipients that received PPE made remarks regarding how appreciative they were of these meals.
- In Fiscal Year 2020-2021, the Los Angeles County Area Agency on Aging distributed 700,000 PPE to older adults.
- Recipients were thankful to have the PPE that was provided through the County of Los Angeles WDACS PPE Distribution Program for AAA Service Providers and Older Adult Meal Recipients.

WDACS, in offering this program to older adults who because of age, disability, income, or language, have a harder time preparing for and recovering from a disaster, increased the opportunity for them to have access to PPE. The program played a vital role in helping to provide PPE to this vulnerable population, thus improving the well-being and quality of life for the older adult population in Los Angeles County. This program meets the WDACS mission to enrich lives through effective and caring service and meets the Strategic Plan Goal 1: Enhancing our delivery of comprehensive interventions, and Strategic Plan Goal 2: Supporting the wellness of our communities. WDACS hopes that this innovative approach can be recognized as a Productive and Quality Award recipient.

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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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