

**Quality and Productivity Commission**  
**33<sup>rd</sup> Annual Productivity and Quality Awards Program**  
**“Empowering Innovative Solutions”**

**2019 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

**NAME OF PROJECT: DHR LIVE!**



**DATE OF IMPLEMENTATION/ADOPTION:** JANUARY 8, 2018

(Must have been **fully** implemented for a **minimum of** at least one year - on or before July 1, 2018)

**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 picturesque downtown skyline, its nearby mountains, and famed beaches attract  
 2 millions of people to live and visit the County of Los Angeles. However, the County  
 3 environment has changed in recent years, but not all for the better. From the steady rise  
 4 of the homeless population and economic inequalities, to nature’s changing face,  
 5 including the devastation left by the recent wildfires, the County faces more adversity  
 6 than ever before. To jumpstart a movement in a positive direction, DHR established the  
 7 Local Impact Volunteer Enterprise (DHR LIVE) to provide our employees with  
 8 opportunities to make a difference in the local communities. DHR recognized that an  
 9 employee volunteer program not only benefits the organizations we served, but it also  
 10 increased our employee engagement and improved staff relationships. Since its  
 11 inception in January, 2018, the DHR LIVE teams has prepared thousands of meals,  
 12 removed hundreds of pounds of debris off the coastlines and waterways, served  
 13 hundreds of meals, and donated hundreds of care packages to those in need. We are  
 14 small but mighty, responding to urgent needs, and making a difference with our helping  
 15 hands. **Please consider DHR LIVE for the Community Inclusion Award.**

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
\$	\$	\$	\$	X

ANNUAL = 12 MONTHS ONLY

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Department of Human Resources 500 W. Temple St. Room 579 Los Angeles, CA 90012	<b>TELEPHONE NUMBER</b> (213) 974-2407
<b>PROGRAM MANAGER’S NAME</b> Michael Lampert	<b>TELEPHONE NUMBER</b> (213) 351-2919 <b>EMAIL:</b> MLampert@hr.lacounty.gov
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b> <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER’S NAME)</small> Darolyn Jensen – Signature on File	<b>TELEPHONE NUMBER</b> (213) 974-2515 <b>EMAIL:</b> DJensen@hr.lacounty.gov
<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b> Lisa Garrett – Signature on File	<b>TELEPHONE NUMBER</b> (213) 974-2406

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**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.

**Challenges - Employee Engagement**

Employees today are looking for avenues of motivation and engagement beyond simply salary and benefits. Employees want to feel engaged at work and look for intangible characteristics that build team morale and work-life balance which impart a healthy quality of life. A survey conducted by Deloitte in 2017 found a staggering 89% of respondents believe that company sponsored volunteer activities offered a better overall work environment than those that did not.

**Solution**

DHR LIVE is the equalizer where every person, regardless of title, work hand in hand. It builds on established trust and engages “all” in our mission. Diversity is our strength!

**Benefits**

Volunteering helps employees feel they are making valuable contributions while simultaneously forging stronger relationships among colleagues and improving County culture. Volunteering raises County visibility and improves its reputation in the public eye.

The County of Los Angeles is an incredible place to work and live for many, but it also suffers from significant homelessness epidemic, rampant economic inequality, and various environmental concerns. During its first active year, DHR LIVE directed its focus on four distinct areas: food insecurity, homelessness, revitalizing waterways and protecting coastlines, and disaster recovery.

**Challenge - Food Insecurity**

While many individuals thrive living in the County of Los Angeles, an estimated 1.4 million people in the County live with food insecurity and have incomes below 300% of the poverty level. This means approximately 16% of those who live here, do not know where their next meal is coming from. While fixed-income seniors, people with disabilities, and low-income families are the most visible examples of people who struggle, hunger does not stop here. Hunger affects all groups of people regardless of education level, employment status, or ethnicity. Due to the soaring housing and transportation costs in Los Angeles County, many people who work, even families with two incomes, often cannot make ends meet of purchase nutritious food. In fact, the County has the largest “food insecure” population in the nation.

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Solution

DHR LIVE partnered with the Los Angeles Regional Food Bank to support their mission to fight hunger in our community.

Benefits

The DHR LIVE team sorted through over 10,000 pounds of food and assembled thousands of food packages. Our contribution helped to provide nearly 9000 individual meals for needy people in our community.

Challenge - Homelessness

Despite having one of the strongest economies in decades, the number of homeless people in the nation's most populous county showed a dramatic increase over the last year. Los Angeles County's homeless count rose 12% over last year, putting the number of homeless individuals just shy of 59,000 countywide. As thousands live on city streets in tents, cars or in the open, higher rents and a tight housing market are forcing more into homelessness.

Solution

DHR LIVE joined hands with the Midnight Mission, Los Angeles skid row shelter. The Midnight Mission is Southern California's premier service provider who has been at forefront of the homeless crisis since 1914.

Benefits

The DHR LIVE team prepared and served meals to the shelter's approximately 170 residents and 500 guests. We learned of the many services the Midnight Mission provides to the people in need, particularly for participants in the Women's Crisis & Bridge Housing center which provides medical and mental health care, meals, case management, and access to onsite school, among many other services.

Challenge - Revitalizing Waterways and Protecting Coastlines

We all have a role to play in protecting our bays. Marine debris is a global pollution problem that impacts human health and safety and endangers wildlife and aquatic habitats. The effort to keep our shorelines and waterways clear of marine debris comes at a significant cost. More than \$520 million dollars is spent each year to combat litter. Birds, fish and mammals can mistake plastic for food, while nails, glass, and syringes on the beach can present physical harm and danger to human health. Additionally, trash in our waterways increases the amount of pathogens and chemicals impacting water quality.

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Solution

The DHR LIVE team believes that ripples become waves. That is why we joined forces with *Heal the Bay*, the environmental organization dedicated to making coastal waters and watersheds of Greater Los Angeles safe, healthy, and clean. Together, we're working toward a greener, bluer Los Angeles County for everyone.

Benefits

DHR LIVE's Coastal Cleanup resulted in roughly 800 pounds of trash and recyclables collected and removed from California coast and waterways.

Challenges – Disaster Recovery

Los Angeles County is on the road back to recovery from the worst wildfire in its modern history. The Woolsey Fire burned over 96,000 acres in Los Angeles and Ventura Counties combined, destroying over 1600 structures, and resulting in three fatalities. Residents have been profoundly affected by the sudden and colossal blazes, with consequences ranging from poor air quality to lost homes and/or possessions to displacement and emotional trauma. Survivors reeling from the loss of everything they had worked for, their sense of safety and security taken away, and some knowing they will not be able to rebuild, can be mentally and physically debilitating. The devastation left in the wake of this fire is vast and will be affecting survivors for years to come.

Solution

The DHR LIVE family united with The Malibu United Methodist Church and Nursery in support of their recovery efforts in providing temporary shelter, meals, and clothing to families/individuals impacted by the Woolsey Fire or in need. Our takeaway was the belief in the power of a smile, a kind word, a listening ear, a hug, or the smallest act of caring, which all have the potential to turn a life around.

Benefits

The DHR LIVE family strived to kindle hope and resilience back into the community in the wake of devastation to those in need. We provided over 200 care packages containing items including but not limited to socks, water, toilet paper, blankets, hygienic products, baby wipes, diapers, nutritional food, backpacks, vitamins, and pet food.

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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.

DHR LIVE is directly linked to County Strategic Plan Goal II – Foster Vibrant and Resilient Communities. Especially strategies II.2, *Support the Wellness of Our Communities* and II.3, *Make Environmental Sustainability Our Daily Reality*.

The DHR LIVE volunteer team *supported the wellness in our communities* by helping to feed the homeless and food insecure, and by providing care packages to victims of the Woolsey Fire.

The DHR LIVE volunteer team contributed to the effort to *make environmental sustainability our daily reality* by participating in coastal cleanup.

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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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The DHR LIVE team donated personal time and items for all the events. There was no cost to the County. The unified participation from the DHR family raised our visibility in the public’s eye furthering the County’s reputation as the Employer of Choice!



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**FOR COLLABORATING DEPARTMENTS ONLY**

*(For single department submissions, do not include this page)*

<b>DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER’S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD’S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____

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**DEPARTMENT No. 7 NAME AND COMPLETE ADDRESS**

**PRODUCTIVITY MANAGER'S NAME AND SIGNATURE**

**DEPARTMENT HEAD'S NAME AND SIGNATURE**

**EMAIL:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_