

Quality and Productivity Commission
33rd 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: AGING MASTERY PROGRAM

DATE OF IMPLEMENTATION/ADOPTION: JULY 2017

(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 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. It is
 3 a behavioral change program designed to educate, encourage, and support older adults
 4 to take actions to improve their health, finances, and general well-being. This program
 5 is implemented as part of WDACS' effort to provide services that enhance the quality of
 6 the lives of older adults as they age. As an evidence-based program, AMP has been
 7 proven to be effective in helping older adults manage their health, remain physically and
 8 economically active. Participants of the program have expressed that they are more
 9 confident and prepared for the many obstacles they face as they get older. AMP
 10 participants have given the program rave reviews and many have encouraged their
 11 friends and family members to participate in future classes. A short video linked below
 12 provides testimonials from impacted lives: [https://www.youtube.com/watch?v=rt-
 13 Mnzw1T6Q&feature=youtu.be&utm_content=&utm_medium=email&utm_name=&utm_s
 14 ource=govdelivery&utm_term=
 15](https://www.youtube.com/watch?v=rt-Mnzw1T6Q&feature=youtu.be&utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

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
\$ 6,920.00	\$	\$	\$6,920.00	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Workforce Development, Aging and Community Services		TELEPHONE NUMBER 213.351.7798
PROGRAM MANAGER'S NAME Anna Avdalyan		TELEPHONE NUMBER 213.200.2584 EMAIL AAvdalyan@wdacs.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> STEPHANIE MAXBERRY 	DATE 6-27-19	TELEPHONE NUMBER 213-738-2015 EMAIL smaxberry@wdacs.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Otto Solórzano, Acting Director 	DATE 6-27-19	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.

Challenge: 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 improve economic, physical and social well-being of older adults are very much needed.

Solutions: AMP, which was created by the National Council on Aging, 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. AMP is an engagement and behavioral change program designed to educate, encourage, and support baby boomers and older adults to take actions to improve their health, finances, and general well-being and to contribute more to their communities and society. It is a ten (10) week program covering a specific topic of discussion each week. WDACS identifies speakers, who are subject matter experts in their fields to speak on each topic. WDACS also works with the various senior centers in Los Angeles County to determine sites for program. Any older adult who is interested in attending is encouraged to participate. WDACS works as the liaison between the senior center, expert speakers, Los Angeles City Department of Aging and the National Council on Aging for materials and other resources to ensure participants are receiving the best and most current resources.

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Use Arial 12 point font.

Benefits: 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. The impact has been very positive in all the senior centers who have participated. Graduates of the program have requested additional classes to learn more. As of May 2019, there have been over 100 participants with a goal of an additional 100 in the next two years. 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.

AMP addresses County Strategic GOAL I - Make Investments That Transform Lives. AMP is part of the Purposeful Aging-Los Angeles Initiative that was approved by the Los Angeles County Board of Supervisors. This initiative was created to meet the demands of an aging population that will only get older in Los Angeles County in the upcoming years. The Summit will assist in Los Angeles County’s Strategic Plan (1.2.7) Plan for Age-Friendly Communities for Older Adults by assisting the older adults receive the tools needed to age well in their respective communities.

AMP also addresses County Strategic GOAL II - Foster Vibrant and Resilient Communities. The purpose of Aging Mastery Program is to help older adults manage their health, remain economically secure, and contribute actively in society. This is in line with Strategy II.2 – Support the Wellness of Our Communities.

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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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\$ 6,920.00	\$	\$	\$ 6,920.00	<input type="checkbox"/>

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Avoided Cost Breakdown

- One-time start-up cost = 3,500 (Fees were waived)
- Core Curriculum (\$60 per participant) = 60 x 57 = 3420 (Fees were waved)
- Total Cost avoided = \$6,920.