

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
"Celebrating Quality Service"

2017 APPLICATION

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

NAME OF PROJECT: EMERGENCY MEALS FOR HOME-DELIVERED PARTICIPANTS

DATE OF IMPLEMENTATION/ADOPTION: JULY 1, 2014
 (Must have been implemented at least one year - on or before July 1, 2016)

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 Disasters and emergencies generally have the greatest impact on people, who because
 2 of age, disability, income, or language, have a harder time preparing for and recovering
 3 from such events. It is imperative that community-based planning takes place to ensure
 4 essential emergency and disaster-related needs of older adults are considered. The Los
 5 Angeles County Workforce Development, Aging and Community Services (WDACS)
 6 Area Agency on Aging (AAA) Emergency Meals for Home Delivered Meal Participants
 7 Program has for the first time enabled seniors to receive emergency meal services as a
 8 method to mitigate the impact of emergencies and disasters on frail, homebound older
 9 adults. In Fiscal Year 2014-2015, the Los Angeles County Area Agency on Aging
 10 served over 18,500 emergency meals to approximately 6,000 homebound, frail older
 11 adults. In Fiscal Year 2015-2016, the Los Angeles County Area Agency on Aging
 12 served over 11,000 emergency meals to 5,600 homebound, frail older adults. This
 13 important Program addresses an important void in services to an important population
 14 in Los Angeles County.
 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 213-738-2702
PROGRAM MANAGER'S NAME Anna Avdalyan	TELEPHONE NUMBER 213-738-4749 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 S. Maxberry Original Signature on File	DATE TELEPHONE NUMBER 213-738-2015 EMAIL smaxberry@wdacs.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Cynthia D. Banks Original Signature on File	DATE TELEPHONE NUMBER

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
“Celebrating Quality Service”

2017 APPLICATION

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

NAME OF PROJECT: EMERGENCY MEALS FOR HOME-DELIVERED PARTICIPANTS

1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success. Use Arial 12 point font.

Challenge

With 88 distinct cities and more than 4,000 square miles, the County of Los Angeles needed an inclusive emergency meal program that could anticipate issues related to people with functional needs as this population generally has a harder time preparing for and recovering from a disaster. It was imperative that community-based planning take place to ensure essential emergency and disaster-related needs of older adults are considered in the provision of emergency meal services, as a method to mitigate the impact of emergencies and disasters on frail, homebound older adults. In order to meet this challenge, the County of Los Angeles needed to develop and implement The Los Angeles County Workforce Development, Aging and Community Services (WDACS) Area Agency on Aging (AAA) Emergency Meals for Home Delivered Meal Participants Program that would utilize AAA Service Providers, Caterers, and Registered Dietitians (RD) to enable seniors to receive emergency meal services, as a method to mitigate the impact of emergencies and disasters on frail, homebound older adults.

Solution

WDACS recognized that homebound seniors are an underserved population that is often isolated, and although their numbers continue to grow, often receives minimal attention when planning for emergencies and disasters. WDACS also recognized how the provision of shelf-stable meals to homebound seniors prepares those community members in the event there is a disruption to normal meal services.

Los Angeles County AAA utilized Older American's Act Title III-C2 funds to provide a minimum of three shelf-stable meals to homebound, frail older adults who are part of the Elderly Nutrition Program – Home Delivered Meal Services. Program participants readily have shelf-stable meals during any disruption of regular meal service. Los Angeles County AAA serves the most frail and socioeconomically disadvantaged older adults in the Elderly Nutrition Program – Home Delivered Meal Services.

Developing and implementing emergency meal services required a collaborative approach with AAA Service Providers, Caterers, and Registered Dietitians. Service Providers worked with a Registered Dietitian to develop a shelf-stable menu, where each meal adheres to the United States Department of Aging (USDA) food safety guidelines and also meets current Dietary Guidelines for Americans.

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
“Celebrating Quality Service”

2017 APPLICATION

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

NAME OF PROJECT: EMERGENCY MEALS FOR HOME-DELIVERED PARTICIPANTS

Use Arial 12 point font.

Each emergency meal provided by the Los Angeles County AAA meets one-third of the Dietary Reference Intakes included in the Dietary Guidelines for Americans. AAA Service Providers work with the meal vendor of their choice to develop an emergency meal menu. However, as all meal components are approved by a Registered Dietician and have a one-year shelf life, home delivered meal participants are provided instructions on how and when to use the emergency meals. In addition, participants are encouraged to keep one gallon of water in a safe and easily reachable place for use in the event of an emergency. AAA Service Providers determine if emergency meals are needed at initial assessment and at each reassessment. For some of these older adults, the meal provided through the program may be their only source of nutrients for the day. Emergency meals were implemented in order to ensure participants do not go hungry in the event they cannot receive their daily home delivered meal.

Benefit

The Emergency Meals for Home Delivered Meal Participants Program successfully addressed the challenge of enabling seniors to receive emergency meal services 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 meal services resulted in extremely well-received responses by the homebound seniors.
- The feedback provided by recipients was very positive. All homebound seniors that received shelf-stable meals made remarks regarding how appreciative they were of these meals.
- In Fiscal Year 2014-2015, the Los Angeles County Area Agency on Aging served over one million home delivered meals and over **18,500 emergency meals to approximately 6,000 homebound, frail older adults.**
- In Fiscal Year 2015-2016, the Los Angeles County Area Agency on Aging served over one million home delivered meals and over **11,000 emergency meals to 5,600 homebound, frail older adults.**
- In July 2016 a large fire erupted in the Santa Clarita area, causing several road closures. This impacted the delivery of meals, and participants were thankful to have the emergency meals available that were provided through the Emergency Meals for Home Delivered Meal Participants Program.

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
"Celebrating Quality Service"

2017 APPLICATION

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

NAME OF PROJECT: EMERGENCY MEALS FOR HOME-DELIVERED PARTICIPANTS

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.

Strategic Plan Goal 1: MAKE INVESTMENTS THAT TRANSFORM LIVES

Strategy I.2 Enhance Our Delivery of Comprehensive Interventions

WDACS, in offering this program to frail, homebound 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 emergency meal services. The program plays a vital role in helping to provide meal services to this vulnerable population, thus improving the well-being and quality of life for the older adult population in Los Angeles County.

Strategic Plan Goal 2: FOSTER VIBRANT AND RESILIENT COMMUNITIES

Strategy II.2 – Support the Wellness of our Communities

The Emergency Meals for Home-Delivered Meals Participants Program identified a major gap in services to a vulnerable population. Providing emergency meal services to the elderly clearly supports the wellness of our community.

WDACS hopes that this innovative approach can be recognized as a model for other agencies in the interest of incorporating emergency meal services into their Elderly Nutrition Programs.

Quality and Productivity Commission
31st Annual Productivity and Quality Awards Program
“Celebrating Quality Service”

2017 APPLICATION

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

NAME OF PROJECT: EMERGENCY MEALS FOR HOME-DELIVERED PARTICIPANTS

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.

(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