

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: SANDBAGS FOR HOMEBOUND SENIORS

DATE OF IMPLEMENTATION/ADOPTION: SEPTEMBER 2015
 (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
2
3
4
5
6
7
8
9
10
11
12
13
14
15

In preparation for the El Nino storms predicted for Winter of 2015-16, a new multi-department Los Angeles County Task Force convened to develop and implement preparedness strategies to keep residents safe from potential torrential rain. During their planning process, the Task Force kept a focus on how to best prepare and serve vulnerable populations in the County. They identified homebound seniors living in their own residences in unincorporated, historical FEMA flood zones without the means to prepare their homes for potential flooding as a vulnerable population. *The Sandbags for Homebound Seniors* pilot program was subsequently designed and implemented to identify homebound seniors for this service, conduct preemptive on-site property flooding assessments, deliver and install filled sandbags, all at no cost. The pilot was so successful and well received by the clients that it was replicated again in the 2016-17 storm season, and will become an ongoing seasonal program. This mitigation project is exemplary and provides value since it preemptively reduces loss of property, lessens the impact of disasters for a vulnerable population, supports cost avoidance, and shows proactive County government caring for its aging and homebound residents.

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
\$ 37,560.14	\$	\$	\$ 37,560.14	<input type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Workforce Development, Aging and Community Services		TELEPHONE NUMBER
PROGRAM MANAGER'S NAME Ellie Wolfe 		TELEPHONE NUMBER (213) 738-2681 EMAIL ewolfe@wdacs.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) 		DATE 7-6-2017 TELEPHONE NUMBER 213-738-2015 EMAIL smotley@wdacs.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE 		DATE 7/6/17 TELEPHONE NUMBER (213) 637-0798

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: SANDBAGS FOR HOMEBOUND SENIORS

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.

During Fall of 2015, meteorologists studying weather patterns for the upcoming winter forecasted that Los Angeles County would experience one of the wettest El Nino storm seasons in history. To help residents protect themselves and their property for potential flooding in their communities, the County and its partners designed a large preparedness media campaign to encourage residents to prepare for the storm season. One of the services marketed to Los Angeles County residents, was free sandbags and, in some locations, free sand to fill the empty sand bags. However, an equity issue was identified by leadership from the Workforce Development, Aging and Community Services Department for their most vulnerable clientele base – homebound seniors would not have the physical or logistical means to obtain, fill, and install sandbags to protect their property for the storm season. Available research on homebound older adults widely documents that they are an understudied population that often lives with functional disabilities, multiple medical comorbidities, depression and cognitive impairment. This population is often isolated and although their numbers continue to grow, often receives minimal programmatic attention. Therefore, homebound seniors living in their own residences who did not have the resources or the ability to prepare their homes from potential flooding emerged as a vulnerable population at an increased risk.

To address this problem, a multi-disciplinary, multi-agency Los Angeles County Task Force was formed with representatives from Workforce Development, Aging and Community Services (WDACS), Department of Public Works (DPW), Los Angeles County Fire Department (LACoFD), the Department of Public Social Services (DPSS), 211 LA County and the Chief Executive Office's Office of Emergency Management (CEO/OEM). The Task Force analyzed and evaluated potential pro-active emergency preparedness and mitigation strategies that could effectively support this vulnerable population prior to the predicted arrival of the El Nino storms. Ultimately, this Task Force created the *Los Angeles County Sandbags for Homebound Seniors in Unincorporated Areas Pilot Program* to protect the homes of homebound seniors living within either a 100 year or 500 year FEMA flood zone. The Los Angeles County Sandbags for Seniors in Unincorporated Areas Program keeps homebound seniors living in high-risk flood zones within the unincorporated areas and their properties safe from flooding by pro-actively providing mitigation wellness checks, free home flooding inspections and sandbag placement services if warranted. The objectives of the pilot program are to identify homebound seniors in Los Angeles County unincorporated communities within 100 year and 500 year FEMA flood zones prior to the beginning of the storm season; assess their identified properties to determine appropriate sandbag placement strategies and develop corresponding installment plans; and deliver/place sandbags, if needed.

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: SANDBAGS FOR HOMEBOUND SENIORS

To meet those objectives, the first steps were to identify the number and location of homebound seniors in unincorporated communities that had no means to obtain and place sandbags to protect their properties in high risk flooding areas. An emphasis was placed on unincorporated communities, given the special role the County plays in their local government structure. Utilizing the client address information from a database of homebound seniors receiving meal delivery services provided by WDACS, planners from DPW created a Geographic Information Systems map that layered FEMA flood zone information. CEO/OEM created public outreach and marketing materials in the main languages spoken in the identified areas (English and Spanish), and WDACS staff personally delivered them along with their meal deliveries in order to notify selected clients that they were eligible to receive a free flooding inspection and complimentary sandbag installation services (where appropriate). These homebound seniors were also instructed to contact 211 LA County if they had any questions or to request an inspection. 211 LA County call center operators conducted an intake process developed by the Task Force and referred calls to LACoFD and DPW engineers, who in turn used a team-based approach to collaboratively conduct client visits, property inspections, flooding risk assessments and sandbag delivery and placement.

The results of this pilot program yielded the delivery of a new storm emergency preparedness/mitigation service model that was extremely well-received by the targeted population of homebound seniors. In the winter of 2015-16, 22 homes identified for the program were assessed for risk factors. DPW engineers subsequently provided written property mitigation plans for approximately 30% of those homes based on assessment results, indicating where sandbags should be placed. LACoFD Forestry personnel also participated in the initial assessment process, in order to garner seniors' trust and reinforce the safety value of the program. Based on assessment results, LACoFD then delivered and placed sandbags at the targeted residences. In the winter of 2016-17, the program was replicated and 96 homes were assessed. Additionally, LACoFD conducted comprehensive follow-up inspections to the initial cohort of homebound seniors served during the prior year, to ensure those sandbag placements were still sufficient and adequate for the next storm season.

Los Angeles County is looking to expand this successful pilot program by increasing its scope to assist all homebound seniors living throughout Los Angeles County. The Program is a model for data-driven mitigation efforts, showcases County cross-departmental collaboration, and has developed a strategy for growth. It positions the County as providing proactive government service at a high caliber of quality, and responsive to a subset of its most vulnerable residents. It also yields benefits to the entire community and lessens the financial impact of winter storms on the individuals served, local businesses, and County, State, and Federal governments which bear many of the direct and indirect costs caused by flooding.

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: SANDBAGS FOR HOMEBOUND SENIORS

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 *Los Angeles County Sandbags for Homebound Seniors in Unincorporated Areas Pilot Program* is very connected to and supportive of the County's current strategic plan. As the Los Angeles County Board of Supervisors continues to drive policy that focuses on social problems and vulnerable populations, this pilot program builds upon that vision by having conceptualized and delivered on a tangible set of mitigation services for indigent homebound seniors at risk of losing property or incurring damages that could financially cripple them.

This project addresses the first two of the County Strategic Plan's goals by its designation as a prevention/mitigation initiative, and by its proactive support for the wellness of targeted community residents. The program's intent is to proactively seek out a highly vulnerable population and provide services to them prior to a flooding event occurring that has the potential to cause them financial hardship, and consequently increase the likelihood of their involvement with the County's social safety net. It is an integrated collaborative approach that requires coordination between five different County departments and a community-based organization to provide a comprehensive service, bringing together subject matter experts from different areas that would not be accomplished by any individual dept. acting alone.

Specifically, this program supports the plan's Goal I, Strategy I.1.6, to increase home visitation capacity by focusing on prevention initiatives, and Goal II, Strategy I.2.7, to plan for age-friendly communities for older adults. In its two years of existence, County employees, acting on behalf of the program completed over 150 individual home visits to seniors, directly providing them comprehensive safety and mitigation information and services, while fostering a sense of community and enhancing faith in government at the same time. The program fills a previously existing gap between the known mitigation need of many residents' during wintertime and a subset of those residents' inability to act on their own to address that need.

FEMA evidence shows that mitigation efforts provide benefits to society by building stronger and safer communities. The *Sandbags for Homebound Seniors in Unincorporated Areas Pilot Program* was designed to do just that by identifying a vulnerable group within the County and bringing together a skilled group of experts to intervene before disaster strikes. In doing so, the program benefits the entire County in many ways, by reducing future financial losses and turmoil for our residents, their communities, and the County. This approach is perfectly aligned with the County Strategic Plan's goal of increasing prevention initiatives for vulnerable populations through the comprehensive and integrated approach of five departments to fill a previously unknown gap in service. As a result, the *Sandbags for Homebound Seniors in Unincorporated Areas Pilot Program* has measurably improved the lives of many of our citizens, demonstrating compassion and customer orientation.

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: SANDBAGS FOR HOMEBOUND SENIORS

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
\$ 37,560.14	\$	\$	\$37,560.14	<input type="checkbox"/>

ANNUAL= 12 MONTHS ONLY

Cost Avoidance

FEMA’s Floodplain Management Branch uses the metric of \$4 saved per \$1 spent on flood mitigation. This metric is from a congressionally mandated 2005 study by the Multihazard Mitigation Council of the National Institute of Building Sciences. According to that standard, the *Sandbags for Homebound Seniors in Unincorporated Areas Pilot Program* has achieved the following annual cost avoidance for the County:

Cost Avoidance	
Total Equipment Cost:	\$108.00
Total DPW Cost:	\$8,964.47
Total Fire Dept. Cost:	\$9,707.60
Subtotal:	\$18,780.07
Value to Society Multiplier:	4
Total Value of the Sandbags for Seniors Pgm:	\$75,120.28
Annual Cost Avoidance:	\$37,560.14

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: SANDBAGS FOR HOMEBOUND SENIORS

FOR COLLABORATING DEPARTMENTS ONLY

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

DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS

LOS ANGELES COUNTY DEPARTMENT OF PUBLIC WORKS

PRODUCTIVITY MANAGER’S NAME AND SIGNATURE

DEPARTMENT HEAD’S NAME AND SIGNATURE

EMAIL: _____

EMAIL: _____

DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS

LOS ANGELES COUNTY FIRE DEPARTMENT

PRODUCTIVITY MANAGER’S NAME AND SIGNATURE

DEPARTMENT HEAD’S NAME AND SIGNATURE

EMAIL: _____

EMAIL: _____

DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS

LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES

PRODUCTIVITY MANAGER’S NAME AND SIGNATURE

DEPARTMENT HEAD’S NAME AND SIGNATURE

EMAIL: _____

EMAIL: _____

DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS

LOS ANGELES COUNTY CHIEF EXECUTIVE OFFICE/OFFICE OF EMERGENCY MANAGEMENT

PRODUCTIVITY MANAGER’S NAME AND SIGNATURE

DEPARTMENT HEAD’S NAME AND SIGNATURE

EMAIL: _____

EMAIL: _____

DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER’S NAME AND SIGNATURE

DEPARTMENT HEAD’S NAME AND SIGNATURE

EMAIL: _____

EMAIL: _____

DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER’S NAME AND SIGNATURE

DEPARTMENT HEAD’S NAME AND SIGNATURE

EMAIL: _____

EMAIL: _____