

**Quality and Productivity Commission**  
**31<sup>st</sup> 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:**     **A Perfect Partnership-WDACS and Parks & Recreation**

**DATE OF IMPLEMENTATION/ADOPTION:**     NOVEMBER 16, 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 The relocation of East Rancho Dominguez Service Center to the newly renovated state-  
 2 of-the-art East Rancho Dominguez Community Center and Park created a perfect  
 3 partnership between Workforce Development, Aging and Community Services  
 4 (WDACS) and the Department of Parks and Recreation (DPR). The new Center  
 5 resulted in savings for WDACS' operational budget and enhanced services to the  
 6 community in a better and bigger setting. The new and improved East Rancho  
 7 Dominguez Service Center expanded services to seniors, families and individuals in the  
 8 unincorporated areas of East Rancho Dominguez and the surrounding communities.  
 9 The Center also offers a great space for large programs and events such as food  
 10 distribution, lunch program, health fairs, and various educational classes for all  
 11 residents. East Rancho Dominguez Service Center is the first co-located Community  
 12 Center and Park that was made possible with the support of the Los Angeles County  
 13 Supervisor Mark Ridley-Thomas, Second District. Residents benefit on a daily basis  
 14 from the Center which is evidenced by the significant increase in participation and  
 15 collaborative efforts between two (2) County departments.


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
<b>\$ 0</b>	<b>\$6,000</b>	<b>\$ 0</b>	<b>\$ 6,000</b>	<b>X</b>

ANNUAL = 12 MONTHS ONLY

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Workforce Development, Aging and Community Services 3175 W. Sixth Street, Los Angeles, CA 90020	<b>TELEPHONE NUMBER</b> 213-738-2600
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<b>PROGRAM MANAGER'S NAME</b> Martha Molina-Aviles	<b>TELEPHONE NUMBER</b> 323-260-2450 <b>EMAIL</b> Mmolina-aviles@wdacs.lacounty.gov
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<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> Stephanie S. Maxberry 	<b>DATE</b> 7-6-17	<b>TELEPHONE NUMBER</b> 213-738-2015 <b>EMAIL</b> smaxberry@wdacs.lacounty.gov
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<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> 	<b>DATE</b> 7/6/17	<b>TELEPHONE NUMBER</b>
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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. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success. Use Arial 12 point font.

**Challenge**

Prior to opening the new East Rancho Dominguez Community Center and Park, WDACS had been searching for other larger, more appropriate leased space in the immediate area given the fact that sufficient funding was not available to build a brand new center and was simply cost prohibitive. WDACS operated a small, leased center across the street from the park which was severely inadequate to provide all the services needed by the community. Meals were served to a small number of seniors in a leased and dilapidated building which did not lend itself to providing services to a large number of seniors and families in need of service from the East Rancho Dominguez Community. The old Community Center was not compliant with the Americans with Disabilities Act and the interior physical space was not conducive or adequate for serving older adults. The location was also not appropriate for the large numbers of community members who arrived once a month for free food giveaways. Parking and space was seriously inadequate. The old center had very limited handicapped parking spaces and did not have adequate refrigerators to store emergency food supplies.

**Solution**

The project was the vision of Los Angeles County Supervisor Mark Ridley-Thomas, Supervisor for the Second Supervisorial District. Supervisor Ridley-Thomas assisted with funding for the construction of a brand new Community Center at the East Rancho Dominguez Community Center and Park. Services are operated by two (2) co-located Los Angeles County Departments: DPR and WDACS. The new center opened on November 16, 2015. The East Rancho Dominguez Community Center and Park combined services include: Congregate Meals, Emergency Food Assistance, socialization for seniors, a state-of-the-art technology and audio visual equipment, an electronic bingo game, game room, brand new health and wellness fitness zone which includes eight exercise machines, Parks' recreation services, Summer Lunch Program, Movies at the Park, Zumba and Diabetes education courses. The new Center and Park space lends itself to tripling the number of patrons served under all programs provided by the DPR and WDACS.

Additionally, collaborations with the new Los Angeles County Public Library located nearby, allow patrons to use public access computers for free so long as they apply for a library card. The card also includes benefits to the families and older adults who are now encouraged to enjoy the Library's resources available just down the street from the Community Center.

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**Benefits**

The overall quality of life was immediately improved as a result of the synergistic partnership and immediate availability of programs from both County Departments now available under the same roof. The new East Rancho Dominguez Community Center and Park offers numerous benefits to residents of all ages. Below are two (2) of the most significant increases in service, Senior Congregate Meals and Food Assistance Programs:

**Senior Congregate Meals Program** - 71 patrons served from 2014-15 and 131 patrons served from 2015-16 with an increase of **84.5%**.

**Food Assistance Program** – 730 patrons served from 2014-15 and 1,290 patrons served from 2015-16 with an increase of **76.7%**.

**Additional benefits of the new Center and Park include:**

- Federal funding is used at the Center through the Los Angeles County’s Area Agency on Aging which allows for the provision of no and low cost congregate meals for seniors which has doubled its numbers since the new facility was opened.
- Private collaborations have also been made as an added benefit to the seniors and families through a Utility Assistance Program where patrons are assisted with monthly electricity and gas bills.
- The East Rancho Dominguez Hills Neighborhood Association continues to hold their monthly meetings and can now organize bigger events at the Center.
- WDACS operates a very successful Toy Loan Program which is enjoyed by hundreds of families nearby; community members are able to access Emergency Food Assistance Program every day with the assistance of the 211 Information Line and receive food immediately from the WDACS pantry that is fully stocked.
- An added benefit is the 5 Breads 2 Fish Food Giveaway Program which provides free produce and other goods every Monday. The number of community members has again increased substantially as a result of the new, added space and parking availability on the DPR grounds.
- DPR continues to provide existing free programming which seniors will now enjoy. WDACS patrons are now enjoying movies and concerts at the Park during regular Summer Programming periods from the Toy Loan that was formerly across the street are now benefiting from the Summer Lunch Program operated by DPR.
- The new opportunity for intergenerational programming is exciting for both departments as the new Public Access Computer Lab is now available to youth for homework help and tutoring after school. Seniors enjoy the same access in the morning but are also being encouraged to assist youth with homework help as the number of patrons increase and we jointly plan future intergenerational programming.

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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.

**GOAL I. MAKE INVESTMENTS THAT TRANSFORM LIVES**

We will aggressively address society’s most complicated social, health, and public safety challenges. We want to be a highly responsive organization capable of responding to complex societal challenges – one (1) person at a time.

Strategy 1.2 - Enhance Our Delivery of Comprehensive Interventions  
Deliver comprehensive and seamless services to those seeking assistance from the County.

Since the center opened in 2015, approximately 3670 community members have been served. Both DPR and WDACS staff have already witnessed an increase in pride, motivation, participation and quality of life for existing and new patrons benefitting from the DPR facilities and the new center. The number of patrons have tripled due to the increase in space, parking and programming.

There were eleven services and programs provided at the previous Community Center and to this date, WDACS and DPR added new programs and activities for the community.

The following are the programs and activities currently provided at the Community Center and Park:

Senior Congregate Meals, Food Assistance Program, Information and Referral, Form Assistance, Computer Access, Arts and Crafts, Exercise and Fitness, Line Dancing, Utility Assistance Program, ESL Classes, Toy Loan, Basketball, Yoga, Junior Tennis and Learning Program, and other Socialization activities.

The daily partnerships between WDACS and DPR are evident at all levels from staff at the center and Parks’ facilities to regular communication within all levels of management within both departments. Regularly scheduled staff meetings involving both departments contribute to streamlined, efficient and less expensive operations, while more services are provided to a community who now only needs to access one (1) center to receive valuable and life enriching services provided exclusively by these two (2) departments in the East Rancho Dominguez community.

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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.

(1) ACTUAL/ESTIMATED <b>ANNUAL COST</b> AVOIDANCE	(2) ACTUAL/ESTIMATED <b>ANNUAL COST SAVINGS</b>	(3) ACTUAL/ESTIMATED <b>ANNUAL REVENUE</b>	(1) + (2) + (3) TOTAL <b>ANNUAL</b> ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
<b>\$ 0</b>	<b>\$ 6,000</b>	<b>\$ 0</b>	<b>\$ 6,000</b>	<b>X</b>

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The annual cost savings for WDACS is \$6,000 (\$98,000 minus \$92,000). Before the relocation to East Rancho Dominguez Community Center and Park, WDACS’ annual cost to maintain the leased building was \$98,000, this included the building maintenance, custodial services, lease of the building and utilities. At the new Community Center and Park, the department is sharing costs to maintain the center and the new annual cost is \$92,000.

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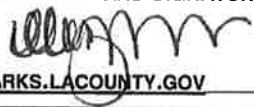
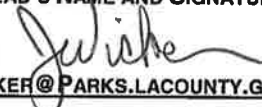
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**FOR COLLABORATING DEPARTMENTS ONLY**

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

<b>DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS</b> DEPARTMENT OF PARKS AND RECREATION	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> ELIZABETH MENDEZ  EMAIL: <u>LMENDEZ@PARKS.LACOUNTY.GOV</u>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> JOHN WICKER  EMAIL: <u>JWICKER@PARKS.LACOUNTY.GOV</u>
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> EMAIL: _____	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> EMAIL: _____
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> EMAIL: _____	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> EMAIL: _____
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> EMAIL: _____	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> EMAIL: _____
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> EMAIL: _____	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> EMAIL: _____
<b>DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> EMAIL: _____	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> EMAIL: _____