



RIISING TO THE CHALLENGE

Our Response to the COVID-19 Pandemic



Director's Message



At WDACS, we deliver services that empower people, communities, and businesses to grow, succeed, and thrive. During the pandemic, our mission took on even greater importance, as our services became a vital lifeline for seniors, small businesses, laid-off workers and so many others. We rose to the challenge and our response reflects who we are and what we believe as an organization.

We put people first. Whether it's daily reassurance calls to seniors, or our Adult Protective Services social workers going into homes to protect County residents, our clients and their success are our purpose.

We are inspiring. Whether its distributing thousands of pounds of food each week to families or connecting thousands of laid off workers to unemployment insurance and other benefits, inspiration is the fuel that drives us onward.

We are problem solvers. Whether it's rapidly transitioning our in-person meal sites to home-delivered meals or providing hundreds of grants to small businesses impacted by the economic downturn, we strive to set the standard for what is possible.

We are caring. Whether it's launching a help line to provide a listening ear and assistance to seniors or establishing a help center to support small businesses struggling to keep their doors open, we believe that compassionate services produce the most transformative outcomes.

We are advocates. Whether it's launching the LA vs Hate campaign to unite communities and residents against hate or securing COVID-19 testing sites for the Alaska Native and American Indian populations, we believe in unwavering advocacy that empowers people.

On behalf of WDACS, I thank you for the honor to serve the residents of Los Angeles County.

- OTTO SOLÓRZANO, ACTING DIRECTOR, WDACS

10 Strategies to Meet Urgent Needs and Promote Recovery

This document provides a snapshot of our 10 strategies to address urgent needs during the pandemic, while helping L.A. County recover, succeed and thrive.

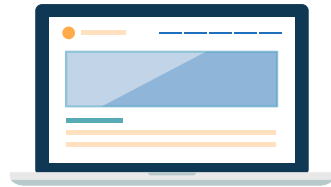
1.

Public Outreach & Assistance

Expand outreach and targeted communications to ensure County residents are informed about critical services offered by WDACS and other County departments during the pandemic.

Dedicated COVID-19 Webpages

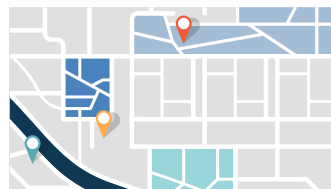
Launched dedicated webpages for COVID-19 related information and programs on our public facing sites including our homepage.



- 500k+ combined pageviews on 3 newly built landing pages
- Launched a one-stop virtual resource room for all of our AJCCs

Interactive Google Map

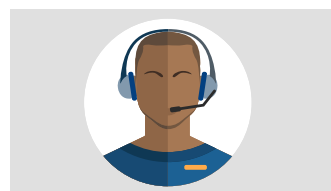
Launched an interactive Google map of all city/county congregate meal sites and food distribution locations for older adults that was featured on the County's COVID-19 webpage.



- 605k views within 3 months

Disaster Help Centers

Launched two virtual help centers, one for businesses and workers, and one for seniors who need assistance and support during the pandemic.



- Served 20k+ businesses and workers thus far
- Multilingual help center with 211 support dedicated for seniors

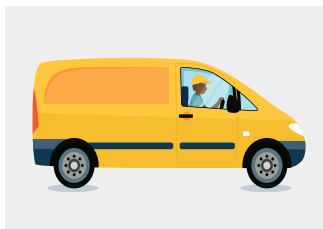
2.

Hunger and Food Insecurity

Expand home-delivered meals and emergency food distribution options for older adults 65+ who are at high-risk of COVID-19.

Emergency Food Distribution

Transition in-person meal sites to home-delivered meals to ensure the safety of residents and coordinate weekly emergency food distributions at Community and Senior Centers.



- 5.7+ million meals delivered to 48k+ clients
 - 1.4+ million pounds of emergency food distributed to an average of 16k+ individuals monthly
 - 100+ meal sites transitioned to food delivery or pick up services for seniors
 - Coordinate public/private partnerships with County's CEO Food Security Branch, Amazon and Wider Circle to deliver emergency food and grocery boxes
 - Repurpose WDACS' taxicab program to deliver pre-paid groceries and vital necessities to older adults and individuals with disabilities
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Great Plates Delivered

Partner with local restaurants to provide free ready-made home-delivered meals to older adults.



- 1.9+ million meals delivered
- 3 meals a day, 7 days a week
- 75+ participating local restaurants throughout the County

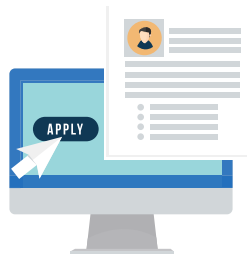
3.

Employment and Higher Wages

As many residents face tough financial conditions, our America's Job Centers of California continue to work with employers and workers to help people regain employment.

Virtual Hiring Events

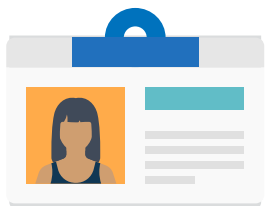
Facilitate virtual hiring events throughout the County for companies in retail, construction, aerospace and advanced manufacturing sectors.



- 14k+ individuals hired in both permanent and temporary jobs
- Companies include Northrup Grumman, Amazon, Target and Goodwill Industries

Employment Opportunities

Work closely with businesses and unions to connect individuals to good paying jobs.



- 1,500 employees rehired in the restaurant industry to meet increased demand for home-delivered meals
- 1,700 individuals placed in jobs that paid a living wage of \$16.31 or more
- 965 individuals from priority populations hired as COVID-19 Disaster Workers

Rapid Response

Expand capacity of our AJCCs as help centers for residents and businesses through the virtual Rapid Response program.



- Connected 1,300 businesses and 71k+ employees experiencing layoffs to benefits and services including Unemployment Insurance
- 3.7+ million UI claims submitted in LA County COVID-19 Disaster Workers

Layoff Aversion

Partner with LAEDC to assist small businesses prevent or minimize unemployment from layoffs.



- Averted 1300+ layoffs

4.

Vulnerable Communities

Adapt existing programs to assist our society's most vulnerable during the public health emergency.

American Indians and Alaska Natives

Provide culturally sensitive health and social services to our Native communities.



- AIAN specific COVID-19 testing sites
 - Personal Protective Equipment
 - Food and hygiene products
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Displaced Workers

Provide financial support to immigrants, English language learners, low-income residents, and service sector displaced workers.



- Provided up to \$1800 to over 1,600 displaced workers
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Re-Entry

Link formerly incarcerated individuals to workforce services through the Center for Employment Opportunities.



- Provided \$1 million to over 650 formerly incarcerated individuals

5.

Families and Older Adults

Support the financial, mental and physical well-being of families and older adults in need.



- Secured utility assistance for hundreds of households
- 65k reassurance calls
- 24/7 response to elder abuse
- Empowered 100+ older adults to increase their healthy eating, physical activity, financial planning and other healthy habits through online Aging Mastery Program
- Promoted the Friendship Line California so every older adult can access a friendly conversation
- Engage Aging Network and cities to prepare Los Angeles region to address varied needs of growing older adult population

6.

Uniting Communities Against Hate

Asian American and Pacific Islander communities are specifically targeted for acts of hate. We are providing a space for residents to feel safe and seek help.



- Launched LA vs Hate, a community-driven campaign to encourage residents and organizations to unite against and report acts of hate
- Over the past year, received 620+ calls via 211 reporting acts of hate
- Campaign content viewed over 200 million times and downloaded 20 million times

7.

Obtain and Distribute Personal Protective Equipment (PPE)

Obtaining sufficient PPEs has continued to be a challenge for residents and businesses.

Distribution and Manufacturing of PPEs:

Through partnerships, we are acquiring, manufacturing, and distributing PPEs throughout the County.



- Total of 9.7 million units of PPE being provided to local small businesses and seniors
- 78 Youth@Work participants are working at Los Angeles Cleantech Incubator to manufacture and distribute 10k+ face shields for health workers

8.

Support Economic Recovery Efforts

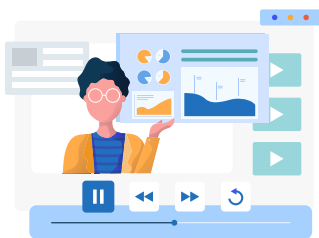
We are developing and carrying out strategies to help workers and businesses.

Business Engagement and Support



- 5 industry convenings, launched a countywide business survey, and continued engagement of businesses and industry to inform economic recovery efforts
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Worker Hiring and Training



- We are focusing on industries that are not impacted by the pandemic to help people find jobs
 - Placing dislocated workers in humanitarian relief jobs that can lead to permanent employment
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Workplace Safety



- Creation and launch of Safer at Work education campaign

9.

Secure Competitive Grants & Funding

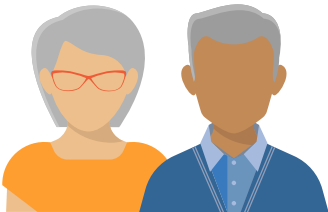
Actively pursuing additional funding to enhance our services to meet the needs of residents and businesses.

Financial Support for Workers and Businesses



- Secured more than \$5 million in State & Federal grants to assist displaced workers, immigrants, and to help small businesses retain employees, sustain operations, and comply with health orders
 - Deployment of \$60 million in CARES Act funding to provide grants to businesses countywide
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Meals for Seniors



- Through Great Plates Delivered, deployed nearly \$25 million in Federal Emergency Management Agency funding for senior meals delivered by local restaurants
- Received \$75 million in CARES Act funding to increase meals for seniors

10.

Transform Our Operations

We are transforming and enhancing our operations to ensure the wellbeing of our employees and to continue to meet the needs of County residents and businesses.

Working Remotely



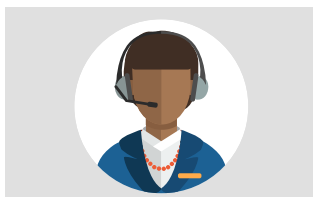
- Launched “Leading the Way: Creating a New Beginning” to engage our employees around how to transform our operations during the COVID-19 pandemic
 - Distributing ergonomic equipment to employees’ homes
 - Testing our system workflows to ensure access to everything our employees need to work from any location
 - 80% of our workforce is now teleworking
 - 100% of our social workers and supervisors are teleworking
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Automated Contracts



- One of the first County departments to implement automated contracts for restaurants to quickly implement a meals program for seniors through Great Plates Delivered
 - Implementing an automated vendor management system and electronic invoicing
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Alternate Service Delivery Systems



- Institutionalizing multilingual, virtual, phone-based systems, and program to assist with employment services, Unemployment Insurance, business assistance and various resources

Outlook

Our work is far from over. We know there are still many residents, businesses and communities with critical needs and that the road to recovery is long and challenging. But we envision LA County and our communities emerging from this pandemic more equitable and thriving than ever before.

WDACS will continue to enhance our services based on the needs of our communities and a changing economic and social landscape. We will accomplish this through:

- Expansion of community-based partnerships
- Providing space for innovation and implementation of diverse ideas
- Building strong relationships throughout our system, including between our residents, frontline staff, and management
- Continuing to create a culture of inclusivity
- Empowering each staff member to inspire and lead
- Keeping our finger on the pulse of the communities we serve

To learn more about our programs, please visit wdacs.lacounty.gov or follow us @lacountywdacs on Twitter, Facebook, and Instagram.

