



**Los Angeles County
Workforce Development, Aging, and Community Services
(WDACS) Department
New Freedom Transportation**

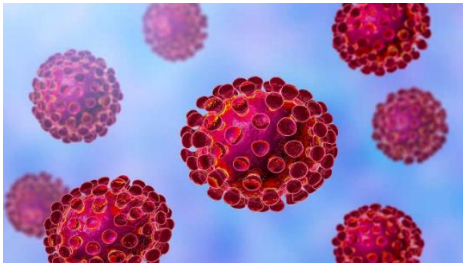


**Critical Delivery Services
(888) 863-7411**

Fact Sheet



Critical Delivery Service Program Background



The need for delivery services for our aging population has significantly increased as a result of the COVID-19 pandemic and the California Safer at Home Initiative. Through a grant provided by the Federal Transportation Authority (FTA) and administered by the Los Angeles County Metropolitan Transportation Authority (MTA), Workforce Development, Aging, and Community Services (WDACS) Department New

Freedom Transportation has launched a temporary delivery program called Critical Delivery Service (CDS) to deliver food and other vital necessities to individuals who are unable to leave their homes due to COVID-19. The Critical Delivery Service program is intended to address delivery service gaps and barriers for our older adults and individuals with disabilities while enabling them to stay healthy and thrive at home during this health crisis.

Program Information

Critical Delivery Service

Temporary Delivery Program in response to the COVID-19 Pandemic

Who are the Deliveries For and How Can Deliveries Be Scheduled?

Delivery Services are reserved for those who meet at least one of the following criteria:

- Aged 60 years and older
- Individual with a permanent or temporary disability
- Dependent Adult (aged 18-59 yrs.)
 - Persons who have physical or mental limitations that restrict their ability to carry out Activities of Daily Living (ADL) or Instrumental Activities of Daily Living (IADL)
- No Application Process Required just call the call center to enroll
- Call the New Freedom Hotline and ask for Deliveries: **(888) 863-7411 and or email newfreedom@wdacs.lacounty.gov we will respond to emails within 24 hours**
 - ✓ Schedule Deliveries can occur Monday through Friday
 - ✓ 8:00 a.m. – 5:00 p.m.

What is being Delivered?

- Food, groceries, household items, medication and other type of vital necessities through grocery stores pick up ONLY
- Items must be pre-paid and ready for pick-up
- There is no cost to client for delivery

Where Can Items Be Delivered?

- To and From Anywhere in Los Angeles County

When Can Items Be Delivered?

- 7 Days a week; 24 hours a day with pre-scheduled pick ups
- Individuals can utilize this service up to 4 times per month (maximum)

Contact Information

WDACS Department
Aging and Adult Services Branch
Adult Protective Services (APS) Program and Planning Division

New Freedom Transportation
Critical Delivery Service
1-888-863-7411

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