HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

Agency: Clare|Matrix

Program: Clarity for Youth

###### FY 2020-21 SUBMISSION CALENDAR

|  |
| --- |
| **SELECT** |
|  |
| ✓ |



**Instructions:**

* This document should be used by HSGP grantees to report on mid-year and year-end outcomes and accomplishments.
* All reports submitted to the City are considered public record. Please note that staff will use the information provided in the mid-year and year-end reports to provide Council and the public with summary reports of agency performance highlighting key outcomes, successes, findings and concerns.
* Some programs or agencies may be subject to additional or different reporting requirements per the program’s Exhibit A, Special Funding Conditions, of your executed Grant Agreement with the City.
* It is important, when preparing this report, to be familiar with the program’s Exhibit B, Program Plan, of your executed Grant Agreement with the City.
* Please insert responses in the spaces provided for Sections I-VII for both the Mid-Year and Year-End Program Status Reports.
* A separate Program Status Report must be prepared for each Program Plan specified in your contract.
* To submit your completed report to the City, upload the file to your agency’s SharePoint folder. A link to your agency’s SharePoint folder as well as instructions on how to use the site will be emailed to your staff separately.

**SECTION I: PROGRAM ACCOMPLISHMENTS, CHALLENGES, AND CHANGES**

**Accomplishments**

Clare|Matrix has continued to provide prevention and intervention services to multiple community members, such as: virtual individual/group therapy sessions to students, drug and alcohol awareness presentations to parents in the Santa Monica school district community, and ongoing training and collaboration with community partners to identify opportunities for partnership

***Challenges***

The most significant challenge experienced during this reporting period has been the ongoing decrease in referrals, mainly as a result of restrictions placed on students to attend in-person schooling because of the ongoing COVID-19 pandemic. Of the students who chose to continue receiving virtual services, many of them lost interest in continuing counseling due to Zoom fatigue.

***Changes***

With the onboarding of the new Program Manager, who is a Licensed Marriage and Family Therapist, the Prevention team has collaborated with the Development team at Clare|Matrix in order to assess and restructure the evaluation process to identify productivity and the completion of goals as identified on the work plan. The new Program Manager has also begun reviewing internal surveys utilized, to determine if there is a need for more clinical verbiage/outcomes identified within the surveys.

###### SECTION II: ASSESSMENT, EVALUATION AND PARTICIPANT INVOLVEMENT

During this reporting period, the Clare|Matrix Prevention team has continued utilizing the evaluation tools created during the previous reporting period. Data was collected electronically and entered into the online shared link. Additionally, workshop attendees directly entered their evaluation feedback into an online link.

The Program Manager continues to meet with Evaluator to review data.

###### SECTION III: BOARD INVOLVEMENT

* Number of Board meetings conducted during the reporting period - 4
* Average Board member attendance – 85%
* Board development activities conducted during the reporting period – We brought on one new Board Member during this time and the Governance Committee finalized the Board Matrix to determine the areas where we could use more Board expertise and support.  Now that those areas have been identified, Board Members and Staff are seeking to identify key professionals who meet that criteria.  We have also finalized the Strategic Plan and have begun execution of the plan, with key Board Member assistance.  We continue Board Education to further develop our current Board’s knowledge base and understanding of the company’s core values and culture initiatives.  We are also growing our Emeritus Advisory Council to maintain Board/Company integrity, as these members played significant roles in building and sustaining success of the organization.
* Significant policy directions or actions taken by the Board during the reporting period – The Board secured a business consultant to partner with the Executive Team, to offer advisement that could improve overall company productivity.
* Number of board members who reside and/or work in Santa Monica - 2
* Board vacancies and plans to fill those vacancies, if applicable – 4.  While we brought on new members this year, COVID and other personal life circumstances have caused us to lose a few members as well.  We also had a couple members who retired from Board service.  We are steadily seeking viable options for new members.  Thus far, we have had 1 candidate who we have been in talks with.  Our Chief Development Officer is currently finalizing a plan, with key members of our Board, to solicit involvement from outside professionals that could result in support of the organization philanthropically and/or via Board service.

###### SECTION IV: STAFFING PATTERN

Throughout this reporting period, there were ongoing staff changes within the organization and within the Prevention program. Two of the counselors on the prevention team resigned, along with the program manager. In May of 2021, a new Program Manager joined the team and hopes to hire more staff prior to the re-opening of schools in the fall. The Program Manager is working with the Clare|Matrix Human Resources department to publish an accurate job posting and hopes to hire more team members prior to the re-opening of schools in the Fall, however, there has been a decline in candidate interest and no resume submissions as of the writing of this report. Due to the previously mentioned decrease in referrals and student engagement in services, team members have identified their caseloads have not been a challenge to maintain. At this time, the services of volunteers or interns have not been utilized.

**SECTION V: SPECIAL FUNDING CONDITIONS**

Provide a status report on how the agency is meeting its funding conditions listed in Exhibit A of your Grant Agreement, clearly addressing each individual funding condition in bullet point format.

1. Participate in the City’s efforts to develop an Outcomes Measurement System to better track human services program demographics and outcomes. Participation may include but is not limited to meeting with City staff, consultants, and community members; providing information regarding current data systems, technology infrastructure, policies, and procedures, needs, opportunities, and concerns; incorporating the City into existing consent for release of information forms; signing and adhering to the City’s data management Agency Agreement; and contributing data to a centralized data management system. Aggregated or de-identified information may be requested for the purposes of analyzing data being collected.

* The Prevention Program Manager regularly attends community meetings with school administration, mental health providers, and occasionally with Santa Monica City staff to assess the needs of our community. The Prevention Program Manager has worked with the CLARE|MATRIX Evaluator to develop tools to measure program performance and progress. Additionally, the Prevention Program Manager collects data on clients served, number of individual sessions, sign in sheets, etc. for her monthly performance metrics reports and enters this information into the LA county system as well. The Prevention Program Manager also requests that service providers keep her updated on policies and procedures regarding student service referrals for the Clarity for Youth counseling and does the same for providers by keeping them updated on CLARE|MATRIX policies. During this time, the Prevention Manager has continued to attend these meetings virtually.

2. Detail steps taken to provide services in adherence to the safety protocols related to the COVID-19 pandemic, including modifications to service delivery, physical infrastructure and safety equipment and protocols to protect participants and staff.

* Since the school district has closed, Prevention has continued serving clients via telehealth. Counselors have also worked with the Prevention Manager to strategize and plan creative ways to deliver remaining prevention activities. Up to this point, all workplan items have been completed for the fiscal year. As we move into the new fiscal year, prevention will work to continue delivering workplan items
* New Intakes were completed via telehealth.
* Group mtgs and educations seminars were all completed via telehealth.

3. Describe how your organization operationalizes racial equity, diversity, and cultural competency. Discuss how your City-funded program may be reflecting these values through personnel practices, staff and board training, program design and/or outreach and engagement strategies. Provide aggregate demographics of board members (agency-wide), executive management (agency-wide), and supervisory staff (City-funded programs) including race, ethnicity and gender.

* Clare|Matrix Core values: Compassion, Teamwork, Integrity, Empowerment, Adaptability, and recently added Equality. We have also begun to create a recovery culture; one that is healthy for both those we serve, and our employees. This is a critical element to being an industry defining organization.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Board Members** | **Senior/Executive Management** | **Program Managers/ Supervisors** |
| **Race and Ethnicity** | Asian or Pacific Islander | 1 | 0 | 1 |
| African-American | 2 | 1 | 7 |
| White | 11 | 4 | 6 |
| Latinx | 1 | 1 | 5 |
| Multiple Race/Ethnicity | 1 | 0 | 0 |
| Other/Refuse to State | 0 | 0 | 0 |
| **TOTAL** | **16** | **6** | **19** |
| **Gender** | Male | 10 | 4 | 6 |
| Female | 6 | 2 | 13 |
| Transgender | 0 | 0 | 0 |
| Not Reported | 0 | 0 | 0 |
| **TOTAL** | **16** | **6** | **19** |
| **Age** | Under 30 | 0 | 0 | 0 |
| 31-61 | 6 | 6 | 18 |
| 62+ | 10 | 0 | 1 |
| **TOTAL** | **16** | **19** | **19** |

4. Agency will assist eligible participants in submitting applications to applicable Santa Monica Housing programs, including but not limited to: Section 8 and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), and Continuum of Care (CoC) programs.

* No participants qualified for these referrals.

**Youth & Families Agencies:**

1. Actively participate in appropriate Santa Monica Cradle to Career (smC2C) collective impact meetings and initiatives, which may include but are not limited to: smC2C work groups, Child, and Youth Resource Teams (CYRT), Early Childhood Task Force, Education Collaborative, and Behavioral Health Work Group.

* The Prevention Program Manager regularly attends the smC2C meetings alongside meetings with CYRT and MSST group to help manage cases and provide resources.

1. Work with the City and the youth and family’s network of care to provide coordinated support to individuals and families that might require agency expertise in the aftermath of a serious community crisis. A community crisis may include a traumatic event or emergency condition that creates distress, hardship, fear, or grief and has a special significance to the community.

* The Prevention Program Manager regularly attends these community meetings to provide information and resources on the Clarity for Youth Program. The Prevention Program Manager has also worked to establish new partnerships in the Santa Monica community to further raise awareness on youth substance use concerns.

**School-Based Mental Health Programs:**

1. Provide programming 12 months per year, with clearly defined summer activities provided at SMMUSD schools and/or community locations, including number of children and parents served, number of kindergarten assessments and activities during the summer months.

* The Clarity for Youth Prevention staff have managed client cases/referrals effectively and have ongoing prevention engagements throughout the school year. This information is being tracked internally daily.

1. Document during intake and report the number of eligible Santa Monica participants seen that have Medi-Cal/DMH funding, Healthy Families, private insurance, or no insurance.

* The Clarity for Youth Prevention staff keep track of all program participants through sign in sheets, client files, and a cloud-based tracking spreadsheet, and an internal client Excel document.

1. Set up a year-end review meeting with school principal and/or relevant administrators to discuss 1) number of students seen during the year, 2) year-end accomplishments and challenges, and 3) rosters and goals for the coming year.

* The Prevention Program Manager communicates with school administration on a regular basis to provide updates on student service progress. The Prevention Program Manager also meets with the school district Mental Health Coordinator regularly and providers her with data towards the end of the fiscal year.

**SECTION VI: DEMOGRAPHICS**

The following tables track data on program participant needs and the inter-agency relationships utilized to address them. Please provide this information as completely and accurately as possible for participants entering your program.

|  |  |  |
| --- | --- | --- |
| **ASSESSMENT OF ADDITIONAL SERVICE NEEDS**  **(Santa Monica Participants)** | **FY 20-21**  **Number Responding “Yes”**  **at Mid-year** | **FY 20-21**  **Number Responding “Yes”**  **at Year-end** |
| 1. “Do you or anyone in your household have unmet employment needs?” | N/A | N/A |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | N/A | N/A |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | N/A | N/A |

|  |  |  |
| --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 20-21**  **Number**  **at Mid-year** | **FY 20-21**  **Number**  **at Year-end** |
| Participants referred by another agency | N/A | N/A |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **Santa Monica High School** | 12 | 12 |
| * 1. **John Adams Middle School** | 1 | 5 |
| * 1. **Olympic High School** | 3 | 3 |

**SECTION VII: PROGRAM SERVICES AND OUTCOMES**

Provide a status report on the program activity levels and outcomes for Santa Monica program participants as indicated in Section III of your Program Plan. Examples have been provided for your reference; please insert rows as needed to align with your Program Plan. For outcome achievement not documented in a report, please provide narrative explanation and/or documentation of how outcome data is captured.

| **OUTPUTS AS SHOWN IN PROGRAM PLAN** | **OUTPUT STATUS REPORT**  (Actual number of unduplicated persons who received/participated in the output during the reporting period) | **OUTCOMES AS SHOWN IN PROGRAM PLAN** | **OUTCOME STATUS REPORT**  (Actual number and percentage of unduplicated participants who achieved the outcome during the reporting period) |
| --- | --- | --- | --- |
| 1. Parent/student education: 3 classes will be provided | By end of year, 1 parent/student education class was provided | 28 of the total 89 youth (30%) will attend the substance use prevention education classes. | By end of year, 8 students/parents attended the one education class that was provided. |
| 1. Outreach | By end of year, 2 virtual announcements provided resources to parents, teachers, and community leaders | 54 of the total 89 youth (60%) will attend the school wide assemblies. | By end of year, no school wide assemblies were held due to COVID-19 restrictions. |
| 1. Virtual Reality Party | By end of year, Virtual Reality Party was not completed. | 9 of the total 100 youth (10%) will attend the Reality Party. Parent/community feedback for the Reality Party will be measured through the CFY Workshop Evaluation Forms. | By end of year, 0 youth attended the Virtual Reality Party. |
| 1. 1:1 Individual and Group Counseling | By end of year, 18 students engaged in 1:1 therapy and no group sessions were conducted. | **45 youth served in 1:1 substance use counseling or group therapy.**   * 45 One-on-one and group counseling sessions for the purpose of AOD intervention and recovery, as referred by SMMUSD, SMPD and Youth Resource Team. * Students will receive 1:1 or group therapy and the number of sessions will be determined by assessment from CLARE|MATRIX staff. | * 18 (40%) students have received 1:1 therapy. * 122 One-on-one sessions have been completed. |
| 1. Life Skills Training | By end of year, 0 Life Skills Training classes were facilitated. | **8 Life Skills Training** curriculum presented in the form of in-class and after-school group education/prevention sessions on the impacts of addiction on the adolescent brain, and harm reduction. 4 of 8 workshops will utilize youth MATRIX content. | 0 (0%) of Life Skills sessions were completed as 0 (0%) students enrolled. |

###### VARIANCE REPORT:

###### Mid-year: Please identify specific outputs or outcomes not on track for being met by year-end. Provide an explanation of the barriers the program is experiencing and the steps the staff is taking to mitigate the situation.

###### Year-end: Please provide an explanation for each output or outcome for which achievement is above or below 10% of the projected target.

* **CFY Pre-Post Counseling Surveys and LST Pre-Post Surveys:** During this reporting period, Clare|Matrix experienced a significant decrease in referrals due to restrictions placed on in-person learning as a result of the COVID-19 pandemic. Prior to our lockdown in March, some students opted to discontinue counseling and some students only had 1-2 sessions. Only some pre-surveys were distributed and not followed up by post surveys to capture accuracy of service impact.

Clare|Matrix counselors are in the process of measuring participant feedback on counseling virtually currently. Some pre-surveys were also not distributed to former clients and only to new clients after the surveys were created to measure performance at the start of services.

Data from our high school/middle school students in Life Skills will not be reported at this time because there have been no sign ups for this program.

* **Demographics:** For those who identified as “Multiple Race/Ethnicity”, CLARE has also tracked internally out of the categories provided which they can identify themselves as. For instance, if a participant said they were “Multiple Race/Ethnicity” but specified by saying they were “White” and “Hispanic/Latino” they were counted under all three categories. Therefore, percentages may not total to 100% on the demographics tab through the online portal and there may be duplicate counts. Data measuring tools can be provided for specific details upon request.
* **School Wide Assemblies:** No school wide assemblies have been done during this time due to the COVID-19 pandemic. Prevention Program Manager is still in the process of coordinating other prevention outreach.
* **Reality Party:** No Reality Parties have been done. Prevention Program Manager is still in the process of coordinating this event and hopes to get this accomplished by the end of the fiscal year.
* **Parent Workshops:** Clare|Matrix counselors have combined some parent/staff workshops and have allowed parents to attend or staff to attend parent workshops instead of exclusively only for one audience. Reported totals of attendees is indicated as above. This is slightly different from original work plan.

**SECTION VII: PROPERTY MANAGEMENT**

N/A

**By submitting this report to the Housing and Human Services Division, I certify that this report is true, complete and accurate to the best of my knowledge and that all disbursements have been made in compliance with the conditions of the Grantee Agreement and for the purposes indicated.**