HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

Agency: Disability Community Resource Center (DCRC)

Program: Independent Living Services (ILS) & Home Access Program (HAP)

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

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| --- | --- | --- | --- |
| **SELECT** | **REPORTS** | **PERIOD** | **DEADLINE** |
|  | MID-YEAR Program and Fiscal Status Reports | July 1, 2020 –  December 31, 2020 | February 1, 2021 |
| X | YEAR-END Program and Fiscal Status Reports | January 1, 2021 –  June 30, 2021 | August 2, 2021 |

**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

Provide a brief summary of your program accomplishments, challenges, and changes that occurred during the reporting period. Please also provide information or observations related to population or service trends.

The Disability Community Resource Center (DCRC) helps people living with disabilities and older adults to maintain self-sufficient and productive lives thorough non-residential peer support services and training programs. Independent living promotes self-determination, community living, full participation in community life and access to the same opportunities and resources available to people who do not have disabilities.

Accomplishments:

During the reporting period, DCRC provided services to 151 Santa Monica participants and 812 total program participants. This is the deduplicated number of members who received information and referral and or independent living plan services. This is higher than the goal of 760 total program participants and lower than the goal of 225 Santa Monica participants. The overall higher number of program participants was due to the large number of information and referral services provided across DCRC’s catchment area which covers Malibu to San Pedro to downtown Los Angeles. The number of information and referral requests from Santa Monica did not increase as much as the rest of the catchment area, which may be due to residents using other resources like the City’s COVID hotline. There was also lower participation with the transition to virtual and telephonic services in accordance with public health guidance during the COVID-19 pandemic. A number of engagement and outreach strategies were used to ensure clients were connected services including: a wellness check call made to all members in the DCRC database, email blasts to all members, outreach through other service providers, and social media blasts through both DCRC’s and City of Santa Monica’s channels. Furthermore, members who were served during this time were in greater need and received much more intensive services to support them in navigating and accessing programs and basic needs during the pandemic. No Santa Monica residents were denied services or put on a waitlist during this time.

DCRC provided information and referral services by phone, emails and mail to a total of 88 Santa Monica members, which is 97% of the projected year-end goal of 90. These services were especially crucial as the community navigated the changing landscape of the COVID-19 pandemic.

DCRC provided case management services to a total of 118 members, which is short of the year-end goal of 135, however, much more intensive services were provided to support members during the pandemic as discussed above. The services include Home Modification through our Home Accessibility Program (HAP); Assistive Technology; Housing assistance such as completing applications for Section 8, Below Marketing Housing (BMH) and HOME program, Emergency Assistance Program (EAP), Personal Assistance/In-Home Support Services, Employment, Medi-Cal, CalFresh, EDD, Transportation, food assistance (weekly fresh produce distribution donated by Mar Vista Framers Market), Advocacy, Mental Health Services and virtual Community Wellness Groups. All services were provided through virtual, telephonic, internet solutions and in-person appointments at the main office following the CDC COVID-19 protocols.

DCRC has provided housing assistance to 21 members. The collaboration with the City of Santa Monica Housing Authority, City Attorney’s office and Legal Aid has had a great influence on assisting older adults and people with disability, who are at risk of eviction, homelessness or being institutionalized remain in their homes and community. The DCRC Independent Living (IL) Specialist works with the member to conduct web-based housing searches, assist in applying for the Section 8 and Below Marketing Housing waitlists as well as the HOME program, and apply for DCRC’s Emergency Assistance Program (EAP). Five of our members were selected for the HOME voucher, one member was selected for the Santa Monica Senior Housing waitlist and 18 members were approved for the EAP and received rental assistance prevent eviction and security deposit for move-in expenses.

The DCRC’s Emergency Assistance Program (EAP) provided financial assistance to 31 members. This program provides financial assistance to Santa Monica residents with disabilities and older adults who are low-income and or experiencing financial hardship. Eligible members received assistance for rent, move-in expenses, utilities, medication, auto insurance/registration renewal, home appliances, assistive technology, medical equipment not covered by insurance and groceries gift cards.

The DCRC’s Home Accessibility Program (HAP) provided home modifications to 7 members, and 2 members have modifications in progress that will be completed in the next fiscal year. This program is for Santa Monica residents with disabilities and older adults who are low-income and in need of home modifications to help reduce the risk of falls and eliminate barriers that limit mobility in the community. Eligible members received an Occupational Therapist Assessment. The assessment is sent to the IL Specialist to review and coordinate the services with the member, vendor(s) and landlords, if the member is a renter. The modifications include but are not limited to: stairlift, grab bars, ramps, fixed bathroom safety equipment, handrails, etc. For one of the projects that is in progress, DCRC continues to work with the property owner, contractors, property and Legal Aid Foundation of Los Angeles and is on track to complete the project in FY 21/22. For the second project, there are complex structural issues that have presented barriers, and DCRC is working with contractors to bring in additional expertise and identify solutions. One success this year has been a project that has been in progress for 3 years and was finally completed: staff worked with the Occupational Therapist and contractor to identify creative solutions that met safety code requirements, as well as worked with the property owner and City Attorney’s Office to answer questions and provide advocacy support.

The DCRC’s Digital Bridge Program (DBP) provided Chromebooks to 18 members. This program is designed to provide technology to our community members to help bridge the digital divide. The program is funded by the Coronavirus Aid, Relief, and Economic Security Act, also known as CARES Act. The Assistive Technology (AT) Specialist identifies members who currently do not have digital access and have been impacted by COVID-19. Eligible members must participate in at least five (5) virtual classes offered by DCRC of their choice. Eligible members will work with the AT Specialist and learn how to navigate the Chromebook, accessibility features, AT software and other devices, as well as, creating email accounts, send/receive emails, and create accounts for Skype and Zoom to communicate with family and friends to prevent depression and isolation. This program also assists members to continue to receive virtual case management support from their IL Specialist, participate in virtual social events, online courses, E-Visits with their doctor, access to online resources, housing and employment searches and more.

Challenges:

Many of DCRC’s Santa Monica members are living in poverty and the majority develop goal plans for housing placement, employment and personal assistance. These goal plans are long-term, and even with the high-quality support DCRC offers, as well as connecting members to community services, these goal plans are difficult to achieve, with the COVID-19 pandemic only presenting additional challenges. The main areas where we see challenges are: 1) Housing - housing placement is a particularly challenging goal, even with the Housing Authority (Section 8) and Below Market Housing waitlists open, there are low-income and accessible housing shortages in the general area. DCRC staff drew on their networks and helped connect members to housing opportunities; 2) Employment - there are few employment opportunities for people with disabilities. DCRC staff assist members to obtain vocational/employment guidance through the Department of Rehabilitation and the Peer Support Training Project with classroom training and internships in other social services agencies, which often result in jobs within those agencies; 3) Personal Assistant - it is very difficult to find a personal attendant who is reliable. Searching for compatible personal assistants is an on-going issue for many members, leaving their goals as “pending.” In addition, many members do not want an assistant in their home at this time due to COVID-19 exposure risks. Also, DCRC continues to encounter projects from the Home Access Program in which landlords refused to allow modifications without an agreement. Some of the modifications required a high level of advocacy support between members and their landlords, including coordination with the City Attorney’s office, which delays the projects.

Changes:

This year was marked by challenges related to COVID-19. With such a vulnerable staff and service population, DCRC made the decision to move exclusively to remote operations from March 17, 2020 to April 2021. While the move to remote work proved to be fairly seamless from a logistical standpoint, our direct connection to the community we serve was hampered. DCRC realized new and emerging needs in our community such as food insecurity, PPE supplies, and digital access all needed to be addressed through new programing. Our staff met these challenges and exceeded them by engaging in a strategic planning process that also included the launch of a large capital campaign. Both of these efforts have increased our media and public relations to bring increased visibility to our work as well as engaging community stakeholders at a variety of levels from service recipients to large foundation funders. In the latest phase of the pandemic response, we have focused a lot of our work on COVID-19 vaccination public health education and direct services, which included outreach to underserved intersectional community members who had trouble navigating or were unable to access vaccination appointments. We are extremely proud of the efforts of our Independent Living Center (ILC) team and feel well positioned to continue to meet evolving community needs as they unfold.

Population and/or Service Trends:

116 out of 151 Santa Monica members are above the age of 55, which is 77% of members served. This indicates that DCRC has a strong relationship with WISE & Healthy Aging and the Santa Monica’s senior community. However, this data also indicates that DCRC needs to outreach to the youth and young adult disabled community who can benefit from Independent Living Services. When schools reopen, DCRC will have to collaborate with local schools, Middle school, High school and Community Colleges, to inform them about our programs and services, and how DCRC can assist with the transition from youth to young adult and achieving independence. In addition, 19% of Santa Monica members who received services were African American and .07% were Latino and .05% were Asian. DCRC will continue its virtual and or in-person outreach efforts to Santa Monica’s community members hard to reach and underserved.

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

Briefly describe or list any program assessment or evaluation efforts during the reporting period and summarize the results achieved. Specifically highlight any program participant involvement in these efforts.

Members have several opportunities to provide input, review, and revise goals including every conversation with DCRC staff members facilitating the goal, a member advocacy group, and an annual satisfaction survey. Members regularly call program managers to provide feedback on service provision. Additionally, DCRC staff provides quality evaluation forms to members at the time of setting a goal and accomplishing goals. This provides members with an opportunity to provide feedback and adjust service provision throughout their time working with DCRC. This year surveys were emailed and mailed out; however, the number of responses received was too small to be representative. This was likely due to members not coming in in-person as well as having other priorities during the pandemic. Staff will assess how to improve response rate for the upcoming year. The Program Manager also regularly reviews the work of service staff members to ensure quality and provide feedback and additional support and resources.

For the Home Access Program (HAP) services, several measures are taken to improve services and ensure timeliness of installation of equipment. Staff responsible for serving HAP participants are required to coordinate with the contractors installing the equipment and verify installation by calling participants. Staff call participants to ensure continuing satisfaction, problem-solve, ask about other barriers to independent living, and inform about additional services offered at DCRC. Six months after a member receives a modification, staff calls the member to evaluate the effectiveness of the program by seeing if the member still resides at home and is independent. At year-end, all members reported living independently at home and being very happy with services.

*Please highlight any new efforts to collaborate with other service providers and/or leverage services. Please include the agency name(s) and service(s) provided*.

DCRC continues to work closely with the Office of Disability and Aging, WISE & Healthy Aging, Los Angeles and Santa Monica Legal Aid Foundation and the City Attorney’s Office for the resolution of outstanding needs of older disabled adults, including tenant landlord conflicts. DCRC participates in the Santa Monica Commission for the Senior Community and attends the Santa Monica Disability Commission meetings and provides regular updates on progress and challenges serving the Santa Monica community. Also, DCRC is one of the service agencies who collaborates with the Santa Monica Housing Authority to assist individuals with disabilities to register for the Santa Monica Section 8 and Below Market Housing waitlists. We provide assistance in creating email accounts, set-up accounts to register online, complete the online application, and upload required documentation.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period: 6 Board of Directors meetings and 1 special meeting for Strategic Planning.
* Average Board member attendance: 10
* Board development activities conducted during the reporting period: Board Recruitment and Strategic Planning
* Significant policy directions or actions taken by the Board during the reporting period: Annual Budget Approval and Adoption
* Number of board members who reside and/or work in Santa Monica: 1
* Board vacancies and plans to fill those vacancies, if applicable: No vacancies, but plan to expand the Board.

###### SECTION IV: STAFFING PATTERN

Have there been any staffing changes during the reporting period (i.e., staff vacancies, staff recruitment, changes in FTE)? Please describe. If staff vacancies exist, please provide an anticipated hiring date and explain how caseloads and work have been distributed to ensure service levels are maintained.

There were no staffing changes during the reporting period.

Please indicate how volunteers or paid or unpaid interns were used during the reporting period. Provide the total number of volunteers or interns and hours provided. If interns were used, please indicate their program level (e.g. undergraduate, masters).

During the reporting period, DCRC had 3 unpaid interns who participated in DCRC’s Peer Support Training program. This program is funded through the Department of Mental Health and is a structured 8-week training series for people with mental health disabilities to find employment as peer advocates. In addition to the training series, participants complete 96 hours of internship, coordinated by DCRC. One intern assisted the Assistive Technology (AT) Specialist and provided administrative support including AT research. The second intern assisted one of the Program Mangers and provided administrative support, and the third intern started his internship at the end of the contract year. These interns contributed 447.5 volunteer hours.

**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.*

Standard Funding Conditions:

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; 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.*

DCRC recognizes the significance of data and the inclusion of disability data in City initiatives and planning. DCRC recognizes that the Housing and Human Services Division is in the process of requesting data and will provide upon instruction.

1. *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 pandemic started in mid-March of 2020 to April of 2021, DCRC serves its community through virtual, telephonic and internet solutions. DCRC has been conducting intakes, case management support, meetings, classes, support groups, and all other services through phone and internet meetings with our staff who have been working remotely. A Mandatory Employee Vaccination Policy was enacted in February 2020. All employees were fully vaccinated by April 2021. DCRC opened its doors to the public fully on May 10, 2021. DCRC reopening with certified LA County Public Health Safer Reopening Business Protocols for Service Provider Classification and observance of all LA County Public Health Protocols. Enhanced cleaning and PPEs are provided to all staff and community members and social distancing implemented at the office site. Employees will continue to use telework solutions to support members of the community who are unable to access our site due to their enhanced vulnerability to the virus.

1. *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.*

As part of our ongoing diversity initiatives at DCRC and incorporated specifically into our Strategic Plan, we have centered a specific goal of bringing racial equity, diversity and cultural competency to our operations and direct services. We took specific steps this year to broaden our language access to more than 240 on-demand languages through Language Line Solutions which includes video interpretation for American Sign Language and other languages that may require/benefit from visual cues. We also have engaged in staff training on unconscious bias and how to eliminate institutional barriers to equitable service delivery. Our Center is implementing program and outreach goals to engage historically underserved community members within our existing service area. Our Board has identified recruitment goals to bring more diversity to our Board membership to reflect the community we serve.

DCRC Board of Directors and Management Team demographics are as follows:

* Board: 53% women, 30% BIPOC, 50% Disabled
* Executive Management: 71% Disabled, 28% LGBTQIA, 42% White/Caucasian, 57% BIPOC
* Supervisory Staff: 100% Disabled, BIPOC, Woman

1. *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.*

*DCRC is one of the service agencies who collaborates with the Santa Monica Housing Authority to assist individuals with disabilities to register for the Santa Monica Section 8 and Below Market Housing waitlists. We provide assistance in creating email accounts, set-up accounts to register online, complete the online application and uploaded required documentation.*

CDBG Funding:

1. ***Eligible Activities:*** DCRC complies with eligibility requirements for the uses of CDBG funds as detailed in 24 CFR 570, which benefits a limited clientele who are generally presumed to be principally low and moderate-income persons. DCRC collects income verification documentation at the time of service for participants receiving CDBG-funded services. DCRC will work with City staff to comply with fiscal year-end reporting as required by HUD in the preparation of the Consolidated Annual Performance and Evaluation Report.
2. ***Program Income:*** DCRC does not have any program income affecting this grant or the services covered by this grant.
3. ***Uniform Administrative Requirements:*** DCRC complies with all applicable uniform administrative requirements as described in 24 CFR 570.502 of the HUD CDBG regulations. This is verified in DCRC’s annual audit performed by an independent auditor which is completed by March 31st each year and reported to our funders.
4. ***Financial Management:*** DCRC maintains its accounting records using QuickBooks online, which is an accounting system based on GAAP. DCRC has an annual audit performed by an independent auditor which is completed by March 31st each year and reported to our funders. Depending on the level of funding each year, and as required by our Federal funders under 2 CFR 200, the audit is either a normal audit, or a single audit.

**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?” | 3 | 5 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 2 | 7 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 0 | 0 |

|  |  |  |
| --- | --- | --- |
| **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 |  |  |
| **Please list the top 3 referring agencies** |  |  |
| * 1. WISE & Healthy Aging | 8 | 10 |
| * 1. City of Santa Monica Agencies | 5 | 8 |
| * 1. Word of Mouth | 12 | 16 |

**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.*

Please note that 151 Santa Monica Program Participants were served during the reporting period. This is the deduplicated number of members who received information and referral and/or independent living plan services.

| **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) |
| --- | --- | --- | --- |
| Information and Referral 90 people with disabilities (55 people with disabilities at mid-year) will receive individualize referrals to community-based resources | 48 Santa Monica residents received appropriate information related to disability or referrals to resources, which is 87% of the Mid-Year goal.  88 Santa Monica residents received appropriate information related to disability or referrals to resources, which is 98% of the Year-End goal. | 54 out of 90 persons with disabilities or 60% will improve or increase their knowledge of information and/or resources in the community that will increase their independence as demonstrated with a follow up survey. | 27 out of 48, or 56% of Santa Monica residents reported they received appropriate information related to disability or referrals to resources.  52 out of 88, or 59% of Santa Monica residents reported they received appropriate information related to disability or referrals to resources. |
| Independent Living Plan Development and Support 135 people with disabilities (60 people with disabilities at mid-year) | 78 Santa Monica participants developed goals with action steps, which is 130% of the Mid-Year goal.  118 Santa Monica participants developed goals with action steps, which is 87% of the Year-End goal.  See variance report below. | 68 out of 135 persons or 50% participating in case management will increase independence as evidenced by completing at least one of their independent living goals during the contract period as evidenced by a documented service plan and progress notes. | 31 out of 78 or 40% of Santa Monica participants achieved their developed goals and increased their independence.  54 out of 118 or 46% of Santa Monica participants achieved their developed goals and increased their independence. |

###### 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*.

**Independent Living Plan Development and Support:** Atmid-year, 78 members developed goals with action steps, with 40% of these members achieving their goal, which is 10% below the projected target of 50%. Meeting this goal has been an ongoing challenge, and DCRC believes this is the result of staff supporting members to develop quality goals, which means lower caseloads and longer service provision. Additionally, members often choose to develop goals that are complex and difficult to achieve, especially housing placement, employment, and securing a personal assistant. This outcome is higher than in past years, and DCRC will continue to work to improve it employing the strategies below.

* Housing: Housing placement is a particularly challenging goal, as there is a low-income and accessible housing shortage in the general area. DCRC staff drew on their networks and helped connect members to housing opportunities.
* Employment: There are few employment opportunities for people with disabilities. DCRC staff assist members to obtain vocational/employment guidance through the Department of Rehabilitation and the Peer Support Training Project with classroom training and internships in other social services agencies, which often results in jobs within those agencies.
* Personal Assistant: It is very difficult to find a personal assistant who is reliable. Searching for compatible personal assistants is an on-going issue for many members, leaving their goals as “pending.” DCRC emphasizes their services connecting members to personal assistant services in presentations.
* As discussed above under program challenges, many of these services are on hold due to the COVID-19 pandemic, making it more difficult for clients to reach these goals.

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

**Independent Living Plan Development and Support:** Atyear-end, 118 members developed goals with action steps, which is 87% of the year-end goal of 135 Santa Monica participants. This decline was due primarily to the transition to virtual and telephonic programming in accordance with COVID-19 public health guidance. Several strategies were used to engage members and overcome these barriers, including phone, email, and social media blasts. In addition, members who were served during this time were in greater need and received much more intensive services to support them in navigating and accessing programs and basic needs during the pandemic. Please see p. 2 for more information.

**SECTION VII: PROPERTY MANAGEMENT**

*If this program has entered into a lease agreement with the City of Santa Monica, please provide a status report of facility improvements and routine maintenance performed during the reporting period.*

DCRC entered into a verbal agreement with WISE & Healthy Aging to occupy an office on the second floor of the Ken Edwards Center for 8 hours on Wednesdays and Fridays from 9:00 am to 5:00 pm. The verbal agreement between the parties is that usage of the space is free for DCRC. Due to the pandemic, all staff members are working remotely and are not currently using this space. Services are provided through virtual, telephonic and internet solutions.

**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.**