HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

Agency: Meals on Wheels West\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: Home Delivered Meal /Delivering More Than A Meal Program

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



**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.

*Meals on Wheels West (MOW West) was able to provide nutritious meals and Wellness Checks to 665 unduplicated participants during the reporting period of July 1, 2020 – June 30, 2021, 497 of which were Santa Monica residents. During the reporting period, MOW West delivered 215,469 meals total and 159,218 meals to SM residents, which is a 30% increase in the number of meals during the same period in the previous fiscal year. 62% of participants received their meals entirely cost free and 95% of participants received their meals at a subsidy during the reporting period. Meals on Wheels West has continued to provide the programs below throughout the span of the pandemic:*

*• Delivering More Than a Meal (homebound seniors, people living with disabilities and people living with chronic illnesses)*

*• Phone Reassurance (volunteers call clients on the days we do not deliver to do a Wellness Check)*

*• Supporting Veterans on the Homefront (homebound veterans of all ages and their spouses)*

*• Keeping People and Pets together (pet food and emergency veterinarian care program)*

*• Food & Shelter (formerly homeless people)*

*• Heal Healthy at Home (transitional care for recently discharged hospital and physical rehabilitation patients)*

*COVID-19 has shifted the typical Meals on Wheels West program from delivering Monday through Friday to delivering meals for multiple days, Mondays, Wednesdays and Fridays. On May 19, 2021 we added hot meal delivery on Thursday and and currently still do so. The minimized delivery days help to protect clients, volunteers and staff from transmission of COVID-19. Eventually we will return to delivering 5 days a week. Covid prevention measures are continuing and modified in response to changing conditions and best practices as described in Section V below.*

*The Phone Reassurance program was created last fiscal year in order to continue to do the daily Wellness Check that is a key component of our program. Phone Reassurance volunteers call clients Tuesdays and Thursdays to check on their health & wellness and make referrals. Phone Reassurance volunteers typically stay with the same Meals on Wheels West clients and are able to establish trusted relationships with the clients they speak to each week. Phone Reassurance volunteers are provided a script, guidelines and Resource List to utilize for their calls. We have grown our resource list and have begun home visits by our Wellness Check Navigator.*

*COVID-19 impacted our typical meal provider. Meals on Wheels West previously purchased meals from Saint Vincent’s MOW kitchen in downtown LA, With the increase in demand for Meals on Wheels West services, our longtime kitchen was not able to meet the increased demand brought about by COVID-19. Meals on Wheels West has continued to grow our relationship with Bonne Bouffe, a kitchen based in Venice, that now provides our hot meals and provides meals for two additional MOWs. With the increased demand for meals COVID-19 has created, MOW West’s 2020-21 fiscal year end cost of goods/meal was $ 650,273. The previous fiscal year’s actual costs were $462,206.*

*Collaboration continues to be a key component of the work that Meals on Wheels West does to effectively alleviate hunger in our communities. We continue to work with existing partners Providence Saint John Health Center, Wise & Healthy Aging, UCLA Santa Monica Medical Center, Westside Coalition, Step-Up on Second, Community Corporation of Santa Monica and VA Greater Los Angeles. We are consistently looking for other partnerships. These partnerships have become even more imperative with the creation of the Phone Reassurance program by way of which volunteers & staff provide a myriad of referrals to our collaborators. The referral system Meals on Wheels West provides to our more vulnerable community members helps to meet many clients' needs before they become debilitating. MOW West’s twice-a-week Phone Reassurance program has helped to increase referrals because Meals on Wheels West volunteers typically talk to the same clients every week and are able to identify various needs as they come up before they become more chronic.  Meals on Wheels West has made over 23,000 Phone Reassurance calls to clients during fiscal 2020-21. The calls and referrals to other services ultimately help Meals on Wheels West clients to stay in their homes and meet their needs. We are working on expanding the Phone Reassurance program by finding more resources and finding points of contact at our referring agencies clients can call to make the referral process more streamlined. In fiscal year 2021-2022 we will be purchasing the Mon Ami software program.* [*https://www.monami.io/*](https://www.monami.io/)

###### 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.

MOW West regularly evaluates and assesses our programs by providing a survey to both our participants and volunteers in order to ensure that we are providing the best quality of service. In addition, Los Angeles County conducts monthly inspections that include monitoring meal temperatures, and observing volunteer meal delivery, to ensure proper protocols are being followed.

* 80% of participants report that receiving Meals on Wheels West helps them continue to live in their own home (age in place)
* 94% of participants reported that the contact with volunteers is “always” or “mostly” very important to them
* 85% of participants are “Very Satisfied” or “Satisfied” with the meals they receive.

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.

*In April,2021 MOW West was asked to lead a Covid vaccine hesitancy outreach and education campaign. We collaborated with numerous providers in Santa Monica, the Westside and throughout LA County.*

*Additionally, MOW West collaborated with Saint Joseph’s Center to provide meals to people formerly experiencing homelessness now housed in motels in Santa Monica.*

**Updated year end partnerships descriptions:**

* **Providence Saint John’s Health Center:**MOW West created a Covid PAS for Providence and 10,000 flyers**.** Providence partnered with MOW West to provide cost free vaccinations to our clients. Providence Saint John’s provides MOW West client referrals to our Heal Healthy at Home transitional care program.
* **Venice Family Clinic:** *Created a Covid PSA, provided 10,000 English and 10,000 Spanish language flyers for distribution at the Pico location.*
* **St. Joseph’s Center** – *MOW West is providing meals to 29 people formerly people formerly experiencing homelessness now housed in Pavilions, American and Holiday motels in Santa Monica.*
* **Corporate & Civic Volunteerism:** Local corporations and civic groups such as IMDB, Oracle, Amazon, Google, SM Rotary Club, Watt Companies, Macerich, Hogan Lovall, Venice Rotary Club, Pacific Palisades Woman’s Club and other service organizations have employees and members who donate their time and energy to MOW West.
* **Community Corporation of Santa Monica** – affordable housing provider provides referrals to homebound seniors and those who are formerly homeless and in need of our programs.
* **County of Los Angeles Meals on Wheels Association (COLA-MOWA):**MOW West is the founding Chair of COLA-MOWA which brings together other Meals on Wheels programs to discuss share information, provide and share procedures and delivery methods.
* **Wise & Healthy Aging**: The Phone Reassurance program referrers our clients to WISE programs including MODE. WISE is the number one source of referrals of clients to Meals on Wheels West. MOW West distributes Wise & Healthy Aging flyers to clients.
* **UCLA Medical Center:** Is the #2 provider of referrals.
* **Westside Coalition:** Is a network of nonprofits and faith organizations that collaborate on issues that affect social services on the Westside. We work extensively with the Coalition on helping address permanent supportive housing, formerly homeless housing and how we can assist in providing home-delivered meals to those in need.  Executive Director Chris Baca serves on their board.
* **USC School of Social Work LA Veterans Collaborative:**MOW West is a member and has provided information to other Veteran-service providers on the benefit of home-delivered meals to veterans. LA Veterans Collaborative, MOW West and COLA-MOWA piloted the Supporting Veterans on the Homefront program.
* **Greater Los Angeles Veterans Administration**: MOW West and COLA-MOWA members have implemented the Supporting Veterans on the Homefront home delivered meal program in Santa Monica and other Westside communities
* **American Legion, Pacific Palisades** – provides funding to our Supporting Veterans on the Homefront Program which serves veterans in Santa Monica and nearby communities
* **City of Santa Monica Disabilities Commission** – provides advocacy/outreach efforts
* **Connecting Generations program** is an intergenerational program – pairing teen/young adult volunteers who deliver to seniors.  We partner with local organizations like YMCA, the Pretenders Dance Studio, SMC, SAMOHI and local middle and high schools
* **Jewish Family Services**- LA County home delivered meals Older Americans Act contracting agency that funds meals to MOW West.
* **Los Angeles City Department of Aging**– Partner in the Covid outreach and education campaign. Coordinates with MOW West in advocacy/outreach efforts for state and federal funding
* **LA County Department of Mental Health –** The primary funder of Phone Reassurance program.
* **Santa Monica Rotary** – members are delivering More Than a Meal, participating in Phone Reassurance and have awarded grants to MOW West.
* **Westside Food Bank**- donates Senior Nutrition Boxes that provide additional food for MOW West clients
* **Step Up on Second**- MOW West delivers to clients in four Step-Up buildings as a partner in our Food & Shelter program
* **All Together LA**- referrals for medication delivery for seniors in Santa Monica

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period

6

* Average Board member attendance

92%

* Board development activities conducted during the reporting period

Training by LA County Department of Mental Health consultant.

* Significant policy directions or actions taken by the Board during the reporting period

Approved Covid initiatives including preventive measures, vaccination of volunteers & clients and Covid outreach/education campaign.

* Number of board members who reside and/or work in Santa Monica

8

* Board vacancies and plans to fill those vacancies, if applicable

We have been in discussion with potential members in an effort to increase diversity.

###### 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.

Development Director: Departed for another agency, her replacement has been hired and will be on site August 16.

A full-time WeVax Covid assistant was hired.

A Wellness Check Navigator was hired part time.

The Operations and Social Media Coordinator was made full time.

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).

At year-end, 887 people volunteered 17,495 hours for meal delivery, 75 people volunteered 1,495 hours of operation volunteering (running meal delivery bags to drivers & packing gifts), and 283 people volunteered 4,051 hours for phone reassurance. The total number of volunteers that helped during this reporting period was 1,245 with a total of 23,041 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.

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.

*Meals on Wheels West has actively participated in efforts supporting the City’s development of an outcomes measurement system and has worked with the City of Santa Monica in making the transition to SharePoint and continues to utilize the SharePoint for document exchanges, when possible. Meals on Wheels West has also actively participated in the on-going meetings with City of Santa Monica centered around COVID updates, procedures and needs. MOW West participates in the City of Santa Monica Food Insecurity video meetings. MOW West worked with OEM to gather Covid vaccination data, provide Covid information to MOW West clients and other residents.*

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.

*MOW West’s delivery procedures and schedule were altered in order to minimize potential transmission of COVID-19. Currently MOW West clients receive hot meals on delivery days, a sandwich, milk, frozen meals for the following day, juice and shelf stable Senior Nutrition Boxes with extra food once a month, as well as additional food when available. MOW West has returned to a 4-day a week hot meal delivery program and will return to 5-day a week delivery schedule again when it is safe to do so for the vulnerable populations we are serving. MOW West also has strict COVID precautions for volunteers and clients to keep our community safe. All volunteers lined up outside the office appropriately distanced and wearing masks. We offer masks every delivery day. Volunteers are allowed in the office one at a time to wash their hands. They are given sanitizing wipes each delivery day. Staff has distributed additional gloves and hand sanitizer on multiple occasions to volunteers and clients. There are COVID informational signs posted throughout the office and instructional one-sheets have been distributed to volunteers multiple times. The weekly email Delivery Volunteer newsletter also serves as a prevention reminder. Verbal instructions are given each delivery day reminding volunteers to deliver safely including keeping appropriate social distancing when delivering to clients. We have distributed informational/instructional flyers to clients on multiple occasions. The Phone Reassurance volunteers remind clients about COVID precautions, ask COVID related questions and report back any concerns to staff. After reassessing the status of Covid, MOW West invited some staff members back into the office. Some staff members work full time in the office, some are hybrid, and two members remain working at home. Cross-training has taken place and staff continues to get tested regularly. The staff is 100% fully vaccinated. MOW West successfully implemented an initiative that allowed our volunteers to be designated as essential workers and they were vaccinated early. More than 90% of our volunteers are vaccinated, with100% of Delivery Volunteers vaccinated. Due to their status as vulnerable populations, our clients were vaccinated during Tier 1., with more than 90% of clients vaccinated.*

**Less than 1% of clients and less than 1% of volunteers have been infected, none as a result of participating in MOW West programs.**

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.

*Meals on Wheels West is committed to a diverse, inclusive, and equitable environment where all clients, volunteers, staff and board members feel respected and valued regardless of gender, age, race, ethnicity, national origin, sexual orientation or identity, disability, education, or any other bias. Meals on Wheels West does not discriminate based on gender, age, race, ethnicity, national origin, sexual orientation or identity, disability or ability to pay for services. Meals on Wheels West continues to diversify the board that includes crucial voices in Santa Monica. MOW West appointed a staff member as a diversity and sexual harassment ombudsperson.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Race & Ethnicity** | **Gender** | **Sexual Orientation** |
| **Board Members** | 8% Asian or Pacific Islander  84%White  8%Other | 69%Male  31%Female | 77%Heterosexual  23%LGBTQ |
| **Executive Management** | 66.7%Latino  33.3%White | 66.7%Male  33.3%Female | 100%Heterosexual |
| **Supervisory Staff** | 100% Other (Native American) | 100% Female | 100% LGBTQ |

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.

*MOW West Food & Shelter program assists clients in temporary housing as they apply for permanent housing. Meals on Wheels West has a housing referral section on our Resource List used during Phone Reassurance to assist clients in need of housing advocates. One of the MOW West Board members serves on the Santa Monica Rent Control Board and frequently assists MOW West clients with housing issues*.

**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 |  |  |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **Wise & Healthy Aging** | 115 | 158 |
| * 1. **CVS & Walgreen Deliveries** | 75 | 101 |
| * 1. **All Together LA** | 43 | 60 |

**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) |
| --- | --- | --- | --- |
| *Meals on Wheels West will provide meals to 485 clients in the Fiscal Year; 385 of which will be Santa Monica residents.* | *By year end, Meals on Wheels West provided meals to 497 Santa Monica clients out of the 385 goal (129%).*  *We delivered to 665 clients in our overall service area.* | *90% of clients will report that the meals we provide will help them to continue to live in their own home. (Survey results.)* | *At year end 82% of clients that the meals we provide will help them to continue to live in their own home. (Survey results.)* |
| *85% of clients will report that the contact with volunteers is a meaningful part of their day. (Survey results.)* | *At year end 94% of clients reported that the contact with volunteers is a meaningful part of their day. (Survey results.)* |

###### 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.

*All outcomes have been met or exceeded.*

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

*The growth in SM clients was driven by people quarantining due to Covid and staying with the program. We also experienced an increase of Food & Shelter referrals by Saint Joseph’s Center*. We were at 129% of the year-end goal.

**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.

*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.**