HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

St. Joseph Center

Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Santa Monica Retention

Program: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

|  |  |  |  |
| --- | --- | --- | --- |
| **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.

St. Joseph Center’s SM Retention program served 96 households, including 127 individuals, 11 of which are under the age of 18. Since the mid-year report, the program enrolled seven new participants. Nine households and 16 individuals left the program during the reporting period. The households left for the following reasons:

* 2 passed away
* 1 was noncompliant with the program
* 6 graduated

SM Retention supported clients in utilizing food bank linkages, low-income childcare resources, and employment support resources via the SJC Employment Specialist. SM Retention has also supported clients with linkages to mental health services. These linkages have continued to help us increase housing stabilization through community resource linkages and increasing quality of life.

The case management services that SM Retention provides did not change during the time of COVID-19 and instead pivoted to ensure our clients’ needs continued to be met. This allowed us to continue to increase the health and stability of our clients in their homes. Many of our clients are on a fixed income, therefore income was not affected by COVID-19. However, our individuals and families were still significantly impacted and struggled with some basic needs during this time. We were successful with being able to assist with meeting their needs without clients having to leave their homes. We adjusted the way we provide food support by delivering groceries; provided essential household items such as new beds; collaborated with the housing authority to address two significant collecting behavior situations to ensure they maintained their homes; maintained 100% housing retention during the time of COVID-19; and have had clients successfully start new employment opportunities. We also worked more closely with WISE & Healthy Aging to provide collaborative case management and wrap-around services to some of the most vulnerable older adult residents. We have also assessed the need for technology support during this time of COVID due to children having classes online and individuals needing to access services such as benefits, employment searches, and medical and mental health virtual appointments. The increased technology support also assists our clients with decreasing isolation.

We have worked closely with the staff at St. Joseph Center that have been providing the Santa Monica and County COVID Emergency Rental Assistance Programs as many of these clients are a part of our target population. Although these Rental Assistance Programs are administrative programs focused on providing rental assistance only, the SM Retention team has been able to offer its expertise in the knowledge of supportive linkages. We are acutely aware that many of these clients will need support beyond what the COVID Emergency Rental Assistance Programs are able to provide. Many of these clients will most likely be referred through the Santa Monica Retention Program for additional case management and housing retention support as this need has been identified during the COVID Emergency Rental Assistance Program process.

Unique to this year, the SM Retention program allocated significant funds to support clients and residents during the COVID-19 pandemic. SM Retention partnered with MOWW to provide hygiene products, toiletries, hand sanitizers, and face masks to home-bound Santa Monica participants with their weekly meal deliveries. SM Retention worked in collaboration with WISE & Healthy Aging to provide at-risk elderly individuals with Ralphs gift cards, utility bill assistance, household cleaning supplies, and rental assistance. SM Retention also partnered with the SJC Food Pantry and assisted with bridging gaps in donations to the pantry. SM Retention client funds supplied the food pantry with high-need items that are not regularly available to SM residents, including pet food supply cards, grocery gift cards for specific dietary needs, and hygiene products such as infant diapers, adult diapers, baby formula and baby food. With the combined efforts of team and partnering agencies, SM Retention was able to provide this direct client support to over 600 individuals within the Santa Monica community.

Some of the challenges we have experienced since the Mid-Year Report include clients that have been laid off due to COVID-19, as well as increased mental and physical illness and isolation due to COVID-19. Several clients that were on schedule to graduate from the Santa Monica Housing Authority’s Family Self-Sufficiency program (FSS) lost their income due to COVID-19. As a result of this, they are not able to graduate. The current waiver from HUD is extending client enrollment in FSS for up to an additional two years. Another challenge the program has faced is a low number of referrals. The clients that would have been referred to the Santa Monica Retention Program for rental assistance were referred to the COVID Emergency Rental Assistance Programs, and eviction moratoriums have kept people stably housed. This has affected our overall total participants during this reporting period.

The director that oversees SM Retention transitioned during this contract year. This transition occurred due to reorganization to include continuity of care by bringing permanent supportive housing and mental health services under the same management. This is an enhancement to the SM Retention team as the new director is a LCSW and comes with extensive experience with providing support to client who have been chronically homeless and have severe and persistent mental illness.

###### 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.

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.

SM Retention continues to utilize the CES screening tool which is used for new intakes and assists with streamlining staff’s ability to determine clients’ eligibility for services and diverts appropriately. SM Retention also assesses clients’ current needs in order to make appropriate referrals to services such as food pantry, CBEST, mental health programs, job training, and educational training programs.

St. Joseph Center is also in process of developing a Universal Client Feedback Survey that will be used across the agency. The goal of the survey is to ensure clients’ needs are being met, to gather important information from our clients regarding the services they are currently receiving, and to qualitatively measure program effectiveness and impact. The roll out of the survey with SM Retention clients will begin in August 2021.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period: 4
* Average Board member attendance: 15/21 OR 71.42%
* Board development activities conducted during the reporting period:The Board had its annual retreat in October 2020. The purpose of the retreat is connecting the Board members and for board members to be thought partners on key issues facing SJC.  During the retreat, members discussed the following:
  + Explored the feelings of exclusion to show the many different perspectives people have
  + St. Joseph Center’s Board equity practice which includes discussions on racial justice, voting on actions to increase inclusion, transforming Give or Get, and exploring different types of diversity
* Significant policy directions or actions taken by the Board during the reporting period:
  + Approved 3 new members in November
  + Established Published Charges for Department of Mental Health (DMH)
  + Board Chair to remain Kevin McCardle for FY 21-22
  + Voted to propose to Sisters of Carondelet an increase to Board capacity
  + Voted in new Board Officers
* Number of board members who reside and/or work in Santa Monica: 3 Board members
* Board vacancies and plans to fill those vacancies, if applicable: One Board vacancy, no plans to fill as of now.

###### 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.

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).

SM Retention currently has zero vacancies within the team. Two new cases managers started in March 2021, a new Program Manager was hired in February 2021, and the new Director began overseeing the program in January 2021. Due to COVID-19, the program did not utilize any volunteers or interns during this reporting period.

**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.

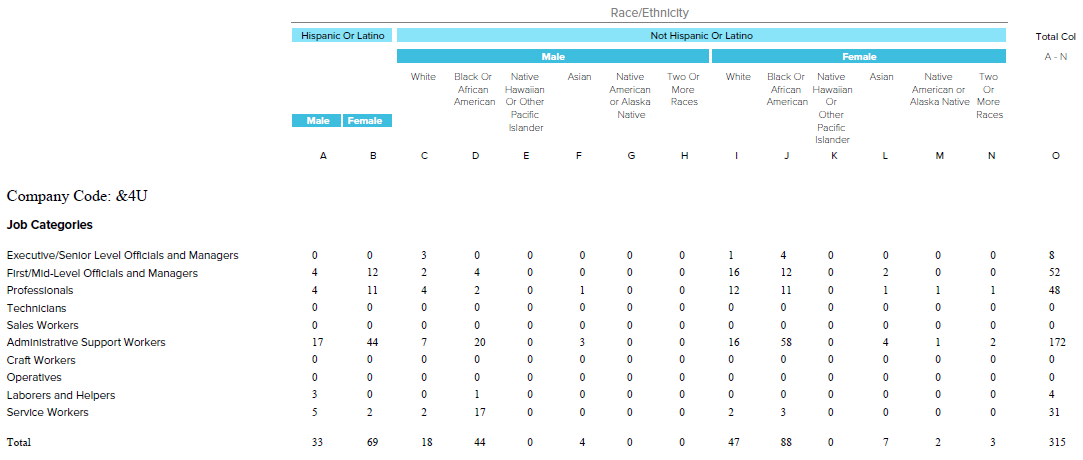
1. Agency will participate in the City’s efforts to develop a centralized human Services Data Management System in order to better track program demographics and outcomes. Participation may include, but is not limited to, meeting with the City staff and consultants; providing information and documentation 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.
   1. SJC continues to comply with the City’s efforts to develop a centralized human services management system in order to better track program demographics and outcomes. SJC’s data and outcomes team has worked with our administrative assistant and program team to clean up data and delineate program enrollments that can be complicated by the numerous ways in which the bundled contracts were tracked in Service Point. SJC will continue to work collaboratively with City staff and consultants by attending meetings, trainings, informational sessions as well as provide feedback and actively participate in activities that support the implementation of policies or strategies that further support these efforts. SJC will continue to remain in compliance with incorporating existing forms and adhering to the City’s data management agency agreement, etc.

1. Detail steps taken to provide services in adherence to the safety protocols related to the COVID-19 pandemic, including modifications to services delivery, physical infrastructure and safety equipment and protocols to protect participants and staff.
   1. *As a result of COVID-19, SJC has taken the following measures to ensure the safety and well-being of clients and staff:*
      1. *Case management is provided via the phone and meeting platforms. Staff are able to work remotely in order to reduce transmission.*
      2. *When case management is needed to address crises, staff have been provided with PPE, and are following DPH safety guidelines*
      3. *Basic needs such as food is being provided to clients through vendor delivery, e-gift cards and using a no contact method of food pantry drop off.*
      4. *Mental health needs are being met with tele-health or in person by assessed need via DMH outside agencies.*
      5. *Transportation is being provided via Lyft and Uber to clients who might typically take public transportation to meet basic needs and get to critical appointments*

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.
   1. *St. Joseph Center deeply values diversity, equity, and inclusion. As the agency began to experience significant growth in 2017 and ’18, we altered our hiring practices to open doors and build career ladders for a widely-expanded candidate pool. In addition to on-campus recruitment, we partnered with many community-based partners and workforce development programs; we removed degree qualifications from positions where they are not truly required; we placed emphasis on candidates with lived experience with homelessness, mental health, substance use and/or the justice system. Since then, we have reviewed policies, practices, and procedures through an equity lens, and we are planning to launch a Diversity, Equity, and Inclusion work group to further enhance our efforts in this area. And since 2017, we have included Cultural Competency training in our onboarding process so that every new hire is exposed to this critical knowledge.*
   2. *For the City funded program, SJC has a culturally and racially diverse staff. We have been intentional in our hiring practices to ensure that we are promoting from within the team structure to allow for professional development and growth. As part of our on-boarding process and on-going staff development, staff receive training on cultural competency, trauma informed care, and client centered interventions.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **BOARD DEMOGRAPHICS** | **Gender** | | | | | |
| **Race – Ethnicity** | Female | Male | Transgender | Non-Binary/ Non-conforming | Prefer Not to Respond | **Total** |
| American Indian or Native Alaskan |  |  |  |  |  |  |
| Asian |  |  |  |  |  |  |
| Black or African American | 4 | 1 |  |  |  | **5** |
| Hispanic or Latino | 2 |  |  |  |  | **2** |
| Native Hawaiian or Pacific Islander |  |  |  |  |  |  |
| White | 5 | 7 |  |  |  | **12** |
| Other Race |  |  |  |  |  |  |
| Two or More Races | 2 |  |  |  |  | **2** |
| **TOTAL** | **13** | **8** | **0** | **0** | **0** | **21** |

**AGENCY-WIDE DEMOGRAPHICS**



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.
   1. *SJC remains in compliance with assisting eligible participants in submitting applications and renewing certifications for stable housing purposes. SJC staff members continue to assist Section 8 and CoC Housing Voucher holders with re-certifications and collecting any needed essential documents requested to ensure clients are up to date and in compliance with the Housing Authority and tenant base sites. In addition, staff continue to educate, inform and direct clients to resources that can support housing sustainability, including support with rental arrears, waitlists for permanent supportive housing through the Housing Authority, and other low-income housing opportunities and/or waitlists in the community.*

1. Comply with Family Self Sufficiency (FSS) program requirements
   1. *St. Joseph Center remains in compliance with FSS program requirements by submitting required FSS worksheets and ITSP before the participants annual re-certification date; as well as participate in file reviews at least twice per year or as redirected; and complete all required graduation, early graduation, withdrawal/termination requests and exit documents and submit to SMHA FSS Coordinator.*
2. Comply with Homeless Program funding requirements
   1. *St. Joseph Center remains in compliance with all Homeless Program funding requirements* *as detailed in Exhibit A-1.*
   2. *SJC continues to align resources with the goal of permanently housing priority populations consistent with City’s program requirements by doing the following:*
3. *Ensure clients have access to and are successfully linked to regional resources and services such as transportation assistance, food pantry, medical and health, wellness services, and other CoC programs that meet the clients’ specific needs.*
4. *Provide ongoing, individualized supportive services based on individual need to participants placed in permanent housing to promote housing stabilization and retention, regardless of the type of housing or subsidy utilized.*
5. *Use the City’s HMIS to comply with reporting requirements for participants in the City’s homeless initiatives. The agency will collect client level data and evaluate for services needs on an on-going basis.*
6. *Document service match in the City’s Homeless Management Information System (HMIS) for all clients utilizing SMHA Continuum of Care vouchers.*
7. *Notify Human Services Division staff when SMPP program participants are at risk of eviction.*
8. *Adhere to the City’s Intake Policy for documenting homelessness.*
9. Comply with Proposition A Funding requirements
   1. *St. Joseph Center remains in compliance with Proposition A funding requirements and only uses the funds as designated for transportation purposes only and will submit any supporting documentation as required. Any unexpended or unencumbered Proposition A funds will be returned to the City at the end of the fiscal year.*
10. Comply with CDBG Funding requirements
    1. *St. Joseph Center remains in compliance with all CDBG funding requirements* *as detailed in Exhibit A-1 regarding eligible activities, program income requirements, and complies/conforms with all uniform administrative requirements and financial management requirements.*
    2. ***Eligible Activities:*** *SJC complies with all eligibility requirements for CDBG funded projects as detailed in 24 CFR Part 570 Subpart C of the HUD regulations by ensuring income verification documentation is collected for all participants at intake and at least annually while the participant is receiving CDBG funded services. Documentation will be retained in client files and entered into an HMIS database system for record keeping, data management, and future monitoring. SJC will work with City staff in providing information as requested to comply with fiscal year-end reporting as required by HUD in the preparation and submission of the CAPER.*
    3. ***Program Income:***  *SJC does not have any program income generated directly from activities associated with the CDBG sponsored award or from the sale of property and/or equipment leased or purchased using CDBG funds. This also includes any payments of principal and interests on loans made using CDBG funds, and interests generated from funds held in a revolving fund account. SJC’s Chief Financial Officer and Director of Finance review the agency’s financial records on a monthly basis to ensure compliance with 2 CFR 200 and will document if any program income is generated during the operation of the contract and return any program income to the City at the end of the fiscal year.*
    4. ***Uniform Administrative Requirements:*** *SJC complies with all applicable uniform administrative and program management standards requirements as described in 24 CFR 570.502 by ensuring adequate financial management is maintained (financial reporting, budget management, procurement records, compensation, method of payment), and follow standard record keeping requirements for audits and grant close out.*
    5. ***Financial Management:***  *SJC maintains a fiscal management and accounting system based on GAAP as detailed in the agency’s Accounting Policies and Procedures manual. SJC further ensures compliance by undergoing a rigorous external audit conducted by a third-party company of the agency’s financial management principles on an annual basis and conforms with all requirements as outlined in 2 CFR 200 along with past guidance contained in OMB Circular No. A-122 and OMB Circular No. A-110. All accounting and fiscal records (chart of accounts, general ledger, cash receipts journal, cash disbursements journal, etc.) are recorded in a fiscal management software (Abila MIP), with external budget controls maintained outside the system to allow for monthly analysis and review with program team members (Director, Program Manager) to ensure for accuracy, that all expenses are eligible and align with contractual goals/outcomes and requirements, and there is a program-fiscal review to compare progress toward achievement of annual goals with the rate of expenditure of program funds.*
11. Comply with CoC Sponsor Agency requirements
    1. *St. Joseph Center remains in compliance and adheres to all Continuum of Care Sponsor Agencies requirements, delivering and documenting services and outcomes as detailed in Exhibit A-1.*
    2. *SJC adheres to all Department of Housing and Urban Development Continuum of Care regulations as specified in 24 CFR, Part 578 CoC Interim Rule updated 4/1/17, the Hearth Act of 2009, and Chapter 19 of the Santa Monica Housing Authority Administrative Plan by ensuring the following:*
       1. *Refer all qualifying individuals and families who meet the Dedicated Plus HUD requirements as defined under 24 CFR 578.3 to the SMHA for CoC program.*
       2. *Assist individuals and families with completing an Application Referral Packet along with required documentation such as but not limited to an agency referral letter (including homeless status, VI-SPDAT score, disability, etc.), copy of social security card, birth certificate, eligible immigrant documents (work permits, alien cards, naturalization certificates, etc.), government issued identification, applicant/tenant disclosures, certification of disabling conditions, information releases, etc.*
       3. *Complete an assessment and screening of each individual’s care needs and ability to live independently. Identify if the CoC voucher program is appropriate for the level of care required for the client to live and thrive in the program, Case Mangers will assist with recommending the site placement to be either Scattered Site Housing of Site-Specific Housing based on assessment and needs.*
       4. *Once housed, SJC will assist with retention and stabilization services to ensure the participant is providing SMHA with accurate and timely information in changes to household such as income, disability, household composition, and any other relevant changes that could affect their housing status.*
       5. *Assist with completion of annual recertification documents.*
       6. *Case managers will document and monitor the participants to ensure housing stability and offer other supportive services they may be eligible for on an on-going bases according to the needs of the participant for the entire term of their program participation.*
       7. *SJC will enter and manage participant level data in an HMIS database on a regular basis as outlined in the agency’s data management policy. Information will be entered into HMIS no later than 10 business days of the information being provided to their Case Manager.*
       8. *SJC will also maintain a participant file for household in the program. Information maintained in the file will include progress notes, core demographic information, paperwork submitted such as income verification, housing plans, applications, and any other hardcopies, as well as housing packets.*
       9. *Data maintained will be used to complete the APR and CAPER for the CDBG funded project no later than 30 days after the end of the grant reporting year. SJC will work with the City to provide all necessary information to complete the required service match, fiscal expenditure reports and annual outcomes reporting to complete by the stated deadline in Exhibit A-1.*
    3. *SJC participates and attends all meetings as scheduled by the City.*
    4. *SJC continues to communicate and informs the City of any personnel or program issues such as vacancies, extended staff illnesses or injuries, terminations, or staff resignations that may negatively affect the ability to meet all the conditions and outcomes of the contract.*

**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?” | 13 | 8 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 5 | 3 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 1 | 1 |

|  |  |  |
| --- | --- | --- |
| **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. **City of Santa Monica** | 0 | 8 |
|  |  |  |
|  |  |  |

**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) |
| --- | --- | --- | --- |
| Service: 160 participants will be served through this grant. | Output: At year end, SM retention has served 96 households, 127 individuals total (79%) | Outcome 1: 87% of participants will remain in permanent housing as of the end of the operating year or exit to permanent housing (subsidized or unsubsidized) during the operating year. | 121/122 (99%) of individuals remained permanently housed. Note: The denominator changed from 127 to 122 because 2 clients passed away and 3 clients are not housed yet. |
| Outcome 2: 87% of persons aged 18 or older will maintain or increase their total income (from all sources) as of the end of the operating year or program exit. | 92/117 (79%) of persons aged 18 or older maintained or increased their total income |

###### 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.

The goal of serving 160 households was not met. Due to the COVID-19 eviction moratoriums and other emergency rental assistance that has been made available, we received a low number of referrals for the SM Retention program. Although enrollment was lower than projected, the pandemic presented challenges for many in meeting their basic needs. As such, we pivoted resources to provide deeper assistance to help not only enrolled clients, but also the broader community during this time. We assisted households by providing support with food, hygiene products, new employment opportunities, and essential household items such as new beds. With the shift to online platforms, technology support was provided to assist with decreasing isolation, children attending classes online, and individuals needing to access services such as benefits, employment searches, and medical and mental health virtual appointments. We also bolstered food and hygiene supplies at our food pantry and partnered with MOWW and WISE to provide food and essential items to their clients. As seen with Outcome 2, many of our clients are on a fixed income, so income was not affected by COVID-19; however, they were impacted in other ways as described in the program accomplishments, challenges, and changes section above.

**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.

Not applicable

**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.**