HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

Agency: Step up on Second\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

###### 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.

This end-year reporting period highlights Sanctuary’s distinct opportunity to work closely with 75 members who continue chart their own destinies, while facing daily challenges or obstacles. We had three members exited, two for eviction and one who no longer wanted to be in the program. Agency will continue to remain ready to assist these participants to obtain/maintain housing. The last six months was unique due to adjusting to the pandemic and its consequences for service delivery. Members continue to present with a myriad personal and inter-personal issues, ranging from strained familial relations, social isolation, treatment adherence, and recovery readiness to budgeting, lease compliance and basic self-care. Step Up sanctuary program provides ongoing case management support to vulnerable City of Santa Monica residents. During the reporting period 98% of the members successfully retained housing. Achieving this retention rate required the perseverance, advocacy and support of the Sanctuary Team. Team members routinely attend property management meetings and visit with landlords on their member’s behalf. They also connect with their mental health providers on a monthly basis to better coordinate with services. This practice is particularly crucial to helping to preserve housing placements of members with complex behavioral concerns, non-payment issues and chronic lease violations. Tenants are presented with options to contract for improved behavior, reorganize their personal finances to support repayment plans and to demonstrate efforts to cure violations. Other important retention efforts entailed assisting members with gathering documents and preparing their apartments for annual recertification.

Members were offered a menu of coordinated and supportive services to promote improved outcomes and self-sufficiency; they included and not limited to escorting members to appointments, application assistance, coordination and referrals. Due to the pandemic we also adjusted to delivering services and groups through zoom and online applications. Life skills are essential and beneficial services provided to Sanctuary members which helped to re-establish fundamental activities of living; like personal hygiene, domestic chores, health and safety, and navigating systems. Weekly visits and phone calls are made to Sanctuary members to monitor and assess their ability to perform Activities of Daily Living and Instrumental Activities of Daily Living. During the pandemic time, we have established safety protocols on how to meet with clients and issued safety protocols so staff and participants can maintain safe. Life skills staff also refers members to programs within Step Up On Second, such as our vocational department, as well as other services within the City of Santa Monica. Most of the members have established daily routines and they are functioning quite well; they appear neat and clean and their apartments are well kept. A few of our aging members are experiencing a diminishing capacity to function without closer supervision, assistance and prompting. Service referrals to Adult Protective Services, Didi Hirsch Older Adults, Meals on Wheels and In-Home Supportive Services are arranged to support and help the members maintain their independence.

As the Covid pandemic created obstacles during the reporting period to provide face to face services, it was challenging for the members to get linked with outside providers and substance use remains of the challenging issues facing the members. However, members have demonstrated some success towards their recovery using the harm reduction model. Due to pandemic drug and alcohol use are trending upward and it has been difficult for the team to engage the residents with treatment. To further support member’s sobriety, recovery groups are offered online as well as referrals for inpatient.

###### 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.

The Program Manager reviewed data integrity in ServicePoint on a quarterly basis. Reports were issued and given to staff for review and correction. Data points that did not match records were reported to City HMIS staff to identify and correct issues.

The Tenant Advisory Committee of Step Up was enlisted to participate in social activates and community-building in Step Up Properties where Sanctuary participants reside. This has a beneficial effect on increased participation and a decrease in isolation with reports of satisfaction by the tenants, which has been a challenge during the current period as group participation has diminished due to Covid safety protocols.

Step Up Sanctuary Program regularly collaborates with The People Concern, St. Joseph Center and Edelman on services provided to tenants in Step UP PSH projects. Step Up also seeks out transfers and referrals from these agencies to fulfill the census in Sanctuary.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period
  + **10 Board meetings conducted**
* Average Board member attendance
  + **8**
* Board development activities conducted during the reporting period
  + **The board prioritized the progression to a national board to mirror Step Up's ascension as a national organization. The board used 2020 to develop a blueprint to grow the current board into a national board and that plan will be implemented in 2021.**
* Significant policy directions or actions taken by the Board during the reporting period
  + **The board identified the draft objectives for the organization for the period 2021- 23. They include; continued expansion nationally, particularly in Northern CA and the Southeast US, legislative advocacy on mental health and homelessness at the federal and state level, and assume a leadership role on the issue of Housing First.**
* Number of board members who reside and/or work in Santa Monica
  + **9**
* Board vacancies and plans to fill those vacancies, if applicable
  + **N/A**

###### 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.

* **No staff changes.**

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).

* **No Volunteers or interns were used 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.

* Accept referrals for City special initiatives (including Homeless Community Court), administer vulnerability surveys as requested to provide appropriate services in conjunction with initiative partners- Step Up Sanctuary program continues to use Santa Monica’s HMIS to record program demographics and outcomes. During the reporting period Step Up has created comprehensive Safety Protocols related to the COVID – 19 pandemic. Step Up has followed the guidelines from the County Department of Health and implemented new Policies and forms related to the pandemic. Modifications in services delivery have been updated, an emphasis have been placed on telehealth as this is the safest way to provide client care, during the pandemic. When direct client contact was needed, the agency supplied Personal Protective Gear (PPE) to staff as well as clients and meetings were held outdoors whenever possible. Our Client Run Center where participants had access to daily meals indoors has been closed Instead, participants were given access to a food pantry that was operated out of the Client run Center. Other Covid protocols that were implemented were temperature checks for any person entering a Step-Up Site, directions to frequent handwashing and sanitizing surroundings with a high frequency. Sanitizing equipment was provided throughout the agency. Further protocols were developed on how to respond to findings of staff and or participants who tested positive of Covid. For a comprehensive look, the agency has a 33-page policy manual on Covid 19 Policies.
* In 2020 Step Up has started a comprehensive internal look at our practices about Diversity, Equity and Inclusion within the company. During the reporting period Step Up has created new objectives for 2021 –2023, which is to include: Incorporate and implement AIDE within the fabric of the operations of Step Up. As part of this ongoing commitment all staff at Step Up are required to attend Cultural competency training, once a year. During the onboarding, all staff at the company receive training in Trauma Informed Care, which includes complex trauma as well as racial trauma. Our program staff is to attend Cultural Humility trainings provided by the County. These trainings will help program and staff becoming better equipped with engaging and outreaching to participants in our program. Furthermore, Step Up also has created an agency wide DEI staff committee to provide resources and support to staff, which reports its progress to executive team. Team meetings throughout the company have added the DEI as an agenda point to make sure that the programs advance equity, diversity, and inclusion.

Below is a short table with Step Up’s demographic information. Currently Step Up has no Staff within the agency that identifies as Pacific Islander or Native American.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Demographic Information** |  |  |  |  |  |  |  |  |  |
|  |  |  | Total Staff | Race |  |  | Ethnicity | Gender |  |
|  |  |  |  | Black | Asian | White | Latino | Female | Male |
| Board of Directors |  |  | 13 | 1 | 1 | 11 | 2 | 4 | 9 |
| Executive staff |  |  | 11 | 7 | 0 | 4 | 1 | 5 | 6 |
| Program Supervisory Staff |  |  | 2 | 0 | 0 | 2 | 1 | 0 | 2 |

* + Comply with Homeless Programs funding requirements: Sanctuary continues to follow homeless funding conditions by:
  + Coordinating and providing linkage to services and resources that are aligned with the Housing First model. SUOS will provide comprehensive services targeted towards housing retention that are consistent with the Sanctuary grant.
  + Depending on consumer’s specific needs, Sanctuary team will make referrals to link members with community resources (food banks, ACCESS transportation, Legal Aid etc). Sanctuary program will also link consumers to community mental health programs if deemed necessary to ensure housing stability and/or need for additional resources.
  + Meeting with Sanctuary participants at least once a month or more (dependent on participants individualized needs). Assessing living conditions and linking to appropriate community resources and supportive services to ensure retention of permanent supportive housing.
  + Consistently enter most up to date data in city’s HMIS system to trach enrollments as well as any participant exits.
  + Ensure service match by input and review of data into city’s HMIS system for participants of the COC voucher.
  + Screening all unhoused participants who have history of homelessness in Santa Monica and assisting them to complete and input CES (Coordinated Entry System) packets. Routinely screen and assist in completion and submission of documentation for eligibility for Santa Monica Service Registry.
  + Assuring that any potential eviction for SMPP participants is being reported to Human Services Division. Ensure that there is a collaborative approach in brainstorming resources and linkage that could be helpful in avoiding or delaying said eviction.
  + Adhering to City of Santa Monica Intake Policy for documenting homelessness In addition, being in constant communication with city and surrounding agencies to better assist participants in any needs that they have.

* List of priority participants. At mid-year and year-end, we include a status update on the report for each of the individuals listed on Exhibit A (see attachment).

* Comply with Proposition A funding requirements- Not applicable; Sanctuary no longer receives Prop A funding

* Comply with Continuum of Care (formerly Shelter Plus Care) funding requirements: Sanctuary continues to be in compliance with CoC funding conditions, including:
* Referring eligible individuals to the SMHA CoC program
* Conducting thorough, appropriate screenings of individual participant needs and tracking participants’ improvement across assessment components
* Maintaining appropriate documentation of services and outcomes in HMIS and client files as required by the SMHA and HSGP program requirements
* Ensuring Step Up staff participation in monthly CHP meetings
* Notifying SMHA of program or personnel issues affecting ability to meet CoC funding conditions

**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?” | 1 | 3 |
| 1. ” Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 18 | 35 |
| 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. | 0 | 0 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **The People Concern** | 2 | 2 |
| * 1. **Turning Point** | 1 | 1 |
| * 1. **Daniels Place** | 1 | 1 |

**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: 75 unduplicated Santa Monica Residents. | Service: At -year, end we have 75 unduplicated Santa Monica residents have served. | Year-End: 68 out of 75 participants or 90% will retain their permanent housing through the end of the program year. | Outcome:73 of 75 or 97% of participants have retained their permanent housing through the end of the program year. |
| Assessment:56 unduplicated Santa Monica Residents. | At end year 57 SPDATs have been completed. | Outcome: Year-End 56 of 75 or 75% will have completed a SPDAT and 48 of 56 or 85% will have demonstrated improvement in two SPDAT components by end year. | Outcome: Of the 57 completed SPDAT by end year’s report, 53 had reported improvements in two components or 93%  . |
| **Income Assistance** 64 unduplicated Santa Monica residents | At Year-end 67, unduplicated Santa Monica residents have maintained or increased their income. | Outcome: At Year end 64 of 75 unduplicated Santa Monica residents (85%) will maintain or increased household income through employment or establishing, maintaining or increasing benefits. | Outcome: At Year End 67 of 75 unduplicated Santa Monica residents (89%) have maintained or increased their 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.

* N/A

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

* N/A

**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.**