HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

Agency: \_\_The People Concern\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: \_\_Interim Housing and Wellness 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**

The People Concern’s Interim Housing and Wellness Program (IHW) offers a comprehensive service delivery model specifically designed to engage and serve Santa Monica Program Participants who are traditionally hard to reach and have been on the streets for long periods of time. These individuals struggle with a wide range of challenges to achieving long-term housing and stability, and The People Concern specializes in serving those living with a combination of mental illness, substance use disorders and physical disabilities. Emphasizing a Trauma-informed, Housing First, and Harm Reduction approaches, IHW has achieved success by developing individualized service plans and actively engaging them in developing life skills. Located in low barrier interim housing at two sites, Samoshel and Turning Point, IHW offers an onsite, integrated program of health and wellness care, housing placement and retention services, mental health services, substance use programming, case management, income/benefits services, and linkage to the agency’s domestic violence services, utilizing multiple evidence-based practice models. IHW participants are also linked with the agency’s specialized interdisciplinary teams that may include primary care physicians, nurses, psychiatrists and mental health clinicians.

IHW also works with the agency’s multi-disciplinary teams to provide ongoing supportive services to individuals placed by IHW into permanent housing. In-home services include field-based mental health counseling, crisis intervention and assessment, medical care, as well as ongoing case management. Former residents are also encouraged to continue their participation in The People Concern’s onsite Wellness Program. These peer alumni are a positive influence on housed residents and contribute to participant input on policies and procedures.

***Services to Santa Monica Program Participants:***

IHW served 176 Santa Monica Program Participants (SMPP) during this reporting period. Of these individuals, 60 were homeless at the beginning of the reporting period and 123 are ongoing clients living in permanent housing. IHW placed 17 SMPP individuals in housing during this reporting period. 7 of these 17 newly housed clients were added to the Housed Retention list. One client who was exited from the Housing Retention list returned to interim shelter at Turning Point after losing housing. Case management for the other three newly housed clients will be provided by other agencies based on the source of their new housing.

Of the 176 SMPP served during this fiscal year, 93 are on the Service Registry. Fifty-one of these are homeless individuals and 42 are previously housed individuals.

We collaborate closely with our community partners to best serve the most apprehensive among the Santa Monica’s Program Participants. We conduct ongoing case conferencing and care coordination of services with other projects of The People Concern, the City of Santa Monica, the SPA 5 Coordinated Entry System, Venice Family Clinic, St. Joseph Center, Step Up, Chrysalis, CLARE, the Veterans Administration, Homeless Court, the Santa Monica Police, the Homeless Liaison Program (HLP) Team, and Fire Departments, and local hospitals.

The People Concern prioritizes locating and serving these highly vulnerable individuals, and during the reporting period, discussed any whose whereabouts were unknown with the C3 or E6 outreach teams operating in SPA 5. The Akido Santa Monica Connect app was also used this period to assist with this process.

Non SMPP housing placements

In addition, a total of 16 non SMPP obtained permanent housing after leaving IHW, with one of the 16 who was placed by a partner agency. IHW placed 15 of the 16 clients in this category. Of the 15 placed in housing by IHW, 13 obtained a housing voucher and were housed in Los Angeles. One of the 15 in this category moved into a board and care facility and one of the 15 moved to shared housing.

***Permanent Housing Placements:***

SMPP housing placements

A total of 17 SMPP were placed into permanent housing this fiscal year from IHW. Of the 17 clients, IHW was responsible for placing 14. Of those 14 clients, three clients were placed into a skilled nursing facility, four clients were housed in Santa Monica, and seven were housed in Los Angeles. The three clients not placed by IHW were placed by another team at The People Concern.

***Housing Retention:***

The People Concern recognizes that retention in permanent housing requires an ongoing connection to long-term, whole person care. Once an individual is placed in permanent housing they continue to receive case management in addition to services to address ongoing struggles with substance addiction, mental illness, medical conditions or trauma. These wraparound services mean that a very high percentage of those housed by The People Concern succeed at overcoming hurdles which frequently cause individuals to lose their housing.

During this reporting period, IHW provided retention services to 123 SMPP clients. Of these individuals, seven were newly housed during this fiscal year and 116 clients were housed in previous years. Thirty-one clients exited the retention grant this year. Four of the 31 clients passed away during the year. Another three of the 31 could not be contacted during the year. Twenty-two of the 31, while still housed, will no longer be followed as they moved out of state, opted out of the program, moved to a SNF, or are now case managed by another agency. Two clients lost their housing, with one briefly entering Turning Point shelter for two weeks. Both clients who lost their housing are now are being engaged by an outreach team.

***Client Income:***

During this reporting period, 153 of 176 (87 percent) Santa Monica Program Participants increased or maintained their income. Among those who lost or decreased their income, a few clients lost their jobs or were unable to continue to work due to disability or due to the pandemic. Other clients had their SSI temporarily decreased due to a previous overpayment.

Additionally, staff successfully assisted three Santa Monica Program Participants to obtain or maintain employment.

These income sources also allow clients to participate in the voluntary Money Management Program, which helps an average of 32 monthly clients to gain important financial management skills and to start saving. This program is available at nearby Cloverfield Services Center. Clients are able to save directly through this program and can withdraw cash on-site without ID (since the clients are known to staff), something that had previously been a barrier because clients frequently have lost their identification and do not have bank accounts or ATM cards. Procedures for this program require this service be provided in coordination with their case manager, facilitating conversations about budgeting and spending. These services help clients to manage their monthly benefit or employment income to last the entire month, and to contribute towards long-term goals such as saving for a security deposit and move-in expenses. Through this program, some IHW clients have managed to save $1,000 or more.

***Wellness Program:***

The Wellness Program focuses on a wide range of life skills and activities. Groups in the past included Mindfulness, Choices & Challenges, “What to Expect Once Housed”, Tobacco Cessation, NEW-R (Nutrition and Activity), SAMO-Stretch, Spanish 101, Magic Movement & Motivation, Zumba into Housing, Health Bingo, Movement Therapy, Stretch and Breathe, Monday Health Ed, Chat & Chew (Current Events), NFL Challenge, Get In Shape - Financial Fitness, Health/Nutrition, Dance Group, Housing 101, “Let’s Rap” Conversation group.

Many of these groups are facilitated by volunteers. The shelters offered 15-20 different groups a month before the onset of COVID. Due to COVID, volunteers are no longer able to facilitate groups in person. Getting creative and working with these same volunteers, a small number of groups are being facilitated via Zoom. Among the Zoom groups are groups focused on Housing First, Mindfulness, and Arts & Crafts. After a hiatus of groups due to COVID-19 restrictions, in May 2021, case managers began once again facilitating small groups in person while practicing social distancing and wearing masks. This activity also helps our clients get accustomed to using masks and social distancing. We continue to focus these groups on housing and life skills. These small groups and individual activities help clients to remain engaged in the program, and they help to maintain a therapeutic community by decreasing the sense of isolation and boredom. The topic of some of the small groups that have restarted include Anger Management, Zumba, Art, Spanish 101, Current Events, and Procovery Circles, educational and support groups available through the Procovery program. Between Turning Point and Samoshel there are three staff members certified to run Procovery Circles. In addition, at Turning Point a certified staff member provides Mindfulness Groups.

***Wellness Beds Program:***

The Wellness Beds Program transitioned completely to Turning Point at the beginning of 2021, as opposed to previously being located at both Turning Point and Samoshel. The Wellness Bed Program offers shelter and nursing care to clients with acute and/or chronic medical conditions. There is a case manager and Register Nurse (RN) located onsite at Turning Point to support these clients. In addition, our program sometimes provides transportation to clients to medical appointments. Referrals come from UCLA Santa Monica Hospital, Venice Family Clinic and other nearby medical facilities.

In collaboration with Providence St. John’s Health Center, Wellness Beds at IHW have been designated for homeless patients who are in need of a higher level of medical attention and ongoing core services to address their homelessness. The People Concern coordinates discharge planning and follow-up medical care with Providence St. John’s Hospital’s Social Workers and two Patient Navigators. With this ongoing partnership, resources and information are shared to ensure that these patients are connected with appropriate care across the County.

***Mental Health:***

This reporting period, the agency’s mental health services and programs have continued to expand. Mental health care is provided with funding from the City of Santa Monica, the LA County Department of Mental Health (DMH), the LA County Department of Health Services (DHS), and a variety of private funding sources. Both Turning Point and Samoshel have mental health clinicians onsite who provide a full range of mental health services. Psychiatric care and medication management is available through our team of psychiatric staff and consultants. These services are available to permanently housed clients in their homes. In addition, we have multiple integrated multidisciplinary teams that provide mental health care, including our City of Santa Monica funded Homeless Multidisciplinary Street Team (HMST), our DMH-funded Integrated Mobile Health Team (IMHT), our DMH-funded Homeless Full Service Partnership Team (FSP), our DMH-funded Outpatient Care Services (OCS) program, our DHS-funded clinical housing retention teams, and our DHS-funded Housing (Westside) team.

In addition, a clinician is always available via phone 24 hours a day in case of crisis. This consistent availability contributes to our agency’s goal of providing Trauma-informed services. In addition, to support client’s mental health during COVID-19, staff have been provided the Crisis Text Line as a resource to provide to clients. Clients can text this resource 24/7 to text with a live Crisis Counselor for support.

***Homeless Community Court:***

Homeless Community Court (HCC) is an alternative court program in collaboration with homeless service providers, the City of Santa Monica, Los Angeles Superior Court, and the L.A. County Public Defender’s Office. The People Concern clients who have non-violent misdemeanor citations in the City of Santa Monica may opt to participate in HCC. Clients who successfully graduate from HCC have their charges dismissed. The goal of the program is to connect clients to services including mental health and substance use recovery, employment and permanent housing. This approach is successful in addressing a client’s issues, instead of seeing them contribute to a downward spiral. HCC participants are obligated to meet regularly with their case manager and are encouraged to accept Interim Housing.

During this reporting period, two Homeless Community Court participants received shelter at IHW, one at Samoshel and one at Turning Point. Both of these individuals are on the Service Registry. The client at Samoshel successfully graduated from Homeless Community Court, during this reporting period and the client at Turning Point successfully graduated and was housed.

***Santa Monica Homeless Multidisciplinary Street Team (HMST):***

IHW continues to work closely with HMST, funded by the City of Santa Monica. The team targets the highest utilizers of the City of Santa Monica’s emergency resources (police, fire, and hospitals). The skilled interdisciplinary team uses best practices for engaging chronically homeless individuals with co-occurring mental health, substance use, and/or medical issues. A very low client-to-staff ratio is used to maximize effectiveness. The team works closely with each client to develop individualized service plans. The team helps enroll clients in public benefits (i.e. General Relief, SSI/SSDI, Medi-Cal), submit housing applications, and access appropriate medical and behavioral health treatment. During this reporting year, two HMST clients have participated in shelter with IHW. HMST continues to report that the flexibility and low-barrier community created by IHW staff towards their very acute population has been a key part of their success.

**Trainings and Staff Development:**

The People Concern offers comprehensive training to all staff members based on evidence-based practices. During this reporting period, agency staff continued to receive training in a variety of areas relating to their positions. Topics of ongoing trainings offered to all staff included HIPAA, Grievance Policy & Procedure, Non-Violent Crisis Intervention Training, trauma-informed care, Harm Reduction, mandated reporting, boundaries, Mental Health First Aid, client charts and files, Diversity, Equity, and Inclusion, HMIS, Motivational Interviewing, Problem Solving, Crisis Prevention Intervention, responding to an opioid overdose (Narcan), Infestations and Infectious Disease Management, and Sojourn’s domestic violence training. The trauma-informed care training was required for all staff. Most of the above were offered on several occasions, usually at each site individually. In addition, a variety of trainings were accessed by staff through the online Relias system. All staff also received Cultural Competency Training which included Working with Older Adults and the LGBTQ+ Community. They also completed Sexual Harassment and Equal Opportunity Employment training. In response to COVID-19, all staff were required to complete Infection Control and Personal Protective Equipment training. In addition, management participates in a weekly virtual webinar with Dr. Emily Thomas of the Department of Public Health to receive updated information on COVID-19 and to obtain answers to questions that arise as the pandemic progresses. Staff attended a variety of trainings through the National Alliance to End Homelessness to provide guidance on how to be better providers during the COVID-19 pandemic. Furthermore, staff were trained to conduct self-administered COVID-19 nasal test and to use the Akido application to track test results. Staff also taught the clients how to conduct self-administered COVID-19 nasal test on themselves. The ability for clients to self-administer tests serves as a great asset to both our staff, our clients, and the community at large, and has provided considerable safety and relief for our clients and staff.

All IHW Project Directors and Assistant Directors attended the 2020 Black Mental Health Symposium, a national conference that equips mental health professionals with culturally-specific interventions to improve outcomes in Black communities.

New Case Managers as well as some Client Attendants attended a two-day “Case Management University” to equip them to serve clients from a holistic, culturally competent perspective. In addition, most case managers participated in a “Case Note Writing” training, to assist with enhanced documentation of client progression and interactions. Staff—including management—completed Mental Health First Aid Training and a multitude of Diversity, Equity, and Inclusion trainings. These trainings ensure that The People Concern staff document services in compliance with the requirements of the multiple funders, and that quality of service is not disrupted when staffing changes occur.

Managers continued to cross-train staff in an effort to prevent issues related to vacancies. Frequent team meetings serve as informal case conferencing sessions and help staff make trauma-informed decisions when behavioral issues arise.

**Covid-19 response:**

IHW clients and staff are offered bi-weekly COVID-19 testing, via nasal swab, through LA County Department of Health Services at each IHW site (Turning Point and Samoshel). At both IHW sites, intakes were initially paused due to the pandemic. On July 1st, IHW began enrolling clients once again and continues to work with the Department of Public health to implement safety guidelines in order to recompress sites.

All clients and staff are mandated to wear a mask in common areas, maintain 6 feet of distance, and practice adequate hand hygiene and sanitation. All clients and staff complete daily temperature and COVID-19 related symptoms checks. When visitors arrive on site, their temperature is taken, they are assessed for symptoms, and required to wear a mask and maintain 6 feet distance from others. Visitors are typically staff from other projects of The People Concern or other providers connected to clients. No volunteers are allowed onsite at this time. All surfaces—especially high touch services—are wiped down with disinfecting solution every two hours. Staff receive ongoing trainings on the proper use of PPE and infection control, and staff are provided with adequate PPE to remain safe and continue their job duties. All offices have a maximum occupancy posted on the door to ensure decompression in offices is occurring and to support maintenance of six feet social distancing. Staff have been instructed on how to ensure proper ventilation occurs in each office, and all HVAC systems provide proper ventilation. In case of an onsite outbreak or the need to manage a client with symptoms, each site has a quarantine area separated by gender. To remain up to date on new updates and recommendations around COVID-19, IHW partners with the Department of Health Services and the Department of Public Health for guidance. To help prevent the spread of COVID-19, there have been multiple vaccination education and vaccination drives at both Turning Point and Samoshel to educate and provide vaccines to the staff, clients, and community. During the pandemic, both sites took all the precaution to assist in mitigating the risks of spreading COVID-19.

**Samoshel relocation/renovation:**

The Samoshel renovations were completed in February 2021. The renovations included: upgrading the bathrooms, flooring, lighting fixtures, lockers, and patio area.

**Challenges:**

Finding permanent housing for clients remains a key challenge. This includes issues that are ongoing and are outside of the case managers’ control, such as clients failing credit checks and background checks, finding units within the voucher payment standard, finding available units in safe environments, and clients’ preferences. Rental subsidies from all sources are in increasingly short supply and are allocated based on acuity (score of 17) rather than by priority score. This means that even highly acute clients may wait very long periods of time before receiving a voucher. LAHSA continues to have prioritized vouchers for people leaving Project Room Key, further limiting available vouchers in the Coordinated Entry System (CES) for clients in shelter.

Another challenge is that clients do not have computers and do not have access to libraries due to the pandemic. Access to computers is especially important as clients need a computer if they are to complete an on-line application for an available apartment. Case managers assist clients in connecting through on-line portals, which is an additional task for staff to absorb into their workload.

Notably, government offices that process income assistance and rental vouchers have been closed during Safer at Home orders, which slows down both benefits and permanent housing search. While we have been able to find non-voucher housing for clients who are employed, those who lost their employment during the pandemic have not been able to obtain permanent housing. In addition, there have been limited amounts of Santa Monica vouchers on-line and limited availability of housing that does not exceed the client’s voucher amounts.

All these issues have led to fewer individuals placed in permanent housing and fewer case management slots available for new clients. Staff continue to work diligently and adopt a “whatever it takes” attitude to resolve these issues, and have successfully placed individuals in permanent housing despite these struggles.

An additional challenge faced by the program this year was the postponement of intakes due to COVID-19. Initially, renovations at Samoshel were expected to begin in early 2020 but were postponed due to COVID, and did not start until late in the reporting period. In order to have continuity in services, Samoshel relocated its clients to Cloverfield Service Center and Turning Point until the renovations were completed. Intakes at both Samoshel and Turning Point were halted during this same period in order to ensure sufficient space to relocate Samoshel clients. Additionally, due to decompression requirements by the Department of Health Services and Department of Public Health, both Samoshel and Turning Point had decreased bed availability, which means fewer people working towards attaining housing. This lack of intakes and decompression requirements reduced the total number of clients we were able to serve.

The Departments of Public Health and Health Services have recommended a reduced number of beds due to the pandemic, resulting in a decompressed number of beds in interim housing. Additionally, the eviction moratorium has reduced the availability of apartments in the rental market.

Finally, staff vacancies have also been a challenge during this reporting period. This issue is also a result of the COVID-19 pandemic as a fear of working in congregate living situations has resulted in a smaller pool of qualified applicants. Currently there are four vacant positions at Turning Point: one support specialist for the swing shift, one support specialist for the weekend-day shift, and two case manager positions. Samoshel had one support specialist for the swing shift and one support specialist for the overnight shift vacant earlier this year, both of which have since been filled.

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

The People Concern follows established practices related to client feedback in order to ensure the highest quality services. Evaluation and planning are specific to each project, and are also implemented on an agency-wide basis. Service models are based on evidence-based practices and are documented through policies and procedures.

The People Concern maintains a robust data collection and evaluation infrastructure overseen by the Chief Compliance Officer and the Director of Evaluation and Compliance. A four-person team collects and validates data and trains line staff to submit data accurately and in a timely manner. Compliance and Evaluation staff conduct chart reviews on a bi-weekly basis to ensure clean data collection.

Data in each program is collected and analyzed for use in program compliance, reporting, and quality improvement. Outcomes tracked include housing acquisition and retention, increase in benefits or other income, use of mental health and medical services, and engagement with outreach teams. Agency staff review outcomes and trends to inform potential changes to program design/implementation.

Working in collaboration with other departments, IHWP staff members participate in monthly Westside leadership meetings where different programs discuss collaboration, best practices, and uniform implementation of policies. These meetings frequently include case conferencing.

Prior to the pandemic, The IHWP solicited client feedback in a variety of proactive and responsive ways: a suggestion box, monthly community advisory board (CAB) meetings for in-person feedback, participation in IHP (Department of Mental Health) client satisfaction surveys, The People Concern’s Client Satisfaction Surveys, Positive Client Feedback forms, Grievances, Client Communication forms, client Reasonable Accommodation forms, weekly client meetings and in-person verbal suggestions. The CAB is co-led by a program participant and the agency’s Director of Client Relations. Due to COVID restrictions, no CAB meetings were held until March 2021, when monthly meetings were able to resume, following all local health and safety guidelines. All other forms of feedback continued at both locations; however, fewer survey responses were received due to the decompressed number of participants at each facility. Efforts are underway to collect more satisfaction surveys in the next reporting period, with higher participation rates expected as the interim housing locations are cleared to bring in more participants.

Because both interim housing facilities had well-established program elements that were enjoyed by the clients, nearly all of the desired changes were facilities-based rather than programmatic. Due to the pandemic, most residents requested materials and supplies to make them feel safer and to provide them with entertainment or comfort during lockdowns at both sites. Based on the comments and suggestions from the satisfaction surveys and other feedback received by staff, the IHWP changed its programming to include:

At both Turning Point and Samoshel:

* Changes in meals: both sites requested more vegan or vegetarian food options, and Turning Point requested the elimination of pork from the menu citing religious reasons; these accommodations were provided and clients reported feeling happier with their dietary choices.
* Light-exercise tools to increase healthy behaviors were requested and provided including rubber dumbbells, bands, and yoga mats;
* Snacks and quarantine supplies: Clients were encouraged to stay onsite through the purchase of favorite snacks, cigarettes, books, movies, knitting materials and puzzles.

Environment:

* Clients reported that the temperature was too cold at night; the temperatures were adjusted appropriately to client request, and a sign was posted to remind staff not to adjust the thermostat.
* Clients requested to be allowed to put sheets up at the entryway of their cubicles as they felt it would decrease COVID exposure from other clients; this request was approved.
* Clients requested that staff announce themselves when entering a dormitory. Staff were informed of this information and directed to always announce themselves on the floor—regardless of gender identification.
* Clients requested to speak in low tones when on the phone at night to maintain a quiet atmosphere. Staff was reminded to maintain a quiet atmosphere and a ceiling was added to the office during renovation.
* Clients frequently requested site-wide WiFi; operations staff are working on this request at all sites.

Quarterly survey results are discussed at staff meetings to inform quality improvement, and by the Chief Program Officers and other members of the executive leadership team. The People Concern continues to review and update all policies, procedures, data collection and trainings across all programs for consistency and improvements according to the latest best practices.

###### SECTION III: BOARD INVOLVEMENT:

* Eleven board meetings were conducted during this 12-month period.
* Average attendance was 82%.
* **Board development:** We recruited two new Board members during the reporting period and the newly elected Board Co-Chairs began their three-year term on January 1, 2021. The Board Governance Committee began working with individual Board members and the agency’s fundraising staff to create custom fundraising plans for each member in 2021, and also continued to focus on leadership transition from long-tenured members to newer members. We are finalizing a Diversity, Equity and Inclusion (DEI) plan for the entire organization, including our Board of Directors, as a roadmap for expanding and strengthening current DEI efforts. The Board Governance Committee has also established a mentorship program for new Board members to assist them in learning about the agency and the field in which we work. In this process, longer tenured Board members commit to ongoing, one-on-one support and engagement as part of this new mentorship initiative. The four newest Board members bring expertise in healthcare, real estate, Human Resources and communications and all add to the diversity of professional skill sets among Board members.
* **Significant policy actions:** The Board’s primary focus during the beginning of this reporting was to ensure the agency is able to continue functioning during the pandemic, and to build leadership capacity within the agency at the Board and Executive Leadership levels. Over the next two to three years we anticipate several Board members will move from the Governing Board to our Emeritus Council, which will make room for both new Board members and leadership opportunities as Officers, Committee Chairs and members of the Executive Committee. The new Board Co-Chairs will be working with the CEO to build out the Executive Leadership Team, to strengthen the depth and experience of the management team, in preparation for a shift in the CEO’s role and focus going forward. A significant policy focus is meeting the agency’s strategic plan goal of housing 20,000 people by 2028. We continue to expand our collaborations with housing development partners to construct more units and be a trusted service provider in those new projects, and innovate the way permanent supportive housing is financed, constructed and scaled across LA County. The Board has also approved adding a Chief DEI Officer to our Executive Leadership Team to oversee implementation of the agency’s DEI plan, as well as the ongoing DEI work across programs and departments. Increasing private fundraising so the agency has the resources it needs to fulfill its mission, as well as continuing to innovate, remains a top Board priority.

The Board’s focus during the second half of the reporting period has been to support the Executive Leadership staff in responding to and navigating the current political climate as it relates to homelessness and the order by Judge Carter; as well as the increased public pressure from the housed community to see a visible change in street homelessness across Los Angeles County. The Board reaffirmed the agency’s commitment to creating more, long-term housing solutions in partnership with entities such as FlyawayHomes and other housing developers. An ad-hoc Housing Committee was formed to focus on this issue specifically. The Board also approved the hiring of a Chief Housing Development Officer to expand housing development relationships and opportunities with the intention of creating more permanent supportive housing. The Board also dedicated a renewed emphasis on private fundraising, partnering with the agency’s newly hired Chief Development Officer to forge new potential funding relationships. The Board Co-Chairs began their work with the CEO to build out the Executive Leadership Team, to strengthen the depth and experience of the management team, in preparation for a shift in the CEO’s role and focus going forward.

* Seven board members reside and/or work in Santa Monica.
* The Board currently has no vacancies.

###### SECTION IV: STAFFING PATTERN

During the reporting period, IHW had two Case Managers and one Client Support Specialist positions open. Recruitment is ongoing to fill current vacancies and existing staff and leadership filled in where there were gaps in scheduling, resulting in no disruption in services.

Unfortunately, the use of volunteers and interns at the sites has been limited due to COVID restrictions. During this reporting period, four volunteers provided 88 hours of service.

**SECTION V: SPECIAL FUNDING CONDITIONS**

• *Participate in the City’s efforts to develop an outcomes measurement system to better track human services program demographics and outcomes.*

The IH Wellness program tracks all services in Service Point to provide accurate demographic and outcomes data to the City. The agency will continue to make staff available to participate in efforts to develop outcomes measurement systems.

• *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.*

As described above, the IH Wellness program adheres to comprehensive safety protocols related to COVID-19. Highlights of steps take to modify service delivery, physical infrastructure, safety equipment, and new protocols include:

* Created isolation rooms for clients who test positive.
* Re-arranged dorms so that clients are sleeping in cohorts based on COVD protocol adherence.
* Decompressed dorms and lowered census.
* Reduced the on-site time of housing department and outreach staff to limit contact.
* Created incentive program for clients who are quarantining to stay in.
* Put maximum occupancy and posted on all spaces including laundry, bathrooms, dining tables, etc.
* Implemented new cleaning and sanitizing procedures.
* Outfitted buildings with PPE and sanitizer stations.
* Posted signage about the virus and infection control.
* Installed plexiglass dividers where client regularly interact with staff such as front desk and food service window.
* Conducted bi-weekly surveillance testing and weekly mandatory testing while on outbreak status.

*• Describe how your organization operationalizes racial equity, diversity, and cultural*

*competency.*

The People Concern has completed the first year of a newly developed and adopted three-year Diversity, Equity, and Inclusion (DEI) Strategic Plan. The DEI Plan was developed collaboratively with agency leadership staff, the staff co-chairs of the DEI Committee and the Human Resources Department. The results from an agency-wide DEI survey were incorporated in the components of the plan as well as industry-best practices. The effort was led by a DEI consultant who completed their consultation term on June 30, 2021.

The initiatives identified in the plan are organized based on constituencies and emphasis: culture, workforce, clients and community. Launch activities were held in May and June of this year to introduce all staff to the components of the plan and for agency leadership to share their personal commitment in this work. Ongoing communication and engagement activities are planned over the coming year to continue to build investment in this change-work by staff from across the agency. These activities are intentionally scheduled

Additional achievements during the reporting period include:

* The agency began recruiting for a Chief Diversity, Equity and Inclusion Officer, to join the Executive Leadership Team of the agency.
* Social Justice Principles were developed to guide the agency in establishing collaborative relationships with like-mind external partners as well as to guide the agency’s response and support of staff in times of local and nationwide community violence and traumatic events.
* A peer-led support group for Asian-American and Pacific Islander staff was formed as a new addition to the Standing in Solidarity groups.
* Additional professional growth paths have been developed within functions, such as leadership and case management, to provide for increased internal promotion opportunities and a Professional Development Program curriculum has been developed that will be offered to all staff. It is in the pilot phase currently.
* Recruiting practices have been enhanced to include outreach to a broader network of potential feeder systems such as workforce development community centers and hyper-local job boards.
* Mandatory all-agency cultural competency training continues to be part of the annual training calendar.

Below please find our aggregated data for the agency’s Board of Directors, Executive Leadership Team, and the supervisory staff of the Interim Housing and Wellness Program:

|  |  |
| --- | --- |
| **RACE/ETHNICITY** **(Board of Directors)**  |  |
| 1. African American  |  2 |
| 2. Asian or Pacific Islander |  0 |
| 3. Latinx |  0 |
| 4. White |  15 |
| 5. Multiple Race/Ethnicity |  0 |
| 6. Other : Middle Eastern; Ethiopian |  0 |
| 7. Refuse to State |  0 |
| **TOTAL:**   |  17 |

|  |  |
| --- | --- |
| **GENDER****(Board of Directors)** |  |
| Male | 11 |
| Female | 6 |
| Transgender | 0 |
| Other | 0 |
| **TOTAL:** (SUM OF MALE, FEMALE, TRANSGENDER, OTHER) | 17 |

|  |  |
| --- | --- |
| **RACE/ETHNICITY** **(Executive Leadership Team)**  |  |
| 1. African American  |  1 |
| 2. Asian or Pacific Islander |  1 |
| 3. Latinx |  2 |
| 4. White |  7 |
| 5. Multiple Race/Ethnicity |  0 |
| 6. Other : Middle Eastern; Ethiopian |  0 |
| 7. Refuse to State |  0 |
| **TOTAL:**   |  11 |
|  |  |

|  |  |
| --- | --- |
| **GENDER****(Executive Leadership Team)** |  |
| Male | 2 |
| Female | 9 |
| Transgender | 0 |
| Other | 0 |
| **TOTAL:** (SUM OF MALE, FEMALE, TRANSGENDER, OTHER) | 11 |

|  |  |
| --- | --- |
| **RACE/ETHNICITY** **(IHW Leadership)**  |  |
| 1. African American  |  2 |
| 2. Asian or Pacific Islander |  1 |
| 3. Latinx |  1 |
| 4. White |  1 |
| 5. Multiple Race/Ethnicity |  0 |
| 6. Other : Middle Eastern; Ethiopian |  0 |
| 7. Refuse to State |  0 |
| **TOTAL:**   |  5 |
|  |  |

|  |  |
| --- | --- |
| **GENDER****(IHW Leadership)** |  |
| Male | 0 |
| Female | 5 |
| Transgender | 0 |
| Other | 0 |
| **TOTAL:** (SUM OF MALE, FEMALE, TRANSGENDER, OTHER) | 5 |

*• 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.*

The IHW program screens all clients for eligibility for these programs and those eligible in submitting applications for the Santa Monica Housing Programs listed.

Currently, seven participants hold vouchers and are searching for units, 14 participants have applications submitted to the Santa Monica Housing Authority, and five continue to work gathering appropriate documentation in order to complete their housing application, with the assistance of IHW staff. Furthermore, one SMPP client is about to sign his lease for a project based unit in Venice; and one SMPP client has been matched to a project based unit through CES. An additional two clients were matched to project based housing through Santa Monica Housing Authority (one has moved into housing and one is in the process of moving in).

*Conditions for Homeless Programs*

The IH Wellness program is in full compliance with all conditions relating to homeless programs.

* We continue to align resources, including services and existing bed capacity, with the goal of permanently housing priority populations consistent with City of Santa Monica requirements.
* Program Participant criteria (SMPP). We leverage extensive non-City funding to serve our client population.
* We begin our client service planning process by linking clients with services and resources in their community of origin or other appropriate regional services, and by offering appropriate transportation services, such as Project Homecoming.
* We provide ongoing, individualized supportive services based on individual need to Santa Monica Program Participants placed in permanent housing to promote housing retention, regardless of the type of subsidy or housing utilized.
* We use the City’s HMIS to comply with reporting requirements for participants in the City’s homeless initiatives.
* We document service match in the City’s Homeless Management Information System (HMIS) for all clients utilizing SMHA Continuum of Care vouchers.
* All SMPP individuals who receive case management services are assessed through the VI-SPDAT and are co-enrolled in the Coordinated Entry System (CES).
* SMPP clients who score high acuity (8 or higher) on the VI-SPDAT are submitted to the Santa Monica Service Registry.
* We notify Human Services Division staff when SMPP program participants are at risk of eviction.
* We adhere to the City’s Intake Policy for documenting homelessness.
* We prioritize services and outcomes for the individuals designated by the City.

Please see Attachment A for status of SMPP individuals designated by 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?”
 | 1 | 1 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?”
 | 0 | 0 |
| 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 | 11 | 21 |
|  **Please list the top 3 referring agencies** |  |  |
| * 1. **LAHSA**
 | 4 | 11 |
| * 1. **Department of Mental Health**
 | 3 | 6 |
| * 1. **St. John’s Hospital**
 | 4 | 4 |

**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.

| **OUTPUT AS SHOWN IN PROGRAM PLAN** | **OUTPUT STATUS REPORT**(Actual number of unduplicated people who received 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) |
| --- | --- | --- | --- |
| 196 individuals (71 unhoused and 125 in permanent housing) will receive case management. | During this reporting period,176 SMPP were served during the reporting period (61 unhoused and 123 in permanent housing at the start of the reporting period) | 28 of 71 participants (40%) will be placed in permanent housing during the program year. | 17 out of 61 (28%) participants secured permanent housing. \*See variance report |
|  |  | 113 of 125 participants (90%) in permanent housing will maintain their permanent housing through the end of the program year. | 121 of 123 (98%) housed SMPP clients have maintained their housing.  |
| 196 individuals will be screened for income development. | 160 were served and screened for income development during the reporting period. | 147 out of 196 participants (75%) will increase or maintain their income during the reporting period. | 153 of 176 (87%) have increased or maintained their income. |

###### VARIANCE REPORT:

This reporting period, the IHW was below target for the number of clients served for housing placements. The reasons for this variance include the high acuity of this population, and most importantly the challenge of securing units in the current rental market in the middle COVID-19. Additionally, lower bed space (lower census) was due to both decompression requirements from local health officials because of the pandemic, and the need to relocate clients for the renovations at Samoshel. In addition to the 123 housed participants, 14 participants submitted applications to Santa Monica Housing Authority, seven participants currently hold vouchers and are looking for units, and five are still working on documentation completion. Rental subsidies from all sources are in increasingly short supply, and the eviction moratorium means that fewer units are available. Furthermore, one SMPP client is about to sign his lease for a project based unit in Venice and one SMPP client has been matched to a project based unit through CES. An additional two clients were matched to project based housing through Santa Monica Housing Authority (one has moved into housing and one is in the process of moving in).

CCM report reflects 123 participants served in housing retention. This figure includes 116 participants previously housed and 7 of the 123 participants housed during this period. 10 of the 17 participants housed receive retention services from another agency.

**SECTION VII: PROPERTY MANAGEMENT**

The renovation of Samoshel was completed in February 2021.

At Turning Point, The People Concern’s facilities team completed a facility wide COVID-19 disinfection, waxed and buffed flooring and power-washed the facility. Minor repairs and painting were conducted routinely during this reporting period.

**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.**