HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

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

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

###### 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 COVID-19 pandemic continues to have a significant impact on all programs and services that we offer at Sojourn as well as on other programs at The People Concern which may affect services to Sojourn clients.

**COVID-19:**

At the start of the fiscal year, Sojourn came out of the County’s Stay at Home order, and began taking in new clients. To keep new and continuing clients safe, Sojourn has implemented serious and thorough health and safety protocols to ensure the safety of residents and staff. All staff and program participants (except infants) wear masks and are encouraged to wash their hands frequently. Mask wearing is especially vital to the health and safety of our clients and staff as most of the children in the program are younger than 12 and cannot be vaccinated. Temperatures and symptoms checks are taken for staff and clients twice a day, as required by the Department of Public Health (DPH) guidelines, and all common areas such as the kitchen, living rooms and play areas are cleaned every two hours, and are fully disinfected daily. Additionally, staff conduct regular cleaning and disinfection at the start of each shift. To assist in the disinfection process, we purchased an electrostatic sprayer and cleaning solution. Electrostatic sprayers work by charging liquids (cleaners, sanitizers, and disinfectants) as they pass through a sprayer nozzle. This action generates charged droplets that repel one another and actively seek out environmental surfaces, allowing for high-performance sanitation that coats all sides of a surface area.

Families and individuals maintain as much distance as possible to help prevent the spread of Covid-19. For example, each family has their own bedroom when possible to limit physical interactions. Client meal times are staggered so that each family eats separately, and cleaning is done before the next family enters the kitchen. We also purchased two large canopies to enable families to eat outdoors so that families are able to eat at the same time, but socially distanced.

The facilitation of groups were also modified. At the beginning of the fiscal year, adult “groups” consisted of individual clients meetings with staff, and the clinician met with clients individually, while observing distancing and mask requirements. Children’s groups were composed of all children within a family rather than separated by age. Teens who could observe social distancing and mask requirements were permitted to be in the same group. However, with the easing of the County’s Covid-19 policies this Spring, the program has begun to facilitate small group settings outdoors. These groups are socially distanced and outdoors for the health and safety of our clients and staff. Groups now focus on individual healing and growth and emotional wellbeing through domestic violence education, art, puzzles, and online learning.

When COVID cases surged in early November we entered a second Stay at Home order. Because Sojourn is considered an essential service, staff continue to work in the 24-hour shelter program, and the shelters remain consolidated. Clients were only permitted to leave the shelter when they had a mandatory appointment, such as medical or court-ordered appointments. Clients who leave the shelter for more than two hours or who are exposed to COVID-19 are asked to quarantine after returning, and cannot participate in programming or use communal areas until their quarantine ends. During this time, we began working with the Department of Health Services to conduct bi-weekly surveillance testing of all clients and at least 20% of staff. This helped us to ensure that COVID 19 did not spread within the shelter.

Notably, Sojourn also faced staffing challenges this reporting period due to the pandemic, with some staff taking a COVID related leave of absence. In addition, other staff have exited the agency for other opportunities. The hiring and retention of new personnel are also challenging as the applicant pool remained smaller than usual due to the pandemic, and employees understandably request higher salaries in keeping with labor market demands.

Due to the pandemic and staff vacancies, the program continues to operate both Crisis and Second Stage shelters out of a single location. While this action is necessary to ensure the continuity of services, it has resulted in a decreased bed capacity to serve both Crisis and Transitional clients.

Because we are stringent in our protocols, Sojourn remained COVID-free for nine months. However, in December, one of our survivors developed symptoms and tested positive for the virus. The Department of Public Health (DPH) declared an outbreak at our shelter. Because of the client’s domestic violence history, we did not feel it was safe to transfer them to a Quarantine and Isolation site. Instead, the client was quarantined at our shelter. New intakes were again halted, and two families exited immediately before we went into outbreak mode, which left the shelter at a very low census. All residents left the shelter for half a day (except the quarantined client) and the entire shelter was disinfected. Each family was moved so that they each had their own wing and use of a separate bathroom. All staff were provided with additional PPE including KN95 masks, face shields, gowns and gloves, and any staff working with this client were required to wear full PPE. The staff cooked meals and provided meals to the sick client in their room every day. For other clients, meal times continued to be staggered and services to healthy families continued as before. DPH instituted mandatory weekly testing, and all residents and staff were tested to ensure there was no spread of the virus. After two weeks of testing, where no new positives were discovered, the quarantine was ended by DPH in January. We conducted another deep cleaning, and were told we could bring in new clients at the start of the new year.

Unfortunately, despite the continued observation of health and safety protocols, at the end of the reporting period, the shelter was placed under a second quarantine by the Department of Public Health. No new clients were permitted to enter and no clients were permitted to exit the program for over two weeks as we conducted weekly testing to ensure there was no spread to other families. This event once again impacted our ability to meet our projected outcomes.

Due to social distancing guidelines and to decrease the number of people on-site, volunteers continue to assist in a limited capacity – on our hotline and in our digital support groups. We held our third DV training online with high attendance, (more than 40 people attending) but we are still unable to offer on-site training for new volunteers, and onboarding procedures (such as Live Scan, TB testing, and so on) have been delayed. Delays in on-site training and onboarding as well as COVID restrictions mean that volunteers are not permitted to work in our programs unless they can serve remotely.

Children attended and completed school this year through distance learning on Chromebooks provided by schools or on our desk-top computers in our shelter library. We purchased tablets to enable families to safely chat with extended family members who were on their safe list. We continue to provide daily playgroups, weekly self-care groups, movie nights, video games and other engaging activities. Families are encouraged to take daily walks while wearing masks and avoiding contact with other people. Additionally, families are permitted to exercise safely within the neighborhood using the bicycles and helmets purchased at the end of the last fiscal year. We also purchased a television for each bedroom so that families could watch in the safety of their rooms. Previously, families had to reserve time in the living room to watch television.

There are still adult clients who are leery of the vaccinations and have chosen not to be vaccinated, though we have offered them the opportunity to speak with County medical staff to explain the benefits of the vaccine and to counter any misinformation that they have learned.

As Sojourn progresses into the summer and the new fiscal year, our biggest challenge will be to keep the children active and engaged. The program has purchased more outdoor activities (such as a basketball hoop and an inflatable pool) to keep the children cool and entertained, and we are making use of the bicycles and other outdoor games that were purchased during the reporting period. Because the children are out of school for the summer, but there are still not a lot of public activities open for them, we are looking for field trips to keep them occupied (such as parks, beaches, museums).

###### SHELTERED ADULTS:

During this reporting period, we provided shelter services to 23 clients through our Crisis Shelter program. Services provided included, therapy, food, clothing, assistance with benefits, applications for housing and transitional shelter programs, parenting skills education, and peer and group support. During this period we also provided COVID education, COVID testing, and PPE to all our families.

Case history:

A woman who was seeking shelter with her granddaughter called our hotline. The victim left her batterer who was emotional, verbally and physically abusing her. The victim was in this relationship for two years but wasn’t living with her abuser. The victim had custody of her granddaughter, who called her “Mommy.”

While at our shelter, the client received therapy from our in-house therapist, peer counseling, clothing and food assistance, transportation, and medical assistance (Urgent Care). The adult case manager helped her to obtain food stamps and her EBT Card. The adult case manager helped her to apply for a DMV waiver so she could obtain a state I.D. Victim was very motivated to find housing with her two older sons, who were working and living with their spouses in an apartment in Los Angeles. Once she obtained her necessary documents the victim indicated that she would look for a job in Los Angeles, and after less than a month in shelter, the victim and her granddaughter was able to move into a new apartment with her two older sons.

Case history:

A second victim called our 24-hour hotline asking for shelter for herself and her two children. She had left her batterer who was emotionally, verbally and physically abusive towards her. She and her two boys (1 year old, 2 year old) entered our shelter in mid- October 19th.

As Victim’s story unfolded, the adult case manager learned that the batterer had been abusive towards our client for a long time, and had be unfaithful to her throughout their relationship. Our case manager connected the client to our onsite therapist and they began meeting. Victim was happy to receive therapy. While she had been a very self-sufficient prior to meeting her abuser, the client had lost confidence in herself during her relationship with him. His verbal abuse and constant ridicule had made her doubt her abilities and she became dependent upon him.

While at the shelter, staff helped the victim to file a Good Cause report so that abuser could not claim that she had abducted the children. The adult case manager helped her to apply for SNAP food benefits and she received her EBT card. She also helped the Client to apply for the Safe at Home program so that she could maintain a confidential address. Client had been experiencing poor vision for quite a while, but batterer had not allowed her to see an eye doctor. While at shelter, staff assisted her in obtaining an eye exam and glasses. The client received therapy from the shelter clinician, and provided her and her children with clothes. She was referred to Exodus so that she could continue to receive counseling after she left shelter. Staff assisted her in obtaining new birth certificates for herself and her children (batterer had hidden them from her). Client began to heal during her stay and she began developing plans for her family. She planned to continue her work as an in-home aide while her sister helped her to care for her sons, and she wanted to move to a longer-term DV shelter so she could save money and find housing, maybe through a rapid rehousing program.

Staff assisted client in applying for transitional programs and the client and her children were accepted into one of our sister shelters. We assisted the client with transportation to her new program, and sent her children off with new clothes and shoes.

**CHILDREN’S PROGRAM:**

During this period, Sojourn provided services to 21 Crisis children.

Case history:

In October, two young children entered shelter with their mother. The siblings consisted of two brothers 1 and 2 years of age. From their first day in shelter, staff noticed that the older child struggled with change. If mom or staff tried to get client to exit a communal space the child would become upset and would scream at the tops of his lungs. Screaming was the child’s way of expressing his fear and uncertainty, which is a common reaction for children who live in abusive homes. The Children’s Case Manager quickly began working with the child. During playgroups, staff provided continuous notice of transition times, to allow the child to understand what was going to happen next and to help the child prepare for each change. Staff also worked with Mom to see that her son was having difficulty adjusting to change, and helped her to develop a habit of giving him notice of the change and allowing him time to prepare and adjust. By the time the family exited shelter the child was better able to deal with transition. Staff also worked to address the child’s screaming. With the support of staff, Mom began to understand how to help her overwhelmed son. She started to stop what she was doing so she could pay attention to her son’s anxiety. She learned to bend down to the child’s level (so he could see her eyes and her face) and validate that she understood the child was upset, and would try to get him to use his words instead of screaming. Staff offered support to the mother and provided her with feedback on additional techniques she could use when the child would melt down. By the end of their stay, the child was able to react in a more healthy way. He began to scream and cry less, and started using his words. It was a good start.

In August a family of four entered shelter. The family consisted of Mom and her three children, two boys and a girl. Upon arrival into the program staff assist the children in enrolling in school. Due to COVID-19, the children were to do remote learning which is a drastic change from in-person learning. Traditionally, when children in shelter are enrolled into new schools the school provides them with new backpacks and any other materials required for schooling. Since school was online the Children’s Program Coordinator put together backpacks for the three children with supplies through the end of the year. Additionally, the parent mentioned to staff that her eldest child had a speech delay which resulted in barriers to learning. Staff then worked on getting the child connect to School on Wheels, which could provide tutoring services to all of the children. During their stay, mom became ill, it was suspected that it could be COVID-19; therefore the decision was made to send the children to stay with a friend of the family while Mom was tested, in order to prevent the spread of the infection to the children. Sojourn provided the family friend with $100 gift card so that the kids could have food during their stay without burdening the caregiver. Thankfully, the client tested negative for COVID-19 and the children returned to shelter. Eventually, the family exited into permanent housing with SOJOURN assisting the family with furniture and other household items.

**OUTREACH AND EDUCATION:**

Sojourn’s community outreach program is traditionally a school-based program in which youth receive workshops on violence prevention, healthy relationships, and intervention resources. Due to the switch to online school during the pandemic we were not able to conduct this program element as usual.

We made a significant new hire during the reporting period: the Outreach and Education position was vacant since February, and we hired a new Outreach and Education Coordinator. Our new Coordinator jumped into their role with great enthusiasm. They immediately began attending community meetings and promoted our trainings.

New materials were developed on the following topics:

* Online safety
* Safe relationship guide for teens
* Teen dating violence resource guide
* Wheel of power and control for teens
* Equality wheel for teens

Sojourn created a new updated presentation on healthy relationships/dating violence and tech safety. The presentations were created for two audiences – young people (adolescents from pre-teen to 25, and parents of young people).

During this reporting period, trainings were presented to 40 people through the Westside Infant Network, The People Concern homeless services new staff members, and to new volunteers for Sojourn’s 24/7 hotline.

By the end of this final quarter, our new Coordinator conducted many trainings and workshops and was able to not only meet, but far exceeded our goal of reaching 175 school-aged youth. Presentations on healthy relationships, teen dating violence, tech safety for teens, and domestic violence reached more than 385 Santa Monica high school and middle school students.

Additionally, our O&E Coordinator worked with our Chief Program Officer, Services to plan and implement a relaunch of our Westside Anti-Violence Authority (WAVA), a collaboration of city governments, community based organizations, school personnel, law enforcement and others who work to prevent domestic violence, sexual violence and child abuse in our community. The first re-launch meeting of WAVA occurred in June, with more than 25 participants from key stakeholder groups participating. The re-launch was viewed as quite successful and we anticipate expanding its membership in the upcoming months.

Another significant programmatic update during this period is that we completed implementation of our Accessibility Grant. This opportunity was especially important as people with disabilities are more at-risk of abuse because the survivor is more reliant on an intimate partner for help with their activities of daily living. With funding from the Office of Emergency Services, we were able to assess Sojourn’s ability to serve victims with disabilities. The following was accomplished:

* Assessment of physical accessibility of our shelter and business office and recommendations were submitted; recommendations to improve access to our second stage shelter and a shower chair was added to our crisis shelter accessible bathroom.
* Staff were assessed as to knowledge and training around working with people with disabilities and three trainings were held.
* Consultants introduced four organizations that work with the disability community (services for blind, dear/hard of hearing, regional center, and disability resource center) so that we can develop working relationships for cross referrals
* Provided a sign language interpreter training for interpreters to understand the intersectionality of DV and disabilities with the hope of expanding services to deaf victims of domestic violence.
* A review of the Sojourn website and program materials for accessibility

Moving into this new fiscal year, we hope to continue expanding our reach and services victims with disabilities in our shelter and other programs.

During this reporting period, our outreach and education program staff focused on (1) developing new materials and refreshing curriculum for youth and parents; (2) conducting on-line training for partner agencies and prospective volunteers; and (3) scheduling training for the second half of the program year.

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

The People Concern follows set policies and procedures related to evaluation in order to ensure that services are being provided at the highest level of quality. 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.

The CEO facilitates a weekly Executive Leadership Team Meeting and a bi-weekly all agency Program Director Team meeting. Each of the agency’s projects also holds an annual retreat, reviewing assessments and discussing improvements. The Board of Directors has at least one daylong retreat each year in addition to frequent subcommittee meetings throughout the year, analyzing program effectiveness and making necessary decisions.

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. From time to time, pilot projects and demonstration projects have funding for outside evaluation of process, outcomes, and adherence to the model.

Evaluation includes program participant input in a variety of ways. At Sojourn, staff holds weekly resident meetings where clients discuss their concerns and suggestions. Additionally, on or before their exit from our programs, survivors are provided with a Sojourn Client Satisfaction Survey and a funder – designed DVSO Customer Satisfaction survey, which they complete on their own and can submit it to staff or through our lock box. Additionally, survivors are provided a stamped return envelope so that they can submit their evaluations and comments after their exit. Based on the in-person feedback and survey responses we received during the reporting period, the following programmatic changes were instituted:

* The vegan policy was suspended. Purchases of house groceries included meat and fish as the clients felt that these options were better for their children, and they were not able to go grocery shopping during the stay at home period.
* During the pandemic, clients expressed the need to be able to walk with their children every day, as a way of getting access to fresh air and exercise. We did change our Stay at Home requirement to allow every family to take a daily half hour walk (wearing PPE).
* Clients also expressed a need to be able to work and look for work during the pandemic; we decided to do a case by case review to determine if clients were in essential services, and provided them with PPE so that they would be able to work safely. In the case where a client was not essential services and where their exposure to COVID was high, we determined that they would not be able to work while in shelter and we assisted them to look for work that could be done remotely.

Additionally, Sojourn received verbal requests to extend the half-hour outing period every day. As the County-wide restrictions were relaxed, we began allowing families to go on longer outings as long as masks and other protocols were observed.

The People Concern continues to review and update all policies, procedures, 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

Due to COVID, we are currently experiencing significant staffing vacancies throughout the agency and at Sojourn in particular. There were nine vacancies at Sojourn, including the Director, one Shelter Manager position, two advocates, three case managers, an Outreach & Education coordinator, and a program coordinator. During the reporting period, we did add significant hires including one shelter manager, the O&E coordinator, and four advocates. We continue to search for a senior director, and have expanded the search to a national one.

The Chief Program Officer, Services, who has 16 years of experience in executive positions at prior DV agencies continues to perform the Director duties while we are recruiting for staff, and as a result, there has been no disruption in services. Staffing issues are mitigated by the consolidation of the two shelters and through use of overtime and relief staff. It remains the goal to reopen the emergency shelter by August.

During the reporting period, Sojourn benefitted from 50 volunteers across all our services, 38 of whom were volunteers for the program’s support groups. These volunteers provided 1606 volunteer hours throughout the year. The vast majority of volunteers served in the Support Services program, assisting with support groups and the Tool Kit classes and at our legal clinics. While we currently are not permitted to use volunteers onsite at our shelters, two volunteer were able to assist the children’s case manager with a couple online groups and research.

Staff Training:

During this reporting period, Sojourn continued to provide the state-mandated DV Advocate training. All new staff are required to attend, and all existing staff are welcome to attend any sessions as a refresher. Ongoing trainings offered to all staff included Domestic Violence 101, Recognizing Love and Building Healthy Relationships, Recognizing Teen Dating Violence and Building Healthy Teen Relationships, Tools for Talking to Teens: Healthy Relationships and Dating Dangers, Recognizing, Responding, and Referring: When a Client Shows Signs of Domestic Violence, and Working with LGBTQ+ Survivors of Domestic Violence. In addition, staff undergo New Employee Orientation training including Harm Reduction, Working through Challenging/Harassing Behaviors, Trauma-informed Care, Case Notes 101, Cultural Diversity, Boundaries and Ethics, Housing First Model, and Grief Management. In addition, a variety of trainings were accessed by staff through the online Relias system, such as cultural competency, Working Effectively with Gender and Sexual Minorities, Workplace Emergencies and Natural Disasters, ADA Basics, and Building a Multicultural Care Environment. Finally,

Additionally, the new shelter managers are attending the agency’s extensive management training. The training consists of 12 three-hour sessions, equipping managers to better support those who report to them and to effectively carry out their responsibilities. New case managers were able to attend a two-day “Case Management University” to equip them to serve clients from a holistic, culturally competent perspective.

**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.*

This condition has been met.

• *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, Sojourn 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 room assignments so that each family has a separate wing of the building and a separate bathroom.
* Reduced the number of residents we can shelter at one time.
* Implemented new cleaning and sanitizing procedures.
* Outfitted buildings with PPE and sanitizer stations.
* Posted signage about the virus and infection control.
* 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 aggregate data for the agency’s Board of Directors, Executive Leadership Team, and the supervisory staff of Sojourn:

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

|  |  |
| --- | --- |
| **GENDER****(Sojourn Leadership)** |  |
| Male | 1 |
| Female | 4 |
| 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.*

Eligible families are assisted in submitting applications to Santa Monica housing programs.

*• Participate in Cradle To Career collective impact meetings and initiatives: smC2C work groups, CYRT, Early Childhood Task Force, Education Collaborative.*

Sojourn staff members attended meetings of the Youth Resource Team during this reporting period. We look forward to continuing participation in the other collaborations when they begin again.

*• Work with City and network of care to coordinate support in serious community crisis.*

Sojourn is always available to work with the City to coordinate care during a crisis.

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

|  |  |  |
| --- | --- | --- |
| **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 | NA\* |  |
|  **Please list the top 3 referring agencies** |  |  |
| * 1. **The People Concern (other programs)**
 | 3 |  |
|  |  |  |
|  |  |  |

* These questions are not applicable to domestic violence survivors. While many come into shelter without income, they may answer “No” to the “unmet income” question because they do not anticipate working while in a shelter or second stage program. They are usually not late in mortgage or rent payments because they are currently homeless (or their abuser paid for their apartment or house), and while they might need childcare if they work, they do not currently have a childcare need. Depending on the circumstances, the clients might all respond in the negative because of how the questions are worded. The same applies to referrals- Most people calling Sojourn’s hotlines do not know who referred them. Santa Monica agencies know enough not to refer clients to the hotline for shelter because the shelter is in the survivor’s danger zone. Instead, they (or we) will redirect clients to other DV shelters if they are coming from Santa Monica. We can only identify the referral if they are coming from The People Concern’s interim housing program, where we know the survivor and we have determined that the shelter is a safe place for them to be.

**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) |
| --- | --- | --- | --- |
| Children’s Empowerment Program26 Children sheltered16 (63%) of children will be old enough and stay long enough to participate in the Children’s Program | 21 Children were sheltered (81%).6 Children (29%) stayed in the Children’s Program long enough to participate in the CP Philosophy.  | 11 of 16 (68%) of children will demonstrate improved comprehension and assimilation of the program philosophy within the program year. | 5 out of 6 (83%) Children demonstrated improved comprehension and assimilation of the program philosophy within the program year.  |
| Sheltered Adults28 Adults sheltered19 Adults (68%) will stay long enough to receive comprehensive supportive services | 23 adult clients (82%) were sheltered 22 of 23 (96%) adults received comprehensive support services | 19 out of 19 (100%) Adults will create a safety plan16 out of 19 (84%) Adults will receive a confirmedreferral to other safe housing13 out of 22 (68%) Adults will maintain or increasetheir income through government benefits and/or employment | 23 of 23 (100%) adults created a safety plan; 22 out 23 (96%) received a confirmed referral to safe housing20 of 23 (87%) adults maintained or increased their income through benefits or employment  |
| Youth ViolenceEducationWorkshops176 Unduplicated youthand/or parents willparticipate in workshopsand be provided with anevaluation tool | Our new O&E coordinator conducted 8 workshops at Santa Monica high schools and middle schools, reaching 385 SM students | 106 out of 176 (60%) evaluations will be returned.80 out of 106 (75%) youth will report improvedknowledge of the dynamics of dating violence and services available within the program year | 205 (53%) evaluations were returned.175 out of 205 (85%) of youth indicated improved knowledge in the topics covered (Teen Dating Violence, Healthy Relationships, Tech Safety, etc.)  |
| Additional Information |  | Additional data to report at mid-year and year-end:* Number of shelter clients linked to mental health services
* Number of hours of therapy provided for clients by Sojourn clinician
* Number of shelter clients linked to permanent housing
* Number of shelter clients linked to temporary housing
* Number of shelter clients linked to employment or benefits
* Number of shelter clients who secured benefits
* Number of individuals who qualified for services but were not able to access due to capacity
 | Number of shelter clients linked to mental health services: **13**Number of hours of therapy provided for clients by Sojourn clinician: **595**Number of shelter clients linked to permanent housing: **12**Number of shelter clients linked to temporary housing: **4**Number of shelter clients linked to employment or benefits: **4**Number of shelter clients who secured benefits: **3**Number of individuals who qualified for services but were not able to access due to capacity: **289** |

**Variance Report**

In response to the COVID pandemic which started in early 2020, Sojourn shifted the mode of providing shelter based services. For the entirety of the reporting period, both Emergency and Second Stage or Transitional shelters operated out of one location. This greatly reduced the number of clients we were able to accommodate in both programs. This being said, overall, we were able to serve 44 clients out of 54 projected (81%) clients in our Crisis program. Many of these Crisis clients were served in local hotels through funding from Project Safe Haven (PSH) because we are at capacity in our available beds for crisis clients. Of course, this impacted programming for the families in the PSH program – children did not participate in the empowerment program at shelter, and while the adult clients received comprehensive services including the creation of a safety plan, access to food and clothing, and referrals for therapy with our clinician, many of these clients did not stay in the program long. The focus was to get these families out of harm’s way, and so where appropriate, we assisted these clients to get back to their home state of origin or to move to be with their family. These short-term engagements with our program accounts for some of the lower outcomes; however, it is noted that we met all of our outcomes except the unduplicated client count, which was at 81%.

Children: Only 6 of the 21 children in our Crisis program stayed long enough to benefit from our children’s empowerment program, and 5 of them actually assimilated the program enough to demonstrate improvement in their coping skills, expression of feelings, development of healthy boundaries, etc. These low numbers are again a result of many of the children residing in hotels with their parents through Project Safe Haven until they were provided with transportation to their home state or to be with their extended families. Several of the Crisis clients had babies or infants who were not able to engage in the children’s empowerment programming.

Surprisingly, 87% of our adult clients maintained or increased their income during this period. Many of the clients were essential service workers (bus driver, restaurant or retail food worker, house cleaner, etc.). In a time where many workers quit their jobs or stayed home and used paid sick leave, this provided more opportunities for our clients who were mostly working entry-level positions to find employment. We helped these clients to find child care for their children and to provide them with the necessary PPE to return to work safely.

Happily, we far exceeded our Outreach/Education objective for this year. The previous O&E staff struggled to gain entry into the Santa Monica schools to educate the youth on domestic violence and other topics, and ultimately left Sojourn. We hired a new O&E coordinator who was very knowledgeable in conducting outreaches and within the last quarter of this grant, they conducted 8 trainings for 385 SM students (6 in JAMS and 2 in SAMO High), far surpassing the objective of 176 students. This was an enormous achievement for our coordinator and our program. Our coordinator continues to make inroads to different youth programs in Santa Monica and we feel that we will continue to provide the violence prevention programming that people have requested: teen dating violence, healthy relationships, consent, tech safety for young people, domestic violence, and How to be a Friend to someone who is experiencing violence.

**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,** Sojourn facilities are not leased from the City of Santa Monica.

**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.**