HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

**GRANTEE PROGRAM STATUS REPORT**

Agency: **WISE & Healthy Aging**

Program: **Club WISE (formerly Oasis Westside)**

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| **REPORTS** | **REPORT PERIOD** | **DEADLINE** |  |
| Mid-Year **Program** and **Fiscal** Reports | 7/1/20 – 12/31/20 | February 1, 2021 |  |
| Year-End **Program** and **Fiscal** Reports | 7/1/20 – 6/30/21 | August 2, 2021 | X |

###### SECTION I: PROGRAM ACCOMPLISHMENTS, CHALLENGES, AND CHANGES

Provide a brief summary of your program accomplishments, challenges, and changes that occurred during the reporting period. Please also provide information or observations related to population or service trends.

On March 11, 2020 in-person programming was suspended due to the COVID-19 pandemic. The safety and health of the seniors were of primary concern. A few weeks later, with the county-issued “stay at home” order, WISE & Healthy Aging began offering Oasis virtual programming on the video conferencing platform, Zoom. Programming began with weekly exercise courses, and have continued to expand as it became more and more evident that the COVID-19 pandemic situation was not going to be allow for seniors to be able to gather. In February 2021, the Oasis name was replaced with Club WISE, with a move to a new registration platform.

***Accomplishments -***

* Despite the coronavirus pandemic, and the stay-at-home orders that were in place for almost the entirety of this reporting period, 820 Oasis memberships were transitioned to virtual programming via Zoom, of which **518** were Santa Monica residents.
* Taking into account the devastating effects of social isolation for older adults amid the pandemic, coupled with the relatively low technology adoption and broadband adoptions rates for this population, a partnership with Community Corporation of Santa Monica (CCSM) was identified to leverage technology programming, with the intention of bringing programming to low-income older adult residents in CCSM properties. A potential funding source was identified through the CA Utilities commission, to fund technology training for over 500 low-income Santa Monica residents. WISE & Healthy Aging submitted a grant application at the beginning of January 2021, and subsequently awarded the grant in summer 2021 (with implementation to begin in FY2021-22).
* Exercise programming to keep isolated older adults active and fit while at home during the stay at home orders is being provided via the virtual programming on Zoom, with some classes having participation rates of **more than 125 seniors** per class via Zoom. Given the challenges of getting seniors transitioned to Zoom, participation rates this high is considered a success.
* Health and Wellness programming, such as living with arthritis classes, diabetes education classes, and other health management classes have been offered via Zoom in partnership with local health plans and hospitals. WISE & Healthy Aging is leveraging its longstanding partnerships in the community to bring life-saving programming to seniors amid the coronavirus pandemic.
* WISE & Healthy Aging came to a conclusion to switch platforms after three years under the national Oasis Institute’s antiquated software and email tool platforms. The pandemic exacerbated the technology challenges by members in registering for programs, signing in and accessing their Zoom links. As part of the decision to move software and email tool platforms (to ***my***Seniorcenter and Vertical Response), the organization decided to transition the name of its Program from Los Angeles Oasis to Club WISE.



This transition began in December 2020 through January 2021, with membership moved to the new registration and course sign-up platform by February 1 with the onset of the new trimester of courses. The change of name for local senior enrichment programming (history of when the City’s Senior Recreation Center became Club 1527 when WISE & Healthy Aging took over the programming, and then later renamed Oasis), has resulted less confusion among members as members will still have the opportunity to take Oasis Everywhere courses (virtual programming from Oasis centers across the U.S.) through the national Oasis portal.

***Challenges –***

* Despite successes in transitioning OASIS members to virtual programming via Zoom, many older adults are not able to make this transition due to one of several factors: a lack of technology hardware at home such as a computer or laptop/tablet, a lack of the appropriate technology skills needed to operate online virtual platforms, and a lack of funds needed to finance broadband in the home. Additional resources, such as the CA Utilities commission funds discussed above, are being identified to help address these barriers
* Since the initial Stay At Home Orders on March 11, 2020, the OASIS/Club WISE centers at the Ken Edwards center and Baldwin Hills locations have remained closed for the health and safety of the seniors. This has contributed to lower participation rates, lower engagement, and a higher need of day-to-day basics like nutrition and social services.
* Growing membership and service offerings has been a challenge amid the virtual reality of programming and low technology adoption rates for older adults. Staff has had to become creative in providing virtual programming via telephone-based programming, not ideal for participation by all people; the phone based curriculums present challenges in organized participation that flows smoothly and allows each person to engage.
* Despite success in growing participation in the virtual world, we have lost members who have passed away due to the coronavirus, contributing to the longstanding challenge of a ‘leaky bucket’ in provide programming to older adults. Even though there was a gain of new members, the Program lost almost just as many due to death, some from coronavirus and some from age-related disabilities. There were also members who elected not to participate virtually for various reasons, including hearing challenges on a virtual platform, as well as lack of equipment and/or internet connectivity. This, along with “Zoom fatigue” contributed to the significant drop in participation.

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

Briefly describe or list any program assessment or evaluation efforts during the reporting period and summarize the results achieved. Specifically highlight any program participant involvement in these efforts.

At year-end, Club WISE members were surveyed regarding the impact that courses had on their health and general wellbeing. One hundred seventy-one (171) members completed the survey. Santa Monica residents comprised 66% of those surveyed. The results of the survey included these highlights from respondents:

* **86% like the range of Club WISE programming offered**
* **93% reported that participating in Oasis programming positively affected their health/wellbeing**
* **97% reported that they think the staff is friendly and helpful**
* **25% reported that they used WISE & Healthy Aging’s other services and/or programs**

Other WISE & Healthy Aging services most frequently used by Club WISE members included the **WISE Diner Program (33%), Support Groups (11%), Transportation (MODE) & Mobility Services (28%) and Information & Referral (44%).**

Some comments from the surveys about what members like most include:

* “I will be lost without the Club WISE programming.”
* “I enjoy whatever I participate in.”
* “My Club WISE classes have kept me challenged throughout these recent difficult times and
* “I have improved, keeping my exercise routine. I totally love working out with my four days a week virtual Zoom classes.”
* “Really appreciated all the classes available during the pandemic closure
* “WISE & Healthy Aging is an amazing service. Thank you.”
* “I attend faithfully; it's a great motivation to get up, dress and start moving at home without the stress of driving and finding parking.”
* “The staff is fabulous! So friendly and take such good care of answering any concerns and questions. I consider them friends.”
* “All of them are so friendly, gracious and knowledgeable! They really know how to treat our special age group.”
* “They improve and help not only my physical health, but also my emotional and mental stability and health. You have helped me stay in touch and not feel lost and alone.”
* “Since the day I joined WISE & Healthy Aging, I have fallen in love with all of you and the services you offer. Love flows through the hole building and among all that work there and the volunteers.”
* “Everyone is exceptional: professional, warm and very helpful making WISE feel like an extended family....THANK YOU”

Please highlight any new efforts to collaborate with other service providers and/or leverage services. Please include the agency name(s) and service(s) provided.

Partnership with Community Corporation of Santa Monica to bring virtual programming to isolated low-income older adults residing in the CCSM buildings

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period: 5
* Average Board member attendance: 20
* Board development activities conducted during the reporting period: Continued Board education related to WISE & Heathy Aging’s programs and issues facing older adults, especially the organization and other community resources available for seniors during the pandemic.
* Significant policy directions or actions taken by the Board during the reporting period: The Board approved an full 12-month FY2020-21 operational budget in fall 2020 (a preliminary 4-month FY2020-21 operational budget was approved in May 2020 while awaiting funding confirmations from various government contracts); an independent financial audit was contracted for, conducted and completed by SingerLewak in the fall with no findings.
* Number of board members who reside and/or work in Santa Monica: 9
* Board vacancies and plans to fill those vacancies, if applicable: No vacancies; 2021 slate of officers were approved at the Board’s December 2020 Board meeting with Paul Watkins as Chair, Iao Katagiri as 1st Vice Chair, Michelle Meisels as 2nd Vice Chair, Kathy Fergen as Treasurer, and Scott Kaiser as Secretary. Iao Katagiri and Barbara Browning were elected to return to the Board. Linda Procci completed her 9 consecutive years on the Board, as did Paul Kanan (though he will take a hiatus year in 2021 and return in 2022). Cathy Repola completed her one-year Community Director term (will take a hiatus year and return in 2022). Ida Danzey, Janie Yuguchi Gates, and Nat Trives were elected for their second consecutive one-year terms as Community Directors.

###### SECTION IV: STAFFING PATTERN

Have there been any staffing changes during the reporting period (i.e., staff vacancies, staff recruitment, changes in FTE)? Please describe. If staff vacancies exist, please provide an anticipated hiring date and explain how caseloads and work have been distributed to ensure service levels are maintained.

Executive leadership at WISE & Healthy Aging took the opportunity created by the pandemic to evaluate the staffing structure of OASIS/Club WISE programming, with the purpose of streamlining operations and growing membership, programming and service offerings. A vice president position over Member Services & Engagement was created in late summer 2020 to oversee the three membership programs at WISE & Healthy Aging – Oasis/Club WISE, WISE Diner, and MODE (formerly Dial-A-Ride). A new vice president was hired in September 2020. This individual departed at the end of May 2021, and the Vice President over Program Administration assumed administrative oversight of Member Services.

The Member Services Coordinator resigned in October 2020, and this position was filled in April 2021. A temporary Data Assistant stepped in to provide operational support in late 2020, and became full-time as a Member Services Coordinator in early 2021.

Please indicate how volunteers or paid or unpaid interns were used during the reporting period. Provide the total number of volunteers or interns and hours provided. If interns were used, please indicate their program level (e.g. undergraduate, masters).

Twelve (12) Santa Monica volunteers supported the Oasis/Club WISE during this reporting period, mostly providing pro bono, virtual instruction or discussion group facilitation for a total of 672.75 hours. There was one social work intern over the spring semester period.

**SECTION V: SPECIAL FUNDING CONDITIONS**

*Provide a status report on how the agency is meeting its funding conditions listed in Exhibit A of your Grant Agreement, clearly addressing each individual funding condition in bullet point format.*

1. *Participate in the City’s efforts to develop an outcomes measurement system to better track human services program demographics and outcomes. Participation may include, but is not limited to: meeting with City staff, consultants, and; providing information regarding current data systems, technology infrastructure, policies and procedures, needs, opportunities, and concerns; incorporating the City into existing consent for release of information forms; signing and adhering to the City’s data management Agency Agreement; and contributing data to a centralized data management system. Aggregated or de-identified information may be requested for the purposes of analyzing data being collected.*

WISE & Healthy Aging has and continues to participate as needed with this effort.

1. *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.*

WISE & Healthy Aging follows local and state public health and CDC guidelines on proper safety measures; e.g., wearing of face covering/shields, wearing of gloves when needed, maintaining of distancing of at least 6 ft, and promoting hand washing as often as possible. For those who are working at the main office, PPEs are provided for all staff. In addition, specific designation of walking flow (direction) to minimize contact with others as well as propping open of all interior doors facilitate ease of getting around. Additional wall-mounted air purification machines have been strategically installed throughout the work place, as well as installation of sanitizing wipes (dispensers) and sanitizing liquid dispensers in support of staff. Restrooms have been designated for specific use by staff. Regular office work space cleaning continues. The Ken Edwards Center remains closed to the public until it is safe to reopen.

When staff interact with clients, it is either virtually (phone call, Facetime or Zoom) or when in-person, staff do not enter into client’s residences. When in-person interaction occurs, staff maintains the proper distancing, wearing the proper PPE items (also have face mask and shield and glove for clients to use if needed).

1. *Describe how your organization operationalizes racial equity, diversity, and cultural competency. Discuss how your City-funded program may be reflecting these values through personnel practices, staff and board training, program design and/or outreach and engagement strategies. Provide aggregate demographics of board members (agency-wide), executive management (agency-wide), and supervisory staff (City-funded programs) including race, ethnicity and gender.*

WISE & Healthy Aging is an equal opportunity employer, and its recruitment process looks to maintain an employee base and Board that are diverse and competent. At the Board level, of the 21 Board Directors, 10 are women. There are five (5) Asians, two (2) African-Americans, with 12 Board Directors aged 60 or older. Nine (9) work in healthcare, five (5) are retired, and the remaining are professionals in finance, senior services and business (law).

At the executive management level, the CEO is Asian and a woman. The CFO is African-American. The three (3) vice presidents are women (one over the age of 60). One of the vice presidents is one-third Native American, and another is African-American.

At the supervisory level for Club WISE, the administrative oversight is with a woman, who is African-American.

At the supervisory level for the Program, the two positions are held by women, one African-American.

1. *Agency will assist eligible participants in submitting applications to applicable Santa Monica Housing programs, including but not limited to: Section 8 and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), and Continuum of Care (CoC) programs.*

Those seniors who may be eligible are screened through the Care Management Program. And if eligible, assistance is provided in completion and submission of applications.

**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?” | 2 | 2 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 0 | 2 |
| 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 | 4 | 4 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **UCLA Health** | 3 | 3 |
| * 1. **VA** | 1 | 1 |
|  |  |  |

**SECTION VII: PROGRAM SERVICES AND OUTCOMES**

*Provide a status report on the program activity levels and outcomes for Santa Monica program participants as indicated in Section III of your Program Plan. Examples have been provided for your reference; please insert rows as needed to align with your Program Plan. For outcome achievement not documented in a report, please provide narrative explanation and/or documentation of how outcome data is captured.*

| **OUTPUTS AS SHOWN IN PROGRAM PLAN** | **OUTPUT STATUS REPORT**  (Actual number of unduplicated persons who received/participated in the output during the reporting period) | **OUTCOMES AS SHOWN IN PROGRAM PLAN** | **OUTCOME STATUS REPORT**  (Actual number and percentage of unduplicated participants who achieved the outcome during the reporting period) |
| --- | --- | --- | --- |
| Lifelong Learning through membership in Oasis **520** Santa Monica residents will be new or renewal Oasis members by year-end | **Mid-Year Actual: 494** Santa Monica residents are new or renewal Oasis members  **Year-End Actual: 518** Santa Monica residents are new or renewal Oasis members | **OUTCOME 1:**  **Mid-Year:** 65% of Santa Monica Oasis members will demonstrate strong membership engagement by participating in at least 3 courses/events over the reporting period.  **Year-End:** 70% of Santa Monica Club WISE members will demonstrate strong membership engagement by participating in at least 3 courses/events over the reporting period. OUTCOME 2: **Mid-Year and Year-End:** 90% of Santa Monica Oasis member respondents will report that participation in LA Oasis/Club WISE programming has positively supported their health and well-being, as measured by an every 6-months membership survey. | OUTCOME 1:At Mid-Year, 47% (233) of the 494 Santa Monica Oasis members participated in at least 3 courses/events over the 6-month reporting period.At Year-End, 47% (243) of the 518 Santa Monica Oasis members participated in at least 3 courses/events over the 6-month reporting period. **OUTCOME 2:**  **Mid-Year:** **84%** of Santa Monica Oasis member respondents reported that participation in Oasis programming has positively supported their health and well-being, as measured by a bi-annual membership survey. |
|  | **OUTCOME 2: (continued)**  **Year-End:** **91%** of Santa Monica Club WISE member respondents reported that participation in Club WISE programming has positively supported their health and well-being, as measured by a year-end membership survey. |
| Volunteer Engagement25 Santa Monica residents will be actively engaged in volunteering at Oasis at year-end *(e.g. instructing a class, providing administrative/registration/ event support, tutoring a student and/or participation on the Members Advisory Council)* | **Mid-Year Actual: 9** Santa Monica residents are actively engaged in volunteering at Oasis  **Year-End Actual: 12** Santa Monica residents are actively engaged in volunteering at Oasis | **OUTCOME 3:** Mid-Year: 20 Santa Monica residents will demonstrate strong volunteer engagement by contributing a total of 275 volunteer hours (over the six-month reporting period) as measured by the Oasis volunteer tracking database **Year-end:** 25 Santa Monica residents will demonstrate strong volunteer engagement by contributing a total of 275 volunteer hours (over the 12-month reporting period) as measured by the Oasis volunteer tracking database | **OUTCOME 3:**  **Mid-Year:** 9 Santa Monica residents demonstrated strong volunteer engagement by contributing a total of 310.5 volunteer hours  **Year-end:** 12 Santa Monica residents demonstrated strong volunteer engagement by contributing a total of 672.75 volunteer hours |

###### VARIANCE REPORT:

###### Mid-year: *Please identify specific outputs or outcomes not on track for being met by year-end. Provide an explanation of the barriers the program is experiencing and the steps the staff is taking to mitigate the situation.*

###### Outcome 1 – The lower participation percentage is due to no in-person programming as a result of the COVID-19 pandemic, and therefore less opportunities for engagement. It is hoped that as members become more comfortable with the technology side of a new registration platform and more offerings are made available on Zoom, increased numbers of members will be signing up for multiple programs in the coming six months.

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

###### Outcome 1 – The lower participation percentage is due to the continued no in-person programming as a result of the COVID-19 pandemic, and therefore less opportunities for engagement. With the continued pandemic conditions stopped due to Zoom fatigue and/or elected not to participate virtually for various reasons, including hearing challenges on a virtual platform, lack of equipment and/or strength of internet connectivity.

###### Outcome 3 – The lower number of volunteers participating is due to the continued no in-person programming as a result of the COVID-19 pandemic, and therefore less opportunities for engagement. Although there was a lower number of volunteers, they provided over 670 hours, exceeding the year-end goal of 275.

**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.*

WISE & Healthy Aging leases the second and third floor space in the Ken Edwards Center. Routine carpet cleaning and weekday custodial services are maintained.  Space used on the first floor to run the City- funded programs of LA Oasis/Club WISE, WISE Diner and Transportation & Mobility Services are handled via permit approvals as set up by the City of Santa Monica. The KEC was closed to the public starting in mid March 2020 due to COVID-19, and remained closed to the general public at June 30, 2021, the end of this reporting period. Staff continued to work on-site throughout the pandemic, and the Adult Day Service Center began having clients on-site (2nd floor) in June 2021 following clearance by Community Care Licensing (CCL).

**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.**

***Electronically submitted/uploaded by Grace Cheng Braun, President and CEO***

***of WISE & Healthy Aging on Monday, August 2, 2021.***