HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

**GRANTEE PROGRAM STATUS REPORT**

Agency: **WISE & Healthy Aging**

Program: **Paratransit (Transportation & Mobility Services)**

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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.

**Accomplishments –**

* Despite a global pandemic, **82** new MODE applications were processed and completed during this reporting period setting the total of MODE membership at **2,446**
* Staff quickly transitioned from processing high volumes of applications to supporting older adults by leveraging our longstanding partnerships and relationships in the community. Due to social isolation, food insecurity has risen for older adults, and we transitioned to picking up food from the food bank, the non-profit FoodCycle, and various grocery stores and bakeries, averaging 80 pounds of food per week, and delivered to the homes of clients. In addition, due to the closure of the City’s Big Blue Bus (BBB) paratransit services, WISE & Healthy Aging provided staffing for door-through-door grocery shopping and assistance services, utilizing WISE & Healthy Aging vehicles.

Over the 12-month reporting period:

* **152 roundtrip grocery shopping trips** were driven and escorted by our staff over **211.75 hours** of drive time in WISE & Healthy Aging vehicles
* **174** one-way rides were escorted via the Door-through-Door service in WISE & Healthy Aging vehicles
* **10,032 boxed meals** were delivered to seniors’ homes ( 4,134 at mid year plus 5,898 for the last six months of FY) with **538 hours of drive time** (235 hours of drive time at mid year plus 303 for the last six months of FY)

**Challenges**

* Due to the COVID-19 crisis and the unique vulnerability of older adults, several outputs have been impacted creating challenges and opportunities in transitioning services:

Door-Through-Door Service:

Initially, door-through-door escorted service was suspended for the health and safety of the seniors. Seniors were too scared to go out, and were told to shelter in place as much as possible. The demand for this service was nearly zero through the summer months of 2020 and in September, the WISE & Healthy Aging staff began providing door-through-door transportation through the use of a WISE & Healthy Aging van for seniors who can transfer in and out of their wheelchair on their own. The WISE & Healthy Aging van is not equipped for paratransit services, and Lyft drivers and their vehicles are also not equipped to support wheelchair-bound seniors. Discussions continue with the City’s BBB (Big Blue Bus) to determine how best to support non-transferring seniors with ride requests (as door-through-door service specific to the WISE & Healthy Aging Adult Day Service Center began June 7, 2021, though other door-through-door service via BBB scheduling has not year resumed as of June 30, 2021.

MODE Orientations:

The Ken Edwards Center has been closed to the public since May 2020 for public health concerns. As such, orientation of new members has been transitioned from group activities to one-on-one training delivered via telephone calls. In addition, the MODE information that is provided on the website has been downloaded and shared via paper copies that have been mailed to the senior.

Driver Safety Trainings:

AARP suspended all driver safety trainings in 2020 (during the pandemic) and through the end of 2021

* After the explosive growth in MODE ridership from 500 to over 2,000 members, WISE & Healthy Aging and BBB have been working together to reconcile MODE membership information between our two agencies. Year-end reporting data is based on this reconciled information.

###### 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.

* Phone calls were placed to all newly enrolled members over the reporting period. WISE & Healthy Aging completed **132** surveys during the program period and 100% of those surveyed reported that they had received adequate information about MODE and transportation options. **77%** reported that they are not currently using the program due to the pandemic.

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.

* During the reporting period, WISE & Healthy Aging collaborated with the **Salvation Army, Westside Food Bank, St. Joseph Center’s food pantry** and **FoodCycle** to receive and deliver donated food that were delivered (transportation provided by staff and/or volunteers) to the homes of older adults.

###### 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.

Two Transportation Coordinators were furloughed, with one starting back at half-time during the last part of the year to support increased shopping and escorted door-through-door ride requests. A Transportation Assistant was laid off, and then brought back in the second half of the reporting period to work on clean-up of the membership database.

In the prior fiscal year, there was a manager position in the Paratransit Program. That position was eliminated at the start of the new fiscal year. A new vice president position was established to oversee the three membership programs at WISE & Healthy Aging – MODE, WISE Diner, Los Angeles Oasis (renamed to Club WISE as of Feb. 1, 2021). A new Vice President for Member Services & Engagement came on board in fall 2020, and departed in late spring 2021. In June 2021, the Vice President of Program Administration assumed the responsibilities of this role.

A Data Assistant and part-time Transportation Assistant were hired in the second half of the reporting period to reconcile the paper membership forms and what’s in the data base to update and accurately capture MODE memberships.

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).

There were four (4) regular community volunteers who drove, providing transportation support in helping with food deliveries. Over the 12-month period, 312.5 volunteer hours were donated (this information also included in the Congregate Meals Program (WISE Diner) year-end program report).

.**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 Transportation & Mobility Services, the two positions are held by women, one is Mexican-American and bilingual in Spanish.

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.

**Proposition A Funding Condition:**

1. *In order to maintain compliance with Local Return Guidelines, actual hours worked by employees whose salaries and benefits are charged to the LACTMA project are required to be tracked and maintained in a secure system. The record of hours worked must: a) identify the LACTMA project and be authenticated by the employee, b) approved by his/her immediate supervisor and c) tie to hours reported in the payroll records. These records must be made available for inspection and/or audit upon the City’s request.*

All requirements and guidelines are in place. The organization utilizes Paycom, an HRIS platform tracks timesheets specific to recording of hours worked. The employee finalizes his/her time record, and then that is approved by the supervisor. Finance staff then reviews and reconciles the payroll records for each pay period as part of the internal auditing process.

**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.*

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| **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?” | 0 | 1 |
| 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 |

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| **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 | 65 | 82 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **WISE & Healthy Aging (other programs)** | 38 | 43 |
| * 1. **Word of Mouth** | 24 | 36 |
| * 1. **Big Blue Bus** | 3 | 3 |

**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) |
| --- | --- | --- | --- |
| **MODE Orientation (training and information) for 350 new MODE enrollees by year-end (June 30, 2021)** | **Output** 1  **Mid-year**: **65** new members were enrolled in the MODE Program.  **Year-end**: **82** new members were enrolled in the MODE Program. | **Outcome 1**  **Mid-year:** Of an anticipated 100 new MODE member enrollees, 90% of those who complete a mid-year survey (written or over the phone) will report an increase in their knowledge of the MODE program, and pedestrian and traffic safety programs  **Mid-year:** 90% of those new enrollees who complete survey (over the phone) will report an increase in their knowledge of the MODE program, and pedestrian and traffic safety programs | **Outcome 1**  **Mid-year**: 100% of members who completed surveys reported increased knowledge of the MODE program and pedestrian and traffic safety programs.  **Year-end:** 100% of members who completed surveys reported increased knowledge of the MODE program and pedestrian and traffic safety programs. |

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| **Driver Safety Training**  **(in partnership with AARP) for 30 participants by year-end (June 30, 2021)** | **Outcome 2**  **Mid-year:** 0 Participants attended AARP driver safety classes due to class cancellations by AARP from public health restrictions  **Year-end:** 0 Participants due to continued suspension by AARP of driver safety classes | **Outcome 2**  **Mid-year**: no participation as AARP suspended driver safety trainings through end of 2020  **Year-end**: 90% of Santa Monica participants completing a survey will report an increased level of knowledge and awareness of safe driving practices and other transportation modalities | **Outcome 2**  **Mid-Year:** no participation as AARP suspended driver safety trainings through end of 2020  **Year-end**: N/A as no participation as AARP continued suspension driver safety training classes |
| **Door-through-Door Service for 28 participants by year-end (June 30, 2021)** | **Outcome 3**  **Mid-year:** 24 participants received door-thru-door services  **Year-end:** 31 participants received door-thru-door services | **Outcome 3**  **Mid-year:** 12 people will have taken 50 one-way trips with the door-through-door service  **Year-end:** 28 people will have taken 1,000 one-way trips with the door-through-door service | **Outcome 3**  **Mid-year:** 16 participants took 102 one-way trips utilizing door-thru-door services.  **Year-end:** 31 people will have taken 176 one-way trips with the door-through-door service |

###### 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.*

###### Output 1: Due to the increasing cases of COVID-19 cases and the rapidly growing surges of infections within Los Angeles County, seniors are much less willing to travel outside their homes. And with public health recommendations to shelter in place as much as possible, many did not utilize transportation assistance. Of the phone surveys conducted of currently enrolled members, 76% reported that they are not using the program at all. If existing ridership continues to stay down (until the vaccine roll-out is more prevalent and the KEC is safe to re-open, it is anticipated that there will also be a decrease in new MODE enrollments.

###### 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: Total new MODE enrollees was 82,versus the 350 anticipated based on re-opening in the latter six month period, which did not occur due to public health conditions. Many of the factors causing low enrollment at midyear held in the second half of the reporting period; see above for more information.

Outcome #2: WISE & Healthy Aging anticipated being able to offer AARP driver safety classes in the latter six months, but AARP continued its suspension of classes due to public health conditions.

Outcome #3: Again, WISE & Healthy Aging anticipated being able to re-open for adult day care services for the latter six months period, and actually re-opened on June 7, 2021 with approval for only 50% capacity by Community Care Licensing. This impacted the number of door-through-door rides that were anticipated (serving those clients coming for adult day care services).

**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.***