HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2021-22 PROGRAM STATUS REPORT

Agency: \_\_CLARE|MATRIX\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: \_\_Clarity for Youth\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **SELECT** |
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###### FY 2021-22 SUBMISSION CALENDAR

**Instructions:**

* This document should be used by HSGP grantees to report on mid-year and year-end outcomes and accomplishments.
* All reports submitted to the City are considered public record. Please note that staff will use the information provided in the mid-year and year-end reports to provide Council and the public with summary reports of agency performance highlighting key outcomes, successes, findings and concerns.
* Some programs or agencies may be subject to additional or different reporting requirements per the program’s Exhibit A, Special Funding Conditions, of your executed Grant Agreement with the City.
* It is important, when preparing this report, to be familiar with the program’s Exhibit B, Program Plan, of your executed Grant Agreement with the City.
* Please insert responses in the spaces provided for Sections I-VII for both the Mid-Year and Year-End Program Status Reports.
* A separate Program Status Report must be prepared for each Program Plan specified in your contract.
* To submit your completed report to the City, upload the file to your agency’s SharePoint folder. A link to your agency’s SharePoint folder as well as instructions on how to use the site will be emailed to your staff separately.

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

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

**Accomplishments**

To date, the CLARE|MATRIX Clarity for Youth Prevention program has successfully provided individual and family counseling to youth. 40 Individual and/or family sessions were completed during the reporting period, with youth located at Santa Monica High School, Olympic High School, OCLC, John Adams Middle School and Virginia Avenue Park. Youth are referred to counseling either through their advisor and the SMMUSD mental health coordinator, or through involvement with the SMPD Diversion Program or the Youth Resource Team (YRT). Youth referred through SMMUSD have all been identified as having used substances or having brought drug and/or alcohol paraphernalia onto campus or to a school event.

Since the program had the capacity, voluntary referrals of students that volunteered for services, or were identified as vulnerable to future disciplinary action were also provided services.

The Prevention program stays in close communication with SMMUSD, the City of Santa Monica, SMPD Diversion, YRT and MSST to ensure teamwork, collaborating whenever possible and identifying and notifying the City when gaps in services are identified that may jeopardize the best possible outcomes for the youth being served. In addition to individual and family counseling, CLARE|MATRIX has also served youth, their families and the community through workshops, presentations and groups.

At Santa Monica High School, the Prevention Team had the opportunity to provide Life Skills Training prevention curriculum to students. A total of 10 students receive the Life Skills curriculum over 8 sessions.

The recovery and awareness group at Olympic High School has had 30 students and 10 sessions during the reporting period.

CLARE|MATRIX also held educational events and made presentations for school staff, parents and the community. Notable workshops for youth and community during this reporting period include a Harm Reduction Workshop and Narcan Training series that were mentioned on multiple local news outlets.

***Challenges***

The CLARE|MATRIX Clarity for Youth Program lacked adequate staffing for the majority of the reporting period due to employee turnover stemming from COVID-19 complications. In February 2022, a new Prevention Manager was put in place and within a month the team was fully staffed with four Prevention Specialists. During the recruiting and hiring period, the Prevention Manager focused on re-engaging with schools and community partners, keeping them updated on the status and capacity of the program.

Challenges during this reporting period in addition to the staffing shortage included reconnecting with some of the schools and keeping them engaged while collaborating to implement requested programming with staff, parents, and students. Other challenges included a lack of interest in voluntary group therapy sessions and a limited number of mandated referrals that resulted in struggling census at groups.

***Changes***

No notable changes to programming at this time. The focus has been on reestablishing foundational practices and implementation.

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

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

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

CLARE|MATRIX’s Prevention Department works closely with the SMMUSD mental health coordinator to provide services. The Prevention Manager attends regular referral meetings to receive new clients and follow-up on the progress of existing clients. Referral follow-up forms and session tracking sheets are provided to the referring party so that clear communication is maintained concerning client status. This year, a cloud-based spreadsheet is being utilized to track client service progress that clinicians, the SMMUSD mental health coordinator, and the advisors all may access. The department also decided to create an internal spreadsheet that can be shared with the Prevention staff and the Prevention Manager combining all information from current tracking systems.

In terms of program documentation, all individual and family clients have their own file, which includes progress notes, consent for treatment, confidentiality, and notice of trainee documentation. For groups, clubs and presentations, sign-in sheets requesting demographic information are collected. The Program Manager regularly checks in with staff to ensure accuracy and compliance and the CLARE|MATRIX compliance manager also assists with auditing client files.

We are currently working with our evaluator to develop a more comprehensive evaluation tool to measure program outcomes and client progress.

The Prevention Manager regularly attends school-based mental health coordinator’s meetings. Shuli Lotan, the district Mental Health Counseling Coordinator, has been a tremendous resource. These meetings give CLARE|MATRIX the opportunity to exchange ideas with other service providers and to stay abreast of community and school district happenings. Other collaborations include participation in the City of Santa Monica’s Cradle to Career initiative. The team is also a part of the Youth Resource Team (YRT) and Middle School Support Team (MSST), which help the team coordinate services for some of the highest needs youth in the City. The wealth of resources available through these collaboratives have been highly utilized, especially when there is youth in program care that need case management services and resources that may be beyond the scope of the program, such as domestic violence, housing, legal advice or job training. The Prevention team also serves as a resource for others within the collaborative, accepting referrals through YRT and providing them with counseling when substance use is a presenting issue.

The Prevention team has also attended several trainings and conferences in an effort to keep services as effective and relevant to students’ needs as possible.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period
* Average Board member attendance
* Board development activities conducted during the reporting period
* Significant policy directions or actions taken by the Board during the reporting period
* Number of board members who reside and/or work in Santa Monica
* Board vacancies and plans to fill those vacancies, if applicable

         Number of Board meetings conducted during the reporting period: 8

         Average Board member attendance: 85%

* Board development activities conducted during the reporting period: Continued the revamp of the Board Matrix Report so that we can better identify the talent that we have and need on the Board.  Board recruitment (brought 2 new members on board)
* Significant policy directions or actions taken by the Board during the reporting period: Board approved the revisions for the 2021 employee handbook, appointed an Interim CEO, brought on board an organization’s consultant to assist with Marketing and Finance related matters. Revamped the committees to make them more effective.
* Number of board members who reside and/or work in Santa Monica: 2
* Board vacancies and plans to fill those vacancies, if applicable: we have 25 spaces for board members but have typically had between 15-17 at any given time.  During this time, we had 15 board members.  We added 2 but lost a few and ended the year with 13.  The board is currently scouting for new members.

###### 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.

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).

The Prevention team had significant staffing changes during the reporting period which involved hiring a new Prevention Manager in February 2022, and three new Prevention Specialists from March through May of 2022. Existing staff remained on the team as a Prevention Specialist through the end of the fiscal year. A new Director of Prevention Services was added to assist with program implementation. Clinical supervision continues to be provided. Volunteers and interns are not being utilized at this time.

**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 community members; 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.

* The Prevention Program Manager and Director of Prevention services regularly attends community meetings with school administration, mental health providers, and occasionally with Santa Monica City staff to assess the needs of our community. The Prevention Program Manager has worked with the CLARE|MATRIX Evaluator to develop tools to measure program performance and progress. Additionally, the Prevention Program Manager collects data on clients served, number of individual sessions, sign in sheets, etc. for his monthly performance metrics reports and enters this information into the LA county system as well. The Prevention Program Manager also requests that service providers keep him updated on policies and procedures regarding student service referrals for the Clarity for Youth counseling and does the same for providers by keeping them updated on CLARE|MATRIX policies. During this time, the Prevention Manager has continued to attend these meetings virtually.

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.
   * CLARE|MATRIX staff have remained in compliance with current public health guidance regarding COVID-19, while remaining vigilant in serving the youth of Santa Monica. Staff abide by the school mandates and respect the boundaries of students and family, while ensuring the community is receiving the services needed.
   * Private spacious rooms are offered for individual and family sessions. Large classrooms or outdoor locations are utilized for workshops and groups.
   * Telehealth sessions and virtual groups remain an option for participants and families.

3. 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.

* CLARE|MATRIX Core values: Compassion, Teamwork, Integrity, Empowerment, Adaptability, and Equality. We have also begun to create a recovery culture; one that is healthy for both those we serve, and our employees. This is a critical element to being an industry defining organization.

4. 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.

* CLARE|MATRIX staff are aware and trained on assessing the needs of participants and families in need of assistance programs and offer assistance when applicable.
* No participants qualified for these referrals during the current reporting period.

**Youth & Families Agencies:**

1. Actively participate in appropriate Santa Monica Cradle to Career (smC2C) collective impact meetings and initiatives, which may include but are not limited to: smC2C work groups, Child, and Youth Resource Teams (CYRT), Early Childhood Task Force, Education Collaborative, and Behavioral Health Work Group.

* The Prevention Program Manager regularly attends the smC2C meetings alongside meetings with CYRT and MSST group to help manage cases and provide resources.

1. Work with the City and the youth and family’s network of care to provide coordinated support to individuals and families that might require agency expertise in the aftermath of a serious community crisis. A community crisis may include a traumatic event or emergency condition that creates distress, hardship, fear, or grief and has a special significance to the community.

* The Prevention Program Manager regularly attends these community meetings to provide information and resources on the Clarity for Youth Program. The Prevention Program Manager has also worked to establish new partnerships in the Santa Monica community to further raise awareness on youth substance use concerns.

**School-Based Mental Health Programs:**

1. Provide programming 12 months per year, with clearly defined summer activities provided at SMMUSD schools and/or community locations, including number of children and parents served, number of kindergarten assessments and activities during the summer months.

* The Clarity for Youth Prevention staff have managed client cases/referrals effectively and have ongoing prevention engagements throughout the school year. This information is being tracked internally daily.

1. Document during intake and report the number of eligible Santa Monica participants seen that have Medi-Cal/DMH funding, Healthy Families, private insurance, or no insurance.

* The Clarity for Youth Prevention staff keep track of all program participants’ insurance data via referral forms, client files, a cloud-based tracking spreadsheet, and an internal client Excel document.

1. Set up a year-end review meeting with school principal and/or relevant administrators to discuss 1) number of students seen during the year, 2) year-end accomplishments and challenges, and 3) rosters and goals for the coming year.

* The Prevention Program Manager communicates with school administration on a regular basis to provide updates on student service progress. The Prevention Program Manager also meets with the school district Mental Health Coordinator regularly and provides her with data towards the end of the fiscal year.

**SECTION VI: SERVICE NEEDS AND REFERRALS**

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 2021-22**  **Number Responding “Yes”**  **at Mid-year** | **FY 2021-22**  **Number Responding “Yes”**  **at Year-end** |
| 1. “Do you or anyone in your household have unmet employment needs?” | N/A | N/A |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | N/A | N/A |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | N/A | N/A |

|  |  |  |
| --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 2021-22**  **Number**  **at Mid-year** | **FY 2021-22**  **Number**  **at Year-end** |
| Participants referred by another agency | 9 | 4 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **Santa Monica High School** | 0 | 13 |
| * 1. **John Adams Middle School** | 0 | 3 |
| * 1. **Lincoln Middle School** | 0 | 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 VII 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.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\*** | **Documentation Method** | **Mid-year Actuals** | **End-Year Status Report** |
| 1 | Individual Substance Use Treatment | Output | Participant receives individual substance use services | 45 SMPP | Case File | 9 | 32 |
| Outcome 1    Outcome 2    Outcome 3      Outcome 4 | Participant decreases substance use    Participant will report improved social skills    Participant will report improved mental health, physical health and quality of life    Participant will report improved relationships in family unit | 33/45 (70%) SMPP    33/45 (70%) SMPP    33/45 (70%) SMPP      33/45 (70%) SMPP | Pre-test and post-test surveys | 4    1    1      1 | 4    1    1      1  No additional surveys administered |
| 2 | Lifeskills Training | Output | Participant receives benefits counseling | 45 SMPP | Case File | 0 | 10 |
| Outcome | Life Skills Training curriculum presented in the form of in-class and after-school group education/prevention sessions (offered to referred/counseled students) on the impacts of addiction on the adolescent brain, and harm reduction. Four out of the 8 workshops will utilize youth MATRIX content and will be facilitated by our counselors in conjunction with our existing Life Skills Training curriculum | 33/45 (70%) SMPP | Pre-test and post-test surveys | 0 | 10 |
| 3 | Increase education/knowledge of substance use | Output | Participants engage in educational workshops regarding impact of substance use | 88 SMPP | Survey | 5 | 5 |
| Outcome | Participant has increased knowledge of the impacts of substance use | 80% (70) SMPP | Survey data | 2 | 2 |

###### 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.

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

* **CFY Pre-Post Counseling Surveys and LST Pre-Post Surveys:** During this reporting period, CLARE|MATRIX experienced a significant low number in referrals the first half of the year due to staffing turnover and availability. When the department reached staffing capacity (March 2022), schools began to submit referrals and each referral was appropriately placed with a specialist for sessions.

Clare|Matrix counselors are currently in the process of measuring participant feedback on counseling and Life Skills sessions and reevaluating the most appropriate way to determine outcomes.

* **School Wide Assemblies:** No school wide assemblies have been held during this time due to the COVID-19 pandemic. Prevention Program Manager is still in the process of coordinating other prevention outreach efforts.
* **Reality Party:** No Reality Parties have been done due to staffing turnover and scheduling limitations. Prevention Program Manager will work to coordinate this event for the next fiscal year.
* **Parent Workshops:** Clare|Matrix counselors have held separate student/parent educational workshops with the goal of disseminating age-appropriate information concerning Harm Reduction and Narcan Training. There was limited participation from parents primarily due to timing of event. Future parent workshops will have 2 time options and have a virtual presentation in hopes to capture a larger audience.

**SECTION VIII: PROPERTY MANAGEMENT**

If this program has entered into a lease agreement with the City of Santa Monica, please provide a status report of facility improvements and routine maintenance performed during the reporting period.

N/A

**By submitting this report to the Housing and Human Services Division, I certify that this report is true, complete and accurate to the best of my knowledge and that all disbursements have been made in compliance with the conditions of the Grantee Agreement and for the purposes indicated.**