HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2021-22 PROGRAM STATUS REPORT

**Disability Community Resource Center**

Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: **Independent Living Services and Home Access Program (HAP)**

|  |
| --- |
| **SELECT** |
|  |
| X |

###### 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.

The Disability Community Resource Center (DCRC) serves intersectional (gender, race, class), cross-disability (all disabilities as defined by the ADA) residents across the lifespan to maintain self-sufficient and productive lives thorough advocacy and non-residential peer support services and training programs. Independent living promotes self-determination, community living, full participation in community life and access to the same opportunities and resources available to people who do not have disabilities.

**Accomplishments**

* DCRC’s Home Access Program (HAP) provided home modifications to 2 members and 9 members will receive modifications into the following fiscal year. The HAP serves Santa Monica residents with disabilities and older adults who require effective low-cost home modifications including equipment to help reduce the risk of falls and facilitate mobility. Modifications include but are not limited to: stair lifts, grab bars, ramps, fixed bathroom safety equipment, and handrails. Several members have modifications in progress that will be completed in the next fiscal year.
* DCRC’s Emergency Assistance Program (EAP) provided crisis financial assistance to 23 members. This program provides financial assistance to Santa Monica residents with disabilities and older adults who experience financial hardship.  Eligible members received assistance for rent, move-in expenses, utilities, medication, auto insurance/registration renewal, home appliances, Assistive technology, medical equipment not covered by insurance, and groceries gift cards.
* During the reporting period from January 1st through June 30th, 2022, DCRC continued our Field Education Community Affiliation with UCLA Luskin School to provide two first and second year MSW students the opportunity to complete 16 program hours weekly at DCRC to implement trauma informed care through case management, community outreach, advocacy and education. This innovative educational and community social services pilot program builds on our peer support model in collaboration with our Mental Health Services Program to provide clinical services to all members, including Santa Monica members.
* DCRC partnered with Veritas Healthcare, establishing 4 COVID-19 vaccination clinics at DCRC in January to offer first and second Pfizer doses, booster shots and pediatric vaccines resulting in 350 vaccination appointments and vaccinations for Los Angeles County residents, including Santa Monica residents through targeted City outreach. Ongoing vaccination outreach and education was funded by partner California Community Foundation’s COVID Community Healthcare Project. We continue to meet the ongoing need to reduce risk and contain potential surges of new variants in underserved and vulnerable communities.
* In June, DCRC invited the community to celebrate Pride Month with a series of speakers at our event including the LGBTQ Center of Long Beach, Bienestar and the Asian Pacific AIDS Intervention Team (APAIT). Between 25-30 community members attended the event.
* In May, DCRC celebrated Mental Health Awareness Month with an art exhibit featuring the theme of resilience and artists from the disability community sponsored by multiple partners including Mar Vista Artwalk and Mar Vista Farmer’s Market.

**Challenges**

* It’s well established that intersectional people with disabilities are at high risk of sickness and death from COVID-19 coronavirus, presenting a significant public health risk for people with underlying conditions and comorbidities. Ongoing, unpredictable COVID variants and lifted state and local mandates continued to present a significant health risk to the intersectional people with disabilities we served during the reporting period.
* Another challenge during the reporting period involved our Mar Vista facility security. We experienced an encampment of unhoused residents on Venice Boulevard in front of the Center in January and a violent incident involving an unhoused member of the public in June. We subsequently increased our security to protect staff and members, including increased lighting, employee and visitor badges, and establishing a doorbell for everyone entering the Center. Staff and members expressed their approval with these measures.
* During the reporting period, we experienced ongoing restructuring as five employees departed, we hired a full time Mental Health Program Manager, promoted a staff member to Community Programs Manager, hired another staff member to serve Community Programs members, and two part-time Employment Services administrative assistants to continue building our programs and expanding our services to serve our members.

**Changes**

* In January, DCRC restructured and created Community Programs to better serve our Santa Monica members. In March we hired another ILS Specialist to contribute to the Community Programs. DCRC also resumed meeting in April with eligible Santa Monica residents at our co-located offices at WISE & Healthy Aging in Santa Monica.
* Our direct connection to the community we serve was significantly disrupted by the COVID-19 pandemic and we worked during the reporting period to revive those connections through in-person appointments at DCRC and WISE and Healthy Aging, onsite events including fresh produce distribution, issue focused social media messaging and in-person Peer Support Training.
* Additionally, DCRC developed new programming by identifying emerging needs in our community such as food insecurity, exploding unmet mental health needs, inaccessible vaccination clinics, needed PPE supplies, and a lack of digital access.

**Population and/or Service Trends:**

* Out of 31 new Santa Monica members enrolled during the second half of the reporting period, all with the exception of 1 were above the age of 55. This indicates that DCRC has a strong relationship with WISE & Healthy Aging and Santa Monica’s senior community.
* DCRC shall develop outreach strategies to serve intersectional youth and young adults with disabilities and develop programming to assist with the transition from youth to young adult.
* Among the intersectional, cross-disability Santa Monica members DCRC served during the reporting period, 15 were White, 5 were African American, 3 were Latino and 1 was Asian.

###### 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.

This year, DCRC began implementing cloud-based software to collect data regarding our members and third-party providers to illustrate the impact of the services we provide. We continue to transition using this software to manage our services delivery effectively.

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.

DCRC collaborated effectively with several partners including Edelman Mental Health, Legal Aid Foundation of Los Angeles, the Department of Mental Health, St. Joseph Center, JFS Care and On the Mend SoCal to coordinate case management of members in significant crises. One Santa Monica member with significant physical and mental disabilities, for example, would have been evicted if not for intervention by DCRC and the aforementioned partners collaborating with City Housing and Human Services Division staff to provide life-saving assistance to locate housing and provide ongoing support. Across the agency, DCRC collaborated with multiple partners including UCLA Luskin School, Veritas Healthcare, LGBTQ Center of Long Beach, Bienestar, the Asian Pacific AIDS Intervention Team (APAIT), Mar Vista Artwalk, and Mar Vista Farmer’s Market to create a ground-breaking MSW internship, provide COVID vaccinations to the community, and join us as speakers at our events. Our return to our co-located offices at WISE and Healthy Aging provided community members the opportunity to benefit from our services through easier access. We continue to expand our outreach to build new partnerships to empower intersectional people with disabilities to thrive.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period **(5)**
* Average Board member attendance **14 Board members averaging 12 in attendance.**
* Board development activities conducted during the reporting period. **Ongoing.**
* Significant policy directions or actions taken by the Board during the reporting period. **Restructured meetings to half hour to allow for Board development. Meeting frequency increased to monthly. Unanimously passed motion for Executive Director Succession Plan.**
* Number of board members who reside and/or work in Santa Monica **(3)**
* Board vacancies and plans to fill those vacancies, if applicable. **No Board vacancies.**

###### 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).

* During the reporting period, we experienced ongoing restructuring as five employees departed, we hired a full time Mental Health Program Manager, promoted a staff member to Community Programs Manager, hired another staff member to serve the Community Programs members, and two part-time Employment Services administrative assistants to continue building our programs and expanding our services to serve our members. Our two UCLA MSW students contributed 16 hours weekly for their internship. Between 2-3 volunteers contributed during the reporting 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.

**CDBG Funding**

1.  **Eligible Activities:** DCRC complies with eligibility requirements for the uses of CDBG funds as detailed in 24 CFR 570, which benefits a limited clientele who are generally presumed to be principally low and moderate-income persons. DCRC collects income verification documentation at the time of service for participants receiving CDBG-funded services. DCRC will work with City staff to comply with fiscal year-end reporting as required by HUD in the preparation of the Consolidated Annual Performance and Evaluation Report.

2. **Program Income:** DCRC does not have any program income affecting this grant or the services covered by this grant.

3. **Uniform Administrative Requirements:**  DCRC complies with all applicable uniform administrative requirements as described in 24 CFR 570.502 of the HUD CDBG regulations. This is verified in DCRC’s annual audit performed by an independent auditor which is completed by March 31st each year and reported to our funders.

4. **Financial Management:** DCRC maintains its accounting records using QuickBooks online, which is an accounting system based on GAAP. DCRC has an annual audit performed by an independent auditor which is completed by March 31st each year and reported to our funders. Depending on the level of funding each year, and as required by our Federal funders under 2 CFR 200, the audit is either a normal audit, or a single audit.

**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 – survey completed at year end | 3 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | N/A – survey completed at year end | 14 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | N/A – survey completed at year end | 0 |

|  |  |  |
| --- | --- | --- |
| **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 | 13 | 31 |
| Please list the top 3 referring agencies |  |  |
| * 1. WISE and Healthy Aging | 8 | 12 |
| * 1. Housing and Human Services Division | 5 | 4 |
| * 1. EAP and HAP Posted Flyers | 0 | 15 |

**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**  **Status Report** | **Year-End**  **Status Report** |
| 1 | Increase knowledge of resources increasing independence | Output | Participant will receive information and referral services. | 90 SMPP | Case File | 58 | 89 |
| Outcome | Participant Will report increased independence in follow-up survey. | 54 SMPP | Report Card | Survey underway | N/A, survey in development |
| 2 | Increase Independence | Output | Participant will receive Independent Living Plan development and support services. | 135 SMPP | Case File | 58 | 89 |
| Outcome | Participant will demonstrate progress towards completing at least one of their independent living goals by achieving a milestone. | 100 SMPP | Case File | 58 | 89 |
| 3 | Maintain Housing Stability | Output | Participant will receive housing support services (i.e. landlord/tenant issues, accessibility modifications and emergency funds. | 50 SMPP | Case File | 10 | 30 |
| Outcome | Participant will maintain housing. | 45 SMPP | Case File | 10 | 30 |
| 4 | Attain personal assistant/caregiving services | Output | Participant will develop goals and receive support regarding In-Home Support Services and/or obtaining in-home care. | 45 SMPP | Case File | 12 | 24 |
| Outcome | Participant will secure personal care assistance. | 40 SMPP | Case File | 3 | 8 |
| 5 | Increase and/or maintain income | Output | Participant will develop goals and receive services to increase or maintain income | 35 SMPP | Case File | 27 | 43 |
| Outcome | Participant will increase or maintain income | 30 SMPP | Care File | 24 | 40 |

###### 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.

**Increase knowledge of resources increasing independence:** The survey was still being developed at year end due to transition to a new client services database and delivery model so the survey was not administered, and results were not collected. The survey will be implemented in the next fiscal year.

**Independent Living Plan Development and Support:**Atend of year, 89 new Santa Monica members developed Independent Living goals. This number was below 10% of the projected year-end target due to the high number of people with disabilities who died during the COVID-19 pandemic, reducing the population DCRC serves, as discussed in Section I. In addition, members’ needs have increased in complexity with pandemic, resulting in lower caseloads and longer service provision. Although the number of members served was low, all members demonstrated progress towards their goals. The types of goals vary widely, from life skills training to peer counseling, so not all goals are captured in the other outcomes reported.

**Maintain Housing Stability:** Although a lower number of members identified this as a goal, there was an increase from midyear to year-end, which we believe is reflective of members starting to feel more comfortable with having outside staff in their home (e.g. to complete home modifications) during the COVID-19 pandemic. As at midyear, a low number of members had Housing Stability as a goal, which we believe is reflective of COVID eviction moratoriums being in place during the reporting period, which reduced the number of people in need of housing stability services. DCRC assists members with critical housing navigation through partnerships with housing providers, homeless services partners and enrollment on waitlists. All members who developed this goal maintained stable housing, which is a success.

**Attain Personal Assistant/Caregiving Services:** As at midyear, few participants identified this as a goal, which we believe is reflective of members not being comfortable having outside staff in their home during the COVID-19 pandemic. Few members secured personal assistance services as searching for compatible and reliable personal assistants is an ongoing quest for many members. DCRC provides a registry of qualified personal assistants to members to find the best provider to assist in maintaining their quality of life. In addition, many care workers left the work force due to COVID-19. DCRC is seeking additional resources in 2023 to build out the Personal Care Assistant program.

**Increase and/or maintain income:** The number of participants who developed goals and/or received services to increase or maintain income exceeded the annual target by 60%, with over 90% of these participants having maintained or increased their income. Community Programs staff refer Santa Monica members with an income goal to Employment Services resources, as well as other programs that increase access to food and other benefits, especially for the many members who are unable to work and would not be able to increase their income through employment. To address the expressed needs of our members, DCRC assists members wishing to enroll in public benefits such as SSI, SSDI, Medi-Cal, and Cal Fresh programs.

**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.

* DCRC entered into a verbal agreement with WISE & Healthy Aging to occupy an office on the second floor of the Ken Edwards Center for 8 hours on Wednesdays and Fridays from 9:00 a.m. to 5:00 p.m. free of charge. During the reporting period, DCRC was able to resume these hours.

**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.**