HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2021-22 PROGRAM STATUS REPORT

Agency: \_Hospitality Training Academy (HTA)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: \_HTA – Santa Monica Jobs Initiative Program\_\_\_\_\_\_\_\_\_\_\_\_

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###### FY 2021-22 SUBMISSION CALENDAR

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

With the relaxing of Covid protocols during the second half of the program year and people anxious to resume normal life, at least in terms of travel, dining out and recreation, many restaurants, and hotels were desperately seeking employees to hire. As such, HTA received requests from several of the Santa Monica unionized hotels with which we partner, such as the Hilton Santa Monica, Santa Monica Proper Hotel, Le Meridien Delfina, Viceroy Santa Monica and the Fairmont Miramar Hotel & Bungalows, for help in filling openings for trained room attendants and line cooks and prep cooks. However, as cases of COVID have continued to fluctuate up and down, so did the occupancy levels at the hotels and, as such, those returning to work have found that the number of hours they can accumulate can vary quite significantly, with those whom we have helped get hired reporting fluctuating schedules ranging from 30 hours a week to only a few hours of work a week.

At the same time, throughout the reporting period, we still found ourselves challenged in identifying people who were ready to resume in-person jobs and as such the numbers of people interested in enrolling in our program and wanting training and assistance in getting start on a pathway to employment within the hospitality and food service sector was less than anticipated.

In addition, another challenge we have been confronted with has been trying to find ways to work with those who have remain unvaccinated. In dealing with patrons and employees, the decision to train and/or hire only those vaccinated proved to be unsuccessful so, the HTA, like many businesses chose to modified its COVID mandates while still adhering to CDC guidelines, and lifted vaccine requirements but still kept protocols for wearing facemasks and COVID testing and/or self-testing in place for anyone wanting in-person training or willing to look for or go back to work outside of their homes.

On the plus side, one positive outcome with the current shortage of workers the hospitality/food service industry is experiencing is that those individuals who normally may have been passed over for consideration for employment because they were deemed “unqualified” now have an excellent opportunity to be considered and hired for jobs for which they would have previously been denied. Hence, as employers are anxious to keep their operations running, they are much more open to accepting employees with less experience and are willing to train and, in some cases paying more, for people to start work immediately.

As such, the HTA has amped up its outreach efforts by regularly attending job fairs and recruiting events and, as opposed to just relying on email and text blast, referrals from partner agencies, and/or social media posts as ways to alert/attract new participants to our program and the employment opportunities that we can help them land.

Accordingly, events we have participated in throughout the program year have included the following:

* **Pacific Park Job Fair** on March 31, 2021. In anticipation of a surge of visitors and a busy Spring and Summer season, the venue held an online job fair for which HTA worked to recruit our Santa Monica program participants.
* **UCLA Facilities Management Custodial and Grounds Hiring** **Event** on September 21, 2002, wherein the university requested HTA’s help in hiring for Senior Custodian, Lead Custodian, Lead Groundskeeper and Laborer.
* **The Los Angeles County Department of Probation Job Fair**,whichwas held at Virginia Avenue Park in Santa Monica on May 19, 2022, and was meant to inform the community about available services and resources. At the event, HTA shared information with those attending about our Santa Monica Program and immediate training opportunities we were recruiting for our Line Cook Registered Apprenticeship Program and new Prep Cook training program. At the event we also had the opportunity to connect with other vendors who offered services such as housing, counseling, educational, legal assistance, and mental health care assistance and with whom we will look to collaborate with.
* **SoFi Stadium Hospitality Hiring Fair** on November 9th and 11th, 2022 for which the HTA helped staff to find cooks, cashiers warehouse associates, tour ambassadors, retail associates to work special events and concerts including the Super Bowl. Although, in Inglewood, HTA had a few of our Santa Monica participants attend this event but both decided to pursue full-time employment opportunities as opposed to the on-call event work being offered.
* **AREAS Job Fair** at LAX Airport on May 21, 2022. Working with our union employer partner, HTA worked to recruit and refer our participants to help them fill food service positions within the airport.
* **Dodgers Stadium Job Fair** – HTA helped Levy Restaurants who operates all food and concessions at the stadium to staff job fairs for them on March 2nd, March 3rd and April 27th, 2022. For these events, HTA conducted outreach and marketing via texts, emails, social media posts and presentations held at and for the partnering community and social service organizations we work with in the City of Santa Monica and beyond. On the day of each event, HTA conducted onsite pre-screenings at the stadium to help them fill positions for prep cooks, dishwashers, culinary specialists, cashiers, runners, and concessions stand workers. While our hope was to recruit some of our Santa Monica participants to fill these openings, with COVID and as most of our participants would be relying on public transportation to get to and from the venue and a looming baseball strike, interest in these hiring events wound up being low.
* **Conrad Los Angeles** – HTA was brought on to assist with filling openings for this brand-new hotel opening in downtown Los Angeles which happened in June 2022. The initial hiring fair Hiring Fair was held on March 16, 2022. HTA sent three of our program participants of which one was hired as a spa therapist.
* **The Santa Monica Juneteenth Celebration** – held on June 18, 2022, this special event at Virginia Avenue Park afforded HTA an perfect venue to interact with the community. At the event numerous individuals stopped by our table to talk with us about our programs and shared their contact information but none have yet joined our program, despite our best efforts to bring them in for an info session and/or one-on-one assessment opting rather to wait until the end of the summer to before considering looking for or returning to work. That said, the HTA was able to do a lot of networking at the event with community organizations, which we feel will be instrumental to helping us recruit new clients to our program in the next program year. Specific groups we connected with included SMBLA Sana Monica Black Agenda, We Are Black Santa Monica, Naturally LA, Urban Quality Living, Inc., and, of course, our partners at Chrysalis with whom we have collaborated with on many projects throughout the years. Since the Juneteenth event, HTA had been pleases to welcome Charles Adebeya, the Executive Director of the non-profit group Urban Quality Living to the HTA’s training kitchen on Pico and Western to observe our Line Cook Culinary Apprenticeship class in action and discuss how our two organizations can work together to help the Santa Monica community, as their participants are in transitional housing and are in need of training and career opportunities in Santa Monica.

However, even with all of these outreach efforts having been put in place, overall, during the reporting period, it has proven to be very difficult to recruit new participants for our program as, even with many businesses having reopened and looking to staff up, there remain many within the community who just are not willing to go back to work yet. In addition, HTA normally receives multiple referrals of participants to our program from the other social service organizations and groups funded by the City of Santa Monica including, Chrysalis, Allies for Every Child and St. Joseph Center via the Youth Resource Team (YRT), however, each of these community partners have had difficulties funded social Normally other referring agencies we work with Chrysalis, Allies for Every Child and Youth Resource Team (YRT) of St. Joseph Center, are community partners able to refer participants to the program, however they have both have experienced their own difficulties working with/recruiting clients over the program year. As such, the referrals, if any, were very minimal. Accordingly, while our numbers at year-end wound up falling just short of our projected goals, we are pleased by what we were able to achieve for those participants wanting help from the HTA. This included the following: 42 individuals were enrolled in our program (representing 96% of our total goal of 44 participants). This included 32 participants who were carry-overs from the previous program year (representing 160% of our annual goal of 20 carry-over participants) and 10 new participants (representing 42% of our goal of 24 participants). Of these 42 participants: 24% were new clients; 100% were low-income of which 2 (or 5%) were older, opportunity youth and 40 (or 95%) were adults; 15 (or 36%) were female and 27 (or 64%) were male; 19 (or 45%) live in the Pico Neighborhood (i.e., 90404 zip code); 14 (or 33%) speak English as a second language; 3 (or 7%) reported being homeless/housing insecure; and 1 (or 2%) is a veteran. In regard to race/ethnicity: 13 (or 31%) identify as Black/African American; 21 (or 50%) identify as Latinx; and 7 (or 17%) identify as White or Caucasian. In addition, 2 were current YRT referrals to our program and 2 were former YRT referrals.

In regard to employment, during the reporting period, HTA has made 17 job placements of which 13 were unduplicated and 4 were duplicated wherein the person was assisted in being placed in multiple positions. Of those placed, one was an older, opportunity youth who had previously been referred to us by YRT and 3 were new participants enrolled in our program.

A full listing of our job placements during the reporting period is as follows:

1. Participant A (Adult/Female/Latina): New client who was placed at as a Hostess with Sugarfish in Santa Monica.
2. Participant B (Adult/Male/Latino): Carry-over client who was assisted with returning to work as a Busser at the Fairmont Miramar Hotel & Bungalows in Santa Monica.
3. Participant C (Adult/Male/Black): Carry-over client who was assisted with returning to work as a Food Runner at the Viceroy in Santa Monica.
4. Participant D (Adult/Male/Latino): Carry-over client who was placed as a Banquet Server at the Hotel Indigo.
5. Participant D (Adult/Male/Latino): Carry-over client who was placed in additional employment as a Banquet Server at The Beverly Hilton.
6. Participant D (Adult/Male/Latino): Carry-over client who was placed in additional employment as a Banquet Server at the Los Angeles Convention Center.
7. Participant D (Adult/Male/Latino): Carry-over client who was placed in additional employment as a Banquet Server with Culinary Staffing Events.
8. Participant E (Youth/Male/Latino): Carry-over client who was originally referred to us by YRT and was placed as a Store Associate with Costco.
9. Participant F (Adult/Female/Latina): Carry-over client who was placed at the Fairmont Miramar Hotel & Bungalows.
10. Participant G: (Adult/Female/Latina): New client who was placed as a Room Attendant with the Viceroy in Santa Monica.
11. Participant H (Adult/Male/Latino): Carry-over client who was assisted in returning to work as a Busser at the Fairmont Miramar Hotel & Bungalows in Santa Monica.
12. Participant I (Adult/Female/Black): Carry-over client who was assisted with returning to work as a Cashier with Sodexo at Loyola Marymount University.
13. Participant J (Adult/Black/Female): Carry-over client who was placed at LAX Airport as a Wheelchair Agent.
14. Participant K (Adult/Latino/Male): Carry-over client who was placed as an Engineer with Le Meridien Delfina Santa Monica.
15. Participant L (Adult/Female/White): Carry-over client who was placed at Areas USA at Coffee Bean & Tea Leaf as a Barista.
16. Participant L (Adult/Female/White): Carry-over who was originally placed at LAX Airport with Areas and then placed at the new Conrad Los Angeles Hotel as a Spa Therapist
17. Participant M (Adult/Male/Latino): New client who was placed in housekeeping at the Santa Monica Hilton.

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

Whether working with clients in-person or remotely, assessment and evaluation continue to represent key tools that HTA program staff use to measure the level of work readiness, employment, and skills training needed by each of our participants at each stage of our program. For much of the program year, as a result of the pandemic, our work with clients has been conducted in hybrid fashion meaning a mix of remotely (over the phone or virtually via Zoom or Facetime) or, as safety protocols and mandates permit, in-person at the HTA’s office space in Santa Monica at Virginia Avenue Park. Regardless of remote or face-to-face, assessment and evaluation remain key tools that the HTA uses measure the level of work readiness, employment and skills training needed by our participants at each stage of our program, whether they be new or carry-over clients. Accordingly, our assessment and evaluation methods and processes, which have been redesigned by HTA to be delivered either in-person or virtually, include using a combination of oral assessments, questionnaires and/or interest surveys as follows:

* Determine/verify eligibility requirements;
* Gage disposition and interest for working within the hospitality sector;
* Assess existing skill sets;
* Determine the need for additional training and type of training;
* Evaluate communication skills, reasoning and problem-solving abilities, and language proficiency;
* Gain insight into a person’s cognitive process by creating opportunities for role play;
* Appraise interpersonal qualities, such as confidence, self-awareness, and professionalism;
* Identify and address any barriers (i.e., physical, social or otherwise) that may hinder a participant from successfully participating in training and/or seeking employment; and
* Develop a customized Case Management Plan with short- and long-term goals.

Collaborations:

During the reporting period, HTA has been pleased to increase our involvement with the Santa Monica Chamber of Commerce, which has provided us with opportunities to promote our programs and services, as well as meet and engage with other community business through the Chamber’s various events. In particular, while attending the Chamber’s Coffee Connection on June 28, 2022, HTA was able to connect with the Business Development Director and Restaurant Manager of Brookdale Senior Living at the Santa Monica Gardens and we are looking forward to exploring in the new program year how we can help them fill their need for trained/skilled food service workers and housing attendants.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* **Number of Board meetings conducted during the reporting period:** In total there were four (4) Board meetings during the program year of which two (2) took place during the reporting period on March 9, 2022, and June 23, 2022.
* **Average Board member attendance**: 8 Trustees
* **Board development activities conducted during the reporting period:** HTA has continued to update the Board of Trustees regarding new issues that have arisen as a result of the COVID-19 pandemic. This has included ongoing discussions regarding HTA activities related to our decision to resume in-person trainings, and the wrap-up of the Serving Our Community program that prepared and delivered approximately 4.9 million meals to seniors at home and others in need at shelters, while helping to put back to work over 1,100 hospitality/food service workers who were laid-off as a result of the pandemic. The appointment of a new Trustee was also announced at the HTA’s June 2022 its June 2022 Board meeting.
* **Significant policy directions or actions taken by the Board during the reporting period:** In December 2021, the Board approved to move HTA to the Santa Monica UNITE Here Health Plan health, the transition became effective on May 1, 2022. At the June 2022 Board meeting, a stipend policy was adopted, through which participants in an HTA training or apprenticeship program may receive financial support to help defray living and/or travel expenses or other items needed for training (i.e., the purchase of non-skid shoes or reading glasses) when support services are not available through other awarded grant contracts or subcontracts. In addition, discussions regarding the expansion of the HTA program to other states continued including the launching of the HTA’s training program in Phoenix as a result of the approval of our Culinary Apprenticeship Program by the State of Arizona. Agreements were also ratified for HTA to launch a pilot of 6-week micro-transit program with EvolTaxi Drive LLC to transport workers to and from work funded by the California Workforce Development Board (CWDB), and a partnership with United Food and Commercial Workers (UFCW) Local 770 and the LA/OC Building Trades Council Apprenticeship Readiness Fund to Dislocated Workers impacted by the COVID-19 pandemic through as part of the CAREER grant awarded to HTA by the U.S. Department of Labor.
* **Number of board members who reside and/or work in Santa Monica:** The HTA has one Board member who resides in Santa Monica and has strong affiliations with the City.
* **Board vacancies and plans to fill those vacancies, if applicable**. There are 2 Board positions, which are in the process of being filled.

###### 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.

* HTA has had no staffing changes to our Santa Monica Program during the program year. HTA’s Program Director provides oversight for our work and our full-time Case Manager/Employment Specialist has continued to provide uninterrupted services, since 2020, to all of our clients and readily collaborates with the other social service and community organizations funded by the City.

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):

* Not applicable, as no volunteers and/or interns were used by the HTA’s Santa Monica Program 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.

1. Participate in City’s Efforts to Develop an Outcomes Measurement System to Better Track Human Services Program Demographics and Outcomes:

Throughout the reporting period, HTA has continuously participated in workshops, virtual events and audit requests by the City of Santa Monica geared to benefitting the community, which includes providing targeted services and resource, as well as the collection and processing of data and other sensitive information on the clients we assist. As part of our involvement in all activities, HTA makes it a point to track profile and demographic information for each participant we serve or who is referred to us for help. We do this using our Salesforce CRM database and spreadsheets that we have created on Google Docs. All information collected is readily furnished to the City, as requested and needed.

1. Detail of Steps Taken to Safely Reopen Facilities and Provide Services in Response to Needs Emerging from the COVID-19 Pandemic, Including Modifications to Service Delivery and Program Facilities to Ensure Compliance with Current Public Health Guidance:

As reported in our Mid-Year Report and throughout the pandemic and as part of our regular practices, HTA has an established set of protocols that are firmly adhered to so that we can, to the best of our abilities, ensure the safety of participants and staff alike while staying in full compliance with all guidelines issued by the Centers for Disease Control and Prevention and local health authorities. This has included mandating all staff, participants and others who are working at or visiting the HTA to wear a face mask while in the inside any of our facilities, and doing our best to ensure possible social distancing in our work areas and training spaces. While all HTA staff are fully vaccinated and boostered, as COVID cases dropped in LA County, we, followed CDC protocols and relaxed our mandate that all participants receiving in-person services be vaccinated but have fully maintained our facemask requirements. Accordingly, HTA has disposable surgical face masks and/or N95 masks that we make available to our client and, if a client is participating in a training workshop, we have COVID self-tests that we give them and ask them to take and show a negative result prior to permitting them into a training class or workshop.

In addition, throughout the program year, HTA has held regular trainings for its staff and made similar trainings available for our program participants that provide the most up to date information on the coronavirus and its variants, along with information about the importance of the vaccine, demonstrations of proper use of PPE and handwashing techniques, and tips and guidelines for keeping oneself safe at home, work or when they need to be out in public. HTA has also collaborate with County of Los Angeles Department of Public Health to host for the public free vaccine educational information sessions followed by vaccination clinics at some of our partnering union hotel employer sites.

1. Assisting Eligible Participants to Submit Applications to Applicable Relief and Housing Sustainability Programs, Including Local, State, and Federal Rental Assistance Programs, Including but not Limited to: Housing Choice Voucher (HVC) and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), Continuum of Care (CoC), and HOME voucher programs.

During the reporting period, HTA’s program staff has alerted our Santa Monica program participants through phone calls, emails and texts about California COVID-19 Rent and Utility Relief and Housing Relief programs for which they might be eligible. As housing opportunities become available, this also included providing our participants with assistance in completing and submitting their applications to get on the waitlists for Section 8 and Below Market-Rate Housing.

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, and Education Collaborative:

As appropriate and required throughout the reporting period, the HTA’s Program Director and Case Manager, regularly and actively participated in and made presentations to the City’s Cradle to Career Collective impact meetings and initiatives. This included, but was not limited to, the following: smC2C work groups, Cradle to Career, Youth Resource Team, Youth Resource Team (YRT), Early Childhood Resource Network, Middle School Support Team (MSST) and Santa Monica Regional Consortium (SMRC) meetings.

1. Work with the City and the Youth and Families 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 HTA maintains office space onsite within the Park Center Building at Virginia Avenue Park and is vigilant about monitoring and maintaining the health and safety of all persons seeking services at the Park, whether they be enrolled in our program or members of the public at-large. Further, HTA staff make it a point to keep in close and contact with City staff based at the Park and share information regarding any damage to property, incidents that have occurred, or possible situations that may arise. We meet with the onsite Principal Supervisor of Virginia Avenue Park regularly and sign forms and other information as needed to ensure all policies and procedures for working out of this location and serving clients are being followed in accordance with City guidelines.

**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.

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| **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?” | 39 | 42 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 3 | 3 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 3 | 4 |

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| **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 |  |  |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **UNITE HERE Local 11** | 2 | 4 |
| * 1. **St. Joseph Center/Youth Resource Team (YRT)** | 2 | 2 |
| * 1. **Virginia Avenue Park** | 1 | 2 |

**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.

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|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\*** | **Documentation**  **Method** | **Mid-Year**  **Status Report** | **Year-End**  **Status Report** |
| 1 | Job Readiness Screening, Assessment and Training | Output | Screening and Assessment  Participants are screened and assessed and enrolled in program on a rolling basis. Assessments will be used to establish basic skills, level of work readiness and need for technical and/or vocational skills training. | 44 (includes 20 carry-over clients from FY20-21 who, as a result of COVID-19, will require additional supports to find or regain employment.) | Case File | As of this mid-year report, HTA has 39 individuals enrolled in our program. This includes 32 carry-over and 7 new participants. Due to continued concerns regarding COVID-19 and the rapid spread of the Delta and Omicron variants, which has resulted in limited access to our office at Virginia Avenue Park, along with ongoing closures of other public spaces such as the library, and an understandable reluctance of people to go out and/or interact with others (particularly those they do not know), we have had minimal success in bringing first-time/new clients into our program during the reporting period. At the same time, as the pandemic rages on, we have made a concerted effort to connect with our past clients and, in so doing, have found that many had lost their jobs and were anxious to get back to work and wanted and needed our assistance. As such, at present, the number of carry-over clients enrolled in our program is greater than originally anticipated. | As of year-end, HTA enrolled 42 individuals in out program. This included: 32 carry-over and 10 new participants. Due to the continued challenges presented by COVID and an ongoing reluctance of people either wanting or willing to return in-person to work or for that matter in-person trainings, along with people wanted to take the summer off and a drop in the number of referrals we have received from our community partners who are facing similar struggles with their participants, the number of new clients we were able to recruit to our program was far less than anticipated. At the same time, we continued our efforts to assist the expanded number of carry-over clients who requested continued support from us as they had either been laid-off due to COVID, had diminished work hours or, after staying at home for such as extended period of time, were now ready to reenter the labor force and recognized HTA as a trusted entity that could assist them. |
| Outcome | Training  Participants, based on assessments, participate in in-person and/or online training including: resume writing, interviewing 101, customer service, workplace safety in the age of the pandemic, ServSafe Food Handlers and TiPS Safe Alcohol Service certification, and, as needed, technical skills training (i.e., barista, culinary, server, dishwasher/busser, room attendant, and more.) | 35 | Training Certificates  Workshop Attendance/Sign-In Sheets | At mid-year, 16 participants have taken part in one or more training activities. This includes 14 clients completing our resume writing workshops, 11 completing interviewing 101classes, 1 completing ServSafe Food Handlers training and certification, and 1 participating in the online ESL classes we began offering during the pandemic. | As of year-end, a total of 23 “unique” participants took part in one of more training activities led by the HTA Case Manager and/or other HTA Instructor. This included 22 clients in resume writing, 17 in mock interviewing skills training, 8 clients in customer service, 1 client in ServSafe Food Handler’s training& certification, and 1 client in our online ESL classes. |
| 2 | Job Search, Placement and Retention Services | Output | Job Search  Participant is supported with job search including working one-on-one with assigned program staff on: job applications, participating in open-call interviews; and HTA sponsored hiring, screening and recruitment events; and completing pre-hiring assessment tests, personality inventories, background/drug tests, and reference checks. | 35 | Case File  Application Logs and Submission Confirmation Notices  Hiring Event Sign-In Sheets | At mid-year, HTA’s case manager assigned to the program assisted 31 of our Santa Monica program participants with job search activities. This included working one-on-one with them either virtually or at individually set in-person meetings at our office space at Virginia Avenue Park. As part of this process, the HTA’s case manager has communicated with participants by way of weekly email blasts announcing new job openings and/or through individualized job searches conducted (and personalized) to meet the specific needs of each participant. The client and case manager then worked together to complete and submit online applications. As required, individual assistance is given in responding to employment assessment screenings/tests that typically may include everything from a timed verbal and numerical reasoning tests to a personality and/or psychometric aptitude test depending on the employer. Follow-up support was also provided to ensure participants were responding and completing background checks/test as required and help was given to troubleshoot with hiring managers at our union employer partner sites if needed. | As of year-end, HTA had assisted a total of 31 participants with job search. As reported in our mid-year report, this included our assigned Santa Monica case manager working with them one-on-one either virtually or at individually set in-person meetings at our office space at Virginia Avenue Park. As part of this process, the HTA’s case manager communicated with participants by way of weekly email blasts announcing new job openings and/or through individualized job searches conducted (and personalized) to meet the specific needs of each participant. The client and case manager and then worked together to complete and submit online applications. As required, individual assistance was given in responding to employment assessment screenings/tests that typically may include everything from a timed verbal and numerical reasoning tests to a personality and/or psychometric aptitude test depending on the employer. Follow-up support was also provided to ensure participants were responding and completing background checks/test as required and help was given to troubleshoot with hiring managers at our union employer partner sites, if needed. |
| Outcome | Job Placement and Retention Services  Participant will be placed in entry-level hotel, food service, or customer service focused jobs that will potentially lead to career path opportunities at unionized properties within the City of Santa Monica or the surrounding area (including LAX corridor) as a result of collective bargaining and local hire agreements. All placed will receive retention services. | 22  (includes 40% being placed in Santa Monica jobs; 42% job retention for 6 months, and 28% job retention for 12 months) | Copies of pay checks and/or Employment Verification Forms to track full and part-time employment, wage rates and increases. | During reporting period, HTA had 13 job placements that we assisted with. This included 10 that were unduplicated and one participant who was placed in multiple positions working different shifts with different hotels and catering events companies. Of those placed, two were for participants who were new to our program; 6 were in Santa Monica and 4 are approaching their 6-month job retention benchmark. Of those placed in Santa Monica: 1 was as at Sugarfish; 3 were at the Fairmont Miramar Hotel and Bungalows; and 2 were at the Viceroy Santa Monica Hotel. Other placements included the 1 person at Hotel Indigo, 2 people at The Beverly Hilton, I person at Sodexo at Loyola Marymount University (LMU), 1 person at Costco, 1 person at LAX Airport, 1 Person at the Levy’s at the Los Angeles Convention Center; and 1 person with Culinary Event Staffing. | As of year-end, HTA had 17 job placements that we assisted with. This included 13 that were unduplicated and 4 duplicate placements wherein a person was assisted in being placed in multiple positions.  Of those placed during the program year, 3 were new clients enrolled in our program, 8 placements were within the City of Santa Monica and 13 placements were with our union employer partners at hotels, airport concession companies and major event venues.  Of those placed in Santa Monica, 1 was at Sugarfish; 3 were at the Fairmont Miramar Hotel and Bungalows (union); 2 were at the Viceroy Santa Monica (union); 1 was at Le Meridien Delfina (union); and 1 was at the Santa Monica Hilton Union).  Other placements included: 1 at the Hotel Indigo (union); 1 at The Beverly Hilton (union); 1 at the LA Convention Center (union); 1 at Culinary Staffing; 1 at Costco; 1 at Sodexo at Loyola Marymount University (union); 1 at LAX Airport; 1 at the Conrad Los Angeles (union); and 1 at Areas USA (union). |
| 3 | Participant Engagement and Assessment for Employment Support | Output | Job Readiness Screening and Assessment  Participants are screened and assessed and enrolled in program on a rolling basis. Assessments will be used to establish basic skills, level of work readiness and need for technical and/or vocational skills training. | 44 (includes 20 carry-over clients from FY20-21 who, as a result of COVID-19, will require additional supports to find or regain employment.) | Case Files | At mid-year, HTA has 39 people enrolled in our program representing 87% of our goal of 44 people. Of these 39 people, 7 were new participants (representing 32% of our total goal of 22) and 32 were carry-overs (representing 160% of our total goal of 20). The reason for this shift in numbers is described in our response in “Row 1” of this table. As the, HTA continues to serve participants on a rolling basis through this grant and, as we hope the pandemic will soon stabilize, we are fully committed to doing all we can to recruit and help more (and new) people through our program. | As of year-end, HTA had 42 people enrolled in our program representing 95% of our goal of 44 people. Of these 42 people, 10 were new participants (representing 42% of our annual goal of 22) and 32 were carry-overs (representing 160% of our annual goal of 20). The reason for this shift is described in “Row 1” of this table. |
| Outcome | Engaged program participants will be screened and assessed for job readiness | 44/44 (100%) | Case Files/Care Plans | At mid-year, 39 participants were engaged in our program and all were screened and assessed by our assessed by our case manager to determine their level of job readiness (representing 89% of our proposed total enrollment number of 44). | As of year-end, 42 people were participating in our program who had been screened/assessed were by our case manager and needed varying degrees of assistance from the HTA. This represented 95% of our proposed annual goal of 44 people. |
| 4 | Employment Training Services | Output | Training  Participants, based on assessments, participate in in-person and/or online training including: resume writing, interviewing 101, customer service, workplace safety in the age of the pandemic, ServSafe Food Handlers and TiPS Safe Alcohol Service certification, and, as needed, technical skills training (i.e., barista, culinary, server, dishwasher/busser, room attendant, and more.) | 35 participants | Case Notes / Training Certificates | As detailed in “Row 1” of this table, 16 participants received by mid-year participated in one or more trainings as part of our program. This represents 46% of our proposed goal of 35 to be trained. As the pandemic prevented us from running many of our in-person technical skills training classes during the reporting period, to the greatest extent possible we worked to keep our clients engaged and ensure they were ready to work. As such we offered numerous opportunities to participate in our virtual training offerings and workshops but did see a fall off even for these online classes from many for what we attribute to the “Zoom fatigue phenomena”. As HTA looks ahead to the second part of the grant period, we are hoping, as more people get vaccinated and receive their boosters, to resume many of our in-person classes that have been put on-hold and reinvigorate our clients to participate more fully in all of the services we offer. | As detailed in “Row 1” of this table, 23 participants received by year-end one or more trainings as part of our program. This represents 66% of our proposed annual goal of 35 to be trained.  In the second half of the program year, HTA had loosened its COVID restrictions, waiving the need for people to be fully vaccinated and boostered to participate in our in-person trainings but still requiring the wearing of facemasks and a negative COVID self-tests at the start of training, all of which HTA provided to clients free of cost. In addition, we offered out participants the option of taking our job readiness training workshops (i.e., resume writing, mock interviewing, and customer service) either in-person or online via zoom, while our technical skills trainings all switched to in-person only. Our hope was that we could encourage more participants to start engaging with us on a deeper level and begin thinking about returning to work in-person. Unfortunately, though, as COVID case have continued to go up and down and as the summer months approached, we have found that people were just not ready to focus on training or job search unless it was for a remote or hybrid work, which is not an option in hospitality/food service. That said, TA has continued to increase and expand it marketing and outreach efforts and is gaining a following in the community that we feel will benefit us greatly in the 2022-23 program Year. |
| Outcome | Improved job skills and improved employment readiness | 35/44 (80%) | Training Certificates / Case Notes | As a result of their participation in our training workshops, our participants have improved their job skills by building professional resumes, honing their interviewing skills, learning/improving their language skills, and more. As such, their level of self-confidence grew and they became more self-assured and open to letting us assist them in their efforts to reengage in the community after so many months of staying at home due to the pandemic and trust us to help them in with their pursuit of employment. | As reported mid-year, those individuals who participated in one-on-one trainings or workshops with the HTA through our program, improved their job skills by building professional resumes, honing their interviewing skills, learning/improving their language skills, and more. As such, their level of self-confidence grew and they became more self-assured and open to letting us assist them in their efforts to reengage in the community after so many months of staying at home due to the pandemic and trust us to help them in with their pursuit of employment. |
| 5 | Employment Search Support | Output | Job Search  Participant is supported with job search including working one-on-one with assigned program staff on: job applications, participating in open-call interviews; and HTA sponsored hiring, screening and recruitment events; and completing pre-hiring assessment tests, personality inventories, background/drug tests, and reference checks. | 35 | Case Files  Application Logs and Submission Confirmation Notices  Hiring Event Sign-In Sheets | As detailed in “Row 2” of this table, 31 participants, during the reporting period, worked with HTA’s case manager on job search, which included being supported with the completion and submission of online applications and pre-hiring assessment screenings/tests. All 31 were also informed and encouraged to take part in hiring and recruitment events that HTA was working on with several of our employer partners including Staples Center, SoFi Stadium and UCLA. | As of year-end and as detailed in “Row 2” of this table, 31 participants during the program year, worked with HTA’s case manager on job search, which included being supported with the completion and submission of online applications and pre-hiring assessment screenings/tests. All 31 were also informed and encouraged to take part in hiring and recruitment events that HTA was working on with several of our employer partners including Dodger Stadium, SoFi Stadium, UCLA, Areas USA, and the new Conrad Los Angeles hotel. |
| Outcome | Job Placement and Retention Services  Participant will be placed in entry-level hotel, food service, or customer service focused jobs that will potentially lead to career path opportunities at unionized properties within the City of Santa Monica or the surrounding area (including LAX corridor) as a result of collective bargaining and local hire agreements. All placed will receive retention services. | 35/44 (80%) | Case Files/Care Plans  Client testimonials, satisfaction surveys | At mid-year, HTA had 31 participants (or 89% of our total program goal of 35) who were in active job search mode from which we achieved 14 placements in entry-level hospitality and food service jobs. Of those placed, one was a former YRT youth referral from the previous program year and two were new program participants. In addition, 6 of these placements (representing 67% of our total goal of 9 placements) were for positions within the City of Santa Monica, of which 5 (or 83%) were at union hotel properties within the city. Detailed logs and reports of all applications submitted are kept by HTA in our Salesforce database system and recorded in case notes in each participant’s file. Requests to complete satisfaction surveys are also made of our participants, with their responses being added to their case files and uploaded into our online database system. | At year-end, HTA had assisted 31 participants (or 89% of our total program goal of 35) with job search from which we achieved 17 placements in entry-level hospitality and food service jobs. Of those placed, one was a former YRT youth referral from the previous program year and three were new program participants. In addition, 8 of these placements (representing 89% of our total goal of 9 placements) were for positions within the City of Santa Monica, of which 7 (or 78%) were at union hotel properties within the city. Detailed logs and reports of all applications submitted are kept by HTA in our Salesforce database system and recorded in case notes in each participant’s file. Requests to complete satisfaction surveys are also made available to our participants, with their responses being added to their case files and uploaded into our online database system, as they are received. |
| 6 | Employment Placement and Retention | Outcome | Job Placement and Retention Services  Participant will be placed in entry-level hotel, food service, or customer service focused jobs that will potentially lead to career path opportunities at unionized properties within the City of Santa Monica or the surrounding area (including LAX corridor) as a result of collective bargaining and local hire agreements. All placed will receive retention services. | 22/44 (50%)  (includes 40% being placed in Santa Monica jobs; 42% job retention for 6 months; and 28% job retention for 12 months) | Copies of pay checks and/or Employment Verification forms to track full and part-time employment, wage rates and increases | By mid-year, HTA has made 14 placements representing (64% of our program goal of 22).  As detailed in “Row 2” of this table, of those placed in jobs, one was a former YRT youth referral from the previous program year and two were new program participants. In addition, 6 of these placements (representing 67% of our total goal of 9 placements) were for positions within the City of Santa Monica, of which 5 (or 83%) were at union hotel properties within the city. In regard to retention, while no one from the current program year has yet to hit their job retention benchmarks, 4 of the participants whom we placed in employment during the reporting period are within weeks of reaching 6 months on the job. Accordingly, from our previous program year, 14 participants who have reached their 12-month job retention benchmarks. To verify employment, HTA collects paystubs, Employment Verification Forms and union hours tracking sheets reported by employers to UNITE HERE Local 11. | By year-end, HTA has made 17 placements representing (77% of our program goal of 22).  As detailed in “Row 2” of this table, of those placed in jobs, one was a former YRT youth referral from the previous program year and three were new program participants. In addition, 8 of these placements (representing 89% of our total goal of 9 placements) were for positions within the City of Santa Monica, of which 7 (or 78%) were at union hotel properties within the city. In regard to retention benchmarks,  6 of the participants whom we placed in employment during the program year have reached reaching 6 months on the job. Moreover, from our previous program year, 14 participants who have reached their 12-month job retention benchmarks. To verify employment, HTA collects paystubs, Employment Verification Forms and union hours tracking sheets reported by employers to UNITE HERE Local 11. |
| Output | Participant improves economic stability with stable employment | 22/44 (50%) | Case Files/Care Plans | At mid-year, HTA has assisted 10 participants to be placed in employment and go from receiving no earned income and/or collecting unemployment insurance to having a steady job where they are earning good living wages and, for those placed with our union employment partners, benefits including full family health and dental insurance, as well as pension plans. | By year-end, HTA has assisted 13 unduplicated participants to be placed in employment and go from receiving no earned income and/or collecting unemployment insurance to having a steady job where they are earning good living wages and, for those placed with our union employment partners, benefits including full family health and dental insurance, as well as pension plans. |

###### VARIANCE REPORT:

###### Year-End: 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.

###### HTA’s two biggest challenges throughout the program year have been identifying and recruiting new participants to our program and motivating our participants who have become used to staying at home due to COVID and doing everything, which was a requirement during the first half of the program year, to now, in the second half of the year, re-engage with us and now want to and be willing to take part in the in-person trainings and work opportunities we were offering. What have found, though, was\s that, while people have been anxious to get out and about socially, for many, the same interest (or drive) was not yet there when it came to training and work unless that work was remote or hybrid. This along with the fact that COVID cases have continued to rise and fall throughout the year, confusion and changing policies as to the requirements of businesses, etc. regarding vaccines and masking for the public, as well as the onset of summer, have resulted in people continuing to put off going back to work for as long as possible.

###### Still, despite these challenges, HTA has persevered. We have significantly increased our marketing and outreach efforts and have been proactive about finding new ways to get the word out about who we are and what we can offer the community. This has been very important, as while HTA was able to keep its doors open throughout the program year, the same was not true for many of the other community organizations funded by the City of Santa Monica that normally refer clients to our way. As a result, HTA lost out on a valuable source for new client referrals but still managed to recruit 10 new clients to our program despite all of this. As such, while our numbers were off for our deliverables, the work we did in and for the community was highly significant and resulted in the following outcomes: 42 enrollments representing 95% of our year-end goal; 23 unique individuals trained in a total of 49 workshops/classes spanning resume writing, mock interviewing, customer service, Serv Safe, and ESL; 31 participants working with HTA staff on job search (representing 89% of our annual goal); and 17 (or 77% of our annal goal). Further of those placed, 8 as opposed to 9 were placed in jobs within the City of Santa Monica of which 7 were in union positions.

**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.

Not applicable, as HTA has not entered into a lease agreement with the City of Santa Monica.

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