HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2021-22 PROGRAM STATUS REPORT

Agency: JVS SoCal

Program: Santa Monica Youth Employment Program

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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.

In this reporting period, service delivery has remained primarily virtual. Our youth are concerned about coming into the office for services and possibly bringing risk home to younger siblings or older or vulnerable family members. Through public and private funding partnerships, JVS SoCal has been able to provide youth living in Santa Monica with laptops if they did not have suitable technology to participate in school or attend our job readiness workshops. This has helped attendance to be consistent as a stop gap, but we do look forward to welcoming the students back to in-person cohort services when comfort and safety allow. Cohorts have been shown consistently to foster greater engagement with peers, shared learning, and greater comfort to ask each other for assistance. Olympic and Santa Monica High Schools continue remote classes and have dramatically increased their referrals to the SMYEP program this reporting period. The YRT team is working remotely and JVS SoCal participates in their monthly Zoom meetings. JVS SoCal also participates in Virginia Avenue Park program teams’ monthly Zoom meetings.

*SMYEP Program Highlights:*

* 5 youth were enrolled during the second half of the funding year. Each youth completed thirty (30) hours of paid World of Work workshops allocated through the City of Santa Monica and cumulatively completed 302 hours with leveraged WIOA funds totaling $5,088.70 during the program period January 1, 2022 – June 30, 2022. Youth are paid minimum wage for their hours.
* 5 enrolled youth have successfully completed the program orientation, basic skills assessment, career assessment and development of an Individual Service Plan (ISP).
* Santa Monica Youth Employment Program youth are able to be enrolled in other programs offered at the West Los Angeles AJCC for paid work experience to enhance the hours available under this program, and to receive other job readiness activities that may be helpful to them.
* JVS SoCal received funding through another funding source which allowed us to purchase laptops for SMYEP youth who needed updated technology. The laptops can also be shared with parents or other household members of the SMYEP youth who will be better able to work in their home environment because of these tools.
* Better budgeting workshops: while earning their paid internship hours, youth complete one four-hour session which includes creating a budget that accounts for fixed and flexible expenses. They learn the difference between fixed expenses (rent, utilities, groceries) and flexible expenses (restaurants, movies, and other discretionary spending); add all of their expenses, subtract these from their monthly income, determine their final monthly balance; and understand how much more money they will need to earn to live their preferred lifestyle. Because they are creating this budget based on real income and what they would like to have as expenses, the impact of living within a realistic budget becomes very clear. Each youth praises this workshop for what it teaches them. Within the first month after the youth begin their permanent jobs, their career coach reaches out to answer any questions that may have arisen as the youth are now earning stable income and putting their budgeting knowledge to use.
* This year, the JVS SoCal-operated West Los Angeles America’s Job Center of California (AJCC) Center provided 50 additional Santa Monica residents with career development and employment in our Resource Center. JVS SoCal is glad to assist the parents, guardians, and adult family members of Santa Monica Youth in their employment search and to connect them to much-needed resources.

*Challenges:*

JVS SoCal continually seeks new ways to engage Santa Monica’s at-risk young people in work readiness and career exploration programming. This is intended to complement their education while introducing them to possible career paths and allowing them to contribute to the financial health of their homes, if necessary. We are exploring awarding stipends in FY2023 for the achievement of specific program milestones. During this funding period, we experienced uncommon instability in the youth program team, and this impacted our engagement in the community and our enrollment goals for the SMYEP program. We are fortunate to have been awarded funds to buy laptops and earphones for young people living in Santa Monica to alleviate the digital divide for them and in some cases, for additional family members.

*Youth Success Stories:*

Youth 1 is 16 and lives in a financially stable family that wanted him to learn more about work, careers and the work necessary to attain and thrive in a good career where he can support himself as an adult. He completed paid work experience hours with the SMYEP program, received a new laptop to support his high school studies and gained valued knowledge through the World of Work job readiness workshop series. Because of his paid work experience, he felt he had better direction and ideas for his next job when he began applying.

Youth 2 comes from a large family that was having financial difficulties. Still a stronger communicator in Spanish than in English, the youth was having challenges keeping up in school. His shyness added another layer of difficulty in his adjustment to school and an English-speaking environment. His parents saw the opportunity to enroll him with JVS SoCal as a way to introduce him to a professional work environment, a place to explore his interests and possible careers, and an opportunity to earn money to help support his family while simultaneously experiencing different job roles to see what he liked. He successfully completed his paid work experience and learned valuable job skills to prepare him for his future.

###### 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.

* Each worksite supervisor talks with the youth to review their performance during the past pay period and address any questions or professional growth requests that the youth may have. Each person signs the timesheet and it is returned to JVS SoCal as work verification, thereby authorizing the youth’s paycheck.
* Each youth talks with their career coach about their work experience hours, what they are learning and how they feel about this introduction to the workforce. If either the youth or the employer needs support, the career coach readily steps in to build a stronger partnership.
* In talking about the program, youth shared that:
  + I got to learn adult things with the staff around me and I found that useful.
  + I learned how to use office machines so now I’m comfortable making copies, scanning things and making sure I pick up things quickly after I print them, so nobody’s important information is sitting out there.
  + I liked how this program gave me an opportunity to expand and grow different skill sets. It also taught me much more about the importance of responsibility, maturity, time management, and much more as a young adult.
* The Youth Job Developer tracks employer contact information, available positions and history of partnership via an internal database that is shared with career coaches.
* JVS Youth Services reviews participant files at least once monthly.

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.

* We continue to place students for internships at area .99 Stores, area Smart & Final stores, Project Room Key, the Los Angeles Food Bank, and Vons. We are excited to work with new partners including Venice YouthBuild, Better Youth, and the 18th Street Arts Center in Santa Monica: trusted organizations that allow our youth to learn about creative expression and construction projects, both interests of impact.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period:
  + Two meetings of the Board of Directors and six meetings of the Executive Committee of the Board
* Average Board member attendance:
  + An average of 20 of the 25 Board members attended Board meetings. An average of 15 of the 18 Executive Committee members attended six meetings.
* Board development activities conducted during the reporting period:
  + The Board discussed the strategic reset for the agency, as our 5-year strategic plan is coming to a close in 2022.
  + The Board completed an employee-led training on Sexuality, Gender Identity and Gender Expression, hosted by the Board’s DEI Committee.
  + The Board’s DEI Committee presented this same training to the agency.
* Significant policy directions or actions taken by the Board during the reporting period:
  + JVS SoCal signed on to statewide letter of support urging equity in contracting and improving the government contracting process
* Number of board members who reside and/or work in Santa Monica*:* 
  + One JVS SoCal board member resides in Santa Monica.
* Board vacancies and plans to fill those vacancies, if applicable:
  + The Board has three vacant positions that can be filled. Candidate matching continues and JVS SoCal is upholding its commitment to fill the positions with ethnic and gender-diverse persons.

###### 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.

* The program did experience some staffing changes this reporting period. Three successive team members determined this program was a good fit for their professional goals and left the agency. The Quality Assurance Manager stepped in to manage and operate the program while continuing to provide professional guidance for the program supervisor who is completing her first year with JVS SoCal and the youth team. The Quality Assurance Manager’s hands-on work illuminated some program practices and processes that can be streamlined for more efficient work and less duplication of work by the program team, and we are hopeful this will be one factor that helps us to attract good candidates for the available Youth Career Coach position.

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 SMYEP program did not engage any volunteers in this 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.

**Standard Funding Conditions:**

1. Participate in the City’s efforts to develop an outcomes measurement system to better track human services program demographics and outcomes. Participation may include, but is not limited to: meeting with City staff, consultants, and; providing information regarding current data systems, technology infrastructure, policies and procedures, needs, opportunities, and concerns; incorporating the City into existing consent for release of information forms; signing and adhering to the City’s data management Agency Agreement; and contributing data to a centralized data management system. Aggregated or de-identified information may be requested for the purposes of analyzing data being collected.
   * JVS SoCal supports the City’s efforts to develop outcomes measurements to better track the impact of City-funded or -supported programming. JVS SoCal participates in community discussions, delivers services in alignment with the goals established in the Consolidated Plan, requires a signed consent for release of information from all youth, and contributes program data to City’s centralized data management system through mid-year and year-end reports.
2. Detail 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.
   * In response to COVID-19, JVS SoCal adjusted services to ensure uninterrupted program delivery through online enrollment, virtual case management and WoW job readiness workshops, virtual and in-person work sites, and virtual follow-up services. When County guidance allowed a return to in-person services, the SMYEP program welcomed participants into a clean and safe environment. Upon entrance, all visitors must take a thermal temperature scan to verify the absence of a fever; if someone does not pass the temperature scan, they are invited to seek medical guidance, contact us for virtual services if they would like, and return to the center when they are feeling better. All visitors to the center must wear a medical grade mask at all times; if someone does not have a mask, it will be provided to them at no cost; meetings/group discussion/workshops are held with participants maintaining 6 feet of distance between them; floor markers provide clear walking directions for all visitors; desks, table tops, chairs, computers and workstations are wiped thoroughly with disinfecting wipes and cleaners after each use; and hand sanitizer is placed liberally throughout the center.
3. Agency will assist eligible participants in submitting applications to applicable relief and housing sustainability programs, including local, state, and federal rental assistance programs, including but not limited to: Housing Choice Voucher (HCV) and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), Continuum of Care (CoC), and HOME voucher programs.
   * The Career Coach contacts each program participant at least twice monthly and more frequently if needed, to check in regarding their school and work situation, so that modifications or additional resources can be reflected in their Individualized Service Plan in a timely manner. Should the need for housing assistance arise, the Career Coach will contact the appropriate partner agency to ensure that this referral is successful and that all required information is provided in a timely manner. This referral will then be noted in the case file.

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, and Education Collaborative.
   * Unfortunately, in this reporting period JVS SoCal was not able to maintain its historic participation in the C2C due to significant staffing shortages across the Youth Division. We look forward to returning to our preferred level of participation in both the C2C and YRT meetings in FY2023.
2. 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.
   * JVS SoCal commits to continuing its approach of active engagement with the youth and their families to provide support, address challenges and refer to resources to remediate the challenges. Whenever a multi-jurisdictional response is appropriate, JVS SoCal refers youth to the YRT; and YRT refers youth to JVS SoCal when additional resources are needed to foster academic and vocational engagement in identified youth. In the aftermath of a community crisis or traumatic event, JVS SoCal will refer families - including a warm handoff whenever possible- to the correct support or intervention partner.

**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?” | 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 |

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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. **St. Joseph’s Center- YRT** | 8 | 0 |
| * 1. **Olympic High School** | 5 | 0 |
| * 1. **Santa Monica High School** | 3 | 5 |

**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 | ***SAMPLE:*** Improve Academic Performance | Output | Participant receives academic counseling. | 100 SMPP | Case File |  |  |
| Outcome | Participant increases GPA between first and last quarters of the academic year. | 60 SMPP | Report Card |  |  |
| 2 | ***SAMPLE:*** Increase Economic Stability | Output | Participant receives benefits counseling | 50 SMPP | Case File |  |  |
| Outcome | Participant secures government benefits within 6 months | 25 SMPP | Documentation of Benefits Enrollment |  |  |
| 3 | ***SAMPLE:*** Maintain Housing Stability | Output | Participant receives independent living assistance and counseling | 20 SMPP | Case File |  |  |
| Outcome | Participant remained in their own home for 6 months or longer | 15 SMPP | Self-Report on Follow-Up |  |  |

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|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\*** | **Documentation**  **Method** | **Year-end**  **Report** |
| 1 | Career and Education Assessment | Output | Youth complete basic literacy/numeracy, educational and career assessments | 30 SMPP | Participant Tracking Report | 22 SMPP |
| Outcome | Youth increase understanding of their personal strengths, interests, education and career choices | 30 SMPP | Case File, including O\*Net Interest Assessment | 22 SMPP |
| 2 | Case Management | Output | Youth will create an Individual Service Plan | 30 SMPP | Individual Service Plan | 22 SMPP |
| Outcome | Youth will increase their level of career readiness | 27 SMPP | Individual Service Plan | 22 SMPP |
| 3 | World of Work workshop series | Output | Youth will complete 20 hours of paid World of Work workshops | 30 SMPP | Zoom attendance sheets+ timesheets in the file | 22 SMPP |
| Outcome | Youth will gain greater self-confidence about, and preparation for, participating in the workforce | 30 SMPP | Pre- and post-surveys | 22 SMPP |
| 4 | Financial Literacy | Output | Youth participate in Financial Literacy workshops | 30 SMPP | Attendance sheets | 22 SMPP |
| Outcome | Youth will show improved financial management skills, including saving money and following a budget. | 27 SMPP | Pre- and post-surveys for financial literacy | 22 SMPP |
| 5 | Paid Work Experience | Output | Youth will complete up to 50 hours of paid work experience. | 30 SMPP | Timesheets | 22 SMPP |
| Outcome | Youth will increase their economic stability | 27 SMPP | Self-Report and survey | 22 SMPP |

###### 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.

* N/A

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

Regrettably, the SMYEP program did not achieve its intended enrollment goals due to excessive staffing challenges. However, we are proud that 100% of the youth who participated met their individual goals. JVS SoCal is committed to fully performing in FY2022-2023.

**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. JVS SoCal 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.**