HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2021-22 PROGRAM STATUS REPORT

Meals On Wheels West

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

Program: \_\_\_\_\_\_\_\_\_\_\_\_Home Delivery Program\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **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.

Meals on Wheels West (MOW West) was able to provide nutritious meals and Wellness Checks to 679 unduplicated participants during the reporting period of July 1, 2021 – June 30, 2022; 522 of which reside in the City of Santa Monica. During the reporting period, MOW West began delivering hot meals 4 days a week, adding an extra delivery day to the previous 3-day delivery week that had been put in place in response to the COVID-19 pandemic. MOW West delivered 212,247 meals in the reporting period, 163,430 of these meals were delivered to Santa Monica residents. Of the 522 unduplicated Santa Monica program participants served during this reporting period, 308 or 59% were provided meals entirely free of cost and 480 or 92% received their meals at a subsidy. Only 8% of clients paid the full price of $8.00 for two meals. The average payment by all clients is $1.28 for two meals. Our cost is more than $10.00. Meals On Wheels West continued to provide and further grow the programs below throughout the reporting period and throughout the entire span of the pandemic.

**MOW West Programs:**

**Delivering More Than a Meal:** MOW West’s core heritage program delivers a Los Angeles County dietitian approved hot lunch and light dinner to homebound seniors, the disabled, and the chronically ill of all ages. Our Wellness Check monitors the health and wellness of MOW West clients.

**Food and Shelter:**  As formerly homeless people are housed, MOW West delivers healthy meals and referrals to additional social services that help maintain stability, health & wellness.

**Supporting Veterans on the Homefront:**  Cost-free meals are delivered to veterans of all ages and their spouses. The friendly visits and Wellness Checks reduce isolation of older veterans and helps recent veterans reintegrate into civilian life.

**Community Connections Friendly Calling:** Our friendly calling program volunteers call clients twice a week for friendly conversations that reduce isolation and loneliness. The Wellness Check monitors and reports health & wellness. Referrals are made to other social service agencies, transportation resources, free medical and food delivery services.

**Heal Healthy at Home:** Medically appropriate home-delivered meals are provided to recently discharged hospital and physical rehabilitation facilities patients decreasing hospital readmissions and emergency room visits.

**Keeping People and Pets Together:** MOW West provides pet food and emergency veterinarian treatment to the pets of our low-income clients. The Center for Disease Control reports that having pets has measurable health benefits and decreases loneliness.

**Emergency Preparedness:** All clients are provided an emergency preparedness kit that includes three days of food and water, an emergency radio/flashlight, space blankets and survival information.

**WeVax:** A L.A. County contract COVID outreach and education program that served residents in Santa Monica and all of LA County. In Santa Monica we partnered with Providence Saint Johns, Saint Joseph’s and Venice Family Clinic to provide vaccinations and testing.

Meals on Wheels West has continued to incorporate collaboration as a key component into the work that we do to provide food security and nutrition. There is Hidden Hunger even in the most affluent communities. MOW West continues to work with existing partners that include, Wise & Healthy Aging, UCLA Santa Monica Medical Center, Westside Coalition, Step-Up, LA County Department of Public Health, Westside Foodbank, and VA Greater Los Angeles. The CFO of Providence Saint John Health Center is a new member of the MOW West board of directors. New partners in the WeVax campaign are LA County Department of Public Health, Public Health Institute, Kaiser, LA County Medical Association and Kedren Health. Our Community Connections program is a partnership with the LA County Department of Mental Health and Community Partners. As our Community Connections program continues to see significant growth and success, our list of established community partners also continues to grow to make sure that we are responding to the needs of our clients and connecting them with a direct resource and referral to services outside of what we are able to provide.

Even in the last 6 months of the reporting period, MOW West continued to enforce stringent precautions to prevent transmission of the COVID virus between volunteers and clients. In the entire reporting period, we were able to ensure in-person meal deliveries were done in a very cautious and safe manner and followed strict COVID protocols which included the distribution of KN95 masks to all delivery and operations volunteers and meal delivery clients. We required all volunteers to wash and sanitize hands before collecting meal delivery food bags, access to surgical gloves to wear and access to rapid at home COVID-19 testing kits was provided. MOW West staff were required to Covid test weekly. MOW West also continued with the requirement of a 10-day waiting period if a volunteer or staffer has traveled or is concerned that they may have been exposed and after 10 days they must provide a negative COVID test before returning to MOW West. With the rise of the Omicron variant, MOW West also had to readjust the internal office staff’s locations by sending all non-operational employees back to a work at home situation, limiting the risk of possible exposure or transmission for our staff team, our volunteers and our clients. Of the more than 72,800 deliveries completed during the reporting periods, we had zero transmissions between volunteers and clients, volunteers and staff and staff and clients.

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

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

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

MOW West regularly evaluates and assesses each of our programs through surveys administered to both MOW West program clients and program delivery volunteers. These surveys are conducted a minimum of two times a year, and are done through direct phone calls, in-home visits, online surveys, and the distribution and retrieval of paper surveys. These surveys help our organization to evaluate the satisfaction rate in our programs, and to assess that we are providing the high quality, impactful and efficient services that we have set out to provide. Results can be referenced in the outcomes table at the end of this report. Ongoing independent evaluations are conducted by the County of Los Angeles who conduct monthly inspections of our meal protocols, our meal vendor’s kitchen, and meal deliveries to ensure proper health regulations are being followed. In this reporting period MOW West continued to pass each of these inspections with high marks.

MOW West has established new and continued partnerships with the following organizations:

* **LA County Department of Public Health**: A new collaboration is with DPH. Due to our early success in securing COVID vaccinations for our clients, volunteers and staff, MOW West was contracted to create and implement a County wide COVID outreach and education campaign. We partnered with Providence Saint John’s, Saint Joseph’s Venice Family Clinic, and numerous other organizations to persuade Santa Monica residents to get vaccinated.
* **Providence Saint John’s Health Center:** A new aspect to our relationship is that PSJHC was a key partner in the WeVax COVID outreach and education campaign. Providence staff appeared in a WeVax PSA/video, posted it on their website and utilized it in their social media. They also distributed WeVax flyers in Santa Monica and throughout their locations LA County. Prior to the WeVax program PSJHC partnered with MOW West to provide COVID vaccinations to our clients and continues to do so. Providence refers clients for our Heal Healthy at Home program.
* **Corporate & Civic Volunteerism:** Local corporations and civic groups including Google, Amazon, Ability First, Providence St. John’s, IMDB, Watt Companies, Welltower, National Charity League, Cool Shul Temple, SOCAL Gas, Love at First Sit, Beth Shir Shalom, Santa Monica Rotary and other service organizations have employees and members who donate their time and energy to Meals on Wheels West.
* **Community Corporation of Santa Monica**: Affordable housing provider that provides direct MOW West referrals to homebound seniors and those who are formerly homeless and in need of our programs.
* **WISE & Healthy Aging**: Is one of our top 3 sources of referrals of clients to Meals on Wheels West. MOW West distributes Wise & Healthy Aging flyers to clients and connects clients to their services.
* **UCLA Santa Monica Medical Center:** Is one of our top 3 sources of Heal Healthy at Home client referrals.
* **Westside Coalition:** Is a network of nonprofits and faith organizations that collaborate on issues that affect social services on the Westside. We work very closely with the Coalition on helping address permanent supportive housing, formerly homeless housing and how we can assist in providing home-delivered meals to those in need. Our Executive Director Chris Baca continues to serve as Treasurer of the Westside Coalition board.
* **American Legion, Pacific Palisades**: Provides funding to our Supporting Veterans on the Homefront Program which serves more than 100 veterans and their spouses in Santa Monica and nearby communities.
* **Jewish Family Services**: A contracting agency for L.A. County Home Delivered Meals for Older Americans Act.
* **Los Angeles City Department of Aging:** Provides advocacy/outreach efforts and has recently partnered with MOW West to better understand the vaccination needs and limitations of older adults in the Los Angeles region.
* **St. Joseph’s Center**: A referral partner for our Food & Shelter program and an active partner to assist in providing MOW West clients with access and information to COVID booster shots. MOW West and Saint Joseph’s collaborated in the providing of meals to unhoused people that were placed in Santa Monica motels after being removed from Venice Beach encampments.
* **DMH**: MOW West remains on the DMH Master Agreement list to bid for contracts related to prevention.
* **Community Partners:** Serves as the administrator of the Transforming LA program that initially funded MOW West’s Community Connections Friendly Calling program. Community Partners provided CRM training through the Trauma Resource Institute and connects MOW West with other community agencies.
* **Santa Monica Rotary**: Members volunteer for our Delivering More Than a Meal and participate in our Community Connections program.
* **Westside Food Bank**: Donates Senior Nutrition Boxes that provide additional non-perishable food for clients every month.
* **Step Up on Second**: We deliver to clients in four of the Step-Up buildings in Santa Monica.
* **All Together LA**: Provides referrals for medication delivery for seniors in Santa Monica.
* **MODE**: A Community Connections referral partner for transportation services.
* **Venice Community Housing**: Meals on Wheels West provides meals for homebound VCH residents.
* **GENESIS**: Services and support are provided in-home and in the community. Types of services available include the following: Individual and Family Counseling, Medication Services, Education and Support, and help in obtaining other needed services not provided by the Department of Mental Health.
* **Didi Hirsch Mental Health:** Provides informational materials and resources on mental health support and services that are distributed to all MOW West clients. They administer the new 988 phone program that we provide referrals to.
* **Disability Community Resour**c**e Center**: Provides services to MOW West clients aimed at the elimination of economic, social, attitudinal and environmental barriers people with disabilities face in their daily lives. Their Home Accessibility Program also assists MOW West clients with fall prevention by working with them to complete an application and collecting supporting documentation needed to qualify to get bars, flooring and other safety measures installed.
* **USC Social Work Telehealth:** Direct Community Partner that provides up to 6 free telehealth/therapy sessions
* **Alcott Mental Health**: Provides low-cost counseling and mental health services.
* **Bet Tzedek:** Provide Legal services that help with housing protection, elder abuse prevention and public benefits.
* **Legal Aid Foundation of Los Angeles:** Assists in providing legal services to households facing homelessness and upholds the civil rights of unhoused individuals.
* **Santa Monica Rent Control Board**: Assists in providing resources for MOW West clients in rent-controlled apartments experiencing housing issues and concerns by providing education on rent control laws.
* **PAWS LA:**  Provides low-cost vet care, pet food/supplies, grooming assistance, dog walking. Litter box maintenance and animal transport.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period

11

* Average Board member attendance

85%

* Board development activities conducted during the reporting period

3

* Significant policy directions or actions taken by the Board during the reporting period
  + The Board approved COVID Frontline Worker bonus pay for staff.
  + The Board were informed of and approved various staff changes.
  + The Board approved the expansion of the Community Connections program and any needed expenditures.
  + The Board approved MOW West’s acceptance of the LA County DPH WeVax grant and participation by the existing MOW West staff and the hiring of new temporary staff.
  + The Board approved continuing expenditures for COVID prevention measures including PPE and COVID staff bonuses.
* Number of board members who reside and/or work in Santa Monica

8

* Board vacancies and plans to fill those vacancies, if applicable
* Providence Saint John’s CFO joined the Board.
* A veteran on the board resigned during this reporting period. A new Veteran will be recruited.

###### 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.

* Like many organizations MOW West has experienced staff turnover during the pandemic and during this reporting period.
* The FTE Community Connections Health Navigator departed on September 23, 2021, and a new FTE Health and Wellness Coordinator was hired on February 11, 2022.
* The FTE Social Media and Operations Coordinator departed on November 17, 2021, and this position was filled on January 31, 2022.
* PTE WeVax Assistant position ended with the end of the program on February 11, 2022. With vaccination services scaling back, this has not had an impact on services for this program. The Health and Wellness Coordinator will support clients with vaccinations as needed going forward.
* The Director of Development & Community Relations resigned on June 30, 2022. MOWW has since hired a Development Manager who has been working remotely since April 8, 2022.

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 had 973 Delivery Volunteers who donated 23,278 hours delivering meals.
* 315 volunteers put in 2,510 hours as Operations Volunteers (packaging meal delivery bags for the day, running meal delivery bags to drivers & cleaning returned meal delivery bags)
* The Community Connections Friendly Calling program had 113 volunteers who donated 5,876 hours.
* A total of 1,401 volunteers worked 31,664 volunteer hours during 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.

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.

Meals on Wheels West actively participates in efforts to support the City’s development of an outcomes measurement system and continues to work closely alongside the City by regularly participating in online video meetings, providing any organizational updates, and working to stay connected on COVID-19 information and protocols. Meals on Wheels West has also remained diligent in collecting and monitoring data requested by the City of Santa Monica in order to better track human service program demographics and Meals On Wheels West continues to utilize SharePoint for document exchanges. MOW West utilizes the new innovative friendly calling software, Mon Ami and continues to utilize ServTracker, MOW Scheduler, and GiftWorks software.

1. 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.

Meals On Wheels West works closely with government and health organizations, including the L.A. County Department of Public Health, to ensure that we remain informed and up to date on the everchanging COVID-19 pandemic. Based on this information, MOW West’s delivery procedures are consistently re-evaluated and readjusted if needed. MOW West has adhered to strict safety protocols in our Delivering More Than a Meal program to ensure that our volunteers, clients, and community as a whole remain safe. All delivery volunteers are now assigned designated delivery time windows, creating staggered groupings to limit person-to-person interactions and contact. The volunteers are required to line up outside the office in appropriately distanced and distinctly marked spots and must be wearing a proper mask at all times. MOW West has invested in KN95 masks to provide to our delivery volunteers, operations volunteers and to our home delivered meal clients. We continue to provide sterile medical gloves for those who would like to use them in addition to the masks. In order to maintain social distancing, volunteers are only allowed to enter into the office one at a time and must follow a set protocol of first washing their hands before being provided their daily delivery sheets and/or any items for that day’s deliveries. There are COVID informational signs and instructions posted throughout the office and they are also consistently distributed to volunteers both in physical paper forms and through weekly emails. Verbal instructions are reiterated every day before each delivery to remind volunteers to remain vigilant in ensuring the safety of our vulnerable clients by remaining socially distanced and wearing a mask at all times with each and every delivery. Every MOW West client received multiple mask deliveries and we continue to do so. Delivery volunteers are also provided with extra masks to give to any clients that may need one. If a client calls in to the office and requests a mask or any additional COVID PPE item, we quickly deliver the requested items to them. MOW West has recently procured rapid at-home COVID-19 tests to provide any volunteer or client who may be showing symptoms or concerned they were exposed. We have distributed COVID informational flyers to all clients and volunteers numerus times. The 10-day wait period after travel has remained intact for any volunteer or staffer who has recently traveled or has expressed any possible concern of exposure. If a client becomes infected a MOW West staffer delivers to that client following special protocols. The infected client is monitored by our Health and Wellness Coordinator. MOW West worked closely with Providence Saint John’s to provide vaccinations and later boosters. MOW West staff booked appointments for clients, arranged transportation and in some cases drove the clients to PSJHC and other locations to be vaccinated.

1. 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.

Meals on Wheels West has a dedicated Housing Advocacy & Needs section on our Client Resource List. This list is sent out weekly to all Community Connections volunteers so that they may provide this information in their weekly phone calls to clients needing these services. Printed paper copies were distributed during this reporting period to all MOW West meal delivery clients. The MOW West Health and Wellness Coordinator also works one-on-one with clients to help assess their housing resource needs and to ensure they are provided the necessary information and are connected with the appropriate agency. One of the MOW West Board members is an elected member of the Santa Monica Rent Control Board and is frequently involved in assisting and guiding MOW West clients with housing issues.

**SECTION VI: SERVICE NEEDS AND REFERRALS**

The following tables track data on program participant needs and the inter-agency relationships utilized to address them. Please provide this information as completely and accurately as possible for participants entering your program.

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

*\*these questions are not included in MOWW’s survey assessment due to the age of the program participants,*

*as well as the survey being longer due to the inclusion of mental health screening questions.*

|  |  |  |
| --- | --- | --- |
| **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 | 107 | 187 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **St. Joseph’s Center** | 16 | 18 |
| * 1. **Wise & Healthy Aging** | 5 | 9 |
| * 1. **UCLA Santa Monica Medical Center** | 2 | 3 |

*\*Incoming referrals data were reviewed and finalized at year-end, and midyear numbers were updated accordingly.*

**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 | ***Meal Delivery*** | Output | Participant has medically tailored meals delivered to their home. | 385 SMPP | Serv Tracker Report | 422 SMPP | 522 SMPP |
| Output | Cost-free and subsidized meals will be delivered to participants | 110,000 meals | Meal invoices | 77,129 SMPP | 150,355 meals |
| Outcome | Participant reports that the meals delivered help them to meet the diet recommended by their physician | 250 SMPP | Survey | 123 SMPP | 143 SMPP |
| 2 | ***Well-Being*** | Output | Participant receives twice a week phone calls from a Meals on Wheels West volunteer and/or a friendly volunteer visiting their home. | 385 SMPP | MOW Scheduler Report | 422 SMPP | 522 SMPP |
| Outcome | Participant reports that contact with volunteers is meaningful to them. | 328 SMPP | Survey | 207 SMPP | 309 SMPP |
| Outcome | Participant reported that the Meals on Wheels West program helped them remain in their homes. | 347 SMPP | Survey | 204 SMPP | 284 SMPP |
| 3 | ***Service Connection***  ***(More than a Meal)*** | Output | Participant received referral to resources that address an ongoing need | 100 SMPP | Serv Tracker Report | 81 SMPP | 174 SMPP |
| Outcome | Participant reports that referral helped to meet need | 65 SMPP | Survey | 38 SMPP | 108 SMPP |

**\*SMPP = Unduplicated Santa Monica Program Participants**

###### 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.

Despite COVID-19, Meals On Wheels West is on track to meet or exceed all outputs and outcomes by year-end.

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

MOWW far exceeded the outputs for participants served and meals delivered, serving 150,355 meals to 522 SMPP. MOWW continues to meet the needs of the community during the evolving COVID pandemic. While the overall impact of COVID is lessening, among the vulnerable senior and immunocompromised populations, COVID continues to be a grave concern, therefore the number of program participants has not declined.

Overall, these outcomes were low: *participant reports that the meals delivered help them to meet the diet recommended by their physician*; *participant reports that contact with volunteers is meaningful to them*; and *participant reported that the Meals on Wheels West program helped them remain in their homes*. These survey outcomes were low because of a lower response rate on the entire survey as participants have been less responsive due to several factors, including less face-to-face engagement between delivery volunteers administering surveys to clients, as well as clients becoming less homebound as more things open up post-COVID. In particular, for the *meals delivered help meet diet recommended by physician*: we think participants did not respond this question as they believe it does not apply to them because they don’t have a physician recommended diet. MOWW staff will be revising this survey question for the next program year, as well as reassessing outcomes to reflect percent of survey respondents.

MOWW exceeded the *Service Connection (More than a Meal)* output by over 70% with the majority of participants reporting that the referral helped to meet their needs. MOWW has a dedicated health and wellness coordinator whose sole purpose was to interact with clients and make referrals to other services. MOWW also employed the MonAmi services software which was refined to better capture referrals and referral outcomes made by clients and staff in real time.

**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

**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.**