HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2021-22 PROGRAM STATUS REPORT

**Agency: WISE & Healthy Aging**

**Program: Congregate Meals Program (WISE Diner)**

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

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

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

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

**Accomplishments**

WISE & Healthy Aging reopened to in-person programming and dining in Fall 2021. Despite the ongoing COVID-19 pandemic and surging variants, the organization continued to promote and onboard new members to its three membership programs – MODE, Club WISE, and **WISE Diner.** In addition, door-through-door services were provided by staff from July through September 2021 for grocery shopping assistance for medically vulnerable older adults.

Following are accomplishments through this reporting period with **WISE Diner** **membership at 284.**

**Meals & Members**

WISE Diner served **20,914 total meals to 284 seniors** (**8,483 meals delivered** by WISE & Healthy Aging’s Member Services team prior to the October 2021 reopening of WISE Diner in-person congregate meal lunches) - **12,431 meals served** by WISE & Healthy Aging’s Member Services team following the October 2021 reopening of WISE Diner in-person congregate meal lunches).

**Nutrition-Related Assistance**

**Twenty-eight (28) Assisted Grocery Shopping trips** were conducted by staff, or with members, during the reporting period. *Service concluded in October 2021 due to reopening of in-person dining.*

**Twenty-one (21) Unassisted Grocery Shopping trips** were conducted by staff during the reporting period. *Service concluded when in-person dining resumed.*

**Timeline**

**In October 2021**, team members transitioned from food delivery/distribution to in-person service at three sites - Ken Edwards Center second floor (Adult Day Service Center) in June 2022, Ken Edwards Center first floor on October 4, 2021, and at Reed Park on November 1, 2021.

**In November 2021,** WISE & Healthy Aging and Fred Deni, owner of Back on the Beach Café, continued the annual tradition of providing a hot Thanksgiving meal to seniors. Mr. Deni and his team prepared a full course meal, and WISE & Healthy Aging staff promoted, managed reservations, and staffed the event. A total of **65 Thanksgiving meals** were served in-person at the restaurant on Thanksgiving Day.

**Advertising and Outreach**

During the reporting period, WISE & Healthy Aging advertised services in local print and online papers to promote three Membership programs - MODE, Club WISE, and **WISE Diner**.The Santa Monica Daily Press featured a quarter page advert in the daily publication, three times per week. Additionally, the Santa Monica Mirror also featured WISE & Healthy Aging in its publication. In addition to outreach to community partners regarding the Membership programs, WISE hosted coming together information sessions in-person for clients during this period to promote this program and encourage enrollment.

**Challenges**

* **Return to In-Person Dining**

When serving lunches in-person in congregate style, pre-COVID, WISE Diner had a higher number of seniors who would participate at a frequency of just one or two lunches a week, allowing WISE to serve a higher number of people. However, since the pandemic began, many of the one- and two-times-a-week seniors have been able to get their nutritional needs met on their own and have not requested the boxed meals service or returned to in- person dining. Some citing that they “will wait until it is safe again” before returning on site. In this group are 21 WISE Diner members. Additionally, it is unclear how many diners have not returned due to not being vaccinated.

* **Parking**

In addition to COVID-19 concerns, parking remained a top issue for older adults visiting the Ken Edwards Center during the reporting period as the lot under the building remained closed to visitors throughout most of the fiscal year. This closure placed increased pressure on older adults to park and walk one city block, in the Santa Monica city parking lot #5, to visit the facility thus hampering interest for some to eat at WISE Diner. It’s important to note that due to the location of WISE Diner, the presence of city funded security was of benefit at the Center, however, security departed at 12:30pm placing added pressure on staff to manage the premises and ensure the safety of members and visitors until closing.

* **Restrictions**

Despite reopening in the Fall and the loosening of COVID restrictions, some members remained apprehensive with congregate meals thus the stream of members remained steady with regulars who felt comfortable in a shared meal setting.

The Ken Edwards Center opened to fully vaccinated (proof of vaccination required) members who, while indoors except when eating, are required to wear a mask.

###### 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**.

Upon receipt of WISE Diner applications, each potential member is contacted as to status – be it approved if all documentation has been provided or pending the receipt of approved documentation. When all required documents are received, members are welcomed via email/letter.

At mid-year, members were surveyed as to their satisfaction and recommendation of the WISE Diner program. WISE & Healthy Aging received **31 responses. Seventy-six percent (76.2%) of respondents stated that they had eaten a meal at WISE Diner since the October 1, 2021, reopening. Eighty-six percent (86%) of WISE Diner members ate at the Ken Edwards Center; 14% at Reed Park.**

At year end, members were surveyed as to their satisfaction and recommendation of the WISE Diner program. WISE & Healthy Aging received **85 respondents**. **Forty-two percent (42.3%) of respondents stated that they had eaten a meal at WISE Diner since January 1, 2022. Ninety percent (90%) of WISE Diner members ate at the Ken Edwards Center; 10% at Reed Park.**

Members who had NOT eaten at WISE Diner during the reporting period indicated the following reasons: Parking at KEC (lack thereof), COVID-19 concerns, and/or mobility issues. As noted above, it’s important to note that the KEC parking lot was closed to non-key card holders (broken pay/validation machine) thus preventing older adults and those with mobility issues from parking onsite for the entire fiscal year. Members visiting the Ken Edwards Center parked at the Santa Monica City Parking Lot #5, contributing to the lower numbers of returning seniors for on-site dining. It’s important to note that due to the location of Club WISE, the presence of city funded security was of benefit at the Center, however, security departed at 12:30pm placing added pressure on staff to manage the premises and ensure member and visitor safety until closing.

**Following are additional survey results.**

* **Satisfaction**

|  |  |  |
| --- | --- | --- |
|  | **Mid-Year | Year End** | |
| **Question** | **Very Satisfied & Satisfied** | |
| How do you feel about the quality of the food provided for lunch? | 78.5% | 86.6% |
| How do you feel about the variety of meals provided for lunch? | 92.9% | 96.6% |
| How do you feel about the service provided by WISE Diner? | 100% | 93.3% |

* **Recommend Service**

|  |  |  |
| --- | --- | --- |
|  | **Mid-Year | Year End** | |
| **Question** | **Very Likely & Likely** | |
| How likely are you to recommend WISE Diner to a friend or colleague? | 85.7% | 90% |

**Following are sample quotes from the WISE Diner member surveys at mid and year-end:**

* *“Thank you for being there!”*
* *“I am grateful for Wise Diner and depend upon it”*
* *“The wise diner is very important due to financial aspects. A place to socialize and share a good meal. Very grateful”*
* *“Thank you for giving us a voice - I would rather pick up food again during this Omicron surge!!! Thank you”*
* *“It is my second home”*
* *“Gluten-free foods (breads, pastas, crackers, etc.) would be very very much appreciated.”*
* *“The food is good and the people serving the food are so nice”*
* *“I am very satisfied. The food is delicious!”*
* *“Glad to be here! Thank you!”*
* *“Socialization - I also have a strong circle of friends outside of wise! I am grateful for the meals, it saves me money.”*
* *“It's a valuable community service. Thanks*
* *“I enjoy and depend upon it very much”*
* *“The new group of employees, that run Wise. Are very helpful, and most of all, work very hard to accommodate your needs.”*
* *“I enjoy the meals and the social network. Would like my food to be hotter and vegetables not cooked so much. We got strawberries recently and that was sooo nice.”*
* *“Everybody I have had contact with has been exceptionally nice and helpful to me. “*
* *“Well run organization”.*

**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.**

During the reporting period, WISE & Healthy Aging collaborated with **Food Cycle LA** to receive **2,470 pounds** of donated food delivered by WISE transportation staff and/or volunteers to the homes of older adults prior to the October 2021 reopening. Additionally, WISE & Healthy Aging collaborated with the **LA Regional Food Bank** to receive **8,000 gross lbs. of food valued at $5,956** during the reporting period. **In June 2022,** WISE received **362 lbs.** of donated bread, produce, meat, and herbs/plants from **Trader Joe’s** through **Food Cycle LA** who opened a new location in Santa Monica (5th Street).

###### SECTION III: BOARD INVOLVEMENT

**Please indicate:**

* **Number of Board meetings conducted during the reporting period**: 2
* **Average number of members of Board in attendance at Board meetings**: 16
* **Board development activities conducted during the reporting period:** None
* **Significant policy directions or actions taken by the Board during the reporting period:** The Board approved a new operating budget for FY2021-22 (July 1 – June 30); approval of proof of COVID vaccination as a condition of employment beginning Sept. 1, 2021, including proof of vaccination of clients for in-person services; approved updates to the Employee Handbook effective January 1, 2022 (per required legal updates); elected new Board Directors for 2022 (Joe Justin and Laura Mosqueda) and re-election of those Board Directors naturally completing their terms; approved new Board officers– Chair Paul Watkins, First Vice Chair Iao Katagiri, Second Vice Chair Paul Kanan, Treasurer Kathy Fergen, and Secretary Michelle Meisels. Grace Cheng Braun, President, and CEO for WISE & Healthy Aging for the last 17 years, voluntarily completed her work with the agency on June 30, 2022. The board identified and executed a three-year contract with Molly Davies for the President and CEO position effective July 1, 2022.
* **Number of board members who reside and/or work in Santa Monica:** 8
* **Board vacancies and plans to fill those vacancies, if applicable:** The First Vice Chair position on the board is vacant and will be filled in the new calendar year.

###### 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.**

A manager was established to oversee operations of the three membership programs (now collectively referred to as “Member Services”) at WISE & Healthy Aging – MODE, **WISE Diner,** and Club WISE.

As of June 30, 2022, there was one (1) Coordinator vacancy in Member Services, a portion of the coordinator’s time would be to support the WISE Diner Program.

**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).**

**Three (3)** community volunteers provided meal service and/or delivery of meals during the reporting period serving **660.5** total volunteer hours.

**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.*

* WISE & Healthy Aging has and continues to participate as needed with this effort.

1. *Detail steps taken to provide services in adherence to the safety protocols related to the COVID-19 pandemic, including modifications to service delivery, physical infrastructure and safety equipment and protocols to protect participants and staff.*

* WISE & Healthy Aging follows local and state public health and CDC guidelines on proper safety measures, e.g., wearing of face covering/shields, wearing of gloves when needed, maintaining of distancing of at least 6 ft, and promoting hand washing as often as possible, and engaging in COVID testing when prescribed.
* Over 95% of WISE & Healthy Aging staff are vaccinated. Those who are not have received medical and/or religious exemptions. Only fully vaccinated members, with proof of vaccination, are welcome to visit the Ken Edwards Center and Reed Park. Unless dining, members must always wear face coverings and practice social distancing.
* All staff, regardless of vaccination status, working at the main office, must wear face coverings during the workday. Wall-mounted air purification machines have been strategically installed throughout the workplace, as well as installation of sanitizing wipes (dispensers) and sanitizing liquid dispensers in support of staff and clients. To mitigate public availability, restrooms have keypads for use by members only. Regular office workspace cleaning continues.
* All services are being provided in-person and virtually, for those who are not ready to be in person. When staff interact with clients virtually it may be via phone call, Facetime or Zoom. When services are in-person, staff maintains the proper distancing, wearing the proper personal protective equipment.

1. *Agency will assist eligible participants in submitting applications to applicable Santa Monica Housing programs, including but not limited to: Section 8 and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), and Continuum of Care (CoC) programs.*

* Those seniors who may be eligible are screened through the Care Management Program. And if eligible, assistance is provided in completion and submission of applications.

**SECTION VI: DEMOGRAPHICS**

*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 21-22**  **Number Responding “Yes”**  **at Mid-year** | **FY 21-22**  **Number Responding “Yes”**  **at Year-end** |
| 1. “Do you or anyone in your household have unmet employment needs?” | 2 | 0 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 0 | 0 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 0 | 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS (Santa Monica PP)** | **FY 21-22**  **# at Mid-year** | **INCOMING PARTICIPANT REFERRALS (Santa Monica PP)** | **FY 21-22**  **# at Year-end** |
| Participants referred by another agency | 15 | Participants referred by another agency\* | 8 |
| **Please list the top 3 referring agencies** |  | **Please list the top 3 referring agencies** |  |
| 1. **UCLA** | 3 | 1. **WISE & Healthy Aging** | 29 |
| 1. **Step Up on Second** | 1 | **2.…UCLA** | 6 |
| 1. **N/A** | 0 | **3.…Big Blue Bus** | 2 |

*\*Year end reflects applications, with referrals noted, received from Jan 1 to Jun 30, 2022.*

**SECTION VII: OUTPUTS, OUTCOMES AND ASSESSMENT**

***Please complete the Outputs and Outcomes Chart with the information below:***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\*** | **Mid-Year**  **FY2021-22** | **Year-End**  **FY2021-22** | **Documentation**  **Method** |
| 1 | Provide nutritious lunches to qualifying Santa Monica residents (WISE Diner members) | Output | Total Number meals served to SMPP | 18,000 meals | 12,712  Meals Served | 20,914  Meals Served | Meals served in *my*Seniorcenter tracking database |
| Output | Total number unduplicated Santa Monica residents enrolled in WISE Diner program | 300 SMPP | 225  SMPP Members | 284  SMPP Members | Meals served in *my*Seniorcenter tracking database |
| Outcome | Enrolled WISE Diner members will use the program (eat at least 12 meals) over the 12-month period | 195 SMPP | 124  SMPP Members | 186  SMPP Members | Meals served in *my*Seniorcenter tracking database |
| Outcome | Surveyed WISE Diner members will report that  having a meal through the WISE Diner program is an important way for them to access nutritional food | 75% of surveyed SMPP | 100%  Strongly Agree/Agree | 86.6%  Strong Agree/Agree | Survey Results |
| 2 | Provide WISE Diner members opportunities to socialize  with peers while having  a meal at the dining site. | Output | Dining sites will be open at least 30 minutes before meal service to allow for added socialization time for the seniors | 300 SMPP | 225  SMPP Members | 284  SMPP Members | Year-end Survey |
| Outcome | Surveyed WISE Diner members will report that having a meal at a WISE Diner dining site is an important way for them to socialize with friends and peers | 75% of surveyed SMPP | Will be surveyed in May 2022  for year-end | 70%  of surveyed SMPP | Year-end Survey |
| 3 | Provide WISE Diner members with access to other vital social services for seniors at WISE & Healthy Aging. | Output | WISE & Healthy Aging social workers  will make once-a-month visits with WISE Diner members at the dining sites, making themselves available to answer questions  and provide assistance with resources.  All WISE Diner members will be surveyed in the 11th month of the 12-month contract period | 300 SMPP | Will be surveyed in May 2022  for year-end | 284  SMPP Members | Social worker site visit schedules  Year-end Survey |
| Outcome | Surveyed WISE Diner members  will respond that they received one or more services from WISE & Healthy Aging  over the 12-month period | 75% of surveyed SMPP | Will be surveyed in May 2022  for year-end | 93%  of surveyed SMPP | Year-end Survey |

###### VARIANCE REPORT:

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

The following outputs/outcomes over-performed at 10% or greater than the projected target:

* **Output #1:** WISE Diner maintained a consistent group of member dining. Many members commented that the food quality and affordable nature of the program were an impetus for repeat dining.
* **Outcome #1:** Members recognized the value of balanced and nutritional meals at WISE Diner. The program’s caterer ensures quality standards in delivering hot lunches. It’s important to note that WISE & Healthy Aging achieved an “A” rating from the Department of Public Health for its high standards in food delivery.
* **Outcome #3:** The increase in WISE Diner members’ participation in multiple services is attributed to cross promotion by the agency to ingratiate existing clients and members across lines of service.

The following outputs/outcomes under-performed at 10% or greater than the projected target:

* None.

**Note:** **Output #2 -** WISE Diner opens at least 30 minutes prior to meal service, WISE & Healthy Aging facility hours are 8:30 to 5pm, Monday through Friday doors open for dining at 10:30am allowing access for all members to socialize, read, or for pure respite.

**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.***

WISE & Healthy Aging and the City of Santa Monica finalized a new lease agreement for the Ken Edwards Center building effective July 1, 2022. Prior to that time during this reporting period the organization was under the prior month-to-month lease. Regular, daily cleaning (janitorial) is done by WISE & Healthy Aging. The City’s Public Works division had been providing the other regular building-related maintenance and repairs, including oversight of the public elevators and parking structure.

**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.**