HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2021-22 PROGRAM STATUS REPORT

 **Agency: WISE & Healthy Aging**

 **Program: Paratransit (Transportation & Mobility Services)**

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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 for grocery shopping assistance for medically vulnerable older adults from July through September 2021.

WISE & Healthy Aging’s Transportation & Mobility Services works with the City of Santa Monica Big Blue Bus (BBB) division in managing the MODE Program as a pass-through agency for applications and information on MODE, formerly known as Dial-A-Ride. MODE stands for Mobility on Demand Every day. MODE utilizes Lyft as a partner in the provision of rides.

Following are accomplishments through the reporting year contributing to **1,392 Total MODE memberships**. Important to note: Mid-year reporting reflected over 2,500 MODE Memberships. In Winter 2022, BBB launched a database clean-up project to determine those interested in continuing with MODE services. The resulting membership was reduced to just over 1,300. WISE & Healthy Aging does not have control over this database.

Following are accomplishments through this reporting period with **MODE memberships at 1,392.**

**Members & Rides**

The MODE program was available to **1,392 riders in Santa Monica during the reporting period with 2,664 one-way door-through-door** transportation tracked by WISE & Healthy Aging. MODE members enrolled in WISE & Healthy Aging’s Adult Day Service Center (ADSC), received escorted MODE and Door-through-Door service by WISE team members.

**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**

**Lag in Ridership**

Due to the COVID-19 crisis and the unique vulnerability of older adults, several outputs continue to have been impacted creating challenges and opportunities in transitioning service during the reporting period.

While these challenges are in no way specific to the agency or city, it’s worth noting in this report how the impact has affected WISE & Healthy Aging.

As quoted in the SMDP.com on February 28, 2022, “BBB said its ridership is at 46 percent of pre Covid levels despite restoring service to about 81 percent of its historic maximum. Officials said several projects are in the works to improve the system’s forecast but lingering impacts, such as funding uncertainty and staffing shortages remain.” (<https://www.smdp.com/bbb-ridership-lags-behind-service/213769>)

While access to transportation was necessary for those leaving home, the demand for ridership, including assistance to WISE & Healthy Aging’s Adult Day Service Center was less than in pre-COVID years.

**Door-Through-Door Service**

Initially, door-through-door escorted service was suspended for the health and safety of the seniors. Seniors were too scared to go out and were told to shelter in place as much as possible. With vaccinations available in early 2021 – and priority given to aging adults - the demand for this service slowly increased. As such, WISE & Healthy Aging recalled furloughed staff and resumed door-through-door transportation services supporting the reopening of its Adult Day Service Center in June 2021 (the city of Santa Monica Big Blue Bus division decided not to reopen door-through-door service beyond the Adult Day Service Center until improvements in public health outcomes).

MODE Orientations

While the Ken Edwards Center reopened on October 4, 2021 welcoming fully vaccinated members for on-site meals and program participation, due to extensive requirements for safety protocols, orientation of new MODE members transitioned from pre-COVID, in-person group orientations to the delivery of an updated Frequently Asked Questions (FAQ) accompanying each new MODE membership. WISE staff remained available by phone and in person to answer member questions during business hours.

Driver Safety Trainings

Due to COVID, AARP suspended all trainings in 2020 which remained suspended through 2021 and, as of this report, through 2022.

###### 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 a membership application, each potential member is contacted as to status. With all required documents received, new members are welcomed via letter which includes a MODE membership card and FAQs. Members are also encouraged to contact WISE & Healthy Aging with questions about the MODE program. A specific email address was created to support member inquiries (memberservices@wiseandhealthyaging.org).

Each month, representatives from WISE & Healthy Aging and the Big Blue Bus meet virtually to discuss issues, updates, and possible program enhancements affecting members and the program.

**At mid-year,** WISE & Healthy Aging surveyed all MODE members only. **One hundred sixty-eight (168) surveys** were received of which 68.5% respondents had taken a ride via MODE (or Lyft through MODE) from July 2021 to December 2021.

**At year-end,** WISE & Healthy Aging surveyed 67 new MODE members only. **Twenty-eight (28) responses were received of which 35.7% respondents indicated “Yes” to taking a ride via MODE (or Lyft through MODE) from January to June 2022.**

**Following are additional survey results.**

**Satisfaction**

|  |  |  |
| --- | --- | --- |
| **Question** | **All Members** **Jul-Dec 2021** | **New Members** **Jan-Jun 2022** |
|  | **Very Satisfied & Satisfied** |
| How do you feel about MODE Transportation Service?  | 88.4% | 80% |
| How do you feel about the service provided by the MODE Van driver(s)?\* | 37.9% | 60% |
| How do you feel about the service provided by the Lyft driver(s)? | 90.2% | 70% |
| How do you feel about the service provided by The Transit Store? | 46.1% | 30% |
| How do you feel about the service provided by the MODE Call Center? | 56.9% | 60% |

\*58.3% reported this was “Not Applicable” at mid-year. 10% report this was “Not Applicable Jan-June.

**Recommend Service**

|  |  |  |
| --- | --- | --- |
| Question | **All Members – Jul-Dec 2021** | **New Members** **Jan-Jun 2022** |
|  | **Very Satisfied & Satisfied** |
| How likely are you to recommend MODE to a friend or colleague? | 93.2% | 80% |

**Ease**

|  |  |  |
| --- | --- | --- |
| **Question** | **All Members – Jul-Dec 2021** | **New Members** **Jan-Jun 2022** |
|  | **Yes** |
| Did you experience any problems accessing MODE or the Lyft App? | 19.6% | 40% |

|  |  |  |
| --- | --- | --- |
| **Question** | **All Members – Jul-Dec 2021** | **New Members****Jan-Jun 2022** |
|  | **Very Easy & Easy** |
| How easy did the Big Blue Bus or WISE & Healthy Aging staff make it to resolve your problem?\*\* | 38.8% | 50% |

\*\*60% reported that no issue was experienced.

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

* *“The covid pandemic has kept me home. I love the Mode service. Will be using it again soon.”*
* *“…I just want to say thank you from the bottom of my heart for the Lyft rides you offer seniors. I lost my job during Covid and was lucky enough to be old enough to start collecting Social Security; however, it’s about a third of the income I’m used to. So, I had to get rid of my car and I don’t know what I would do without MODE’s transportation opportunity through Lyft.”*
* *“While I didn’t use the service during the time you indicate, I did use it very often before that and found it really enriched my life to be able to get around and respond to my responsibilities outside the doors of my apartment.  It was only because of Covid that I needed to lockdown.  I am looking forward to returning to my apartment and using the Mode program.  Thank you.”*
* *“Sometimes we have to wait too long for the Lyft to arrive. This makes it very hard for seniors to stand and wait on the streets particularly holding heavy grocery bags.”*
* *“I wish the Sunday hours would come back”*
* *“Need to be able to go to Dr and physical therapy in Marina del Rey. Need to expand service area.”*
* *“MODE is a lifesaver! Thank you for this service. It’s so helpful for a retired person on a fixed income. Taking a bus in these days of the Covid virus is risky. With MODE I am exposed to only one person so it’s safter for me. It also saves time and energy for me, since I have several chronic illnesses that sap my energy. It also takes me places that are not easily accessible by bus. I am so grateful for MODE. Many thanks!”*
* *“I am grateful for the LYFT collaboration”*
* “I feel grateful.”
* “There has been at least one VERY RUDE person who answers the phone when trying to set up a ride. Have not encountered again; most of your call center people are very polite. I did complain about this woman. I do appreciate the swiftness of being picked & the text message about the driver once requested—Thank You for this service!”
* *“*Called MODE to get a refund on his account due to him waiting for a long time for a ride left a message to get some assistance and no one returned the call.”
* “I'm still waiting for the MODE options to show up in my Lyft App.”

WISE used survey results to improve aspects of the service that WISE has control over. WISE shares feedback from survey results with Big Blue Bus for their consideration.

**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 several organizations. Alta, Metro, LADOT, and Access.

**Alta**, in partnership with the City of Santa Monica, contacted WISE & Healthy Aging to promote and host two focus groups to gain older adult insight into mobility needs for healthy and safe transportation. Up to 20 participants, 50+, were invited to two April 2022 groups (10 at each) to share barriers faced with getting around Santa Monica, and what kinds of mobility activities are of interest for Santa Monica residents.

WISE & Healthy Aging collaborated with **Metro, Los Angeles Department of Transportation, and Access** through a 2-hour pop-up event in Santa Monica. The purpose of the older adult transportation pop-up was to share information and resources to empower seniors to use public transportation. Seniors learned about the different transportation options available to them and how to apply for special benefits or memberships. The pop-up provided an opportunity for seniors to receive discounted TAP Cards same day and a live demo on using the cards.

###### 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.**

Two previously furloughed Transportation Coordinators returned to service to support escorted door-through-door requests. Now called Member Services Coordinators, they also are crossed trained to provide support to the two other membership programs.

In the prior fiscal year, there was a dedicated manager position in the Transportation Program. That position was eliminated at the start of the fiscal year. A manager position 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. Recruiting and hiring efforts are underway.

**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).**

**One (1) community volunteer** provided transportation for meal service during the reporting period contributing **31 volunteer hours** in total. Generally there are not a lot of volunteers utilized for this program. AARP volunteer trainers have not been available and volunteers to deliver meals are no longer being utilized as meals are once again in person and in a congregate setting.

**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: 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?”
 | 16 | 0 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?”
 | 4 | 0 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?”
 | 3 | 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS** **(Santa Monica Participants)** | **FY 2021-22****Number****at Mid-year** | **INCOMING PARTICIPANT REFERRALS** **(Santa Monica Participants)** | **FY 2021-22****Number****at Year-end** |
| Participants referred by another agency | 95 | Participants referred by another agency\* | 12 |
|  **Please list the top 3 referring agencies** |  | **Please list the top 3 referring agencies** |  |
| 1. WISE & Healthy Aging
 | 1 | 1. WISE & Healthy Aging
 | 25 |
| 1. Family / Friend
 | 1 | 1. UCLA
 | 8 |
| 1. Big Blue Bus
 | 0 | 1. Big Blue Bus
 | 4 |

*\*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 | **MODE Membership** | Output | Members actively enrolled in MODE program | 2,500 | 2,521SMPP Members | 1,392SMPP Members | Membership database |
| Output | Eligibility determination in completing new MODE enrollments/sign-ups | 240 SMPP | 95SMPP Members | 191SMPP Members | Application/membership forms |
| Outcome | Newly enrolled MODE members will report an increase in their knowledge of MODE, pedestrian and traffic safety programs. | 90% of surveyed newly- enrolled SMPP  | 77%SMPP New Members Surveyed Strongly Agree / Agree SMPP | 90%SMPP New Members Surveyed Strongly Agree / Agree SMPP | Survey and documentation in membership database |
| 2 | **Driver Safety Trainings****(in partnership with AARP)** | Output | MODE members attend AARP Driver Safety trainings | 30 SMPP |  Not Applicable – Paused by AARP | Not Applicable – Paused by AARP | Sign-ups and Attendance record |
| Outcome | Surveyed participants who complete the AARP Driver Safety trainings will report an increased level of knowledge and aware of safe driving practices and other transportation options. | 90% of surveyed SMPP  | Not Applicable –Paused by AARP | Not Applicable – Paused by AARP | Survey results |
| 3 | **Door-through-door Service** | Output | MODE members needing added assistance will utilize Door-through-door service | 35 SMPP  | 17SMPP Members | 21SMPP Members | Transportation Database |
| Outcome | MODE members needing added assistance will utilize Door-thru-Door service for multiple trips | 2,500 trips | 1,158 one-way Trips | 2,614 one-way Trips | Transportation Database |

###### 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.*

Output #1: Of the 95 SMPP members, the mid-year target is short by 25 new members (50% is 120 new SMPP members). While interest in MODE increases, growth is hampered by the new highly contagious COVID variants and fear by many vulnerable adults about leaving their homes. Also, The City’s BBB has yet to finalize its turn-key services contract with Lyft (originally anticipated to be in place by fall 2021), thus BBB has been holding on any major MODE outreach efforts. WISE staff will continue to promote MODE availability through internal channels and community partners to increase participation.

Outcome #1: 77.2% of those survey responses from newly enrolled SMPP MODE members “Strongly Agree/Agree” that they have increased knowledge of the Program. With the loss of one Member Services Coordinator in November who was fully dedicated to the Transportation Program, staffing shifted thus impacting proactive outreach to new MODE members via phone. As noted, newly enrolled members receive notification of their status upon applying for MODE. Continued setting of expectations is required at the application stage and during the notification process to reinforce lead times. In anticipation of securing additional staff, WISE will look to resume outreach calls to new MODE members via phone, and in person (COVID dependent).

###### 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:

* None

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

* **Outputs #1:** As mentioned previously, In Winter 2022, BBB launched a database clean-up project to determine those interested in continuing with MODE services. The resulting membership was reduced to just over 1,300.
* **Output #3**: During the monthly check-in between Big Blue Bus and WISE & Healthy Aging in June 2022, BBB management noted that additional time is required by BBB before expansion of Door Thru Door services including the addition of drivers, vehicles, and call center staff. Therefore, program expansion in fiscal year 2022 reflects a limited service offering for Santa Monica MODE members. D2D program capacity to be reevaluated for expansion in quarter 2 of FY23.

**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.**