HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2022-23 PROGRAM STATUS REPORT

Agency: Meals on Wheels West

Program: Delivering More Than a Meal Home delivered meals program

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

###### FY 2022-23 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.**

MOW West reduced food insecurity and increased socialization, helping all program participants to remain living independently at home. MOW West’s volunteers and staff visits and calls reduced isolation and provided referrals to additional community resources helping to increase health and wellness.

The City of Santa Monica’s grant has allowed MOW West to help meet the mental health needs of clients in addition to providing nutritious meals. The combination of visits 4 days a week from delivery volunteers and friendly calls from an assigned Community Connections volunteer improved both mental and physical wellbeing.  Together, the *Delivering More Than a Meal* home delivered meal program and Community Connections Friendly Calling program have proven to be an impactful intervention for Santa Monica program participants including seniors, people living with disabilities or chronic illness as well as the new cohort of formerly unhoused people.

We expect the number of people requiring services to continue to grow as the population ages.

###### 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.**

MOW West distributes, collects and tabulates two program participant surveys annually and one delivery volunteer survey annually. We are now using U-SIRS (UCLA Mental Health/Social Isolation Screener) questions in our surveys. Additionally new enrollees complete Intake Forms that capture demographic and other vital data.

**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 now has 41 referral partners. A complete list is available on our website.

<https://mealsonwheelswest.org/about/our-programs/community-connections-friendly-calling/>

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

* **Step Up on Second**: Our Food & Shelter program delivers meals to formerly unhoused people and provides referrals to other needed resources through our Community Connections program to clients in four Step-Up buildings in Santa Monica.
* **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. Executive Director Chris Baca continues to serve as Treasurer of the Westside Coalition board.
* **St. Joseph’s Center food pantry**: A referral partner for our Food & Shelter program.
* **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.
* **Providence Saint John’s Health Center:** Providence refers clients for our Heal Healthy at Home program and Food & Shelter program for the formerly unhoused.PSJHC delivers Meals quarterly. They provide hygiene kits and gift bags for the winter holidays.
* **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.
* **UCLA Santa Monica Medical Center:** UCLA Discharge Planners refer clients to MOW West’s Heal Healthy at Home transitional care program and Delivering More Than a Meal program.
* **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**: MOW West is a sub-contractor through JFS for LA County Home Delivered Meals funded by the Federal Older Americans Act.
* **Los Angeles City Department of Aging:** Provides advocacy/outreach efforts and has recently partnered with MOW West to conduct surveys of home delivered meal programs throughout LA County in order to better understand the food security needs of older adults. The results will be published in the Journal of Applied Gerontology and MOW West Executive Director will be credited as a co-author.
* **LA County Department of Mental Health (DMH)**: MOW West applied and was accepted as a bidder on LAC DMH contractson related to mental health prevention and early intervention through the DMH Master Agreement.
* **Community Partners:** Serves as the administrator of the DMH Transforming LA program that has fundedMOW West’s Community Connections Friendly Calling program for two years.
* **Santa Monica Rotary**: Members volunteer for our Delivering More Than a Meal and participate in our Community Connections program. They have funded our Delivering More Than a Meal program.
* **Big Blue Bus Mobility on Demand Everyday (MODE)**: A Community Connections referral partner for transportation services for older adults and people with disabilities of all ages.
* **Venice Community Housing**: Meals on Wheels West Food & Shelter program delivers meals to homebound VCH residents in multiple buildings and provides them additional resources through our Community Connections program.
* **DMH Genesis**: Services and support are provided in-home and in the community.  Types of Services available include the following: Individual and family counseling, medication education and support, and help in obtaining other needed services not provided by the Department of Mental Health.
* **Independence at Home:** MOW West offers our Community Connectionsparticipants 15 hours of cost-free counseling.
* **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 988 phone program that MOW West promotes through distribution of printed materials to our clients and social media.
* **Alcott Mental Health**: Provides low-cost counseling and mental health services.
* **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.
* **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.
* **Corporate & Civic Volunteerism:** Local and national corporations and local civic groups including Google, Amazon, Ability First, IMDB, National Charity League, Cool Shul Temple, SOCAL Gas, Love at First Sit, Beth Shir Shalom, Santa Monica Rotary and additional service organizations have employees and members who donate their time and energy to Meals on Wheels West.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period: 11
* Average Board member attendance: 80%
* Board development activities conducted during the reporting period: One new board member who identifies as a person of color and LGTQ+ has been onboarded. Recruitment continues for second new board member.
* Significant policy directions or actions taken by the Board during the reporting period: no significant directions or actions taken during the reporting period.
* Number of board members who reside and/or work in Santa Monica: 7
* Board vacancies and plans to fill those vacancies, if applicable: One new board member was onboarded who is a POC and LGBTQ+. One vacancy remains.

###### 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 coming out of the pandemic and during this reporting period.
* To fill vacant Operations Assistants positions, one FT and one PT positions were hired using a temp agency.
* 1 full-time Development Director departed the agency, and a part-time development manager was hired in conjunction until position was permanently filled. (**note**: brought in as consultant, in contractor’s line item). In May, the new Senior Director Development & Community Relations was hired to permanently fill the vacant 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).

* + 739 Unduplicated delivery volunteers donating 27,402 hours.
  + 201 Community Connections volunteers
  + 0 Interns

**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 Human Services by regularly providing any organizational updates. Meals on Wheels West has continued to collect and provide data requested by the City of Santa Monica in order to better track human service program demographics. MOW West utilizes the innovative phone reassurance friendly calling software, Mon Ami and continues to utilize nationally recognized ServTracker, MOW Scheduler which is utilized by the majority of MOWs nationwide. We also utilize GiftWorks donor 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 LA. 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 wear a proper mask at all times. MOW West has secured KN95 masks to provide to our delivery volunteers, operations volunteers, staff and to our home delivered meal clients. 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. 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 continues to distribute rapid at-home COVID-19 tests all clients and volunteers. We have distributed COVID informational flyers to all clients and volunteers numerous 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 and Venice Family Clinic 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.

The MOW West Health and Wellness Coordinator works one-on-one with clients to help

assess their housing resource needs. MOW West staff have increased the number of home visits

and referrals to housing advocates. We strive to provide the necessary information and referrals to

the appropriate agency. One of the MOW West Board members is a Chair of the Santa Monica Rent Control Board and is frequently involved in assisting and guiding MOW West clients with housing issues.

Meals on Wheels West has a dedicated Housing Advocacy & Needs section on our Client Resource List. It is accessible to both clients and volunteers. Printed paper copies were distributed during this reporting period to all MOW West meal delivery clients including Community Connections participants.

**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 2022-23**  **Number Responding “Yes”**  **at Mid-year** | **FY 2022-23**  **Number Responding “Yes”**  **at Year-end** |
| 1. “Do you or anyone in your household have unmet employment needs?” | 0 | 0 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 2 | 2 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 0 | 0 |

|  |  |  |
| --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 2022-23**  **Number**  **at Mid-year** | **FY 2022-23**  **Number**  **at Year-end** |
| Participants referred by another agency\* | 35 | 72 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **Step-up** | 4 | 11 |
| * 1. **VA West LA** | 4 | 8 |
| * 1. **Wise & Healthy Aging** | 3 | 8 |

*\*Please note that the majority of referrals come from current participants, friends, family, and Google searches*

**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 | Improve food security | Output | Participant receives two nutritious meals daily | 385 SMPP  110,000 meals | SMPP documentation by ServTracker;  Meal documentation by caterer invoices | 438 SMPP  82,560 meals delivered | 527 SMPP  168,006 meals delivered |
| Outcome | Participant reports that the meals are important to them | 85% of SMPP survey respondents | Biannual SMPP Surveys | 91% of SMPP who completed survey | 91% of SMPP who completed survey |
| 2 | Improve health and wellness | Output | Participants receive weekly phone calls monitoring health and wellness. Delivery Volunteers do Wellness Checks on all program participants. | 385 SMPP | Documentation of referrals through Delivery Volunteer reports and Mon Ami software | 438 SMPP | 527 SMPP |
| Outcome | Participant reports that contact with volunteers is meaningful to them | 85% of SMPP survey respondents | Compilation of returned SMPP survey respondents | 94% of SMPP who completed survey | 94% of SMPP who completed survey |
| 3 | Maintain housing stability by providing meals at low or no cost | Output | Participants receive free or subsidized meals | 385 SMPP | Documentation in ServTracker software and client payment records | 438 SMPP | 527 SMPP |
| Outcome | Program participants report that the meals helped them remain in their own home for 6 months or longer | 70% of SMPP survey respondents | SMPP survey and documentation in ServTracker software | 91% of SMPP who completed survey | 91% of SMPP who completed survey |

###### VARIANCE REPORT:

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

###### MOW West exceeded the projected number of SMPP served and number of meals delivered due to an increase need caused by the aging population, the success in housing formerly unsheltered people, who now need meals, the tremendous rise in food costs and the lingering impact of COVID, all of which caused the overall health of many seniors and chronically ill people to decline and increase the need for home delivered meals.

###### MOW West also achieved higher than anticipated outcomes among clients, in part, due to the robust network of partner agencies and services to which participants are linked. 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.**