HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2022-23 PROGRAM STATUS REPORT

Agency: **Step Up\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Program: **Sanctuary\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **SELECT** |
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###### 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.

This end-year reporting period highlights Sanctuary’s distinct opportunity to work closely with 77 members who continue to chart their own destinies, while facing daily challenges or obstacles. We had 8 members exited this fiscal year for various reasons, for example, assisted living/higher level of care, streets, and death. This year was a bit difficult due to the passing of long-standing members and the closing out of the Sanctuary contract. One employee left the company in March, and we quickly hired a new staff person for this project. Members continue to present a myriad of personal and inter-personal issues, ranging from strained familial relations, social isolation, treatment adherence, and recovery readiness to budgeting, lease compliance and basic self-care. Step Up Sanctuary program provides ongoing case management support to vulnerable City of Santa Monica residents. During the reporting period 90% of the members successfully retained housing. The Step Up agency decided to move on from this program therefore we did not enroll more clients into Sanctuary. The plan is to exit everyone from Sanctuary as of 7/1/23. Achieving this retention rate required the perseverance, advocacy and support of the Sanctuary Team. Team members routinely attend property management meetings and visit with landlords on their member’s behalf. They also connect with their mental health providers monthly to better coordinate with services.  This practice is particularly crucial to helping to preserve housing placements of members with spiraling behavioral concerns, non-payment issues and chronic lease violations. Tenants are presented with options to contract for improved behavior, reorganize their personal finances to support repayment plans and to demonstrate efforts to cure violations. Other important retention efforts entailed assisting members with gathering documents and preparing their apartments for annual recertification.

Throughout the year members were offered a menu of coordinated and supportive services to promote improved outcomes and self-sufficiency; they included and were not limited to escorting members to appointments, application assistance, coordination and referrals. Through the last month of this contract being opened we offered even more linkages and made sure residents were connected to services if they wish to be. Life skills coordinators printed out resources they can connect to if needed. Life skills are essential and beneficial services provided to Sanctuary members which helped to re-establish fundamental activities of living; like personal hygiene, domestic chores, health and safety, and navigating systems. Weekly visits and phone calls are made to Sanctuary members to monitor and assess their ability to perform ADL/IADL’s independently. Life skills staff also refer members to programs within Step Up, such as our vocational department, as well as other services within the City of Santa Monica.  One of the biggest challenges we have seen in this fiscal year are keeping units uncluttered and clean. There have been a handful of members getting notices for failed unit inspections. However, our vocational team and outside vendors have been able to assist the members and get the units cleaned out.  A few of our aging members are experiencing a diminishing capacity to function without closer supervision, assistance and prompting. Service referrals to Adult Protective Services, Didi Hirsch Older Adults, Meals on Wheels and In-Home Supportive Services are arranged to support and help the members maintain their independence. As the COVID pandemic created obstacles during the reporting period to provide face to face services, it was challenging for the members to get linked with outside providers and substance use remains one of the challenging issues facing the members. However, members have demonstrated some success towards their recovery using the harm reduction model and getting help as everything has been opened as normal.

###### 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.

The Program Manager reviewed data integrity in ServicePoint on a quarterly basis. Reports were issued and given to staff for review and correction. Data points that did not match records were reported to City HMIS staff to identify and correct issues.

The Tenant Advisory Committee of Step Up was enlisted to participate in social activates and community-building in Step-Up properties where Sanctuary participants reside. The committee has tried to resume activities and outreach but have been unsuccessful due to shortage of participants. They continue to outreach and recruit new candidates. During this fiscal year we tried to re-engage and resume group activities as well which has been a challenge currently as group participation has diminished due to COVID, but we are revamping groups, so everyone feels comfortable and safe.  Life skills team will continue outreach in hopes that participation goes up.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period
  + 7
* Average Board member attendance
  + 9
* Board development activities conducted during the reporting period
  + Step Up recruited 3 new board members during this period.
* Significant policy directions or actions taken by the Board during the reporting period
  + Focus on housing expansion through Homekey, private-public partnership, and expansion of housing and services in the Southeast part of the Country.
* Number of board members who reside and/or work in Santa Monica
  + 2
* Board vacancies and plans to fill those vacancies, if applicable
  + N/A

###### 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.

* One staff person was switched to a different project in March of 2023, and we hired a new case manager who split up the caseloads with an existing staff person.

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).

* No volunteers or interns were used 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.

* **Participate in the City’s efforts to track human services program demographics and outcomes:** We accepted referrals for City special initiatives (including Homeless Community Court), administered vulnerability surveys as requested to provide appropriate services in conjunction with initiative partners. Step Up Sanctuary Program continues to use Santa Monica’s HMIS to record program demographics and outcomes.
* **COVID-19 Safety Protocols:** Life skills services have been fully opened as we have moved away from COVID restrictions. Modifications in services delivery have been updated as restrictions continue to be lessened as staff is transitioning into more of in person care as things are opening up. Our Client Run Center (CRC) has been open for indoor meals, showers, laundry etc. for the most part of this year. But due to a fire we had in late May, CRC is closed for dine in and other services that we have onsite. It’s expected to be fully operational by the end of July. Participants continue to have access to a food pantry/lunch 5 days a week.
* Comply with **Homeless Programs** funding requirements: in program design, Step Up makes sure that that it meets this requirement and has done so during the reporting period. **Met this condition**
* List of prioritized participants: a status update report was submitted for each participant listed in Exhibit A.

* **Comply with CoC funding requirements:** **Met this condition by:**
  + Participating in monthly Chronic Homeless Project meetings.
  + Constant contact with the Housing Authority regarding open units and resident updates.
  + Working with surrounding agencies regarding referrals to better assist individuals.

**SECTION VI: SERVICE NEEDS AND REFERRALS**

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

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| --- | --- | --- |
| **ASSESSMENT OF ADDITIONAL SERVICE NEEDS**  **(Santa Monica Participants)** | **FY 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?” | 1 | 0 |
| 1. “Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 10 | 12 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 1 | 1 |

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| --- | --- | --- |
| **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 | 0 | 0 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **Step up on Second** | 2 | 0 |
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**SECTION VII: PROGRAM SERVICES AND OUTCOMES**

Provide a status report on the program activity levels and outcomes for Santa Monica program participants as indicated in Section VII of your Program Plan. Examples have been provided for your reference; please insert rows as needed to align with your Program Plan. For outcome achievement not documented in a report, please provide narrative explanation and/or documentation of how outcome data is captured.

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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\*** | **Documentation**  **Method** | **Mid-Year**  **Status Report** | **Year-End**  **Status Report** |
| 1 | **Maintain Permanent Housing** | Output | Housed participants will receive case management | 75 SMPP | HMIS | 77 Housed participants received case management at mid-year | 77 Housed participants received case management at year-end |
| Outcome | Housed participants will maintain permanent housing through the program year | 68 SMPP |  | 77 individuals maintained permanent housing through mid-year | 69 individuals maintained permanent housing through year-end |
| 2 | **Increase/Maintain Income** | Output | Participants will be screened for income development | 75 SMPP | HMIS | 77 Participants were screened for income development at mid-year | 69 Participants were screened for income development at year-end |
| Outcome | Participants will increase or maintain their income during the program year | 64 SMPP |  | 68 individuals increased or maintained their income through mid-year | 68 individuals increased or maintained their income through year-end |
| 3 | **Assessment** | Output | Participants will complete a SPDAT assessment tool | 56 SMPP | Case File | 35 Participants completed a SPDAT assessment tool at mid-year | 57 Participants completed a SPDAT or assessment tool at year-end |
| Outcome | Participants will demonstrate improvement in at least one or   more SPDAT components by year end | 15 SMPP |  | 19 individuals demonstrated improvement in SPDAT components by mid-year | 21 individuals demonstrated improvement in SPDAT components by year-end |

###### 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.

We achieved 140% of the outcome on the Assessment as more people were assessed/showed improvement on the Assessment than originally anticipated.

All other outputs and outcomes were within 10% of the projected target.

**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.**