HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2022-23 PROGRAM STATUS REPORT

Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_The People Concern\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: \_\_\_\_\_\_\_\_\_\_Interim Housing and Wellness Program\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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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

Through the dedication and expertise of its staff, the Interim Housing and Wellness Program (IHW) has provided Santa Monica residents experiencing homelessness with the resources needed to keep them housed, healthy, and safe. By the end of this grant year, the program has served 235 clients, over 20 percent of Santa Monica’s current homeless population. Using a comprehensive service delivery model, this program shelters, supports, and offers a community to temporarily housed participants who are transitioning from homelessness into permanent housing.

Located in low barrier interim shelters, Samoshel and Turning Point, IHW consists of two interim housing facilities and the Wellness program. The interim housing facilities provide residents with private beds, case managers, three meals per day, clean restrooms, laundry facilities, common areas, and on-site access to therapeutic and wellness groups. In doing so, IHW provides the shelter and services needed as our clients navigate the permanent housing process.

The Wellness Program provides a variety of services designed to prepare clients for permanent housing by improving their mental, medical, and financial health. These activities, including a wide range of life skills and support groups, further participants’ personal development while fostering extensive community and engagement in the program. After participating, clients have shown marked improvement in several quantitative metrics designed to measure increases in fitness, nutrition, and disease prevention, building their overall wellness and significantly increasing their chances of remaining stably housed.

While the program prioritizes housing clients, it also takes significant efforts to ensure the investment the City of Santa Monica has made in our community is upheld when formerly homeless Santa Monica clients are able to maintain housing for years to come. To this end, IHW also works with the agency’s multi-disciplinary teams to provide ongoing supportive services to individuals placed by IHW into permanent housing. In-home services include field-based mental health counseling, crisis intervention and assessment, medical care, as well as ongoing case management. Former residents are also encouraged to continue their participation in The People Concern’s onsite Wellness Program. These peer alumni are a positive influence on current IHW residents and contribute to participant input on policies and procedures.

Altogether, IHW provides an onsite, integrated program of health and wellness care, housing placement and retention services, mental health services, substance use programming, case management, income/benefits services, and linkage to the agency’s domestic violence services, utilizing multiple evidence-based practice models. The services IHW provides are designed to address the major issues that face individuals who have spent years living on the streets. The IHW program incorporates well-established, evidence-based Housing First, Harm Reduction and Trauma-Informed Care approaches to support our clients as they move on to self-sufficient, healthy, and satisfying lives in their own homes.

***Services to Santa Monica Program Participants:***

IHW served a total of 235 clients this reporting period, 153 of whom were Santa Monica Program Participants (SMPP). A total of 140 unhoused clients were served at IHW. Of the unhoused clients, 57 were SMPP.

Of the 153 SMPP served during this reporting period, 80 are on the Service Registry, meaning staff will be working with them to attain a City of Santa Monica voucher. 42 of these 80 were homeless at the start of the reporting period while 38 are previously housed individuals.

We collaborate closely with our community partners to better serve Santa Monica Program Participants. We conduct ongoing case conferencing and care coordination of services with other programs of The People Concern, the City of Santa Monica, the SPA 5 Coordinated Entry System, Venice Family Clinic, St. Joseph Center, Step Up, Chrysalis, CLARE, the Veterans Administration, Homeless Court, the Santa Monica Police, the Homeless Liaison Program (HLP) Team, Fire Departments, and local hospitals.

The People Concern prioritizes locating and serving these highly vulnerable individuals, and during the reporting period discussed any whose whereabouts were unknown with the C3 or E6 outreach teams operating in SPA 5.

***Permanent Housing Placements:***

SMPP housing placements

IHW was responsible for placing five SMPP into permanent housing this fiscal year. All five of these clients were placed into permanent supportive housing within Santa Monica and are now receive housing retention services. In addition, IHW worked collaboratively with the Department of Mental Health’s Interim Housing Program to help place two additional residents outside of the City of Santa Monica.

Non SMPP housing placements

A total of fourteen non-SMPP clients obtained permanent housing after leaving IHW. Two were housed in Santa Monica, 11 were housed in Los Angeles, and one client was connected with their family, who paid for them to travel and move in with them in a different state.

***Housing Retention:***

Successful housing retention requires overarching wellness and support, especially for those who have spent years on the streets. To support our clients and give them the best chance of permanent retention, IHW offers all clients continued case management services, especially for ongoing struggles with substance addiction, mental illness, medical conditions and a history of trauma. These wraparound services empower the majority of those housed by The People Concern to succeed at overcoming hurdles which could otherwise cause individuals to lose their housing. Our model of service delivery has resulted in higher rates of permanent housing retention compared to other models and programs. While Treatment-First models have a retention rate of 41% and other Housing First programs have an average retention rate of 88%, 92% of clients placed into housing by The People Concern remain housed.

During this reporting period, IHW provided retention services to 105 SMPP clients. Of these individuals, seven were newly housed during this fiscal year and 98 clients were housed in previous years. Of the 105 total clients, 101 individuals maintained housing; two clients passed away, one client lost housing due to long-term incarceration, and one client moved from their apartment to a long term care facility.

***Client Income:***

As all participants enter the Interim Housing and Wellness Program with little or no income, IHW offers case management to help individuals obtain all of the financial benefits for which they qualify.

These income sources then allow clients to participate in The People Concern’s voluntary Money Management Program, which helps an average of 25 clients per month gain important financial management skills and start learning how to save. This program is available at the nearby Cloverfield Services Center, where clients can be transported upon request. Clients are able to save directly through this program and can withdraw cash on-site without an ID because they are known to The People Concern staff, which can otherwise serve as a barrier to clients successfully managing money. As clients frequently lose identification and do not typically have bank accounts or ATM cards, we are able to provide them this resource without identification. This service is provided in coordination with case management in order for facilitated conversations about budgeting and spending to take place. These services help clients manage their monthly benefits or employment income to last the entire month, and contributes towards clients achieving long-term goals such as saving for a security deposit and move-in expenses.

During this reporting period, 136 of 153 (89 percent) Santa Monica Program Participants increased or maintained their income. 17 clients lost income due to over-payments of other benefits and loss of employment or temporary benefits.

***Wellness Program:***

As mentioned above, The People Concern’s Wellness Program focuses on a wide range activities designed to build life skills and overarching wellness for our clients. These groups and services empower our clients to achieve independence. Our case managers develop individualized service plans for each client in order to emphasize their personal goals and wellness. In doing so, case managers present groups that best fit each respective client’s needs.

Clients have access to numerous groups that are continuously updated and shaped according to client input. Groups include Mindfulness, Choices & Challenges, “What to Expect Once Housed,” Tobacco Cessation, NEW-R (Nutrition and Activity), SAMO-Stretch, Spanish 101, Magic Movement & Motivation, Zumba into Housing, Health Bingo, Movement Therapy, Stretch and Breathe, Monday Health Ed, Chat & Chew (Current Events), NFL Challenge, Get In Shape - Financial Fitness, Health/Nutrition, Dance Group, Housing 101, “Let’s Rap” Conversation group, Current Events, and Procovery Circles, educational and support groups available through the Procovery program. Between Turning Point and Samoshel there are three staff members certified to run Procovery Circles. In addition, at Turning Point a certified staff member provides Mindfulness Groups. This reporting period, IHW also added a Journaling Group, an Art group, an Anger Management group, an Empowerment group, and a Game Night.

At the beginning of the fiscal year, COVID-19 pandemic necessarily altered and limited the capacity of these groups, which were held in modified form throughout the pandemic. As the Department of Public Health regulations have loosened, The People Concern has also expanded our capacity and relaxed health and safety guidelines. However, in order to provide safeguards against the spread of the COVID-19 virus, social distancing is still maintained and masks are still freely available for all who ask.

The People Concern is happy to report that in November volunteers were once again able to participate in IHW services. This fiscal year, volunteers provided 180 hours of service through meal services, moderating games such as bingo, and other group activities.

***Wellness Bed Program:***

This reporting period, IHW’s Wellness Beds continued to provide medical case management and RN support to some of our most medically vulnerable clients. The Respite Program offers nursing care and medical care coordination to interim housing clients with acute medical conditions. There is a case manager and Registered Nurse (RN) located onsite at Turning Point and they travel to SAMOSHEL to support clients located in this facility. In addition, our program provides clients transportation to medical appointments, as well as assistance picking up their medication. Referrals come from UCLA Santa Monica Hospital, Providence St. John’s Health Center, Venice Family Clinic, Cedars Sinai, Kaiser and other nearby medical facilities.

Respite care is offered to all IHP participants regardless of the originating referral source. IHW’s combined Wellness Beds Program served 39 patients, with 27 being served at Turning Point and 12 being served at Samoshel. Of those 39 clients, three (3) were SMPP.

***Mental Health:***

Since a large share of participants enter the program with mental health issues, both Turning Point and Samoshel have mental health clinicians onsite who provide a full range of mental health services. Psychiatric care and medication management is available through our team of psychiatry staff and consultants. These services continue to be available to permanently housed clients in their homes once they have moved out of the shelter and into housing.

91 clients received mental health services, with 45 clients receiving services at Samoshel and 46 clients at Turning Point. Mental health care is provided with funding from the LA County Department of Mental Health (DMH), the LA County Department of Health Services (DHS), and a variety of private funding sources. The People Concern has multiple integrated multidisciplinary teams that provide mental health care, including a Homeless Multidisciplinary Street Team (HMST) funded by the City of Santa Monica, a DMH-funded Integrated Mobile Health Team (IMHT), a DMH-funded Homeless Full Service Partnership Team (FSP), a DMH-funded Outpatient Care Services (OCS) program, DHS-funded clinical housing retention teams, and a DHS-funded Housing (Westside) team.

In addition, a clinician is always available via phone 24 hours a day in case of crisis. This consistent availability contributes to our agency’s goal of providing Trauma-informed services. In addition, to support client’s mental health during COVID-19, staff have been provided the 988 Crisis Text Line as a resource to provide to clients. Clients can access this resource 24/7 to text with a live Crisis Counselor for support.

***Homeless Community Court:***

Homeless Community Court (HCC) is an alternative court program in collaboration with homeless service providers, the City of Santa Monica, Los Angeles Superior Court, and the L.A. County Public Defender’s Office. The People Concern clients who have non-violent misdemeanor citations in the City of Santa Monica may opt to participate in HCC. Clients who successfully graduate from HCC have their charges dismissed. The goal of the program is to connect clients to services including mental health and substance use recovery, employment and permanent housing, demonstrating that clients with legal violations are able to be successful through corrections and empowerment, rather than punishment, alone, which further alienates clients and increases their risk of reoffending. HCC participants are obligated to meet regularly with their case manager and are encouraged to accept Interim Housing.

This fiscal year, Homeless Community Court had no eligible new participants. While the program successfully served as a valuable resource during its lifetime, funding expired this fiscal year. Currently, the City of Santa Monica City Attorney is seeking funding for a similar program to inherit the function and purpose of the Homeless Community Court, so that an alternative court program will continue to be available for eligible individuals seeking a way to better their lives.

***Santa Monica Homeless Multidisciplinary Street Team (HMST):***

IHW continues to work closely with HMST, which is funded by and receives all referrals directly from the City of Santa Monica. The team targets the highest utilizers of the City of Santa Monica’s emergency resources (police, fire, and hospitals). The skilled interdisciplinary team uses best practices for engaging chronically homeless individuals with co-occurring mental health, substance use, and/or medical issues. A very low client-to-staff ratio is used to maximize effectiveness and enables the team to work closely with each client to develop individualized service plans. The team helps enroll clients in public benefits (i.e. General Relief, SSI/SSDI, Medi-Cal), submit housing applications, and access appropriate medical and behavioral health treatment. This reporting period, IHW was referred one HMST client by the City of Santa Monica and is currently serving them.

**Trainings and Staff Development:**

The People Concern offers comprehensive training to all staff members based on evidence-based practices. During this reporting period, agency staff continued to receive training in a variety of areas relating to their positions. Topics of ongoing trainings offered to all staff included HIPAA, Grievance Policy & Procedure, Trauma Informed Care, Harm Reduction, Diversity, Equity, and Inclusion, Motivational Interviewing, Problem Solving, Mandated Reporting, Boundaries, Mental Health First Aid, client charts and files, cultural diversity, HMIS, Infestations and Infectious Disease Management, responding to an opioid overdose (Narcan), Basics of Defensive Driving, Minimizing Trips, Slips, and Falls, Understanding Bloodborne Pathogens, Security Awareness Training, Overcoming Unconscious Bias, Individual and Organizational Approaches to Multicultural Care, Crisis Prevention and Intervention, Methamphetamine Use, Occupational Resiliency, Substance Use Disorders 101, LGBT+ Awareness and Education, Emotional Resilience, Countertransference, Verbal De-Escalation, Trauma Stewardship, The Importance of Support Systems, Creating Safe Spaces, and Sojourn’s Domestic Violence Training, a Black Mental Health Symposium, and a training on Serious Mental Illness and Homelessness (HHRC).

Most of the above were offered multiple times throughout the year, usually at each site individually. In addition, a variety of trainings were accessed by staff through the online training system, Relias. All staff receive training on how to use Narcan to prevent an overdose upon being hired, as well as ongoing as needed.

Many trainings were provided specifically related to COVID-19 precautions. Case managers received training this reporting period to educate them on Covid-19 vaccinations as part of our contractual obligations to funders. Management has also continued to participate in a weekly virtual webinar with Dr. Emily Thomas, a Medical Director of the Department of Public Health to receive updated information on COVID-19 and to obtain answers to questions that arise as the pandemic has progressed. Furthermore, staff have been continuously trained to conduct self-administered COVID-19 nasal tests, which they then teach clients how to conduct self-administered COVID-19 nasal tests. The ability for clients to self-administer tests serves as a considerable safety measure for our staff, clients, and the community at large.

Staff continued to attend various Diversity Equity and Inclusion (DEI) trainings to uphold our commitment to the agency DEI Strategic Plan. Multiple levels of staff throughout the agency and in Interim Housing in particular attended the 2022 Black Mental Health Symposium mentioned above, as they have in the past, which is a national conference that equips mental health professionals with culturally specific interventions to improve outcomes in Black communities.

All new staff within the agency attend a two-day “Case Management University” to equip them to serve clients from a holistic, culturally competent perspective, including topics ranging from Domestic Violence interventions to how to complete a housing application. In addition, Case Managers attended various trainings provided by funders such as LAHSA, the Department of Mental Health, and the Transgender Training Institute in order to learn how to better provide services to transgender and non-binary clients.

To prevent issues related to vacancies, managers continued to cross-train staff. By serving as informal case conferencing sessions, frequent team meetings help staff make trauma-informed decisions when behavioral issues arise.

**Covid-19 response:**

The People Concern has implemented various protocols and resources to mitigate the spread of COVID-19 and to protect the health and safety of our clients. The program offers PPE to staff and clients. To help prevent the spread of COVID-19, there have been multiple vaccination education sessions and five vaccination drives at Turning Point and Samoshel to educate and provide vaccines to the staff, clients, and the community. In addition, as of October 31, 2021, The People Concern implemented a vaccine policy, mandating all staff without a health/religious exemption to be vaccinated.

All clients, staff, and visitors are mandated to maintain three feet of distance, and practice adequate hand hygiene and sanitation, as well as to complete daily temperature and COVID-19 related symptoms checks. Staff receive ongoing trainings on the proper use of PPE and infection control, and are provided with adequate PPE to remain safe and continue their job duties. All offices have a maximum occupancy posted on the door to ensure decompression in offices and to support maintenance of six feet social distancing. Staff have been instructed on how to ensure proper ventilation in each office, and all HVAC systems provide proper ventilation. In case of an onsite outbreak or the need to manage a client with symptoms, each site has a quarantine area separated by gender. While the agency halted its mandatory masking policy on January 25th, 2023, it still encourages masking for the health and safety of our clients (as it still provides free masks to all who ask) and reserves the right to mandate masking if a new COVID wave

To remain up to date on new recommendations related to COVID-19, IHW partners with the Department of Health Services and the Department of Public Health for guidance. The People Concern abides by public health authority protocols and maintains capacity according to safety guidelines. In July and November of this reporting period, The People Concern has expanded services to reflect the relaxing of regulations related to COVID-19 as allowed. To this end, as mentioned above, in-person groups and volunteer activities are once again held on site.

**Challenges**

At the forefront of the program’s challenges is the current housing market. Due to the high rent rate and limited number of units in the City of Santa Monica, finding appropriate matches has remained a constant barrier in permanently housing our clients. Housing placement barriers also include clients failing credit checks and background checks. Staff also note that landlords have been reluctant to accept LACDA housing vouchers. Unfortunately, these challenges are systemic and are outside of the case managers’ control. Additionally, rental subsidies are allocated based on acuity (the client’s level of independence and support needs) rather than by priority score, (based on those who are chronically homeless and have severe service needs). This means that even highly acute clients may wait very long periods of time before receiving a voucher, limiting our ability to place clients. While these challenges are significant, the Emergency Housing Vouchers provided to the City and County of LA has helped more IHW clients be able to access rental subsidies.

Delays in administrative processes have also proven to be challenging for the program. For example, the program currently has clients who submitted their Santa Monica Emergency Housing Voucher or Los Angeles Emergency Housing Voucher over six months before the end of the reporting period and are still waiting for a response. This long wait time limits the number of clients IHW can place into permanent housing. Long stays and infrequent bed turnover are also exacerbated due to lack of available permanent housing resources.

All these issues have led to fewer individuals placed in permanent housing, fewer case management slots available for new clients and less turnover of interim housing beds. Staff continue to work diligently and adopt a “whatever it takes” attitude to resolve these issues and have successfully placed individuals in permanent housing despite these struggles.

This fiscal year, IHW had two outbreaks: a six week outbreak from July 2022 to September 2022 and a four week outbreak in January. Due to the necessary outbreak response and the decompression requirements by the Department of Health Services and Department of Public Health, both Samoshel and Turning Point had decreased bed availability, which means fewer people working towards attaining housing. The lack of intakes and decompression requirements reduced the total number of clients we were able to serve. While the program has recompressed, the process has been happening gradually to ensure the health and safety of our clients. Additionally, the eviction moratorium reduced the number of available units in the rental market.

Finally, staff vacancies have also been a challenge during this reporting period. This issue is also a result of the COVID-19 pandemic as a fear of working in congregate living situations has resulted in a smaller pool of qualified applicants. Currently, IHW has five open positions: one Case Manager, three Support Specialists, and one Relief Support Specialist. Recruitment is ongoing to fill current vacancies and existing staff and leadership filled in where there were gaps in scheduling, resulting in no disruption in services.

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

The People Concern follows established practices related to client feedback in order to ensure the highest quality services. Evaluation and planning are specific to each project and are also implemented on an agency-wide basis. Our evaluation service models are based on evidence-based practices and are documented through policies and procedures.

The People Concern maintains a robust data collection and evaluation infrastructure overseen by the Chief Compliance Officer and the Director of Evaluation and Compliance. A four-person team collects and validates data and trains line staff to submit data accurately and in a timely manner. Compliance and Evaluation staff conduct chart reviews on a bi-weekly basis to ensure clean data collection.

Data in each program is collected and analyzed for use in program compliance, reporting, and quality improvement. Outcomes tracked include housing acquisition and retention, increase in benefits or other income, use of mental health and medical services, and engagement with outreach teams. Agency staff review outcomes and trends to inform potential changes to program design/implementation.

Working in collaboration with other departments, IHW staff members participate in monthly Westside leadership meetings where different programs discuss collaboration, best practices, and uniform implementation of policies. These meetings frequently include case conferencing.

IHW solicits client feedback in a variety of proactive and responsive ways: a suggestion box in the lobby, monthly community advisory board (CAB) meetings for in-person feedback, participation in Department of Mental Health Interim Housing Program (DMH IHP) client satisfaction surveys, The People Concern’s Client Satisfaction Surveys, Positive Client Feedback forms, Grievances, Client Communication forms, client Reasonable Accommodation forms, weekly client meetings and in-person verbal suggestions. The CAB is co-led by a program participant and the agency’s Director of Client Relations. During this fiscal year, 16 CAB meetings were held. After distributing surveys to all clients as they entered for services, 151 surveys were returned. Based on the comments and suggestions from the survey and other feedback received by staff, IHW changed its programming to include:

* Food: Clients requested snacks in the meals. IHW responded to this request by adding additional produce to their snacks, prioritizing nutritious food that will increase the wellness of our clients.
* Entertainment: After client’s requested additional activities, staff worked to create more fun activities for clients, including the creation of a “Game Night” and “Karaoke Night” groups..

Quarterly survey results are reviewed and discussed at staff meetings to inform quality improvement, as well as by the Executive Leadership Team. The People Concern continues to review and update all policies, procedures, data collection and trainings across all programs for consistency and improvements according to the latest best practices and client feedback.

###### SECTION III: BOARD INVOLVEMENT

* 10 board meetings plus a Board retreat meeting were conducted during this fiscal year.
* Average attendance was 76%.
* **Board development:** We recruited one new Board member during the fiscal year, a partner and talent agent with the firm United Talent Agency. This newest Board member deepens the agency’s connection to the local entertainment industry and adds to the diversity of professional skill sets among Board members.
The Board also welcomed an intern from UCLA’s Anderson School of Management during this period. This intern brings the perspective of the next generation of potential Board members and has been valuable in the Board’s recruitment strategy exploration.
* **Significant policy actions:** The Board’s focus during this reporting period has been to continue spearheading more permanent supportive housing creation as part of the Vision 2028 strategic plan. The Vision 2028 plan envisions future housing success for thousands more people in Los Angeles County so that 20,000 people are supported in permanent housing by The People Concern by 2028. Permanent supportive housing must be developed faster and less expensively than the current standard practice in Los Angeles. FlyawayHomes (FAH), a nonprofit housing development organization founded by Board Members of The People Concern, was formed to develop a proof of concept that permanent supportive housing can be built at a much lower cost than the status quo, using private equity. During this reporting period, the Board of Directors of The People Concern furthered the exploration of bringing FAH under the umbrella of The People Concern in order to more directly support the research, development and fundraising necessary to achieve proof of concept. The potential new structure is currently under review with the Board and The People Concern is beginning to hire staff in anticipation of this change.
* Five board members reside and/or work in Santa Monica.
* The Board currently has no vacancies.

###### SECTION IV: STAFFING PATTERN

Currently, IHW has five open positions: one Case Manager, three Support Specialists, and one Relief Support Specialist. Recruitment is ongoing to fill current vacancies and existing staff and leadership filled in where there were gaps in scheduling, resulting in no disruption in services. Recruitment is ongoing to fill current vacancies and existing staff and leadership filled in where there were gaps in scheduling, resulting in no disruption in services.

With the relaxation of some health and safety protocols, IHW has once again begun using limited volunteer services. During this reporting period, interns contributed 540 hours to IHW while volunteers contributed 110 hours of services.

**SECTION V: SPECIAL FUNDING CONDITIONS**

• *Participate in the City’s efforts to develop an outcomes measurement system to better track human services program demographics and outcomes.*

IHW tracks all services in Service Point to provide accurate demographic and outcomes data to the City. The agency will continue to make staff available to participate in efforts to develop outcomes measurement systems.

• *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.*

The IHW adheres to comprehensive safety protocols related to COVID-19. Highlights of steps taken to modify service delivery, physical infrastructure, safety equipment, and new protocols include:

* A Director of Safety was hired in 2020 to assist with protocols related to COVID-19 across the agency. In 2022, an additional Safety staff was added to this team.
* All services were modified to accommodate social distancing practices and adherence to PPE guidelines.
* PPE is ordered monthly and two weeks’ supply is maintained at each site.
* Temperature and symptoms check stations were created. Fliers encouraging compliance with mask wearing, social distancing, and hand-washing requirements are posted all through the building.
* All staff are trained in and must follow social distancing and PPE practices.
* The agency has implemented a required vaccination policy.

*• 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.*

The IHW program screens all clients for eligibility for these programs and those eligible in submitting applications for the Santa Monica Housing Programs listed.

Currently 17 clients hold tenant based vouchers, 9 of whom are SMPP. Five clients have tenant based applications submitted, three of whom are SMPP.

Also in the pipeline, nine clients have been matched to tenant based housing (two SMPP) and three clients have been matched to project based housing (one SMPP). Two clients, both SMPP, have project-based applications submitted to Step Up.

*Conditions for Homeless Programs*

The IH Wellness program is in full compliance with all conditions relating to homeless programs.

* We continue to align resources, including services and existing bed capacity, with the goal of permanently housing priority populations consistent with City of Santa Monica requirements.
* Program Participant criteria (SMPP). We leverage extensive non-City funding to serve our client population.
* We begin our client evaluation planning process by linking clients to their community of origin through Project Homecoming whenever possible.
* We link clients to services in their region of origin, as well as offer appropriate transportation in order to access these services.
* We provide ongoing, individualized supportive services based on individual need to Santa Monica Program Participants placed in permanent housing to promote housing retention, regardless of the type of subsidy or housing utilized.
* We use the City’s HMIS to comply with reporting requirements for participants in the City’s homeless initiatives.
* We document service match in the City’s Homeless Management Information System (HMIS) for all clients utilizing SMHA Continuum of Care vouchers.
* All SMPP individuals who receive case management services are assessed through the VI-SPDAT and are co-enrolled in the Coordinated Entry System (CES).
* SMPP clients who score high acuity (8 or higher) on the VI-SPDAT are submitted to the Santa Monica Service Registry.
* We notify Human Services Division staff when SMPP program participants are at risk of eviction.
* We adhere to the City’s Intake Policy for documenting homelessness.
* We prioritize services and outcomes for the individuals designated by the City. A status report of SMPP individuals designated by the contract was submitted.

**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?”
 | 0 | 0 |
| 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 | 2 | 2 |
|  **Please list the top 3 referring agencies** |  |  |
| * 1. **Department of Mental Health**
 | 2 | 2 |
|  |  |  |
|  |  |  |

**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 | **Obtain Permanent Housing** | Output | Unhoused participants will receive case management | 77 SMPP | HMIS | 42 | 57 |
| Outcome | Unhoused participants will be placed in permanent housing during the program year | 31 SMPP | HMIS | 4 | 5 |
| 2 | **Maintain Permanent Housing** | Output | Housed participants will receive case management | 136 SMPP  | HMIS | 104 | 105 |
| Outcome | Housed participants in case management will maintain permanent housing through the program year | 123 SMPP | HMIS | 102 | 101 |
| 3 | **Increase/Maintain Income** | Output | Participants will be screened for income development | 214 SMPP | HMIS | 138 | 153 |
| Outcome | Participants will increase or maintain their income during the program year | 160 SMPP | HMIS | 123 | 136 |

###### VARIANCE REPORT:

This fiscal-year, the IHW was below target for the number of clients served for permanent housing placements. The reasons for this variance include the high acuity of this population, and most importantly, the challenge of securing units in the current rental market, as there are few low-income units available due to the eviction moratorium. The program also continues to experience longer than normal wait times in establishing permanent housing for clients, as once the application is submitted to the Housing Authority, the wait time for the Housing Authority to issue an EHV voucher can be up to six months. Staff have noted that both the DMH matching process and the new Santa Monica Housing Authority voucher extension process is extensive, again limiting the matches the program can make.

In addition to the five SMPP individuals placed into permanent housing during this period, an additional nine hold permanent housing vouchers and are looking for housing, and five SMPP clients have submitted applications and are awaiting the issuance of Continuum of Care voucher by the Santa Monica Housing Authority or Emergency Housing Vouchers.

Two other SMPP clients have tenant based matched while two others, both SMPP, have project-based applications submitted to Step Up on Fifth. Upon completion of their respective timelines, this will result in an additional 16 SMPP who will access permanent housing.

**SECTION VIII: PROPERTY MANAGEMENT**

This reporting period, the facilities underwent regular maintenance, including plumbing and cleaning.

**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.**