HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2022-23 PROGRAM STATUS REPORT

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

Program: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Sojourn \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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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

**Overview**

This fiscal year, Sojourn proudly upheld its commitment to serve those facing domestic violence in our community, providing life-saving services and resources to the most vulnerable among us. These services have included confidential shelter, peer counseling, support groups, clinical therapy, medical treatment, parenting support, assistance with obtaining full-time employment, or transportation out of state as clients return to their states of origin. In these ways, Sojourn does not just provide immediate relief; we empower clients by providing the structural support needed to live thriving lives and to contribute to their community.

At year-end, Sojourn achieved, or came close to achieving, almost all of its annual goals. In some cases, such as in domestic violence education and outreach, Sojourn exceeded its annual goal by over 400 percent. Other services, such as our rapid rehousing program, served over 300 percent more clients than the last fiscal year. Through our dedicated staff, the program provided numerous adults and their children the refuge and support they needed to successfully rebuild their lives.

Indeed, Sojourn serves domestic violence survivors from across Los Angeles County regardless of age, race, or ethnicity. Indeed, Sojourn prides itself on welcoming those who have difficulty finding shelter at other organizations, such as those who are immigrants, non-English speaking, undocumented, with multiple children, pregnant, LGBT, substance addicted, mentally ill, or deaf or disabled. These efforts are facilitated through our trained staff and volunteers, who support clients from first contact until they are guided into permanent housing. To this end, the program maintains a 24/7 hotline; two shelters; peer counseling and clinical therapy; support groups; legal and court assistance and advocacy, including advice and representation from Sojourn’s Director of Legal Services; benefits screening; social services assistance and advocacy; community education; outreach; prevention programs; food, clothing, and transportation; housing and resource referral. Other programs include Sojourn’s Children’s Program, which is an empowerment model that provides children with individual counseling and educational group services focusing on domestic violence, safety-planning and healthy self-expression.

In understanding that domestic violence is systemic, Sojourn also provides outreach and education programming. Through these programs, Sojourn educates the community, including school children, about the prevalence of domestic violence and the attitudes and behaviors that underlie it. These programs build awareness and knowledge of resources to both address and prevent domestic violence in our community. Ultimately, Sojourn is working to facilitate a larger cultural change that will make Santa Monica safer and healthier.

**SHELTERED ADULTS**

Without Sojourn’s shelters, many survivors would either be forced to live with their abusers or face homelessness. The 2020 LAHSA Homeless Count shows that while there was a 5% decrease in the number of homeless people reporting a history of domestic violence, there was a 51% increase in the number of people reporting that they were homeless because they were fleeing intimate partner violence. Victims fleeing violence in their homes often tend to be among those who are the lowest paid, and who run the most risk of losing their jobs during the pandemic as the ebb and flow of the pandemic surges happen. These victims of violence also have the added burden of finding safe and confidential housing (meaning they cannot look for housing in what is considered their danger zone – where their batterer may live, work or have associations). Sojourn’s shelters directly address these challenges, providing the safe shelter, food, and support they need to rebuild their lives.

During this fiscal year, Sojourn provided shelter and comprehensive services to 20 clients through our Crisis Shelter program, of whom eight were adults and twelve were children. Fifteen adults and five children were also sheltered through Sojourn’s Adams House program. Services provided included shelter, therapy, food, clothing, applications for housing and transitional shelter programs, parenting skills education, and peer and group support.

Importantly, as almost all participants who enter Sojourn have little or no income, the program offers case management to help our clients obtain employment or any financial benefits for which they qualify. This support is vital in helping our clients achieve independence. This fiscal year, seven clients were linked to benefits to increase their income.

**THERAPY SERVICES:**

Sojourn prioritizes the mental health of our clients, recognizing that healing from their trauma is nearly impossible without the professional guidance of a mental health professional. As part of our holistic suite of services, the program provides free therapy services to all our participants, which can be ongoing. These services are essential, providing many the foundation they need to successfully grow and thrive when they become independent.

As part of the contract with the City of Santa Monica, Sojourn’s therapy services provided eight clients with 84 hours of therapy services during this fiscal year. Although 23 adult clients enrolled in Sojourn this reporting period and were offered mental health services, some declined therapy. While all services are voluntary, the program has prioritized providing education to address the mental health stigma imbedded in our society so that clients will be more likely to accept this resource in the future.

**CHILDREN’S PROGRAM:**

A core tenant of Sojourn is the mission to break the cycles of abuse that has impacted thousands of households across the nation. To this end, Sojourn implements a Children’s Empowerment Program, where children are taught to understand the cycle of violence, non-violent conflict resolution, and develop a healthy feelings vocabulary. This program not only provides children who have been subjected to trauma the resources and guidance to heal, it also provides parents the space and time to focus on obtaining/maintaining jobs or to participate in therapy or other forms of self-care. Children also participate in our horticultural therapy workshops where they learn about healing through gardening. These proven resources are all designed to provide families the tools to live healthy and safe lives, empowering our clients to end the cycle of abuse for all future generations.

During this period, Sojourn provided services to twelve children in the Crisis shelter. Five children were also sheltered at Adams House.

**OUTREACH AND EDUCATION:**

Sojourn’s community outreach program is a school-based program in which youth receive workshops on violence prevention, healthy relationships, and intervention resources. This fiscal year, the program is proud to announce that it has drastically increased its capacity to provide education workshops to the community, including providing workshops and resources to local businesses and to like sororities. While last fiscal year, the program had a total of 200 participants this fiscal year served 2,495 participants, with 815 completing surveys on domestic violence education.

During this fiscal year, Sojourn has continued its consultation services to other The People Concern programs as well as external organizations to ensure that clients are receiving trauma informed services. For example, during this reporting period Sojourn has consulted with The People Concern’s Interim Housing Program, Permanent Supportive Housing Program, and outside agencies such as local school districts, DMH, Children’s Bureau, Westside Infant Network, and other providers to ensure trauma informed care continues to be provided to survivors who cannot physically access our programs. Sojourn assists providers in safety planning with residents who may be at risk of abuse, provides education and resources to help other agencies support their staff and encourage clients to seek safety and services. The program has also worked with Haven Hills to begin discussions around planning group curriculum’s for LGBTQ+ survivors and/or their families. The goal is to have a curriculum by next summer. Finally, Sojourn continues to chair WAVA (the Westside Anti-Violence Alliance) and, in doing so, maintains a stable and expansive network of support and sister shelters to share information and resources

Notably, our online support groups and online legal clinic session continue to see increases in participation as referrals to those programs increase. While Sojourn services have been constant during the pandemic, our ability to provide support services to non-residential survivors and ability to provide trainings and consultations to the community have increased as those operations have gone online. We continue to provide legal services and group support online. Due to the success of these programs in accommodating survivors’ schedules, Sojourn plans to implement some of our new resources in ways that will further benefit our clients’ lives and make seeking help easier for them.

Additionally, abiding by a key element of Trauma Informed Care, the program undergoes continuous improvement and training in our DV best practices, allowing staff to be both refreshed and better informed of the latest strategies and methodologies regarding client care. This includes a new onboarding procedure, revising program protocols and procedures, revisions to the service planning process, revisions to the intake process to incorporate a more trauma informed and empowerment model, updating the hotline procedures, and reviewing and updating the implementation of case management practices.

**RAPID REHOUSING**

Sojourn’s comprehensive suite of services includes housing services to victims of intimate partner violence through funding from the City of Los Angeles Survivors First program and the County’s Emergency Housing Voucher program. Through Survivor First funding, shelter clients and other domestic violence survivors are able to access housing navigation and case management services, as well as financial assistance to help cover rent and rental and utility arrears and other COVID related housing costs. This reporting period, three families sheltered at Adams House were placed into permanent housing, two families sheltered through Crisis were placed into permanent housing, and thirteen families were housed through Survivors First. These numbers represent a 300 percent increase in outcomes compared to last fiscal year.

In addition, Sojourn uses CARES Act funding in conjunction with Survivors First to provide more holistic care services to our clients in order to help them maintain housing or enter into housing. Survivor First and CARES funding provides for rental, furniture and move-in costs, assistance with transportation and employment, and other financial assistance to help survivors and their children be housed.

**Legal Services**

During this reporting period, Sojourn’s Director of Legal Services has continued to provide direct legal services, advise staff, and supervise the legal clinic. All of Sojourn’s legal services are low or no barrier resources for our vulnerable clients and are also available to former participants for continuing support. Services such as the weekly legal clinics, staffed by volunteer attorneys, provide legal assistance to clients

Although Sojourn’s legal services are currently offered remotely, due to pandemic related restrictions, the modified form of the program has been a success. For example, clients find it easier to participate without commuting and without the need to find childcare. Logistically, break-out rooms offer clients more privacy as they can meet individually with a volunteer attorney. As such, the weekly clinics are consistently attended by survivors seeking advice and the new platform is a success. This reporting period, the Legal Services program provided over 91.5 pro-bono attorney hours to clients.

**Challenges:**

While the COVID-19 pandemic continues to be the most significant challenge Sojourn faces, the program has adapted and implemented significant changes to best support clients while protecting their health and safety. All staff and program participants (except infants) wear masks, social distance, and are encouraged to wash their hands frequently. To maintain social distancing, each family has their own bedroom and their own bathroom (as space allows). Client mealtimes are staggered so that each family eats separately, and cleaning is done before the next family enters the kitchen. Families are able to eat outdoors while socially distanced using two large on-site canopies.

Temperatures and symptom checks are taken for staff and clients once a day, as required by the Department of Public Health (DPH) guidelines, and all common areas such as the kitchen, living rooms and play areas are cleaned and fully disinfected daily. Additionally, staff conduct regular cleaning and disinfection at the start of each shift. To assist in the disinfection process, the weekly cleaning crew utilizes an electrostatic sprayer to further disinfect outside and common areas.

Vaccinations and social distancing remain among the most effective methods of preventing the spread of COVID-19. Notably, the agency has implemented a vaccination mandate for employees on October 31, 2021. Although there are still adult clients who are leery of the vaccinations and have chosen not to be vaccinated, we have offered them the opportunity to speak with County medical staff to explain the benefits of the vaccine and to counter any misinformation that they have learned.

Along with these safety guidelines, Sojourn continues to operate in modified form. Due to vacancies and decreased staffing as a result of COVID-19, Sojourn continues to operate a consolidated shelter, serving both Crisis and Second Stage clients in one location. Each client is provided with the services they need based on what abuse they experienced and where they are in their healing. Crisis clients continue to receive more intensive case management services (meeting with their case manager either daily or several times a week) in order to address immediate trauma and concerns for safety. Crisis shelter clients work with their case management team to locate a space in a second stage or transitional program or other housing resources as they become available.

Due to social distancing guidelines and to decrease the number of people on-site, volunteers continue to assist in a limited capacity. Currently, Sojourn only utilizes volunteers in remote services, such as our hotline and our digital support groups. We are currently unable to offer on-site training for new volunteers, and onboarding procedures (such as Live Scan, TB testing, and so on) have been delayed. Delays in on-site training and onboarding, as well as COVID restrictions, mean that volunteers are currently not permitted to work in our programs unless they can serve remotely.

This reporting period, the program experienced two outbreaks, one in August and one in December. Notably, the COVID outbreaks during this reporting period impacted our resources and ability to house, serve, and bring in new clients. Because families that are COVID positive are required to be in isolation and separate from other residents, we are limited in the number of families who can be in shelter and therefore cannot bring in new clients. These precautions have resulted in a decreased bed capacity to serve both Crisis and Transitional clients.

During the outbreaks, COVID positive clients were isolated or relocated off-site, to prevent spread of infection to other clients and their families. When staff interact with clients who test positive, they are provided with additional PPE including KN95 masks, face shields, gowns and gloves, and any staff working with COVID positive clients are required to wear full PPE. The staff cook and provide meals to the sick clients in their room every day. For other clients, mealtimes continue to be staggered, and services to healthy families continue as before.

Another challenge for the program is maintaining staffing, which has existed since the beginning of the COVID-19 pandemic due to a competitive job market, the demand of employees to work remotely (which the program cannot offer because of the necessity to meet with and support clients directly), and an increase in living expenses that non-profit salaries struggle to meet. The program currently has vacancies consisting of: one senior case manager, a program manager, and a six counselor advocates. Sojourn has relied on relief staff to fill in shifts. In addition, managers have acted in the capacity of line staff, providing case management and other services as needed. While the program continues to have vacancies, Sojourn has continued to adapt by restructuring its staff, for the benefit of both our clients and staff. For example, the program has created more entry level positions and more upward mobility. Also, the program has created more part time positions, which allows a broader reach and to allow staff who may only work on certain days. Finally, to further address our staffing challenges, the program has increased the base pay for counselor advocate by $1 in an effort to both recruit and retain staff.

Finally, although Sojourn has been increasing the number of clients housed, there still remains an incredible need for housing. As Survivors First funding continues to have an impact, we anticipate being able to further close this gap and support more clients being housed in the next fiscal year. The program has also leveraged the expertise and resources of other The People Concern departments. For example, our Time-Limited Subsidy staff have provided financial support for housing this reporting period, allowing the program to house our clients.

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

The People Concern follows set policies and procedures related to evaluation in order to ensure that services are being provided at the highest level of quality. Evaluation and planning are specific to each project and are also implemented on an agency-wide basis. Service models are based on evidence-based practices and are documented through policies and procedures.

The People Concern maintains a 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.

The CEO facilitates a weekly Executive Leadership Team Meeting and a bi-weekly all agency Program Director Team meeting. Each of the agency’s projects also holds an annual retreat, reviewing assessments and discussing improvements. The Board of Directors has at least one daylong retreat each year in addition to frequent subcommittee meetings throughout the year, analyzing program effectiveness and making necessary decisions.

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. From time to time, pilot projects and demonstration projects have funding for outside evaluation of process, outcomes, and adherence to the model.

Evaluation includes program participant input in a variety of ways. At Sojourn, staff holds weekly resident meetings where clients discuss their concerns and suggestions. Additionally, on or before their exit from our programs, survivors are provided with a Sojourn Client Satisfaction Survey and a funder – designed DVSO Customer Satisfaction survey, which they complete on their own and can submit to staff or through our lock box. During this reporting period, four surveys were distributed for client feedback.

The People Concern continues to review and update all policies, procedures, and trainings across all programs for consistency and improvements according to the latest best practices and client feedback.

###### SECTION III: BOARD INVOLVEMENT

* Ten Board meetings were conducted during this reporting period.
* Average attendance was 76%.
* **Board development:** The Board of The People Concern emphasized capacity building and development of current Board members during this reporting period. As the agency has been investing in staff development and capacity building within the realm of diversity, equity and inclusion, the Board has also begun their personal learning journey. Our Chief Diversity, Equity & Inclusion Officer, Suzanne Edwards-Acton, has begun meeting with Board leadership to guide their learning journey. Members of the Board, under the leadership of new Board co-Chairs, Greg Germann and Sarah Knauer, also have begun a practice of holding periodic Town Halls with staff. One virtual meeting was held in March 2023 and another is planned for the Fall of 2023.

One new Board member was approved, although, due to a scheduling conflict with a public office appointment, this Member had to resign their position with The People Concern during the same reporting period.

* **Significant policy actions:** The Board of Directors has remained primarily focused on supporting the agency to provide more affordable, permanent supportive housing to those in need in Los Angeles, as laid out in 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. Board efforts continued in this area during the reporting period, supporting the agency to expand our project-based housing department and master leasing efforts. Master leasing was of particular emphasis during this reporting period as our largest, multi-family building with all units under a master lease opened during this reporting period. More such housing opportunities are on the horizon as the Board of Directors remains committed to leading the agency in identifying and developing creative solutions to the housing crisis in our community.
* The Board currently has no vacancies.

###### SECTION IV: STAFFING PATTERN

Sojourn continued to experience staffing challenges this reporting period. The hiring and retention of new personnel remains challenging as the applicant pool remained smaller than usual due to the pandemic, and employees request higher salaries in keeping with labor market demands.

To address this challenge, the program has recently increased our base salary, adjusted scheduling patterns, and reevaluated management tiers, and adding a new Senior Case Manager position to allow for upward growth and retention. This reporting period, two Program Coordinators and one Counselor Advocate were hired. Duties for vacant positions have been temporarily distributed to program staff and the shelter managers. The Senior Director of Sojourn, who has 10 years of experience in executive positions at prior DV agencies, continued to perform the Director duties while we are recruiting for staff, and as a result, there has been no disruption in services.

Sojourn staff vacancies currently consist of one senior case manager, a program manager, and a six counselor advocates. We also added a new Senior Case Manager position for off-site supportive services, which will provide a number of outreach services.

During this fiscal year, Sojourn benefitted from 56 volunteers for the program’s supportive services. While we currently are not permitted to use volunteers’ onsite at our shelters, volunteers provide remote services such as our hotline and legal clinics, now conducted online. These volunteers provided 589 volunteer hours throughout the reporting period.

Staff Training:

During this Reporting Period, Sojourn staff provided a number of trainings to other The People Concern staff and community members on Teen dating Violence, Healthy Relationships, Housing and Employment and DV, Restraining Orders, and Safety Planning. Some of the additional trainings provided included: the Black Mental Health Symposium, Workmans Comp.: Reporting Claims and the Nurse Triage Line, CPEDV Partnership Policy Round Up, LACBA: Learning to Lead, The State of Housing and Youth Homelessness in LA County, Credit Reporting of Rent Debt, multiple presentations on QDROs (Qualified Domestic Relations Order), LACBA: Civility Matters, LACBA: What’s New in Dept. 2, Technology, The Silent Witness, Elder Abuse, Prosecutor Alliance: Gun Violence Parts 1 and 2, DVHSC Training : Creating Access for Survivors, Post-Dobbs Legal Protections for LGBTQ Clients, YWCA: 40 Hour DV Trainings, Addressing Intimate Partner Violence (IPV) and Firearms, a training on clinician contributions and testimony in cases where the victim is a person of color, training for SAFE at Home, 2022 The Judges' Perspective on what We can Do Better at Trial, Advocating for Survivors in the Criminal Justice System, trainings at the Annual Child Custody Colloquium, training through the California Lawyers Association: Public Law Section Presents Our Imperiled Democracy, Data Breach training from BakerHoestler, Expert Witness Training, Immigration Basics Refresher, Spanish Classes, The Violence Against Women Act 2022 Reauthorization: Overview and Updates, Child-centered and non-discriminatory custody cases: Against the pseudo theory of ‘parental alienation, What You Need to Know About International Child Abduction Cases.

Additionally, the new shelter managers are attending the agency’s extensive management training. The training consists of 12 three-hour sessions, equipping managers to better support those who report to them and to effectively carry out their responsibilities. New case managers were able to attend a two-day “Case Management University” to equip them to serve clients from a holistic, culturally competent perspective.

**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.*

This condition has been met.

• *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.*

As described above, Sojourn adheres to comprehensive safety protocols related to COVID-19. Highlights of steps take 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. Additional Safety Department staff were hired in 2022 to support the agency’s efforts in maintaining health and safety protocols.
* 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. While mask wearing has not been mandatory since January 2023, the agency still provides free masks and reserves the right to enforce masking if COVID-19 surges again in the County.
* All staff are trained in and must follow social distancing and PPE practices.
* The agency has implemented a required vaccination policy.

*• Describe how your organization operationalizes racial equity, diversity, and cultural*

*competency.*

The People Concern has just completed our third year of our three-year Diversity, Equity, and Inclusion (DEI) Strategic Plan. The DEI Plan is currently being updated to align with the organization's growth over the last 3 years and vision for the 1, 3, and 5 years ahead.

The initiatives identified in the plan are organized based on constituencies and emphases: culture, workforce, clients and community. Agency leadership personal commitment to this work remains strong and consistent. Ongoing communication and engagement activities continue to build investment in this change-work by all staff across the agency. These activities are intentionally scheduled during work hours so staff can participate, including increasing the number of swing, night, and weekend learning opportunities. Sessions offered for our staff for whom Spanish is their primary language have increased as well.

Additional DEI achievements and processes during the reporting period include:

* The hiring of a Chief Diversity, Equity, and Inclusion Officer for The People Concern who oversees the comprehensive implementation of DEI Strategic Plan;
* We are currently entering year-four of the implementation of our comprehensive DEI strategic plan, which includes four main components of focus: our clients, our staff, our culture, and our broader community.
* The agency is preparing for year three of our annual Diversity, Equity, and Inclusion survey across the agency to better understand the needs of our staff around DEI and how we can better improve the employee experience from an equity, inclusion, and belonging perspective.
* The agency created numerous employee resource groups, called Standing in Solidarity (SIS) groups, to provide peer support. Currently, we have eight SIS groups: Asian American and Pacific Islander SIS group, Black employees SIS group, Black Leadership SIS group, Employees Living w. Disabilities, Latinx SIS group, LGBTQ+ SIS group, Jewish SIS group, White Employees Accountability SIS Group. SIS groups meet monthly or bi-monthly and are open to all staff, providing a space for peer support, learning, and networking;
* The People Concern hosted a booth at SaMo Pride Day 2023;
* A week of Juneteenth learning, and celebration activities was facilitated. This is the first time the organization had Juneteenth as a day off in observance of the national holiday;
* A Director of Recruitment supports our increased hiring needs, with a particular focus on ensuring diverse candidates and improving recruitment strategies to broaden our candidate pool and increase retention;
* A budget for Diversity, Equity, and Inclusion is in place to support the agency's commitment to DEI programming and initiatives;
* In an effort to strengthen our relationship with our clients and to create an opportunity for their experiences to inform our work and develop best practices, the agency is currently developing a Client Advisory Board (CAB);
* Base salary increases have been implemented for equity and retention;
* A new grant to support the hiring and retention of behavioral health workers through a focus on diversity and support (the Behavioral Health Recruitment and Retention grant) Planning grant (part I) was received for $50,000, with the potential for an additional $300,000 for diversity and employee wellness initiatives with the application of part II.
* A wellness grant was received for $20,000 from Saint Joseph’s Providence for unrestricted Senior Leadership Wellness activities;
* The People Concern was awarded the Community-Based Organization Behavioral Health Workforce Grant, awarding scholarships and stipends for behavioral health workers pursuing education in a relevant field (both for undergraduate and graduate programs). This grant provides a total of $698,528 in graduate and stipends designed to provide opportunities for our staff;
* DEI committee and organization-wide distribution of articles offering context for: Living wages in Homeless services sector and [Funding in Housing and Homeless services](https://www.sjpla.org/achieving-living-wages-in-la-countys-homeless-response-sector).

Below please find our aggregate data for the agency’s Board of Directors, Executive Leadership Team, and the supervisory staff of Sojourn:

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| --- | --- |
| **RACE/ETHNICITY**  **(Board of Directors)** |  |
| 1. African American | 1 |
| 2. Asian or Pacific Islander | 0 |
| 3. Latinx | 0 |
| 4. White | 16 |
| 5. Multiple Race/Ethnicity | 1 |
| 6. Other : Middle Eastern; Ethiopian | 0 |
| 7. Refuse to State | 0 |
| **TOTAL:** | 18 |
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| --- | --- |
| **GENDER**  **(Board of Directors)** |  |
| Male | 12 |
| Female | 6 |
| Transgender | 0 |
| Other | 0 |
| **TOTAL:** (SUM OF MALE, FEMALE, TRANSGENDER, OTHER) | 18 |

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| **RACE/ETHNICITY**  **(Executive Leadership Team)** |  |
| 1. African American | 1 |
| 2. Asian or Pacific Islander | 0 |
| 3. Latinx | 4 |
| 4. White | 6 |
| 5. Multiple Race/Ethnicity | 0 |
| 6. Other : Middle Eastern; Ethiopian | 0 |
| 7. Refuse to State | 0 |
| **TOTAL:** | 11 |
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| --- | --- |
| **GENDER**  **(Executive Leadership Team)** |  |
| Male | 4 |
| Female | 7 |
| Transgender | 0 |
| Other | 0 |
| **TOTAL:** (SUM OF MALE, FEMALE, TRANSGENDER, OTHER) | 11 |

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| **RACE/ETHNICITY**  **(Sojourn Leadership)** |  |
| 1. African American | 1 |
| 2. Asian or Pacific Islander | 1 |
| 3. Latinx | 2 |
| 4. White | 1 |
| 5. Multiple Race/Ethnicity | 1 |
| 6. Other : Middle Eastern; Ethiopian | 0 |
| 7. Refuse to State | 0 |
| **TOTAL:** | 5 |
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| --- | --- |
| **GENDER**  **(Sojourn Leadership)** |  |
| Male | 0 |
| Female | 6 |
| Transgender | 0 |
| Other | 0 |
| **TOTAL:** (SUM OF MALE, FEMALE, TRANSGENDER, OTHER) | 6 |

*• 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.*

Eligible families are assisted in submitting applications to Santa Monica housing programs.

*• Participate in Cradle To Career collective impact meetings and initiatives: smC2C work groups, CYRT, Early Childhood Task Force, Education Collaborative.*

Sojourn staff members attended meetings of the Youth Resource Team as well as the Middle School Support Teams during this reporting period. We look forward to continuing participation in the other collaborations when they begin again.

*• Work with City and network of care to coordinate support in serious community crisis.*

Sojourn is always available to work with the City to coordinate care during a crisis.

**SECTION VI: SERVICE NEEDS AND REFERRALS**

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| **ASSESSMENT OF ADDITIONAL SERVICE NEEDS**  **(Santa Monica Participants)** | **FY 22-23**  **Number Responding “Yes”**  **at Mid-year** | **FY 22-23**  **Number Responding “Yes”**  **at Year-end** |
| 1. “Do you or anyone in your household have unmet employment needs?” | NA\* | NA |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | NA\* | NA |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | NA\* | NA |

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| --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 22-23**  **Number**  **at Mid-year** | **FY 22-23**  **Number**  **at Year-end** |
| Participants referred by another agency | 0 | 4 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. **The People Concern (other programs)** | 63 | 216 |
| * 1. **Haven Hills** | 0 | 3 |
| * 1. **LA Mayor’s office** | 0 | 1 |

* These questions are not applicable to domestic violence survivors. While many come into shelter without income, they may answer “No” to the “unmet income” question because they do not anticipate working while in a shelter or second stage program. They are usually not late in mortgage or rent payments because they are currently homeless (or their abuser paid for their apartment or house), and while they might need childcare if they work, they do not currently have a childcare need. Depending on the circumstances, the clients might all respond in the negative because of how the questions are worded. The same applies to referrals- Most people calling Sojourn’s hotlines do not know who referred them. Santa Monica agencies know enough not to refer clients to the hotline for shelter because the shelter is in the survivor’s danger zone. Instead, they (or we) will redirect clients to other DV shelters if they are coming from Santa Monica. We can only identify the referral if they are coming from The People Concern’s interim housing program, where we know the survivor and we have determined that the shelter is a safe place for them to be.

**SECTION VII: PROGRAM SERVICES AND OUTCOMES**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\*** | **Documentation**  **Method** | **Mid-Year**  **Status Report** | **Year-End**  **Status Report** |
| 1 | ***Children’s Empowerment Program*** | Output | Children of domestic violence survivors will be sheltered or cared for by program staff.  Sheltered children who stay at the shelter long enough (for 30-45 days) will be engaged in the Children’s Empowerment Program. | 26 children\*\*  16 children | Case File | 5 Crisis children sheltered  2 Adams House children sheltered  5 Crisis children stayed in the Children’s Program long enough to participate in the CP Philosophy.  19 Adams House children stayed in the Children’s Program long enough to participate in the CP Philosophy. | 37 Children Sheltered in Adams House and Crisis Shelter  32 children (some carried over from the previous reporting period) stayed in the Children’s Program long enough to participate in the CP Philosophy. |
| Outcome | Children engaged in the Children’s Empowerment Program demonstrate improvements in sense of safety, expression of feelings, and positive interactions with family, staff, and other shelter residents. | 11 out of 16 (68%)\*\* children | Intake/ Assessment | 3 Crisis children demonstrated improved comprehension and assimilation of the program philosophy within the program year  12 Adams House children demonstrated improved comprehension and assimilation of the program philosophy within the program year | 25 out of the 32 demonstrated improved comprehension and assimilation of the program. |
| 2 | ***Sheltered Adults*** | Output | Domestic violence victims will be provided safety and shelter  Adults will stay long enough (for 30-45 days) to receive comprehensive supportive services | 28 adults\*\*  19 adults | Case File | 4 Crisis adults sheltered  11 Adams House adults sheltered  4 Crisis adults received comprehensive support services  11 Adams House adults received comprehensive services | 23 Adults sheltered  21 Received comprehensive supportive services |
| Outcome | Program participants who stay long enough (for 30-45 days) to receive comprehensive supportive services will create a safety plan  Program participants to receive comprehensive services will receive a confirmed referral to other safe housing  Program participants to receive comprehensive supportive services will maintain or increase their income through government benefits and/or employment | 19 out of 19 (100% participants)  19 out of 19 (100% participants)  13 out of 19 (68% participants) | Documentation of Emergency/ Safety Plan, Benefits Enrollment, Referrals to Safe Housing | 4 Crisis adults created a safety plan (100%)  11 Adams House adults created a safety plan  4 Crisis adult participants (received a confirmed referral to safe housing  11 Adams House adult participants received a confirmed referral to safe housing  13 adults (100%) maintained or increased their income through benefits or employment | 21 sheltered adults created a safety plan  23 adult participants received a confirmed referral to safe housing  19/23 adults (83%) maintained or increased their income through benefits or employment |
| 3 | ***Youth Violence Education Workshops*** | Output | Youth and/or parents will participate in workshops and be provided with an evaluation tool | 150 unduplicated students | Survey/ Evaluation | 750 | 1470 |
| Outcome | Evaluations will be completed and returned | 90/150 (60%) students | Survey/ Evaluation | 400 | 815 |
| 4 | ***Additional Information*** | Output | Additional Data to Report at mid-year & year-end reports:   * Number of shelter clients linked to mental health services. * Number of hours of therapy provided for clients by Sojourn clinician. * Number of shelter clients linked to permanent housing. * Number shelter clients liked to temporary housing. * Number of shelter clients linked to employment or benefits. * Number of shelter clients who secured benefits.- * Number of individuals who qualified for services but were not able to access due to capacity. |  | Case File | 4 Adult Crisis Shelter clients were linked to mental health services this reporting period.  68 hours of therapy were provided for shelter clients this reporting period.  2 Crisis Shelter clients were linked to permanent housing.  2 Adams House clients were linked to permanent housing.  4 clients were linked to permanent housing through the Survivors First grant.  3 Crisis adults were linked to temporary housing.  3 Adams House adults were linked to temporary housing.  2 Crisis clients were linked to employment or benefits during this reporting period.  6 Adams House clients were linked to employment or benefits during this reporting period.  0 Crisis clients secured benefits this reporting period  3 Adams House client secured benefits this reporting period  256 individuals were referred elsewhere due to capacity. | 8 Adult Crisis Shelter clients were linked to mental health services this reporting period.  84 hours of therapy were provided for shelter clients this reporting period.  2 Crisis Shelter clients were linked to permanent housing.  3 Adams House clients were linked to permanent housing.  13 clients were linked to permanent housing through the Survivors First grant.  3 Crisis adults were linked to temporary housing.  5 Adams House adults were linked to temporary housing.  3 Crisis clients were linked to employment or benefits during this reporting period.  7 Adams House clients were linked to employment or benefits during this reporting period.  0 Crisis clients secured benefits this reporting period  3 Adams House client secured benefits this reporting period  653 individuals were referred elsewhere due to capacity. |
| Outcome | No outcome data collected |  |  |  | N/A |

**Variance Report**

This fiscal year, the program experienced two outbreaks, one in August and one in December. Notably, the COVID outbreaks during this fiscal year impacted our resources and ability to house, serve, and bring in new clients. Because families that are COVID positive are required to be in isolation and separate from other residents, Sojourn was limited in the number of families who could be in shelter and therefore could not bring in new clients during that time. These precautions have resulted in a decreased bed capacity to serve both Crisis and Transitional clients, which had to remain consolidated. As such, our program outcomes have been lower than projected for this reporting period.

Importantly, the program has also been operating at a decompressed state, keeping some rooms vacant in case of an outbreak so that we can safely quarantine families on-site. Despite this consolidation, the shelter program continued to operate at near-capacity most of the time. Through the reporting period, Sojourn sheltered 38 adults and children. Some of the Crisis clients were served in local hotels because we were at capacity in our available beds. While the adult clients received comprehensive services including the creation of a safety plan, access to food and clothing, case management and housing services, peer support, and licensed therapy with our clinician, the clients in hotels did not stay in the program long. The focus was to get these families out of harm’s way, and so where appropriate, we assisted these clients to get back to their home state of origin or to move to be with their family. These short-term engagements with our program impacted our outcomes. Despite these programmatic changes, we exceeded most of our outcomes this past year and have dramatically increased some of our outcomes compared with recent years.

**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,** Sojourn facilities are not leased from the City of Santa Monica.

**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.**