HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2022-23 PROGRAM STATUS REPORT

Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_WISE & Healthy Aging\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: \_\_\_\_\_Adult Day Service Center (ADSC)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

###### FY 2022-23 SUBMISSION CALENDAR



**SECTION I: PROGRAM ACCOMPLISHMENTS, CHALLENGES, AND CHANGES**

**Provide a brief summary of your program accomplishments, challenges, and changes that occurred during the reporting period. Please also provide information or observations related to population or service trends.**

**Accomplishments:**

* Although it was no longer required by public health the WISE ADSC instituted weekly COVID testing measures for clients and staff to mitigate risk of COVID-19 exposure.
* ADSC hosted a carnival in the Summer on the patio where clients were able to participate in a variety of tabletop games and activities with special snacks and carnival prizes. One of the clients with mild cognitive impairment did Tarot card readings for the clients and staff.
* As part of inter-generational programming, 33 elementary school students from Calvary Christian school’s third grade visited with the ADSC clients. During the visit, students and clients engaged in mutual interviewing; competitive trivia with mixed teams; a flash mob dance with both clients and students; clients gave out homemade treats for the students upon their arrival and departure. ADSC clients also made thank you notes and sent them to the students at Calvary Christian School. Calvary Christian School invited our clients for a return visit to their campus, giving another opportunity for intergenerational programming. The third-grade students performed songs and provided a snack for the clients, and the school provided round-trip transportation via school bus.
* WISE Minds, a group focused on early memory loss, went on their first outing since COVID, exploring the local Capital One coffee shop.

* WISE Minds hosted their first friends and family holiday tea event, which provided respite for family members and allowed them to spend time with their loved ones in a role other than caregiver and care recipient.
* WISE Minds expanded to a third day and features an optional weekly outing to the local Downtown Santa Monica Farmers Market to purchase fresh ingredients for a healthy snack prepared by the group members.
* WISE & Healthy Aging successfully competed for the Saint John’s Health Center Foundation Community Impact Fund grant to partially fund the expansion of Somos Amigos offered onsite from its current two days a week of programming to four days a week.
* The ADSC accepted an art therapy intern from Loyola Marymount University and entered an MOU with University of Southern California Chan Division of Occupational Science and Occupational Therapy to being receiving interns to work directly with clients. This expands upon the student internship opportunities at WISE.
* The ADSC partnered with USC’s Occupational Therapy program and had 3 interns on site once a week each for 12 weeks where they aided in client assessment and activity programming. The partnership will continue into the new fiscal year.
* A partnership was created with Music Mends Minds, a group that creates “musical support groups” for individuals with neurological disorders. They host a weekly drum circle that has provided much enrichment to clients. The partnership was featured in an [article](https://smdp.com/2023/05/08/wise-and-healthy-aging-drum-circle/?fbclid=IwAR0nbC5Xe0vCwsqf3-oDqn0PheJqgs0_yioNK7uG0FZVgcUy1MjKubdXEKc) in the Santa Monica Daily Press in May.
* The ADSC served 131 participants during this reporting period with 49 who are Santa Monica residents. Of the 49 SMPP, 16 live/ lived at home alone. Their participation in the program has helped decrease their social isolation and increase their engagement. ADSC clients living alone are offered case management services to help them live independently for as long as possible. In addition, we undertook an extensive marketing campaign that included geofencing in surrounding areas to push advertisements with a link to services.
* The ADSC Program Supervisor celebrated 30 years of service at WISE and Healthy Aging.
* Our volunteers celebrated 3 years of service, 7 years of service, and 10 years of service. One of or volunteers contributed an average of 147 hours per month.

**Challenges:**

* During the COVID-19 lockdown and the suspension of on-site ADSC services, many long-time clients passed away or were placed in long-term care facilities. The WISE & Healthy Aging ADSC continues to rebuild participation. Participation ebbs and flows with spikes in COVID variants in the community; with some families holding clients back from day services when there is a spike and having them return when they feel it’s appropriate.

The new ADSC Director started in their position on August 1, 2022. In the months prior to her arrival, staff and volunteers helped to bridge this gap and did so with little interruptions to operations. However, building the census was not a top priority nor possible without the director in place. The ADSC director is the primary person who conducts outreach for new client enrollments, which impacted the business as the new director was being hired, onboarded, and getting to know the clients, staff, and operations.

* A COVID-19 outbreak occurred in August which affected attendance. The ADSC remains vigilant regarding COVID-19 safety measures (masking, social distancing, weekly testing, hand sanitation and building entry screenings). At the same time, the Center serves a population that constantly needs to be reminded of these necessary procedures, and often clients are not able to consistently follow them, which is understood given that the clients have memory impairment.  Some families continue to be cautious about sending their loved ones to group settings.  However, they need respite assistance, in many cases to fulfill their own work obligations. Since that time WISE has instituted a more rigorous testing protocol for staff and clients than is required by both the regulatory agency and Los Angeles Department of Public Health.
* Caution over COVID-19 continues to be a challenge for the ADSC. Many are still reluctant to return to community settings, especially because temperature screenings and masking (for clients and visitors) is no longer required as of April 2023.
* Clients’ ability to pay also continues to be a barrier for some families to maintain participation in program services, as scholarships are limited. WISE & Healthy Aging is pursuing additional funding to support more scholarship slots.

 **Changes:**

* WISE & Healthy Aging’s Adult Day Service Center (ADSC) redefined the selection of activities each defined with a purpose to utilize research informed programming more consistently.

###### 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.**

During the program year, the ADSC assessed program satisfaction at mid- year and year-end. **Caregiver satisfaction** surveys were collected to gather feedback on programing. Of the 49 SM program participants, six were without family caregivers. This led WISE to change the wording of survey to be inclusive of clients without family caregivers.

39 surveys were sent to participants and/or their family caregivers. To date, 11 responses have been received. WISE is considering different options to increase survey responsiveness among ADSC participant caregivers (e.g., tablet at front desk available at pick-up and drop-off).

Caregivers were asked to respond to the following questions in the survey administered during May 2023 (yearend):

 **STRONGLY STRONGLY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | AGREE | AGREE | DISAGREE | DISAGREE |
| 1. I feel I/my loved one benefits from the program | 100% |  |  |  |
| 2. The program engages me/my loved one **cognitively** | 80% | 20% |  |  |
| 3. The program engages me/my loved one **socially** | 90% | 10% |  |  |
| 4. The program engages me/my loved one **physically** | 90% | 10% |  |  |
| 5. Participating in the program helps me/my loved one feel less socially isolated | 100% |  |  |  |

Caregivers were also asked to rate the following:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **VERY HIGH** | **HIGH** | **NEUTRAL** | **LOW** | **VERY LOW** |
| 6. Prior to enrolling yourself/your loved one in the ADSC, please rate your overall stress | 50% | 30% | 20% |  |  |
| 7. If there was no ADSC, how would your overall stress be:  | 60% | 20% | 20% |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **ABOVE AVERAGE** | **AVERAGE** | **NEUTRAL** | **POOR** |  **VERY POOR** | **N/A** |
| 8. Ongoing Staff Interaction | 100% |  |  |  |  |  |
| 9. Personal care provided to client | 90% |  |  |  |  | 10% |
| 10. Enrichment Activities | 90% | 10% |  |  |  |  |

**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.**

WISE continued its partnership with UCLA’s Dementia Care Program that offers vouchers for their patients to attend a limited number of sessions (approximately 5) at the ADSC. This can provide a family with a short period of respite or help them explore, at no cost to them, if ongoing participation is the right fit for the client and their families. After the voucher period has concluded the agency determines if the client will be fee for service, if they qualify for veterans benefits to pay for ADCS services, or to determine if they qualify for a scholarship, including the duration of the scholarship.

During this reporting period WISE explored and then signed a partnership agreement with USC’s family caregiver support program (FCSP) to aid caregivers in utilizing the ADSC as an added resource for respite. USC’s FCSP program offers vouchers for their clients to attend a limited number of sessions at the ADSC at no cost to them.

WISE has signed an MOU with University of Southern California Chan Division of Occupational Science and Occupational Therapy to receive interns to work directly with clients.

###### SECTION III: BOARD INVOLVEMENT

**Please indicate:**

**Year- End**

* **Number of Board meetings conducted during the reporting period**: 4
* **Average number of members of Board in attendance at Board meetings**: 16
* **Board development activities conducted during the reporting period:** None
* **Significant policy directions or actions taken by the Board during the reporting period:** Molly Davies, LCSW, President and CEO started her new role on July 1, 2022. The Board approved a new operating budget for FY2022-23 (July 1 – June 30). Approved an updated new employee handbook for 2023.
* **Number of board members who reside and/or work in Santa Monica:** 10
* **Board vacancies and plans to fill those vacancies, if applicable:** Not Applicable.

###### 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.**

There is an ADSC and Nutrition Services Supervisor (supervises activity leaders and handles meal service and volunteer management). There are four activity leaders. There is an Assistant Director who was promoted from her position as Program Supervisor, supervises the enrichment program, assists with client and family management, provides programming, and maintains data. A full-time Master Teacher (MA in Gerontology) develops program curriculum and delivers early-stage memory loss programing. The new ADSC Director has fully integrated into her role and oversees operations. As noted, the ADSC Director was hired and started August 1st. She has a PsyD., holds a Residential Care Facility for the Elderly (RCFE) administrator license and is a Certified Dementia Practitioner (CDP); with extensive experience running assisted living facilities. There was one activity leader hired in July 2022. There was an opening for the position as Activity Leader as one staff member resigned in order to pursue educational opportunities. Thus, another staff member was hired to fill the Activity Leader position in late April 2023. Currently, the ADSC is fully staffed to deliver on-site programing.

**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).**

During the program period, the ADSC utilized **8 volunteers for a total of 2,801 hours**. Four volunteers assisted in the ADSC kitchen. One volunteer, a retired nurse, assisted with the daily building entry screening and delivered early-stage memory loss programing. Three volunteers provided general assistance in the main activity room. Volunteer participation has been consistent. In May, one volunteer was honored with the Older Americans Month Aging Unbound award from the County of Los Angeles for his dedication to his service.

**SECTION V: SPECIAL FUNDING CONDITIONS**

**Provide a status report on how the agency is meeting its funding conditions listed in Exhibit A of your Grant Agreement, clearly addressing each individual funding condition in bullet point format.**

1. Participate in the City’s efforts to develop an outcomes measurement system to better track human services program demographics and outcomes. Participation may include, but is not limited to meeting with City staff, consultants, and; providing information regarding current data systems, technology infrastructure, policies and procedures, needs, opportunities, and concerns; incorporating the City into existing consent for release of information forms; signing and adhering to the City’s data management Agency Agreement; and contributing data to a centralized data management system. Aggregated or de-identified information may be requested for the purposes of analyzing data being collected.
* WISE & Healthy Aging has and continues to participate as needed with this effort.

1. *Detail steps taken to provide services in adherence to the safety protocols related to the COVID-19 pandemic, including modifications to service delivery, physical infrastructure and safety equipment and protocols to protect participants and staff.*
* WISE & Healthy Aging follows local and state public health and CDC guidelines on proper safety measures, e.g., wearing of face covering, wearing of gloves when needed, maintaining of distancing of at least 6 ft, and promoting hand washing as often as possible, and engaging in COVID testing when prescribed.
* Over 95% of WISE & Healthy Aging staff are vaccinated. Those who are not have received medical and/or religious exemptions. During this reporting period only fully vaccinated individuals, with proof of vaccination, have been allowed to visit WISE locations. Adult Day clients are not required to be vaccinated per regulatory agency guidelines. Clients and visitor must always wear face coverings and practice social distancing. Adult Day Center clients are encouraged and reminded to mask but are not required to mask per public health guidelines due to their cognitive impairment. They are one of the few groups that have been carved out of this requirement by CDC and other public health organizations.
* All staff, regardless of vaccination status, working at the main office, must wear face coverings when client facing. Wall-mounted air purification machines have been strategically installed throughout the workplace, as well as installation of sanitizing wipes (dispensers) and sanitizing liquid dispensers in support of staff and clients. Regular office workspace cleaning continues.
* Clients and staff are asked to self-attest for COVID symptoms.
* In the ADSC the clients and staff continue to COVID test regularly and staff continue to mask when client facing in the ADSC.
1. *Agency will assist eligible participants in submitting applications to applicable Santa Monica Housing programs, including but not limited to: Section 8 and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), and Continuum of Care (CoC) programs.*
* Those seniors who may be eligible are screened through the Care Management Program. And if eligible, assistance is provided in completion and submission of applications.

**SECTION VI: SERVICE NEEDS AND REFERRALS**

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

|  |  |  |
| --- | --- | --- |
| **ASSESSMENT OF ADDITIONAL SERVICE NEEDS****(Santa Monica Participants)** | **FY 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 | 8 | 9 |
|  **Please list the top 3 referring agencies** |  |  |
| * 1. **UCLA Dementia Care Program**
 | 5 | 5 |
| * 1. **VA**
 | 2 | 3 |
| * 1. **OPICA**
 | 1 | 1 |

**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 | **ADSC Client** **Well-being****Quality of Life** | Output | Participant’s Quality of Life is assessed at admission and every 6 months thereafter | 45 SMPP | Standardized assessment, Brod Quality of Life-Dementia (DQoL), included in client file. | 29 SMPP received the Dementia Quality of Life Assessment | 49 SMPP received the Dementia Quality of Life Assessment |
| Outcome | Participants maintain or increase their quality of life from Time 1 (T1) measure to Time 2 (T2) (6 months apart) | 50% of SMPP with 2 measures of QoL-D will maintain or increase their scores. | Comparison of T1 and T2 scores on standardized assessment. | 33% of SMPP with 2 measures of QoL-D maintained or improved their score | 55% of SMPP with 2 measures of QoL-D maintained or improved their score \* (20 SMPP sample size) |
| 2 | **ADSC Client Ability to Perform Activities of Daily Living** | Output | ADSC clients’ functional skills are assessed by ADSC supervisor at admission and every 6 months thereafter | 45 SMPP  | Direct observation and client case file | 29 SMPP functional skills were assessed. | 49 SMPP functional skills were assessed. |
| Outcome | Participants maintain or increase their ability to perform Activities of Daily Living from Time 1 measure to Time 2. | 80% SMPP with 2 measures of ADLs will maintain their functional ability and not require family notification for increased level of care. N*otification occurs when 1 of 4 ADL outcomes (grooming, toileting, transferring, eating)* *have declined from prior assessment*. | Comparison of T1 and T2 scores on ADL assessment | 89% of the SMPPs with two measures maintained or increased their ability to perform ADLS from T1 to T2.  | 90% of the SMPPs with two measures maintained or increased their ability to perform ADLS from T1 to T2.  |
| 3 | **Subsidy Assistance** | Output | Santa Monica ADSC clients receive subsidy to make ADSC accessible to lower-income families | 15 SMPP | Case File – electronic attendance records. | 12 Santa Monica ADSC clients received a subsidy | 30 Santa Monica ADSC clients received a subsidy to make ADSC accessible to them |
| Outcome | Subsidized SM ADSC clients will increase their attendance from 2 days/week up to 5 days/week (by increments of 1 day based on assessed need). | 4 SMPP | Case File – electronic attendance records. | 9 Santa Monica ADSC clients have increased their attendance | 14 Santa Monica ADSC clients have increased their attendance (with the benefit of financial subsidy) based on assessed need. |

###### VARIANCE REPORT:

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

**Outcome/Output #3**: WISE far exceeded its goal for subsidy assistance to SMPP. WISE provided subsidy assistance, making the ADSC financially accessible to 30 SMPP, exceeding the target by 50%. Because of these supports, 14 SMPP were able to increase their attendance, exceeding the target of 4 SMPP by 72%.

**Note for Outcome #1**: Of the 49 SMPPs served, only 20 SMPPs had 2 data point measures on the QOL and/or ADL assessments. This is in part due to changes in enrollment status due to client death or placement, or participants not starting the program until later in the fiscal year (not always two points in time to compare).

**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.**

A new Ken Edwards Center lease agreement was executed on July 1, 2022. The organization hired pest control for monthly visits to the Ken Edwards Center. Additionally, repairs were conducted for the broken insta-heat in the Adult Day Center (2nd floor) bathroom to provide hot water. WISE & Healthy Aging continues to engage in building upgrades including painting of interior spaces. Plumbing maintenance of toilets and sinks on all floors was conducted during this period. The building continues to require out-sourced cleaning for bio-hazard human waste in the elevators and stairwells.

WISE & Healthy Aging coordinates with the City when repairs need to be made to the facility that fall outside the scope of WISE’s responsibilities under the new lease agreement.

**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.**