HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2022-23 PROGRAM STATUS REPORT

**Agency: WISE & Healthy Aging**

**Program: Club WISE**

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

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

At the start of the reporting period, July 1, 2022, Club WISE was fully open for business with a combination of in-person and virtual programs and services for members 50+. While masking and vaccination requirements were still in place through April 2023, members and the public were allowed to enter the Santa Monica facility to engage in fitness, socialization activities, dining, lectures, and inquiries about other services.

Although COVID-19 continued as a threat during the reporting period, mitigation steps were taken by WISE & Healthy Aging including self-attestation before entering facility, masking, increased cleaning, hand sanitation stations, and proof of vaccination which contributed to a safer environment.

**Following are Accomplishments, Challenges, and Changes for the reporting period of July 1, 2022 to June 30, 2023.**

**Accomplishments**

Members

Club WISE served **798 Santa Monica residents.**

Promotions

The fiscal year began with a focused campaign to increase new Club WISE memberships. A promotion launched in August 2022 for new memberships with incentives to receive Santa Monica Farmer’s Market Vouchers and a free healthcare book. Promotion ended November 30, 2022.

On October 3, 2022, WISE & Healthy Aging was tapped by the Los Angeles County Department of Public Health - LA Bold, to recruit client and member families for a listening session on perceptions of memory loss, Alzheimer’s Disease, dementia, and high blood pressure for county organizations to understand how to help prevent and manage these conditions. A dozen families connected through WISE & Healthy Aging’s Adult Day Center with relatives with Mild Cognitive Impairment (MCI), Alzheimer’s, and/or dementia, participated in the study at the organization’s Santa Monica headquarters.

Programming

Club WISE accepted **26,848 registrations**\* for virtual and in-person programming into **1,523 classes/events/workshops** held during the reporting period. *\*Event Statistics*

While many programs continued virtually, during the last quarter of the fiscal year, Club WISE increased its focus on in-person programming. The chart below illustrates Club WISE programming by location reflecting increased in-person programming from the previous reporting period.

**In August,** WISE co-hosted Summer Southern Social in conjunction with Watermark Living in Westwood featuring food, entertainment, and games open to Club WISE members.

WISE & Healthy Aging resumed its WISE Adventures travel program and introduced a branded outing opportunity, Day Trippers – targeting local day trips to county-wide landmarks and events with departures from Santa Monica and include WISE staff and volunteers called Fun Ambassadors, to ensure that members are connecting with each other and that all of their needs are met during excursions. The brand featured excursions to the Skirball Museum and Sofi Stadium and supported the Metro On The Move Riders Program (OTMRP) by promoting the Dodger Stadium day trip in September 2022. WISE Adventures hosted member-paid outings to Oceanside, Santa Barbara, and Claremont for day long tours and dining with guide and transportation included.

**September** is National Falls Prevention Month. As a series, WISE & Healthy Aging hosted a free preview for a multi-week *A Matter of Balance: Fall Prevention Workshop*, hosted by the organization’s in-house educational gerontologist, Miriam Caiden. It was a well-attended event.

**In October,** the organization entered a trial relationship with content provider Loop Village – a curator of virtual programming targeting older adults through travel, cooking, music, mediation, and peer-to-peer focused programming. The Loop Village enables activities for members to address social interaction and companionship most seniors today crave. Club WISE featured twenty-seven (27) Loop Village programs including virtual travel to France, Spain, and Argentina.

Also in October, WISE introduced a new series, Be WISE - informational programming on money matters with content focused on *Know Your Mortgage Options* – a discussion on forward and reverse mortgages, gift funds for relatives and home equity lines of credit and *Making Sense of Medicare* with tips on how to make the best Medicare choices based on one’s needs.

**In January,** free in-person acupuncture clinic powered by Yo San University was reintroduced as a member only perk (visit limits apply).

**In March,** the Santa Monica Historical Society presented an armchair “walking tour” of downtown through a historical journey on “Saloons, Brothels, and Gambling: Historic Santa Monica and It's Colorful Past”.

Through WISE & Healthy Aging’s geriatric team, “Shake the Salt” and a Brain Boost Series were introduced in May, and the partnership with UCLA Health continued with a virtual workshop on Sarcopenia & Exercise in Older Adults.

Additionally, the following in-person classes were added: Zumba Fun & More, Power Up Chair Exercise, Chair Yoga for Independence, Bisous de France (French lessons), Hips Don’t Lie, and the World of Dance.

As an organization imperative to mitigate social isolation for older adults, WISE continued to feature gaming – Bingo and Bridge, Language (Spanish), Poetry, and introduced the arts with jewelry-making and horticulture classes.

To encourage in-person member visits and socialization, Club WISE opened a monthly morning Coffee Corner **in June** featuring free Noah’s bagels, shmear, coffee, and tea.

Digital Literacy

With relatively low technology and broadband adoptions rates for older adults, as a 2022 grant recipient of funds from the California Utilities Commission’s California Advanced Services Fund (CASF), the “WISE Connections” (WC) project added to Club WISE’s existing slate of programming to help older adults bridge the digital divide through training and receipt of free laptops. Participants receive up to eight (8) hours of instruction and those completing a series of six (6) training courses may be eligible, based on income status, to receive a new HP Chromebook for free. Project follows a two-year timeline through the end of 2024.

As a supplement to WISE Connections, WISE added WC a la Carte training including one-offs on email and the internet, and one-on-one computer refreshers to reinforce learnings from group digital trainings. Training includes How to Use Zoom, How to Use My Active Center – the programming portal for Club WISE, and BYOC – Bring Your Own Computer – a 1:1 WISE team member assisted training.

Since project initiation, 165 Santa Monica residents have participated in WISE Connections and WC a la Carte digital literacy training. Forty-four (44) Santa Monica resident participants received Chromebooks for completing eight (8) hours of training.

Year-end participant data indicated, from all surveyed, that 62 participants enrolled in broadband services (within the 12 months of training) and that the trainings increased employment prospects, and helped participants access educational, health, and government resources. Additionally, participants indicated that they learned to access the internet securely and how to connect with others online. WISE Connections has served to mitigate social isolation and narrow the digital divide for older adults.

With support from Amazon with SNAP! WISE Connections offered training for Electronic Benefit Transfer (EBT). As a national governmental program, Electronic Benefits Transfer (EBT) is an electronic system that allows a Supplemental Nutrition Assistance Program (SNAP) participant to pay for food using SNAP benefits. When a participant shops at a SNAP authorized retail store, their SNAP EBT account is debited to reimburse the store for food that was purchased. The Amazon with SNAP! Training connected users to learn how to order groceries online through Amazon.

Through a partnership with California Phones – a program of the California Public Utilities Commission aimed at providing free specialized phones, including mobile, to qualified users – WISE offered small-group Android training. Other connections included offering virtual programming to Club WISE members from Senior Planet – with digital literacy classes through AARP.

In February, WISE & Healthy Aging partner, AltaGo introduced an active aging technology class covering how to use desktop and mobile applications to plan a trip, pay for public transportation fare, and call a ride using Lyft/MODE.

Advertising & Outreach

During the reporting period, WISE & Healthy Aging advertised services in local print and online papers to promote three Membership programs - MODE, **Club WISE**, and WISE Diner.

WISE & Healthy Aging advertised Club WISE in the Santa Monica Daily Press with 55 print ads and 10 digital ads during the reporting period. Additionally, Club WISE was advertised in the Santa Monica Mirror with 10 print and 20 digital ads during the same period.

As part of the promotions, WISE & Healthy Aging updated its look and feel with materials to promote **Club WISE,** WISE Diner, and MODE. Buck Slips were developed as leave-behind pieces for prospective members with calls to action to contact the organization. The collateral targets older adults for learning, lunch, and/or transportation with bold and colorful graphics representing racial diversity with crisp, brief, and to-the-point-language featuring membership benefits (Club WISE) and a uniform call to action to contact the main line to apply.

During the reporting period, WISE staff engaged in outreach by posting and placing information on **Club WISE** at the following Santa Monica locations:

* Silvercrest (2x)
* Virginia Park
* Lincoln Court Apartments
* Christian Towers
* Santa Monica Public Library
* Ocean Park Library
* Fairview Branch Library
* Pico Branch Library
* Montana Ave Branch Library
* Upward Bound Senior Villas
* Wilshire House

To increase visibility in the field, WISE created logo’ed magnetic truck signs for organization vehicles.

Audio / Visual

In January 2023, WISE & Healthy Aging completed installation of $125,000 in audio/visual equipment on floor one at Fourth Street. Upgrades consisted of three displays, touch panels and input plates as part of a 3-way divide/combinable activity center space, wall-mounted touch panels and wall input plates for HDMI video upgraded to Crestron brand hardware. The system is mobile device friendly, supports multiple languages, and includes a web user interface.

The new Digital Signage System allows WISE & Healthy Aging to create, publish, and manage organization messages, including events and menu information for **Club WISE** and WISE Diner.

Day Trips

During the reporting period, Club WISE continued to promote Day Trips – day excursions in/around Los Angeles and surrounding counties designed for older adults (50+). Trips included:

* Sep: Skirball Museum Jewish Deli Exhibit
* Sep: Sofi Stadium
* Sep: Oceanside
* Oct: Claremont
* Nov: Santa Barbara
* Jan: USS Battleship Iowa
* Feb: Academy Museum
* Mar: *Promoted* Active Aging Botanical Gardens
* Apr: Morongo Casino
* May: Carlsbad Flower Fields

**Challenges**

Restrictions

The pandemic changed how and when members interact with in-person Club WISE activities. Filling-the-room remains a challenge for several types of programming options from fitness to lectures.

Despite the loosening of COVID restrictions in Los Angeles County, some members and instructors remained apprehensive with in-person programming. During the reporting period, Club WISE at Fourth street remained open for fully vaccinated (proof of vaccination required) members until April 2023 at which point restrictions were discontinued.

Security

Security remains a persistent challenge at WISE & Healthy Aging. In July 2022, WISE hired a full-time security guard for interior building and exterior visibility. The cost for security is at a substantial price to WISE & Healthy Aging’s program budget and therefore has an impact on the organization’s ability to fund other services and improvements to serve older adults.

With the full return to in-person programming, the city’s growing unhoused and mentally ill population magnifies safety and security concerns for older adults visiting WISE & Healthy Aging in person. One example of the safety concern was experienced at Club WISE’s WISE Walkers group. Members of the class, walking en masse, encountered a homeless person who accosted the walkers. As such, class attendance dwindled during the reporting period with the group leader now stating that they will not resume for the new year.

In the second half of the reporting period, WISE & Healthy Aging managers attended the **Santa Monica Police Department Active Threat Training**. The presentation was created to help employees enhance their preparedness for the worst-case workplace violence scenario through readiness to take an active role in their safety.

**Changes**

In April 2023, COVID restrictions regarding masking and vaccinations were discontinued at WISE & Healthy Aging.

###### 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**.

In early December, WISE & Healthy Aging’s President & CEO, and Vice President attended a member ‘meet & greet” to hear member feedback and answer questions about the state of the club.

WISE & Healthy Aging regularly surveys its members. At mid-year,Member Services surveyed members regarding the impact of Club WISE classes/events and received 56 responses from Club WISE members regarding programming through December 31, 2022. At year-end, WISE & Healthy Aging received eighty-seven (87) responses from Club WISE members on programming offered from January to June 2023. Survey responsiveness increased from mid-year (up from 56). Surveys are only done via email, so WISE will consider offering a paper version to increase responsiveness.

* **Recommend Service**

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| --- | --- | --- |
|  | **Mid-Year | Year End** | |
| **Question** | **Very Likely & Likely** | |
| How likely are you to recommend Club WISE to a friend or colleague? | 89%  SMPP Members | 95%  SMPP Members |

**Following are a sample of survey quotes from Club WISE members at mid-year:**

* “All the instructors are excellent and involved. I like all UCLA lectures about health.
* “I am grateful and appreciate the exercise classes on zoom. Keeping me healthy!!!!
* “Both Evelyn and Shifra are outstanding instructors and human beings. The ladies who work as office staff; Heidi, Danielle and Eaven are very friendly, courteous, helpful and knowledgeable.
* “I am particularly impressed (sic) by your wonderful positive attitude and helpful service that every employee I've come across has. Miriam is wonderful. You know she cares about us and gives a full effort each session. I am very pleased with her and WISE, thank you all.
* “It would be great if you would offer more in person classes in Santa Monica. The rest of the world has opened up again. Also, the online registration system is difficult to use and confusing. It is also difficult to easily find monthly newsletters and updates about classes (sic). There was an Instagram class? There’s bingo? Who knew?! We love Josh though. He is the best.
* “Wise and Healthy is the BEST!

Following the survey’s conclusion, results are reviewed by management and staff to address issues. In response to the issue related to wanting sign ups to be available via paper rather than on the online system, WISE introduced a paper-based class schedule and registration form in January 2023, and has always encouraged members to call or come in person and staff can assist with signing up for classes online. Many additional classes have been added throughout this reporting period considering the feedback regarding the types of classes members were interested in. Additionally, several of the newly added classes are free.

Anecdotal member comments were not solicited in the year-end survey.

**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.**

During the reporting period, WISE & Healthy Aging partnered and/or offered content, with the support of the following providers:

* Amazon with SNAP!
* California Phones (California)
* Capital One
* Community Corp Santa Monica
* Kaiser Foundation
* Loop Village
* Los Angeles City Public Health-LA Bold
* Oasis – Everywhere & San Diego
* Senior Planet (AARP)
* St. John’s Foundation
* UCLA Emeritus Retirees
* UCLA Health
* Watermark Living
* Yo San University

###### SECTION III: BOARD INVOLVEMENT

**Please indicate:**

* **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 in that 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.**

During this reporting period, Club WISE was challenged with securing full-time Member Services employees to support Club WISE. In October, WISE added two part time Member Services employees to support Club WISE.

As of June 30, 2023, there were no vacancies in Member Services.

**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).**

Eighty-one (81) volunteers supported Club WISE Programming during the reporting period, mostly providing pro bono instruction and/or discussion group facilitation. Eighteen (18) volunteers were Santa Monica residents contributing 1,471.63 hours served.

**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 the first half of this reporting period only fully vaccinated members, with proof of vaccination, have been allowed to visit WISE locations. Unless dining, members must always wear face coverings and practice social distancing.
* During the first half of the reporting period all staff, regardless of vaccination status, working at the main office, must wear face coverings when client facing. Clients and staff were asked to self-attest for COVID symptoms.
* 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. To mitigate public availability, restrooms have keypads for use by members only. Regular office workspace cleaning continues.
* All services are being provided in-person and virtually, for those who are not ready to be in person. When staff interact with clients virtually it may be via phone call, Facetime or Zoom. When services are in-person, staff maintain the proper distance, wearing the proper personal protective equipment as needed.
* Beginning in April 2023 all visitors to WISE locations were permitted regardless of vaccination status. Masking was discontinued for clients and staff in all programs except for the Adult Day Center where masking and COVID precautions are more stringent due to being a licensed facility.
* All clients and staff are encouraged but not required to mask.
* All clients and staff are encouraged and required to stay home if they self-attest to having COVID symptoms.
* Public health protocols are monitored, and any changes are adhered to.

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 | 5 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 0 | 2 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 0 | 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 2022-23**  **Number**  **at Mid-year** | **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 2022-23**  **Number**  **at Year-end** |
| Participants referred by another agency | 101 | Participants referred by another agency | 117 |
| **Please list the top 3 referring agencies** |  | **Please list the top 3 referring agencies** |  |
| 1. Silvercrest Senior Living Apts | 14 | 1. Silvercrest Senior Living Apts | 15 |
| 1. UCLA\* | 8 | 1. UCLA\* | 9 |
| 1. City of Santa Monica | 6 | 1. City of Santa Monica | 8 |

*\*Mid-Year UCLA # inaccurately reported as 15. Should have been 8.*

***Section VII: Outp*uts, Outcomes and Assessment**

***Please complete the Outputs and Outcomes Chart with the information below:***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\*** | **Mid-Year**  **FY2022-23** | **Year-End**  **FY2022-23** | **Documentation**  **Method** |
| 1 | **Promotion of Lifelong Learning** | Output | New or renewal memberships in Club WISE | 550 SMPP | 655  SMPP Members | 798 SMPP Members | Completed membership applications |
| Outcome | Members will demonstrate membership engagement by participating in at least 3 courses/events over the 12-month period | 70% of Club WISE SMPP members | 84%  SMPP Members | 55% SMPP Members | *my*SeniorCenter membership and activities database/Survey data |
| 2 | **Supporting Health and Wellbeing** | Output | Santa Monica residents engaged in health promotion and well-being programming.  Members will engage in health promotion and disease prevention educational trainings and lectures, including participation in peer-led discussion and support groups. | 550 SMPP | 268  SMPP Members | 418 SMPP Members | Direct observation and client case files |
| Outcome | Members surveyed will report that participation in Club WISE programming has positively supported their health and well-being. | 90% of Club WISE SMPP members | Not Applicable –  Will be measured  in May 2023 | 90% SMPP Members who completed survey | Year-end survey |
| 3 | **Volunteer Engagement** | Output | Santa Monica residents engaged in Club WISE volunteer opportunities | 25 SMPP | 13  SMPP Members | 18 SMPP Members | Completed volunteer applications and participation in chosen volunteer opportunity(ies) |
| Outcome | Club WISE volunteers, who are Santa Monica residents, will serve as instructors, peer counseling support group facilitators, members of the Programs Committee and Members Advisory Committee, as well as provide general administrative support | SMPP volunteers will generate at least 800 hours of programming support. | 460.65  SMPP Volunteer Hours | 1,471.64  SMPP Volunteer Hours | Volunteer tracking log |
| 4 | **Peer-to-Peer Support/ Discussion Groups service** | Output | Member will have participated in peer-to-peer support/discussion groups by year-end | 25 SMPP | 9  SMPP Members | 47 SMPP Members | MySeniorCenter membership and activities database / Peer Counselor records |
| Outcome | Member will agree or strongly agree that they feel more connected and less socially isolated due to their participation in the groups. | 80% of SMPP participating in peer-to-peer support/discussion groups | Not Applicable –  Will be measured  in May 2023 | 82% SMPP Members | Year-end survey |

\*SMPP = Unduplicated Santa Monica Program Participants

###### VARIANCE REPORT:

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

**Output/Outcome #1**: The total number of memberships far exceeded the output target due to the increased demand for socialization programs coming out of the pandemic - a time when older adults have been extremely isolated. While Santa Monica Club WISE member participation in at least one event exceeded 400 members, repeat participation at 3+ events dropped to just over half by year end. Club WISE will endeavor to focus on incentivizing repeat member participation in the next reporting period. This output has been gathered via self-reported survey data. The team has identified that some repeat participation by members may not be trackable due to zoom links for classes being shared by members that the team cannot track, and members forgetting to swipe/check in for classes although they have participated. This creates incomplete data on this deliverable. The team is doubling efforts to ensure members swipe/sign in for classes and refrain from sharing zoom links.

**Output #2:** While an additional 150 SMPP residents engaged in member services during the reporting period from mid-year, output fell short of the 550 goal. The team continues to make efforts to reach more local participants especially through the peer counseling services which represents a significant quantity of Santa Monica residents.

**Output/Outcome #3:** The program excelled with volunteer recruitment having 81 volunteers who supported Santa Monica Club WISE programming mostly providing pro-bono instruction and or discussion group facilitation, however, volunteers residing within Santa Monica were lower than targeted. Reasons may include city demographic – transient nature of younger resident population, and cost of living within city as reasons for lower volunteer growth. However, despite the lower number of volunteers, they exceed the output target of total volunteer hours by over 80%.but albeit steady participation by existing volunteers.

**Output #4:** The number of SMPP served in Peer Counseling was exceeded.There was a greater need for mental health support coming out of the pandemic and our Peer Counseling program responded by adding three new support groups and an additional workshop which increased this outcome. Care Management also worked to streamline referrals into the Peer Counseling program.

**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.***

The organization hired pest control for monthly visits to the Ken Edwards Center. The building continues to require out-sourced cleaning for bio-hazard human waste in the elevators and stairwells.

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. Break ins through the public facing elevator into the 1st floor of the Ken Edwards Center continue to be an ongoing issue for staff and public safety and vandalism and WISE coordinates with the Santa Monica Police Department in these instances.

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.**