HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2022-23 PROGRAM STATUS REPORT

 **Agency: WISE & Healthy Aging**

 **Program: Paratransit (Transportation & Mobility Services)**

######  FY2022-23 SUBMISSION CALENDAR

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



**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.**

WISE & Healthy Aging’s Transportation & Mobility Services works with the City of Santa Monica Big Blue Bus (BBB) division in managing the MODE Program as a pass-through agency for applications and information on MODE, formerly known as Dial-A-Ride. MODE stands for Mobility on Demand Every day. MODE utilizes Lyft as a partner in the provision of rides.

At the start of the reporting period, July 1, 2022, Paratransit, referred to as MODE, was open for membership enrollments for people with disabilities and older adults 65+ with transportation and door through door service for WISE & Healthy Aging’s Adult Day Center clients.

**Accomplishments**

Members & Rides

The MODE program had **1,748 Santa Monica riders** signed up in the BBB database during the reporting period with **1,575 one-way door-through-door** trips tracked by WISE & Healthy Aging. MODE members enrolled in WISE & Healthy Aging’s Adult Day Center received optional escorted MODE and Door-through-Door service by WISE team members.

Advertising & Outreach

During the reporting period, WISE & Healthy Aging advertised MODE services in the Santa Monica Daily Press with 45 print ads.

As promotional campaigns, 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 benefits of the transportation program 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 **MODE** 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.

**Challenges**

While access to transportation was necessary for those leaving home, the demand for ridership, including assistance to WISE & Healthy Aging’s Adult Day Center was less than in pre-COVID years. During the reporting period, Big Blue Bus had not authorized the return of door through door services for Santa Monica city residents.

MODE Orientations

During a portion of this reporting period WISE & Healthy Aging headquarters remained open to fully vaccinated members. Orientation of new MODE members transitioned from pre-COVID in-person group orientations to the delivery of an updated Frequently Asked Questions (FAQ) accompanying each new MODE membership. WISE staff remain available by phone and in person to answer member questions and to orient members to the program.

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

To increase MODE education, in April 2023 WISE & Healthy Aging advertised and hosted one-on-one MODE tutorials for new members, by appointment only. WISE Care Management assisted with this outreach to their clients.

MODE Applicant Submission

The challenge remains to expedite the approval of prospective MODE applicants by BBB. Currently BBB requires that new applications be submitted one time per month from WISE to BBB. When prospective members’ applications miss the report “cut off,” they are faced with extensive wait times (up to 30 days) for approval. This impacts all new members and has additional impact for the Door-through-Door clients attending the WISE Adult Day Center.

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.

Driver Safety Trainings

Due to COVID, AARP suspended all training in 2020 which, to date, remain suspended. Currently AARP does not have volunteer instructors to provide these trainings in person and have moved to online.

**Changes**

Effective July 1, 2023, WISE & Healthy Aging will no longer be funded for the paratransit program.

###### 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**.

Upon receipt of a membership application, each potential member is contacted as to their status. With all required documents received, new members are welcomed via a letter which includes a MODE membership card and FAQs. Members are also encouraged to contact WISE & Healthy Aging with questions about the MODE program either over the phone, in person, or via email. A specific email address is available to support member inquiries (memberservices@wiseandhealthyaging.org).

WISE & Healthy Aging regularly surveys its members. WISE & Healthy Aging surveyed MODE members with one hundred twenty-four (124) surveys received of which 67.74% respondents had taken a ride via MODE (or Lyft through MODE) from July 2022 to December 2022. At year-end, WISE & Healthy Aging surveyed MODE members with one hundred twenty (120) MODE respondents providing responses for the January 2023 to June 2023 reporting period.

* **Recommend Service**

|  |  |
| --- | --- |
|  | **Mid-Year | Year End** |
| **Question** | **Very Likely & Likely** |
| How likely are you to recommend MODE to a friend or colleague? | 95.13% | 95.8% |

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

* ‘Wonderful program for seniors — without it, transportation would be extremely difficult and costly.”
* “Would be helpful to extend MODE/Lyft hours on Saturday and Sunday and during the week as well. Thank you.”
* “There aren’t enough wheelchair access vans. In order to get a ride to the doctor I have to call two weeks in advance and coordinate my appointment and a person to wheel my chair. I don’t even try going someplace else. Also, for some reason the vans aren’t allowed to park in the parking garage under the doctor’s office which means I must be wheeled several blocks to the office. I could understand if it was a BIG bus but it’s a van, it will fit under the entrance.”
* “I feel very honored having Lyft available to me. I use it for grocery shopping, rides to appointments… I try to get around walking my dog, but after picking up groceries, household necessities, health and beauty etc., I’m glad Lyft can help me take my items home. Very convenient and happy with the service.🙂🙂.”
* “You allowed us to sell our last car”
* “My main complaint is about most drivers' GPS that always guide them to alleys instead of the main street, and many times I had to wait for a long time until we found each other. Once I ended up canceling my trip, since it was too late to get to where I was going.”
* “You are handicapping the handicap by not allowing us to send in checks or pay with a credit or debit card. It costs me $3.00 round-trip to come to the transit center to make a payment. Time and money I should not have to spend. Please change this process so that we can pay the same as Lyft. Thank you”
* “Great service and useful way for seniors to travel around town.”
* “I would not be able to get to the hospital quickly and easily”
* “The Lyft service has been great. I am so thankful to have this available for medical visits which would be really challenging otherwise. Again, thank you.”
* “It's a lifesaver! We only have one car and lots of medical appointments, and Lyft has never let us down. Just wish it ran on wknds too.”
* “I basically can only use mode in the morning and early afternoon. For that I have been very satisfied. I was stranded at the coop market when I tried to leave at 3:15 PM. The call center person tried very hard to get a car for me - but was unable to by 4:00 PM. Also I tried to use Mode on 1/30 only to find out they were closed for the holidays. It would be nice to get an email or some notification prior to that date.”
* “I don't know what I'd do without MODE! I had to retire because of my PTSD, I am unable to work, I had to give up my car, am barely making it with my Social Security check, and MODE is a Godsend, lifesaver, angel in my life!!! Please never go away! THANK YOU SO VERY MUCH!!!”
* “Without the Lyft MODE program, as a disabled immunocompromised person I would not be able to get around Santa Monica. I'm very grateful for it.”

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

Following the survey’s conclusion, results are reviewed by management and staff to address issues that are within WISE & Healthy Aging’s control and will report feedback to Big Blue Bus for their consideration.

**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 with the following providers:

* AltaGo (Santa Monica)
* Active Adult Advisory Committee (Santa Monica)
* Big Blue Bus (Santa Monica)
* Metro (Los Angeles)

WISE & Healthy Aging continued to consult with AltaGo to provide feedback and support on older adult reception to multiple transportation methods for the development of Santa Monica as an active and healthy community. In December 2022, AltaGo hosted four (4) walking audits throughout the city of Santa Monica with community members, city employees, and representatives from WISE & Healthy Aging to gauge accessibility and function of city streets and resources. WISE participated in two of four walking audits providing feedback based on benches, sidewalk widths, curb heights, and other access and functional considerations as noted by WISE & Healthy Aging members and clients.

In collaboration with AltaGo, Santa Monica Spoke – the self-designated community bike center of Santa Monica – hosted a bike workshop at WISE & Healthy Aging on May 15, 2023 as a free safety class for participants 62+ to learn the rules of the road, safety tips while biking, and the benefits of biking. Additionally, AltaGo hosted a walking and safety class at WISE & Healthy Aging on May 22, 2023 led by their team member, Kaitlin Scott.

At the request of AltaGo, WISE & Healthy Aging participated in the Santa Monica Active Mobility Expo on June 3, 2023 – an event providing seniors with the opportunity to connect with various transportation methods including trying senior-friendly mobility options.

When provided by AltaGo, WISE & Healthy Aging featured Active Aging’s Upcoming Events to MODE, Club WISE, and WISE Diner members via monthly email.

WISE & Healthy Aging collaborated with Metroto host a tap card training on November 9, 2022, in Santa Monica.

Tangential to AltaGo, WISE & Healthy Aging’s management continued to participate in the Active Aging Advisory Committee as a subject matter expert.

Thirty (30) older adults attended the in-person event to learn the benefits and use of the Senior TAP Card, Travel Clubs, LIFE, and trip planning. The same event occurred in the second half of the reporting period on March 22, 2023.

Each month, representatives from WISE & Healthy Aging and the Big Blue Bus met to discuss issues, updates, and possible program enhancements affecting members and the program. Virtual meetings were discontinued after June 30, 2023.

###### 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 the reporting period, the program was challenged with securing a full-time Member Services employee to support transportation operations. In October, WISE added one part time Member Services employee to support transportation activities. 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).**

During the reporting period, there were no volunteers in the Paratransit program.

**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?”
 | 12 | 8 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?”
 | 2 | 5 |
| 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** | **INCOMING PARTICIPANT REFERRALS** **(Santa Monica Participants)** | **FY 2022-23****Number****at Year-end** |
| Participants referred by another agency | 16 | Participants referred by another agency\* | 63 |
|  **Please list the top 3 referring agencies** |  | **Please list the top 3 referring agencies** |  |
| 1. UCLA
 | 5 | 1. City of Santa Monica
 | 9 |
| 1. City of Santa Monica
 | 4 | 1. UCLA
 | 9 |
| 1. St. Joseph’s Center / Meals on Wheels (tie)
 | 4 | 1. Meals on Wheels
 | 5 |

**SECTION VII. PROGRAM SERVICES AND OUTCOMES**

***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 | **MODE Membership** | Output | Members actively enrolled in MODE program | 1,500 | 1,573SMPP Members | 1,748 SMPP Members | Membership database |
| Output | Eligibility determination in completing new MODE enrollments/sign-ups | 100 SMPP | 135SMPP Members | 313SMPP Members | Application/membership forms |
| Outcome | Newly enrolled MODE members will report an increase in their knowledge of MODE, pedestrian and traffic safety programs. | 90% of surveyed newly- enrolled SMPP  | 81%SMPP New Members Surveyed Strongly Agree / Agree | 46.1% SMPP Members | Survey and documentation in membership database |
| 2 | **Driver Safety Trainings****(in partnership with AARP)** | Output | MODE members attend AARP Driver Safety trainings | 30 SMPP (TBD Program Resumption) |  Not Applicable – Paused by AARP | Not Applicable – Paused by AARP | Sign-ups and Attendance record |
| Outcome | Surveyed participants who complete the AARP Driver Safety trainings will report an increased level of knowledge and aware of safe driving practices and other transportation options. | 90% of surveyed SMPP(TBD Program Resumption) | Not Applicable –Paused by AARP | Not Applicable –Paused by AARP | Survey results |
| 3 | **Door-through-door Service** | Output | MODE members needing added assistance will utilize Door-through-door service | 35 SMPP  | 14SMPP Members | 14 SMPP Members  | Transportation Database |
| Outcome | MODE members needing added assistance will utilize Door-thru-Door service for multiple trips | 2,500 trips | 1,368 one-way Trips | 1,575 one-way Trips | Transportation Database |

###### VARIANCE REPORT:

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

**Output #1.1/Outcome #1:** WISE exceeded targets in this category as demand for transportation programs picked back. As the pandemic wanes, older adults are more comfortable leaving the house to meet their basic needs and seek out opportunities to socialize.

**Output #1.2**: Newly enrolled MODE members rate an “increase in knowledge of MODE, pedestrian, and traffic safety” at 46.1% - below target. Beyond MODE tutorials conducted by WISE & Healthy Aging in the latter part of the reporting period, AARP classes that address this question were not available, and the other community partners BBB nor AltaGo engaged in “pedestrian and traffic safety” information delivery during the period.

**Output/Outcome #2:** Driver Safety Trainings in partnership with AARP have not resumed since the beginning of the pandemic and late during the second half of the reporting period WISE determined that AARP would only provide online trainings and not in-person trainings. There was no way to provide and track those training courses if our clients accessed them.

**Output/Outcome #3:** With the decline of and move away from expansion of the Santa Monica city-wide door through door (D2D) service, efforts focused on escorted one-way and round-trip travel for clients to WISE & Healthy Aging’s Adult Day Care only and not citywide. As the reporting period ensued, fewer requests, e.g., fewer clients, were transported, with many opting for personal or Lyft travel to the Center. Additionally, the total number of rides per participant decreased in the second half of year due to clients who were heavy utilizers of Door-through-Door no longer attending the ADSC.

**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.**