HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2023-24 PROGRAM STATUS REPORT

Chrysalis

Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Santa Monica Employment Center

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

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###### FY 2023-24 SUBMISSION CALENDAR

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| **REPORTS** | **REPORT PERIOD** | **REPORT DEADLINE** |
| Mid-Year Program and  | 7/1/2023 - 12/31/2023 | Monday, February 5, 2024 |
| Fiscal Status Reports |
| Year-End Program and  | 7/1/2023 - 6/30/2024 | Monday, August 5, 2024 |
| Fiscal Status Reports |

**Instructions:**

* 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.
* Please be concise. For example, do NOT copy and paste repetitive content from your Mid-Year to your Year-End. In most cases, a complete program status report will be no more than 8-10 pages in length.
* When preparing your report, please be sure to refer to your current Program Plan (Exhibit A) Program Budget (Exhibit B) and Special Funding Conditions (Exhibit C), of your executed Grant Agreement with the City.
* To submit your completed report to the City, upload the file to your agency’s SharePoint folder **as a Word document** and notify your grant analyst once you have done so.
* Please contact your grants analyst or humanservices@santamonica.gov for any issue with accessing your agency’s SharePoint folder.

**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.

During the 2023-2024 program year, Chrysalis is proud to report having served 188 new and ongoing Santa Monica Program Participants (SMPP). 82 of the 188 SMPP clients were newly enrolled during this reporting period. Of the 188 clients served, 152 identified as low-income community residents (81%) and 36 reported that they were experiencing homelessness at program entry (19%).

While these totals for the number of individuals served and newly enrolled were slightly below our targets, there were many signs of positive engagement with the community, and we are optimistic about increasing these numbers in the coming program year, 2024-2025. This past year, the team experienced a period where our Community Engagement Coordinator (CEC) position was vacant. However, other members of the team, and later our new CEC, were able to maintain our presence in the Santa Monica community. Specifically, staff conducted 18 presentations and attended 48 events to increase awareness of our organization and the services we offer. In addition, we continue to actively participate in a range of community collaboratives, including the Chronic Homeless Project-Action Committee, LA: RISE, Santa Monica Library, SPA5 CES, Care Court, Westside Coalition, and other events giving our team opportunities to collaborate with local Santa Monica service providers.

Our transitional jobs program, Chrysalis Enterprises, continues to support clients with on-the-job training while earning income. At the year-end reporting period, 14 SMPP clients (7%) participated in a transitional job; one participant short of meeting our goal.

In addition to our transitional jobs program, our Staffing business line filled 49 Staffing orders (temporary contracts) for Santa Monica businesses. Our Direct Hire team had 30 successful job placements as well. These placements included temporary and permanent positions, five of which, are employer partners based in Santa Monica (Bob's Market, Casa Del Mar Hotel, St. Joseph's Center, Santa Monica Picnic Co., and UPS). These jobs ranged from entry level to more skilled positions, with salaries ranging from minimum wage to $31.25 per hour. Some of the higher paying jobs were in the Social Services sector, with several partner organizations – Safe Place for Youth, SHARE!, Venice Community Housing, and St. Joseph's Center.

We continue to measure job attainment and retention as the primary indicators of success for our program.  At the conclusion of this year-end reporting period, we are happy to report that 42 SMPP clients secured employment. While this result was below our target of 68, we see signs of increased hiring activity and hope to exceed our employment goal in the coming year. In addition, we are happy to highlight the successful job retention rate of our SMPP clients, where we focus on our clients staying employed at the 6 months mark. At year-end, 76% (as compared to our annual goal is 50%) of clients contacted maintained employment at 6 months. Our methodology for capturing 6-month retention is:

* Identify SMPP clients who obtained work from January 2023 – December 2023 and attempt to contact.
* Of those contacted, confirm who has maintained employment; using this data is how we obtain our retention rate.

Keeping the job is a measure of success for our program and highlights the retention services provided by our staff, ensuring that clients are successful on the job.

During this reporting period we also redesigned our program, realigning with our mission after the adjustments we made during the pandemic. In January 2024, our center was reactivated to be open 5 days a week, Monday - Friday. In addition, we re-stored our program model and curriculum, and clients are now receiving 8 hours of job preparation classes and activities, compared to 3 hours the year before. We have also transitioned our classes to be facilitated in person. This is a welcomed change by staff and clients. We have seen increased levels of client engagement in classes and an increase in program completion rates. The new content and curriculum have been well received by clients, volunteers, and staff.

Chrysalis continues to support clients during financial crises, upskilling activities, with work related materials, and basic needs support. Our funds are utilized in a wide range of ways, including, but not limited to, rental payments, utility costs, groceries, clothing, uniforms, transportation, work tools, training, and certification opportunities, with a dedicated fund of $30,000 during this funding cycle.

Chrysalis is committed to our staff’s professional development. During this reporting period we were able to host various trainings for our Santa Monica staff including Domestic Violence, Trauma-informed Care, DEI Focused Trainings, and workforce development trainings. In addition, we continue to meet weekly for case conferences to bolster our staff’s case management for employment skills.

###### SECTION II: COLLABORATION EFFORTS

Please highlight any new efforts to collaborate with other service providers and/or leverage services, if applicable. Please include the agency name(s) and service(s) provided.

During this reporting period, our Community Engagement staff continued to partner with several organizations, both local and from neighboring cities. New partnerships and collaborations were created with Devine Healthcare Services, WIN, Santa Monica Black Lives Association, CAST LA, UCLA Medical Center, and the Pico Library at Virigina Avenue Park. These partnerships were made to increase our presence at each organization and provide employment services to each person after orientation, intake, and successful completion of our program. We are committed to continuing our outreach efforts to create new partnerships and collaborations, as well as to continue working with existing partners in service of those we serve.

###### SECTION III: STAFFING PATTERN

If applicable, please describe how staffing changes during the report period have impacted service delivery, caseload, and redistribution of work among other staff to ensure service levels are maintained. Please also describe recruitment efforts and an anticipated hire date. Please indicate how volunteers or interns were used during the reporting period. Provide the total number of volunteers or interns. If interns were used, please indicate their program level (e.g., undergraduate, masters).

During this reporting period, several positions became vacant, including key roles such as the Director of Client Services and Community Engagement Coordinator. The turnover has led to temporary increases in caseload sizes, managers holding caseloads working directly with clients, and reduced time spent on external relationships. At the end of the reporting period, we have 3 vacancies that we are actively recruiting for with the hope that 2 of the positions will be filled by mid-August. We believe the Director position will take a few months to fill.

Due to our program model changing in January 2024, our Volunteer & Program (V&P) team made remarkable efforts in December and January 2024 to engage current volunteers to transition to delivering services in person. The V&P team successfully engaged 126 new and ongoing volunteers during this time, contributing to an impressive average of 350 service hours per month. Volunteers play a crucial role in offering a variety of essential services, including job preparation classes, resume writing assistance, practice interviews, and help with online job applications. The tireless efforts of our volunteers have been integral to our service delivery, significantly enhancing the support we provide to our community.

**SECTION IV: GRIEVANCES & GOOD NEIGHBOR AGREEMENT (GNA)**

Please provide the total number of grievances recorded by your program during the reporting period. Discuss trends in the number and types of grievances and any action taken to address common or recurring issues.

Please detail any additional changes or issues regarding your agency’s GNA (if applicable).

During this past program year, Chrysalis did not receive any grievances from the local community. In addition, we continue to maintain our current Good Neighbor Agreement (GNA) and have maintained cordial relationships with our neighbors.

**SECTION V: SPECIAL FUNDING CONDITIONS**

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

1. Agency will assist eligible participants in submitting applications to applicable relief and housing sustainability programs, including local, state, and federal rental assistance programs, including but not limited to: Housing Choice Voucher (HCV) and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), Continuum of Care (CoC), and HOME voucher programs.
* We are in compliance with this condition.
* Staff connect eligible participants to City of SM housing opportunities;
* Attend CHP meetings facilitated by City of SM Staff;
* Work in collaboration with CoC programs in SM to connect eligible participants to housing opportunities.

**Youth & Families:**

1. Actively participate in appropriate Santa Monica Cradle to Career (smC2C) collective impact meetings and initiatives, which may include but are not limited to: smC2C work groups, Child and Youth Resource Teams (CYRT), and Early Childhood Task Force.
* We are in compliance with this condition.
* Chrysalis’ External Relations team and Santa Monica Ste Director attend Santa Monica Cradle to Career meetings and initiatives.
1. Work with the City and the youth and families network of care to provide coordinated support to individuals and families that might require agency expertise in the aftermath of a serious community crisis. A community crisis may include a traumatic event or emergency condition that creates distress, hardship, fear or grief and has a special significance to the community.
* We are in compliance with this condition.
* Work in collaboration and partnership with CoC & C2C programs to support eligible participants through crises;
* Attend Case conferences with partners and in real time, address or provide support for participants;
* Respond to requests from programs to assist participants when called upon.

**Workforce Development:**

1. Agencies with a primary focus on employment will work with the City, Santa Monica Chamber of Commerce, SMC’s Workforce & Economic Development programs, local businesses, and other relevant entities to facilitate a collective impact approach to HSGP eligible Santa Monica residents seeking employment and advancement opportunities in the workforce. Where applicable, agencies should explore opportunities to partner with local tech companies for placement and skill building educational opportunities.
* We are in compliance with this condition.
* Our SECTOR program partners with training programs in the IT and Tech industries such as FortifLA and CodeTalk.
* Scholarships made available to clients seeking upskilling opportunities in the tech and IT field.

###### SECTION VI: BOARD INVOLVEMENT (COMPLETE AT YEAR-END ONLY)

Please indicate:

* Number of Board meetings conducted during the reporting period
	+ Conducted 5 board meetings during this reporting period.
* Board vacancies and plans to fill those vacancies, if applicable
	+ There are no vacancies currently.
* Significant policy actions or development activities taken by the Board during the program year.
	+ The board authorized monthly meetings of the finance committee for this period, to ensure effective action related to the 2022 deficit; the board has determined that going forward, effective July 1, 2024, that it will return to the quarterly finance committee schedule, noting it supports the positive steps taken by the staff to address the deficit.
	+ The board played a very active role in raising support for the organization through our annual Butterfly Ball gala in September 2023.  Board members were directly responsible for selling more than 65% of the tables, contributing to the overall revenue of $.6 million for the event.
	+ The board worked closely with staff and our outside consultants to create and approve a new 5-year Strategic Plan for the 2024-2028 period.

**SECTION VII: PROGRAM PARTICIPANT INVOLVEMENT (COMPLETE AT YEAR-END ONLY)**

Share examples of how feedback from program participants was incorporated into program design during the program year.

We conducted our annual client survey in October 2023. The survey results concluded that 90% of respondents are highly satisfied or satisfied with the services provided. 82% of respondents felt our services are far above or above average when compared to other service providers. In addition, the survey highlighted the following services as most helpful; assistance with applying for jobs, resume writing, and access to computers. Survey respondents concluded they would like more assistance with the following services: access to training/certifications, transportation assistance, and remote work options.

In response to this survey we:

* created a learning pathway program using the ADP platform to increase client technical computer skills in the hopes of increasing one’s employability for remote work opportunities.
* increased our transportation budget.
* had a staff member participate in focus group addressing challenges for older workers.

In addition to the client survey, we continue to solicit feedback from clients completing their sessions with our mental health counselor, and encourage clients to provide feedback to staff, adhering to our ‘open door’ framework.

**SECTION VIII: SUCCESS STORIES (COMPLETE AT YEAR-END ONLY)**

Please include no more than three success stories that illustrate the impact of your program on individual participants or households. When doing so, please take care to avoid any personally identifiable information that could compromise the privacy of any program participant. Please also note that staff will use the information provided to update Council and the public on agency performance.

For our first success story, we would like to highlight our client, [name withheld], who enrolled in Chrysalis’ program in late Fall 2023. At the time, they were unemployed, feeling frustrated, and facing numerous barriers to finding work. Soon after enrolling, they successfully completed Chrysalis’ core program and immediately began looking for work. While job searching, staff helped the client obtain her I-9 documents and practice her English language skills. After staying focused on her job search and through encouragement from her Employment Specialist, she was thrilled when she obtained an interview for a prestigious hotel in Santa Monica. Through interview coaching with staff and volunteers, she felt prepared when she went in for her interview and was thrilled to share with us that she landed that job. Continuing to receive support from Chrysalis, she has been employed for more than 6 months at this hotel and is thriving.

Another client, [name withheld], enrolled at Chrysalis in early 2024 after being let go from a Santa Monica-based employer. At the time, she felt extremely dejected, and reported a lack of skills and knowledge in how to search for employment in the present-day job market. After completing our core curriculum classes, the client slowly began working with their Employment Specialist and started to gain confidence in how to apply for jobs online. In addition, during their job coaching sessions, the client began exploring other career opportunities and expanding their pool of potential job openings. Chrysalis provided financial assistance to support their new path of employment with training funds which allowed them to enroll in a training where they could further build their skills and confidence. This client continues to job search and access services at Chrysalis while they focus on training and skill-building.

Finally, we would like to share the story of our client, [name withheld], who enrolled in our program in the beginning of January 2024. This individual had been unhoused in Santa Monica for more than 5 years when they enrolled at Chrysalis. They were unemployed, lacked I-9 documents for employment, and had limited computer skills. After enrolling, the client successfully completed the core curriculum and began working with their Employment Specialist to obtain work ready documents, and more importantly, begin to build their confidence in being ready to find and maintain a job. In addition to the guidance received from their Employment Specialist, the client was supported by various other Chrysalis staff as well as our dedicated program volunteers in customizing resumes and submitting job applications. In addition to pursuing jobs in the mainstream economy, this client was referred to Chrysalis’ transitional jobs program to enhance his resume by giving him the opportunity to gain real work experience and to begin earning income while he searched for outside employment. However, before he had a chance to even begin work in one of our transitional jobs, the client obtained an interview at Goodwill in Santa Monica, prepared for the interview with our support, and was immediately hired. The client has been working at Goodwill successfully for the last 5 months. In addition, Chrysalis has continued to support them with access to basic needs support like hygiene items, clothing, and transportation, as well as service coordination with local housing navigation services being provided by local partners.

**By submitting this report to the 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**