HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2023-24 PROGRAM STATUS REPORT

Agency: *Venice Family Clinic*

Program: *Comprehensive Care for Santa Monica Residents in Need*

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| **SELECT** |
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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.

Between January 1, 2024, and June 30, 2024, Venice Family Clinic continued to ensure the availability of comprehensive care in Santa Monica, and we continued to build on our successes in the first half of this grant period.

At Simms, we reintroduced our Health Education exercise classes, coordinated by our Health Education department. This includes our Latin Groove Dance, which also happens to be mentioned in one of our success stories below. Our care services also expanded at Simms. We hired a new specialist in Pulmonology to be based at this site, and we are working to begin offering retinal scans here. We also hired a new therapist who spends some of their time at Simms, and we have continued to host therapy interns here as well.

One challenge we had at Simms was traffic at our free food market. As mentioned in our previous report, local residents and merchants complained about traffic from our food drives on Tuesday mornings. To fix this issue, we removed our drive-through food pickup option, and we have successfully continued to keep this challenge resolved.

At SAMOHI, staffing has been a consistent challenge. We have had a lot of changes in recent years, which makes it difficult for a new group of staff to learn the new workflows. We onboarded new staff and a new clinician, and then Dr. Yusa left at the end of the school year this year. We had a new clinician lined up to replace Dr. Yusa at SAMOHI, but he unfortunately will no longer be joining Venice Family Clinic. This caused us to have to restart the search for hiring this new clinician. Fortunately, we have been able to continue our care at SAMOHI, by shifting clinicians from our other clinic sites to here while we search for a new replacement.

###### 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.

As mentioned in our mid-year report, we are working with COPE Health Solutions to develop a strategic plan, Our final strategic plan was completed in May, with Year 1 beginning in July 2024. We are excited to begin this five-year plan, which will address Venice Family Clinic’s short and long-term goals, as well as inform new collaboration efforts moving forward.

We also continued our collaborative work with SAMOHI. In addition to our regular services here, one of our health educators joined several SAMOHI Wellness Resource Fairs to share information about Venice Family Clinic services with students.

###### 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

As mentioned, Dr. Saya Yusa, our clinician at SAMOHI, left on May 30th. Our clinicians Dr. Reina Amiling and Dr. Kimberley Grueneisen are her temporary replacements until a more permanent replacement is hired.

At our front desk at SAMOHI, Adriana Cervantes replaced Emilia Robles in September 2023.

Lastly, Valerie Romero, our medical assistant at SAMOHI, is temporarily on leave as of May for the summer. To cover her absence during the remainder of the school year, medical assistants from our Simms and Rose sites covered her work.

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). Between July 1, 2023 and June 30, 2024, our Simms location had 351 unique volunteers and interns completing a total of 17,324 hours. Interns come to us from both undergraduate and graduate backgrounds. Volunteers and interns participated in 39 different opportunities, ranging from administrative (front desk and medical records, health care navigator, etc.) to direct patient care service providers (Residents, Volunteer providers, Spanish interpreters) as well as educational and outreach (free food market, Homeless outreach, vaccine clinic).

**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.

During the reporting period, we received 11 grievances at our Simms location. The majority of these grievances pertained to issues with prior authorization and referrals, and all were found to be non-error after investigation conclusion. While we work hard to ensure prior authorizations and referrals are completed without complications, we do recognize that improvement can be made. One effort we are undertaking that will help ensure more seamless authorizations and referrals is that we are transitioning to a new electronic health record system, OCHIN Epic. This system offers more comprehensive features and is widely used by health care systems, allowing for more efficient communication and information exchange to facilitate authorizations and referrals.

Additionally, while not a specific grievance against Venice Family Clinic, there is one local resident near Simms who has made their neighbors upset due to the amount of cars they have. The cars creep onto our lot and stay there for some time before we tow them. When they are not parked in our lot, they park all of their cars on the street behind the clinic where the school is. Their neighbors are upset due to them taking up all the spots as they consistently perform maintenance on them out there. The street parking does not affect us, however, when they take up parking spots in our lot that are meant for the patients that is when we act.

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

There have been no changes or issues regarding our GNA.

**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.

Venice Family Clinic’s only funding condition is this:

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.

Venice Family Clinic is not a housing agency, so we typically do not help patients directly with these applications. We would refer patients to a specialist, such as St. Joseph Center, or if they have Medi-Cal, we refer them to a housing navigator there. That being said, there are times when our clinicians need to complete medical information for these applications, and we certainly help do so as needed.

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

Please indicate:

* Number of Board meetings conducted during the reporting period: 12 meetings
* Board vacancies and plans to fill those vacancies, if applicable: The minimum number of required Board members is 9 so there were no vacancies. However, one person left the Board in June. We recruited a parent from the Early Head Start program who used to participate in the Policy Advisory Council. Another way we fill vacancies is to leave flyers in English and Spanish in the lobbies of our clinics.
* Significant policy actions or development activities taken by the Board during the program year:

-- Nomination of Karen Lauterbach to CPCA Board of Directors

-- Established the Wilbur May Foundation Teen Clinic at the Robert Levine Family Health Center

-- Site approval: Allcove Beach Cities – 514 N. Prospect Ave. Suite 400 Redondo Beach CA 90277

-- Site approval: Maxine Waters Health & Dignity Center - York Elementary site at 11802 York Ave. Hawthorne CA 90250

-- EHS - Self‐Assessment Improvement Plan

-- Strategic Planning Consultant COPE Health Solutions

-- FY 2023 Audit Report

-- Extend existing strategic plan to June 2024, and Fiscal Years 2025-2030 Strategic Plan

-- Updated Board Bylaws

-- Early Head Start Policy Council Bylaws

-- Sliding Fee Schedule and Policy

-- Mileage Reimbursement Policy

-- Purchase of EPIC OCHIN electronic health record management system

-- Quality Improvement Priorities

-- 2024 Quality Management Plan

-- Updates to the Financial Policies & Procedures

-- Leases on Colen (4700 Inglewood Blvd., Suite 103 Culver City, CA 90230) and Torrance (23456 Hawthorne Blvd, Suite 260 Torrance, CA 90505) sites

-- 990 Venice Family Clinic Tax Returns for the year ending June 30, 2023

-- 990 Venice Family Clinic Foundation Tax Returns for the year ending June 30, 2023

-- Executive Session: CEO Leadership and Evaluation Committee report on FY23-24 CEO Performance and recommendations for performance improvement in FY 24-25.

-- Introduce new COO Fred Dolgin

-- FY 2025 Annual Operating Budget

-- FY2025 Annual Capital Budget

-- Board Development Committee: Elections – Renew two-year terms for members of Clinic Board, Foundation Board of Trustees, Advisory Board; Elect Clinic Board Officer Slate, Foundation Board Officer Slate, Committee Chairs. Foundation Board Member Lowell Brown and Clinic Board Member move to the Advisory Board.

**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 are working on having a more consistent schedule at SAMOHI so that the students know when they can count on Venice Family Clinic being available to provide services. One issue that we tackled was the inconsistent schedule on Tuesday mornings because of our Venice Family Clinic meeting schedules. We no longer have clinic on Tuesday mornings and only go in the afternoons on Tuesdays because we can keep that schedule much more consistently.

We were also asked to create a video for SAMOHI students to explain our services. We still plan to do this, but we have been delayed due to challenges in hiring a new clinician to see patients at SAMOHI. We are meeting with communications to review our options for rolling out the most informative and teen-friendly video to attract students to Venice Family Clinic.

In January, behavioral health staff reviewed results from a survey that was conducted to receive feedback from patients about their experience with behavioral health services. This survey collected information including patients’ preferred method of appointment (eg. in-person, via phone); if they had a positive experience with their therapy or counseling; and if their therapist or counselor was respectful, accepting, and affirming of their culture, race, sexual orientation, and gender identity. The survey also allowed patients to provide feedback on specific behavioral health staff members. From these valuable results, we were able to assess what we are doing well, and what are areas for growth, in our behavioral health program.

Additionally, graduate students from the University of California, Los Angeles compiled an extensive study on Venice Family Clinic’s challenges and strengths in providing care for gender nonconforming patients. Behavioral health staff were given a presentation on this research, which was compiled in part through individual interviews with trans and gender nonbinary individuals receiving services in our gender-affirming care program. Findings from this extensive study will help Venice Family Clinic implement opportunities for change to enhance our gender-affirming care program.

**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 participants. Please also note that staff will use the information provided to update Council and the public on agency performance.

###### At SAMOHI, one student came to us with a sprained ankle, and he did not have insurance coverage. We referred him to UCLA under our in-kind grant for X-rays, and he was able to get an X-ray within a day. The student’s mother expressed her thanks for his care.

###### Several students at SAMOHI were also referred to us by the school nurse for vaccines. These students were from out of the country and had no insurance. By receiving their vaccines at no cost through Venice Family Clinic, these students were able to start school. Their parents also expressed their gratitude for these services.

One patient has also worked hard to improve her health by utilizing Venice Family Clinic’s services and resources at our Simms clinic. This patient, who has also partaken in our behavioral health and SUMMIT services, has attended over 10 nutrition education classes over the past couple of years and is currently attending our Latin Groove Dance classes, which were restarted during this reporting period. She also routinely attends our free food market. From 2022 to 2023, her lipid panel values and A1C test results have improved and she has lost weight. She has expressed how our nutrition education classes help her with accountability in maintaining healthy habits and she has even recreated recipes we have done in class.

**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**