HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

Agency: JVS SoCal

Program: Santa Monica Youth Employment Program

###### FY 2020-21 SUBMISSION CALENDAR



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**Instructions:**

* This document should be used by HSGP grantees to report on mid-year and year-end outcomes and accomplishments.
* 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.
* Some programs or agencies may be subject to additional or different reporting requirements per the program’s Exhibit A, Special Funding Conditions, of your executed Grant Agreement with the City.
* It is important, when preparing this report, to be familiar with the program’s Exhibit B, Program Plan, of your executed Grant Agreement with the City.
* Please insert responses in the spaces provided for Sections I-VII for both the Mid-Year and Year-End Program Status Reports.
* A separate Program Status Report must be prepared for each Program Plan specified in your contract.
* To submit your completed report to the City, upload the file to your agency’s SharePoint folder. A link to your agency’s SharePoint folder as well as instructions on how to use the site will be emailed to your staff separately.

###### 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.

JVS SoCal continues to see success with the cohort approach to serving our youth. It provides better service and makes more effective use of staff time. With this approach, the youth learn together, ask each other for assistance and learn from each other, which enhances the experience. In the COVID-19 environment, Olympic and Santa Monica High School are holding all classes remotely. The YRT team is working remotely and JVS SoCal participates in their monthly Zoom meetings. JVS SoCal also participates in Virginia Avenue Park program teams’ monthly Zoom meetings.

JVS SoCal started the year providing services on site at the Virginia Avenue Park Teen Center on Thursdays from 3pm – 7pm. However, once the COVID-19 stay at home order went into effect, JVS SoCal worked to adapt our program services by utilizing alternative methods to communicate with youth such as virtual platforms for workshops, use of email, phone, text and Zoom when possible to provide case management services.

During this time, JVS SoCal received CARES Act funds to assist in the economic recovery of the most vulnerable individuals by providing financial assistance. JVS SoCal provided $278,800 in emergency relief to local LA County residents, including City of Santa Monica residents, assisting with rent payment, utilities, groceries, car payments and other needed essentials. Funds were also set aside to directly assist undocumented families including those residing in the City of Santa Monica. Additionally, JVS SoCal was given a charge by the County of Los Angeles to recruit and hire over 200 contract tracers on behalf of the Department of Public Health, as part of the CARES initiative, that included and benefited Santa Monica residents.

SMYEP Program Highlights:

* 25 youth were enrolled this program year. 25 youth successfully completed their paid work experience hours, completing 2,937.50 cumulative hours between City of Santa Monica and leveraged WIOA funds, totaling $44,062.50 cumulative income during the program year July 1, 2020 – June 30, 2021.
* 25 enrolled youth successfully completed the program orientation, basic skills assessment, career assessment and development of an Individual Service Plan (ISP).
* 12 youth were referred through YRT. Each youth completed twenty (20) hours of paid World of Work workshops. Youth are paid minimum wage for their hours.
* Santa Monica Youth Employment Program youth are able to be enrolled in other programs offered at the West Los Angeles AJCC for paid work experience to enhance the hours available under this program, and to receive other job readiness activities that may be helpful to them.
* JVS SoCal received funding from 3rd District L.A. County Supervisor Sheila Kuehl which allowed us to purchase laptops, earphones and USBs for up to 18 youth residing in Santa Monica who needed updated technology, and earphones and USBs for parents or other household members who will be better able to work in their home environment because of these tools.
* Better budgeting workshops: while earning their paid internship hours, youth complete one four-hour session which includes creating a budget that accounts for fixed and flexible expenses. They learn the difference between fixed expenses and flexible expenses (restaurants, movies, and other discretionary spending); add all of their expenses, subtract these from their monthly income, determine their final monthly balance; and understand how much more money they will need to earn to live their preferred lifestyle. Because they are creating this budget based on real income and what they would like to have as expenses, the impact of living within a realistic budget becomes very clear. Each youth praises this workshop for what it teaches them. Within the first month after the youth begin their permanent jobs, their career coach reaches out to answer any questions that may have arisen as the youth are now earning stable income and putting their budgeting knowledge to use.
* The JVS SoCal-operated West Los Angeles America’s Job Center of California (AJCC) Center provided 94 additional Santa Monica residents with career development and employment resources in our Resource Center. JVS SoCal is glad to assist the parents, guardians, and adult family members of Santa Monica Youth in their employment search and to connect them to much-needed resources.

*Challenges:*

JVS SoCal seeks ways to engage Santa Monica’s at-risk young people in work readiness and career exploration programming. This is intended to complement their education while introducing them to possible career paths and allowing them to contribute to the financial health of their homes, if necessary. During this program year, we did face challenges finding remote or CDC-compliant work environments for the youth to complete their paid internships. We have found that the youth are interested in work experience and that gaining that first job is attractive. Their greatest motivation to start working is so they can contribute to their households.

Work permits are issued by the school, but with counselors having drastically reduced availability in the schools due to public health and safety guidelines, (youth can meet with them once per week within a 30-minute window), it is more difficult to get a work permit. Once they have the permit, the youth have to come to the AJCC with their parents to complete their work documents. The process takes roughly three weeks, but we are pleased that the youth are coming in and are accompanied by their parents. This helps get their enrollment documents signed swiftly and introduces the parents to the AJCC in a very non-threatening way in hopes they will inquire further about services for themselves.

*Youth Success Stories:*

**Student A** was referred by their SaMo High School counselor during their senior year in high school, in late 2020. They has a learning disability and had plans to go to college after graduation. Their counselor thought that a paid internship would give them solid work experience and help with household income, as both of their parents were unemployed at the time. COVID-19 has presented challenges to their efforts to secure a paid internship. After some searching, JVS SoCal found a local partner in the arts industry and presented it as an option. They interviewed with the program director and they both determined this placement was a good match. They completed an initial 130 hours as a paid Communications intern and did very well. After completing these internship hours, their SMYEP career coach referred them to intensive tutoring through LAUSD to supplement what SaMo High School offered, so they were fully prepared to succeed and thrive academically in college. We are happy to share that for this family, JVS staff were the gateway to their parents’ engagement in JVS SoCal services. After seeing their successes and his appreciation for the program, their parents attended an AJCC orientation and enrolled in the West Los Angeles AJCC services. In June 2021, they rejoined the SMYEP program, continuing their internship at in the arts industry, for another 150 hours between SMYEP and leveraged funds. They are preparing to attend CSUN and study computer science. Their parents remain engaged with the AJCC and are working towards a stronger financial situation.

**Student B** completed their SMYEP internship hours in FY2021 and recently shared their appreciation for the program and future plans with their career coach: *“I wanted to thank you for all that you have done for me during this program. I’m glad that this program was my first introduction to working and that you were my first supervisor. I really had an amazing time working with you!* *This fall, I’ll be attending UC Davis as a forensic chemistry major! Hopefully all goes well.”*

###### 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.

* Each worksite supervisor talks with the youth to review their performance during the past pay period and address any questions or professional growth requests that the youth may have. Each person signs the timesheet and it is returned to JVS SoCal as work verification, thereby authorizing the youth’s paycheck.
* Each youth talks with their career coach about their work experience hours, what they are learning and how they feel about this introduction to the workforce. If either the youth or the employer needs support, the career coach readily steps in to build a stronger partnership.
* In talking about the program, 100% of youth responded “Strongly agree or Agree” to the statement “Instructor was an effective presenter”. In their post- program surveys, youth identified the following topics as the most useful or helpful:
* “I found the information on how to write a resume and cover letter really helpful. I also thought the information on the do's and don’ts when being interviewed was helpful.”
* “I learned how to be financially stable and responsible”
  + “I learned the best ways to find and gain a job.”
  + “The create a budget section in the course helped me for my future and manage my decision, as well as grow my skills.”
  + “The financial aspect of working was most valuable to me, as well as being involved with an organization that is geared towards youth development for our sustainability in the workforce.”

* The Youth Job Developer tracks employer contact information, available positions and history of partnership via an internal database that is shared with career coaches.
* JVS Youth Services reviews participant files at least once monthly.

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.

* We continue to place students for internships at area 99 Cents Only Stores, area Smart & Final stores, Project Room Key, the Los Angeles Food Bank, and Vons. We are excited to work with new partners including Venice YouthBuild, Better Youth, and the 18th Street Arts Center in Santa Monica: trusted organizations that allow our youth to learn about creative expression and construction projects, both interests of impact.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the year: Four meetings of the Board of Directors and twelve meetings of the Executive Committee of the Board,
* Average Board member attendance: An average of 14 of the 27 Board members attended Board meetings. An average of nine members of the Executive Committee attended twelve meetings.
* Board development activities conducted during the reporting period: The DEI subcommittee of the board welcomed two agency program leaders to its membership, created content for the JVS SoCal DEI webpage (launched on schedule in January 2021), and continues discussing ways it can contribute to the organization through a social justice lens.
* Significant policy directions or actions taken by the Board during the reporting period: support for the federal JOBS Act and the America’s Job Plan; at the state level: AB 628 (Garcia), CA Employment Training Panel budget, Cradle to Career data system, LA County Workforce Development Board Guiding Principles.
* Number of board members who reside and/or work in Santa Monica: One JVS SoCal board member resides in Santa Monica.
* Board vacancies and plans to fill those vacancies, if applicable: At this time, the JVS SoCal Board can accommodate two more members and we are actively seeking to fill these positions.
* 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 have been no staffing changes during the second half of the funding year*. Administrative staff have been on the SMYEP program through the entire fiscal year, working diligently to provide Santa Monica Youth with job readiness workshops and employment opportunities. They have not been absent save short vacations nor has service been disrupted during this time.

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).

* JVS SoCal welcomes paid interns to assist the programs operating out of the West Los Angeles AJCC (including the SMYEP program) with entry-level office work including clerical, filing, alphabetizing, creating and proofing flyers and distributing marketing materials to partners and community members. This work also introduces interns to a professional work environment and multi-faceted office environment for career exposure.
* A retired doctor volunteers six hours weekly each semester to teach the Microsoft Office Suite of programs to all AJCC participants, including the SMYEP youth.
* We also host youth interns, who provide basic support to the programs and allow the youth to learn about the office environment and gain resume-building skills. Currently, six youth are receiving 150 internship hours each. The youth are trained by case managers on reception etiquette and use of standard office machines and are supervised by the program manager. Training is one hour per day for the first five days.

**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 City’s efforts to develop an outcomes measurement system.

JVS SoCal participated in all City of Santa Monica meetings focused on developing and implementing a centralized Human Services Data Management System and we provided feedback on measurements that were relevant to workforce development that includes tracking paid work experience hours, certificate of training, completion of work readiness workshops, and job placement and retention.

1. Steps taken to provide services in adherence to COVID-19 safety protocols:

Since March 2020, all JVS SoCal services have been and continue to be provided in an environment that upholds CDC public health and safety guidelines. Because JVS SoCal was deemed an essential service provider in April by the federal government, our office locations have remained open to the public on an appointment only basis with most services being provided virtually or by phone. In accordance, participants in the SMYEP are meeting with their career coach via Zoom or via phone/text/eMail. On those occasions when participants need to access services at the SMYEP program site, they are required to: reschedule if they feel ill or are displaying symptoms of COVID-19; complete an electronic temperature check immediately upon entering the building; wear a mask at all times; remain at least six feet apart from any other person; and use hand sanitizer that is readily available at the reception desk and in each office. Further, each visitor will follow the walking and waiting guidance stickers on the floor to ensure healthy distancing between persons on-site.

1. How JVS SoCal operationalizes racial equity, diversity, and cultural competency

All program teams, including the SMYEP team, reflect the participants served with regard to ethnicity, language competency and geographic representation. Organizationally, in 2018, JVS SoCal instituted a strategic initiative that led us to create a Board-level Diversity, Equity and Inclusion Committee. The committee ensures that our drive to create a culture of inclusion remains a consistent top priority for the agency and results in meaningful outcomes. The committee makes certain that JVS SoCal strategies and initiatives are delivered through a lens of diversity, equity and inclusion so that all who come to JVS SoCal for assistance will be met with the knowledge, respect and commitment that all deserve. JVS SoCal has long believed we are made better by the diversity that exists within our communities. Recent events provide one more painful reminder that injustice remains in our world. We have much work to do. Tremendous change is needed. We commit to being a positive force for change in the communities we serve and beyond. Actions taken or planned to be taken include:

* A DEI page has been added to the JVS SoCal website, which highlights how DEI is encouraged and implemented throughout the organization
* A “Standing in Solidarity and Committed to Action” communication from JVS SoCal’s leadership team was sent to every JVS SoCal employee on June 4, 2020
* A DEI Mission Statement has been created and approved by the DEI Committee
* A DEI strategic plan is being formulated and will be implemented in the coming months
* National inclusion leader TransCanWork certified JVS SoCal as a transgender inclusive business in April 2018
* Unconscious Bias training was delivered to all JVS SoCal employees in September 2020; additional training to support diversity, equity and inclusion will be conducted regularly
* JVS SoCal is actively engaged in developing new initiatives that support a culture of inclusion in which different viewpoints, opinions, thoughts, and ideas are encouraged and embraced

1. Agency will assist eligible participants in submitting applications to applicable Santa Monica Housing programs.

There were no youth during this funding year that disclosed a need for these services. JVS SoCal will continue to connect and assist youth in accessing housing assistance services, as needed. This includes Section 8 and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), and Continuum of Care (CoC) programs. Youth are connected to most of their necessary services through their connection to YRT, which refers them to SMYEP.

Youth & Family Agencies

1. Actively participate in appropriate Santa Monica Cradle To Career (smC2C) collective impact meetings and initiatives.

* JVS SoCal actively participated in the Cradle to Career initiative throughout the year with attendance by JVS SoCal’s AJCC Operations Manager and the Director of Workforce Development. The JVS SoCal Youth staff attended YRT meetings and offered informed recommendations to enhance the program’s success. We appreciate the CTC meetings as they allow us to remain informed about what services are being provided across the community. It is especially helpful that all conversations are about the youth, from a youth perspective.

1. Agency will work with the City and the Youth and Families Network of Care to provide coordinated support.

* + JVS SoCal commits to continuing its approach of active engagement with the youth and their families to provide support, address challenges and refer to resources to remediate the challenges.
  + Whenever a multi-jurisdictional response is appropriate, JVS SoCal refers youth to the YRT; and YRT refers youth to JVS SoCal when additional resources are needed to foster academic and vocational engagement in identified youth.

One participant was referred to SMYEP by YRT and shared that they wanted to help their family financially. They enrolled in SMYEP, gained valuable work experience, and earned enough money to assist their family to pay bills. They graduated high school and remained at home, so they could continue to help their family gain financial stability.

**SECTION VI: DEMOGRAPHICS**

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 20-21**  **Number Responding “Yes”**  **at Mid-year** | **FY 20-21**  **Number Responding “Yes”**  **at Year-end** |
| 1. “Do you or anyone in your household have unmet employment needs?” | 2 | 2 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | N/A | N/A |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | N/A | N/A |

|  |  |  |
| --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 20-21**  **Number**  **at Mid-year** | **FY 20-21**  **Number**  **at Year-end** |
| Participants referred by another agency | 0 | 0 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. Santa Monica High School | 5 | 9 |
| * 1. YRT | 6 | 12 |
|  | N/A | N/A |

**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 III 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.

| **OUTPUTS AS SHOWN IN PROGRAM PLAN** | **OUTPUT STATUS REPORT**  (Actual number of unduplicated persons who received/participated in the output during the reporting period) | **OUTCOMES AS SHOWN IN PROGRAM PLAN** | **OUTCOME STATUS REPORT**  (Actual number and percentage of unduplicated participants who achieved the outcome during the reporting period) |
| --- | --- | --- | --- |
| EXAMPLE:Service: 150 children will receive counseling. | EXAMPLE:  Service: At mid-year, we have counseled 60 children or 40% of our annual goal. | EXAMPLE:Outcome 1: 112 of 150 (75%) children will experience reduced stress levels according to the Stress Test within 3 months of entering counseling. | EXAMPLE: Outcome 1: By mid-year, 50 of the 60 children served at mid-year (83%) experienced reduced stress levels within 3 months of entering counseling. |
| EXAMPLE:Outcome 2: 90 of 150 (60%) children will show improved performance on the Intelligence Test within 5 months of entering counseling. | EXAMPLE:  Outcome 2: By mid-year, 30 of the 60 children served at mid-year (50%) showed improved performance within 5 months of entering counseling. |
| 25 youth will receive a Career and Education Assessment | At year-end, 25 youth (100% of goal) received a Career and Education Assessment | 25 out of 25 OR 100% of at-risk Santa Monica Youth will increase their understanding of their personal strengths, interests, education and career choices as measured by completing a series of basic literacy/numeracy, educational and career assessments with the JVS SoCal Youth Career Coach. | At year-end, 25 of 25 Santa Monica youth (100% of goal) have increased their understanding of their personal strengths, interests, education and career choices as measured by completing a series of basic literacy/numeracy, educational and career assessments with the JVS SoCal Youth Career Coach. |
| 23 youth will receive case management services | At year-end, 25 youth (108% of goal) received case management services | 23 out of 25 OR 92% of at-risk Santa Monica Youth will increase their career readiness as measured by their achievement of short- and long-term career goals in their Individualized Service Plan. | At year-end, 25 of 25 Santa Monica youth (108% of goal) have increased their career readiness as measured by their achievement of short- and long-term career goals in their Individualized Service Plan. |
| 23 youth will complete Better Budgeting workshops | At year-end, 23 youth (100% of goal) completed Better Budgeting workshops | 23 out of 25 OR 92% of at-risk Santa Monica Youth will show improved financial management skills, including saving money and adhering to a budget. | At year-end, 23 of 23 Santa Monica youth (100% of goal) showed improved financial management skills, including saving money and adhering to a budget. |
| 23 youth will complete World of Work workshops | At year-end, 23 youth (100% of goal) completed World of Work (WoW) job readiness workshops | 23 out of 25 OR 92% of at-risk Santa Monica Youth will have gained greater self-confidence about participating in the workforce as measured by having completed at least ten paid hours of WoW job readiness workshops that includes creating an impactful resume. | At year-end, 23 of 23 Santa Monica youth (100% of goal) gained greater self-confidence about participating in the workforce as measured by having completed at least ten paid hours of WoW job readiness workshops that includes creating an impactful resume. |
| 21 youth will complete at least 30 hours of Paid Work Experience | At year-end, 22 youth (105% of goal) completed at least 30 hours of Paid Work Experience | 21 out of 25 or 84% of at risk-youth will increase their economic stability by completing at least 30 hours of paid work experience through the City of Santa Monica and leveraged funding. | At year-end, 22 of 25 Santa Monica youth (105% of goal) increased their economic stability by completing at least 30 hours of paid work experience through the City of Santa Monica and leveraged funding. |

###### VARIANCE REPORT:

###### Mid-year: Please identify specific outputs or outcomes not on track for being met by year-end. Provide an explanation of the barriers the program is experiencing and the steps the staff is taking to mitigate the situation.

N/A

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

JVS SoCal is proud to report that at year-end, we have met or exceeded all projected program goals. No goal was achieved by 10% or more.

**SECTION VII: 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.

Not applicable. JVS SoCal has not entered into a lease agreement with the City of Santa Monica.

**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.**