HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2022-23 PROGRAM STATUS REPORT

Agency: \_Hospitality Training Academy (HTA)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: \_Santa Monica – Jobs Initiative Program\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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



###### SECTION I: PROGRAM ACCOMPLISHMENTS, CHALLENGES, AND CHANGES

* Provide a brief summary of your program accomplishments, challenges, and changes that occurred during the reporting period

Accomplishments:

As we work to get back to a semblance of normal post-pandemic, HTA has been working hard to engage the community and let them know about the free skills training and employment services available to them through our program, which they can access at Virginia Avenue Park. In that regard, HTA has updated the look and messaging on our flyers and website, as well as our posts on social media, to appeal to a broader audience. We have also increased our marketing and outreach efforts by participating in numerous community events and making presentations at community groups and organizations as a means to draw more interest in our program. While our numbers for enrollment for the year did fall far below what we had anticipated, we did, in the second half of the grant year, see movement in the right direction and have succeeded in growing the number of new participants in our program from 4, as of December 2022, to 11 by June 2023. At the same time, we have continued to work closely with our carry-over clients to provide them with access to the training and other supports they need to succeed in their job search.

A breakdown of the clients we served during the program year is as follows:

27 Santa Monica low-income adults and/or older opportunity youth were enrolled in our program. This included 11 new participants and 16 participants who were carry-overs from the previous program year, which represented 61% of our enrollment goal. Of this total, 11 or 41% were new clients; 100% were low-income of which 3 (or 11%) were older, opportunity youth and 24 (or 89%) were adults; 13 (or 48%) were female and 14 (or 52%) were male; 16 (or 59%) lived in the Pico Neighborhood (i.e., 90404 zip code); 10 (or 37%) speak English as a second language; 1 (or 4%) reported being homeless/housing insecure; and 1 (or 4%) reported having a disability. In regard to race/ethnicity: 5 (or 19%) identified as Black/African American; 18 (or 67%) identified as Latinx; and 4 (or 14%) identified as White or Caucasian.

* In regard to employment, by the end of the reporting period, HTA was able to make6 job placements, which representedonly 27% of our annual goal of 22*.* This included: a new youth participant who completed HTA’s Registered Line Cook Apprenticeship Program and was placed in union employment at the University of Southern California (USC) as a Cook starting at a wage of $19.92 and increasing to $22.32; an adult carry-over participant from the Pico Neighborhood who had been assisted with placement as a Front Desk Agent at the Marriott Hotel LAX earning $19.62/hour; a new adult African American participant who was placed in union employment as a Catering Server with Legends Hospitality at SoFi Stadium earning 20.28/hour; a new youth participant referred to us by YRT who was assisted with placement at the Marina del Rey Middle School as an Art Director earning $19/hour; a new adult participant who was assisted with placement as a Server at Casa Escobar in Santa Monica earning $15/hour; and a carry-over participant with an identified disability who was placed as a Massage Therapist with our union employer partner, the Fairmont Miramar Hotel and Bungalows, where she is earning $19/hour plus tips.

Success Story:

Participant A, one of the new, older youth participants in our program was introduced to the HTA indirectly by another person attending the Santa Monica Probation’s Departments Resource and Hiring Fair at Virginia Avenue Park, who shared with him our flyers. Although at first wary of our program feeling it sounded too good to be true, he took a chance and enrolled, as he had a passion for cooking and had a strong desire to be a cook but knew he could never afford culinary school. Participant A shares that being accepted into HTA’s 8-week Registered U.S. Department of Labor/State of California Division of Apprenticeship Standards Line Cook Apprenticeship training “changed his life”. The training taught him the skills he needed to launch his career and resulted in his being hired upon completion of training as a Cook with one of High-Road union employer partners, the University of Southern California (USC) , where he has been happily (and busily working) for over 8 months now and has advanced in wages from earning $19.92 to $22.32 an hour plus benefits, which include among other things free tuition for classes after 5 years of employment. Loving his work and so appreciative of the skills he was able to obtain through the HTA, Participant A, on his own accord, frequently makes it a point to come back and visit each new Culinary Apprenticeship classes happening at our training kitchen to talk to the new students about what he was able to achieve through our program. Hearing firsthand from a peer about shared insights and what they can expect from the training journey they are embarking upon is invaluable; and, with him as a spokesperson for us and sharing his story, we are confident that we will be able to encourage more Santa Monica youth and others to join our program.

Challenges:

During the program year, HTA struggled, despite our best efforts to pull in the number of participants we had hoped for into our program. Our anticipated goal was 44 enrollments of which 24 were to be carry-over clients from the previous year needing additional support and 20 were to be new participants. While HTA kept its doors open throughout the pandemic and continued to provide training and employment services to those in need, with limited access to the facilities at Virginia Avenue Park, and the majority of community and social service organizations who regularly refer clients to us only providing limited and/or remote services for much of the grant period, we had little to no referrals of clients. In addition, a continued reluctance of people not wanting or ready to return to training or work that was not hybrid or offered flexible schedules (which is something the hospitality and food service industry is not) coupled with the fact that so many people we were reaching out to or who were in our program were still contracting COVID and/or dealing with the residual effects of having had it or needed to take time off to care for a sick family member, resulted in our underperformance on the deliverables for the grant year.

Yet, another big challenge HTA has faced during the second half of our program year was the looming union strike of the hotels, which has since come to fruition. As a result, this not only slowed but essentially stopped the hiring process with many of our union employer partners, leaving us in a “wait and see mode” until things are resolved. Accordingly, we are looking at other hiring options including working closely with the major event venue with which we partner like Levy Restaurants at Crypto.com Arena and Legends Hospitality at SoFi Stadium, as well as the union airport food concession companies with which we partner. For the event venues, as their seasons get underway they have already reached out to HTA to assist them in their upcoming hiring events, which we feel will present a number of great opportunities for our Santa Monica program participants. At the same time, while we are continuing to our interested participants to the airport, long delays with TSA in regard to background checks and badging have been slowing down the hiring process.

Changes:

One big change affecting the Santa Monica community during the grant period came from the shutting down of Loews Santa Monica Beach Hotel, one of union employer partners. The hotel, which is being fully renovated and rebranded, will reopen under new management as the Regent Santa Monica Beach Hotel in late 2023. As a result of this closure, 258 hotel workers who were UNITE HERE Local 11 members were laid off, of which 10 were Santa Monica residents. Jumping into action, HTA led a series of Rapid Response events for the workers at the hotel helping them apply for Unemployment Insurance and offering our services to those wanting training and employment assistance. Through our Santa Monica Program we reached out to those 10 who were City residents of which one chose to move forward and enroll with the HTA for services, while the others decided preferred to take some long-deserved time off to regroup and tend to medical and/or family needs while waiting to be recalled when the hotel reopens hopefully later this year, if on schedule. In the meantime, for the one person we enrolled, she did successfully complete our customer service training but, shortly thereafter, decided that rather than return to work she wanted to retire. Regarding the other nine, HTA, while not enrolling them in our Santa Monica program at present, is continuing to check on their wellbeing and is ready to offer support through our program should they need assistance. Likewise, we look forward to working with the union and the hotel in the coming year to connect the many Santa Monica community members we serve through our program to opportunities at this new property.

###### 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.

HTA’s assessment and evaluation work with our clients (whether working with them in-person or remotely) is meant to provide us with the key tools needed to measure each person’s level of work readiness,employment, and skills training needed at each stage of our program. While we have been encouraging participants to engage with us in-person at Virginia Avenue Park and have ensured them of the COVID-19 safety precautions/protocols that we have in place, for any person needing to meet remotely we conducted initial assessments,intakes and evaluations with them either over the phone or via zoom meetings or facetime. That said, regardless of whether meeting with an individual in-person or remotely, assessment and evaluation are key components of our program and include a combination of oral assessments, questionnaires and/or interest surveys and, depending on the type of training a participant is interested in, the administering of a CASA test to determine a person’s language skills level. Beyond that, our assessment process is also used to help us determine who may be in need of additional supportive services and then, as needed, connect them to community resources for assistance with basic needs be it food, shelter, clothing and more.

Collaborations:

Throughout the grant year, HTA continued to grow its existing collaborative relationships with both the Santa Monica Area Office of the Los Angeles Probation Department and the Los Angeles County Department of Mental Health. Specifically, this included the following:

With the Probation Department, HTA worked closely with Dr. Earl Estell, Director of Probation, and Shirelle Peoples, Deputy Probation Officer, on outreach and recruitment. This included HTA’s tabling in the lobby of the Probation Department as a means to engage with parolees and their family members about the services we offer. We also participated in the Probations Department’s Resource Fair at Virginia Avenue Park in Santa Monica in May. While several of the event’s attendees visited our table and expressed an interest in our program and services, the majority did not reside in Santa Monica so were not eligible for services through this grant or, in other instances, had background issues we were not able to work with such as a terrorist threat conviction for threatening to blow up a previous employer worksite. That said, we did meet other individuals through the resource fair who turned out to be one of our biggest program successes – an older youth who successfully completed our 8-week U.S. Department of Labor/State of California Division of Apprenticeship Standards Registered Line Cook Apprenticeship Program and is now working full time as a Cook at the University of Southern California earning $22.32/hour + benefits.

For the Department of Mental Health, HTA worked closely with their Occupational Therapists for the region, Gustalvo Gonzales and Keci Coker, participating in their monthly meetings which dealt with various topics from mental health and wellness to employment opportunities to homelessness and more. As part of our involvement, HTA was able to showcase our program and services, upcoming trainings and successes we’ve achieved.

In addition to our work with the above agencies, HTA, during the grant period, was also able to forge a new relationship with Sea Change Recovery, an addiction recovery center located on Wilshire Boulevard in the City of Santa Monica. In working with them, our goal is to assist their clients who are work ready with access to training and career services that will lead to an entry-level job in hospitality and/or food service. Accordingly, HTA has been invited to their facilities where we presented on our program to a selected group who expressed an interest in pursuing a career in hospitality and food serve and were deemed by Sea Change to be at a point in their recovery where they were ready to actively participate in the kinds of training and employment services our program offers. As this is a new relationship, we are excited to see how this partnership develops further in the year ahead.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

1. Number of Board meetings conducted during the reporting period:

During the reporting period, HTA held 4 Board meetings – on September 7, 2022, November 30, 2022, March 10, 2023, and June 7, 2023.

1. Average Board member attendance: 8
2. Board development activities conducted during the reporting period:

At the March 10th Board meeting, a new union trustee who is a City of Santa Monica resident was appointed to the HTA Board.

1. Significant policy directions or actions taken by the Board during the reporting period:

During the second half of the grant year, the HTA Board approved a revision to the HTA’s record retention policy. The Board also ratified grant funding agreements for the HTA with Jobs for the Future (JFF) to train and place opportunity youth, TransLatin@ Coalition (TLC) to train and place clients referred by TLC from the City of West Hollywood, and renewed grant funding from the City of Santa Monica to continue operating the HTA’s Jobs Initiative Program. Approval was also given by the Board for a four-month pilot program to initiate the HTA’s Prep Cook training program to Phoenix, AZ. Other actions taken by the Board included the approval of a search and hiring of a new HR/Operations Director and a new Director of Outreach/Admissions position.

1. Number of board members who reside and/or work in Santa Monica:

The HTA has one Board member who resides in the Santa Monica and has strong affiliations

with the City.

1. 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.

HTA has not had any staffing changes during the grant period. HTA’s full-time Program Case Manager/Employment Specialist provides services to City residents from our office located in the Park Center Building at Virginia Avenue Park and HTA’s Program Director is on-hand at all times, providing general oversight and guidance for the program.

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).

Not applicable, as no volunteers or interns were used by the HTA’s Santa Monica Program during the reporting period.

**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.

**Standard Funding Conditions**

1. Participate in the City’s effort to 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; incorporation the City into existing consent for release of information forms; signing and adhering to a City data management agreement; and contributing data to a centralized data management system. Aggregated of de-identified information may be requested for the purposes of analyzing data being collected.

HTA has continued to make itself fully available to provide any and all needed information regarding demographics and outcomes for our program to City staff as requested and as needed. Over the grant period, this has included working with the City’s consultants/internal auditors at Moss Adams to provide information including responding to requests for information as part of studies on homelessness and completing surveys and submitting documents and data regarding the structure, policies and procedures governing the HTA overall and the services we provide through our Santa Monica program in particular. HTA also provided the City with all of its intake, enrollment, consent to share, and data tracking forms for their review, and City staff at Virginia Avenue Park with detailed information regarding the demographics of our program participants, as well as our service delivery goals and outcomes.

To collect and track demographic and other information on the program participants we serve, HTA uses its internal Salesforce CRM database and Google spreadsheets. All information garnered is furnished to the City, as requested and needed, via SharePoint or other formats as requested by the City.

1. Detail steps taken to provide services in response to needs emerging from the COVID-19 pandemic, including the safe reopening of facilities and any modifications to service delivery and program facilities to ensure compliance with current public health guidance.

Throughout the pandemic, HTA strictly adhered to all COVID safety protocols and mandates to ensure the health and safety of all of our participants, staff, instructors, and others we interacted with as part of our regular work. This included quickly transitioning our in-person training classes and employment services into virtual and, now, hybrid platforms in order to be able to seamlessly assist our participants, whether first-time jobseekers or displaced/laid-off hospitality workers, in addressing their workforce needs. As part of our regimen in working with clients, we also began conducting regular phone and online wellness checks with our clients and, to onboarding process easier, made all of our intake/application forms available as fillable PDFs so that current and potential program participants could complete and submit needed paperwork to us electronically in instances when a visit to the office was not feasible. At the same time, we also began offering (and still have in place) virtual/remote options for our information sessions, assessments and/or workshops on such topics as resume building, mock interviewing over the phone or through video conferencing services such as Zoom, Google Teams and Facetime. In regard to COVID protocols, HTA, as part of our regular practices, established a set of protocols that we strictly followed at all of our service locations that were in full compliance with all guidelines issued by the Centers for Disease Control and Prevention and local health authorities. This has included mandating all staff, participants and others who are working at or visiting the HTA to wear a face mask while in the inside any of our facilities, as well as doing our best to ensure proper social distancing in our work areas and training spaces. We also required all staff, unless they had an approved exemption, to be fully vaccinated and boostered, and, for participants receiving in-person services from us, establish protocols, guidelines and mandates issues by the CDC. With the lifting of the emergency declaration for Los Angeles County in March 2023, HTA no longer requires participants to wear facemasks or to provide proof of vaccinations; however, we still administer COVID self-tests every Monday for participants in our multi-day training classes taking place at our kitchen facility for which they must show a negative result prior to permitting them into any of our kitchen training programs. We also make available to anyone who would like free disposable surgical face masks and/or N95 masks. Beyond that, HTA holds regular trainings for our staff and has made similar trainings available for our program participants to provide the most up to date information on the coronavirus and its variants, along with information about the importance of the vaccine, demonstrations of proper use of PPE and handwashing techniques, and tips, guidelines and practices for continuing to keep oneself safe at home, work or when out in public.

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.

Throughout the program year, HTA’s Santa Monica Case Manager/Employment Specialist continued to alert our Santa Monica program participants about relief and housing programs, as they become available. This included, among other things, calling, emailing and texting all of our participants with information about the rent relief and eviction moratorium for Santa Monica rent controlled apartments, and offering assistance in helping to complete forms and/or access additional information/resources as needed.

**Youth & Families Agencies**

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), Early Childhood Task Force, and Education Collaborative.

As appropriate and required throughout the reporting period, the HTA’s Program Director and Case Manager, regularly and actively participated in the City’s Cradle to Career Collective impact meetings and initiatives. This included, but was not limited to, the following: smC2C work groups, Cradle to Career, Youth Resource Team (YRT), Early Childhood Resource Network, and Middle School Support Team (MSST), as well as Santa Monica Economic Recovery Task Force (ERTF) Community Group and Santa Monica Regional Consortium (SMRC) meetings.

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.

The HTA maintains office space onsite within the Park Center Building at Virginia Avenue Park and is vigilant about monitoring and maintaining the health and safety of all persons seeking services at the Park, whether they be enrolled in our program or members of the public at-large. Further, we closely work with many of the City’s youth and families network of care providers and are on-hand to assist the community by providing support and services, as needed, in times of crisis and/or as emergency situations arise.

**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.

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| **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?” | 19 | 27 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 1 | 1 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 1 | 1 |

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| --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 2022-23**  **Number**  **at Mid-year** | **FY 2022-23**  **Number**  **at Year-end** |
| Participants referred by another agency | 3 | 5 |
| **Please list the top 3 referring agencies** |  |  |
| 1. UNITE HERE Local 11 | 1 | 2 |
| 1. City of Santa Monica Youth Resource Team (St. Joseph Center) | 1 | 2 |
| 1. The People Concern | 1 | 1 |

**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 VII 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.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\*** | **Documentation**  **Method** | **Mid-Year**  **Status Report** | **Year-End**  **Status Report** |
| 1 | ***Participant Engagement and Assessment for Job Readiness and Employment Support*** | Output | Job Readiness Screening and Assessment: Participants are screened and assessed and  enrolled in program on rolling basis. Assessments will be used to establish  basic skills, level of work readiness and need for technical and/or vocational  skills training. | 44 participants  (includes 24 carry-over clients from FY21-22, who as a result of t COVID-19 will require additional supports to find or regain employment.) | Case File | 19 participants  were screened, assessed and enrolled in the program on a rolling basis during the reporting period. This included 15 carry-over clients and 4 new clients. | 27 participants (representing 61% of our goal for the program year) were screened, assessed and enrolled in the program, on a rolling basis, during the program year.  This included 16 carry-over clients and 11 new clients. |
| Outcome | Engaged program participants will be screened and assessed for job readiness. | 44/44 (100%) | Case Files / Individual Employment Plans | 19 participants  worked with HTA Case Manager/ Employment Specialist meeting both in-person and/or virtually. Carry-over clients were screened and assessed to determine both their interest and need for continuing with our program. New participants were screened to determine that they met the eligibility requirements of our program. Those interested in moving forward, as part of the enrollment process, were then administered oral and/ or written skills assessments, including CASAS exams for those wanting to pursue either our Prep Cook Pre-Apprenticeship Training or Registered Line Cook Apprenticeship Training Programs. | 27 participants (representing 61% of our goal for the program year) worked with HTA’s Case Manager/Employment Specialist. This included meeting in-person at our office space at Virginia Avenue Park or virtually via zoom. As part of our work 16 carry-over clients were re-assessed and screened to determine their need and interest in continuing with our program and to ensure they still met the eligibility requirements for enrollment. Additionally, 11 new participants were enrolled in our program. As part of this process, all were administered oral and/or written assessments, including CASA exams for those in our Culinary Apprenticeship classes. |
| 2 | ***Job Readiness / Employment Training Services*** | Output | Training: Participants, based on assessments, participate in-person and/or online training including: resume writing, interviewing 101, customer service, workplace safety in the age of the pandemic, ServSafe Food  Handlers and RBS Safe Alcohol Service certification, and, as needed, technical skills training (i.e., barista, culinary, server, dishwasher/ busser, and room attendant, and more). | 35 participants | Training certificates  Workshop attendance / sign-in sheets | 13 participants  (included 4 new participants and 9 carry-over participants) | 20 participants (representing 57% of our goal for the program year) completed one or more in-person trainings with the HTA. Of these 20 individuals, 11 were new participants, 9 were carry-over participants, 3 were older youth, 11 were men, 9 were women. |
| Outcome | Improved job skills and improved employment readiness | 35/44 (80%) | Trainings certificates | At mid-year, 13 participants took part in one or more of HTA’s workshops, working either individually or in small groups with our assigned Case Manager/ Employment Specialist and/or instructor/consultants. This included 13 doing resume building; 8 doing interview prep with role play; 7 doing customer service, and 1 doing financial literacy training. Certificated technical skills training with HTA Instructors that took place during the reporting period included: 2 for  ServSafe Food Handler training and certification; 1 for the newly mandated RBS Safe Alcohol Service training and certification; 1 for our combined Pre-Requisite Class for Knife Skills and Kitchen Math for Prep Cooks; 2 for our Culinary Apprentice Pre-Requisite Class for Knife Skills; 2 for Culinary Apprentice Pre-Requisite Class for Kitchen Math; and 2 for our Registered Line Cook Apprenticeship Program.  Please Note:  ● The 2 student who were enrolled in Apprenticeship training, received stipends of $50 for each day they attended our 8-week training program.  ● The participant taking the Prep Cook Pre-Requisite class was not able to advance to the full Prep-Cook Pre-Apprenticeship Program during the reporting period as they need to be placed on-hold to care for their mother who was experiencing a medical emergency. ● 1 participant who was enrolled in our Culinary Apprenticeship and was living in a shelter had to drop the class several weeks in as they needed to focus on transitioning into permanent housing. HTA maintained contact with this client and by the end of the reporting period was working to re-engage him in our program. | At year-end, 20 participants worked with our Case Manager/Employment Specialist and/or one or more of technical skills trainers/chef instructors to completed in-person trainings ranging from a series of 1-2 day workshops to longer 8-week training programs as follows: 14 did resume workshops; 13 did interview prep workshops that included role playing and creating elevator speeches; 2 did our 8-week Line Cook Registered Apprenticeship Program; 1 did our 18-day Prep Cook Training Pre-Requisite Combo Knife and Math Skills Class; 1 did our 2-Day Dishwasher / Steward training; 3 did ServSafe Food handler certification training; 7 did our customer service training for hotel workers; 1 did our financial literacy workshop; 1 did RBS Safe Alcohol Service Certification; and 2 did our Culinary Apprenticeship Pre-Requisites for kitchen math and knife skills training.  Please Note:  The 2 students who were enrolled in our Culinary Apprentice Training received stipends of $50 for each day they attended training. A $50 stipend was also provided to the participant in our Dishwasher/Steward training.  In addition, as mentioned in our mid-year report, HTA had one participant who needed to drop from our Prep Cook training to care for a family member. While this person remains interested in continuing with our program, they are still caring for their mother and have asked to be kept on-hold. As also reported in our mid-year report, we had a participant who was experiencing homelessness whom we were working with who was also receiving services from The People Concern. The participant began our Culinary Apprenticeship program but had to drop out mid-way to focus on his housing. HTA has continued to work with this client throughout the grant period offering him shorter, less intensive trainings and employment support services. Unfortunately, this participant has experienced some person setbacks and, at present, is no longer work ready. HTA has been trying to connect with his case manager at The People Concern to make sure that he is receiving the help he needs. Our Case Manager will continue to check in on him, and it is our intention to resume working with him as soon as he is in a place where he is physically and emotionally ready. |
| 3 | ***Employment Search Support*** | Output | Job Search:  Participant is supported with job search including working one-on-one with assigned program staff on: job applications; participating in open-call interviews; and HTA sponsored hiring, screening and recruitment events; and completing pre-hiring assessment tests, personality inventories, background/ drug tests, and reference tests. | 35 participants | Case Files  Application Logs  and Submission Confirmation Notices | 11 participants  (included 2 new participants and 9 carry-over participants) | 18 participants  (included 9 new participants and 9 carry-over participants) |
| outcome | Participant is actively engaged in job search with the support of Employment Specialist | 35/44 (80%) | Case Files/  Employment Plans  Client testimonials, satisfaction surveys | 11 participants received assistance from our HTA Case Manager/Employment Specialist with job search activities, including: working one-on-one either virtually or at individually set in-person meetings at our office space at Virginia Avenue Park. HTA’s case manager also communicated with each participant by way of weekly email blasts announcing new job openings and/or through individualized job searches conducted (and personalized) to meet their specific needs and interests. The clients and case manager also worked together to complete and submit online applications. As required, individual assistance was given in responding to employment assessment screenings/tests that included, in cases, timed verbal and numerical reasoning tests to a personality and/or psychometric aptitude test depending on the employer. Follow-up support was also provided to ensure participants were responding and completing background checks/test as required. | 18 participants received assistance from HTA’s Case Manager/Employment Specialist with job search activities, including working one-on one either virtually or in-person meetings held at either Virginia Avenue Park or our kitchen training facility. In addition, HTA’s Case Manager/Employment Specialist regularly communicated with each participant via email blasts announcing new job openings or through individualized job searches that were conducted, and personalized, to meet the specific needs and interests of specific clients. As needed, one-on-one support was provided to assist participants with responding to everything form employment assessment screenings to timed verbal and numerical reasoning, personality and/or psychometric aptitude test depending on the employer. Follow-up support was also provided to ensure participants were responding and completing background checks/test as required.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 3 | ***Employment Placement & Retention*** | Output | Job Placement and Retention Services: Participant will be placed in entry-level hotel, food service, or customers service focused jobs that will potentially lead to career path opportunities at unionized properties within the City of Santa Monica  or the surrounding area (including the LAX corridor) as a result of collective  bargaining and local hire agreements. All persons placed will receive retention services. | 22/44 (50%)  (includes 40% being placed in Santa Monica jobs; 42% job retention for 6 months;  and 28% job retention for  12 months) | Copies of pay checks and/or Employment Verification forms to track full and part-time employment, wage rates, and increases. | 2 participants  (included one new, youth participant and one adult, carry-over participant.) | 6 participants (representing 27% of our goal for the program year) included 2 older youth participants (one of whom was a YRT referral) and 4 adult participants. Of these placements, All 4 were new participants, 2 were carry-overs from the previous year, 3 were male and 3 were female. Information regarding the challenges encountered during the program year in regard to overall employment placement are detailed in full in our response to Section I of this report. |
| Outcome | Participant improves economic stability with stable employment | 22/44 | Case Files / Employment Plans | 2 participants from Pico Neighborhood were placed as follows: 1 new, youth participant was placed as a cook with our union employer partners at the University of Southern California (USC) in their Dining Services Division at a starting wage of $19.92/hour, which ultimately increased to $22.32/hour by the end of the reporting period. We also had one adult, carry-over client who was placed as a Front Desk Agent at the Marriott Hotel LAX earning $19.60/hour.  In addition, while none of our current program participants have yet to reach 6-month of retention on the job, 4 of our participants who were placed in jobs during the previous program year have now reached 6-months of retention in their jobs and another 10 have reached their 12-month job retention. All, as a result, have improved their economic security. Additionally, we are further pleased to share that 1 of our participant’s, who was placed at LAX as a wheelchair attendant and has been on the job for at least a year, has been promoted to the position of driver and, as a result has gone from earning $15/hour to earning $21/hour. | Job Placements during the program year included the   * Participant 1 – a White, Male, Youth who completed HTA’s Registered Line Cook Apprenticeship Program who was new to our program was placed at the University of Sothern California (USC) as a Cook at a starting wage of $19.92 and increased to $22.32. * Participant 2 – White, Male, Adult from the Pico Neighborhood who was a carry-over from the previous year was assisted with placement at as a Front Desk Agent at the Marriott Hotel LAX earning $19.62/hour. * Participant 3 – an African American, Adult, Male and new participant was placed in union employment as a Catering Server with Legends Hospitality at SoFi Stadium earning 20.28/hour. * Participant 4 – a Latino, Female, older youth and new participant referred to us by YRT was assisted with placement at the Marina del Rey Middle School as an Art Director earning $19/hour. * Participant 5 – a Latina, Adult, Female and new participant was assisted with placement as a Server at Casa Escobar in Santa Monica earning $15/hour. * Participant 6 – a White, Adult Female and carry-over participant identified with a disability was placed as a Massage Therapist in the Spa at our union hotel employer partner, the Fairmont Miramar Hotel & Bungalows in Santa Monica, earning $19/hour + tips.   Of those placed in employment, 2 were in jobs within the City of Santa Monica.  In regard to retention:  At year end, 1 new participant from this program year and 2 carry-over participants from the previous program year retained employment for a period of 6 months or longer; and 14 carry-over participants from the previous program year who retained employment for a period of 12 months or longer.  In addition, while each participant, improved their economic security, we are particularly pleased to share the following wage increases or promotions for our participants since our mid-year report:  One of our carry-over participants who was placed as a Runner at The Beverly Hilton at a wage rate of $15.50/hour was promoted to Barback and is now earning $22/hour. Another carry-over participant who was placed as a Busser at FIA in Santa Monica earning $14.25/hour was promoted to Food Runner and is now earning $19.75/hour. And one of our new youth participants who was placed as a Cook at USC at $19.92/hour received a wage increase and is now earning $22.32/hour. |

###### VARIANCE REPORT:

###### Year-End: 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.

HTA’s outputs and outcomes for new participants enrolled in the program, as well as the overall number for those trained and placed were significantly less than what was anticipated in our workplan. As described throughout this report, ongoing challenges identifying eligible community members who were ready and willing to go back to full-time, in-person work in a job within the hospitality/food service sector, which requires them to have complete availability to work any day and shift, can be a tough sell even in the best of times; however, when you factor in the events of the past few years as a result of COVID and people’s becoming accustomed to working remotely or in a hybrid capacity, the challenge (even with so many hospitality positions available, especially in culinary and food service) becomes event greater. In addition, the lingering health impacts from COVID and the fact that growing numbers of individuals are still contracting the virus (and in many instances multiple times) has also hindered our ability to recruit, train and place people through our program at the numbers we anticipated, during the reporting period. Other factors that were out of the norm and hindered our progress on the grant throughout the program year included the looming strike of hotel workers at our union employer partner sites which virtually slowed down and/or stopped the hiring process. That said, with services back to normal at Virginia Avenue Park and the community and social service organizations we frequently collaborate with back in the office, HTA, by the end of the grant period, has started to see an upswing in referrals, interest and enrollment in our program. In addition, with a new outreach and communications team in place at the HTA and a strong marketing plan being designed, along with our development of new trainings developed and renewed, post-pandemic access to the facilities at Virginia Avenue Park to hold workshops and Info Sessions for our Program, we strongly believe we will rebound in the new program year achieve our goals and deliverables.

**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.

Not applicable, as HTA has not entered into any lease agreements 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.**