HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

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

Program: \_\_\_\_ Santa Monica Employment Center (SMEC)\_\_\_\_\_\_\_\_\_\_

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

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| **SELECT** |
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| X |



**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.

At year end of the 2020-2021 reporting period, we have served 169new and ongoing **Santa Monica Program Participant (SMPP) clients**. 68 of the 169 SMPP clients were newly enrolled during this reporting period. Of the 169 clients, 44 individuals were homeless (26%) and 125 were low-income (74%).

Overall, we have seen a decline in new clients utilizing our services during the last year, in large part due to the pandemic. Trends we have observed include: a decline in the percentage of unhoused clients, clients not actively looking for employment, clients lacking the motivation to continue job searching due to the recession, risk of exposure to COVID-19, and those waiting till the pandemic is over to return to the workforce.

COVID-19 and the Stay-at-Home orders had a significant impact on our ability to strategically target SMPP populations. Chrysalis outreach efforts and overall ability to serve a greater number of Santa Monica residents have been impacted by the restrictions set in place, which in turn has affected client engagement. We believe in the mission of the City of Santa Monica’s efforts to engage our community through the Economic Recovery Taskforce and have been an active participant in the City of Santa Monica’s working group since April 2020. Our primary focus has been connecting residents to available employment opportunities and providing resources to support residents’ basic needs; this has proven to be a critical strategy for our team as Santa Monica residents have been some of the most affected by the pandemic and economic recession.

Over the past program year, Chrysalis has been able to bring new resources and put in place creative service strategies to meet community member needs. First, Chrysalis has been able to establish a COVID-19 Relief fund. These funds are utilized to support clients in a wide range of ways, including, but not limited to; rental payments, utility costs, purchasing pre-paid phones and minutes, grocery store gift cards to tackle food insecurity, furnishing apartments with basic needs items for clients who transitioned into permanent housing, clothing, tents and sleeping bags for our unhoused participants, and car repairs so clients can continue getting to work. Second, we partnered with LYFT and SPIN to provide transportation to clients, who need support getting to and from work. Third, we have partnered with Human-IT, an organization that sells refurbished laptops and Wi-Fi hotspots for 6 months to limit the digital divide amongst our clients. These partnerships have allowed clients who were financially insecure to continue job searching, work from home, and get to and from work.

We have also seen an influx of new contracts within our transitional jobs program, Chrysalis Enterprises, with staffing opportunities at Project RoomKey sites around the County. These transitional job opportunities created a higher demand for referrals and came at a very critical time as many of our clients were eager to get to work. With the workforce being very competitive with limited job availability, our clients were able to continue working and receive income through our transitional jobs program. During this period, the Santa Monica team increased enrollment of all Santa Monica clients in our transitional jobs program from **5%** in January 2020 to **39%** in June 2021.

In February 2021, we began enrolling clients into a new program called the Skills and Experience for the Careers of Tomorrow (**SECTOR)**. **SECTOR** is a program through the Los Angeles County Office of Diversion and Reentry (ODR) and is funded by Proposition 47 grant program through the California Board of State and Community Corrections (BSCC). The program offers skills training and paid work experience in high-growth sectors that offer career pathway opportunities and family-sustaining wages for people impacted by the justice system. Through July 2021, 41 Santa Monica clients are enrolled in the program.

We have continued our remote operations as outlined in our mid-year report. Chrysalis Santa Monica will continue offering remote services but will begin adding additional in-person services in **accordance with Los Angeles County Public Health Guidance,** in late Summer and Fall 2021. In Section V, you will find a **bulleted list of safety measures and changes to service delivery** we have implemented in **response to COVID-19**.

Since July 2020, we continued to focus on reaching out to individuals residing or utilizing services in the **Pico Neighborhood**, facilitating seven presentations within the Santa Monica community, and having **40 unique outreach experiences within the City of Santa Monica**.We **actively** **participated** in a range of **community collaborative and working groups**, including Cradle to Career (C2C) and its subgroups, Westside Coalition and SMRC for Adult Education Collaborative.

To support the needs of our vulnerable, high-barrier clients, and those experiencing mental health challenges, we continue offering **mental health counseling**. Our Counselor provides free, short-term counseling, including referrals to partner agencies for additional treatment if necessary. Our Counselor has been providing telehealth sessions for clients, while the Stay-at-Home Orders are in place.

As an indicator of success, we measure and focus on **job retention.** At the end of the 2020-21 reporting period**, 67% of clients** contacted reported that they were **still working 6 months after their first job placement**. At the end of the last program year (2019-20), we reported 78% of clients were working at 6 months. Our Santa Monica team saw this number decrease significantly in 2020 due to the recession. However, in recent months, this number has steadily increased which highlights an economy that is slowly rebounding. We continue to offer supportive retention services and have quickly re-engaged clients that lost employment. Clients have been able to access Chrysalis funding through our outlined resources **Scholarship, Material Needs, Driver License Funds, and our Covid-19 Relief Fund** to minimize barriers to obtain and maintain employment. We also hosted eight Financial Empowerment workshops for clients during this funding cycle, in collaboration with several banks in the community.

During this reporting period, we have continued our commitment to **staff development**. The Santa Monica team has completed several trainings and participated in several professional development opportunities that include cultural competency, communication, workforce development and trauma-informed care topics, culminating into **379 hours**. To highlight a few others:

* Senior Employment Specialist graduated from the **CORO Workforce Leadership Network Program**;
* All Staff completed **Implicit Bias** training, as aligned within our DEI Plan;
* Site Director completed a 4-part **Anti-racism training** facilitated by **Social Venture Partners.**

In addition, we continued to meet bi-monthly for case conference and attended two internal staff Client Services Team Day and All Staff meetings during this reporting cycle.

###### 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.

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.

Chrysalis places a high priority on **ongoing evaluation to enhance the effectiveness of our program**. As a learning organization, we utilize multiple strategies to assess our work. In addition to basic statistical and demographic information, we examine the influence of potential employment barriers such as education levels, occupational skills levels, former incarceration, health issues, and prior substance abuse. This enables us to identify service gaps and make necessary changes to our program. Reports are generated monthly and reviewed by staff at all levels, and outcomes are reported to the Board of Directors. Chrysalis has utilized the ServicePoint database in recent years for all programmatic data collection and reporting. However, in August 2021, we will move to a client data system based on the **Salesforce** platform, which will allow for more robust, flexible, and real-time reporting going forward.

We continue to solicit feedback from clients participating in mental health services in the form of a survey once sessions are completed. During this program year we facilitated a Client Satisfaction Survey, with an overwhelming majority of clients finding our services to be helpful. Provided below are anecdotal statements from clients.

*“My life has change for the better thanks to Chrysalis.”*

*“Staff have been really great.”*

With respect to partnerships with other service providers and leveraging services across the community, our External Relations team meets regularly with the Santa Monica Site Director to review the outreach strategy and ensure coverage at key meetings and events as highlighted in Section I. Partner relationships and outreach activities are all captured in our Salesforce database.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period: 5
* Average Board member attendance: 18
* Board development activities conducted during the reporting period: Our Board members serve as champions for Chrysalis, leveraging their networks to secure financial and in-kind resources for the organization, as well as opportunities to spread the word about our work. As a result of the COVID-19 pandemic, many of our traditional fundraising events had to be adjusted to fit this new reality. In the second half of 2020, our Board continued to engage their networks to attend Community Broadcasts and virtual tours over Zoom and raised over $100,000 for our COVID-19 Relief Fund through a variety of year-end appeals. In May 2021, our second Chrysalis Night In (a virtual event taking the place of our annual in-person gala Butterfly Ball) honored a Board Member and Community Volunteers; with the support of our Board, that event raised over $1.2 million. On the service side, Board members volunteered remotely, working one-on-one with clients on resume preparation and practice interviews, as well as joining us for special client and staff celebrations and networking/coaching opportunities with staff.
* Significant policy directions or actions taken by the Board during the reporting period: Much of the Board’s work during this year has been pandemic- and reopening-related, and we are pleased to report that Chrysalis delivered on our mission and remains in a solid financial position. We wrapped up Year Four of our Five-Year Strategic Plan in 2020 and engaged with Bridgespan to define our Intended Impact and Theory of Change to help establish the foundation for a Bridge Strategic Plan to be developed in late 2021.

Our Board has committed Chrysalis to being an anti-racist organization and has continued to participate in trainings and conversation to better understand the challenges facing our clients, staff, and community.

We also added two new members to our Board – CEO of Thermal-Vac Technologies and Vice President of Finance & Administration at Loyola High School.

* Number of board members who reside and/or work in Santa Monica: 2
* Board vacancies and plans to fill those vacancies, if applicable: There are no Board vacancies currently.

###### 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.

Please indicate how volunteers or paid or unpaid interns were used during the reporting period. Provide the total number of volunteers or interns and hours provided. If interns were used, please indicate their program level (e.g. undergraduate, masters).

During this reporting period, there were several personnel changes to our Employment Specialist, Client Service Coordinator, and Volunteer Program Coordinator roles and an organization-wide hiring freeze that impacted the team. In each case, we ensured caseloads were effectively distributed among staff and client needs were met. At the end of this reporting period, we have one vacancy that we are actively recruiting for, a Sr. Employment Specialist position.

In response to the COVID-19 pandemic and taking service delivery remote, our volunteer program followed suit. To date, we have (re-) trained 130 volunteers in remote service delivery, including classes, resumes, practice interviews, cover letters, online job applications, and job lead searches. Our current volunteer pool includes volunteers from both pre-COVID and those we have welcomed since going remote. From Jan – May 2021 we completed more than 942 resumes, 1,525 practice interviews, and 105 online job application sessions across all sites. We condensed our core curriculum to one 60-minute class that is offered on Zoom to accommodate those with computers and those with phones. The content of the class continues to be culturally relevant and sensitive. We offer the classes in both English (5 times per week) and Spanish (2 times per week) to accommodate clients who prefer to take the course in Spanish.

**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 efforts to develop an outcomes measurement system to better track human services program demographics and outcomes. Participation may include, but is not limited to: meeting with City staff, consultants, and; providing information regarding current data systems, technology infrastructure, policies and procedures, needs, opportunities, and concerns; incorporating the City into existing consent for release of information forms; signing and adhering to the City’s data management Agency Agreement; and contributing data to a centralized data management system. Aggregated or de-identified information may be requested for the purposes of analyzing data being collected.
   * **We are in compliance with this condition.**
   * City of Santa Monica added on our Release of Information Consent form;
   * Use ServicePoint to capture client information, demographics and outcomes;
   * Director of Program Data is in regular communication with City consultants and staff re: ServicePoint.
2. Detail steps taken to provide services in adherence to the safety protocols related to the COVID-19 pandemic, including modifications to service delivery, physical infrastructure and safety equipment and protocols to protect participants and staff.
   * **We are in compliance with this condition.**
   * Supplied laptops to all staff working from home;
   * Re-formatted our new Client Intakes Process, Assessment and Curriculum to fit a remote service model, connecting to clients via phone and virtual platforms;
   * Provided 1:1 case management and counseling services via telephone;
   * Implemented an appointment-based system for resources, mail, and check distribution;
   * Onboarded over 79 volunteers to facilitate resume, practice interviews, and online job applications with clients over the phone;
   * Maintained and expanded the operation of our employment social enterprise business lines and continue to onboard new clients through these channels;
   * Connected with community partners, attending outreach meetings, and facilitating presentations virtually;
   * Connected clients to Direct Hire Opportunities, trainings, and professional development opportunities;
   * Hire and train new staff remotely;
   * Supplied all offices and staff with PPE;
   * Refitted office space with plexiglass and one-way direction signs to move within the office space;
   * Created COVID-19 Safety Protocols and had all staff complete these trainings;
   * Implemented a health questionnaire for staff to complete before coming into the office;
   * Created a temperature check station for all staff to use on themselves to check their own temperature;
   * Implemented processes for staff who have been exposed or tested positive for COVID-19.
3. Describe how your organization operationalizes racial equity, diversity, and cultural competency. Discuss how your City-funded program may be reflecting these values through personnel practices, staff and board training, program design and/or outreach and engagement strategies. Provide aggregate demographics of board members (agency-wide), executive management (agency-wide), and supervisory staff (City-funded programs) including race, ethnicity, and gender.
   * Chrysalis is committed to equity and inclusion and has codified that as one of the organization’s core values. We seek diversity and prioritize creating access for those who are underrepresented, acknowledging the significant inequities that exist in society.
   * Our Board and staff launched a Diversity, Equity, and Inclusion (DEI) effort in 2019, which has included training, policy reviews, and the establishment of a Board-staff DEI Steering Committee to guide these efforts.
   * The goals of our 2019-2021 DEI Action Plan are to (1) create opportunities for a more informed and inclusive culture so that staff feel a sense of belonging and are empowered to bring their full selves to work; (2) cultivate a diverse organizational leadership team that is committed to and trained on the organizational value of Equity & Inclusion, and (3) revise the processes and policies of the recruitment, selection, and advancement of staff and volunteers to create a more diverse, equitable, and inclusive organization.
   * During this reporting period Chrysalis conducted a demographic survey of our staff, Board, and volunteers to further inform our DEI efforts going forward.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Board  (agency-wide) | Executive Management (agency-wide) | Supervisory Staff (City-funded program) |
| **Race/Ethnicity** |  |  |  |
| Black | 4 | 2 | 1 |
| Latinx |  |  | 1 |
| Asian/Pacific Islander | 2 |  |  |
| Native American/  Indigenous |  |  |  |
| Arab/Middle Eastern |  |  |  |
| White | 19 | 5 |  |
| Other |  |  | 1 |
| **Total** | **25** | **7** | **3** |
| **Gender** |  |  |  |
| Male | 14 | 4 | 1 |
| Female | 11 | 3 | 2 |
| Other |  |  |  |
| **Total** | **25** | **7** | **3** |

1. Agency will assist eligible participants in submitting applications to applicable Santa Monica Housing programs, including but not limited to: Section 8 and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), and Continuum of Care (CoC) programs.
   * **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 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.
   * **We are in compliance with this condition.**
   * Chrysalis’ External Relations team attends Santa Monica Cradle to Career meetings and initiatives.
2. 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.

Proposition A Funding:

1. Los Angeles County Proposition A funds are designated for transportation purposes only. The City currently has an agreement with the Los Angeles County Metropolitan Transportation Authority (LACMTA) to use Proposition A funds for bus or rail passes. It is important that these funds remain restricted for this purpose only. They may not be used for other budget line items. Any unexpended or unencumbered Proposition A funds must be returned to the City at the end of the fiscal year. Please submit supporting documentation, i.e., copies of paid invoices, canceled checks, etc., for all Proposition A expenditures with your Fiscal Status Reports and maintain a log of program participants receiving Proposition A bus or rail passes.
   * **We are in compliance with this condition.**
   * Purchase metro and BBB transportation for participants**.**

CDBG Funding:

1. Eligible Activities: Contractor shall comply with eligibility requirements for Community Development Block Grant (CDBG) funded projects as detailed in 24 CFR Part 570 Subpart C of the Housing and Urban Development (HUD) Regulations. This project is deemed eligible for CDBG funding as an activity which benefits a limited clientele who are generally presumed to be principally low and moderate income persons or serves participants that provide family size and income evidence (24 CFR 570.208a2(A)(B)). Contractor must collect income verification documentation at the time of intake and at least annually while the participant is receiving CDBG-funded services. Contractor shall work with City staff to comply with fiscal year-end reporting as required by HUD in the preparation of the Consolidated Annual Performance and Evaluation Report (CAPER).
   * **We are in compliance with this condition.**
   * Collect income verification at time of intake through self-attestation;
   * Assist participants in obtaining social service benefits through DPSS who qualify;
   * 100% of participants are unemployed or underemployed at time of intake.
2. Program Income: Any program income generated by Contractor through the award of CDBG funds shall be returned to the City. “Program income” is herein defined as: a) proceeds from the disposition by sale or long-term lease of real property purchased or improved with CDBG funds; b) proceeds from the disposition of equipment purchased with CDBG funds; c) gross income from the use or rental of real or personal property acquired by the Contractor with CDBG funds, less costs incidental to generation of the income; d) gross income from the use or rental of real property, owned by Contractor, that was constructed or improved with CDBG funds, less costs incidental to generation of the income; e) payments of principal and interest on loans made using CDBG funds; f) proceeds from the sale of loans made with CDBG funds; g) proceeds from the sale of obligations secured by loans made with CDBG funds; h) interest earned on funds held in a revolving fund account; and i) interest earned on program income pending its disposition.
   * **We are in compliance with this condition.**
   * No “Program income” was generated through CDBG funds.
3. Uniform Administrative Requirements: Contractor shall comply with applicable uniform administrative requirements as described in 24 C.F.R. 570.502 of the HUD CDBG regulations.
   * **We are in compliance with this condition.**
   * Chrysalis follows the uniform administrative requirements.
4. Financial Management: Contractor shall maintain a fiscal management and accounting system based on Generally Accepted Accounting Principles (GAAP) and shall conduct an agency audit according to these principles on an annual basis. Contractor further agrees to conform to all requirements as contained in 2 CFR 200 “Uniform Administrative Requirements, Cost principles, and Audit Requirements for Federal Awards”, which incorporates elements of past guidance contained in OMB Circular No. A-122, and OMB Circular No. A-110. These items shall be in sufficient detail to provide a sound basis for the City to effectively monitor performance under the Agreement.
   * **We are in compliance with this condition.**
   * Chrysalis follows GAAP and the referenced requirements.

**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?” | 39 | 68 |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 3 | 9 |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 0 | 1 |

|  |  |  |
| --- | --- | --- |
| **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 | 17 | 19 |
| **Please list the top 3 referring agencies** |  |  |
| * 1. City of Santa Monica | 4 | 5 |
| * 1. St. Joseph’s Center | 1 | 5 |
| * 1. Community Assistance Parking Program (CAPP) | 1 | 2 |

**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) |
| --- | --- | --- | --- |
| **Outreach, New Client Engagement & Overall Service Level**   * 12 contacts and/or presentations at VAP * 4 SMPL Resource Events * 2 presentations through SMMUSD/SMC * 6 presentations at referral organizations in Pico Neighborhood | Conduct a range of outreach activities focused on local Santa Monica communities and partner agencies.   * 0 contacts and/or presentations at VAP * 0 SMPL Resource Events * 2 presentations through SMMUSD/SMC * 7 presentations at referral organizations in Pico Neighborhood | **New & Ongoing SMPP Clients Served:**  355 **new & ongoing** SMPP clients will be served. (33% of total = 1,060)   * 10% homeless * 90% low-income   **198 of 355 SMPP clients will be new**   * 10% homeless * 90% low-income | **New & Ongoing SMPP Clients Served:**  **169 new & ongoing SMPP clients served.**   * + 44 (26%) homeless   + 125 (74%) low-income     1. **of 169 SMPP clients are new**   + 13 (19%) homeless   + 55 (81%) low-income |
| **Participants receive job readiness and job search skills to obtain employment**   * **355** clients will receive job readiness, job search and retention services   + 10% homeless   + 90% low-income | * **169** clients received job readiness, job search and retention services   + 44 (26%) homeless   + 126 (74%) low-income | **Secure Employment:**   * **28%** will secure employment   **Job Retention:**   * **40%** will be employed at 6 months   **Chrysalis Enterprises (CE):**  **17 of 355 clients** (5%) will gain work experience through CE | **Secure Employment**   * **52 of 169** clients **(31%)** secured employment   **Job Retention:**   * **67%** of clients contacted for retention were employed at 6 months   **Chrysalis Enterprises (CE):** 19 of 169 (11%) of clients gained work experience through CE |
| **Opportunity Youth / YRT**  **Collaborate with YRT Member Network:**  Work with City, other YRT members, & Navigators to engage youth and/or their family members.  12 YRT Program Committee meetings (to include Opportunity Youth, Middle School Support Team, Early Childhood Wellbeing Project) | **Opportunity Youth / YRT**  **Collaborate with YRT Member Network:**  Work with City, other YRT members, & Navigators to engage youth and/or their family members.  30 YRT Program Committee meetings (to include Opportunity Youth, Middle School Support Team, Early Childhood Wellbeing Project) | **Opportunity Youth / YRT**  **Youth and/or Family Members Served:**   * **8 youth and/or family members** engage in Chrysalis services * **4 (50%) secure employment** | **Opportunity Youth / YRT**  **Youth and/or Family Members Served:**   * **6 youth and/or family members** engaged in Chrysalis Services * **2 of 6 (33%)** have secured employment |

###### 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.

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

* **SMPP Clients Served:** By year-end, we have served 169 Santa Monica Program Participants, falling short of our year-end target goal of 355 SMPP clients. Over the last few years, we have seen a decline in SMPP Clients served, with this year being the most significant decline. Several factors can be attributed to this decline, including the changing landscape of Santa Monica, the recession and pandemic and limited to no access to our center. Due to stay-at-home orders and out of an abundance of caution we did not facilitate in-person outreach efforts drastically reducing our staff’s ability to present directly to potential clients. This includes outreach at Virginia Avenue Park and the Santa Monica Public Libraries, which we could not do during this funding cycle.

We have looked for creative ways to connect to potential participants. We have collaborated with other agencies and the Santa Monica Economic Taskforce to address the continued needs of our community who need access to employment services. Despite these efforts, the number of individuals qualifying as SMPP are few. However, we continue to prioritize the Santa Monica Community in hopes of increasing our SMPP clients. We have highlighted a few efforts below:

* + We continue to strategize outreach efforts, think creatively on how to connect with community members and organizations in Santa Monica (YRT & School District), participate in collaborative and working groups, and partner with organizations to deliver services in the community. We have been challenged, like many others, in doing this remotely.
  + Participated in two Employment Webinars through the Economic Recovery Taskforce.
  + Outreaching to CCSM resident advisors to increase access to employment services for residents.
  + Presented to City of Santa Monica Staff on our remote service model and how to refer residents into our program.
  + Continue to attend YRT, MSST, & ECWP meetings and present at those meetings on our services.
  + Participated in three Pop-Up Citation Clinics in coordination with the City of Santa Monica.
  + We are partnering with Santa Monica College and Santa Monica Public Library to provide secondary education to our client base but to also bridge our programs when students finish their program.

Our Site Director and our External Relations team are committed to serving the community through various outreach opportunities and collaborative meetings. With restrictions lifted as of June 15th, we are easing our way back into in-person outreach events and will continue to work in partnership with other providers to bridge our services with theirs.

* **SMPP Clients Securing Employment**. 52 of the 169 clients (31% v. target of 28%) found employment in this reporting cycle. Despite the pandemic, recession and decline in new SMPP clients, we have exceeded our goal and are only 4% below what was reported in the last funding cycle. We have seen an increase in clients working in our transitional jobs program to supplement their income while actively looking for permanent employment. Our most recent data shows that 60% of clients are employed full time, and the average hourly wage is $17.27.

The **top 3 industries** where we have seen our SMPP clients secure employment in, are:

* + Driver
  + Maintenance/Janitorial
  + Healthcare

Job outcomes in foodservice and hospitality, two main employment sectors for our clients were extremely disrupted due to Covid-19. Within **Chrysalis’ Direct Hire Program**, historically, Food Service will account for 40% of our employment outcomes. Due to the lack of employment opportunities in this space, we have had to pivot to other industries that are hiring, such as delivery-based jobs, grocery, landscaping, cannabis, security, and janitorial. In the last two months we have seen a resurgence in food and hospitality jobs, which is a good sign our economy is slowly recovering and more clients being able to access employment opportunities.

19 SMPP participants **11%** (target of 5%) benefited from and gained valuable work experience through **Chrysalis Enterprises**, our **transitional jobs program,** including our newest account**, Project RoomKey.**

* **SMPP Clients Retaining Employment:** We **continue to exceed our goal for 6-month retention**. While the pandemic and economic downturn greatly affected many people, we only saw retention drop by 15 percentage points from the previous reporting cycle. Currently, 67% of clients were employed at 6 months (vs. a 40% target).

**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.

**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.**