HUMAN SERVICES GRANTS PROGRAM (HSGP) FY 2021-22 PROGRAM STATUS REPORT

Chrysalis

Agency:

Program:

Santa Monica Employment Center

**FY 2021-22 SUBMISSION CALENDAR**

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| **SELECT** |
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| **REPORTS** | **REPORT PERIOD** | **REPORT DEADLINE** |
| Mid-Year Program and Fiscal  Status Reports | 7/1/2021 – 12/31/2021 | Monday, January 31, 2022 |
| Year-End Program and  Fiscal Status Reports | 1/1/2022 – 6/30/2022 | Monday, August 1, 2022 |

# 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 2021-2022 reporting period, we have served 90 new and ongoing **Santa Monica Program Participant (SMPP) clients**. 49 of the 90 SMPP clients were newly enrolled during this reporting period. Of the 90 clients, 23 individuals were homeless (26%) and 67 were low-income (74%). At Mid-Year, we had reported 16 newly enrolled SMPP clients. In the second half of the program year, 33 additional SMPP clients were enrolled, a more than 200% increase over the first half of the program year – a sign of progress. As an indicator of success, we measure and focus on **job attainment and retention.** At the end of the mid-year reporting period, **41% of SMPP clients obtained employment. 63% of SMPP clients** contacted, reported that they were **still working 6 months** after their first job placement.

In addition to the numbers above, we have also **served an additional 55 clients who live within Santa Monica** but do not fit the SMPP definition. 32 of the 55 clients (58%) were experiencing homelessness and 23 of the 55 (42%) were low-income at time of entry. 20% of these clients secured employment and 71% of clients contacted have maintained employment for 6 months or more. These non-SMPP SM residents were either, self-referred, or referred by various agencies in the community, including St. Joseph's Center, CLARE/MATRIX, CAPP, HOPICS, DOR and The People Concern. Many of these clients were experiencing homelessness in Santa Monica but had been in Santa Monica for less than 5 years at the time of program entry. Some of these clients were living in transitional or temporary shelters, sober living or with someone who lived in Santa Monica.

During this reporting period, the challenge we continue to face is enrolling new SMPP clients into our program. There can several reasons for this, including: the pandemic, changes in program delivery (both ours and partner providers), a lack of in-person outreach events, difficulty with community engagement and interest, decreased unemployment rates within the City of SM, and the prioritization of basic needs for the community. We continue to work on addressing these challenges. We are happy to report that Chrysalis has added a Community Engagement Coordinator to focus on Santa Monica community engagement.

Our transitional jobs program, Chrysalis Enterprises, continued to expand and support our clients in job training and earning an income. During this reporting period, the Santa Monica office had nearly 28% of their total clients enrolled in a transitional job. **14%** of the **new and ongoing clients identified as SMPP** were also enrolled in the transitional jobs program. In March, we began a **new Works maintenance contract in the City of Santa Monica, with the Travel & Tourism** office.

We enrolled 31 new clients into the **SECTOR program** during this reporting period. This 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.

Chrysalis continues to provide direct financial supports for clients. During this past reporting period, we spent close to $50,000 in direct support. These funds were utilized to support clients in a wide range of ways, including, but not limited to; rental payments, utility costs, prepaid phones and minutes, grocery store gift cards, clothing, tents and sleeping bags for our unhoused participants, car repairs and transportation.

Despite the pandemic, changes in program delivery, and outreach opportunities we continue to seek new ways to engage individuals residing in or utilizing services in Santa Monica and the Pico Neighborhood. During this reporting period we facilitated **12 presentations** and had **33 unique outreach experiences within the City of Santa Monica and the Pico Neighborhood**. We **actively participated** in a range of **community collaboratives and working groups**, including Cradle to Career (C2C) and its subgroups, Westside Coalition and Santa Monica Regional Consortium for Adult Education Collaborative.

During the program year, we continued to adjust our program and service delivery in response to transitioning to a hybrid model workforce and COVID-19.

* + In August 2021, we transitioned to a hybrid model and began offering in person services on an appointment- based schedule 2 days out of the week. We did this in **accordance with Los Angeles County Public Health Guidance**. 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**.
  + In August 2021, we transitioned to Salesforce as our case management database system.
  + In October 2021 and April 2022, we hosted a **‘Working Wardrobe’ Event**, that was well attended, serving collectively over 60 clients who were able to obtain professional clothing, accessories and hygiene items.
  + In October 2021, we piloted a **‘Virtual Enrollment Fair’** with **Health Right 360**. During this fair we enrolled new clients, had them complete our core program and referred them to our social enterprise all in one day.
  + Center closed in January and February 2022 due to the increase in COVID-19 cases.
  + In March 2022, we re-opened our center, adding a 3rd day of in-person services.
  + In March 2022, we hosted a hiring event for Pacific Park, in our center.
  + In April 2022, we hosted our second **‘Working Wardrobe’** Event for clients.

Chrysalis is committed to **staff development**. The Santa Monica team is committed to one training every quarter and during this reporting period has taken part in trainings that cover: a 4-part **Anti-racism training, Addressing Challenging Behaviors, Conflict Resolution, Mental health First Aid, De-escalation/Safety, and Communication training.** In addition, we continued to meet bi-monthly for case conferences.

## 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.

In August 2021, we moved to a client data system based on the **Salesforce** platform for all programmatic data collection and reporting. The new client data system based in Salesforce is allowing both direct service staff and management to have increased real-time data, flexible dashboards, and improved functionality to best serve clients, such as the ability to send text messages from the system and to generate resumes templates.

We continue to solicit feedback from clients participating in mental health services in the form of a survey once sessions are completed and will engage clients in a formal engagement survey this fall.

We completed a Staff Engagement Survey in the fall of 2021 with Gallup and are committed to doing this annually. The Santa Monica teams scored an average mean of 4.08 out of 5, which highlighted a higher level of engagement amongst team members.

## SECTION III: BOARD INVOLVEMENT

Please indicate:

* Number of Board meetings conducted during the reporting period: 4
* Average Board member attendance: 19
* 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. Although COVID caused us to cancel all in-person fundraising events in 2021, we have been able to resume these events in the first half of 2022. In April, we hosted our Go All In Poker Tournament and the board of

directors contributed to the event revenue raising over $25,000 from their contacts and personal donations to support Chrysalis through this event. We are planning to host our Butterfly Ball Gala in October 2022. Board members are already actively working to raise funds for Chrysalis through sponsorship solicitations and will help sell tickets to the event once the invitations are mailed. Last year, the combination of the board give/get was nearly $2 million. As of June 30, 2022, the board had raised or personally donated nearly $600. On the service side, some board members continued to volunteer remotely, during the past year, 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:

Over the Summer of 2021, a working group of Board and staff updated Chrysalis’ mission statement. (*Chrysalis serves people navigating barriers to the workforce by offering a job-readiness program, individualized support services, and paid transitional employment. We empower our clients on their pathway to stability, security, and fulfillment in their work and lives.*) We developed and finalized our Bridge Strategic Plan at the end of 2021, and our board adopted this plan in February 2022. This plan will guide Chrysalis through the end of 2023. Over the next two years we will **engage** with our clients, staff, volunteers, customers, and donors to respond to their changing needs; **enhance** our programming and infrastructure to build upon what we’ve learned; and **expand** by finding new ways to bring our programming to more communities.

Our Board has committed Chrysalis to being an anti-racist organization and continues to participate in trainings and conversation to better understand the challenges facing our clients, staff, and community. In fact, our Board Learning Agenda continues to include training on trauma-informed care, reentry populations, upskilling, policy and systems change, and messaging, all developed with an equity lens.

* + We added one new board member during the reporting period. After serving for over a year on our Program Committee, we invited Mayanka Melville to join our board in May 2022. Mayanka is Global Head of Investment Data & Analytics at Capital Group.
* 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.

|  |  |
| --- | --- |
|  | **Board Members** |
| Asian or Pacific Islander | 2 |
| African American | 5 |
| White | 16 |
| Latinx |  |
| Multiple Race/Ethnicity |  |
| Other/Refuse to State |  |
| **TOTAL** | **23** |
| Male | 11 |
| Female | 12 |

## 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, we onboarded one new Employment Specialist and promoted 2 staff on the Santa Monica team. The Client Services Administrator was promoted to Community Engagement Coordinator, to support outreach and engage with the community and partners in the Santa Monica Community and SPA 5 collectively. The Assistant Vice President, Program Operations now oversees 3 offices and the Volunteer & Program Team.

We currently have 2 vacancies; Site Director and Client Services Administrator.

Our Volunteer & Program Team has been able to sustain and engage over 170 volunteers in a hybrid model. On average our volunteer pool conducts 350 hours a month of services, in the last 6 months that equates to 2,100 service hours conducted in facilitation, resumes, practice interviews and online job application assistance combined. We are very proud of our program and continue to look at all the ways to engage volunteers in mini projects as they are a vital stakeholder group within Chrysalis.

## 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 Salesforce to capture client information, demographics and outcomes;
  + Chrysalis maintains ServicePoint accounts to access data, and communicates with City consultants, as needed.

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

### 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 remote and virtual platforms;
  + Implemented an appointment-based system for resources, mail, and check distribution;
  + Onboarded 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 and in person;
  + Connected clients to Direct Hire Opportunities, trainings, and professional development opportunities;
  + Hired and trained new staff remotely and in-person;
  + Supplied all offices, staff, and clients 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 screening questionnaire for staff, guests, and clients 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.
  + Implemented processes for clients who tested positive for COVID-19 and have utilized our center.

1. Agency will assist eligible participants in submitting applications to applicable relief and housing sustainability programs, including local, state, and federal rental assistance programs, including but not limited to: Housing Choice Voucher (HCV) and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), Continuum of Care (CoC), and HOME voucher programs.

### We are in compliance with this condition.

* + Staff connect eligible participants to City of SM housing opportunities;
  + Attend CHP meetings facilitated by City of SM Staff;
  + Work in collaboration with CoC programs in SM to connect eligible participants to housing opportunities.

### Youth & Families 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 and Santa Monica Ste Director attend Santa Monica Cradle to Career meetings and initiatives.

1. Work with the City and the youth and families network of care to provide coordinated support to individuals and families that might require agency expertise in the aftermath of a serious community crisis. A community crisis may include a traumatic event or emergency condition that creates distress, hardship, fear or grief and has a special significance to the community.

### We are in compliance with this condition.

* + Work in collaboration and partnership with CoC & C2C programs to support eligible participants through crises;
  + Attend Case conferences with partners and in real time, address or provide support for participants;
  + Respond to requests from programs to assist participants when called upon.

### 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 enrollment.

1. 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.

1. 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.

1. 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: 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.

|  |  |  |
| --- | --- | --- |
| **ASSESSMENT OF ADDITIONAL SERVICE NEEDS**  **(Santa Monica Participants)** | **FY 2021-22**  **Number Responding “Yes”**  **at Mid-year** | **FY 2021-22**  **Number Responding “Yes”**  **at Year-end** |
| 1. “Do you or anyone in your household have unmet employment needs?” | 16 | 49 |
| 2. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?” | 0 | 0 |
| 3. “Do you or anyone in your household have an unmet childcare/afterschool need?” | 1 | 4 |
|  | | |
| **INCOMING PARTICIPANT REFERRALS**  **(Santa Monica Participants)** | **FY 2021-22**  **Number at Mid-year** | **FY 2021-22**  **Number at Year-end** |
| Participants referred by another agency | 2 | 14 |
| **Please list the top 3 referring agencies** |  |  |
| **1) The People Concern** | 1 | 5 |
| **2) CAPP** | 1 | 3 |
| **3) 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 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\*** | **Documentat ion**  **Method** | **Mid-Year Status Report** | **Year-End Status Report** |
| 1 | **Outreach, New Client Engagement & Overall Service Level** | Output | Conduct a range of outreach activities focused on local Santa Monica communities and partner agencies. | 4 SMPL Resource Events  2 presentations through SMMUSD/SMC  12 presentations at referral organizations in Santa Monica with a focus on the Pico Neighborhood  12 C2C Initiatives & Subgroups meetings attended | Outreach Activity Tracking in Salesforce & Logs | 0 SMPL  2 SMMUSD  7 Presentations  6 meetings attended | 0 SMPL  2 SMMUSD  12  Presentations  20 meetings attended |
| Outcome | Santa Monica community members engaged in services at Chrysalis | 275 new & ongoing SMPP clients will be served  150 of 275 SMPP clients will be newly enrolled | Case Records | 63 New and ongoing  16 New SMPP | 90 New and ongoing  49 New SMPP |
| 2 | **Job Readiness & Employment** | Output | Participants receive job readiness and job search skills to obtain employment | 275 SMPP clients receive job readiness training and job search supports | Case Records | 63 participants | 90 Participants |
| Outcome | Participants receive support in securing employment | 27 SMPP clients (10% of those served) participate in Chrysalis social enterprise program  83 SMPP clients (30% of those served) secure employment | Case Records & Employment Records from Clients | 3 (5%) participated in CE  22 (35%) Secured Employment | 13 (14%)  participated in CE  37 (41%)  Secured Employment |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 3 | **Maintain Employment** | Output | Participants receive employment retention services | 83 SMPP clients receive job retention services | Case Records | 22 received retention services | 37 received retention services |
| Outcome | Participants are employed 6 months after initial hire | 42 SMPP clients (50% of those employed) are employed 6 months after initial hire | Case Records Follow-Up at 6 Months | 11 out of 18 (61%)  were employed 6 months after hire | 15 out of 24  (63%) were  employed 6 months after hire |
| 4 | **Support C2C Economic Initiatives** | Output | Support YRT, MSST, ECWP participants and family members in employment readiness and job obtainment | 8 youth and/or family members engage in services | Case Records | 2 | 4 |
| Outcome | Participants obtain employment | 4 youth and/or family members (50% of those engage through these efforts) secure employment. | Case Records Follow-Up at 6 Months | 0 | 0 |

## 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 served 90 Santa Monica Program Participants, falling short of our target of 275 SMPP clients. This is significantly below our target. In part, this is due to the ongoing pandemic, changes to programmatic services, and limited outreach opportunities to potential clients. While we have attempted in person outreach events during this funding cycle, they are not well attended, therefore, not impacting our outcomes as we would hope. Many of the outreach efforts continue to be online and more so directed toward other service providers.

49 of the 90 SMPP clients were newly enrolled during this reporting period. At Mid-Year, we had reported 16 newly enrolled SMPP clients. In the second half of the program year, 33 additional SMPP clients were enrolled, a more than 200% increase over the first half of the program year – a sign of progress.

Our External Relations team and Site Director are committed to serving the community through various outreach opportunities and collaborative meetings. We will continue to redefine our outreach efforts and continue to work in partnership with other providers to bridge our services with theirs. Speaking specifically to the variance in the number of **Santa Monica program participants served**, we have **elaborated on some key strategic outreach efforts from this funding year and what we are working towards**:

* We **hired a Community Engagement Coordinator** (CEC) who is solely focused on outreach and engagement. We hope to increase our visibility amongst SMPP individuals and in the community.
* Our new CEC has engaged with **Virginia Avenue Park** staff to collaborate on future outreach events and thinking creatively on how to connect and serve our most vulnerable Santa Monica residents.
* We will continue to participate in collaborative working groups, and partner with organizations to deliver services in the community like the Pop-Up Citation Clinics and the SM Economic recovery Taskforce.
* Provided virtual presentations to community organizations including the People Concern and the Santa Monica Regional Consortium (SMRC) for Adult Education.
* Connected with new Directors and Case Managers at the People Concern, providing presentations at staff meetings and inviting them into our meetings. Continue to strategize on ways to engage participants who need employment support.
* Piloted an enrollment fair that we could potentially duplicate with other partners in the community.
* Engaging partners in monthly check-ins, including sending a quarterly newsletter.
* **Santa Monica Public Library:** We will reconnect with staff to ensure our materials are onsite to promote employment services. We will also assess whether future programming can occur.
* **Community Corporation of Santa Monica (CCSM):** Staff attended a community event, and we continue to discuss with CCSM staff ways to collaborate and serve residents in need of employment support.
* **Cradle 2 Career (C2C)**: During this mid-year reporting period we did not see any referrals from the C2C subgroups. In response, the Site Director began reaching out in December and January to assess the need of our services and how we can collaborate moving forward. In 2022, our Sr. Employment Specialist (SES) will be the primary contact for MSST & YRT case managers. The SES will also attend these meetings. In the first quarter of the year, we will facilitate a partner meeting for the case managers and supervisors to meet. We hope this renewed effort will create a stronger referral pipeline for the TAY population being served by YRT and the families of MSST and ECWP programs.

**Support C2C Initiatives:** We proposed to serve 8 youth and families with 50% of this population securing employment. We fell below target and only served 4 youth and families and no one securing outside employment. This last year we made a change in staff to oversee this relationship. In early 2022, we met with YRT and MSST Program Manage and Case Managers to discuss partnership, services and how we can vest serve the youth and

families they are working with. At time of meeting, all the youth being served fell below our minimum age requirement, 18, except for 1. This created a unique challenge that did not allow us to serve the number of individuals we intended. Of the 4 we served, some fell off and lost contact with our program, so we are unsure of their actual outcomes. However, all 4 did receive employment preparation support and a couple are still actively engaged in seeking employment.

**SMPP Clients Securing and Retaining Employment**. 41% of the SMPP clients secured employment, exceeding our target of 30%. We are excited to share that 63% of our SMPP clients have retained employment after 6 months (target was 50%), highlighting the importance of retention services and the slow rebound of our economy.

During this funding year, our Direct Hire Program created partnerships with 4 new Santa Monica Employers and connected 59 clients to partner employers. We have 3 Santa Monica businesses who contract with our Staffing Program to hire temporary workers, filling 55 orders. 4 clients in our Staffing business have transitioned from temporary to permanent employee’s at these businesses. Additionally, 8 Santa Monica businesses have hired Chrysalis clients.

At the end of the reporting period, our data shows that on average, **63%** of the jobs obtained were **full-time**, with an **hourly average wage of $21.28, for all Santa Monica Clients.** The **top 3 industries** where we have seen our Santa Monica clients secure employment are:

* Retail/Customer Service
* Administrative
* Food Service

## 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.**

**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.**