SUBJECT: SOCIAL SERVICES CONTRACT RENEWALS 2020-21
INITIATED BY: HUMAN SERVICES & RENT STABILIZATION DEPARTMENT
(Corri Planck, Acting Director)
(David Giugni, Social Services Manager)
(Leslie Isenberg, Social Services Supervisor)

STATEMENT ON THE SUBJECT:
The City Council will consider renewals of Social Services contracts for the second year of the funding process (October 1, 2020-September 30, 2021)

RECOMMENDATIONS:
1) Approve the 2020-21 Social Services contract renewals as shown in Attachment A
2) Authorize the City Manager or his designee to execute documents related to the agreements
3) Approve reprogramming of $18,112 originally intended for an Outreach Services contract with Awakening Recovery and the Saturday breakfast program through St. Thomas the Apostle Church to be reallocated to defray the costs of additional services that address the intensification of community needs, poverty reduction and affordable housing as identified during the 2019-2022 Social Services funding process.

BACKGROUND / ANALYSIS:
The City of West Hollywood is entering the second year of this three-year funding cycle of contracts with local non-profit agencies to provide social services to members of the West Hollywood community. The City Council approved a total of $5,077,713 in general funds for Social Services contracts in their overall budget process.

In FY20, the City Council approved a total of $5,077,713 in the general fund for Social Services contracts in the original budget approved for the start of the fiscal year on July 1, 2019. At the direction of Council, staff returned with recommendations for supplemental funding in September 2019 and Council approved an additional $357,939 in supplemental one-time program funds for the social services contracts being approved to start on October 1, 2019. These supplemental funds were distributed to nine of the 38 programs with the City’s contracted social services agencies. Additionally, one-time supplemental funding was also provided for outreach and marketing by contracted agencies and by the City. Transit programming was expanded to 100% of monthly METRO pass subsidy for senior and disabled pass holders receiving passes through the City.

Due to the impact of COVID-19, the City is proposing to extend the supplemental funding for one additional contract year (2020-21), to eight of the nine programs that received this funding in the
last contract year. The City anticipates that contract savings from FY20 will be available to support the additional contracted services and will report back to the Human Services Commission and the City Council once the Year 1 contract term is completed to explain how funds are reprogrammed. If the contract savings are not sufficient to cover the one-time enhanced services, the report will include recommendations to reduce services.

The contracts for the 2020-21 year provide services intended to allow people to remain independent in their own homes and to improve quality of life; to provide essentials such as food and shelter; to address public health concerns such as COVID-19, untreated mental health, HIV, and substance abuse through a variety of outreach and education programs; and to encourage community stability.

Agencies are required to submit quarterly program and fiscal reports, attend Planning and Coordination meetings convened by staff, occasionally participate as liaisons, and/or present information to various City Boards and Commissions. Social Services and Strategic Initiatives staff members review program reports and conduct annual site visits, which involve file audits to verify that information included in program reports is accurate and documented in records maintained by the agency. Due to COVID-19 public health orders, this year those audits were conducted virtually. Fiscal site visits are conducted by a consultant who works closely with both the City’s Finance and Technology Services Department, Social Services and Strategic Initiatives Divisions.

Progress Toward Goal as Impacted by COVID-19

Based on review of the 3rd quarter program reports, all the agencies with which the City contracts have experienced impacts on service delivery due to COVID-19 and the resulting public health directives. Programs that provide street-based services, were particularly impacted. This included APLA’s Homeless Support Services for People Living with HIV/AIDS, Friends Research Institute’s HIV Education, Being Alive and St. Thomas the Apostle Church. In addition, programs that include service categories based on educational activities provided in a group setting, such as Pathways and Seeds of Hope, were significantly impacted.

Social Services and Strategic Initiatives staff have worked closely with their assigned agencies to develop creative and innovative adjustments to service delivery. An example of this is the provision of solar cell phone chargers to unhoused community members. This enabled outreach teams to maintain contact with their clients without risking transmission of COVID-19 due to challenges with social distancing and the lack of access to locations with outlets to charge devices. Tele-health and tele-mental health have become standard practice for delivering services as well as using platforms such as Zoom to facilitate groups and psycho-educational workshops.

As the public health crisis continues, agencies have reported an increased need for the provision of social-emotional support. Jewish Family Service’s (JFS) West Hollywood Comprehensive Services Center staff reported, “Staying at home, giving up familiar activities and not being able to see friends and family took a toll on our clients. The social workers have responded by providing more supportive counseling to our clients.”

Unspent Funds

Two of the newly contracted agencies brought into service this year, Awakening
Recovery-Outreach ($7,500 base funding) and JQ International ($14,500 supplemental funding) were unable to make satisfactory progress toward the agreed upon goals. As a result, a mutual decision was made to terminate these contracts. The City will continue to have a fee-for-service contract with Awakening Recovery to cover the cost of community members accessing their residential treatment services. In addition, St. Thomas the Apostle’s Saturday morning breakfast program has been canceled in adherence to public health directives resulting from COVID-19 ($10,612 base funding). Staff is not recommending the renewal of this contract.

Unspent funds from the base budget for these contracts will be applied to the supplemental program funding allocations described above.

**Social Services Substance Abuse Treatment Contracts**

Staff recommends $75,125 in unspent funds from the 2019-20 Treatment Pool of Funds be rolled over to the second year of the social services contract cycle (2020-21). Included in these funds are $25,000 intended to cover the cost of treatment and long-term recovery process bed nights through fee-for-service contracts with Awakening Recovery and Tarzana Treatment Center. If the existing pool of funds budget is exhausted, additional funds will be taken from unspent and/or rollover funds. The remaining $50,125 will also be applied to the supplemental program funding allocations described above.

**Preserving funds for assistance to support older adults living in HUD units who are vulnerable to homelessness**

In FY 2019, the City Council approved $12,000 to assist low-income, older adult tenants living in HUD buildings (within West Hollywood) with cleaning services needed to prepare their units to pass the annual inspections conducted by the Los Angeles County Development Authority (LACDA). Specifically, cleaning services were available to tenants who had previously failed, or were in danger of failing, inspection and could then be vulnerable to eviction/homelessness. The funds were allocated to Jewish Family Services in October 2019 and were utilized until COVID19 public health safer-at-home orders were issued in March 2020. At that time, HUD stopped all inspections and all cleaning for those inspections ceased. The remaining funds ($9,562) are to be rolled over to the FY 20-21 contract year for these services so they may be used for their intended purpose when stay-at-home orders end and inspections resume.

**Social Services Contract Agency Renewal Recommendations, 2020-21**

These contracts include funding enhancements that address the intensification of community needs, poverty reduction and affordable housing as identified during the 2019-2022 Social Services funding process.

**ALLIANCE FOR HOUSING AND HEALING (AHH)** provides financial support to persons living with AIDS to pay for rent, utilities, and vitamins/supplements; as well as benefits counseling, and housing case management for homeless individuals.
and those at risk of homelessness. In addition, AHH provides rental assistance for seniors who are aging in place and facing rental increases that may force them to lose their home. $205,000 ($125,738 in general funds with an augmented allocation of $79,262).

**AIDS PROJECT LOS ANGELES** provides Public Benefits Counseling, Behavioral Health, Homeless Outreach/Navigation, and programming for older adults living with HIV. $253,148

**ASCENCIA** provides comprehensive services for people who are homeless including street outreach, case management, shelter, and housing. $315,269 ($235,485 in general funds, includes $5,000 urgent funds* with an augmented allocation of $43,388. Additionally, Ascencia will receive $36,396 of the City's Community Development Block Grant funds.)

**AWAKENING RECOVERY, INC.** provides access to a safe and affordable long-term structured recovery home for West Hollywood community members seeking lasting recovery from alcoholism and drug addiction. (access to the Treatment Pool of Funds, $25,000.)

**BEING ALIVE** provides mental health and peer support groups, recreational and social activities, educational programming for persons living with HIV/AIDS and Syringe Service programming. $120,568

**BET TZEDEK LEGAL SERVICES** provides legal services for community members, with particular emphasis on benefits advocacy, landlord/tenant issues, and Holocaust survivor benefits. $147,238

**DISABILITIES COMMUNITY RESOURCE CENTER** assists disabled adults to achieve and maintain independence in their homes and community-based housing. $61,480

**EPISCOPAL DIOCESE OF LOS ANGELES---SEEDS OF HOPE** Provides access to Garden-Based Nutrition Education and a Fresh Produce Distribution Program. (Augmented Allocation of $62,000)

**FRIENDS RESEARCH INSTITUTE - HIV Prevention Education Program** provides outreach and risk-reduction supplies and case management for gay and bisexual men and male-to-female transgender clients. $155,000 (Includes $2,500 in urgent funds*.)

**FRIENDS RESEARCH INSTITUTE - Outpatient Substance Abuse Treatment Program** provides cognitive behavioral therapy groups, contingency management interventions and case management services. $147,200
HOUSING WORKS provides intensive case management services for formerly chronically homeless individuals with disabilities who are placed in permanent, supportive housing. Street-based case management services are also provided to West Hollywood community members who are homeless. $131,190

JEWSH FAMILY SERVICE - West Hollywood Comprehensive Services Center provides the Senior Services program, which includes counseling, case management, advocacy, emergency check-in, concrete services, homemaker service hours, recreation and education classes, and excursions. The Disability Services program provides counseling, case management, advocacy, concrete services, homemaker service hours and the Psychiatric Community Resource program. The CONNECT program links people who need transportation and escort assistance with volunteers who assist them with medical appointments, food shopping and other errands. $1,018,853 ($1,014,341 in General Funds including $29,130 in urgent funds* with an augmented allocation of $4,512.)

JEWSH FAMILY SERVICE - Nutrition Program provides congregate meals and home-delivered meals for Seniors and persons with disabilities. $423,573

JEWSH FAMILY SERVICES - SOVA Food Pantry provides home-delivered groceries for community members that previously accessed the JFS’s store-front pantries. $99,760

JVS SO-CAL – provides employment services, including job development, job placement, and job skills programs. $152,529

LA LGBT CENTER - Mental Health Services provides crisis intervention, short-term and long-term individual mental health services and group mental health services for LGBT and non-LGBT individuals; as well as street outreach for homeless and substance using community members. $158,844

LA LGBT CENTER – Senior Services provides comprehensive services including Housing Navigation, Case Management and Meals/Enrichment/Educational Programs to ensure all LGBT senior residents can successfully age in place. $70,000 ($46,178 in General Funds with an augmented allocation of $23,822.)

LA LGBT CENTER - Sexual Health Services provides primary and specialty care medical services to persons with HIV/AIDS, HIV and STD testing and counseling at the Center WeHo and the Center’s main site, and PrEP and PEP services. $236,520

LA LGBT CENTER - Transgender Economic Employment Program provides outreach, referrals, case management and employment services for transgender
and gender-nonconforming people and provides gender diversity training for employers. $102,191

**LA LGBT CENTER - WeHo Life** provides a condom distribution program. $48,623

**LA LGBT CENTER - Youth Services** provides comprehensive services for gay, lesbian, bisexual and transgender youth, including shelter, direct services, case management and outreach. $139,578 (Includes $2,500 in urgent funds*.)

**McINTYRE HOUSE** provides residential substance abuse treatment services for men. $78,659 (Includes $1,000 in urgent funds*.)

**MEN’S HEALTH FOUNDATION** provides same day PrEP and PEP services, benefits counseling, and healthcare services for gay and bisexual men and transgender women. $83,484

**NATIONAL COUNCIL OF JEWISH WOMEN** programs prevent homelessness by ensuring West Hollywood residents at risk of losing their housing are able to remain housed through access to rental assistance. In addition, the agency offers supplemental financial assistance along with a series of workshops focused on renters’ rights and financial wellness. $94,824 ($59,337 in General funds with an augmented allocation of $35,487)

**PATHWAYS** provides high-quality subsidized preschool services to qualifying West Hollywood community members and mental health assessments and consultations for children exhibiting aggressive behavior and other risk factors in the classroom. $107,078

**PAWS/LA** assists low-income people who are living with HIV/AIDS or other life-threatening illness to keep and care for companion animals by providing food, veterinary visits, and assistance with day-to-day animal care. $59,284

**PLANNED PARENTHOOD** provides family planning and reproductive health care services, and HIV and STI testing and treatment, including PrEP and PEP. $85,973

**PROJECT ANGEL FOOD** provides home delivered meals for people living with HIV/AIDS and other critical illnesses. $88,950

**SABAN COMMUNITY CLINIC** provides general health and medical, dental, behavioral health and insurance enrollment services. $199,636

**STEP UP ON SECOND** provides outreach and street-based services to mentally ill homeless community members. $373,966 ($305,307 in General Funds with an augmented allocation of $68,659.)
**TARZANA TREATMENT CENTER** provides a Substance Use Disorder (SUD) Patient Navigation Program to enhance SUD treatment services for West Hollywood community members through the provision of targeted outreach, engagement, patient navigation (not covered by Drug Medi-Cal), and Hepatitis C testing (not covered by Drug Medi-Cal). $89,837

In addition, Tarzana Treatment Center provides medically monitored detoxification services, residential substance abuse treatment services and 90-day transitional housing programming. (Access to the Treatment Pool of Funds, $25,000.)

**TRANS CAN WORK** provides career services programming to transgender community members pursuing employment, including job seeker services, job placement and workplace education. $52,493

**TRANSLATIN@ COALITION** provides comprehensive services including outreach, peer case management and referrals to shelters, housing and other supportive services for TGI individuals. $76,688 ($50,379 in General Funds with an augmented allocation of $26,309.)

* Urgent Funds provide direct emergency assistance for clients

**CONFORMANCE WITH VISION 2020 AND THE GOALS OF THE WEST HOLLYWOOD GENERAL PLAN:**

This item is consistent with the Primary Strategic Goal(s) (PSG) and/or Ongoing Strategic Program(s) (OSP) of:

- OSP-5: Support People through Social Services.
- OSP-11: Community Education.

In addition, this item is compliant with the following goal(s) of the West Hollywood General Plan:

- HS-1: Maintain and pursue humane social policies and social services that address the needs of the community.

**EVALUATION PROCESSES:**

Contract social services programs are evaluated quantitatively and qualitatively. Agencies are required to establish annual outcome objectives for their programs and design a system to measure their achievement. Agencies are required to provide an opportunity for clients to evaluate services and to incorporate the results of client feedback into program planning. All programs also complete quarterly program and fiscal reports.
ENVIRONMENTAL SUSTAINABILITY AND HEALTH:

The goals of the City’s Social Services contracts are to provide programming which sustains community health, provides health outreach and education, and improves the quality of life for community members.

COMMUNITY ENGAGEMENT:

The 2019 Social Services Request for Proposal process included two hearings in order to receive input from the public, contracted agency staff and other concerned stakeholders. A special meeting of the Humans Services, Public Safety and Rent Stabilization Commissions along with the Advisory Boards was convened in order to receive input on priorities for funding from these advisory bodies. In addition, the 2019 Social Services Request for Proposal process was informed by the 2019 Community Study which included an extensive community engagement process.

This report on Social Services contract renewals was approved by the Human Services Commission at its September 8, 2020 meeting.

OFFICE OF PRIMARY RESPONSIBILITY:

HUMAN SERVICES & RENT STABILIZATION DEPARTMENT / SOCIAL SERVICES DIVISION

FISCAL IMPACT:

Funding for Social Services programming was approved in the FY 2020-21 budget: General Funds in the amount of $5,077,713 in account 100-3-05-53-536023, CDBG funding in the amount of $36,396 in account 215-3-05-53-536022 and unspent and roll-over funds in the amount of $117,299 in account 100-3-05-53-536023.

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<th>AMOUNT</th>
<th>DESCRIPTION</th>
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<tr>
<td>$5,077,713</td>
<td>FY20 for this item has been budgeted in the General Fund, Social Services division, 100-3-05-53-536023.</td>
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<tr>
<td>$36,396</td>
<td>FY20 funding for this item has been budgeted in Fund 215-3-05-53-536022.</td>
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<tr>
<td>$117,299</td>
<td>This item includes unspent and roll-over funds from FY20 to FY21.</td>
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ATTACHMENTS:

Attachment A: Funding Recommendations Chart
Attachment B: Recommended Agencies’ Contract Renewal Amendments, Exhibit A: Scopes of Service