

Community Development Human Services Committee

Year- End CDBG/ Human Service Grantee Performance Report July 1, 2021 - June 30, 2022

AHA!: Attitude. Harmony. Achievement.					
Outcome	Annual Goal	Persons Served YTD	Achieved Outcome	% Achieved	Notes
At least 80 of 100 AHA! After-School and Summer participants (80%) will report improvement in at least 5 problematic areas of their lives.	80%	285	190	67%	
Of 1000 youth served via AHA! Heroes virtual school assemblies, 90% (900) will report that the assembly experience was useful/a positive use of their time, that the facilitators were helpful and skilled, and that it motivated them to step up and help others.	90%	3,255	1997	61%	
At least 55 of 85 AHA! Peace Builder students (65%) will report significant improvement in at least five problematic areas of their lives.	65%	119	78	66%	
TOTAL UNDUPLICATED SERVED					4,524
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
We have been working to troubleshoot our surveying process, as many of the students served in our programs have had issues reporting final results - neglecting to turn in surveys, not being present for the final day, etc - thus pulling our overall curve downward. Some students were added retroactively into outcomes for Q1-2 because they were surveyed later. Also, we added several in-school programs at the request of the schools - an additional 161 were served through lunchtime Peace Builder councils. These students did not complete surveys, and therefore cannot be counted toward the overall outcome; however, the experience was positive, and does contribute to the overall number of students reached this year.					

Council on Alcoholism and Drug Abuse (CADA)					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
125 low-income adults will receive withdrawal management and/or residential treatment services; of those 75% will successfully graduate from the program (meet all program requirements and be clean and sober at discharge).	75%	102	85	83%	
Of the 125 low income adults receiving withdrawal management and/or residential treatment services, 98% will be placed in stable or improved housing conditions upon discharge from the program.	98%	102	102	100%	
Of the clients who successfully complete withdrawal management and/or residential treatment services, 90% will engage in ongoing treatment and aftercare services (outpatient treatment, residential treatment, sober living, or attending 12 Step Groups) within 14 days of discharge.	90%	85	64	75%	
TOTAL UNDUPLICATED SERVED					102
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
We were able to exceed two of the three goals, however came in just below the 90% of clients who completed our program being engaged in aftercare services. We have brought on a case manager to oversee clients discharging and ensuring they get connected to ongoing services.					

Child Abuse Listening Mediation (CALM)					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
300 children will receive treatment through CTT; it is estimated that approximately 180 children will demonstrate Clinical or Borderline levels of internalizing symptoms (anxiety, depression, etc) at Intake. Of those 180, 65% will score in the Normal range at Follow-up, as measured by the Child Behavior Checklist (CBCL)/Youth Self Report	65%	59	34	58%	
300 children will receive treatment through CTT; it is estimated that approximately 150 children will demonstrate Clinical or Borderline levels of externalizing symptoms (defiance, aggression, etc) at Intake. Of those 150, 65% will score in the Normal range at follow-up, as measured by the Child Behavior Checklist (CBCL)/Youth Self Report	65%	40	21	53%	
TOTAL UNDUPLICATED SERVED					475
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
<p>Of children who demonstrated Clinical or Borderline levels of internalizing symptoms (anxiety, depression, etc) at Intake (n=46), 37% (17/46) showed Normal levels of internalizing symptoms at Follow-up, as measured by the Child Behavior Checklist (CBCL)/Youth Self Report (YSR).</p> <p>Of children who demonstrated Clinical or Borderline levels of externalizing symptoms (aggression, self-harm etc) at Intake (n=21), 57% (12/21) showed Normal levels of externalizing symptoms at Follow-up, as measured by the Child Behavior Checklist (CBCL)/Youth Self Report (YSR).</p> <p>Variation on these outcomes from our stated goals is related to ongoing challenges conducting assessments via telehealth and our simultaneous transition to implementing new, more culturally responsive assessment measures. We have been adopting new clinical tools that are more fitting for translation into Spanish and offer more valid insights into clients' lived experiences.</p>					

Community Action Commission-211					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
A representative survey of callers in crisis will show that 95% of those callers report satisfaction with the service received from the 2-1-1 call center.	95%	4,001	4,001	100%	
During the 2021-2022 program year, 30% or 1,638 residents , of Santa Barbara County callers will be City of Santa Barbara residents who receive a referral to health and human services.	30%	4,001	4,001	100%	
TOTAL UNDUPLICATED SERVED					4,001
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Not Provided					

Cordano Center (DeMarillac)					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Fifty (50) members of the homeless community will receive case management and referrals; of those, 15% will increase their government benefits	7%	80	6	8%	
Fifty (50) members of the homeless community will receive case management; of those, 15% will remain employed for a period of at least 3 months.	7%	80	8	10%	
TOTAL UNDUPLICATED SERVED					80
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Not Provided					

Domestic Violence Solutions (DVS) - Emergency Shelter					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Out of 135 clients served through our shelter, 101 (approximately 75 percent) will make progress on primary goals (immediate safety, restraining orders, health, and children's needs).	75%	36	29	81%	
Out of 135 clients served through our shelter, 59 (approximately 45%) will make progress on secondary goals (education, addressing legal issues, employment and housing).	45%	36	28	78%	
Out of 60 or so adult clients projected to come through our shelter, all (100 percent) will establish a safety plan they can verbalize before leaving the shelter, and 100 percent will increase their understanding and management of DV behavior.	100%	88	88	100%	
TOTAL UNDUPLICATED SERVED					88
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Not Provided					

Family Service Agency (FSA) - Family Resource Center					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
14 families will receive comprehensive case management; of those, 75% of families will have moved from being in-crisis/at risk to being stable or self-sufficient in at least one area. (Evaluation tool: Family Development Matrix [FDM].)	75%	13	5	38%	
54 individual family members will receive referral linkages to essential services; of those, 75% will successfully connect to services. (Evaluation tool: Referral Tracking Form [RTF]).	75%	118	65	55%	
5 parents will participate in an evidence-based/informed parent education program; of those, 75% of participants will report an increase in family satisfaction, a key indicator of family strengths and protective factors. (Evaluation tool: Strengthening Families Program Assessment)	75%	5	5	100%	
TOTAL UNDUPLICATED SERVED					147
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Families who receive case management services complete the Family Development Matrix (FDM) upon initiating services and every three months thereafter. Of the 13 families who received case management, only six had been engaged in services long enough to qualify for a second FDM. Of the six that qualified for a subsequent FDM, 83% moved from being in-crisis/at risk to being stable or self-sufficient in at least one area with the average being three measured domains. FSA surpassed the goal of having 54 families successfully connect with services leading toward family strengthening and stability as there was a total of 65 families who successfully connected with services. Family advocates assisted a total of 118 families with referral linkage to services; of the total number served, 55% successfully accessed the supports they were seeking. This percentage is not higher as many families are unresponsive to advocates' repeated attempts to follow up on referrals.					

Family Service Agency (FSA) - Ombudsman					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Eight hundred and six (806) residents* of long-term care facilities will be provided information about the LTCO Program; of those, 100% will have increased awareness of the availability of Ombudsman representatives to help them with quality of care information, advocacy, and advance health care directives.	100%	1,990	1990	100%	
Two hundred and ninety-three (293) resident quality of care issues* will be investigated by LTCO representatives; of these, 75% will be resolved to the satisfaction of the facility resident (or their family member).	75%	614	461	75%	
TOTAL UNDUPLICATED SERVED					1,990
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None provided					

Family Service Agency (FSA) - Senior Services					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Trained therapists will provide mental-health counseling to 94 seniors or caregivers; of clients served, 71 (75%) will achieve at least two treatment goals, which are set collaboratively with therapists. Examples of treatment goals include: 1) identifying warning signs of depression or anxiety and developing coping skills to alleviate symptoms; and 2) improving adjustment to life's circumstances.	75%	137	130	95%	
Trained therapists will provide mental-health counseling to 94 seniors or caregivers; of clients served, 61 (65%) will experience a decrease in feelings of isolation and/or an increased sense of wellbeing.	65%	137	128	93%	
TOTAL UNDUPLICATED SERVED					137
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None Provided					

Foodbank - Brown Bag					
Outcome	Annual Target (Percent that will achieve outcome)	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Foodbank will serve 150,000 pounds of healthy groceries, including 40,000 pounds of fresh fruits and vegetables, to 370 seniors in the OAN program. 98% of clients served will experience reduced hunger and improved health, as measured by client attendance and survey data.	98%	342	333	97%	
Foodbank will distribute food at 3 program sites in the City of Santa Barbara for the OAN program and provide home delivery as needed. 370 unduplicated seniors will experience reduced hunger and improved food security, as measured by distribution attendance and delivery counts.	98%	342	335	98%	
Foodbank will provide bilingual education materials in nutrition and food literacy to 370 seniors who participate in OAN distributions. 75% of clients will enjoy improved health outcomes and increased food literacy from educational materials supplied at distributions.	75%	342	254	74%	
TOTAL UNDUPLICATED SERVED					342
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None Provided					

Foodbank - Warehouse					
Outcome	Annual Goal	Actual Served YTD	YTD	% Achieved	Notes
Foodbank will distribute 2M pounds of healthy food to 41,300 low-income clients from our Santa Barbara Warehouse Program. Of these, 98% of clients will experience reduced hunger and increased food security as measured by client numbers and survey data.	98%	22,853	22,373	98%	
Foodbank will distribute 750,000 pounds of fresh fruits and vegetables to 41,300 clients in the City of Santa Barbara via our Warehouse Program. 98% of clients will experience improved health outcomes from the incorporation of fresh produce into their diets.	98%	22,853	22,393	98%	
Foodbank's SBWH program will provide food to 22 partner sites in the City of Santa Barbara. Out of the 41,300 clients who will participate in food distributions 70% will experience increased awareness of nutrition principles and food literacy skills, as measured by nutrition education lessons, posters, and information hand-outs at distributions	70%	22,853	15,998	70%	
TOTAL UNDUPLICATED SERVED					15,656
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None provided					

Friendship Adult Day Care Center					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Of the 75 clients, 80% will report a reduction in isolation/loneliness	80%	24	24	100%	
Of the 75 clients, 80% will report an increase in cognitive activity	80%	24	24	100%	
TOTAL UNDUPLICATED SERVED					142
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Our caregiver survey was implemented online, thru Survey Monkey and was evidently found to be "technologically challenging" for our senior caregivers. We rec'd 24 results back from our survey but 100% of those results indicated that there was both a reduction of isolation/loneliness & an increase of cognitive activity in their loved one. For the future, we will be looking at incorporating an easier survey method, one that takes into account, the level of online experience our target audience possesses.					

Hospice of Santa Barbara					
Outcome	Annual Target (Percent that will achieve outcome)	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Out of 400 patients who receive medical care navigation, counseling, practical assistance, and spiritual support, at least 340 (85 percent) will report a significant increase in their ability to manage/understand their illness and connect to supportive resources.	85%	489	457	93%	
TOTAL UNDUPLICATED SERVED					489
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None Provided					

Independent Living Resource Center					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
275 consumers will receive Community Living Services. Approximately 178 consumers (65% of 275) will remain in, obtain, or make 1 measurable progress toward affordable/accessible housing as of result of ILRC's housing and home modification services, personal assistant services/referrals, and assistive technology	65%	327	200	61%	
80 consumers will receive Advocacy services. 48 consumers (60% of 80) will utilize effective self-advocacy techniques learned from ILRC and/or with I LRC support to obtain equal access to housing, education, transportation, employment, healthcare, and other community services.	60%	116	48	41%	
80 consumers will receive Independent Living Skills Training. Approximately 50 consumers (63% of 80) will achieve their independent living goals such as obtaining or keeping their benefits, managing finances, transportation, safety, and emergency preparedness.	63%	132	90	68%	
TOTAL UNDUPLICATED SERVED					532
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Housing and benefits work often take longer than a year to reach a final outcome. Consumers that begin working with us in quarters 3&4 will often not have a goal met until the following fiscal year.					

Interfaith Initiative of SB County-Showers of Blessing					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Two-hundred fifty unduplicated guests, or 2,000 duplicated and unduplicated guests will receive showers at our Santa Barbara commuter lot site. All of those served (100%) will receive hygiene that enables them to participate more successfully in the community and have a healthier lifestyle.	100%	182	182	100%	
TOTAL UNDUPLICATED SERVED					825
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None Provided					

Jodi House Inc.					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
130 members will participate in our brain injury support Program; Of those, 75% will show improvement in at least 2 of the 3 Community Integration Questionnaire (CIQ) categories Home Integration, Social Integration, and Productivity), when surveyed at 6 months.	75%	114	20	18%	
The program case manager will develop an individual service plan with 65 members. Of those members, 75% will achieve at least 1 identified recovery goal at 12 months.	75%	52	38	73%	
65 members will receive referrals to other community resource providers providing complementary services (i.e. housing assistance, food assistance, medical care). Of those 65 members, at least 70% will increase their community reintegration by connecting with the other resources providers to which they are referred.	70%	44	38	86%	
TOTAL UNDUPLICATED SERVED					114
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
For outcome measure 1, achievement of improvement in 2 out of 3 categories is measured by a formal assessment survey every 6 months. Jodi House welcomed 40 new members in Q3 and Q4 who have not yet been reassessed because the majority have not been active for more than 6 months.					

Legal Aid					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
70% will stay in current housing, obtain funding or adequate time to move to new housing, or avoid a court-ordered eviction judgment.	70%	201	127	63%	
70% will obtain a restraining order, custody or paternity order or other judicial remedies.	70%	119	85	71%	
60% of them will obtain relief from fraud, avoid foreclosure, and/or receive monetary relief.	60%	34	26	76%	
TOTAL UNDUPLICATED SERVED					354
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
We have cases that are still pending after 1 year where outcomes are unknown. Due to the complexity of cases, court backlogs, and time waiting for rental assistance, some cases are taking longer to resolve. Q4 = 60 clients where outcomes are unknown. In other cases, clients sought to resolve matters before litigation or outside of court.					

Mental Health Assoc.					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
360 clients will participate and 90 clients will show recovery progress by ability to do part-time jobs on-site in the Recovery Learning Center, or producing their own arts and crafts creations I to sell at our annual Arts Festival, or completing a skills test in our Computer Lab.	25%	316	77	24%	
24 clients will receive guidance, support and training to lead or co-lead rehabilitation classe	0%	8	6	75%	
16 clients will receive training and support to make community and college presentations.	0%	4	4	100%	
TOTAL UNDUPLICATED SERVED					342
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Due to COVID-19, group activities and trainings were curtailed for the first 2 quarters at the RLC. Staff provided services deemed critical for our clients, including lunches, communications, medical resources/community referrals, and clothing/hygiene items. The third quarter saw a gradually reopening club, with activities taking place on the patio and becoming available indoors beginning April 4, 2022. With reopening, the staff members have been introducing wellness activities and reestablishing on-site presence with additiona, service-providing agencies. There was a two-week closure of the club in March when staff members participated in a pilot project for peer certification. This peer certifications was through Crestwood Behavioral Health Services and provides a structure for the staff members that is very much in line with our person-centered, practical, and nonhierarchical approach. For the fourth quarter, we continue to add in-person services cautiously.					

New Beginnings - Community Counseling Clinic					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
575 unduplicated individuals will be served at the community counseling center. Of those, 65% (374 individuals) will continue on to commence individual, couples, family, youth, or group counseling, or psychological assessment.	65%	480	246	51%	
Of the 374 individuals who will receive counseling or psychological assessment services, 90% (337 individuals) will report that the counseling services helped them to deal more effectively with their problems, as measured by the CSQ-8.	90%	246	228	93%	
Of the 374 individuals who will receive counseling or psychological assessment services, 65% (243 individuals) will report decreased distress scores, as measured by the OQ45.2	65%	246	145	59%	
TOTAL UNDUPLICATED SERVED					480
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
We underperformed in Outcome #1, largely due to a 14.84% increase in client length of stay in counseling, thus causing there to be less counselors available to take on new clients; and due to having fewer counselors in general on hand to provide services. The Clinical Director continues to outreach to local graduate school partners to increase student applicants. The clinic has simultaneously been expanding group therapy options and services to create increased capacity. We exceeded our projections for Outcome #2. We fell slightly below projections for Outcome #3, but that outcome measure has improved generally and significantly (47.52% increase between 1st and 2nd vs. 3rd and 4th quarters) over the year. However, anecdotally, we are still seeing a fairly high level of distress among clients in general since the beginning of COVID.					

New Beginnings - Safe Parking					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Of 500 unduplicated individuals served through the Safe Parking program, all will receive some form of case management services. Of that total, 300 will receive Rapid Re-Housing case management services; of those, 60 (20% of 300) will exit and obtain permanent housing.	20%	331	55	17%	
Out of 300 clients who will receive Rapid Re-Housing case management services, 30 (10% of 300) will exit and obtain/retain employment	10%	331	35	11%	
Out of 300 clients who will receive Rapid Re-Housing case management services, 45 (15% of 300) will exit and obtain/retain other income, e.g. SSI, TANF, SNAP, etc.	15%	331	93	28%	
TOTAL UNDUPLICATED SERVED					564
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
The project has performed well again this year. We are only slightly below Outcome #1, the number of individuals who will exit and obtain housing. Considering the staffing issues that have arisen out of the COVID labor market, and the dearth of any kind of housing, let alone affordable, we have performed well with this measure. We have also just hired a second Housing Navigator and we expect this will help us by having another person dedicated only to finding housing. We have exceeded projections on Outcomes #2 and 3, which in particular for Outcome #2 is very good as this population typically has a difficult time obtaining employment.					

Organic Soup Kitchen- Food Security Expansion					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
750 low-income clients (seniors, cancer patients, & chronically ill through home delivery and community partners) will receive nutrient-dense SoupMeals; of those, 70% will report that participation in the program supports their ability to meet their living expenses, such as paying rent, utility payments, and medical expenses. Our soups make it possible for clients to not have to sacrifice critical nutrient-dense foods during their treatments that rebuild their immune system. SoupMeals help them meet their basic living needs and provide food security.	70%	832	582	70%	
750 low-income clients (seniors, cancer patients, & chronically ill through home delivery and community partners) will receive nutrient-dense SoupMeals hand delivered by our team of volunteers who also provide a personal check-in from a friendly face they trust and look forward to seeing weekly; of those 85% report that our services help improve their mental state and feelings of isolation. This has been critical during the pandemic when our clients are afraid to leave their homes for fear of contracting the virus.	85%	832	815	98%	
TOTAL UNDUPLICATED SERVED					832
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Not provided					

Organic Soup Kitchen- Food and Packaging					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
750 low-income clients (seniors, cancer patients, & chronically ill through home delivery and community partners) will receive nutrient-dense SoupMeals; of those, 70% will report that participation in the program supports their ability to meet their living expenses, such as paying rent, utility payments, and medical expenses. Our soups make it possible for clients to not have to sacrifice critical nutrient-dense foods during their treatments that rebuild their immune system. SoupMeals help them meet their basic living needs and provide food security.	70%	832	582	70%	
750 low-income clients (seniors, cancer patients, & chronically ill through home delivery and community partners) will receive nutrient-dense SoupMeals hand delivered by our team of volunteers who also provide a personal check-in from a friendly face they trust and look forward to seeing weekly; of those 85% report that our services help improve their mental state and feelings of isolation. This has been critical during the pandemic when our clients are afraid to leave their homes for fear of contracting the virus.	85%	832	815	98%	
TOTAL UNDUPLICATED SERVED					832
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Not provided					

Pacific Pride					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Of the 80 people receiving individual, couples, family, or group counseling services, at least 52 (65 percent) will demonstrate improved mental health and coping mechanisms, as well as increased acceptance of themselves (or of their family member) around sexual orientation.	65%	81	37	46%	
Of the 20 people who attend a therapy group, at least 13 (65 percent) will report feeling a more positive social connection to others as a result of group therapy. (Social isolation of LGBT people and those with HIV leads to significant mental health problems, and therapy groups can dramatically reduce feelings of isolation.)	65%	18	0	0%	
Of the 8 interns receiving training through our program, at least 7 (90%) will indicate feeling more prepared to serve LGBTQ+ and HIV-positive clients.	90%	11	0	0%	
TOTAL UNDUPLICATED SERVED					81
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
While we send a voluntary survey to our clients on a quarterly basis, we did not receive any responses during the period from our group therapy clients or interns regarding achieved outcomes. Historically, we've seen that a majority of group therapy respondents say the groups have made a positive social impact and our interns feel more prepared to serve LGBTQ+ and HIV-positive clients. Moving forward, we have purchased a client relationship management system and are building out a more integrated system for communication with and tracking of clients. We will also work with clinicians to help them talk with clients about the importance of responding to these quarterly surveys, as these responses allow us to receive funding, which funds the counseling program.					

Partners in Housing Solutions					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
90% of clients placed into housing will remain housed for at least one year.	90%	66	11	17%	
TOTAL UNDUPLICATED SERVED					96
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Outcomes reflect the total number of people placed into housing, 90% of which we expect will remain housed for at least one year. Some of the clients enrolled during the fiscal year were later enrolled into new programs that provided direct assistance to secure housing. Others are pending housing in the new fiscal year.					

PATH					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
PATH Santa Barbara will serve 475 individuals. Of those, 100 will be case managed by PATH (20%) and will establish an ISP that outlines their goals and action steps toward housing and services. Of the 100 receiving case management, 50% will be placed into permanent housing during the project year.	100%	94	34	36%	
Of the 100 individuals who work with a PATH Santa Barbara case manager, 60 will obtain/increase their earned income (60%)	60%	94	15	16%	
Of the 100 individuals who work with a PATH Santa Barbara case manager, 60 will obtain/increase non-cash benefits (60%)	60%	94	13	14%	
TOTAL UNDUPLICATED SERVED					305
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
During quarters 3 and 4, we were able to move 25 individuals into permanent housing and have 14 individuals obtain or increase their cash benefits. While this did not meet the anticipated measures, we worked as best as we could with the limitations due to the COVID pandemic with offices being closed during quarters 1 and 2 and slowly re-opening during quarters 3 and 4. With a majority of our clients already coming in with some sort of non-cash benefit, mainly food stamps, and the office for these types of benefits closed for quarter 3 and re-opening slowly in quarter 4, it has been difficult for our clients to apply for these benefits. The majority of non-cash benefits that were obtained were housing vouchers.					

Peoples' Self Help Housing					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Clinical social workers will work with 100% of 35 clients conducting a needs assessment/screening, which will be used to collaboratively build a case management plan	100%	36	36	100%	
Through case management and working with clinical social workers, at least 94% of the 35 SHP clients will retain stable housing six months after initiating services, meeting the HUD definition of housing stability.	94%	36	36	100%	
Clinical case management will be received by 100% of the 35 SHP clients will be connected to and receive services and/or benefits that enhance financial and housing stability and health outcomes, as recorded in the SHP client database	100%	36	36	100%	
TOTAL UNDUPLICATED SERVED					
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
There was no deviation from stated outcome goals.					

Planned Parenthood					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
160 patients will receive financial assistance through the Assistance Fund; of those, 100% (160) will receive the care they need but cannot afford.	100%	176	176	100%	
160 patients will receive financial assistance through the Assistance Fund; of those, 100% (160) will leave the health center with a method of birth control.	100%	176	176	100%	
160 patients will receive financial assistance fund; of those 60% (96) will ecieve STI services.	60%	105	83	79%	
TOTAL UNDUPLICATED SERVED					176
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Not provided					

Rental Housing Mediation Task Force					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
During FY 2021-2022, out of 967 telephone and staff in-office client consultations, 822 or 85% will result in clients affirming that the information and materials provided by Program staff was helpful to them in resolving their rental housing dispute and/or concern.	85%	1,218	1159	95%	
During FY 2021-2022 out of 30 telephone mediations, 24 (or 80%) will result in either an oral or a written agreement between the disputing parties.	80%	17	17	100%	
During FY 2021-2022, out of 3 face-to-face and/or virtual mediations, 2 (or 75%) will result in either an oral or a written agreement between the disputing parties.	75%	3	3	100%	
TOTAL UNDUPLICATED SERVED					1,238
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Our estimated goal of 30 telephone mediations was not met as a result of the following: 1. Twenty three mediations were offered by the RHMP and six were refused by the respondent; 2. Mediation cases required significantly more than the normal amount of time to successfully reach a resolution due to the complexity of the issues, including non-payment of rent related to COVID-19; and 3. Additionally, after effective staff consultation and the provision of information on rights and responsibilities, and dispute resolution skills, many landlords and tenants were able to resolve their disputes effectively without resorting to mediation.					

Salvation Army					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
106 clients with disabilities (physical and/or mental health) will be provided support services that address their specific needs, 180 (75% of 106) will stabilize within 60 days of entry and be linked with appropriate outpatient referrals.	75%	63	50	79%	
Case managers will develop a financial plan with 118 individuals; of those, 77 (65% of 118) will obtain or maintain consistent, sustainable income through employment, pension, SSI, SSDI or other legitimate sources within the first 60 days of admission.	65%	77	48	62%	
Case managers will develop a housing plan with 118 individuals; of those, 59 (50% of 118) will successfully transition into safe and secure housing or appropriate mental health or substance abuse treatment programs.	50%	40	19	48%	
TOTAL UNDUPLICATED SERVED					110
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
No significant deviation					

Sanctuary Centers of Santa Barbara Inc. - Integrated Care Clinic					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
2,000 mentally-ill adults will receive preventative medical, dental and behavioral care and 15% of those adults treated will decrease unnecessary emergency visits and hospital stays over the course of one year.	15%	2,031	358	18%	
2,000 mentally ill adults will receive preventative medical and dental health care and 50% will report increased health and wellbeing.	50%	2,031	1169	58%	
2,000 mentally ill adults will receive preventative medical and dental care; of those, 20% will be identified as needing psychiatric evaluation and potentially ongoing treatment.	20%	2,031	450	22%	
TOTAL UNDUPLICATED SERVED					2,031
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
We are happy to report no significant deviation.					

Santa Barbara County Immigrant Legal Defense					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Twenty individuals would be provided pro bono legal representation; of those, 100% will fully pursue their due process rights in immigration court and will have the assistance of an attorney to file and comply with all immigration application deadlines and document requests.	100%	37	37	100%	
Twenty individuals would be provided pro bono legal representation; of those, 100% will have financial resources to purchase food and housing instead of paying for legal services.	100%	37	37	100%	
Twenty individuals would be provided pro bono legal representation; of those, 50% will receive immigration relief and will be able to stay with their family in the community.	50%	37	0	0%	
TOTAL UNDUPLICATED SERVED					37
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
All cases are still pending. None have been denied immigration relief at this point. The average lifecycle of a removal case is 4.5 years.					

Santa Barbara District Attorney Sexual Assault Response Team (SART)					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
35 Victims/Witnesses of abuse, mostly child abuse will be interviewed by trained child forensic interviewers from CALM. 100% will receive referrals to counseling or other needed services at the time of engagement with the SART Program.	100%	28	28	100%	
TOTAL UNDUPLICATED SERVED					28
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None Reported					

Santa Barbara Neighborhood Clinics -Dental Care for the Homeless					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
350 unique homeless patients will receive comprehensive dental care through SBNC's Dental Care for the Homeless Program; of those, 100% will demonstrate improved dental conditions upon completion of the program.	100%	327	327	100%	
Out of 350 homeless patients, 50 patients (15%) will be provided with specialized dental extractions through SBNC's Dental Care for the Homeless Program.	15%	60	60	100%	
Of the 50 patients who receive extractions, 10 patients (20%) will return for a comprehensive oral exam and establish a treatment plan.	20%	9	9	100%	
TOTAL UNDUPLICATED SERVED					604
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None provided					

Sarah House					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
65 people will receive end-of-life care; 50% will report increased emotional peace upon meeting with an available spiritual adviser.	50%	65	46	71%	
65 people will receive end-of-life care; 50% will report the benefits of congregate living upon sharing regular evening meals in the community dining room.	50%	65	17	26%	
65 people will receive end-of-life care; 100% will experience minimum pain through their being assisted with prescribed medication by the caregiving staff.	100%	65	65	100%	
TOTAL UNDUPLICATED SERVED					65
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
We did not achieve our second measurable outcome. Some residents were hesitant, post-COVID, to join the rest of the community in the dining room for dinner. Hopefully as we move away from the very real concerns about COVID and its variants, these concerns will end.					

St. Vincent's					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Fifteen (15) women will complete at least six months of program services; of those, 85% will procure stable housing upon completion of the program.	85%	8	8	100%	
25 women will enter the program; of those 85% will be employed after obtaining three months of wrap-around services.	85%	15	15	100%	
25 women will receive weekly counseling and case management; of those 80% will show progress or remain within normal range in one or more areas of mental and physical health as indicated on the Duke Health Profile scoring after 6 months.	80%	17	17	100%	
TOTAL UNDUPLICATED SERVED					43
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Not Provided					

Standing Together to End Sexual Assault					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Of the 500 clients who receive Crisis Intervention services, 45% (225), will engage in the healing process by seeking support services that include case management, accompaniment, advocacy, counseling over the phone or in-person.	45%	421	255	61%	
Of the 440 adolescent clients who engage in Community Education, 70% {308}, will show a 20% increase in attitude and behavior that support the prevention of sexual assault.	70%	336	282	84%	
Of the 35 clients who take part in Long-Term counseling services, 145% (16), will see an improvement in their feelings, coping skills, and/or understanding of the healing process.	45%	41	34	83%	
TOTAL UNDUPLICATED SERVED					421
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None Reported					

Transition House - Shelter					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Of the 315 people provided with shelter, case management, anti-poverty classes and children's programs, 236 (75 percent) will obtain permanent housing.	75%	250	184	74%	
Of the 130 adults provided with shelter, case management, and anti-poverty classes, 104 (80 percent) will gain new income or increase existing income.	80%	106	88	83%	
TOTAL UNDUPLICATED SERVED					275
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None provided.					

Transition House (TH) - Prevention					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Of the 200 adults who attend anti-poverty classes (financial literacy, esl, computer skills and employment), 150 (75 percent) will indicate that they learned new specific skills related to financial literacy and employment	75%	95	86	91%	
30 impoverished households at high risk of homelessness will participate in case management focused on housing retention. Of those households, 27 (90 percent) will remain housed after six	90%	72	68	94%	
TOTAL UNDUPLICATED SERVED					177
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
<p>In late 2020, when Transition House Drafted the grant applications for the 2021-2022 City of Santa Barbara HS/CDBG funding round for our Homelessness Prevention Program (HPP), we were sure that classes for adults would begin again by Summer 2021. We also assumed that those classes would be attended by roughly the same number of people as we served pre-pandemic. This has not been the case, although we are moving in the right direction. By way of this report, we would like to briefly summarize two areas of activity we have been engaged in that will help explain our HPP statistics report and where the program is headed. Because of the onset of the Delta and Omicron variants, and subsequent rising caseloads, Transition House was forced to extend its expectations for the onset of classes to the Fall and Winter of 2021. We are happy to report that we were able to offer some classes before the Omicron Variant hit. As case rates start to decline, Transition House will continue to build on the program and hopefully open back up more fully. For now, we are happy to keep the program infrastructure intact and staff employed so that when we can expand, we will be ready. In addition, in the first quarter of FY21-22, we had been engaged in Homelessness Prevention case management through a partnership with United Way of Santa Barbara County. Our staff is working with low-income families that are eligible for rental assistance through State and Federal COVID-19 rental assistance programs administered by United Way. This partnership began in the Spring of 2021 but has ended. While Transition House's HPP has not rolled out in quite the same way we had predicted in the grant application, we are certainly moving in the right direction and will continue to work with the community to get - and keep - families housed.</p>					

Unitarian Society - Freedom Warming Center					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Reduce homeless exposure to winter elements by providing 80 beds for chronically homeless/at-risk individuals at Warming Centers during every activation of the season, of which 90% will be utilized, providing 72 individuals per activation with a safe, warm place to sleep.	90%	96	96	100%	
Increase ongoing security and exposure to longer-term programs by providing 1,000 unduplicated guests, (75% of total 1,000) with referral and secondary benefits during their stay (on-site medical care, agency referral or basic necessity supplies), measured by documented nightly service count.	75%	96	96	100%	
Reduce number of emergency room visits related to exposure to extreme weather to 50% of guests (500) based in client self-reporting during activation season (Nov. 15- March 31).	50%	96	96	100%	
TOTAL UNDUPLICATED SERVED					96
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
There were no clients served during Q4 since the FWC only operates between November 15 and March 15.					

United Boys and Girls Clubs - Westside Unit					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
In 2021, we anticipate that we will continue to have limited capacity due to health guidelines. We expect to serve at least 80 youth members of the Westside Club and 100 members at the Downtown Club with one hour of homework assistance each day they attend the Club. At the end of the school year, we will see an increase in the percentage of members who report the staff involvement as optimal		269	260	97%	
In 2021, 40 unduplicated teens members will receive individual tutoring at a minimum of twice a week at Downtown Club (to supplement the power hour program). Of 40 teens, at least 80% will improve grade levels in Language Arts and Math. Grade improvement will be verified through online grading portals and freckle.	32%	11	8	73%	
TOTAL UNDUPLICATED SERVED					560
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
The program has changed significantly due to COVID and has turned from an after-school program into a full-day learning and enrichment center. Outcome #1: Students receive a minimum of one-hour of home assistance. In addition, they receive support logging in to their zoom classrooms and classwork during the day from 8-3pm. Outcome #2: Due to COVID health restrictions, we are unable to run the gold card member program since the program has changed to full-day learning and enrichment. Outcome #3: All students receive at least one-hour of physical exercise outside and/or in the gym. The NYOI survey is given in early spring and we might not be able to accommodate the on line process due to health restrictions and social distancing.					

Wilbridge					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Provide placement for 10 at risk female out of 15 referrals	33%	24	24	100%	Q4 report numbers do not make sense.
Provide medical respite beds for 8 clients referred from Cottage Hospital out of 10 referrals	80%	12	12	100%	
15 residents out of 40 will transition to a residential treatment facility, permanent supportive housing, independent living, relocation, or family reunification	86%	17	17	100%	
TOTAL UNDUPLICATED SERVED					40
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
None Reported					
Staff analysis of agency performance					

YMCA - My Home					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
60 clients who are currently homeless or are at risk for experiencing homelessness will receive case management services; of those to be served, 42% (25 clients) will receive and maintain safe and stable housing.	42%	85	47	55%	
My Home will assess 60 clients receiving case management services at intake using the Casey Life Skills Assessment (CLSA) to measure the life skills and competencies needed for their wellbeing, confidence, and to live independently. Of those clients, 75% (45) will increase their independent living skills as measured by the subsequent post assessment.	75%	85	67	79%	
Of the 60 clients participating in case management services, 75% (45 clients) will gain, retain, or increase employment in the first 90 days of enrolling in the My Home program.	75%	85	40	47%	
TOTAL UNDUPLICATED SERVED					85
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
My Home has been able to meet the projected outcome for goals #1 and #2. While goal #2 appeared low earlier this year, as clients reached six months in housing, post assessments were able to be conducted. We were close to meeting our projected outcome for goal #3, however due to COVID19 pandemic, gaining employment as an at-risk youth proved difficult. The program was able to combat this challenge through a partnership with Goodwill Youth Career Services, allowing youth guaranteed employment support office hours every other week.					

YMCA - Noah's Anchorage					
Outcome	Annual Goal	Actual Served YTD	Achieved Outcome	% Achieved	Notes
Out of 462 youth and young adults who received outreach and crisis intervention, 80% (370) will obtain basic needs services including: food, laundry, facilities, clothing, internet access, personal property storage, case management, mail collection, counseling, and referrals for other needs.	80%	376	302	80%	
Out of the 90 youth who will enter emergency shelter services at Noah's Anchorage, 80% (72) will reunify with family, kin, or establish an alternative and safe long-term housing option.	80%	75	56	75%	
Of the 100 clients who receive ongoing case management services, 75% (75) will increase their safety, independent living skills, and connections with trusting adults as measured by the Casey Life Skills Assessment (CLSA).	75%	105	76	72%	
TOTAL UNDUPLICATED SERVED					376
Provided explanation on any significant deviation from stated Outcome goals and mitigation strategies.					
Despite having lower numbers overall, we still managed to stay on track with our projected outcome goals. We also found that more people per ratio achieved their goals during Q3-4 in comparison to the previous quarters. We attribute this to the enhanced training and onboarding of our caseworkers as well as adjustments in our data collection software to ensure all data is accurately collected.					

Capital

CALM - Bathroom Renovation				
Project Description				
Rehabilitate and improve accessibility and functionality of its first-floor restrooms, immediately adjacent to the reception area, a space which was previously renovated to improve accessibility to our facilities. After completing the renovation of a separate, single stall ADA bathroom near the reception area, improvements are still needed in the remaining multi-stall and single stall men's and women's restrooms to match the new finish of the rest of the clinic and meet all code requirements. This project includes refinishing and retiling walls and floors, replacing plumbing fixtures, installing new bathroom stall dividers, building out storage, and replacing doors, the door frame, and hardware.				
Status	Grant Amount	Expended	%	
Project is 100% Complete	\$ 61,168	\$ 61,168	100%	
City of Santa Barbara Parks and Recreation - Eastside Neighborhood Playground Renovation				
Project Description				
The Eastside Neighborhood Park Renovation Project provides a new playground, picnic area, flexible grass field, community garden upgrades, and additional recreational space in an underutilized and under-invested neighborhood park in Santa Barbara's Eastside neighborhood. These improvements are designed to address neighborhood comments and concerns relating to alcohol, drugs, and gambling in the park. Specific neighborhood concerns include cleanliness, security, the age of the existing playground, and sitting space near the playground for adults to keep an eye on their children. Additionally access to and from facilities within the park do not currently meet accessibility standards, making it difficult for people with disabilities to make use of park facilities such as the picnic area and community garden.				
Status	Grant Amount	Expended	%	
Project is expected to be completed by March 2023	\$ 350,000	\$ 158,792	45%	
Pilgrim Terrace				
Project Description				
The project includes revamping the community gardens by making them wheelchair accessible, provide garden beds that people with physical disabilities can access (Tall garden beds in which wheelchairs can access), and add portable restrooms with handwashing stations, and improve the overall infrastructure of the community garden to better serve the Westside Community. We'll be adding three greenhouses, new metal fencing around the parameter of the garden, wheelchair accessible gardens, and portable restrooms that will serve those accessing the community gardens but also the homeless women that use the parking lot as a safe overnight shelter.				
Status	Grant Amount	Expended	%	
Project is expected to be completed by March 2023	\$ 198,252	\$ 1,086	1%	