Karsh Center Annual Data Report

September 2021 - August 2022

KARSH CENTER

at WILSHIRE BOULEVARD TEMPLE

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Our Mission, Vision, and Core Values

Mission

Guided by Jewish values, the Karsh Family Social Service Center improves the lives of the underserved by providing critical and accessible social services through direct service or collaboration with other providers, while also integrating significant volunteer opportunities to create a uniquely powerful way to help repair the world.

Vision

We believe that by assessing community need, collaborating with other mission-aligned service providers, providing direct services, promoting volunteerism, and analyzing results against our goals, we will systematically create and support a safety net for individuals and families who are often marginalized in our society, so that they may stand with dignity and create a future in which they grow and thrive.

Core Values

- **Community**: Creating and building fellowship with those working together through the Karsh Center, including clients, community, Volunteers, and Collaborators
- **Innovation**: Developing innovative solutions to address complex issues in our community by employing new methods and creative ideas that lead to transformation as an organization
- **Service**: Committing to help repair the world by taking action, creating opportunities for individuals to volunteer in meaningful ways, and collectively supporting the community toward a future in which they grow and thrive
- **Respect for the Individual**: Providing appreciation and recognition for the feelings, wishes, rights, and cultural diversity of others

Introduction

In the previous fiscal year, the Karsh Center shifted its programming in response to the COVID-19 pandemic in order to provide essential goods and services that were most considerably in demand from our clients. While we previously focused on maximizing the distribution of resources, in ways that still ensured the safety of our staff, volunteers, and clients, our capacity to meet client demand given our finite resources was limited this year. Our approach pivoted as we considered and implemented alternative, more profound, methods of support to our clients. As we continue to see new ways in which the COVID-19 pandemic is affecting members of our community, we remain committed to helping mitigate those issues.

This year we also focused on bringing back some of the programs that existed at the Karsh Center prior to the pandemic. While we successfully brought back in-person programs in order to restore human interactions with and within our community members, we also learned that in some cases it was more effective to resume virtual programming.

Volunteer opportunities also increased this year as COVID restrictions were scaled back. We welcomed back many of our previous volunteers and welcomed many new ones. From our volunteers' persistent commitment throughout the year, we deduced a deepening level of engagement with our program areas as well as the community we serve.

We hope that you find the data below to be helpful in answering questions you may have about the work we do at the Karsh Center to support our community. We look forward to exemplifying how we have structured our programs and events during this fiscal year and providing insight to the areas in which we still have yet to grow. It is these findings that continue to shape our work and help us plan purposefully for the future.

Our Clients

Individuals and families interact with the Karsh Center in a variety of ways, including receiving on-site services, participating in the Karsh Center's programming, enrolling in Collaborator-led services, and requesting and receiving referrals to programs run by other organizations. The data in this report is defined in the chart below.

Karsh Center Definitions

Term	Definition
Client	Any individual that connects with the Karsh Center to request a service or referral, regardless of whether they ultimately receive that service or connect with the organization to which they are referred.
New Client	Clients who had not previously filled out an intake with the Karsh Center within the fiscal year (or any other set of reporting dates).
Active Client	Clients who receive a service or referral during the time period of the report. Any new client is an active client. Any returning client who had previously filled out an intake is also an active client.
Unduplicated Client (or Household) Count	The unique number of individuals or households that we know have been served.
Duplicated Client (or Household) Count	The total volume of clients that have been served.

To illustrate these definitions; a client who filled out an intake in September 2020 would be included in both the new and active client count for FY 20-21. If that same client returned to the Karsh Center between September 2021 and August 2022, they would be included in the active client count for FY 21-22, but would no longer be included in the new client count.

Upon first interaction with most clients, a Karsh staff member guides the client through an intake and records their information in Apricot, our client management system. Some clients who receive services from the Karsh Center but are not required to provide identifying or demographic information include:

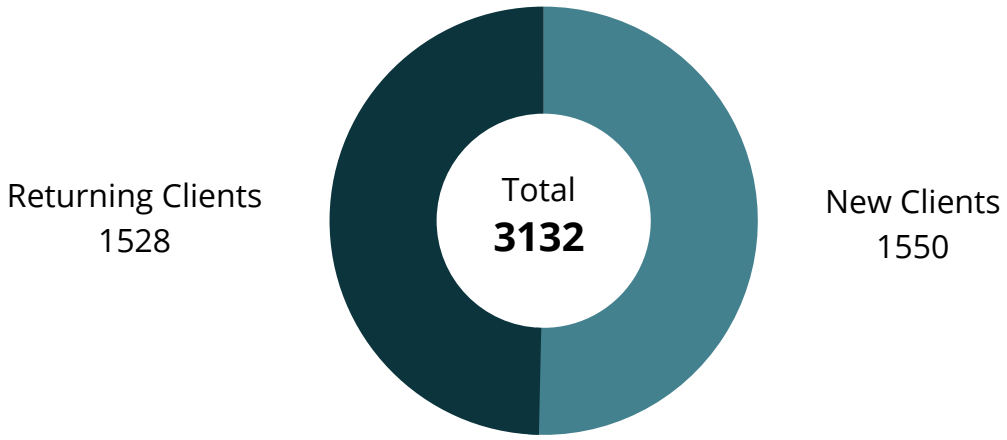
- Clients who attend our Food Pantry [1]
- Clients who participate in the Sunday Sandwich Program at the People Concern
- Clients who are served directly by Collaborators without being first connected to the Karsh Center (for example, those who we deliver to in the Mobile Food Pantry)

It is possible that some clients provided identifying information at a food pantry if there was an opportunity for them to connect to other services provided by the Karsh Center (ex. Registration to a special event). Only in these cases is a food pantry client included in the new client, active client, and unduplicated client count. In this report, we will specify, where necessary, whether the number represents unduplicated clients for whom we have identifying information or the duplicated count.

New and Active Clients

Karsh Center Active Clients

FY 21-22

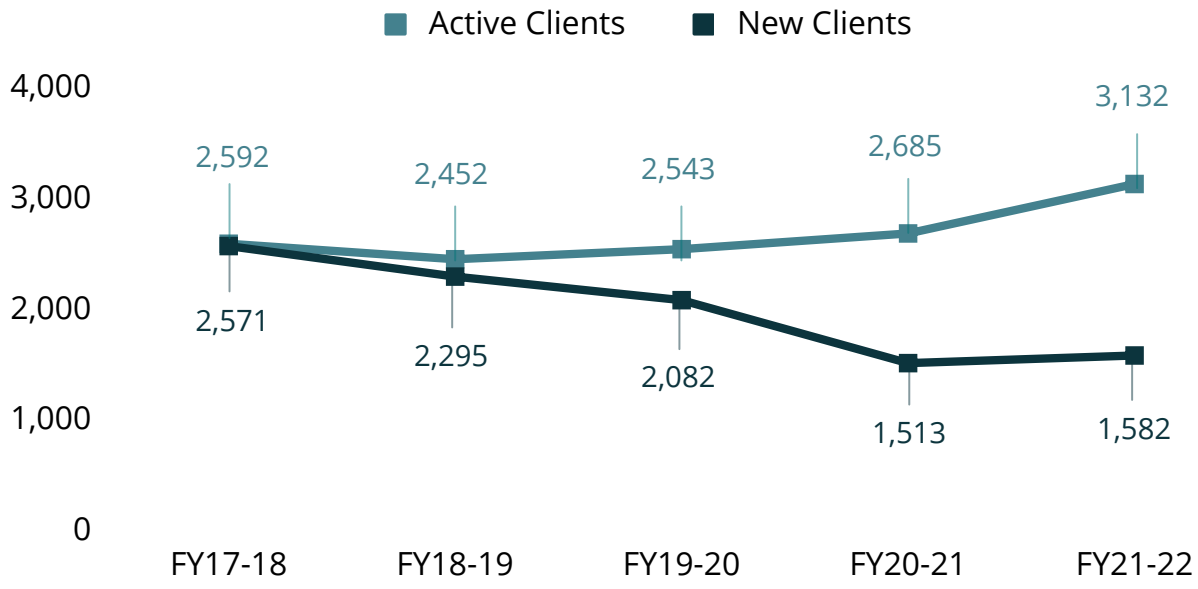


[1] One of the requirements of receiving food from the Los Angeles Regional Food Bank is that we distribute that food without the expectation that clients provide detailed information to us. We only have information about some of these clients if, during a food pantry, they registered for one of our events or participated in our survey.

The Karsh Center served 3,132 active clients in FY 21-22. A little over half of those clients were new clients. The graph below shows a comparison of the number of new and active clients over the last five fiscal years. This fiscal year has shown a large increase in the number of active clients. While there had previously been a long-term decrease in the number of new clients served per year, during this fiscal year we see an increase.

Active Clients and New Clients

Unduplicated Client Count



This trend is a consequence of continuous efforts to resume in-person programming that existed prior to the pandemic which has contributed to both strengthening relationships with existing clients as well as creating interaction opportunities for new clients.

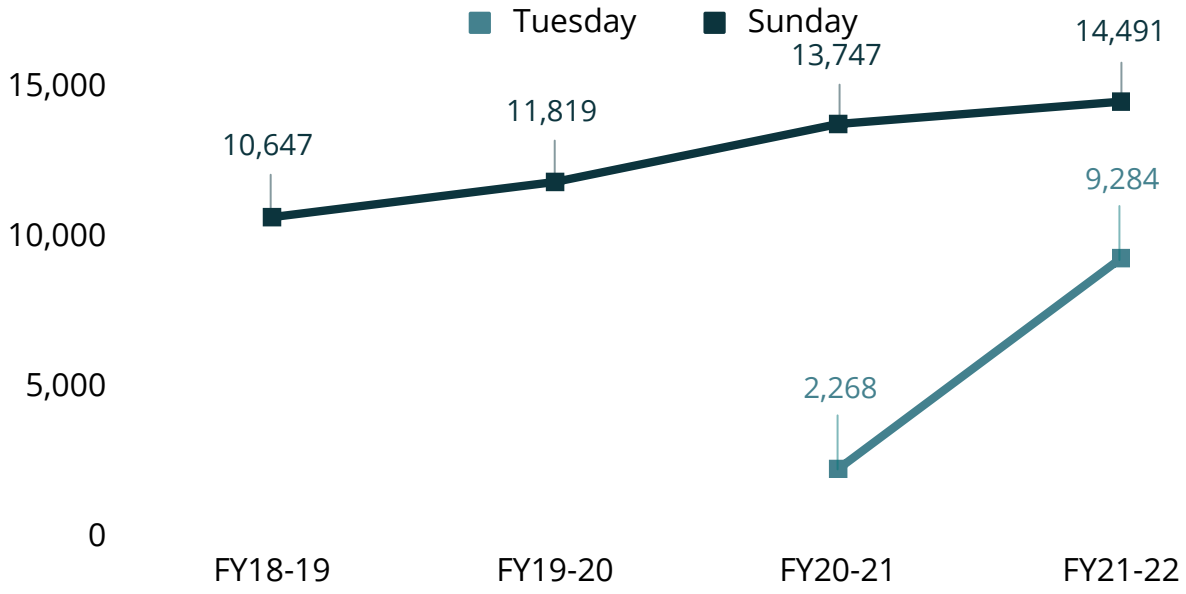
For example, resuming our on-site ESL classes has allowed clients from other areas, such as our Family Support Program, to extend onto other programming and has allowed new individuals to become clients.

The following graph shows an upward trend in Food Pantry distributions. We see over a 300% increase in the number of clients served in the Tuesday Food Pantry since FY20-21 given than it was its first full year operating. As a result, the number of duplicated clients receiving food bags grew by 7,760 as compared to last fiscal year's total number of bags distributed.

Overall attendance at our Food Pantry has increased by 123% in the last four years and increased by 48% in the last year.

Food Pantry Distributions

Duplicated Client Count



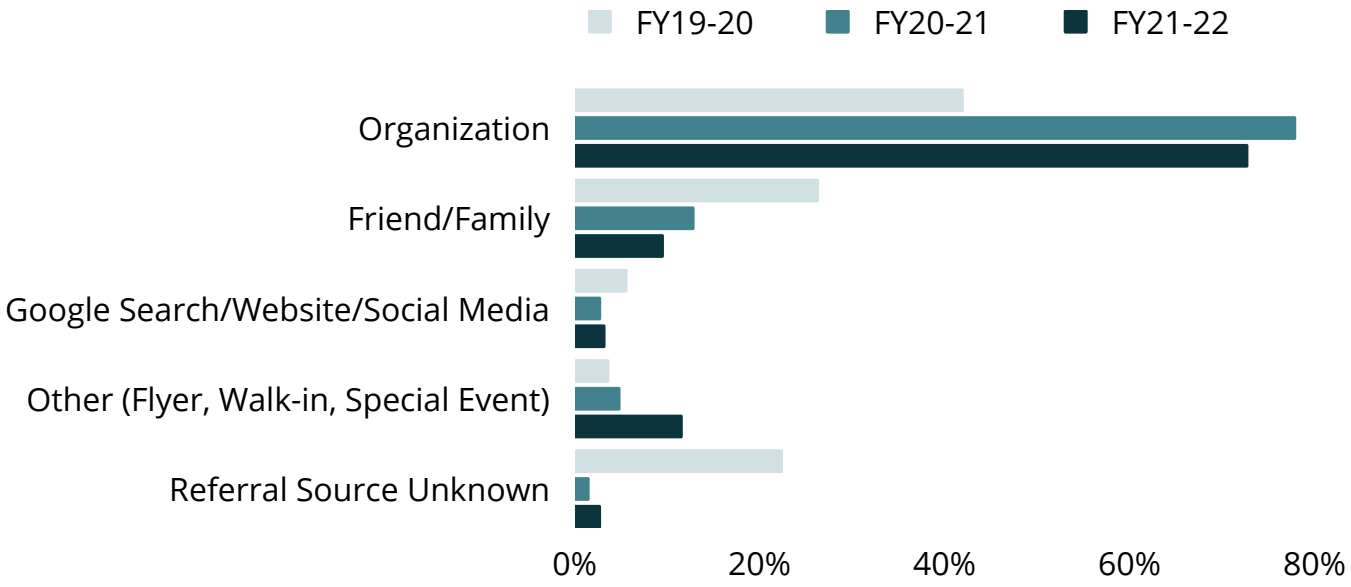
More information about our Food Pantry programs is included later in this report.

Referrals to the Karsh Center

The graph below illustrates the percentage of new clients who indicated their referral source(s) during their initial visit as compared to the past two fiscal years. This year's data shows a majority of referrals by other organizations, specifically KHEIR patients seeking optometry services. The next frequent referral source to the Karsh Center was a combination of flyers describing our services, advertisements of special events, and our very own signage. This is aligned with our efforts to bring back programming that was suspended at the start of the COVID-19 pandemic and intentionally marketing to clients that lacked awareness of our services so as to expand our client base.

Referral Sources for New Karsh Clients

Since FY 19-20



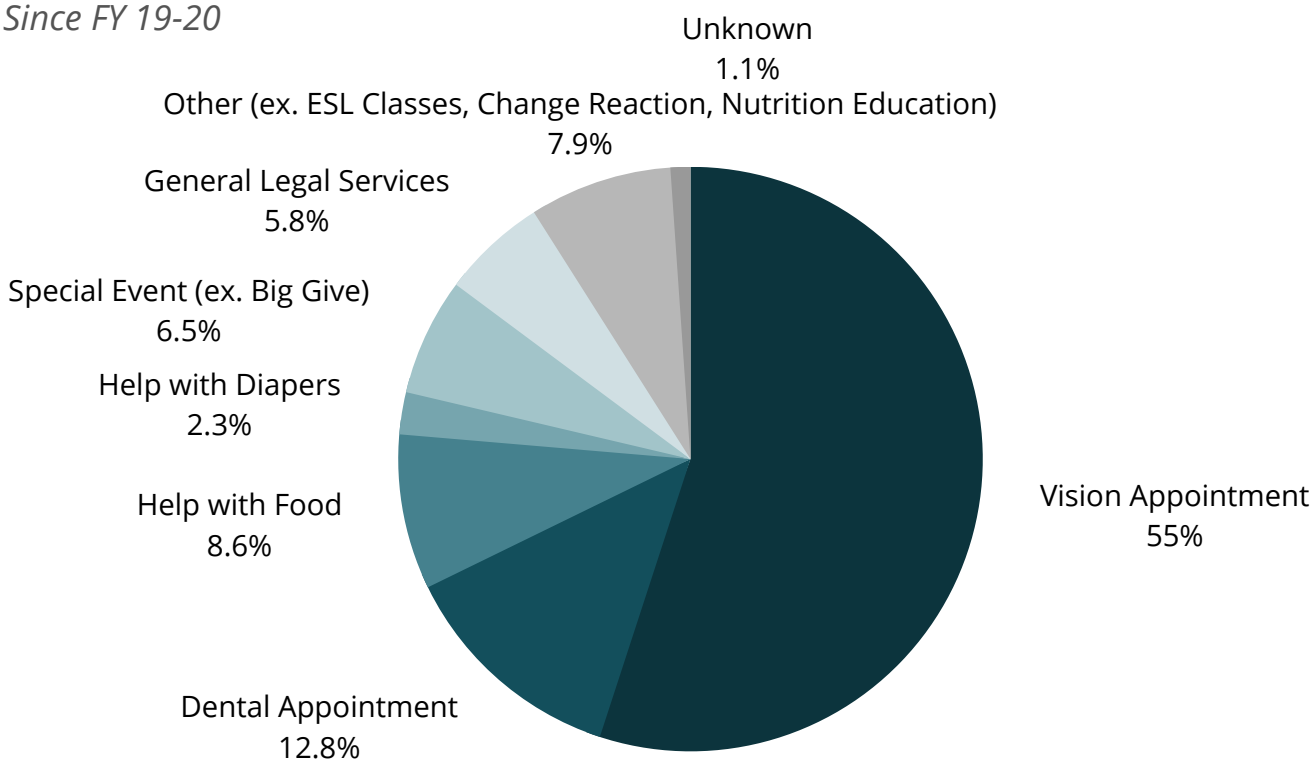
There is a continued decrease in referrals from family members or friends. One possible explanation of this decrease is that we paused from ingressing new clients into our Family Support Program's diaper distribution at the start of the fiscal year to reexamine current practices. Many of the clients currently in our waitlist were referred to us by friends and family as well as other organizations.

While our current breakdown of referral sources lines up with the services people request, a significant gap in the data comes from our inability to gather intake information from our food pantry visitors. Although we have successfully documented 665 unique individuals – included in our active client count – that visited our food pantry at least once during the fiscal year, we are still unable to track whether these individuals returned at another or multiple instances throughout the year. Collecting more thorough data from our food pantry participants is a growth area we have identified, and is reflected as a priority in our strategic plan. We will begin implementing new steps toward achieving this outcome in the coming program year.

The graph below illustrates the reasons unduplicated clients come to the Karsh Center for the first time (clients may select more than one reason). To reiterate, the clients not included in this breakdown are those for whom we do not have any identifying information. Over two thirds of our clients come to the Karsh Center for the first time for a scheduled dental or vision appointment with KHEIR Clinic, with a majority of those clients attending a vision appointment. Help with food is the next frequent reason, which is aligned with the large increase in duplicated client count at our food pantry. Next, depicted in the chart as "Other", is a combination of ESL classes, nutritional education classes, and parent workshop enrollees hosted by our collaborators Los Angeles City College, FEAST, and a handful of other organizations[2]. Also included in "Other" is our annual special event called The Big Give, which brings in the most new clients given that it is the only one that opens registration up to the public.

Referral Sources for New Karsh Clients

Since FY 19-20



[2] The Karsh Center worked with different organizations from our Collaborator Network to put together each of our parent workshops.

About 30% of new clients in FY 21-22 returned for additional services.

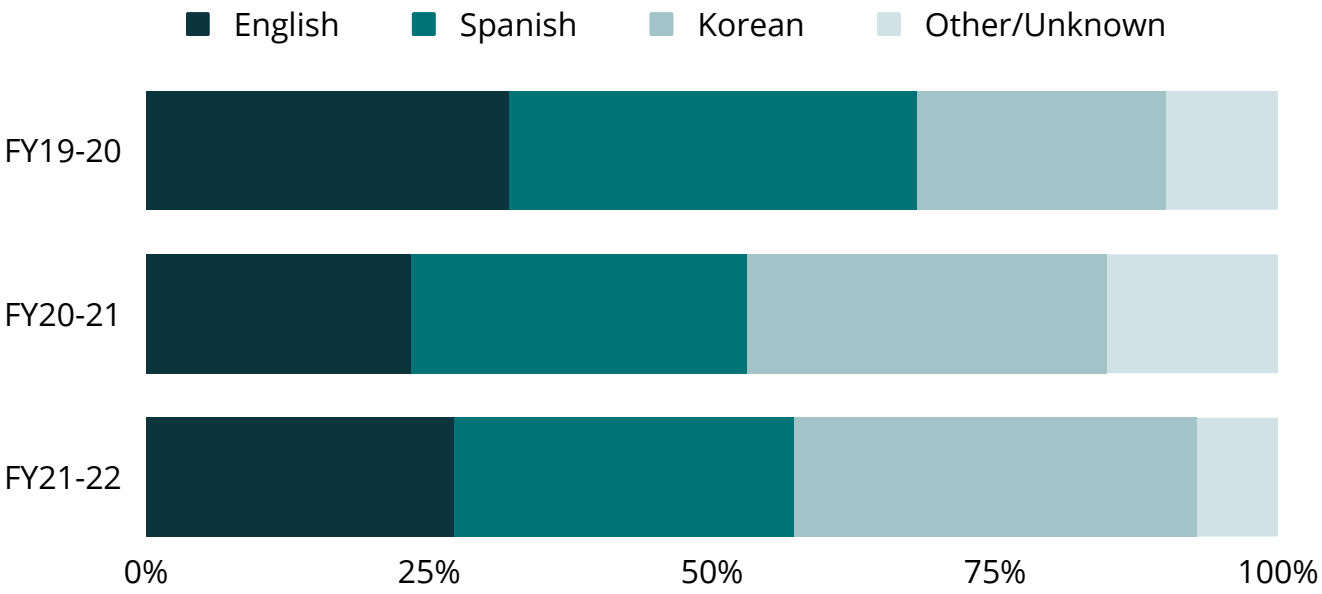
Those who came back primarily continued their appointments with the KHEIR clinic, although many also registered for special events, and participated in the Family Support Program.

Karsh Center Client Demographics

We see an increase in Korean speaking clients which is aligned with recent efforts to gather demographic information of Food Pantry clients, beginning by registering many for our annual Big Give event.

Active Client Language Preference

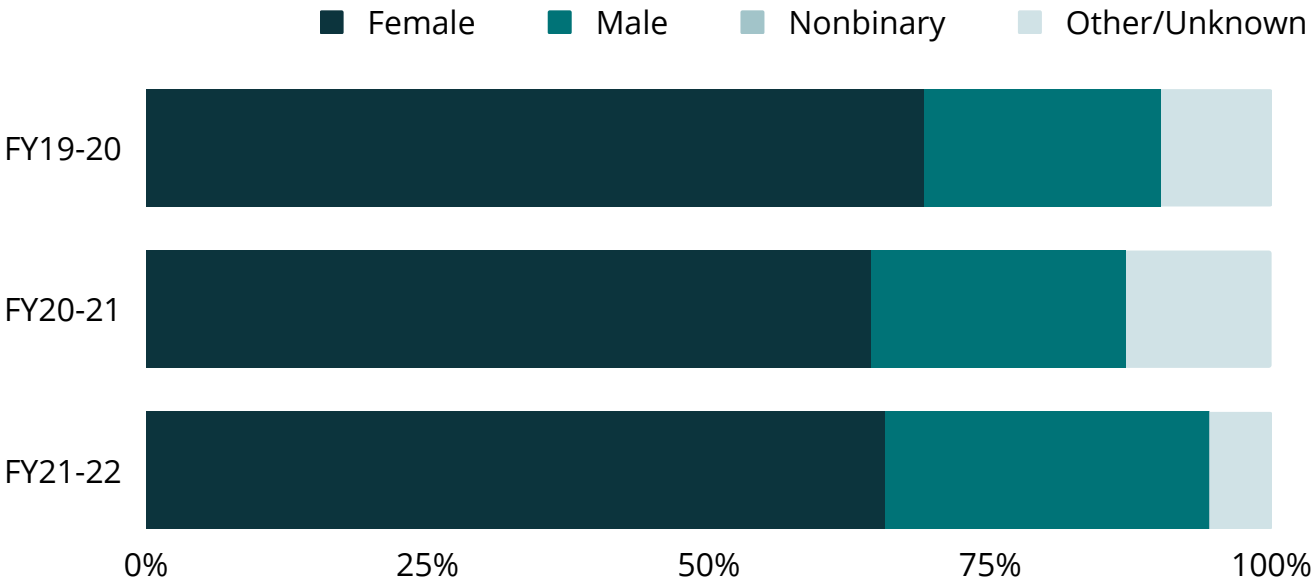
Since FY 19-20



Our services are primarily attended by people who identify as women.

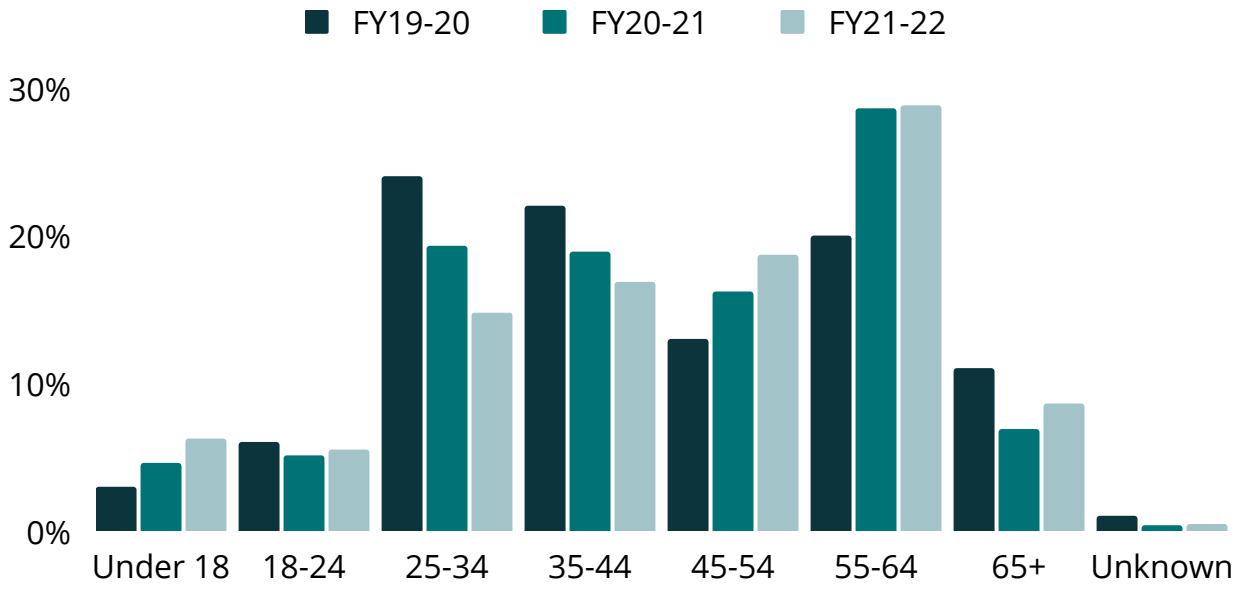
Active Client Gender Identity

Since FY 19-20



Active Client Age Range

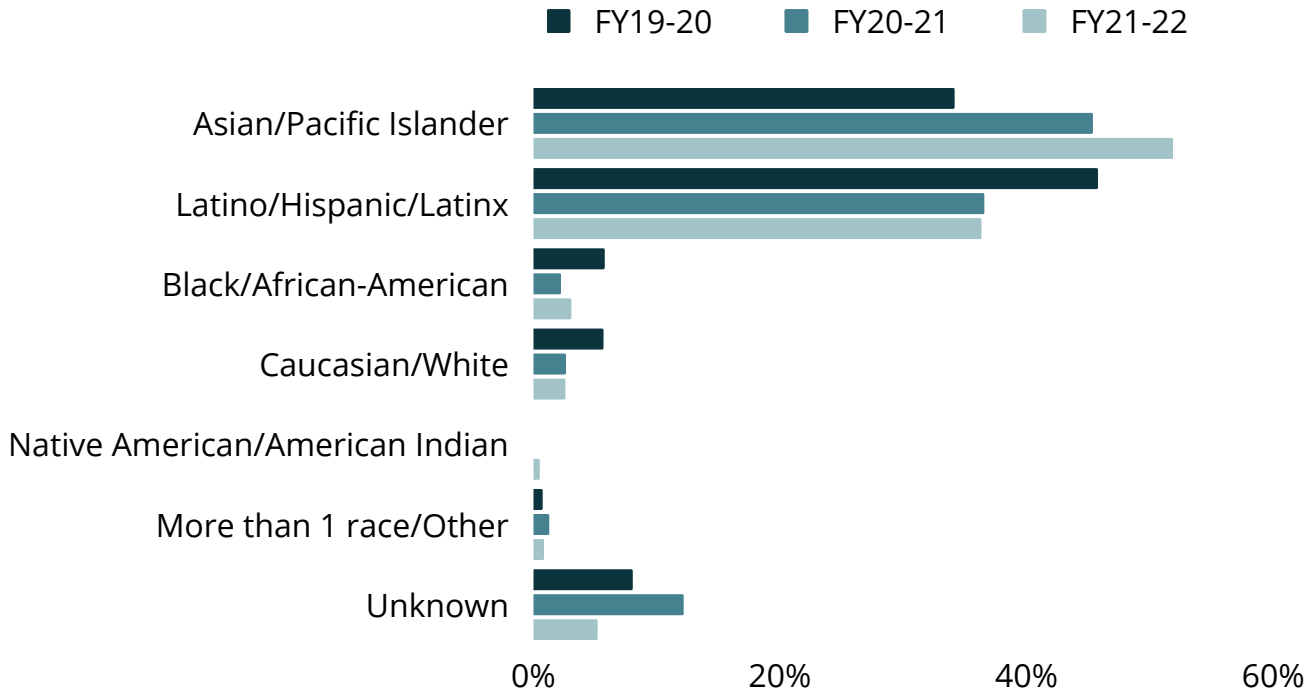
Since FY 19-20



As shown in the graph, we continue to serve clients of all ages. Much of our Family Support programming is geared towards parents and families with young children, largely represented in the younger adult age ranges. Clients under 18 are not as represented in our programming, with the exception of those children supported through the Family Support Program but are not included in these numbers given that their parent is our client. Our KHEIR optometry and dental clients as well as those who visit our food pantry make up much of our older age range.

Active Client Race/Ethnicity

Since FY 19-20



Our clients continue to identify mostly as Asian/Pacific Islander or Latino/Hispanic/Latinx.

Programs and Outreach

An encounter is defined as anytime a client attends a program, receives a service, or obtains a referral directly or indirectly by the Karsh Center. This could include an interaction with a staff member, a Volunteer, or a Collaborator. Across the Karsh Center's program areas, staff and volunteers had over 46,000 encounters with clients in FY 21-22. The following charts break down the services provided and attendance for each program. The year each program began is also outlined to highlight the programs that started before COVID-19 and, therefore, had to be modified as a result. Clients could access multiple services in one visit, so the numbers below are duplicated.

Ongoing Programs and Services

Program/Service Name	Year Program Began	Encounters FY21-22
Sunday Food Pantry	1988	14,491
Tuesday Food Pantry	2021	9,284
Mobile Food Pantry	2017	4,980
Sunday Sandwich Program at the People Concern	2008	8,920
Family Support Program (Diaper Distribution)	2019	1,871
Vision Care	2016	1,907
Dental Care	2016	2,085
Legal Consultations	2017	125
Mental Health Services	2017	114
ESL Classes	2017	344
FEAST	2018	484
Zumba*[3]	2021	308
Change Reaction*	2021	20

[3] New events and programs appear with an asterisk.

Ongoing Programs and Services (Continued)

Program/Service Name	Year Program Began	Encounters
Case Management (Pilot Program)*	2020	55
Referrals to other organizations	2016	170

Events

Event Name	Individuals Served
Back to School Backpack Event	140 Children
Big Give 2021	1501 Clients
Toy Distribution	386 Children
Holiday Celebration with Baby2Baby*	71 Children
Mother's Day Celebration*	80 Clients

Workshops

Workshop Name	Encounters
Parent Workshops	114

Food Distribution Program

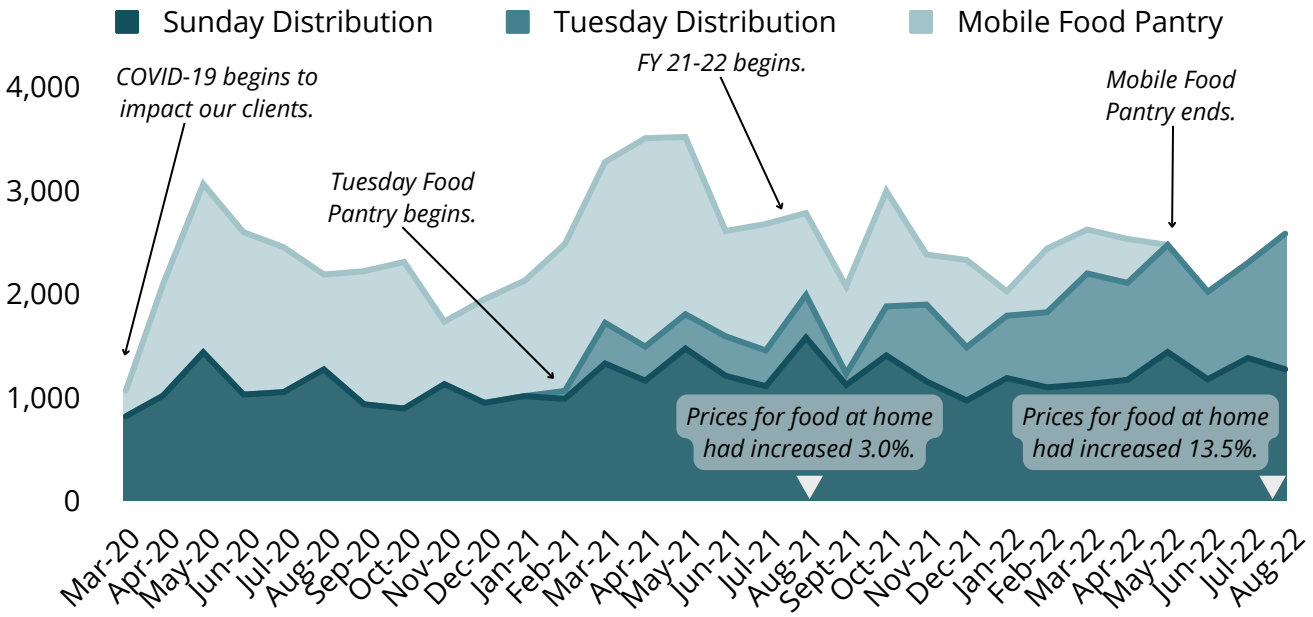
Our Food Distribution Programs continue to be at the forefront of our persisting response to COVID-19. Clients express a great need for this service, as seen through the high volume of encounters reaching over 37,000 this fiscal year. The chart below tracking food pantry food distributions per month begins in March 2020, when COVID-19 began to impact our clients. Our word of mouth marketing strategy has amplified the number of clients served while maintaining our Koreatown residents and neighboring communities as a priority. The still increasing demand for food is also aligned with the pandemic's lingering effects on food price inflation. According to the US Bureau of Labor Statistics' Consumer Price Index program, prices for food at home increased by 13.5 percent in the year ending in August 2022. This could be a possible explanation for the notable increase in demand at our Tuesday Food Pantry.

We have seen over a 138% percent increase in the average number of bags distributed per month at our Tuesday Food Pantry compared to last fiscal year.

Another possible explanation for an increased attendance at our Tuesday distribution is that those served on Sunday are coming back for additional goods on Tuesday. Given that we do not have any strict requirements for people visiting our food pantries, it is easily accessible to any individual regardless of previous engagement with our programs. This increasing demand for food at our pantries has started to pose some challenges in our capacity to sustain the program. We anticipate that we might have to limit the number of clients we serve in this area if the numbers continue to increase but are mitigating this issue by imposing guidelines for food pantry visitors in the meantime. An example of one of the guidelines established in January 2022 is encouraging clients to attend only distribution per week.

Monthly Food Distributions

Since March 2020



The chart below shows a breakdown of the total meals distributed throughout the fiscal year. With the exception of Sunday Sandwiches at the People Concern, each distribution consists of two grocery bags – typically one of nonperishable goods and one of fresh produce – that feeds up to 4 individuals therefore counted as 4 meals. The sandwiches distributed at the People Concern, however, are intended to only feed one person therefore counted as one meal.

Food Distribution Program by the Numbers: FY 21-22

Type of Distribution	Meals Provided
Sunday Food Pantry	57,964 Meals
Tuesday Food Pantry	37,136 Meals
Mobile Food Pantry	19,920 Meals
Sunday Sandwiches at the People Concern	8,920 Meals
Family Support Program	7,344 Meals
Total Meals Provided	**137,288 Meals**

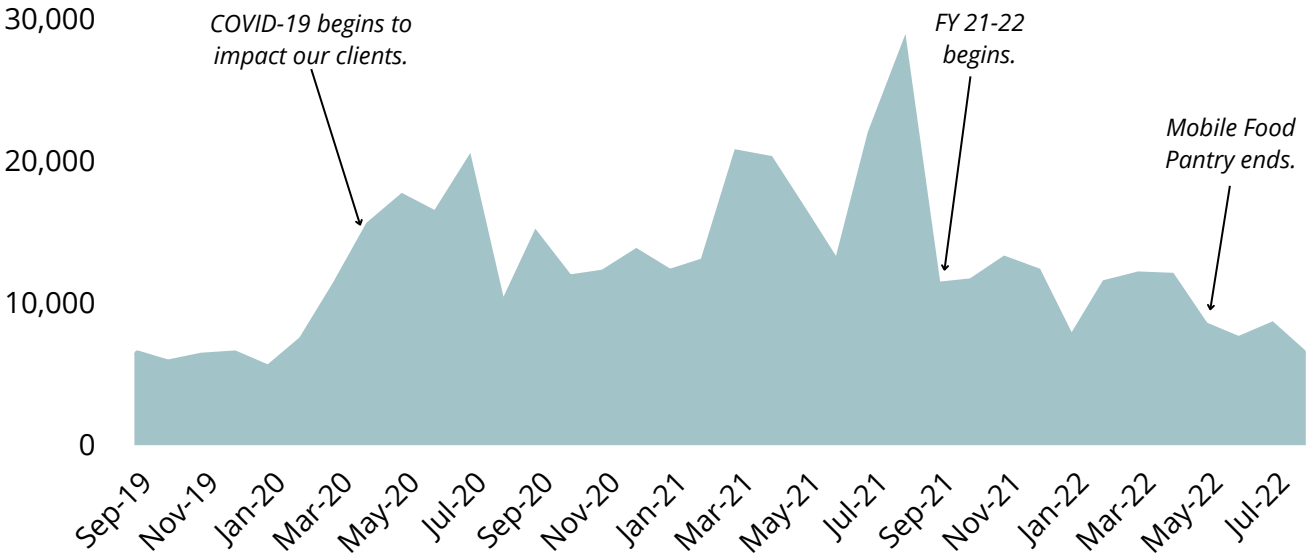
Family Support Program

During this fiscal year, we were faced with the challenge of meeting the demand of our Family Support Program clients at the pace implemented during the COVID-19 pandemic. In an effort to shift away from the COVID-19 goals of our Family Support Program, which solely focused on providing goods, back toward a focus of providing deeper forms of parenting support, the Karsh Center began restructuring this program and paused from ingressing new clients into the program at the start of the fiscal year. We moved to reduce the number of diapers distributed by decreasing the number of distributions down to once a month and lowering the age restriction for babies receiving diapers from 5 to 4. Along with that, we focused on deepening support to our existing clients which we were able to do by upholding our parent workshops and delivering diapers to our clients with our Mobile Food Pantry.

The graph below shows the total number of diapers distributed monthly since FY19-20. Included in each month's total is a combination of diapers distributed during the Family Support Program, Mobile Food Pantry, and other informal distributions. These informal distributions began at the start of COVID in order to meet client needs. An example of an informal distribution would be a walk-in client who expressed an urgent need for diapers and is not enrolled in either program.

Monthly Diaper Distributions

Since FY 19-20



Family Support Program by the Numbers: FY 21-22

Items Distributed	Count
Diapers	105,647
Grocery Bags	1,836
Wipes	1,245
Toys	1,284
Books	1,501
Hand Sanitizer	1,616
Masks	647
COVID Tests	318

Family Support Program by the Numbers: FY 21-22 (Continued)

Total Children Served (Unduplicated)	**497**
Total Families Served (Unduplicated)	**381**

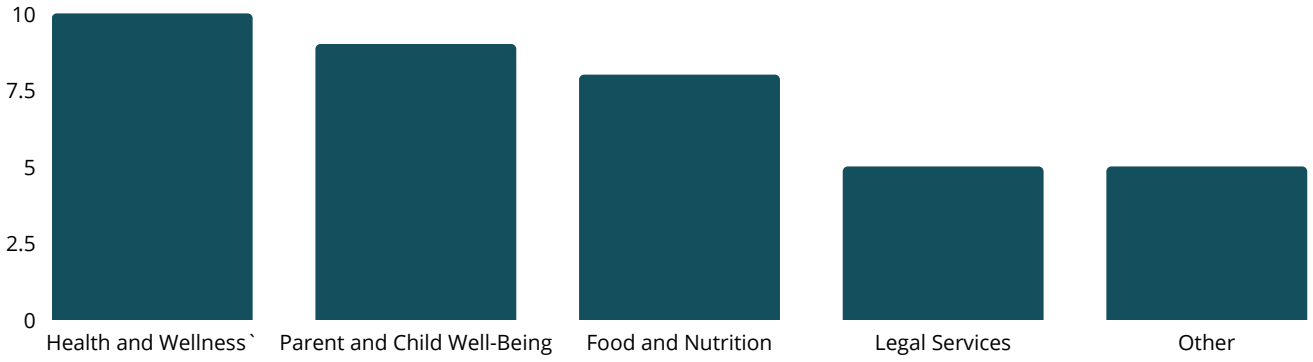
Our Mobile Food Pantry officially concluded in May 2021. As our Collaborators transitioned back into the office and resumed their responsibilities at their respective organizations, they expressed their reduced capacity to sustain their participation in this program. In order to substitute the services provided by this program, the Karsh Center has planned a program called Karsh Mobile to be officially launched in the next fiscal year that will meet the needs targeted in the former program at a more manageable scale.

Karsh Center Collaborators

Karsh Center Collaborators are the organizations that we work closely with to deliver supportive programs to the community. There are 37 Karsh Center Collaborators as of FY 21-22, which has remained constant since last fiscal year. We continue to have important conversations with our Collaborators centered around providing support to our community, primarily via virtual breakfast meetings hosted by the Karsh Center. During this fiscal year, we successfully hosted 5 of these meetings with an average of 17 attendees each meeting and a total of 26 unique participating organizations. In attempts to further extend this conversation beyond our meetings, we have ensured that each of our Collaborators are signed up to our **Collaborate Portal**, an online platform designed to help continue conversations among the Collaborator Network. Karsh Center encourages organizations to post resources and important updates as they become available.

Collaborators by Program Area

FY 21-22



In the past fiscal year, we documented 170 outgoing referrals to various organizations, including Collaborators. The most frequent referral by far was to Los Angeles City College, which stems from our success in resuming our on-site ESL classes. The next frequent referral was to Didi Hirsch Mental Health Services, primarily for parents seeking counseling for their children. In continuing to aid clients seeking financial support, it holds that the following most frequent referrals are to organizations that help our clients obtain school clothing for their children, find jobs, offer free or low-cost legal services, and apply for rent relief.

Most Frequent Referrals: FY 21-22

Organization Name	Percentage
Los Angeles City College*[4]	38.82%
Didi Hirsch Mental Health Services*	7.65%
Kheir Clinic*	7.06%
Assistance League of Los Angeles (OSB)	5.88%
Chrysalis	5.29%
Legal Aid Foundation of Los Angeles*	4.12%
211 Rent Relief Program	3.53%
Total Referrals	**170**
Total Organizations Referred To	**29**

[4] Organizations that are Collaborators appear with an asterisk.

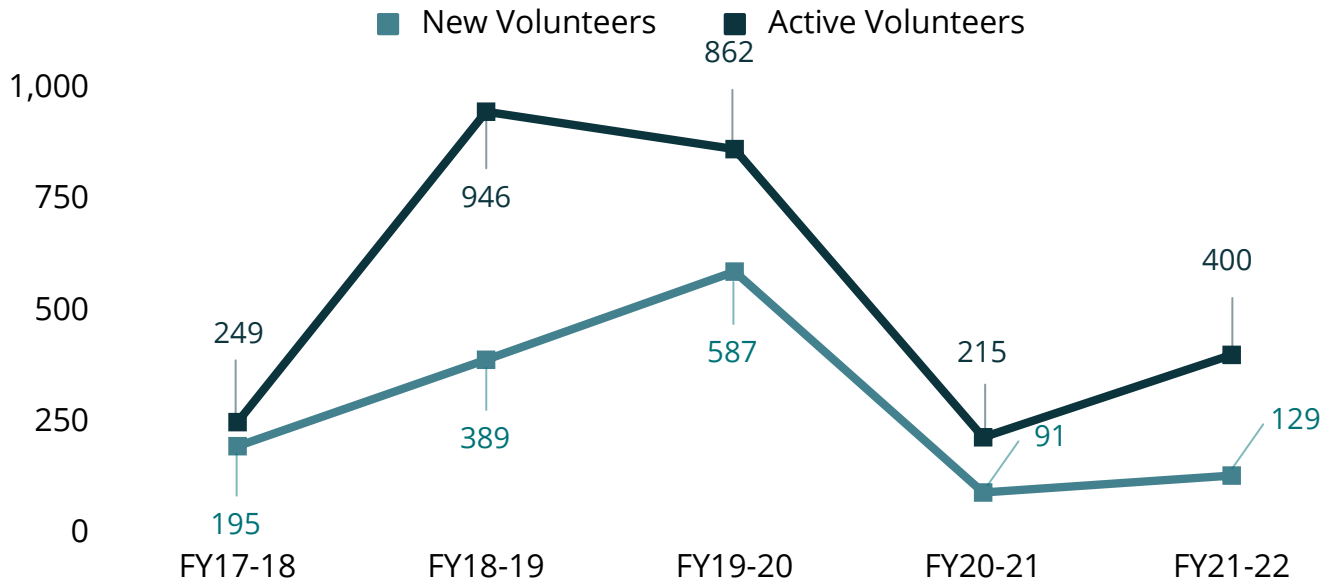
Our Volunteers

New and Active Volunteers

At the start of the pandemic, like organizations across the country, we saw a dramatic decrease in the number of active volunteers as a result of limited in-person services. In FY 21-22 we increased volunteer opportunities while still prioritizing health and safety. The charts below show an ascending trend in the number of new volunteers, active volunteers, and volunteer hours following the dip in last fiscal year.

New Volunteers and Active Volunteers

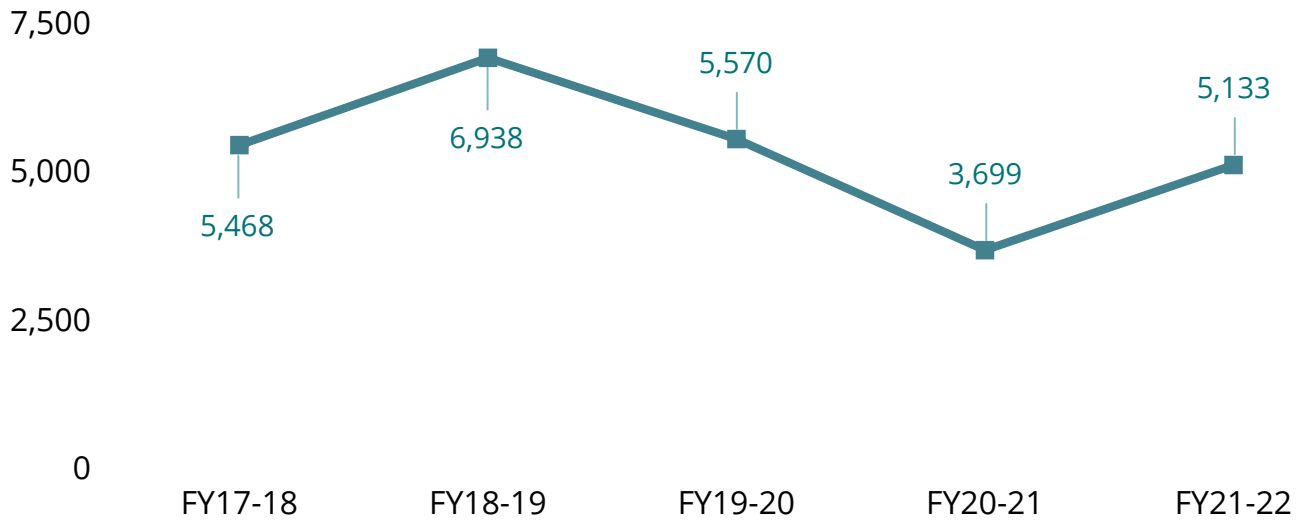
Since FY 17-18



During FY 21-22, we saw a steady increase in the average number of hours served by each volunteer. The growth in number of active volunteers paired with the increase in volunteer hours reflects volunteers' deepening level of engagement with the Karsh Center and our community.

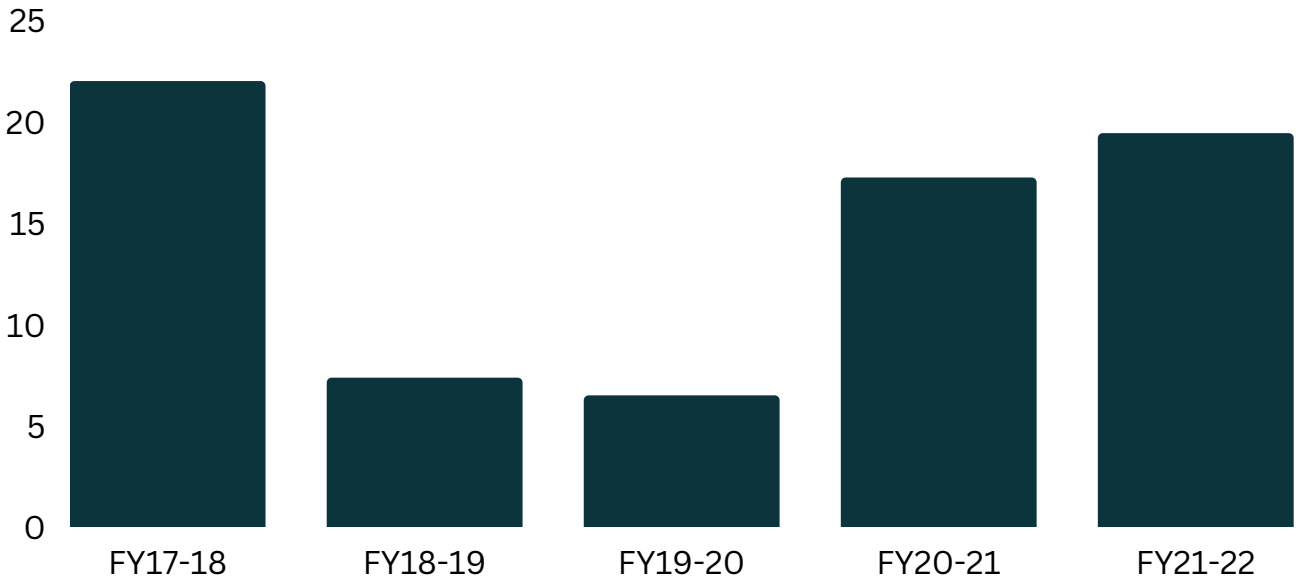
Volunteer Hours

Since FY 17-18



Average Hours Served Per Volunteer

Since FY 17-18

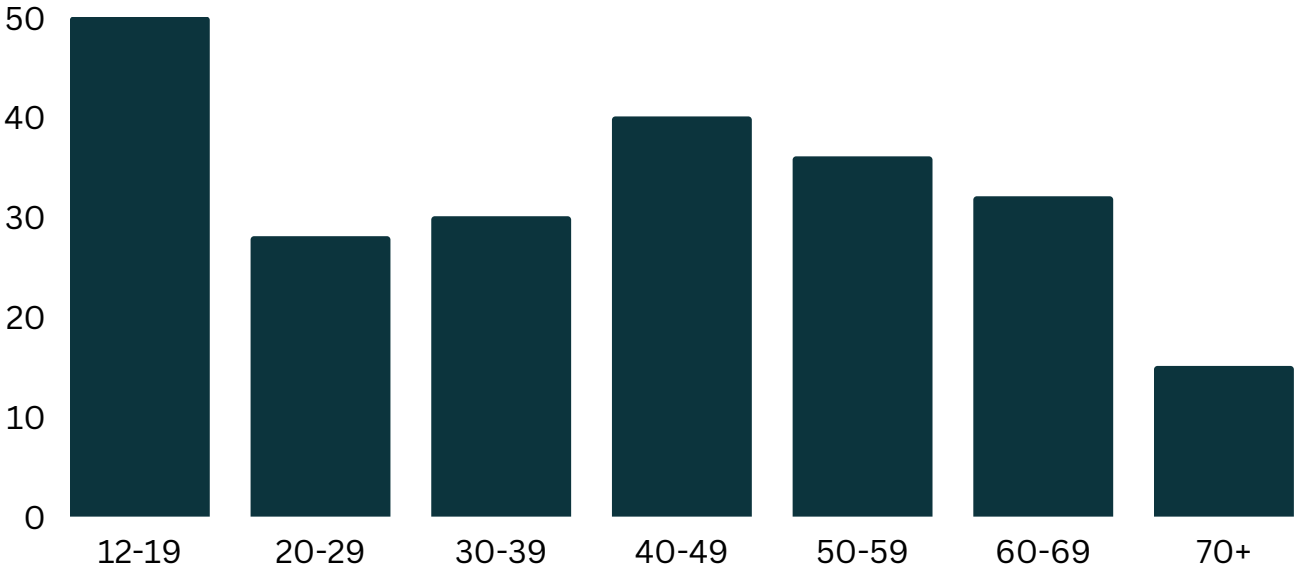


Volunteer Demographics

Below are charts with demographic data collected in our Volunteer Impact database, where we collect information about individuals who volunteer on-site at the Karsh Center. It does not include data about the volunteers who do remote kit-making projects from home. These charts illustrate what volunteers have self reported.

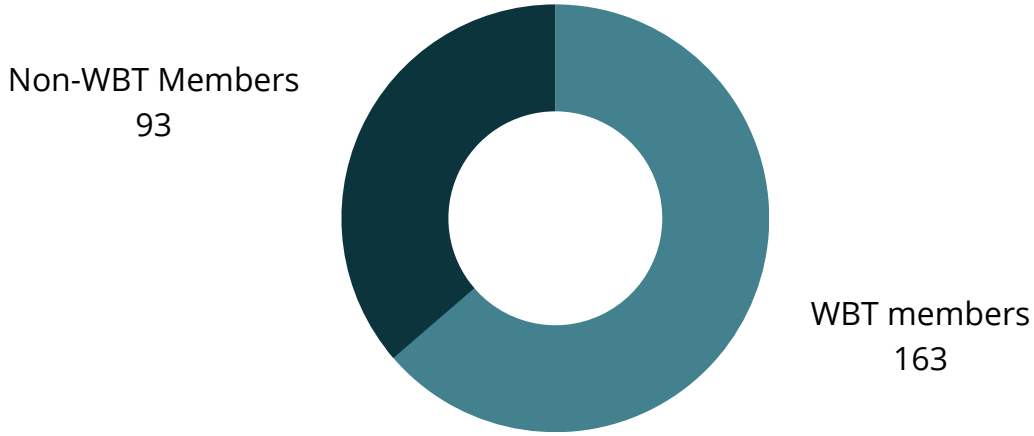
Active Volunteer Age Breakdown

FY 21-22



Volunteer Affiliation with Wilshire Boulevard Temple

FY 21-22



Top 5 Volunteer Zip Codes: FY 21-22

Zip Codes	Volunteer Count
90049	21
90020	17
90004	16
90064	12
90210	8

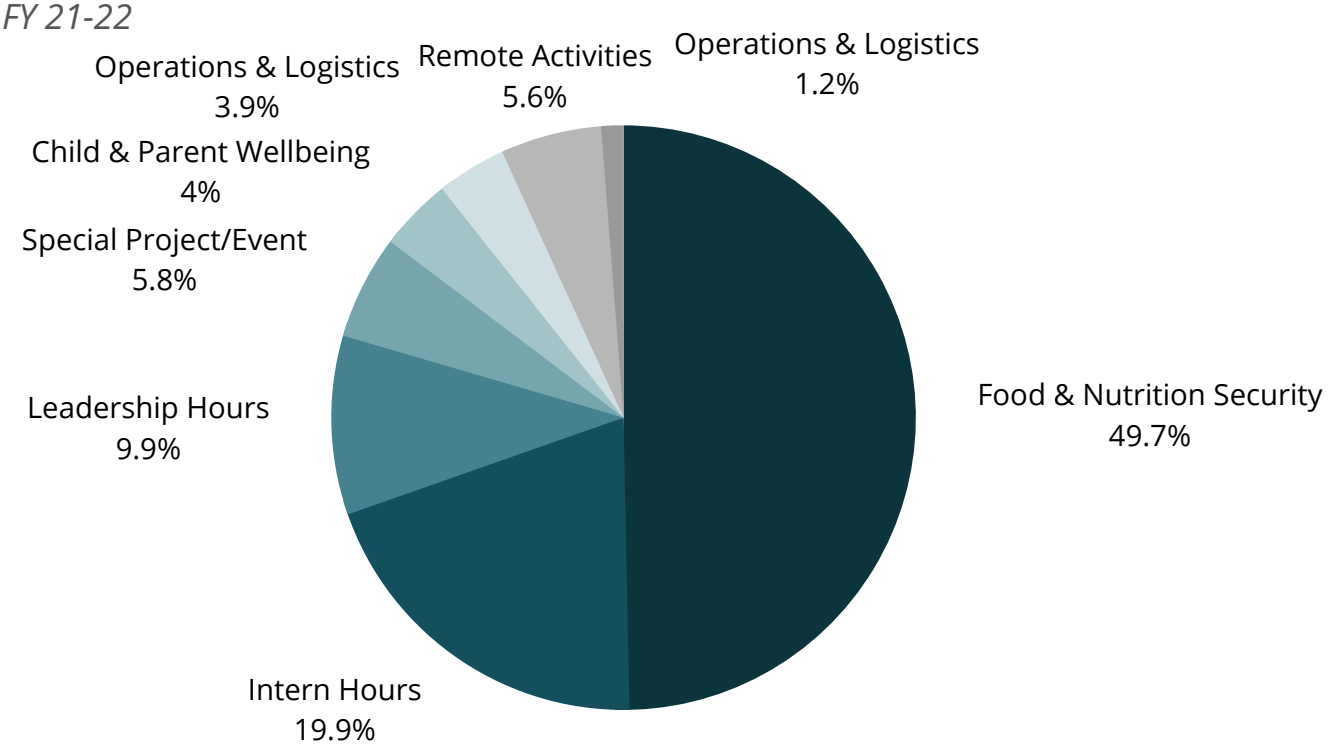
Volunteer Activity

In FY 21-22, volunteers supported the Karsh Center in all of its program areas. Some of our volunteer activities included the following:

- Preparing bags of groceries and diapers for distribution to Karsh Center clients
- Distributing produce and non-perishable food at the Food Pantry
- Distributing diapers and food through the Family Support Program
- Preparing meals through the Sandwich Sunday program at the People Concern in Santa Monica
- Entering data both on-site and remotely
- Coordinating food and basic needs drives, and assembling essential kits at home, including hygiene kits, winter kits, children's activity kits, and snack kits
- Volunteering at the Big Give
- Volunteering at special events like "Ready for Kindergarten" or the Toy Distribution
- Participating in virtual legal trainings and referrals to pro bono activities with Collaborators
- Participating in extended volunteer programs, including Serve the Moment, internships through UCLA's Community Engagement class, and social work internships
- Participating in programs with collaborator organizations, such as the VITA tax preparation program at KYCC
- Supporting the behind-the-scenes operations of the Karsh Center, including sorting supplies and decorating the space for special events
- Taking on volunteer planning and leadership roles, such as Food Pantry Coordinators, Legal Co-Chairs, and Volunteer Committee Members

Volunteer Hours by Program Area

FY 21-22



This year we tasked ourselves with better documenting the hours that volunteers were supporting our volunteer program areas. The most prominent area where volunteers serve their hours is in the Karsh Center's Food and Nutrition Security programs. This includes activities such as preparing and distributing bags of produce and non-perishable goods for clients visiting our food pantries. The next two areas, Leadership and Intern hours, are categories that had previously not been reported separately. Leadership hours include the hours shared by our Board of Trustees, Volunteer Committee, Legal Co-Chairs, and Food Pantry Coordinators. Interns hours include hours shared by our USC MSW interns, Serve the Moment Corps Members, and other student capstone groups. This modified breakdown correlates to the magnified impact of volunteer individuals and their commitment to taking on more responsibilities.

Volunteer Survey

Our annual volunteer survey provides an opportunity to gain a deeper understanding of our volunteers and their experience. This year, we modified the survey questions and developed a focused strategy to increase our response rate. We administered the survey via email and in person, with an emphasis on individual outreach to volunteers.

We received important feedback on our programming from our volunteers. As demonstrated in the responses, some of our strengths as a volunteer program include our consistent and organized policies and procedures as well as the approachability of Karsh Center staff.

As a result, 100% of New Volunteers said they felt "Welcome" or "Very Welcome" in our survey.

Since the beginning of the pandemic, volunteers at the Karsh Center have demonstrated a growing commitment to serve the community. Responses to the question of "I volunteer because..." reflect volunteers' deep and steady engagement with the clients we serve. Some notable responses are:

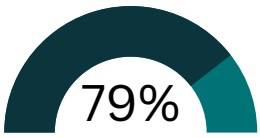
"[I volunteer because] I have a love for my community and though I am young I want to help out the most I can. It's something I'm very passionate about and this community is my home."

"I volunteer because being of service keeps me grounded and connects me to my Jewish values. It reminds me that healing the world is an ongoing commitment."

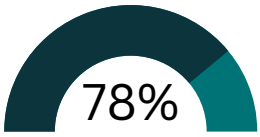
Below are more highlights of our annual volunteer survey:

Volunteer Motivations to Serve

Q: What are the main reasons you volunteer at the Karsh Center?



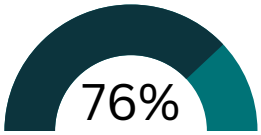
To respond to growing need in the community.



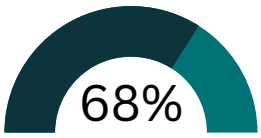
To help my neighbors and fellow Angelinos.

Volunteer Impact on the Community

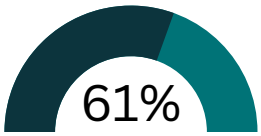
Q: In the past year volunteering at the Karsh Center, would you agree with any of the following?



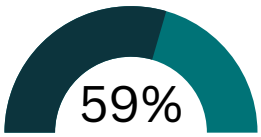
I believe that I helped make a positive change in the community at large.



I believe I helped make a positive change in the life of a Karsh Center client.



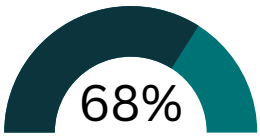
I believe I helped a Karsh Center client provide a more stable life for their family or children.



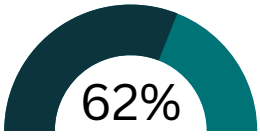
I believe I made a Karsh Center client feel comfortable accessing services or resources that they need.

Volunteer Reflections

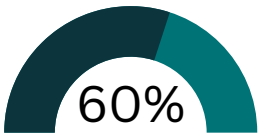
Q: Thanks to volunteering at the Karsh Center in the past year ...



I feel useful during the pandemic.



I feel a deeper sense of connection with my community.



I have expressed my values and/or faith through volunteer work.

Conclusion

The data gathered from clients and volunteers during this fiscal year offer some insight into the Karsh Center's impact on the community. It has demonstrated which program areas are growing in demand as a result of perpetual repercussions of COVID-19 and has shown us what we, as an organization, are capable of. We have had to redefine our objectives keeping COVID needs at the forefront, while still upholding the original mission of our organization. We have also identified opportunities to deepen the care of community members and bridge existing gaps with new program areas.

Data collection and analysis remain an important piece in defining the action plans of the Karsh Center. Moving forward, our efforts will include gathering demographic and referral data from Food Pantry clients to get a clearer picture of the individuals we serve. Along with that, we will be more consistent in documenting which organizations we outsource referrals frequently to and why.

It is important that community members feel they can easily access the services at the Karsh Center. It is valuable that we create more entryways for community members by participating at more outreach events, strengthening relationships with collaborative networks, and above all forming in-person connections.

These findings will guide us while we task ourselves with preparing programs, events, and volunteer opportunities in the upcoming year. We look forward to applying the lessons learned to ensure our community has the adequate resources and support necessary to overcome the difficulties they are faced with.