

## COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2021

### 3rd Quarter Narrative Report

**Program:** Affordable Housing Plus Program

**Contract Analyst:** Vincenza Githens

**Organization:** Cornerstones

**Phone #:** 703-324-3289

**Program Description:** Provide supportive services to individuals to ensure they do not return to homelessness once they enter permanent housing.

**Program Outcome:** Persons will move into permanent housing and do not return to homelessness.

**Funded Amount:** CSBG - \$73,822/GF - \$125,698 **Total:** \$199,520

**Number of Clients Projected to be served for the year:** 228

**Number of Clients Projected to Achieve Outcomes:** 217

**Actual Number of Clients Served YTD:** 139

**Number of Clients Achieving Outcome:** 139

#### **Program Activities this Quarter:**

Despite the Coronavirus (COVID-19) Pandemic we are still providing case management services to our clients in the program to meet their needs and concerns. Case management services are being provided via phone and/or Zoom videoconferencing. Case managers are working remotely from home 4 days a week and going into the office 1 day a week. While case managers are at the office 1 day a week they are dropping off food, diapers, cleaning supplies, gift cards, household items and other necessities to the clients in need while practicing social distancing. Case managers are meeting with clients face-to-face as needed to get housing documents signed in order for the client's rent to be adjusted due to income changes within the household. Case managers continue to participate in the virtual housing inspections with Cornerstones' Housing Corp team.

#### **Describe how local partners are used to enhance your program:**

Every 2 weeks case managers are able to go to Cornerstones' food pantry to pick up food boxes to deliver to clients in need. The food boxes are through a partnership with Western Christian Fairfax Ministries. The food boxes comprise of the following: meat, dairy, fruits, and vegetables. Clients are very appreciative of the food boxes and they look forward to it bi-weekly to offset their monthly budgets. We continue to partner with Women Giving Back (WGB) for clothing items for our clients as well as other necessities such as diapers and toiletry items. Herndon-Reston FISH and Fairfax County Coordinated Services Planning (CSP) has been great partners of ours, they have been able to provide financial assistance towards clients' past due rent and utilities.

#### **Program Achievements:**

- Client obtained a full-time job at Loudoun Hospital.
- Client received a donated vehicle.
- Client moved from subsidized housing into market rate housing.
- Client's daughter was accepted into Virginia Commonwealth University for Fall 2021.
- Clients used their stimulus check to get caught up on past due bills.
- Client applied for a secured credit card to help improve their credit.

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#### **Program Challenges This Quarter:**

We continue to face challenges with clients that are falling behind on their rent and utilities due to lack or reduce of income due to COVID. Some clients are falling behind on rent and utilities also due to not managing their money and prioritizing their money to go towards other expenses. We have encountered clients with high utility bills about \$800.00+. We will continue to work with our clients to assist them with budgeting and referring them to our local partners for financial assistance and other services.

Employment is also a challenge for our clients, there are some clients who are afraid of going back to work due to the risks of contracting COVID. The clients who are unemployed and they have applied for unemployment, the challenge is that their unemployment applications are still pending approval. For the unemployment applications that have been approved, there is a delay on when the client actually receives the unemployment check. For the families that are unemployed, it is hard for them to obtain employment due to the lack of childcare and/or due to virtual learning. We are hopeful that clients will obtain employment next semester when school comes to an end and children are on summer break.

#### **Changes in Client Population:**

Third quarter did not have any move-ins, a family of three moved-out.

#### **Staff Turnover:**

None

#### **Client Story:**

We have a single mom in our program who has 4 children and she continues to work hard to achieve self-sufficiency. She continues to maintain her full-time employment in the Medical Assistant field. At her current job she is applying for other positions within the company in order to obtain a higher paying position. With her stimulus checks and money from her paychecks she has been able to pay towards some of her debt which has resulted in an increased credit score. Currently she has about \$5,000.00 in savings. She is also currently actively participating in the First Time Home Buyers program.

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**Program:** Kids and Parents Engage

**Contract Analyst:** Vincenza Githens

**Organization:** Cornerstones

**Phone #:** 703-324-3289

**Program Description:** Improve the academic performance of targeted children and youth through Afterschool Out-of-School-Time (OST) programming which includes homework help and enrichment programming.

**Program Outcome:** Youth will have improved academic performance.

**Funded Amount:** CSBG (TANF) - \$145,056/GF -\$0      **Total:** \$145,056

**Number of Clients Projected to be served for the year:** 66

**Number of Clients Projected to Achieve Outcomes:** 50

**Actual Number of Clients Served YTD:** 57

**Number of Clients Achieving Outcome:** 0

#### **Program Activities This Quarter:**

- **Monthly Family Engagement Nights:** During in-person programming, Cornerstones Afterschool hosts 5 Family Engagement Nights during the school year. This year as we continued with virtual programming; the decision was made to host monthly family engagement nights (FEN) via Zoom. FENs occur the third Thursday of each month and consist of a 90-minute agenda. This is a shortened format, as we must account for the fact that the event is virtual, and we do not host a family meal (as we would do if we were in-person). While the content varies with each FEN, the agenda framework is consistent: 1) Welcome and Staff Share; 2) Community Information and FCPS Updates; 3) Family Activity; 4) Family Share and Reflections; 5) Wrap Up and Program Reminders. We have found that making the FENs a monthly event with a condensed format has created consistent opportunities for community-building, parent and family support, and delivery of essential information. This quarter's FENs included a family art project; a bingo night; and a family game night in which each family worked together to create a game using the limited materials that were supplied. Families were then placed in a breakout room with another family where they had to introduce and play their game.
- **Weekly Programming:** Moving our afterschool programming to a virtual format due to the COVID-19 health crisis meant that we had to rework our weekly format to accommodate new challenges. As a result, youth participants engaged in regular program activities Monday through Friday. Mondays and Wednesdays are designed as Academic Support Days with volunteer tutors and homework helpers providing one-on-one/small group support with assigned homework or academic enrichment activities. During Tuesday and Thursday, participants engage in project-based learning built around a six- to eight-week curriculum focused on helping our young people develop their Social Emotional Learning skills. On alternating Fridays, participants engage in Club Friday Activities: STEAM Club (2nd to 5th grade) and Art Around the World (6th to 8th grade).

#### **How Local Partners are Used to Enhance our Program:**

- **Northwest Federal Credit Union Foundation:** During in-person programming, NWFCU Foundation provides monthly support by hosting "Wacky Wednesday" in which they

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provide volunteers and program materials to support enrichment activity. This would be a “special guest” who provides the youth participants with a new experience. For example, it might be a musician who brings in instruments and engages the students in creating original songs. During the COVID-19 health crisis, they have provided non-perishable snack foods and quick meals to distribute to our families. These help to supplement the needs of our families who face food insecurity by providing snacks for the kids during their distance learning day and “afterschool” before program.

- Fairfax County Neighborhood and Community Services (NCS): During in-person programming, NCS provides space for the afterschool programming and supports programming efforts in both Herndon and Reston. In addition, NCS provides opportunities for program staff to engage in youth development trainings and access various resources to enhance program efforts.
- REACH USA: Through two of our program volunteers, we have been able to build a relationship in which members of this organization have engaged with us to provide volunteer support during Academic Support program days.

#### **Program Achievements:**

- 95% of our program families (all but two) have participated in the monthly Family Engagement Nights. Families are actively engaged with the activities and information-sharing.
- 98% of our students have demonstrated regular attendance during our second semester of program delivery. (We organize the program year into two semesters that model the school format but with different date ranges.)
- Movement to the “Talking Points” communication format where we previously used Remind App. Talking Points allows us to communicate with families in their preferred language and is consistent with the format many of the schools are using to communicate with families.
- Implementing the use of a Google sign up to support families when registering for program opportunities that require pre-registration. The majority of our families (all but four) have been able to successfully use this resource. Four of our families need extra assistance due to language barriers and challenges with technology and are assisted by staff.
- During this quarter we were able to provide our families with four food distributions (two in February/two in March) which included fresh produce, fresh meat, dairy, non-perishable items, and grocery gift cards.

#### **Program Challenges this Quarter:**

- Creating a cost-efficient, consistent method of delivery for program materials and essential supplies (ex. food and masks).
- Connectivity for families and youth.

#### **Changes in Client Population:**

None

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**Staff Turnover:**

None

**Client Story:**

One of the ways that we provide family support is by helping our parents connect with Community Care Management for wrap around services and support. To date, we have referred nine families to work with Cornerstones' Care Management team and are working to create an Integrated Care Management meeting process by which the entire team (youth staff and the assigned community care manager) meets together with the family to discuss supports for both the youth and family.

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**Program:** Multicultural Center

**Contract Analyst:** Vannessa Calderon

**Organization:** Northern Virginia Family Service

**Phone #:** 703-324-3269

**Program Description:** Provide direct assistance and/or referrals for clients to be able to meet their basic needs (such as food, clothing, shelter, transportation, employment, medical services, etc.) and access community resources that promote stability.

**Program Outcome:** Adults have access to safety net (community resources) that promote stability.

**Funded Amount:** CSBG - \$191,656/GF - \$117,467      **Total:** \$309,123

**Number of Clients Projected to be served for the year:** 130

**Number of Clients Projected to Achieve Outcomes:** 123

**Actual Number of Clients Served YTD:** 201

**Number of Clients Achieving Outcome:** 201

#### **Program Activities this Quarter:**

Case management activities included assistance with unemployment and public benefits applications, food pantries, Virginia rent relief programs, and legal assistance. In terms of direct assistance, diapers, donations of food, cloth masks, selfcare packets, blankets and gift cards were delivered to the clients' houses, among others. Activities related to the current pandemic included providing information about the COVID vaccines available, addressing myths about the vaccine and teaching clients how to look up CDC recommendations as they express hesitation about being vaccinated, as well as helping clients find vaccine resources and schedule their appointments, and connecting them to free COVID testing resources.

#### **Describe how local partners are used to enhance your program:**

During this quarter, we have decided to highlight our partnership with Respond Crisis Translation and the Language Access Program of Legal Services of Northern Virginia (LSNV). These collaborations, allow us to provide free interpretation and translation services to our clients in need.

Last summer, when Ayuda lost the grant that allowed them to provide interpretation services to clients of partner agencies, who had been victims of crime in Virginia, NVFS embarked in the search for new partnerships. This is how our new partnerships with LSNV and Respond Crisis Translation were born. Respond Crisis Translation is a volunteer-based organization that provides compassionate, effective, and trauma-informed interpretation and translation services for migrants, refugees, and anyone experiencing language barriers. They recruit volunteers from all over the world, and have a strong connection to the international polyglot society. LSNV is a partner legal aid organization in Northern Virginia, that recruits and trains volunteers to help support mainly their own interpretation needs; however, given our collaborative work of many years, the organization has allowed us to tap into their resources for all languages except Spanish, since this is the language that keeps their volunteers busier given the high volume of Spanish speaking people in our community.

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Interpretation is a great need for the diverse population that NVFS-Multicultural Center seeks to serve. Our case manager is bilingual in English and Amharic, so she is able to provide services without interpretation in these two languages. For clients who speak a different language, she relies on interpretation services and thus our partnerships with these two organizations is vital for us. While the Multicultural Center's mental health counselors speak English, Spanish, Arabic, Amharic and French, interpreters are also used during psychiatric appointments and when needed, and during meetings with our immigration attorneys who are all bilingual in Spanish.

#### **Program Achievements:**

During the COVID-19 pandemic, the underserved, immigrant population at the core of services offered by the Multicultural Center has been among the populations hardest hit. The level of support needed by our existing case management clients has deepened, and new requests for food, rental, medical, and other basic need assistance have dramatically increased. Moreover, the number of mental health clients expressing similar struggles to meet their now urgent basic needs has also soared.

Given this situation, the Multicultural Center saw the need to look for ways to respond to the community needs and adapt its services in the following way: For clients already enrolled in mental health services, who express case management needs, the decision was made not to refer them to the already overwhelmed case managers, but instead to provide case management services as part of the mental health sessions. Thus, our mental health providers have stepped in to fulfill this role, with the understanding that addressing these immediate basic needs could allow clients to focus on issues beyond survival, as the Maslow hierarchy of needs pyramid explains. During therapy sessions, mental health professionals can spend a limited amount of time helping clients connect with needed community resources, tackling barriers to access to services, or providing direct assistance if this is available.

This idea has allowed us to serve more clients through case management transactional services, utilizing the staffing resources already available to the program. However, not every client has case management services as part of their therapy sessions, and the clients who do, do not always use part of their therapy session for this purpose which means that both the therapist and case manager roles are essential in responding to these urgent and complex needs in the community. As the economic impact of the pandemic changes, we will continue to re-evaluate the need to continue with this service model, or to go back to the previous model in which case management and mental health are provided by different staff, and address different service goals.

#### **Program Challenges This Quarter:**

Covid-19 continues to be a challenge for our community. The financial, emotional, and health impact of the pandemic is being felt greatly in immigrant communities and the need surpasses the resources available. Increases in food insecurity, housing insecurity, unemployment, lack of access or fear of access to medical care are, and lack of job protections are a constant for the population we serve and it is difficult to determine for how long this will continue to be the case.

More recently, the COVID vaccine has been in our clients' mind, with several of them expressing reservations about it, and unwillingness to get vaccinated. Also, clients have been



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struggling to access community resources for varied reasons including technology and language barriers. Even when they do have the technology they often do not know how to utilize it to upload documents needed to access resources such as rent assistance through the Virginia rent Relief Program. Finally, the uncertainty about unemployment benefits has been a source of stress for most clients. They are not being able to get in touch with anyone from the unemployment office about the status of their applications, so they have a hard time trying to plan for the coverage of their needs.

#### **Changes in Client Population:**

Regarding our client population, we have noticed that we are seeing more people request our help due to COVID-19. People who used to be self-sufficient, are struggling to meet their needs and those of their families. Clients who showed prior progress towards self-sufficiency, have fallen back to depending on community resources, and this situation is making cases last longer. Many more people are requesting help with unemployment applications and public benefits, and those who cannot access public benefits are the ones who struggle the most.

Clients have started to make tough decisions in order to adapt to the current situation. They have gone back to their in-person employment whenever possible to increase self-sufficiency. Clients are focused on paying their rent and staying housed. They have been requesting assistance with the online application as the process included being able to upload documents and coordinating with the landlord/leasing offices. Clients with low English proficiency and with no technology knowledge have been struggling the most to access the resources that are out there for rental assistance.

#### **Staff Turnover:**

None

#### **Client Story:**

Case update from the previous quarter:

Client is a 41-year-old mother from Peru who came in seeking services after her husband left her with her three children in his mother-in-laws' home. Client was able to access food pantries close to her home and knows where to go in the future should she need food assistance. Although client was given information about the recent changes to the public charge and contact information for a lawyer, she eventually chose not to apply for these benefits out of fear of future retaliation by the government. Client was able to find employment cleaning houses and a place to rent with her children with the support of her husband. Client is well informed about the vaccine and will be contacting Neighborhood Health for vaccination. Client is able to count on the support of her mother-in-law and the father of her children for childcare and other needs. Client is currently stable and has agreed to being discharged from services. Client is aware of the community resources and acknowledges she can always come back should her circumstances change.



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**Program:** Permanent Supportive Housing

**Contract Analyst:** Vincenza Githens

**Organization:** Pathway Homes Inc.

**Phone #:** 703-324-3289

**Program Description:** Provide support in moving into permanent housing if not currently housed, education on lease requirements and community rules, training on basic living skills that support housing stability (budget, care of self and personal space, etc.), assistance emergent and ongoing healthcare needs, conflict resolution and problem-solving skills training, advocacy in support to ensure housing rights are not violated, support in accessing community resources to sustain independent living in the community, advocacy with landlord as appropriate, social skills training to include interpersonal skills and assertiveness skills training and support in transitioning to other stable permanent housing as needed/preferred, to adults with severe mental illnesses and/or other co-occurring disabilities.

**Program Outcome:** To have access to affordable, accessible housing with the supportive services necessary to live as independently as possible in a community setting.

**Funded Amount:** CSBG \$97,899/GF - \$16,169      **Total:** \$114,068

**Number of Clients Projected to be served for the year:** 33

**Number of Clients Projected to Achieve Outcomes:** 30

**Actual Number of Clients Served YTD:** 24

**Number of Clients Achieving Outcome:** 22

#### **Program Activities This Quarter:**

Served 29 clients who were provided training in developing independent living skills needed for successful independent living, community integration, and accessing resources.

Typical activities include skill building around symptom management, finance & budgeting training, health and nutrition education, medication management, linking to and accessing resources. Three individuals were closed during the quarter. One individual was discharged to a long-term care facility due to his increased medical needs. Another individual was successfully enrolled in Mental Health Skill-Building services through Anthem and remains in his housing. A third individual relocated outside of the catchment area to live with family.

#### **How Local Partners are Used to Enhance our Program:**

Staff connect individuals to needed resources such as food banks, transportation, the CSB, and primary care physicians as needed. Partnering with DHCD to increase housing resources and support individuals in securing more independent or more accessible housing. Linking individuals with needed IT to support accessing services that are currently only available to them via remote access. Ongoing partnership with mental health and physical health treatment providers to better support individuals with communication, collaboration and an integrated approach to care. Staff assist individuals in identifying local agencies and resources that will promote the greatest level of individual independence and teach self-advocacy skills to support individuals in being able to access these resources independently; such as NAMI peer-to-peer, DBHDS Recovery Blasts and Peer Recovery Specialist trainings, Community Recreational Centers for reduced cost access as appropriate to the individual's personal goals.

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#### **Program Achievements:**

One client was assisted in securing an housing choice voucher and securing an independent apartment. He will be supported with transitional issues, setting up his household, getting linked and familiar with resources in his new community and will then be successfully graduated from supportive services. 45% of clients in this program have been vaccinated for COVID-19 and another 10% are registered and waiting to be scheduled for their first vaccine. Five individuals have maintained part-time jobs despite the pandemic. One individual, assessed as needing a 24/7 level of care to best meet his declining physical health, was assisted in securing a long-term care bed in an Assisted Living Facility.

#### **Program Challenges this Quarter:**

Many individuals continue to struggle with isolation related to loss of previous activities and reliance on remote/virtual service provision. The program has noted an increase in substances relapse related to increased isolation and reservations about attending in-person support groups. One individual has been unsuccessful at resolving a bed bug issue related to decreased physical presence of the landlord and reluctance of some exterminators to service townhomes of multiple tenants related to exposure potential.

#### **Changes in Client Population:**

None

#### **Staff Turnover:**

None

#### **Client Story:**

A 56-year old African American male diagnosed with multiple physical health conditions, a mood disorder, previous substance use issues and a significant criminal background barrier was living in a single family home with 5 other housemates. His background, limited income and lack of psychiatric stability prevented him from securing more independent housing. He had been in recovery for a year, but he was reluctant to participate in public mental health and his background hampered his ability to secure more independent housing. With supportive services through CCFP and the intensive work this allowed, this individual was successfully linked with a private therapist to address his history of trauma and his emotional dysregulation. With increased stability and sustained sobriety, he was able to create a financial management plan and complete applications for affordable housing options. With case management support and advocacy, he was linked to a private landlord that would accept his housing voucher and waive a criminal background check. He was supported in accessing local resources for furnishings and household goods, assisted in moving in and setting up his new apartment and assisted in working with his bank to set up automatic payments to his landlord to ensure his rent is paid and he maintains this new housing. He is a good cook and he immediately invited a friend over to so he could show off his new apartment and make a meal in the privacy of his own kitchen. He will continue to receive support for the next two months to ensure he is fully linked/ familiar with resources in his new community and can access transportation to successfully manage his medical

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appointments and attend his support groups. He reports he is looking forward to being independent and living a more “normal” life in his own home.

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**Program:** Culmore Youth Outreach Program

**Contract Analyst:** Vannessa Calderon

**Organization:** Second Story

**Phone #:** 703-324-3269

**Program Description:** Provide youth with activities that encourage them to stay in school and improve their academic achievement which includes supervised recreation, homework assistance, enrichment activities and assistance with college applications.

**Program Outcome:** Youth will have improved academic performance.

**Funded Amount:** CSBG - \$78,225/GF -\$0 **Total:** \$78,225

**Number of Clients Projected to be served for the year:** 200

**Number of Clients Projected to Achieve Outcomes:** 160

**Actual Number of Clients Served YTD:** 174

**Number of Clients Achieving Outcome:** 174

#### **Program/Service Activities This Quarter:**

During this quarter, CYOP staff continued to work virtually due to COVID-19. Staff has been working with clients through several modalities, including weekly phone calls with the teens, Zoom meeting sessions, tutoring sessions, helping clients with their homework, engaging youth in fun recreational zoom activities, and get feedback on their online learning challenges. Staff continued dropping off food delivery donations into CYOP client's homes. This service has been especially important due to the difficult economic situation that most of our families are facing at this moment. Some of the parents of our clients started working again. Staff helped some parents get registered for the Covid-19 vaccine. Also, the Culmore Resource Center Staff helped a few families applied for the Virginia Rent Relief Program.

In January teens received school desks and 23 laptops to help support them during their academic school hours so they can have a more secure study space and more equitable access to technology. Staff have worked with several seniors on post high school plans and goals, also completing senior surveys with them related to their short- and long-term goals. Staff helped seniors complete scholarship applications. Five teens in February attended their first meeting within Active Fairfax Transportation Plan Committee. Here they learned about the initiative of Active transportation for transportation and recreational purposes. The plan will determine a concept and a roadmap for realization of secure, accessible, and entertaining roads and paths in Fairfax County. The teens gave great feedback and were happy to be a part of the program to help make positive changes within their communities for youth. The Teen Center Coordinator made letters of recommendation for "Pursuit of Excellence Scholarship for two students by Feb. 28th deadline and completed two letters of recommendation for the Hispanic Leadership Alliance Scholarship opportunity for two seniors. In March, two new volunteers joined the program. Volunteers helped teens with homework help, finding resources online, doing zoom groups and ESL tutoring session via Zoom. This month some teens returned to school, the staff did wellness calls and provided teens with requested school supplies and support. All six youth workers who ended their positions this quarter take with them a completed resume, career plan and plenty resources for job preparations. Additionally, a "Certificate of Completion" which show and displays their hard work, dedication, and commitment to the youth workers program.

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Youth Council: 11 sessions with the Youth council, to include topics on - Debate, how the government works, local resources, internet safety, how to Write a Resume, how to Improve academics, leadership to name a few.

The program also provided recreational zoom meetings where teens won raffle prizes including gift cards to giant, target, Mc Donald's, a blanket, and arts and craft goodie bags. Other fun themed games were played. 16 teens had fun playing "Name the Logo". Teen enjoyed a fun game for Valentine's Day Event. Also, teens played Trivia, Scavenger Hunt, Riddles, treasure hunt, guess the emoji, Pictionary, word scramble and more. These months teens won during raffle and Zoom groups gift cards to McDonalds, AMC, Foot Locker, Vans, Giant. Teens made arts and crafts activities, they got Valentine's day goodie bags. They played 3 Bingo Night via Zoom with prizes included.

#### **How Local Partners are Used to Enhance our Program:**

- Kentucky Fried Chicken and Food for Others are used to supply food for the Teens.
- BRAWS delivers feminine hygiene products to young female participants.
- Rotary Club of Vienna provided food donations, and a Zoom educational presentation.
- Steva Truck to provide prepared meals to the teens.
- Western Fairfax Christian Ministries for food donations.
- Food for Others to provide groceries to the teen center families.
- INOVA. Partnership for Healthier Youth. Helping teens applied for health insurance.
- Ms. Nancy Garcia, a staff member at the Rotary Club of Vienna, spoke about self-esteem and peer pressure.
- Francisco Klockner, Gang Prevention Coordinator for Fairfax County's Juvenile and Domestic Relations District Court led a presentation presented on gang prevention and human trafficking.
- Isaac Montero a George Mason University student led a presentation about education access.
- Jessica Howell, a George Washington student made a presentation on Anger management and How to Use Mindfulness for Anxiety.

#### **Program Achievements:**

- 23 Teens received laptops for support with academics, ESL learning and tutoring.
- 3 New volunteers helped clients with tutoring, and ESL.
- 18 Teens are in the honor roll list.
- 85 percent of the participants demonstrated improvement in their grades according to their report cards.
- Staff helped 10 teens felling up Scholarships.
- 5 Teens in the Community Based Programming (Active Fairfax Transportation Plan).
- On February two youth workers were hired.
- 95 percent of the participants received food donations and were given other resources.
- Youth council committee

#### **Program Challenges this Quarter:**

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One of the biggest challenges during this quarter was helping newcomers' students on achieving their school goals. It has been difficult for staff connecting with the teens because they did not know how to connect with zoom. After an instruction given by phone calls it was possible to connect with the students. Also, each session takes longer because these students do not speak English, and a few speak other native non-Spanish languages from their home countries. Staff has concentrated in helping these students because their grades are very low. And, because they need more support learning English as a Second Language so they can do well in other subjects.

#### **Changes in Client Population:**

None

#### **Staff Turnover:**

None

#### **Client Story:**

Teen student Luz had her first job within the teen center youth workers program and learned many skills and gained knowledge to feel confident in reaching her employment goals. Luz was shy and was not comfortable with public speaking, but after working with staff for 7 months she has gained self-esteem and confidence, which she can expand for her next job and more importantly, her academics. She now has reinforced her skills in presenting PowerPoint presentations to her peers, team building, networking, community engagement, mentorship, public speaking, research, leadership abilities and many more. Staff provided Luz with job leads, resources for employment in the Culmore area, practice interview skills, applied for jobs virtually and scholarship opportunities. Luz called staff to express her achievements on landing an official job at a retail store and overcoming her interviewing fears. She was so happy to tell staff after working for over two months on online preparations and job search online. Luz plans to save her earnings for college, help family with needs and support at home. Staff plan to continue working with the teen on her academics and future goals. She also has grown to be a community leader and use her voice within the Active Fairfax County Transpiration Plan-Youth Advisory Committee. She joined with the support from staff and will participate in yearly meetings and conferences to discuss about the needs & issues with transportation faced by teens and their communities.

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**Program:** Second Story for Homeless Youth

**Contract Analyst:** Vannessa Calderon

**Organization:** Second Story

**Phone #:** 703-324-3269

**Program Description:** Provide homeless unaccompanied Fairfax County High School students with assistance in locating and affording safe, stable, appropriate housing.

**Program Outcome:** Individuals are successfully housed.

**Funded Amount:** CSBG (TANF) - \$106,009/GF – \$0

**Total:** \$106,009

**Number of Clients Projected to be served for the year:** 16

**Number of Clients Projected to Achieve Outcomes:** 14

**Actual Number of Clients Served YTD:** 11

**Number of Clients Achieving Outcome:** 11

#### **Program Activities This Quarter:**

Case management, individual therapy, and housing were provided to seven adults this quarter.

#### **How Local Partners are Used to Enhance our Program:**

Second Story for Homeless Youth partners with various non-profits and community-based groups to provide supportive services to the clients in the program. Agencies such as Fairfax County CSB, Food for Others, the Lamb Center, and KIND offer supportive services to clients. One of the strongest partnerships is with the Fairfax County Public Schools, who provide referrals to the program and support to the students already enrolled, including assistance with transportation, enrolling in school, and obtaining tutoring and financial support for school activities such as graduation. Lastly, BRAWS provides feminine hygiene supplies to youth in the program, which meets a critical area of need for homeless young women. These agencies are in part responsible for the success of the youth in the program.

#### **Program Achievements:**

We have continued to be able to provide program services with little disruption due to the COVID-19 pandemic. Clients are receiving as much of the supports, services, and tangible goods that we can provide, with some changes in procedures and protocols to ensure safety and social distancing. Second Story has been providing additional rental payments for youth who lost their employment to prevent them from becoming homeless during the pandemic. Recently, the schools partially opened in a hybrid manner, so we are seeing an increase in contact from school social workers and also seeing an uptick in applications from young people.

#### **Program Challenges this Quarter:**

We have had more than usual case management only clients in the last quarter due to continued uneasiness with moving in with strangers despite housing instability where they are.

#### **Changes in Client Population:**

Two completed the program successfully and were discharged to stable housing and one new client was added.



## **COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**

**Fiscal Year 2021**

### **3rd Quarter Narrative Report**

**Staff Turnover:**

None

**Client Story:**

“Tara” is an 18 year old FCPS student who has been struggling to maintain school and work during the pandemic. She was getting less hours at work and was thankful that Second Story was able to step in to pay more of her rent so that she would not become homeless again. She also couldn’t work for 10 days since she had a potential COVID exposure at work and had to quarantine and get tested. During this time, her case manager was able to drop off food and cleaning supplies for her because she could not leave the house and she was worried about exposing the family she was living with. She became very anxious about getting sick and not being able to get back to work. She also was stressed about school and following behind on her virtual classwork. Her case manager was able to connect her with SSHY’s therapist so that she could talk to someone about her feelings and her difficulty sleeping. She was able to learn new coping skills to help her get through the isolation, loneliness and stress. She was able to return to work and did not get COVID. Her case manager is currently working with her to help her learn about and register for the vaccine so that when she is eligible, she can be ready to get it.

## COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2021

### 3rd Quarter Narrative Report

**Program:** Second Story for Young Mothers

**Contract Analyst:** Vannessa Calderon

**Organization:** Second Story

**Phone #:** 703-324-3269

**Program Description:** Provide young women 18 to 22 years old, who are homeless single mothers and their children with safe stable housing, food, and clothing.

**Program Outcome:** Clients will have access to safety net resources that promote stability.

**Funded Amount:** CSBG (TANF) - \$64,414/GF -\$0 **Total:** \$64,414

**Number of Clients Projected to be served for the year:** 20

**Number of Clients Projected to Achieve Outcomes:** 16

**Actual Number of Clients Served YTD:** 13

**Number of Clients Achieving Outcome:** 11

#### **Program/Service Activities This Quarter:**

Case management, individual therapy, life skills groups, and parenting skills groups were provided to three adults and their three children this quarter. In addition, all children four months and older were assessed to determine if they had any developmental delays. Clients also participated in groups on financial education, time management and motivation, conflict resolution, communication, college readiness, self-care, setting boundaries, stress management, anger management, sewing, cleaning, and general driving/car maintenance, women's health, and first aid and CPR.

#### **How Local Partners are Used to Enhance our Program:**

The Young Mothers program continues to partner with various non-profits and community-based groups to provide relevant services to the clients in the program. Groups like the Financial Empowerment Center, the Chris Atwood Foundation, Workforce Innovation and Opportunities Act, Generation Hope, and Hilton International have provided life skills groups to the residents, based on their subject areas of expertise. The county has provided its Active Parenting program for parenting skills education. George Mason University provided information and assistance on job obtainment and retention. Community groups, such as a local church, provide monthly dinners where residents can enjoy good food, learn how to cook, and practice social skills. HomeAid, a local non-profit dedicated to improving shelter housing, helped YM in the past by renovating a townhouse to provide safe shelter for two families. These groups and more contribute to making the program a safe, educational, and supportive experience for the young mothers and children who live there.

#### **Program Achievements:**

During this quarter, we were able to continue to provide services and supports to clients during the COVID-19 pandemic, with a few changes in program protocols and procedures to provide safety to staff and residents during this challenging time. We provided extra support to clients who lost their employment and income sources so that their needs, and those of their children, could be met.

## **COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**

**Fiscal Year 2021**

### **3rd Quarter Narrative Report**

#### **Program Challenges this Quarter:**

We had several potential YM clients who completed the application process and then decided not move in with strangers due to worries about COVID-19.

#### **Changes in Client Population:**

One YM client completed the program and discharged to stable housing.

#### **Staff Turnover:**

Asiza Isler was hired as case manager, and a new part time position was created for a two day a week program assistant. Michelle Staron was hired to fill that position.

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#### **Client Story:**

“Natasha” reached out to the program due to having a tumultuous relationship with her mother which often led to verbal and sometimes physical altercations. Natasha stated that her mother often threatened to kick her out, and that she needed something stable for herself and her son and that is why she applied to the program. Since entering the program Natasha continued classes at Northern Virginia Community College and started the process with WIOA to get a Certified Medical Assistant Certificate. She has also obtained employment with FCPS after her hours at her old job were drastically affected due to COVID-19. She has begun financial management and is working towards saving for a car through Vehicles for Change. Natasha has also been working with her case manager on her goals and has attended life skills and parenting groups regularly. To become self-sufficient, Natasha hopes to continue her education to get higher paying employment. She also hopes to obtain a car to assist with working, going to school, and caring for her son. Natasha is also working to save money and to build up her credit score, so she will be in an optimum position to obtain her own housing when she graduates from the program.

## COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2021

### 3rd Quarter Narrative Report

**Program:** Early Learning Center

**Organization:** United Community Ministries

**Contract Analyst:** Vannessa Calderon

**Phone #:** 703-324-3289

**Program Description:** Provide high quality childcare for children ages 6 weeks to 5 years old utilizing evidence-based curriculum and certified assessment materials to ensure children are provided with developmentally appropriate services that enhance their ability to move through the proper developmental stages and ensure academic success as they prepare for kindergarten.

**Program Outcome:** Children reach benchmarks supporting school readiness.

**Funded Amount:** CSBG (TANF) - \$86,235/GF - \$53,667    **Total:** \$139,902

**Number of Clients Projected to be served for the year:** 20

**Number of Clients Projected to Achieve Outcomes:** 14

**Actual Number of Clients Served YTD:** 10

**Number of Clients Achieving Outcome:** 0

#### **Program/Service Activities This Quarter:**

During the reporting period, the Early Learning Center (ELC) was forced to close due to the COVID-19 pandemic. The ELC is located in a Fairfax County Public School (FCPS). FCPS closed to in-person learning on March 13, 2020. We were given consent from FCPS to reopen the childcare center in the month of August. Due to unsustainably low enrollment levels, United Community decided to close the center until FCPS resumed in-person instruction.

**How Local Partners are used to enhance our Program:** None

#### **Program Challenges this Quarter:**

The ELC was closed due to the COVID-19 pandemic and unsustainably low enrollment. Without approximately 50 enrolled children, and with only 8-10 enrollees in August, we would hemorrhage tens of thousands of dollars each month. This financial loss would imperil the operations of the entire agency. A team at United Community is creating a re-opening plan, a significant lift, as we have lost the vast majority of our teachers and families due to extended closure. This team will determine when it is financially feasible to re-open the ELC.

#### **Changes in Client Population:**

The ELC was not able to provide childcare from March 13, 2020 through July 31, 2020. The ELC reopened in August and served up to 10 children but closed once again on August 31st due to low enrollment.

#### **Staff Turnover:**

All teaching staff, the Education Coordinator and the Assistant Director were laid off due to the ELC closure. The ELC Director remains on payroll, supporting our food insecurity efforts, and beginning the re-opening strategy in FY22.

#### **Client Story:**

None

## COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2021

### 3rd Quarter Narrative Report

**Program:** Stepping Stones

**Organization:** United Community Ministries

**Contract Analyst:** Vannessa Calderon

**Phone #:** 703-324-3289

**Program Description:** Provide three-day emergency supply of food, supplemental nutritious foods, including fresh produce to individuals and households.

**Program Outcome:** Clients have improved access to emergency basic needs assistance.

**Funded Amount:** CSBG - \$277,281/GF - \$0      **Total:** \$277,281

**Number of Clients Projected to be served for the year:** 3,200

**Number of Clients Projected to Achieve Outcomes:** 3,200

**Actual Number of Clients Served YTD:** 5,929

**Number of Clients Achieving Outcome:** 5,929

#### **Program Activities This Quarter:**

Stepping Stones program provided full compliments of all contracted service activities – rental, food, dental/prescription assistance and case management service. The most significant service activity is the resumption of rental assistance using program funds in providing financial aid to clients facing eviction. The program also participated in the distribution of the Emergency Food and Shelter Program (EFSP) EFSP CARES and Phase 37 rental assistance to County residents facing financial hardship and unable to pay their housing costs – rent, mortgage, HOA fees etc. A combination of program funds and the Dominion Virginia EnergyShare funds were utilized to provide utilities. The program distributed 37,140 diapers to 376 babies through the monthly diaper distribution. Additionally, baby formula, baby wipes, menstruation products, cleaning and household supplies were distributed to the clients. Stepping Stones continued to collaborate with Neighborhood Health, the Fairfax County Health Department and NCS in providing food assistance and other basic items as needed to Covid-19 positive patients who are in quarantine in accordance with HIPAA regulations. The program also continued to provide food delivery to homebound clients who are not able to come to the food pantry due to health issues, age and lack of transportation.

#### **How Local Partners are Used to Enhance our Program:**

The Stepping Stones program relies on the collaborative support of community-wide partners, including individuals, in its service delivery. During this reporting period, Stepping Stones collaborated with the following local partners:

The Fairfax Coordinated Services Planning system for service outreach and service coordination to the community. In addition to the foods purchased by the program, our food distribution effort was enhanced through our partnerships with Good Shepherd Catholic Church; St Louis Catholic Church and other faith groups; Capital Area Food Bank; Whole Foods; Wegmans; South County food distribution; De Lune Corporation and the generous food donations from members of the community. Our partnership with the Greater DC Diaper Bank enabled the program to provide monthly diapers and periodic materials for moms and their children. With our collaborative partnerships with Neighborhood Health, the Fairfax County Health Department and NCS food bags/personal supplies as needed were delivered to community members who tested positive for

## **COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**

**Fiscal Year 2021**

### **3rd Quarter Narrative Report**

Corvid-19 and have to quarantine. The support of our dedicated team of volunteers was critical to our food distribution operations including home food distribution to our homebound clients.

#### **Program Achievements:**

The achievements made in the last quarter were maintained during this reporting period.

- Food distribution is still on going without disruption.
- Resumption of rental assistance.
- The program was engaged in all contracted service activities and with the help of the additional funding from CCFP, more families and individuals received rental, utilities, dental and prescription assistance.
- In addition to the program's rental assistance, Stepping Stones served 22 households from across the County through EFSP CARES and Phase 37 rental assistance.
- We have drastically shortened the number of new clients tracked in our Covid-19 tracking sheet because our team is working hard to ensure that new clients complete the intake process and have their information entered in Apricot – our client database within their first three service visits.
- Through our collaborative partnerships with Neighborhood Health, the Fairfax County Health Department and NCS, we maintained food distribution and household supplies to Covid-19 positive individuals and families who were in quarantine. Food and household supplies were delivered to 69 households comprised of 310 individuals.

#### **Program Challenges this Quarter:**

The pandemic continued to present challenges in our service operations. The program is still allowing walk-ins for new clients, which is more challenging than appointments scheduling. Clients who are parents reported challenges in supporting their children's' virtual learning. Some of the parents do not have the technological skills to guide their children during their virtual learning while some have to juggle between their jobs and being home for their children's' virtual learning. Another challenge the program encountered was at the beginning of this quarter, United Community received funds for rental assistance through the EFSP CARES and Phase 37 grants. We saw this as an opportunity for the Case Managers to interact and engage the clients in order to seek out ways of helping them address some of their presenting problems. The plan was to implement this through case management service. Shortly after we started registering the clients into case management services, CSP requested that we stop conducting additional assessments from the clients. We were simply asked to distribute the grant money to the clients' landlords with little or no contact with the clients. We made it an option for clients to sign up for case management.

#### **Changes in Client Population:**

There was no significant changes in the client population from what was reported in the last quarter. However, lesser number of female-headed households and households with children U-18 accessed services in comparison to what we saw in the last quarter.

## **COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**

**Fiscal Year 2021**

### **3rd Quarter Narrative Report**

#### **Staff Turnover:**

The program filled the Assistance Food Pantry Manager position.

#### **Client Story:**

Mary is a 39-year-old single mother of two, ages 9 and 11. She has a full time cleaning job and she makes \$1,548 but only brings in a net income of \$1,200 monthly. Mary was referred to Stepping Stones in February 2021 by CSP for rental assistance. She owed rent arrears in the sum of \$2,262. Through CSP rent package coordination, Stepping Stones contributed \$1,050, Good Shepherd Housing \$700, Share Inc - \$300, FCCS - \$200 and others contributed \$12. With assistance from Stepping Stones and all the participating organizations, Mary was able to pay her rent and avoid eviction. During the initial meeting with the Stepping Stones Counselor, Mary indicated that she is looking to make a career move from her cleaning job to a professional skilled job. She told the Counselor that her current income hardly meets her monthly expenses, which makes it impossible for her to pay tuition for any vocational training program. The Counselor arranged a meeting for Mary to meet a Case Manager. She told the Case Manager that she would like to obtain a vocational training in phlebotomy. This was the goal she identified for herself. Another meeting was scheduled, and Mary was tasked to do a research of accredited schools that offer the training. After her research, Mary came back with the application and tuition information from the Metropolitan Institute of Health Technology. With the application completed Mary received her 10 weeks course outline training beginning from April 12 – June 21. Stepping Stones paid her tuition of \$1,656 including registration fee, books, insurance and exam fees. Mary is very eager to start the training in April. Mary will continue to meet with her case manager to monitor her progress. Stepping Stones will provide supports as needed including transportation to ensure that Mary completes the training.