

**Fairfax County Community Action Advisory Board  
Memorandum**

**To:** CAAB Members  
**From:** Michelle Jefferson, Chair  
**Date:** December 1, 2022  
**Subject:** CAAB Meeting – December 6, 2022

**The next CAAB meeting will be held on Tuesday, December 6 at 7:30 PM via Zoom.**

**CAAB Member Information Sharing**

As a reminder, Member Sharing was established for CAAB members to report the “word on the street” - issues that affect the low-income community about which the CAAB should be aware; ten (10) minutes are allocated to this agenda item.

- Upcoming – CAAB Elections – February 2023
- Legislative Hearings – January 2023

**Fairfax County Needs Assessment – Economic Factors**

The 2022 Needs Assessment - Economic Factors report on economic conditions in Fairfax County has been released, providing the latest data and analysis to respond quickly to emerging community needs. We will review information on employment, household spending, child care, food insecurity, housing, and English proficiency. (Slides not in packet)

**CAAB Strategic Plan**

A strategic plan was developed in January 2022 – this time on the agenda will allow for a review of the plan, what’s been done and what goals the CAAB wants to set for 2023.

**Program Report: CSBG 4th Quarter Report**

Staff will present the CSBG FY23 1<sup>st</sup> Quarter report. Included in this meeting packet are:

- Financial report for Federal CSBG and TANF
- Narrative Reports
- Outcome Reports

**Membership and Elections**

Shari Zamarra will update the CAAB on actions being taken to fill vacancies.

**Attachments**

- December 6 Agenda
- October 2022 Meeting Notes
- FY23 1<sup>st</sup> Quarter Program Reports
- 2023 Meeting Calendar
- January 2022 CAAB Strategic Plan & Recommendations

**Fairfax County Community Action Advisory Board**  
**Fairfax County Government Center**  
**Via ZOOM**  
**December 6, 2022**  
**7:30 PM**

**AGENDA**

| <b>TIME</b> | <b>ISSUE</b>  | <b>Info/Action</b> | <b>Presenter</b>                       |
|-------------|---|--------------------|--|
| 7:30 PM     | Call to Order   |                    | Michelle Jefferson, Chair              |
|             | Approval of Minutes   | Action             | Michelle Jefferson, Chair              |
|             | Member Sharing/<br>Announcement of CAAB<br>Elections in February<br>2023/Legislative Hearings<br>2023 | Info               | CAAB Members                           |
|             | Fairfax County 2022 Needs<br>Assessment – Economic<br>Factors   | Info               | CAAB Staff                             |
|             | CAAB Strategic Plan   | Info               | CAAB Members                           |
|             | CSBG FY 23 1 <sup>st</sup> Qtr. Report  | Action             | CAAB Staff and DPMM<br>Contracts Staff |
|             | Membership & Elections<br>Committee Report  | Info               | Shari Zamarra, Chair                   |
| 9:30 PM     | Adjourn   |                    |  |

The next CAAB meeting is scheduled for January 3, 2023, at 7:30 p.m.

**Fairfax County Community Action Advisory Board (CAAB)**  
**Meeting Minutes – Tuesday, October 4, 2022, 7:30pm**  
**Meeting held electronically due to the COVID-19 pandemic**  
**By ZOOM video/audio platform**

The virtual meeting was called to order at 7:30 pm by Chair Michelle Jefferson, who proceeded with doing the member roll call.

**Members in attendance with locations:** Nermin AbdelWahab, Fairfax, VA; Mary Ann Floto, Northwest DC; April Hall, Reston, VA; Kevin Hickerson, Centreville, VA; Caroline Hockenberry, Vienna, VA; Morgan Jameson, Fairfax, VA; Michelle Jefferson, Fairfax, VA; Hari Kurup, Falls Church, VA; Maria Isabel Leiva Alfonso, Falls Church, VA; Michael Mahrer, Falls Church, VA; Marcia McDevitt, Reston, VA; Michele Menapace, Fairfax, VA; Alex Rodriguez, Herndon, VA; Heather Thomas, Centreville, VA; Alice Yam, Herndon, VA; Shari Zamarra, Fairfax, VA

**Members in attendance who joined after roll call:** Alicia Doe, Hawa Hassan, Ken McMillon

**Absent:** Michele “Cookie” Hymer Blitz, Isaac Orea-Montero, Whitney Richardson, Phil Rosenthal, Benjamin Zuhl

**Guests:** Supervisor Lusk

The motion that all members present were able to be heard was made by Michelle Jefferson, seconded by Michele Menapace, and passed with no objections. The motion to allow CAAB business be done via an electronic meeting due to the COVID-19 emergency was made by Michele Jefferson, seconded by Michele Menapace, and was carried without objection.

**Minutes – September 6, 2022**

The motion to approve the meeting minutes was made by Mary Ann Floto and seconded by Michele Menapace.

**Workforce Development**

Supervisor Rodney Lusk (Lee District) spoke to the CAAB about the Workforce Innovation and Skills Hub (WISH) which is intended to provide job opportunities for residents living along the Richmond Highway corridor. Participating in the workforce development trainings at the WISH Center will give residents a chance to earn a middle-class income and end generational poverty. Partnerships with Amazon, Dominion Energy, INOVA, and trade organizations will facilitate entry into apprenticeship/work opportunities. Participants in the training programs will be able to attain certification in their desired area of focus, increasing their ability to gain employment with one of the partnering organizations. WISH staff will provide case management services, working with clients for two years to understand challenges and obstacles in the job. Clients will have wraparound services (e.g. childcare, help with transportation, acquiring uniforms and equipment, etc.) to ensure they are ready to succeed. WISH will be working adults (approximately 250 adults to be serve) and youth – with a commitment to bring 100 youth into the program in the first year.

**CAAB Member Information Sharing**

- Chair Michelle Jefferson shared that Heather Thomas had been interviewed by NPR regarding food insecurity and that she also participated in a Round Table discussion with Secretary Fudge on affordable housing. Ms. Thomas provided more information; links below to the NPR story and the Fairfax County press release on the discussion with Housing and Urban Development’s (HUD) Secretary Fudge.
  - <https://www.npr.org/2022/10/02/1125571699/hunger-poverty-us-dc-food-pantry>
  - [HUD Secretary Marcia Fudge, Fairfax County Announce Allocation of Additional Rental Assistance Resources | Housing and Community Development](#)

- Ms. Thomas and Alicia Doe have both been selected to serve on the 3<sup>rd</sup> Annual Capitol Area Food Bank's Client Leadership Council. They will be participating throughout the year. Ms. Thomas also mentioned that the White House recently held a conference around food insecurity.
  - <https://health.gov/our-work/nutrition-physical-activity/white-house-conference-hunger-nutrition-and-health/conference-streaming/>
- Shari Zamorra shared that Fairfax Presbyterian will be building 10 townhomes on their property – 8 will be for Habitat homeowners and 2 with Home Stretch. The proposal for housing at the Government Center is progressing (291 units) with the developer having been selected. Hawa Hassan asked for more information on the Habitat project – Ms. Zamorra indicated she would connect Ms. Hassan with the project.
- Nermin AbdelWahab shared that she has been able to review the eviction data for Fairfax – it appears that current number of evictions are higher than 2019 and as if the protections put into place during the pandemic had not existed. Ms. AbdelWahab also shared that Legal Services of Northern Virginia will most likely file for a declarative judgment from the Supreme Court around the CARES Act properties. She will share the information on the CARES Act properties in Virginia if the suit is successful.
- Ramona Carroll encouraged CAAB members to attend the Consolidated Community Funding Advisory Committee's public hearing on Tuesday, October 11. She also shared that the Emergency Food Strategy Team and the Fairfax County Food Council with Supervisor Gross submitted input to the White House's food insecurity conference. She will share the input that was submitted with the CAAB.
- Mary Ann Floto shared that the United Way is hosting three pop up fairs. Services that are offered include rental assistance, employment services, voter registration and legal services. She will send the info flyer so that it can be shared with CAAB members.
- Ken McMillon shared that he will be hosting Inside Scoop with Ben Zuhl once again.

#### **Follow up to 4<sup>th</sup> Quarter CSBG Program Reports**

After a review of the 4<sup>th</sup> Quarter CSBG program reports at the September meeting, the following items were followed up by staff from the Department of Procurement and Materials Management.

- The Cornerstones program indicated that nearly 80% of their clients met the program outcome; however, data provided seemed to contradict this statement (with only 64% of clients achieving outcomes).
- The Multicultural Center indicated that several of their clients were able to complete ESL classes and had received work permits. DPMM staff will follow up with the program to request information on the number of individuals who achieved these outcomes.
- The Multicultural Center also indicated that increase in food costs and gas prices is proving to be a challenge for the program. More information is requested from the program so that the CAAB can better understand the problem.

Responses to the above questions are attached to these meeting minutes (page 3).

#### **Membership and Elections**

The CAAB is currently at 27 members. The AARP has named Ann Macpherson as their representative; she has previously been the AARP representative. There are 2 regional representatives to fill (one of them is the Head Start slot) and the remaining slot is in the private provider sector. Ms. Thomas is working to fill both of the regional representative slots. Ms. Jefferson thanked the Membership and Elections committee for all the work they do to have a full Board.

#### **Adjournment**

The meeting was adjourned at 9:15 pm. The motion to end the meeting was made by Ms. AbdelWahab, seconded by Ms. Thomas, and was carried without objection.

## Follow Up to FY2022, Q4 CSBG Outcome & Narrative Program Report Questions

### Multicultural Center

- Under Program Achievements, what are the number of clients who completed ESL and the number clients who received their work permit to find employment?

During Q4, three clients completed their ESL classes, and three others received a work permit that allowed them to find employment. These numbers are significant given the slow processing times for the immigration office these days.

- *Due to the increase in food cost and gas prices clients who were able to come to the office for services have opted out to remote services instead to save money. Why is this a challenge?*

The start of remote services is always slower, compared to in-person services, as there is a learning curve related to the use of technology for meetings. Some of the case management services offered to clients are also easier to provide in person, particularly when clients are not literate in their primary language and/or not technologically savvy. Moreover, clients might not have reliable access to the technology needed for private and secure meetings, from only having access to their phone with limited data that limits meeting times, lack of earplugs for private conversations, having meetings in public spaces or in a parking lot as they rely on public access to WiFi, to having to wait for their children to arrive home to use their computer for a meeting, or not showing for an appointment because their line was cut due to lack of payment, among others. In summary, clients who need case management services are already struggling financially to meet their basic needs, and recent spikes in the cost of living have an immediate impact on their ability to receive services, and alleviate their initial financial struggles.

### **Cornerstones Kids & Parents Engage (KAPE)**

At the time that the program needed to submit program outcomes they did not have all the information needed from students' schools/parents to fully report results. However, by the time the CSBG narrative report was due, the program data was more complete and the number of students achieving the outcome was higher.

The final number for KAPE for FY2022 was 53 students achieving the outcome of improved academic performance out of 67 students served, or 79%. This explains why the narrative indicated that nearly 80% of students (the projected percentage rate of achievement) achieved the outcome.

# Community Action Advisory Board Strategic Planning Committee Recommendations

January 4, 2022



FAIRFAX COUNTY DEPARTMENT OF  
**FAMILY SERVICES**



# CAAB Strategic Planning Timeline

**December 2020 – DFS Director Michael Becketts attends CAAB Meeting to discuss the future use of CSBG funding. He previously attended a CCFAC meeting and raised the idea of removing the funds from the Funding Pool. After discussions with CCFAC and the Virginia Department of Social Services, this idea is put on hold.**

**The CAAB agrees to undergo a strategic planning process to review the purpose of Community Action and ensure the CAAB Strategic Plan aligns with the new County Strategic Plan.**

# CAAB Strategic Planning Timeline (Cont.)

**June - August 2021 – Former Director of the National Office of Community Services, Jeannie Chaffin, conducts a “Generative Thinking Lab” designed to review the purpose of Community Action and develop a revised Mission, Vision, and Strategic Priorities**

**September 2021 – The new Mission, Vision, and Strategic Priorities are adopted by the CAAB**



# New CAAB Mission and Vision

## Vision

**Fairfax County is an inclusive, just, and equitable community where everyone has:**

- **a safe and affordable place to live,**
- **healthy food on the table,**
- **a job they love, and**
- **the resources and opportunities to thrive.**

## Mission

**Our mission is to make a positive difference in the lives of people experiencing poverty by influencing decision makers, providing funding, and taking actions to address the root causes and conditions of poverty and injustice.**

# Strategic Priorities

## Strategic Priority #1:

**Influence decision makers and take actions that address the root causes and conditions of poverty and injustice**

## Strategic Priority #2:

**Strengthen the capacity of community-based organizations to create equitable opportunities for people to thrive**

## CAAB Strategic Planning Timeline (cont.)

**September – December 2021 – The CAAB selects a Strategic Planning to work with DFS Consultant Kristy Dooley to recommend goals and action steps for the Strategic Planning Priorities identified in the Generative Thinking Lab.**

**December 2021 – The CAAB begins a review of the recommendations of the Strategic Planning Committee. The CAAB comes to a consensus on one item under Strategic Priority #2:**

- 1. Consider relocating management of the CSBG and the CAAB to the Department of Neighborhood and Community Services**

## **Strategic Priority #2 - Strengthen the capacity of community-based organizations to create equitable opportunities for people to thrive**

### **Recommended Goals:**

- 2. Increase CAAB's influence and integration within the overall process for funding CBOs in the CCFP funding process**
- 3. Work with others to use CSBG funding to address the root causes of poverty**

## **Increase CAAB's influence and integration within the overall process for funding CBOs in the CCFP funding process**

- a. Strengthen the CAAB's collaboration with CCFAC to ensure that the CAAB fulfills its responsibility to oversee the use of CSBG funds.**
- b. There should be a regular CCFAC report out at CAAB meetings.**
- c. The CAAB should work with the Chief Equity Officer to strengthen the equity lens used in the CCFP process.**

## **Work with others to use CSBG funding to address the root causes of poverty**

- a. Collaborate with other groups/BACs/people experiencing poverty/non-profits to identify the most effective approaches to using CSBG funds to address the root causes of poverty.**

# Strategic Priority #1: Influence decision makers and take actions that address the root causes and conditions of poverty and injustice

## Recommended Goals:

- 1. Develop action plan for who, what, when and how to influence decision makers**
- 2. Build capacity and create avenues for people living in poverty to influence decision makers**

# Develop action plan for who, what, when and how to influence decision makers

- a. Determine which decision makers to target (Board of Supervisors, other Community Leaders, General Assembly Members) [WHO needs to hear our message]
- b. Conduct a needs analysis: Determine customer needs by asking customers and engaging nonprofits and analyze what services non-profits provide and how they align with actual customer needs (WHAT's the gap)
- c. Develop strategic policy priorities informed by customer input [WHAT to ask for]
- d. Release and promote poverty research and reports (for example, State of the Poor document/annual Compilation) [WHY we need these services]
- e. Conduct Poverty simulations [WHY it is important]
- f. Create media/communication plan to promote this goal [HOW and WHEN will this be accomplished]



# Build capacity and create avenues for people living in poverty to influence decision makers

- a. **Develop leaders among individuals experiencing poverty by developing a Leadership Institute to share tools to amplify impact and influence**
  - **Identify leaders/influencers/gatekeepers in low-income communities and within the homeless population**
  - **Coordinate with existing networks (e.g. Opportunity Neighborhood networks, Community Developers within NCS, AHAC, FCPS, Libraries) and ask BOS members to identify candidates within their own districts**
  - **Build skills to educate decision makers about programs and services needed to address root causes of poverty**
  - **Identify and make connections to Boards, Authorities and Commissions on which community leaders can have a voice**
  
- b. **Catalyze/coordinate one-on-one meetings between decision makers and people with lived experience of poverty**

| <b>Community Services Block Grants Worksheet - 1st Qtr FY 2023</b> |                     |                  |                   |
|--|---------------------|------------------|-------------------|
|  | <b>Federal CSBG</b> | <b>TANF CSBG</b> | <b>TOTAL CSBG</b> |
| <b>Housing (40%)</b>   |                     |                  |                   |
| New Hope Housing   | \$ 13,104.49        |                  | \$ 13,104.49      |
| United Community   | \$ 62,186.46        | \$ 64,724.66     | \$ 126,911.12     |
| <b>Subtotal</b>  | \$ 75,290.95        | \$ 64,724.66     | \$ 140,015.61     |
| <b>Health &amp; Social/Behavioral Development (25%)</b>            |                     |                  |                   |
| Family Counseling Center of Greater Washington                     | \$ 8,289.00         |                  | \$ 8,289.00       |
| Food for Others  | \$ 124,891.61       |                  | \$ 124,891.61     |
| Second Story - Young Mothers                                       |                     | \$ 14,456.25     | \$ 14,456.25      |
| <b>Subtotal</b>  | \$ 133,180.61       | \$ 14,456.25     | \$ 147,636.86     |
| <b>Support Services (20%)</b>                                      |                     |                  |                   |
| Tahirih Justice Center   | \$ 7,334.62         |                  | \$ 7,334.62       |
| Shelter House  |                     | \$ 17,603.48     | \$ 17,603.48      |
| <b>Subtotal</b>  | \$ 7,334.62         | \$ 17,603.48     | \$ 24,938.10      |
| <b>Education &amp; Cognitive Development (15%)</b>                 |                     |                  |                   |
| Cornerstones   |                     | \$ 13,400.96     | \$ 13,400.96      |
| Second Story - Culmore Youth Outreach Project                      |                     | \$ 15,899.01     | \$ 15,899.01      |
| <b>Subtotal</b>  | \$ -                | \$ 29,299.97     | \$ 29,299.97      |
| <b>Total</b>   | \$ 215,806.18       | \$ 126,084.36    | \$ 341,890.54     |

| <b>Community Services Block Grants Worksheet - FY 2023 YTD</b> |                     |                  |                   |
|--|---------------------|------------------|-------------------|
|  | <b>Federal CSBG</b> | <b>TANF CSBG</b> | <b>TOTAL CSBG</b> |
| <b>Housing (40%)</b>   |                     |                  |                   |
| New Hope Housing   | \$ 13,104.49        | \$ -             | \$ 13,104.49      |
| United Community   | \$ 62,186.46        | \$ 64,724.66     | \$ 126,911.12     |
| <b>Subtotal</b>  | \$ 75,290.95        | \$ 64,724.66     | \$ 140,015.61     |
| <b>Health &amp; Social/Behavioral Development (25%)</b>        |                     |                  |                   |
| Family Counseling Center of Greater Washington                 | \$ 8,289.00         | \$ -             | \$ 8,289.00       |
| Food for Others  | \$ 124,891.61       | \$ -             | \$ 124,891.61     |
| Second Story   | \$ -                | \$ 14,456.25     | \$ 14,456.25      |
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| <b>Total</b>   | \$ 215,806.18       | \$ 126,084.36    | \$ 341,890.54     |

### Cornerstones - Kids & Parents Engage

| Description of Activities   | Annual Goals |                |                |                | Description of Outcome   | TOTAL Through 1st Q |                    |                   |
|---|--------------|----------------|----------------|----------------|--|---------------------|--------------------|-------------------|
|   |              | Service Target | Outcome Target | Outcome Target |  | Number Served       | # Achieved Outcome | % Achieve Outcome |
| Afterschool Out-of-School-Time programming (homework help and enrichment programming) | CSBG         | 46             | 35             | 75%            | Improve the academic performance of children and youth. (CSBG Outcome) | 0                   | 0                  | 0%                |
|   | CCFP         | 34             | 26             | 75%            |  | 0                   | 0                  | 0%                |
|   | Total        | 80             | 61             | 75%            |  | 0                   | 0                  | 0%                |

# COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2023

## 1<sup>st</sup> Quarter Narrative Report

**Program:** Kids and Parents Engage (KAPE)

**Contract Analyst:** Vincenza Githens

**Organization:** Cornerstones

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

**Program Description:** KAPE seeks to improve the academic performance of targeted children and youth through afterschool out-of-school time (OST) programming. Services include homework help and enrichment programming.

**Program Outcome:** 75% of youth have improved academic performance.

**Funded Amount:** CSBG - \$70,776/GF - \$53,267 **Total:** \$124,043

**Number of Clients Projected to be served for the year:** 80

**Number of Clients Projected to Achieve Outcomes:** 60

**Actual Number of Clients Served YTD:** 0

**Number of Clients Achieving Outcome:** 0

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

Cornerstones Afterschool began preparations during the month of September. During this time, staff meets individually with each family (caregivers and youth) to discuss the program policies and practices; caregiver expectations; youth expectations; staff expectations; calendar; schedule; FCPS updates; and key upcoming dates for Fall session. During the last portion of the conference, youth go to another room to engage with a staff member while caregivers meet with a staff member to discuss issues, challenges, or anything else they would like to bring to our attention. The family conferences help us to build on existing relationships and create new ones as the foundation of our family engagement process.

### **Program Achievements:**

Herndon afterschool conducted 18 family conferences during September. Additional conferences are scheduled to be held in October for families that completed their registration process during the last week in September. Reston afterschool conducted 8 family conferences during September. Additional conferences are scheduled to be held in October for families that completed their registration process during the last week in September. One of our goals for family engagement is to help our caregivers gain an understanding of who to contact at their child's school based on the resource they are seeking. To this end, families are required to complete the form I have included with this report. We ask the families to complete the form and bring it to their conference. This form is then returned to them with instructions to place it where it will be safe but where they will have easy access. Last year, when we implemented this form, we had less than 20% of our families complete it. This year 95% of our families have completed the form.

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

Our biggest challenge this quarter is the lack of staffing. We have been without a Program Aide for 3 years (two of which were during COVID and so we did not recruit as the program was virtual) and without a Program Coordinator for 6 months. It has been extremely hard to recruit for these positions, mainly due to candidates' salary requirements.

As the program coordinator is the most essential of the two positions, we are currently working through a proposed strategy to restructure staffing in such a way that will make the Program Coordinator position more attractive.

## COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2023

### 1<sup>st</sup> Quarter Narrative Report

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

Oakton High School KAST (Kids are Scientists Too) Club. Once a month KAST members facilitate science sessions for the Herndon Afterschool Program Youth. The group leads program participants in a variety of experiments, while teaching science terminology. They will lead these monthly sessions beginning in October 2022 and ending in May 2023. This will be KAST's third school year serving the Herndon Afterschool Program Youth.

We were trying to extend this program to the Reston Afterschool Program; however, we were not able to meet the requirement to have a staff member on site who has completed the FCPS background check as the KAST club members are Oakton High School students.

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

While we have not had a change in client population, we have had several families that are unable to continue accessing the program due to transportation issues. A few of the program participants accessed the program by walking to the Herndon Neighborhood Resource Center (HNRC), however parents have begun to express safety concerns regarding their children walking to and/or from the HNRC.

#### **Staff Turnover:**

We are currently trying to recruit for open positions (as described in the "Challenges" section above)

#### **Client Story:**

During two of our family conferences this year, two of our parents expressed the positive changes they have seen in their children since joining our Out of School Time programming and expressed their thanks for us "being here."

One parent, with tears in her eyes, said that her child has become a different person, for the good. She had been very worried about her child but says that she has seen a change in attitude, peer groups, grades, and effort. This young person even sought out program staff to help guide them on how to quit a particular job while speaking up for themselves and using their voice to express why they were quitting and the issues they were facing due to a toxic manager. Previously, this young person would not have handled the situation in such a way as to solicit a positive outcome.

**Family Counseling Center of Greater Washington**

| Description of Activities   | Annual Goals |                |                |                | Description of Outcome  | TOTAL Through 1st Q |                    |                   |
|---|--------------|----------------|----------------|----------------|---|---------------------|--------------------|-------------------|
|   |              | Service Target | Outcome Target | Outcome Target |   | Number Served       | # Achieved Outcome | % Achieve Outcome |
| Provide mental health services to low-income adults. Services include mental health assessment, diagnostic psychiatric evals, med management, psychotherapy and collaboration w patient families. | CSBG         | 26             | 21             | 80%            | Adults have stable or improved behavioral health (self-reported or professional assessment) ( <b>CSBG Outcome</b> ) | 10                  | 5                  | 50%               |
|   | CCFP         | 14             | 0              | 80%            |   | 0                   | 0                  | 0%                |
|   | Total        | 40             | 21             | 80%            |   | 10                  | 5                  | 50%               |

# COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2023

## 1<sup>st</sup> Quarter Narrative Report

**Program:** Mental Health & Counseling Services

**Organization:** Family Counseling Center of  
Greater Washington

**Contract Analyst:** Vincenza Githens

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

**Program Description:** Provide mental health services to low-income adults throughout Fairfax County. Services include mental health assessment, diagnostic psychiatric evaluations, medication management, psychotherapy, and collaboration with patient families.

**Program Outcome:** 80% of adults have stable or improved behavioral health (Self-Reported or Professionally Assessed).

**Funded Amount:** CSBG - \$32,798/GF -\$17,661 **Total:** \$50,459

**Number of Clients Projected to be served for the year:** 40

**Number of Clients Projected to Achieve Outcomes:** 32

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

**Number of Clients Achieving Outcome:** 5

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

Our psychiatrist and case managers/therapists provided mental health services to low-income adults; our services included mental health assessment, diagnostic psychiatric evaluations, medication management, psychotherapy, and collaboration with patient families.

### **Program Achievements:**

Our agency provides bilingual services in both Korean and English. Therefore, our psychiatrist and case managers/therapists are able to assist individuals and families better since we share the same culture and background. Additionally, we have been continuously providing sessions both in-person and virtual. This flexibility has been beneficial to our patients to schedule their appointments at their convenience which allowed for continuity of mental health care.

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

This quarter, as being summer, our psychiatrist and case managers/therapists have been taking time off to spend time with their families. As a result, our agency was understaffed compared to previous quarters, which led to delays in providing mental health services to many of our patients. Due to the budget limit, we could not recruit additional staff. However, we are in the process of hiring more interns and volunteers to accommodate the appropriate needs of our patients.

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

Our agency participated in the "2022 Health Exhibition" in collaboration with Washington Chosun Ilbo (Korean Media) in September to promote mental health awareness and provide free psychiatric/counseling consultations to the attendees.

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

Recently, we have noticed there are a lot of mental health services demanded by young adults and we are working hard to provide appropriate to meet their mental health needs.

### **Staff Turnover:**

None



# COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2023

## 1<sup>st</sup> Quarter Narrative Report

### **Client Story:**

The male patient, who is in his early 20's, suffering from anger issues and psychotic symptoms, was seen by Dr. Han in July. He has been in and out of mental hospitals for the last two years and has been seen by other psychiatrists. However, his condition did not improve, and the medications were ineffective. Dr. Han could reduce from five to three medications and meet with the patient consistently every three weeks. With support from Dr. Han and our case managers, his condition has improved, and he has even shown interest in volunteering at our agency in October. According to his mother, the medications that Dr. Han has prescribed him made his condition improve, and he is managing his anger better than before.

## Food for Others

| Description of Activities   | Annual Goals |                |                |                  | Description of Outcome   | TOTAL Through 1st Q |                    |                   |
|---|--------------|----------------|----------------|------------------|--|---------------------|--------------------|-------------------|
|   |              | Service Target | Outcome Target | Outcome Target % |  | Number Served       | # Achieved Outcome | % Achieve Outcome |
| Provide emergency food assistance to clients w referrals from social workers or social service orgs. The boxes provide clients w staples, such as milk, eggs, and non-perishable items. | CSBG         | 8010           | 6889           | 86%              | Clients have increased food security.<br><b>(CSBG Outcome)</b> | 2306                | 2                  | 0%                |
|   | TANF         |                |                |                  |  | 149                 |                    | 0%                |
|   | CCFP         | 990            | 851            | 86%              |  | 285                 | 0                  | 0%                |
|   | Total        | 9000           | 7740           | 86%              |  | 2740                | 2                  | 0%                |

# COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2023

## 1<sup>st</sup> Quarter Narrative Report

**Program:** Emergency Food Assistance

**Contract Analyst:** Vannessa Calderon

**Organization:** Food for Others

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

**Program Description:** Food for Others provides emergency food assistance to clients with referrals from social workers or social service organizations. The boxes provide clients with staples, such as milk, eggs, and non-perishable items, so they can prepare nutritionally balanced meals.

**Program Outcome:** 86% of persons have increased food security.

**Funded Amount:** CSBG - \$298,572/GF - \$36,901      **Total:** \$335,473

**Number of Clients Projected to be served for the year:** 9,000

**Number of Clients Projected to Achieve Outcomes:** 7,740

**Actual Number of Clients Served YTD:** 2,591

**Number of Clients Achieving Outcome:** 2

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

Food for Others has been working strategically to better serve our neighbors in need, especially since we have seen a surge in demand due to the lingering effects of COVID-19 and implications of inflation. We created a new client survey based on food security and the satisfaction rate of our clients. A client with a referral receives this survey two times – Before they pick up their emergency food box and then a week after they pick up their box. This gives us the opportunity to look at how our assistance is impacting our clients and if it is truly impacting their food security.

### **Program Achievements:**

100% of the clients who come to Food for Others or pick up from a mobile site location with a referral have access to the security net that we provide, children and adults of each household. Through our survey, we are tracking clients' answers to food security-based questions to assess their level of food security both before and after they receive assistance. Preliminary survey data shows an increase in food security through the food provided by Food for Others.

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

The biggest challenge being met this quarter is inflation. We are experiencing an influx of new clients and an increase in overall demand while also dealing with a 42% decrease in food drive donations. The result is an increase in food purchased to support the demand. To combat this along with potential supply chain issues this holiday season, we are purchasing non-perishables in bulk to carry us through the winter season.

Along with these general programmatic concerns, the survey created to measure food security amongst our clients pre- and post- visit is optional. The survey is not something that we can make required, and we currently have about a 17% completion rate amongst clients. Also, due to a high learning curve, it took longer than expected to launch our survey, reducing the amount of time to collect feedback. As we move forward into the second quarter, we expect to have an increase in the number of clients who complete both the baseline and follow-up survey. Due to the need in having both completed to provide outcome feedback, it resulted in a single client having completed both.

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

During the Pandemic, Food for Others identified the need for mobile site locations throughout our community to provide a more accessible way for clients to collect their referral emergency assistance.

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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We now have 7 mobile sites running in partnership with local organizations throughout the community. These collaborations make providing this service possible. The organizations are:

- Bailey's Elementary School
- Floris UMC
- Rolling Valley Elementary School
- St. Mark's UMC
- Waples Mobile Home Park
- Wesley Housing – Madison Ridge
- Wesley Housing – Strawbridge Square

**Changes in Client Population:**

We are seeing a 200 to 300 person increase in new clients coming to Food for Others for assistance each month. This is through referrals and for USDA food assistance. We define a new client as someone who has never received food from Food for Others. Due to the impact of inflation, there is an increased need in our community to help balance the increase in food/gas prices. That is why Food for Others exists – To provide our neighbors with a safe space when times are difficult.

**Staff Turnover:**

We have had some turnover in our warehouse staff which is not uncommon as it is a demanding role. This turnover was met with some difficulty in filling the position, but we were able to hire one new warehouse staff team member who has been a strong contributor to the team thus far. To avoid unnecessary turnover, we are very particular with who we hire. We are currently searching for one additional warehouse staff member, a seasonal hire, to assist through our busiest time of the year.

**Client Story:**

Becky moved to Northern Virginia back in November from New Hampshire. She is only making \$1,500 a month and is struggling due to the high cost of living in the area. She began coming to Food for Others in February of 2022 and has since been here six times. "It has been wonderful, and I love everyone there. I was looking for a food bank and it had a nice review online. I used to work at Custom Carpet of Virginia, so it is one warehouse over. Everyone there has always been unbelievably nice and comforting."

CSBG FY 2022 1st Quarter

**New Hope Housing**

| Description of Activities  | Annual Goals |                |                |                  | Description of Outcome   | TOTAL Through 1st Q |                    |                   |
|--|--------------|----------------|----------------|------------------|--|---------------------|--------------------|-------------------|
|  |              | Service Target | Outcome Target | Outcome Target % |  | Number Served       | # Achieved Outcome | % Achieve Outcome |
| 1. Provide affordable and stable housing which includes supports for residents' physical, behavioral, and cognitive needs to live as independently as possible in a community setting. | CSBG         | 25             |                | 88%              | Individuals have affordable and stable housing ( <b>CSBG Outcome</b> ) | 21                  | 0                  | 0%                |
|  | CCFP         |                |                |                  |  |                     |                    |                   |
|  | Total        | 25             | 0              | 88%              |  | 21                  | 0                  | 0%                |
|  |              |                |                |                  |  |                     |                    |                   |
| 2. Provide case management services which include referrals to health appointments.  | CSBG         | 25             |                | 88%              | Adults will have stable or improved physical health                    | 21                  | 0                  | 0%                |
|  | CCFP         |                |                |                  |  |                     |                    |                   |
|  | Total        | 25             | 0              | 88%              |  | 21                  | 0                  | 0%                |
|  |              |                |                |                  |  |                     |                    |                   |
| 3. Provide supportive housing services to enable clients to remain successfully housed   | CSBG         | 25             |                | 92%              | Individuals and/or families are successfully housed                    | 21                  | 0                  | 0%                |
|  | CCFP         |                |                |                  |  |                     |                    |                   |
|  | Total        | 25             | 0              | 92%              |  | 21                  | 0                  | 0%                |

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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**1<sup>st</sup> Quarter Narrative Report**

**Program:** Stable Long-Term Housing for Chronically Homeless

**Organization:** New Hope Housing, Inc.

**Contract Analyst:** Vincenza Githens

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

**Program Description:** Provide supportive housing services to enable clients to remain successfully housed.

**Program Outcome:** 92% of individuals and/or families are successfully housed.

**Funded Amount:** CSBG \$81,636      **Total:** \$81,636  
**Number of Clients Projected to be served for the year:** 25  
**Number of Clients Projected to Achieve Outcomes:** 23  
**Actual Number of Clients Served YTD:** 21  
**Number of Clients Achieving Outcome:** 0\*

**Program Activities this Quarter:**

During the quarter, the senior case manager and case manager met with each client to develop new service plans that will support them until the end of the calendar year. Clients that had previously no income or needed to increase their income were assigned to meet with the new agency employment case manager. Clients that were resistant to mental health services, meetings were arranged for them with the new representative from Nu-Start Interventions and in-home mental health service provider.

**Program Achievements:**

One client that met with employment case manager was accepted into the “litter program” program. This is an employment program managed by New Hope Housing in collaboration with Fairfax County. The participants are paid to provide clean up services around Fairfax County. The accepted client has not started but will be on the next round when it starts again in early spring.

One client that was having medical issues finally agreed to meet with his doctors. The pain that he had been enduring for months was successfully cured via medication. He had a severe fear that the doctors were going to tell him he was dying.

**Program Challenges this Quarter:**

The challenge has been finding a new unit to replace one that was lost when the owner decided to sell the property. That unit was a 1-bedroom, and we are finding limited inventory and the units that we have found are outside of FMR for a 1-bedroom. There have been discussions to lease a 2-bedroom once one of the other 1-bedrooms leases expire.

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

Recently, New Hope Housing has been working with Nu-Start Interventions, an in-home mental health service provider for the clients that have been resistant to seeking mental health services. This service is paid for by Medicare. The representative for this project also helps in completing enrollment with Medicare, if needed.

New Hope has also collaborated with Mighty Meals, a meal prep/delivery company. They have assisted with providing meals to clients that struggle with food insecurity and those that need additional supports with cooking for themselves. These meals are donated to the agency.

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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A dental program that stopped seeing our participants due to covid, opens its doors again and had the 1<sup>st</sup> dental client in 2 years. These services are provided for free.

**Changes in Client Population:**

The population served in this project are older so the trend we are seeing is that more age-related ailments are presenting themselves. This trend isn't specifically impacting the ability to meeting program objectives, but it has increased the housing case managers involvement with participants related to attending medical appointments or learning how to support on more diverse health issues.

**Staff Turnover:**

There was no staff turnover during the quarter.

**Client Story:**

AF has been a client with New Hope Housing for more than a decade. During this time, they were always in a shared living situation. Also, during this time their drinking was a constant, and they refused to seek out assistance for any issue. Their behaviors were so bad that there were multiple times, evictions proceedings were started. In early July, AH was moved to a 1-bedroom unit. That move was sparked an enormous change in them. AH willingly met with their case manager and created a service plan. They saw a doctor for pain that they had been living with for a very long time. The pain is gone and since then they have been attending appointments and taking their medication. In September, they went to the dental clinic and had problem teeth pulled. They also started contributing to their rent by the end of the quarter. Their unit is a few minutes' walk from the New Hope admin office. Every week, they stop to say hello and thank us for the unit. The next steps will be to get the drinking under better control.

\*All participants were provided supportive housing services during this quarter. During the quarter, 2 new clients entered the project for a total of 21 served.

## Second Story – Culmore Youth Outreach Program

| Description of Activities  | Annual Goals |                |                |                | Description of Outcome   | TOTAL Through 1st Q |                    |                   |
|--|--------------|----------------|----------------|----------------|--|---------------------|--------------------|-------------------|
|  |              | Service Target | Outcome Target | Outcome Target |  | Number Served       | # Achieved Outcome | % Achieve Outcome |
| 1. Provide homework assistance, tutoring, supervised recreation and enrichment activities to improve academic performance.   | CSBG         | 250            | 200            | 80%            | Youth served will improve their academic performance. <b>(CSBG Outcome)</b>                            | 142                 | 0                  | 0%                |
|  | CCFP         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|  | Total        | 250            | 200            | 80%            |  | 142                 | 0                  | 0%                |
| 2. Provide job training to 4 youth including resume development, leadership skill building, and increased knowledge of how to maintain employment.   | CSBG         | 4              | 4              | 100%           | Youth will complete job skills training.   | 2                   | 2                  | 100%              |
|  | CCFP         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|  | Total        | 4              | 4              | 100%           |  | 2                   | 2                  | 100%              |
| 3. Provide a safe place for youth during afterschool hours and counseling support, community opportunities, supervised recreation, enrichment activities, homework assistance and employment assistance. | CSBG         | 250            | 200            | 80%            | Youth will feel a sense of connectedness to the community as a result of participating in the program. | 142                 | 142                | 100%              |
|  | CCFP         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|  | Total        | 250            | 200            | 80%            |  | 142                 | 142                | 100%              |



**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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**1<sup>st</sup> Quarter Narrative Report**

**Program:** Culmore Youth Outreach Program  
**Contract Analyst:** Vannessa Calderon

**Organization:** Second Story  
**Phone #:** 703-324-3269

**Program Description:** Youth participate in activities and receive support that encourages them to improve their academic achievement. These will include homework assistance, tutoring, supervised recreation, and enrichment activities.

**Program Outcome:** 80% of youth demonstrate improved academic performance.

**Funded Amount:** CSBG (TANF) - \$63,596/GF -\$0      **Total:** \$63,596

**Number of Clients Projected to be served for the year:** 250

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

**Actual Number of Clients Served YTD:** 142

**Number of Clients Achieving Outcome:** 0\*

**Program Activities this Quarter:**

In the first quarter of the new fiscal year the Culmore Teen Center opened to community teens for extended summer hours of 1:30-8:00 PM and then transitioned to regular after school hours. The extended summer hours allowed staff to continue academic support for the teens and coordinate recreational and educational field trips. The program continued to connect youth to services, provide food and hygiene products for the students and their families, support students in attaining higher education after high school and assist their efforts to obtain summer employment or internships. We maintained our ongoing community partnerships while making connections with new organizations, County Departments, and new volunteers to support the youth in their personal goals and in programming. Our Youth Council and Youth Workers continue to be leaders and role models in the Culmore community by actively engaging in the various Second Story outreach events and helping to maintain the Teen Center as a safe resource for other youth.

In an effort enable the youth to be active leaders, our Youth Council is participating in Opportunity Neighborhoods programming. This quarter students attended weekly sessions where they engaged in open discussions of changes they wanted to see in their community and how, as young people, they can contribute. They participated in workshops lead by staff or guest speakers and attended a focus group for Fairfax County for the Virginia Department of Transportation. The Youth Council elected their new leadership roles, learned about leadership skills, and reviewed their handbook and continued to reach out to their peers to encourage participation from the community. They supported Second Story staff at the outreach event for the newly immigrated Afghan refugee community in the Bailey's Crossroads area at which Second Story distributed food, provided arts and crafts activities, and provided resource referrals. The Youth Council also took lead in our Culmore, Bailey's and Skyline Back-to-School Events where they supported staff in organizing and distributing over 920 brand new backpacks and school supplies as well as set-up and break-down of the events.

Our Health Literacy programing has continued to address the health disparity and barriers to good health that many of the youth face. In partnership with the County's Stronger2 Initiative, the youth were offered weekly health literacy led by trained staff from the Fairfax County Health Department or qualified volunteer university students. Sessions this quarter included COVID-19 awareness and vaccination, nutrition, dental hygiene, drug abuse, sexual health, opioid abuse prevention and adolescent mental health. The health literacy sessions offered open discussions, educational videos, interactive group activities and speakers, which encouraged the youth to actively participate. The Stronger2 initiative team provided resources on local health services for low-income households to the

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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youth and their families as well as opportunities for youth to be part of the Community Health Ambassador program to learn about careers in the health field.

As many of our students do not have access to transportation or have organize and supervise outings, the Teen Center provided a number of these opportunities this quarter. These opportunities included: visiting local parks, where the teens learned about environmental science and stress-relieving nature walks to relieve stress; field trips to museums in Washington D.C; recreational outings to different waterparks, pools, and movie theaters; a special trip to the Tysons Corner Cirque Du Soleil; and opportunities to attend week-long camps with Calleva (outdoor adventure) and MiKiDo (martial arts), at no cost to the teens or their families. The Calleva Camp transported 20 teens and Second Story staff to their campus in McLean each day for a week, where the teens participated in fun daily adventures such as standup paddle boarding, rope and zipline challenge courses, rock climbing, cliff jumping, “camper vs wild” (forest and stream exploration), water sports, and team building skills. At the MiKiDo camp, students learned about martial arts, the benefits of physical activity, discipline, responsibility, and respect. Other recreational activities within the center included arts and crafts, pool tournaments, board and video games, trivia games, movie nights and our cooking class. Hosting field trips and recreational activities supported our goals of providing teens with fun activities in a positive and safe environment and rewarding students for their hard work at the center toward their academic and personal goals. The majority of students enjoyed these kinds of extracurricular activities for the very first time and the Teen Center was successful at expanding our teens’ exposure to these different experiences.

Staff continues to support youth and their families in connecting to available resources to meet their basic needs. Staff conducted weekly wellness calls to families and provided information on available medical insurance, COVID-19 vaccination clinics, low-cost health clinics, SNAP, and Food for Others. Many households continue to struggle with food insecurity and the Teen Center addressed this issue by providing weekly food distributions from local partner, organizational and individual donations. The food bags generally included rice, beans, oil, poultry, and a varied mixture of perishable and nonperishable items. In addition, teens received hygiene packs which generally included hand sanitizers, feminine hygiene products, soaps, shampoo and conditioners, toothbrushes, and toothpaste.

In the Culmore community there is an academic achievement gap, which is a focus for the Teen Center staff. The center offers daily academic support in Math, Language Arts, Science, History as well as ESL tutoring for students learning English and academic work is a requirement for teens participating in the program each day. This focus assists the students in prioritizing education and achieving their academic goals, often with extra support they receive at the center. Many students do not have academic support at home, and many are below grade level in certain. The Teen Center provides one-on-one tutoring to the teens from staff, college interns and volunteers, which allows the teens to receive necessary help in completing homework and school assignments. They also have the opportunity to participate in academic group workshops, a Reading Club and group review sessions. The student’s grades continue to be monitored throughout the quarter and the first set of grades will be collected and reviewed during the 2<sup>nd</sup> Quarter.

The Teen Center continued to advocate for higher education, especially with our graduating seniors. Staff made efforts to keep in contact with recently graduated seniors during the summer, offering guidance and assistance in applying for various educational programs (four-year universities, community colleges, internships, apprenticeships, trade schools etc.). Staff also supported the graduated teens in gathering supplies for college, writing letters of recommendation, and applying scholarships. We also hosted a Senior Year-End party where the graduates were given gift cards honoring their huge accomplishment, as many are the first in their family to graduate high school and/ or go on to college.

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For the rising seniors, staff partnered with Nexus2Ed, a student led non-profit from Thomas Jefferson High School, to provide SAT prep, resources, and guidance. The new seniors are also in the beginning stages this quarter of forming their senior year goals, researching universities, and considering their plans for post-graduation.

CYOP welcomed two new Youth Workers this quarter who are motivated, display leadership abilities and are eager to learn. These youth workers gain valuable job skills training and provide necessary support at the Teen Center by assisting with sanitizing CYOP equipment, and helping organize our pantry, donations, and deliveries. In the community, our Youth Workers, in conjunction with the Youth Council, helped organize over 920 backpacks, assisting staff with wellness calls, participating in community outreach events, and learned how to use Excel, PowerPoint, and Word to assist with presentations and data collection. To supplement the job skills training the Teen Center hosted a career day each month to inform students about different employment fields and the experience and education requirements for those particular jobs. The students were supported in efforts to apply for part time jobs or internships, assisted in gathering the necessary documentation, and educated about labor rights.

**Program Achievements:**

Eight teens completed MiKiDo -Martial Arts - teens learned about health and fitness, achieved fitness goals, gained discipline, and self-defense techniques, as well as enjoyed time with their peers in supervised recreation. Our intern from New York University with a nursing background implemented workshops related to Health Literacy, which supports program efforts to improved students' behavioral health and academic performance. Two teens were interviewed for the youth worker program and began employment, which promotes our goal of providing job skills training. Twenty youth participated in Calleva Camp, learning outdoor skills and teambuilding. This camp provided teens with a safe, supervised recreational activity in conjunction with their peers. 87 teens received brand new backpacks and school supplies from CYOP, which supports our students' academic efforts. Youth Council worked with staff in preparing for and implementing community outreach events, such as the Culmore Back to School drive and for the newly immigrated Afghan refugee community.

**Program Challenges this Quarter:**

Challenges this quarter included teens dealing with bullying, negative peer pressures from their school and neighborhood environment. Teens dealing with overcrowding at home and having to help care for younger siblings while parents are at work for long hours. Food shortages at home. Teens are less able to focus on school and academics because they are working to help their families address financial issues, including rent and basic needs bills, due to the increased of cost of living.

These challenges are being addressed by the CYOP by:

- Providing a safe, supervised, and supportive environment for youth to meet new friends who offer positive influences.
- Guidance through mentorship and daily prevention sessions to youth within group settings, especially on mental health issues.
- Offering weekly recreational activities and life skills groups.
- Providing referrals and resource information to youth and their families related to Covid-19, food assistance, health insurance, mental health services, and childcare.
- Providing hot meals and snacks to the teens each day and providing a weekly food distribution for our community families.
- Assisting with increasing employment opportunities, including job search, interviewing skills and resume writing.

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- Conducting weekly coaching sessions for youth dealing with self-esteem, anger management, and confidence issues.
- Supporting teen moms with food donations, baby items, and other referrals to appropriate services.

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

- MiKiDo- Martial Arts camp offering fitness, recreation, and positive behavioral values.
- Calleva Camp- One-week adventure outdoor camp, offering education on outdoor skills and teambuilding exercises.
- Tysons Cirque Du Soleil- Free recreational experience for the youth.  
Kentucky Fried Chicken- Weekly hot meals for the teens and their families.
- Chick Fil A- Weekly hot meals for the teens and their families.
- Food for Others- Supplies groceries for the teens and their families.
- Western Fairfax Christian Ministries- Supplies food for the teens and their families.
- Rotary Club of Vienna - Provides monetary donations and opportunities to provide community service.
- Fairfax County Health Department- Stronger2 initiative offers training and educational materials for teens.
- Fairfax County Public Schools- Provides information on substance abuse prevention in the school system.
- Fairfax County Police Department- Provides opportunities for the youth to participate in academies and programs in the summer.
- Fairfax County Public Library- Supports the Teen Center Reading Club with their mobile library and literacy resources.
- Friends of Holmes- Hosted field trips for teens and their families to learn about the local parks in the area and the benefits of being in nature.
- Fairfax County Park Authority- Provided assistance in coordinating teen field trips to parks and pools in Fairfax County.
- Healthy Minds Fairfax- Lead discussions on mental health and facilitated focus groups.
- Virginia Department of Transportation- Youth and their families participated in focus groups and listening sessions to advocate for the Culmore community.
- BRAWS- Delivers feminine hygiene products to young female participants.
- NAIOP- Created and dropped off over 5,000 snack packs to the Teen Center for the youth to use both in the center and to take home for their families.
- George Mason University- Connecting with volunteers and interns to implement upcoming workshops.
- Nexus2ed- Provided SAT prep, resources, and guidance for Juniors and Seniors.
- INOVA Partnership for Healthier Youth- Helping teens apply for health insurance and receive medical care.
- MCCP- Helping teens apply for health insurance and receive medical care.
- Neighborhood Health- Helping teens apply for health insurance and receive medical care, Covid19 vaccines.
- Bailey's Community Center- To collaborate with events.
- Edu Futuro- Offers information on the importance of school attendance and parenting classes.
- Bailey's Lower Elementary School- Offer opportunities for community service.
- Legal Aid Justice Center- Hosting workshops, mentorships, and legal resources for our youth.

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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**1<sup>st</sup> Quarter Narrative Report**

**Changes in Client Population:**

The majority of the current client population we serve continues to be extremely low-income, underserved youth who are first-generation or have newly immigrated from Latin American countries. They speak English, Spanish, other indigenous languages, or a mixture. CYOP has made efforts this quarter via outreach events to connect with youth in the Afghan refugee community who recently arrived in the Bailey's Crossroads area.

**Staff Turnover:**

No staff turnover.

**Client Story:**

Evelin is a newcomer from Guatemala and has only been in the US for a month after relocating here with her sister to live with an uncle due to safety issues back home. Staff met Evelin and her uncle at the Culmore Family Resource Center back-to-school event and invited them to the Teen Center program for a site meeting. Upon arriving, the uncle spoke to staff about their situation and told staff that his niece does not speak English, needs help finding ESL classes, health insurance, school supplies, and enrolling in school. Staff connected Evelin and her uncle with Ana Martinez from INOVA to apply for health insurance and provided her with a new backpack with school supplies, a hygiene packet that included feminine products, and other supplies. During the Culmore back-to-school event, Evelin got the second dose of the Covid-19 vaccine. Staff also referred Evelin's uncle to the Culmore Family Resource Center to fill out the school registration. Evelin joined the Teen Center and started receiving ESL classes and other academic support and was connected to other needed resources. Evelin comes to the Teen Center two days a week when her uncle's wife is off from work, as Evelin is helping at home with the care of her little cousin who is in second grade. The uncle was very grateful for our help and will stay in contact for further assistance

\*The program was attempting to perform a survey to determine outcomes pre- and post-assessment. The program found it difficult to obtain the results survey from participants after being provided the services. After discussing with the program, they have determined they will only perform one assessment after clients receive food. They will update their numbers in the second quarter once they reassess clients and collect results. All clients were noted were provided the service.

## Second Story – Assisting Young Mothers

| Description of Activities   | Annual Goals |                |                |                | Description of Outcome   | TOTAL Through 1st Q |                    |                   |
|---|--------------|----------------|----------------|----------------|--|---------------------|--------------------|-------------------|
|   |              | Service Target | Outcome Target | Outcome Target |  | Number Served       | # Achieved Outcome | % Achieve Outcome |
| 1. Provide life and financial skills education, assistance with education and employment, and parenting training.   | CSBG         | 14             | 11             | 80%            | Young mothers will demonstrate improved family functioning.  | 11                  | 11                 | 100%              |
|   | CCFP         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|   | TANF         | 0              | 0              | 0%             |  | 7                   | 7                  | 100%              |
|   | Total        | 14             | 11             | 80%            |  | 18                  | 18                 | 100%              |
| 2. Provide safe housing, food and clothing. Provide services linking young women to community resources, help with educational goals, job preparedness, financial literacy, a savings plan, life skills training, and medical and mental health care. | CSBG         | 14             | 11             | 80%            | Children and youth will have access to safety net or community resources that promote stability. <b>(CSBG Outcome)</b> | 11                  | 11                 | 100%              |
|   | CCFP         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|   | TANF         | 0              | 0              | 0%             |  | 7                   | 7                  | 100%              |
|   | Total        | 14             | 11             | 80%            |  | 18                  | 18                 | 100%              |
| 3. Provide mental health counseling   | CSBG         | 14             | 9              | 70%            | Young women served will show improved behavioral health.   | 11                  | 7                  | 64%               |
|   | CCFP         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|   | TANF         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|   | Total        | 14             | 9              | 70%            |  | 11                  | 7                  | 64%               |

# COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2023

## 1<sup>st</sup> Quarter Narrative Report

**Program:** Second Story for Young Mothers

**Contract Analyst:** Vanessa Calderon

**Organization:** Second Story

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

**Program Description:** Young women 18 to 22 years old (transition-age youth) who are homeless single mothers and/or who are homeless and pregnant will receive mental health counseling.

**Program Outcome:** 70% of children and youth have stable or improved behavioral health (Professionally Assessed).

**Funded Amount:** CSBG (TANF) - \$57,675/GF – \$0      **Total:** \$57,675

**Number of Clients Projected to be served for the year:** 14

**Number of Clients Projected to Achieve Outcomes:** 10

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

**Number of Clients Achieving Outcome:** 7

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

Safe housing, food, clothing, case management, individual therapy, and life skills and parenting skills groups were provided to 5 adults and their 6 children this quarter. In addition, all children four months and older were assessed to determine if they had any developmental delays. The mothers focused on increasing their financial literacy, received help with educational and employment goals, obtaining full time, on-going childcare, life skills training, and medical and mental health care. They also participated in some local events in Northern Virginia. One such event that was attended by the mothers was world-famous acrobatic circus show, Cirque du Soleil. The mothers were once again supported by volunteers who were able to provide childcare, while the mothers engaged in a night out in Tysons Corner, VA. The event was a success, with the mothers stating they enjoyed themselves and sharing photos of their experience.

### **Program Achievements:**

Second Story is celebrating its 50<sup>th</sup> year helping young people remain safe and achieve their goals. Two women and their children were safely exited from the Young Mother's program and were able to reunify with their families after assistance from the program improved the quality of their family relationships. One new young mother and her child were accepted into SSYM and she is getting adjusted to the program. One of our former young mother's clients joined our board of directors and attended her first meeting this quarter. 100% of clients received safe housing, food, and clothing as well as connection with community resources, help with educational goals, job preparedness, financial literacy, a savings plan, life skills training and medical and mental health care.

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

Single mothers face many challenges daily, such as navigating finances, managing emotional regulation of their children, maintaining childcare support, and finding and keeping employment that fits their schedules as a single parent. This month, one of our young mothers obtained employment that not only fit her schedule, but the employment opportunity is accessible to her home. We lost our case manager to another job opportunity and started the process of hiring a replacement. This has put stress onto our program manager who is trying to manage meeting the needs of our young mothers and their children and running the program. She has been able to do this with the help of other staff who are lending a helping hand and from our dedicated group of volunteers who step in to help with childcare, handyman tasks, and donation organization. In addition to these challenges, SSYM faced an unusual challenge this quarter. The owner of one of our townhomes, where we are renting, was served with court papers related to non-payment of HOA fees. The board of directors made the decision to vacate the property

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and they were able to purchase a nearby townhouse that was for sale. This has created challenges in negotiating moving out and moving in processes which we are trying to make as undistruptive as possible for our young mothers and their children.

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

Once again, HomeAid Northern Virginia has stepped up and donated loads of diapers for SSYM, it was a team effort that was executed successfully. Thanks to their continuous support, we are able to support our mothers with much needed essential supplies. We also were able to help a former SSYM graduate move into her own apartment and connect her to Oasis Alliance, amongst other donors, to get furniture. Second Story was able to help with basic household items as well.

Second Story for Young Mothers is delighted to once again highlight the support from the community. We were able to secure CPR and First Aid training through a local organization in Vienna called NSC Learning. This training is mandatory for the mothers at SSYM, and one of importance to them. The training also included CPR for babies and toddlers. The mothers were engaged, and proud of their certificates. We also were able to welcome Britepaths to conduct a series of life skills groups on financial literacy and they have offered to continue to work with our young mothers on an individual basis after they leave the program which is a great supportive connection for our young mothers. We also hosted a group of volunteers from a local church who helped clean townhouses and mow lawns to prepare for new clients to move in. We continue to be grateful to Women Giving Back for their help with clothing, Food for Others for their help with basic food necessities, and Cake for Kids for making birthday celebrations very special.

A new partner agency we have connected with is Project Belong. Project Belong has a program called Don't Go Alone which connects mentors with youth to provide lifelong supportive relationships. They reached out to partner with Second Story for Homeless Youth and Young Mothers programs, and we are currently getting interest from our young people so they can fill out questionnaires and be matched with mentors in the coming months.

**Changes in Client Population:**

Two young mother's clients discharged this quarter, and one new client was added. We have seen many of our young people with significant trauma history who have lost their family support for whatever reason and have nowhere else to go. We have also seen an increase in depression symptoms in the young mother's clients which has impacted their ability to maintain employment. We have increased therapy interventions as needed and referred some clients to the Community Services Board for assessments and potential for added services. We have also relaxed program requirements as needed and checked in with the young mothers more frequently and with added support as needed and wanted.

**Staff Turnover:**

We were sad to see our case manager of 18 months leave us for another job opportunity which paid more money than we are able to. Second Story increased case management and other front-line salaries in the last year to try to ward off "the great resignation" after the pandemic and have seen success in other Second Story programs with staff retention. We have also increased training on compassion fatigue and burnout prevention to further increase staff retention, as well as increasing in-person staff engagement across the agency with the help of our agency Staff Engagement Team.



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#### Client Story:

"Regina's" journey began in the year 2000 in a small rural community. Regina was born to her mother, who was 20 years old at the time of her birth. Throughout "Regina's" childhood she moved with her family several times, as the family sought housing stability. During one of those moves, "Regina" describes sexual trauma by a relative. Years later, "Regina" got pregnant her senior year of high school and moved out to live with her child's father. "Regina" was unable to complete her high school courses at a traditional high school. However, she was determined to earn her diploma and was able to earn her high school diploma in an alternative school setting. "Regina's" housing instability continued while she was pregnant, as "Regina" and her child's father were evicted from their apartment. Subsequently, the couple sought shelter housing. "Regina" describes her child's father as easily angered and having to walk on egg shells around him. The couple was again asked to leave their dwelling, the shelter. In the spring of 2022, an altercation took place at their home, which prompted "Regina" to call the police on her child's father. "Regina" was pregnant with her second child and decided to walk away from the relationship. "Regina" was provided a Domestic Violence Action Center referral, which she has followed up with. "Regina" desires to raise her children in a safe and stable environment, thus she contacted Second Story for Young Mothers and was admitted. During the early weeks of her stay in SSYM, staff noticed that her toddler son was not making eye contact with staff and was not verbal. He also had behavior issues that seemed to point to a possible autism spectrum disorder. Staff were able to assist "Regina" in using the Ages and Stages assessment to help her identify developmental delays. Staff were also able to facilitate "Regina" talking to her pediatrician and getting hearing tests and other assessments for her son and they are working to get him identified so that he can get additional services with Healthy Families and Child Find programs. Staff have helped "Regina" apply for TANF, WIC, and SNAP benefits. "Regina" has expressed gratitude and hope for her future and has even been discussing wanting to further her education at NVCC. Staff are preparing to help her apply for FAFSA as she explores her options in higher education.

CSBG FY 2022 1st Quarter

Shelter House - Artemis House

| Description of Activities  | Annual Goals |                |                |                  | TOTAL Through 1st Q  |               |                    |                   |
|--|--------------|----------------|----------------|------------------|--|---------------|--------------------|-------------------|
|  |              | Service Target | Outcome Target | Outcome Target % | Description of Outcome   | Number Served | # Achieved Outcome | % Achieve Outcome |
| 1. Provide emergency shelter, assistance safety planning, case management, house planning and location assistance, financial assistance and referrals to community resources | CSBG         | 111            | 83             | 75%              | Children and youth have access to safety net (community) resources that promote stability. <b>(CSBG Outcome)</b> | 101           | 0                  | 0%                |
|  | CCFP         |                |                |                  |  |               |                    |                   |
|  | TANF         |                |                |                  |  | 8             |                    |                   |
|  | Total        | 111            | 83             | 75%              |  | 109           | 0                  | 0%                |

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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**Program:** Artemis House  
**Contract Analyst:** Vincenza Githens

**Organization:** Shelter House  
**Phone #:** 703-324-3289

**Program Description:** Provide emergency shelter, assistance safety planning, comprehensive case management services, housing planning and location assistance, financial assistance, and referrals to community resources to victims of domestic violence with children.

**Program Outcome:** 75% of children and youth have access to safety net (community) resources that promote stability.

**Funded Amount:** CSBG (TANF) - \$138,856/GF - \$24,504 **Total:** \$163,360

**Number of Clients Projected to be served for the year:** 131

**Number of Clients Projected to Achieve Outcomes:** 98

**Actual Number of Clients Served YTD:** 101

**Number of Clients Achieving Outcome:** 0

**Program Activities this Quarter:**

Artemis House has provided case management, financial assistance, and connection to community resources to the households with children staying at its shelter.

**Program Achievements:**

Excluding those who left shelter without providing an exit destination, the percentage of our CSBG clients who exited to permanent housing was 75%.

**Program Challenges this Quarter:**

Our biggest challenge this quarter was staffing. We only have two case managers at Artemis House, and both are leaving within the next month. Fortunately, we have a cadre of case managers within our agency who have volunteered to work with our Artemis House clients until those vacant positions are filled.

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

Many of our households have been able to find housing and vouchers with the help of local partners such as Northern Virginia Family Service. We also partner with the Greater DC Diaper Bank for diapers and other baby products.

**Changes in Client Population:**

This quarter, we have seen an increase in the number of clients we have who are pregnant or have just given birth. We also have been supporting more clients who have limited English proficiency. While these trends do not impact the number of resources we have, they do present additional steps in connecting clients to those resources since language barriers and client availability prolong the process of getting resources delivered. To bridge the language gap, we use a language line that provides interpreting services.

**Staff Turnover:**

Staffing—both retaining and hiring—has been a significant challenge for us this quarter. The low salaries for onsite staff deters qualified applicants and the number of clients and intense nature of the work exhausts the remaining staff.

**Client Story:**

One of our clients is in shelter with her five kids. Literacy and language barriers have made it difficult for her to navigate the housing and legal systems as she seeks to attain stability and safety. With the help of our program, she has secured a voucher and is working towards breaking the cycle of abuse she experienced for the past five years.

**TAHIRIH Justice Center**

| Description of Activities  | Annual Goals |                |                |                  | Description of Outcome   | TOTAL Through 1st Q |                    |                   |
|--|--------------|----------------|----------------|------------------|--|---------------------|--------------------|-------------------|
|  |              | Service Target | Outcome Target | Outcome Target % |  | Number Served       | # Achieved Outcome | % Achieve Outcome |
| 1. Provide low-income immigrants with free, holistic legal representation and assistance | CSBG         | 184            | 92             | 50%              | Clients will have decreased levels of risk of abuse, neglect, or exploitation. | 84                  | 16                 | 19%               |
|  | CCFP         | 26             | 13             | 50%              |  | 8                   | 1                  | 13%               |
|  | Total        | 210            | 105            | 50%              |  | 92                  | 17                 | 18%               |

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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**Program:** Protecting Vulnerable Immigrant Survivors of Violence

**Organization:** The Tahirih Justice Center

**Contract Analyst:** Vanessa Calderon

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

**Program Description:** Provide low-income immigrants with free, holistic legal representation and assistance to include immigration legal petitions (e.g., asylum, green card adjustments, work permit, VAWA, U, T, and SIJS visas and their derivatives) and family law matters such as protective orders, child custody, visitation, spousal support, divorce petitions and their modifications/enforcement.

**Program Outcome:** 50% of persons have decreased levels of risk of abuse, neglect, or exploitation.

**Funded Amount:** CSBG - \$44,555/GF - \$6,076   **Total:** \$50,631

**Number of Clients Projected to be served for the year:** 210

**Number of Clients Projected to Achieve Outcomes:** 105

**Actual Number of Clients Served YTD:** 92

**Number of Clients Achieving Outcome:** 17

**Program Activities this Quarter:**

In the first quarter of our CSBG funded program, grant-funded staff provided interdisciplinary legal services to support the safety and stability of immigrant survivors of violence. Legal staff provided legal representation to immigrants pursuing legal status through asylum, VAWA protections, and U and T visas. Attorneys also provided access to family legal services, via in house provision or through referrals to our network of peers. Social services advocates responded to immigrant survivors' emotional, physical, social, and other needs, including providing crisis intervention, information and referrals, safety planning, and advocacy and accompaniment, among other supportive services.

Notably, we are excited to share we have reopened for new client intakes in this reporting period. In the wake of COVID-19, we had temporarily paused our intakes to continue providing high-quality services to our existing clients who faced unprecedented challenges and increased needs. We look forward to accepting new cases and expanding our program's reach among low-income immigrant survivors of violence in Fairfax County.

**Program Achievements:**

In the first quarter of our CSBG program, we have already made progress towards our program outcome.

- We provided legal services to 84 clients in 32 households, including applications for T visas, asylum, adjustment of status, and family sponsorship.
- We provided holistic, comprehensive social services case management to 14 clients in 7 households, supporting the stability of women and their families throughout emergency situations (housing, medical, etc.) and long-term needs (i.e., mental healthcare).

We also celebrate meaningful legal successes this quarter.

- Seven clients received approval for their I-765 applications (Employment Authorization), which will enable them to work legally and support themselves and their families.
- One client received approval for their T Visa application, an immigration legal remedy available for survivors of human trafficking.
- One client received approval for their I-730 application (Refugee/Asylee Relative Petition), for her husband to join her in the U.S.

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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**Program Challenges this Quarter:**

While in some ways, many of us are beginning to emerge from the depths of the pandemic, immigrant survivors continue to bear disproportionate impacts of COVID-19. The federal government's processing of cases, both in immigration court and through USCIS, continues to face delays. In the meantime, immigrant survivors are left with uncertain legal status, waiting longer durations for work permits, green cards, and economic benefits, extending their stress and vulnerability through no fault of their own.

The harm caused by delays in survivors' immigration cases are compounded by an insufficient social safety net for immigrants. The eviction moratoriums established in the early days of the pandemic have been lifted, and more survivors and their families are at an increased risk of being unhoused. Survivors also bear the weight of long-term medical, mental, and financial stresses caused by contracting COVID, supporting a loved one who contracted COVID, and working in an unstable and unsafe pandemic workforce. Wage theft, housing exploitation, violence revictimization, limited access to public benefits offices, and gaps in education were barriers to stability faced by many immigrants even prior to the pandemic. Now, the ongoing health instability in our country and in immigrants' home countries have exposed and exacerbated the harm and inequities within our systems. Supportive services have become more critical than ever before, even as resources in our area are stretched thin. We expect that the pandemic's impacts will intersect with immigration cases and social services case management in our region for years to come.

We do celebrate policy and administrative changes that have positive impacts on immigrant survivors, such as recent changes to I-485 receipt notices for U and T Visas that now include work authorization for up to one year. While we hope to see even more flexibility, this is important change will enable many immigrant survivors to work legally while their immigration cases are pending. Another example is the new Public Charge Rule released that will enable noncitizens to access health, food, and housing benefits without concerns of impacts on their immigration cases.

Other developments during the same time period will cause further harm and challenges to immigrant survivors. For example, we are also the harmful impacts of new asylum procedures shared earlier this year; Credible Fear Interview pass rates have declined, as have rates of representation and asylum grants for unrepresented applications. Lastly, severe delays at both United States Citizenship and Immigration Services and Executive Office for Immigration Review continue to hamper access to justice for immigrant survivors. These have a direct impact on the immigrant survivors we support as they pursue asylum and other humanitarian immigration petitions.

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

Tahirih engages in community coordination efforts to strengthen Fairfax's social and legal services safety net for immigrant survivors. We regularly collaborate with law enforcement, legal services, and social services organizations as members of the Northern Virginia Trafficking Task Force, Domestic Violence Network, Northern Virginia Victim Services Taskforce of the Virginia Sexual and Domestic Violence Action Alliance, Fairfax County Domestic Violence Action Committee, Fairfax County Domestic Violence Network, and Alexandria Sexual Assault Response Team. We have Cooperative Agreements with Ayuda, Shelter House Inc., United States Committee on Immigrants and Refugees, Domestic Violence Action Center Partner Services, and Victim Legal Network. Our partnerships are key to ensuring that the immigrant survivors we serve have access to the full range of services needed to secure safety and stability in the wake of harm.

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**Changes in Client Population:**

In this quarter, 78% of clients supported by our CSBG-funded program are Hispanic/Latine, 13% Asian, and 6% Black and not Hispanic. Seventy-eight percent are Limited English Proficient. The vast majority of households, eighty-eight percent, are female-led, and over a third of households include children. At the same time, 13% of immigrants served are elderly.

Notably, all clients served are extremely low income, which increases their needs for financial support for immigration filing fees. USCIS is self-funded, and its fees are prohibitory, contributing to the inaccessibility of our legal system and creating barriers that disproportionately impact immigrant survivors in vulnerable circumstances, particularly immigrants experiencing poverty. For example, becoming a permanent resident in the U.S. can cost a survivor nearly \$2,000. Our low-income clients often find themselves unable to continue with their applications because of the financial barriers posed by filing fees or are forced to make difficult choices between necessities and the continuation of their cases. Furthermore, the high cost of applications reinforces systems that use high costs as a filter for who can access justice. As such, high fees create and furthers the gap between privileged demographics and historically marginalized groups, such as low-income, LEP immigrant survivors.

**Staff Turnover:**

As recruitment is underway for a vacant social services position, we are happy to share our legal team is fully staffed. In addition to permanent staff, we will welcome our Bahai Service Fellow for year 2022-2023 and continue to receive support from our volunteers and interns who offer skills and capacity.

**Client Story:**

Ilenia, a citizen of a Central American country, first came to the U.S. nearly 30 years ago. Several years after her arrival, she returned to her home country after suffering physical and sexual abuse by her ex-boyfriend and father of one of her children. The abuse and threats did not stop once she left the U.S., but rather escalated given her ex's connections in her home country, and Ilenia returned to the United States seeking safety. However, in the journey to the U.S., Ilenia's young daughter was kidnapped and held for ransom. Ilenia was detained by immigration authorities and has cooperated with Homeland Security Investigations in the investigation and potential prosecution of the kidnapping of her daughter. While working with our legal team to apply for immigration legal remedies, Ilenia encountered further challenges to stability and safety, including housing insecurity and rent debt, incorrect Medicaid denials, and custody disputes. Our social services team worked alongside her during each trial to ensure she had access to the resources and information she needed to successfully overcome each one. Ilenia filed for her U-VISA application, received an approval, and is now in the process of filing for her green card to achieve long-term stability and continue to live a life of dignity.

## UCM - Stepping Stones

| Description of Activities  | Annual Goals |                |                |                | Description of Outcome   | TOTAL Through 1st Q |                    |                   |
|--|--------------|----------------|----------------|----------------|--|---------------------|--------------------|-------------------|
|  |              | Service Target | Outcome Target | Outcome Target |  | Number Served       | # Achieved Outcome | % Achieve Outcome |
| 1. Provide case management, counseling and referrals to participants                       | CSBG         | 120            | 66             | 55%            | Clients will have access to resources that promote stability.<br><b>(CSBG Outcome)</b> | 66                  | 66                 | 100%              |
|  | CCFP         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|  | Total        | 120            | 66             | 55%            |  | 66                  | 66                 | 100%              |
| 2. Provide financial assistance to eligible participants in the form of rental assistance  | CSBG         | 250            | 250            | 100%           | Clients will have increased housing stability.   | 96                  | 96                 | 100%              |
|  | CCFP         | 0              | 0              | 0%             |  | 10                  | 10                 | 100%              |
|  | Total        | 250            | 250            | 100%           |  | 106                 | 106                | 100%              |
| 3. Provide financial assistance to eligible participants in the form of utility assistance | CSBG         | 250            | 250            | 100%           | Clients will have improved access to emergency basic needs assistance                  | 257                 | 257                | 100%              |
|  | CCFP         | 0              | 0              | 0%             |  | 0                   | 0                  | 0%                |
|  | TANF         |                |                |                |  | 6                   | 6                  | 100%              |
|  | Total        | 250            | 250            | 100%           |  | 263                 | 263                | 100%              |



# COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2023

## 1<sup>st</sup> Quarter Narrative Report

**Program:** Stepping Stones

**Organization:** United Community Ministries

**Contract Analyst:** Vanessa Calderon

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

**Program Description:** Provide financial assistance to eligible participants in the form of rental assistance that prevents eviction and hopelessness so that person have increased housing stability.

**Program Outcome:** 100% of persons have increased housing stability.

**Funded Amount:** CSBG - \$391,867/GF - \$0      **Total:** \$391,867

**Number of Clients Projected to be served for the year:** 250

**Number of Clients Projected to Achieve Outcomes:** 250

**Actual Number of Clients Served YTD:** 106

**Number of Clients Achieving Outcome:** 106

### Program Activities this Quarter:

This fiscal year started off well with Stepping Stones with all programs contracted services provided to the clients. The following services were provided to the clients: rental assistance to prevent eviction, utility assistance which helped clients avoid service cut off, case management services were provided so that families with children and youth had access to safety net resources that promote stability, and clients' dental needs and prescription assistance were provided to client to address some of their health-related issues. In addition to these service activities, Stepping Stones program provided backpacks and gift cards to 284 children and youth to get them ready for 22/23 school year.

### Program Achievements:

Stepping Stones successfully hired an MSW Case Manager to work with clients who signed up for case management service. The case management service has moved our emergency financial assistance to another level from meeting clients' basic needs to skills acquisition through short term vocational training that ensured that clients obtain skills-based employment with better pay. To this end, two clients completed their vocational training in cyber security and early childhood development respectively. Four additional clients are continuing their training in ESL, home inspection, certified nursing assistance and license practice nurse programs.

Stepping Stones made progress toward meeting all their CCFP services outcome activities during this reporting period. Out of 13 clients who were referred to Britepaths for financial coaching and budgeting classes, 10 completed their classes which increased their financial management skills.

### Program Challenges this Quarter:

Funding has continued to be a challenge due to ever increase demand for financial assistance. The program budget is hardly enough to meet the clients' needs. For instance, Stepping Stones received more than 30 rental assistance referrals from the Fairfax County Coordinated Services Planning (CSP) every month but due to funding, the program was only able to assist an average of 15 clients per month. A recent immigrant family from Afghanistan who was admitted into Stepping Stones in July for case management services was doing well in the program. Stepping Stones collaborated with the client's Virginia Initiative Education for Work (VIEW) program worker to bring more wrap around services to the family. The client who worked with the US military in Afghanistan as Data Support specialist enrolled into an IT training and his wife a lab technician back in their home country, enrolled in Bryant Alternative high school for ESL class. Towards the end of August, the client was informed by the immigration agency that was helping them with rental assistance that his rental subsidy will end on October 31. In an effort to ensure the family did not lose the progress and little stability the family gained upon coming into

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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Stepping Stones, the client was transferred to United Community's program – Family Achievement Program (FAP) which has more support services. This case is a clear demonstration of the challenge the program faces due to funding.

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

During this quarter, the program partnered with different organizations to fill some gaps in services. The Fairfax County CSP play a significant role in coordinating human services requests especially in the area of rental assistance. This collaboration ensured that a client's entire rental package is completed by involving other organizations in the County through their monetary contribution. Dominion Virginia EnergyShare program remains the program's major partner in providing funding for energy bill assistance. Stepping Stones tries to cover energy bills not covered by the EnergyShare or other utility bills. Northern Virginia Dental Clinic (NVDC) provided dental service to program clients. Financial counseling services were provided by Britepaths. Stepping Stones utilized the resources provided by the Fairfax County Department of Family Services, Neighborhood and Community Services and other agencies to ensure gaps in services are met. Stepping Stones' back to school event was made possible by the support of many faith-based groups in providing backpacks and gift cards to children and youth. Stepping Stones has identified another partner that will come on board in the next quarter, which will help to provide trades-based skills to program clients.

**Changes in Client Population:**

With the settlement of many recent Afghan refugees in the DMV area particularly within our service zip code coverage area which has added another dimension in our regular immigration population, the program is receiving many financial assistance requests on a weekly basis. One of the major needs is in housing after they have maxed out on their housing subsidies provided by the immigration services organizations. Stepping Stones is partnering with United Community's FAP program to ensure that these clients receive the assistance they need to gain and maintain stability.

The program noticed increased demand in utility assistance due to the resumption of service disconnections on delinquent accounts by service providers. At the beginning of the pandemic, most utility service providers suspended disconnection actions on accounts with past due bills as a way of cushioning the impact the pandemic. This allowed customers to continue to receive services. Unfortunately for some clients who were unable to make regular or periodic payments, their bills accumulated into huge amount of money. For instance, the program is seeing clients with more than \$4,000 unpaid utility bills. In the bid to address this problem, Stepping Stones is using a combination of funds and resources including the state of Virginia's fuel assistance program to help clients pay down their bills.

**Staff Turnover:**

Stepping Stones was able to fill the Case Manager position. There is currently no staff turnover issue. However, the program would like to increase the number of Case Manager positions to meet the rising case management needs.

**Client Story:**

Sandra is a 38-year married woman, a recent immigrant who came to United Community for dental assistance. She is unemployed and her husband is a student whose income is \$15,396 per annum from his work study program. The household income barely paid for their monthly rent. Both were uninsured, they relied on emergency room visits to address their health problems, health issues that would have been better managed with regular doctor's visits if they had health insurance. A few months after

**COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM**  
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Sandra received dental referral to NVDC, her husband developed his own dental problem. He was referred to NVDC for treatment.

During the second visit, the Case Manager inquired about Sandra's plan to obtain employment. She told the Case Manager that she was watching cybersecurity YouTube videos to learn basic cybersecurity skills before registering in a training program. She disclosed that after watching many YouTube videos, she borrowed half of her tuition money from family friends to register for a 20-week cyber security immersion program which does not require prior IT experience. At the completion of the program, students will successfully transition to high demand cyber security jobs.

She expressed concern that she might not be able to complete the program due to funding. The Case Manager looked up the training agency's profile online, had discussions with them and upon confirming that they have credentials to provide the training coupled with past students' testimonies posted on their website about the program, Stepping Stones decided to assist with some of her tuition. Through dint of hard work, Sandra completed her training and passed all her certification exams. Towards the beginning of August, Sandra called to see if she could come to United Community to meet program staff.

When she arrived, she informed the team that she was just coming back from her first job interview which was successfully. She disclosed that she got a full-time job with full benefits with Blue Cross Blue Shields as a cybersecurity analyst with a starting salary of \$40 per hour. A dental assistance visit to Stepping Stones not only help Sandra and her husband solve their dental health issue but it ended up in helping Sandra to complete her training leading to a high paying job which has ensured the family's financial stability. Sandra and her family will no longer rely on Stepping Stones to meet their basic health needs. Her financial stability will give her children (which they have withheld until they are in a better financial position) a better shot in life.



**FAIRFAX COUNTY  
COMMUNIT ACTION ADVISORY BOARD**

| <b>2023 Meeting Calendar<br/>January - December</b> |                 |                |  |
|---|-----------------|----------------|--|
| <b>Meeting Date</b>                                 | <b>Platform</b> | <b>Time</b>    | <b>Notes</b>                             |
| January 3   | TBD*            | 7:30 – 9:30 PM |  |
| February 7  | TBD*            | 7:30 – 9:30 PM |  |
| March 7   | TBD*            | 7:30 – 9:30 PM |  |
| April 4   | TBD*            | 7:30 – 9:30 PM |  |
| May 2   | TBD*            | 7:30 – 9:30 PM |  |
| June 6  | TBD*            | 7:30 – 9:30 PM |  |
| July 4  | TBD*            | 7:30 – 9:30 PM | Independence Day –<br>CANCEL/RESCHEDULE? |
| August 1  | TBD*            | 7:30 – 9:30 PM |  |
| September 5   | TBD*            | 7:30 – 9:30 PM |  |
| October 3   | TBD*            | 7:30 – 9:30 PM |  |
| December 5  | TBD*            | 7:30 – 9:30 PM |  |

*\*As of 11/30/2022, the County's state of emergency which enables Boards to meet virtually has not been lifted. Once state of emergency has been lifted, the CAAB will still have the ability to schedule up to 3 all-virtual meetings (all-virtual meetings may not be scheduled back to back.*