



Fairfax County Community Action Advisory Board

Memorandum

To: CAAB Members
From: Michelle Jefferson, Chair
Date: February 27, 2024
Subject: CAAB Meeting – March 5, 2024

The next CAAB meeting will be held on Tuesday March 5, 2024, at 7:30pm at the Fairfax County Government Center in meeting rooms 9&10.

Presentation- Fairfax County FY25 Advertised Budget

On February 20th, the County Executive presented the FY2025 Advertised Budget to the Board of Supervisors. Katie Horstman from the Department of Management and Budget Division will present an overview of the FY 2025 Budget and the CAAB will select priorities about which to testify before the Board of Supervisors.

Program Report

Staff will present the CSBG FY24 2nd Quarter report. Included in this meeting packet are:

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

Membership and Election Committee Report

An update on the actions taken to fill vacancies will be given. The CAAB will vote on the membership and elections committee.

Membership & Elections Committee members: Heather Thomas, Alice Yam, Kevin Hickerson, Ken McMillon, Ben Zuhl, Shari Zamarra

CAAB Member 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.

CCFAC Meeting Report

Morgan Jameson, CAAB representative on the Consolidated Community Funding Advisory Committee, will provide a brief update.

Attachments:

- March 2024 Meeting Agenda
- February 2024 Meeting Minutes
- FY24 CSBG Program Reports

The Community Action Advisory Board's 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.



Fairfax County Community Action Advisory Board

Tuesday, March 5, 2024
7:30 PM
Fairfax County Government Center
Meeting Rooms 9&10

AGENDA

TIME	ISSUE	INFO/ACTION	PRESENTER
7:30 PM	Call to Order		Michelle Jefferson, Chair
	Approval of Minutes	Action	Michelle Jefferson, Chair
	FY25 County Budget Overview	Info	Katie Horstman, Management & Budget Division
	Board of Supervisors Budget Public Hearings	Action	CAAB Members
	Program Report – FY24 CSBG 2 nd Quarter Report	Action	CAAB Staff
	Membership and Elections Update- Vote on Membership and Elections committee	Action	Shari Zamarra, Membership & Elections Committee Chair
	CCFAC Update	Info	Morgan Jameson, Secretary
	CAAB Member Sharing	Info	CAAB Members
9:30 PM	Adjourn		

Next CAAB Meeting
Tuesday, April 2, 2024
7:30 p.m.
Fairfax County Government Center



Fairfax County Community Action Advisory Board

Fairfax County Community Action Advisory Board (CAAB) Meeting Minutes – Tuesday, February 6, 2024, 7:30pm Virtual on Zoom

The meeting was called to order at 7:35 pm by Vice Chair Heather Thomas.

Members in Attendance: Nermin AbdelWahab, Fairfax; Sandra Barksdale, Reston; April Hall, Reston; Alicia Doe, Lorton; Hawa Hassan, Fairfax; Kevin Hickerson, Centreville; Michele “Cookie” Hymer Blitz, Winter Park, FL; Morgan Jameson, Fairfax; Maria Isabel Leiva, Falls Church; Elizabeth Benson, Falls Church; Michael Mahrer, Merrifield; Marcia McDevitt, Reston; Michele Menapace, Fairfax; Phil Rosenthal, Fairfax Station; Benjamin Zuhl, Fairfax; Ken McMillon, Falls Church; Felicia Webster, Fairfax; Heather Thomas, Centreville; Shari Zamarra, Fairfax, Alex Rodriguez, Herndon; Alice Yam, Herndon

Absent: Michelle Jefferson, Matthew Bell, Mary Ann Floto, Ann Macpherson, Whitney Richardson, Hari Kurup, Caroline Hockenberry

Guests: Soraya Borja, Kimberlyn Peña, Ivett Diaz

Minutes- January 2024

The motion to approve the meeting minutes was made by Michele Menapace, seconded by Phil Rosenthal.

Program Presentation

Kimberlyn Peña and Ivett Diaz from Second Story presented on the Culmore Youth Outreach Program in Falls Church, VA. CAAB members had opportunities to ask questions and offer volunteer time.

Membership and Election Committee Report

Shari Zamara reminded the CAAB members who are up for renewal to contact their supervisors. Shari presented the slate of CAAB officers for 2024. Michele Menapace moved to adopt the slate as presented, seconded by Alex Rodriguez. Michelle Jefferson, Chairperson, Heather Thomas, Vice Chair, and Morgan Jameson, Secretary were reelected.

CCFAC Update

Documents were approved for the Board of Supervisors to review and receive comment during a public hearing. The Working Advisory Group (WAG) submitted FY25 documents and proposals for review and consideration.

CAAB Member Sharing

Michael Mahrer stated that the English Empowerment Center just completed registration. They are on target to register over 2,000 adults this year for English classes.

Ken McMillon attended a town hall meeting regarding a discussion around a proposed Casino for Fairfax County. The bill has been put aside until next year.

Phil Rosenthal mentioned the MGM Casino generates substantial funds from Virginia.

Marcia McDevitt provided updated information regarding the casino bill.



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Morgan Jameson mentioned that the casino bill has been tabled for a study. Regarding gambling and crime, studies have shown the existence of casinos does not bring more crime, but it will be up to voters at the end of the day.

Michele "Cookie" Hymer Blitz mentioned that there is a study being requested from Richmond on the impact of a casino. There is a strong will against this casino in the county. There are several bills in Richmond impacting the low-income community, housing, and utilities. House bill 906 was introduced to ensure utilities could not be cut off during periods of extreme weather. So far it has passed the house with bipartisan support.

Nermin Abdelwahab gave an update on the General Assembly delegation and said it went well and was proud of getting their points across within the time limit.

Shari Zamarra requested that the State of the Poor information cards be placed in libraries.

Michele Menapace mentioned that the info cards could also go to the supervisors' offices and police stations. The info card must be approved at the Central Library. In terms of housing, a public hearing was conducted, and a public building is being considered for utilization as affordable housing. Supervisor Lusk is holding a meeting to discuss this. The Health Department has recognized the CAAB for the work done during the time of COVID. The Human Services Council (HSC) will be hearing a presentation from their CFO on the budget. On March 2nd, the HSC is holding a summit with affiliated Boards, Authorities and Commissions (BACs) and members of non-profit organizations to build a sustainable and collaborative relationship. The HSC will also be sharing the Strategic Allocation of Resources (STAR) plan. It will be an interactive online resource to see the needs in the community, and where the county is going next with human services.

Ben Zuhl stated that he brought 62 pounds of food to Food for Others from Fairfax Public Access. He mentioned that everyone can donate.

Heather Thomas mentioned the Fairfax County Housing Symposium is coming up and she will be a panelist. The event is currently at capacity. The coat drive went well, and donations are still being distributed. Heather stated that there has been a big push for affordable childcare for all Virginians by 2030 and has been working at the state level with the Virginia Promise partner and local family councils. Heather stated to please continue to advocate for affordable childcare and will send some information on advocacy.

Adjournment

The meeting adjourned at 8:35pm.



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Community Services Block Grants Worksheet - FY 2024 YTD			
	Federal CSBG	TANF CSBG	TOTAL CSBG
Housing (40%)			
New Hope Housing	\$ 35,080.68	\$ -	\$ 35,080.68
United Community	\$ 98,139.93	\$ 102,145.65	\$ 200,285.58
Subtotal	\$ 133,220.61	\$ 102,145.65	\$ 235,366.26
Health & Social/Behavioral Development (25%)			
Family Counseling Center of Greater Washington	\$ 27,998.00	\$ -	\$ 27,998.00
Food for Others	\$ 179,302.86	\$ -	\$ 179,302.86
Second Story	\$ -	\$ 28,837.50	\$ 28,837.50
Subtotal	\$ 207,300.86	\$ 28,837.50	\$ 236,138.36
Support Services (20%)			
Tahirih Justice Center	\$ 23,042.96	\$ -	\$ 23,042.96
Shelter House	\$ -	\$ 24,231.55	\$ 24,231.55
Subtotal	\$ 23,042.96	\$ 24,231.55	\$ 47,274.51
Education & Cognitive Development (15%)			
Cornerstones	\$ -	\$ 34,442.35	\$ 34,442.35
Second Story	\$ -	\$ 31,798.02	\$ 31,798.02
Subtotal	\$ -	\$ 66,240.37	\$ 66,240.37
Total	\$ 363,564.43	\$ 221,455.07	\$ 585,019.50

Community Services Block Grants Worksheet - 2nd Qtr FY 2024			
	Federal CSBG	TANF CSBG	TOTAL CSBG
Housing (40%)			
New Hope Housing	\$ 17,369.63		\$ 17,369.63
United Community	\$ 49,152.09	\$ 51,158.30	\$ 100,310.39
Subtotal	\$ 66,521.72	\$ 51,158.30	\$ 117,680.02
Health & Social/Behavioral Development (25%)			
Family Counseling Center of Greater Washington	\$ 13,598.00		\$ 13,598.00
Food for Others	\$ 92,928.65		\$ 92,928.65
Second Story - Young Mothers		\$ 14,418.75	\$ 14,418.75
Subtotal	\$ 106,526.65	\$ 14,418.75	\$ 120,945.40
Support Services (20%)			
Tahirih Justice Center	\$ 5,866.03		\$ 5,866.03
Shelter House		\$ 10,703.50	\$ 10,703.50
Subtotal	\$ 5,866.03	\$ 10,703.50	\$ 16,569.53
Education & Cognitive Development (15%)			
Cornerstones		\$ 17,693.97	\$ 17,693.97
Second Story - Culmore Youth Outreach Project		\$ 15,899.01	\$ 15,899.01
Subtotal	\$ -	\$ 33,592.98	\$ 33,592.98
Total	\$ 178,914.40	\$ 109,873.53	\$ 288,787.93



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COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM Fiscal Year 2024 2nd Quarter Narrative Report

Program: Kids and Parents Engage (KAPE)
Contract Analyst: Devin Thornton

Organization: Cornerstones
Phone #: 703-324-7208

Cornerstones - Kids & Parents Engage										
Description of Activities	CSBG	Annual Goals			Description of Outcome	TOTAL Through Q2			Annual Program Service Target	Annual Program Outcome Target
		Service Target	Outcome Target	Outcome Target		Number Served	# Achieved Outcome	% Achieve Outcome		
Afterschool Out-of-School-Time programming (homework help and enrichment programming)		41	35	75%	Improve the academic performance of children and youth. (CSBG Outcome)	41	0	0%	100%	0%
	Total	41	35	75%		41	0	0%	100%	0%

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: 80% of youth have improved academic performance.

Funded Amount: CSBG - \$70,776

Number of Clients Projected to be served for the year: 41

Number of Clients Projected to Achieve Outcomes: 35

Actual Number of Clients Served YTD: 41

Number of Clients Achieving Outcome: 0

Program Activities this Quarter:

Cornerstones Afterschool began the 2024-2025 youth programming in October with our Fall Session (October to December). During this time, youth engaged in daily Learning Lab for 45 to 60 minutes where staff began to assess academic needs, parent input, and teacher feedback to determine best supports to meet the identified needs. In addition to Learning Lab, youth engaged in project-based learning during Discovery Zone (DZ). Fall Session DZ focused on the theme of “Same but Different.” Learning included identifying our commonalities and what brings us together while celebrating the cultural influences, religious beliefs, and geographical locations that bring about the different nuances responsible for our rich diversity. Participants were divided into teams of 2 to 3 students, given a country, and then charged with researching the same categories. The result was a visual presentation of the assigned country and the differences and commonalities that create the fabric of our humanity. The presentation boards and projects were presented during the Fall Session family engagement night.

In addition, youth spent time learning about voting and being a responsible citizen. They examined the election process and its importance. They concluded the lesson by participating in various “election” debates that focused on daily issues in Herndon Afterschool followed by real voting to determine such things as the snack for the day, the group game for the day, etc.



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Program Achievements:

Cornerstones Afterschool was able to contract with Nova Star Prep to provide 200 tutoring hours during the Winter Session. Reston Afterschool acquired a new Youth Program Coordinator, Carli Elligan. During the month of October, Carli and Eman (our youth program aid) were able to build the program from 8 students to 28 – maxing out Reston Afterschool’s Elementary School program capacity.

Program Challenges this Quarter:

Our biggest challenge this quarter is responding to the need. Before the end of September, we had reached capacity for most of our grade groups. We are currently holding a waitlist for families seeking our services in both Reston and Herndon. Our capacity is limited by space and staff.

Describe how local partners are used to enhance your program:

Once a month, over the last three years, Oakton High School KAST (Kids are Scientists Too) Club members have facilitated science sessions for the Herndon Afterschool Program Youth. This year, the group has committed to two Fridays a month. The group leads program participants in a variety of experiments while teaching science terminology. They started leading these monthly sessions beginning in October 2023 and will end in May 2024. This will be KAST’s fourth school year serving the Herndon Afterschool Program Youth.

Changes in Client Population:

The biggest trend we are seeing in our client population is an increase in older youth who are coming to us after having just moved to the area from other countries. One of the major requests their families seek is assistance with helping their child learn English.

Staff Turnover:

The program is now fully staffed based on available positions.

Client Story:

I would like to highlight a few of the program participants and their academic performance. One of the awesome facts about their progress is that these youth have been with the program for several years. We had several students who turned in A and B report cards for the quarter while we also celebrating our first straight A academic performance. This young lady has been a part of the Herndon Afterschool family for 5 years.



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Program: Mental Health & Counseling Services

Organization: Family Counseling Center
of Greater Washington
Phone #: 703-324-7208

Contract Analyst: Devin Thornton

Family Counseling Center of Greater Washington					Annual Goals			TOTAL Through Q2			Annual Program Service Target	Annual Program Outcome Target
Description of		Service	Outcome	Outcome	Description of	Number	#	% Achieve				
Activities		Target	Target	Target	Outcome	Served	Achieved Outcome	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	42	37	80%	Adults have stable or improved behavioral health (self-reported or professional assessment) (CSBG Outcome)	16	12	75%	38%	29%		
	Total	42	37	80%		16	12	75%	38%	29%		

Program Description: Provide crisis intervention, prevention, and/or in-depth one-on-one counseling services to low-income adults experiencing behavioral issues throughout Fairfax County. Behavioral issues include, but are not limited to, conflicts within dysfunctional families, marital conflict, mood disorders, anxiety disorder, trauma, alcohol, drug abuse, and/or anger problems.

Program Outcome: 90% of adults have stable or improved behavioral health (Self-Reported or Professionally Assessed).

Funded Amount: CSBG - \$32,798

Number of Clients Projected to be served for the year: 42

Number of Clients Projected to Achieve Outcomes: 37

Actual Number of Clients Served YTD: 16

Number of Clients Achieving Outcome: 12

Program Activities this Quarter:

Our therapists provided one-on-one counseling to low-income adults; our services included crisis intervention, prevention, psychotherapy, and couples and family counseling.

Program Achievements:

The program achieved flexibility with scheduling weekend sessions from morning to late afternoon starting this quarter. Our counselor has returned from her maternity leave, and she preferred counseling sessions on the weekends. This catered to many clients who preferred on-site and weekend sessions. A second achievement was an increased number of clients in the senior program. Our counselor was able to meet more elders this quarter because of her new schedule. Previously, she did 1:1 counseling sessions, but she started a small-group therapy where elders who shared the same issue would openly express their thoughts. Last, but not least, our agency provides bilingual services in both Korean and English. Therefore, we have noticed a high increase in interracial couples, families, and children seeking help. Starting from the free telephone consultations, therapy sessions, and seminars, our agency can serve every client uniquely due to our culturally competent therapists available at our site.



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Program Challenges this Quarter:

This quarter, our very diligent intern completed her internship with our agency in November. Until she receives her residency, she will need to be on break for the next few months. So, there was a decrease in our clients the month after she left. Another challenge is that our mental health coordinator had to unexpectedly resign due to family issues. The counseling director is filling in both positions and responsibilities/tasks, so there are delays in the overall intake processes between the clients and counselors.

Describe how local partners are used to enhance your program:

Our agency met with the Korean American Community Foundation in October. They brought five of their directors to discuss how they can support mental health in the Korean community. Due to the stigma within Korean society (although it is improving), there is still much work to be done. Therefore, they reached out to us due to our 50 years of experience in this field, and wanted to know how they can better support us. We will meet on February 21 to present our briefing.

Changes in Client Population:

Interestingly, our Center continues to notice more married couples seeking therapy. These couples do not want a 1:1 session but believe both need to attend to save their marriage, so our counselors are meeting them on-site and virtually. Our Center has decided to do a series of seminars for married couples from April to June where a professional marriage therapist will meet with married couples once a month and provide education and workshops.

Staff Turnover:

Our mental health coordinator had to unexpectedly resign due to family issues. So, while we are in the process of hiring a new coordinator, the counseling director is filling the position.

Client Story:

A Korean American male client in his late 20's, was seeking counseling due to his recent relationship breakup- his girlfriend of two years. The client demonstrated depressive symptoms, and his counselor was able to help him reduce those symptoms by providing him with various coping mechanisms. His counselors also guided him to focus on the positive aspects of his life and establish future relationship goals so that his next relationship will not experience any of the same issues he had before.



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Program: Emergency Food Assistance
Contract Analyst: Vannessa Calderon

Organization: Food for Others
Phone #: 703-324-3269

Food for Others					Annual Goals			TOTAL Through Q2		
Description of Activities	Service Target	Outcome Target	Outcome Target %	Description of Outcome	Number Served	# Achieved Outcome	% Achieve Outcome	Annual Program Service Target	Annual Program Outcome Target	
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. (CSBG Outcome)	5324	5324	100%	66%	66%
	Total	8010	6889	86%		5324	5324	100%	66%	66%

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

Number of Clients Projected to be served for the year: 8,010

Number of Clients Projected to Achieve Outcomes: 6,889

Actual Number of Clients Served YTD: 5,324

Number of Clients Achieving Outcome: 5,324

Program Activities this Quarter:

Food for Others has continued to see a high demand in our community due to a myriad of circumstances, including inflation and the end of the emergency allotment of SNAP (Supplemental Nutrition Assistance Program) benefits. Historically, we experience about a 30% increase in demand through the holiday season – this year was no exception. When comparing pre-pandemic demand in 2019 to now, we’re experiencing around a 49% increase for our services. To help ease parking issues and navigate through our busiest busy season, we temporarily changed pantry procedures in November. Clients receiving assistance could only come once, instead of twice for USDA support and received pre-packaged boxes of food instead of shopping. All USDA clients still received the same amount of food as they would have in two visits, but this allowed us to move everyone through the line more efficiently and alleviate parking stress. Throughout October, we continued to face parking lot difficulties as we would run out of parking spaces and build up a line of clients waiting in their cars. On occasion, the line would end up running all the way to Prosperity Avenue. These temporary November procedures were incredibly helpful in helping us navigate holiday demand while still serving everyone in need. Clients who were receiving assistance through an Emergency Referral also received a pre-packaged box of food. For anyone who was receiving both USDA and an Emergency Referral support were strongly advised to pick up both at the same time. This did cause an increase in referral inquiries as to how they could be received. All clients who requested more information were guided to CSP (Coordinated Services Planning). As of December 1st, we returned to normal pantry procedures utilizing the choice model.



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Program Achievements:

100% of families who came to Food for Others or picked up from a mobile site location with a referral have access to the security net that we provide. Through our Client Satisfaction Survey, we are tracking clients' responses to food security-based questions to assess their level of food security both before and after they receive assistance from Food for Others. Preliminary survey data continues to show an increase in food security through our programs.

A few quotes we have collected from a pantry clients and mobile site distribution client in reference to our services are below:

“From the people who receive us from the parking lot until we roll baskets down the handicapped ramp, everyone is humble, respectful, and appreciative.”

“I want to thank the people who deliver the food every time for me. It means everything.”

Program Challenges this Quarter:

The biggest challenge we faced in Q2 was the influx in demand due to the holiday season. As mentioned above, we adjusted our pantry procedures during the month of November by limiting families to one visit with pre-packaged boxes of food. Clients still received the same amount of food as they would have with two visits, but this allowed us to navigate and alleviate some parking issues with the increase in demand. Though we made these changes in November, October and December continued with normal pantry procedures. After navigating the issues with the increase in October, Food for Others hired a seasonal staff member solely to support the parking lot throughout November and December. This individual managed traffic, car flow, and assisted clients. This especially became a vital role when there was a midday truck delivery. Thankfully, these issues have not prevented us from carrying out our mission and our program is still on target to meet projected outcomes.

Describe how local partners are used to enhance your program:

Food for Others is very active in our community and collaborates with a variety of organizations focused on bettering our community's well-being. Food for Others continues to work with and invite local organizations/partners to our market to connect clients to additional services. Throughout the second quarter, we had seven different resources join us at the My Market Pantry to meet with clients. See below:

Additional services to date:

- Coordinated Services Planning
- Edu-Futuro
- Neighborhood Health
- Inova Health System
- Fairfax County Department of Family Services
- Women's Center
- Anthem HealthKeepers Plus

Additional services in discussion:

- WIC Program



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Changes in Client Population:

As predicted, we saw an increase in demand throughout the holiday season with a significant increase in November and December. Due to the change in pantry procedures mentioned above, we have seen an increase in clients who requested information on receiving an Emergency Referral. The client intake team shared CSP (Coordinated Services Planning) information for clients to be connected to other resources.

Staff Turnover:

During the second quarter of FY24, Food for Others welcomed one new full-time warehouse staff member to the team, Davone Roseboro. Food for Others also welcomed one seasonal staff member, Daevon Bell, to the team from November through December 31st to help assist with the traffic flow of our parking lot during the busy season. Both Davone and Daevon were hired using a staff agency.

Client Story:

“I’m a veteran living off disability. I have to stretch every dollar I make, so Food for Others really helps.” Since 2021, John has been coming to Food for Others. He first learned about Food for Others four years ago when he was staying temporarily at a homeless shelter and his case worker told him about Food for Others. Now, he supports his 25-year-old son, pays rent, utilities, and hospital expenses as much as he can with his money from disability. Food for Others provides John with a safety net when he is stretched too far.



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Program: Stable Long-Term Housing for Chronically Homeless

Organization: New Hope Housing, Inc.

Contract Analyst: Devin Thornton

Phone #: 703-324-7208

New Hope Housing										
Description of Activities		Annual Goals			Description of Outcome	TOTAL Through Q2			Annual Program Service Target	Annual Program Outcome Target
		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	22	88%	Individuals have affordable and stable housing (CSBG Outcome)	17	17	100%	68%	68%
	Total	25	22	88%		17	17	100%	68%	68%
2. Provide case management services which include referrals to health appointments.	CSBG	25	22	88%	Adults will have stable or improved physical health	17	17	100%	68%	68%
	Total	25	22	88%		17	17	100%	68%	68%
3. Provide supportive housing services to enable clients to remain successfully housed	CSBG	25	22	92%	Individuals and/or families are successfully housed	17	17	100%	68%	68%
	Total	25	22	92%		17	17	100%	68%	68%

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

Number of Clients Projected to be served for the year: 25

Number of Clients Projected to Achieve Outcomes: 22

Actual Number of Clients Served YTD: 17

Number of Clients Achieving Outcome: 17

Program Activities this Quarter:

During the quarter, the services and activities remained stable. Clients received case management services through home visits and have remained stably housed. This quarter is typically busy with activity due to the Thanksgiving and Christmas holidays. The agency didn't have as many events as in previous years. Getting churches to reopen to the public, which use to provide these, has been slow to reopen. All guests received food baskets and Christmas gift bags.

Program Achievements:

Towards the end of the quarter, New Hope was able to secure the new units to increase program participation. The units will become available to us at the end of January, and we are in the process of being furnished and getting ready for new clients. We anticipate the units will be ready for new clients by mid to the end of February.

Program Challenges this Quarter:

The challenge is for one client that has been seeking services in another region. They have told the other region that they are homeless. When New Hope informed the other agency of their status. New Hope has tried to get the client to return to their housing. At the end of the quarter,



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New Hope started the process to ask the client to leave the program since they are refusing to use the availability.

Describe how local partners are used to enhance your program:

New Hope continues to work with Nu-Start Interventions and receives ready-made donated meals from Might Meals. During the quarter, Alfred Street Baptist Church provided several meals and gift cards to the agency. This gift helped add to the gift bags given to clients. Cambridge Bank offered financial literacy classes. PAL's (People Animals Love) came in to do dog therapy at one of the shelters and program participants attended. Participants were also invited to bingo night at the shelter, hosted by New Hope Volunteers.

Changes in Client Population:

The trend that continues in this population is related to age, the associated ailments and a reduction in available services that are age related such as nursing homes or other long-term care facilities. More participants need and are requesting housing that is more mobility accessible. Combine these special requests with higher rents, it can begin to affect the daily living skills of participants.

Staff Turnover:

The program director resigned at the end of the last fiscal year. An interim director has been in place until a permanent is hired.

Client Story:

PB has been a participant in this program for a little more than 1 year. When they entered the program, they had many barriers, the largest being their mental health. They were actively taking medication. Over the past 6 months, we believe they stopped taking their medications. Their language has become extremely vulgar and their behaviors unstable. An example of the behavior is refusing to use the unit door but climbing through the window to enter the unit. This is a ground level unit. Since the beginning of hypothermia season, they have been staying outside of the unit utilizing various hypothermia programs across Fairfax County. New Hope has tried repeatedly to get them to return to the unit. New Hope cannot keep the unit open for an extended period. They may lose their housing if we cannot get them to meet with New Hope staff and return to their unit.



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Program: Culmore Youth Outreach Program
Contract Analyst: Vanessa Calderon

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

Second Story – Culmore Youth Outreach Program										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q2			Annual Program Service Target	Annual Program Outcome Target
	Service Target	Outcome Target	Outcome Target	Outcome		Number Served	# Achieved Outcome	% Achieve Outcome		
1. Provide homework assistance, tutoring, supervised recreation and enrichment activities to improve academic performance.	CSBG	250	160	80%	Youth served will improve their academic performance. (CSBG Outcome)	227	0	0%	91%	0%
	Total	250	160	80%		227	0	0%	91%	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%	50%	50%
	Total	4	4	100%		2	2	100%	50%	50%
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	160	80%	Youth will feel a sense of connectedness to the community as a result of participating in the program.	227	227	100%	91%	91%
	Total	250	160	80%		227	227	100%	91%	91%
4. 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	180	90%	Youth will have a stable or improved behavioral health (self-reported).	227	227	100%	91%	91%
	Total	250	180	90%		227	227	100%	91%	91%

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

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

Number of Clients Projected to Achieve Outcomes: 160

Actual Number of Clients Served YTD: 227

Number of Clients Achieving Outcome: 0

Program Activities this Quarter:

In the second quarter of the 2023-2024 fiscal year, the Culmore Teen Center continued operating its regular academic school year hours. The Center continued to offer direct services or provided referrals to help families meet their basic needs including food donations, hygiene products, health care, rental assistance, and other social services. For academic support, the Teen Center students brought in their schoolwork, as required, to receive assistance in completing it. Staff and volunteers held a variety of activities to keep students engaged in their learning whether it be through their school technology, interactive games, group work or being paired with a tutor to receive personalized support. The Center provided ESL tutoring sessions for students who are new arrivals and provided extra support during after-school hours on their ESL homework. We have reinforced our STEM engineering program by hosting weekly math and engineering games



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and playing robotics. Our health literacy program, known as the Stronger2 initiative, is in partnership with the Fairfax County Health Department to help communities of color close health equity gaps. The Teen Center completed its Partners in Prevention program of Catch my Breath that provides education on the harmful effects of smoking vapes and practicing exit strategies. We also continued to host monthly mental health workshops to discuss relevant topics such as addiction, drug abuse prevention, managing stress and self-esteem. We are also fortunate to have a monthly licensed art therapist volunteer to facilitate art therapy sessions with our students to express their thoughts and difficult emotions in a safe and creative way. For our drug abuse prevention as the opioid crisis in the community continues to rise, we emphasized education on the effects of opioids, other drugs, and activities to increase self-esteem and emotional intelligence. The Senior class of this year have been in contact with staff weekly on working towards their goals of higher education and ensuring they are eligible to graduate on time. They have had support in creating their FASFA accounts, writing their application essays and looking for scholarships.

We are currently partnered with Northwest Federal Credit Union who have provided a tailored scholarship for students in Fairfax County, to help Second Story affiliated youth to apply. We are in the process of having our first Senior Night of the new year where we will have volunteers and guest speakers from the bank to help apply for FASFA and the scholarship. For our Youth Workers program, two students will be transitioning out of the program by the end of January when they will receive extra support in updating their resumes. They will conclude their half-year employment, which is a stepping stone to other formal employment near the community after learning about the importance of work ethic, teamwork, and their youth rights. Teen Center staff are currently in the process of conducting formal interviews to hire two students who exemplify leadership qualities and who would be role models to their peers. The Youth Workers along with the Youth Council have engaged in many community activities such as helping sort and organize food items for the multi-community Thanksgiving food distribution events and supporting the Holiday gifts distribution for the after-school programs. They continue to meet every Monday to discuss topics such as leadership, meeting guest speakers, ways to improve their community, and do community service. The Youth Council are also active members of Fairfax County's Teen Advocacy Program which meets twice a month to discuss safe teen dating, abuse prevention, and how to promote awareness. This advocacy program is facilitated by Fairfax County's Domestic and Sexual Violence Services where they can share more of their perspectives and what they see amongst their peer groups and community. To support employment training, staff have been able to help youth look for local internships and job opportunities. This includes encouraging youth to use computer programs to do research, receive support to fill out job applications and provide letters of recommendation or references. As many youths between 11th-12th grade are looking to support their families financially, they are also taught about their legal rights as minors in the workplace and limitations on the hours or type of work they can do. We also have completed our 8-week Girls Empowerment sessions with 15 teen girls graduating from the class. They received information on female health, healthy relationships, mental health, leadership skills, reflecting on female role models and equality among other topics. Students have also engaged in arts and crafts guided by volunteers and staff and have enjoyed free shows with our partnership with Creative Cauldron.



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Program Achievements:

- 2 youth workers successfully completed their working cycle this quarter.
- 60 teens received food baskets and turkey or chicken from Second Story for Thanksgiving.
- Staff have created stronger connections and outreach with Justice High School staff and ESL students.
- Students turned in their first quarter grades and have updated their files.
- 50 teens received holiday gifts from Second Story to celebrate the holiday season.
- 15 teen girls graduated from the Girls Empowerment program.
- Youth Council members participated in a Leadership Conference hosted by Virginia Tech.

Program Challenges this Quarter:

Some students and their families hesitate in having their child walk from the Center during later hours due to security reasons in the neighborhood. The program encourages youth and their families to participate in town hall community meetings with the police department and other Fairfax County departments related to safety. Staff have been reporting at a higher frequency of suspicious activity near the Teen Center to the Mason District police department and encouraging families to have communication with police to build rapport. Youth participants are required, when possible, to walk in groups and continue to have open communication with the students' families and police for their safety. We have also been discussing street safety and emergency preparedness.

The property management have introduced a parking rule of beginning to tow at 5:00 PM every day of the week. This has greatly affected volunteers coming to the Center to offer their support in fear of having their cars towed. The program has discussed with property managers and has been able to have Second Story staff on the "No Tow List" and have acquired three parking passes for volunteers but have only been given an extension.

Describe how local partners are used to enhance your program:

- Food for Others- Supplies groceries for the teens and their families.
- Western Fairfax Christian Ministries- Supplies food for the teens and their families.
- Fairfax County Health Department- Stronger2 Initiative to offer health literacy training and classes for the community and youth programs.
- BRAWS- Delivers feminine hygiene products to young female participants.
- George Mason University, Career Counseling and Education Department- Connecting with volunteers and interns to implement career focused workshops.
- 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, COVID-19 vaccines.
- Legal Aid Justice Center- Hosting workshops, mentorships, and legal resources for our youth. Youth Justice Program organizer supported youth looking for employment and provided resources for teen job for Advocacy opportunity



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- Creative Cauldron- hosted field trips where students learned about theater arts, self-expression, and career opportunities.
- DSVS Fairfax County Teen Advocacy Program- Youth attended events within Fairfax County community centers to discuss strategies and initiated to prevent teen dating violence.
- NWFCU Foundation- Need-based scholarship opportunity for Second Story youth in Fairfax County.
- Jessica Aguilar- licensed art therapist from Dominion Hospital who provides free group art therapy sessions to youth at the center.

Changes in Client Population:

Most 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 of the three. Some of the youths are identified as unaccompanied minors or are living with relatives who are their guardians. CYOP has continued to welcome students who are new to the country and are receiving ESL tutoring, basic needs resources and peer support to help them settle in the community. More students are reporting opioid abuse increase in their school by peers and around their neighborhood. We have also increased referrals or provided information on Falls Church – Fairfax CSB services to youth and young adults in the community who may need it.

Staff Turnover:

No changes to report this quarter.

Client Story:

Jose is a new 9th-grade student who joined the program during the beginning of the second quarter. Jose and his class participated in a field trip with his teacher to tour our Center. Jose then visited the program with his mom who made an appointment to submit registration forms and retrieve information about services within the community for newcomers and how the program can help support teens during his transition to the USA. The parent was referred to CFRC for medical insurance help, to apply for county services, to further food donations, and to gain information on weekly services provided to the community. Jose and his family are new to the USA from El Salvador and have only been here since September 2023. Jose also related with positive youth role models within the program to help with assistance at school, walking to the program daily, and building healthy new friendships with peers. Jose participated in daily workshops, guest speaker events, and community service activities, and worked with staff on goal setting and academic support and review. Staff noticed Jose has opened up and is welcoming new friendships because when he first joined the program, he was more to himself and was not interacting with the other teens. Staff noticed a change and difference in his behavior by participating in activities such as the baking club, arts and crafts, homework help with peers, playing video games, and board games. Staff will continue working with Jose daily on tutoring, reading, and building skills to help him achieve his goals.



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Program: Second Story for Young Mothers
Contract Analyst: Vanessa Calderon

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

Second Story – Assisting Young Mothers										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q2			Annual Program Service Target	Annual Program Outcome Target
	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.	16	15	94%	114%	107%
	Total	14	11	80%		16	15	94%	114%	107%
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. (CSBG Outcome)	16	16	100%	114%	114%
	Total	14	11	80%		16	16	100%	114%	114%
3. Provide mental health counseling	CSBG	14	10	70%	Young women served will show improved behavioral health.	16	15	94%	114%	107%
	Total	14	10	70%		16	15	94%	114%	107%

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

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: 16

Number of Clients Achieving Outcome: 15

Program Activities this Quarter:

Safe housing, food, clothing, case management, individual therapy, and life skills and parenting skills groups were provided to 7 adults and their 9 children this quarter. In addition, all children four months and older were assessed to determine if they had any developmental delays using the Ages and Stages Assessment Tool. Groups focused on positive body image and building self-esteem, emotional regulation, general car maintenance, email etiquette, keeping commitments, common illnesses in children, CPR and AED, resumes and interviewing skills, baby sign language, and car seat installation. The mothers also continue to receive assistance with their educational and employment goals, obtaining full time employment, on-going childcare, and medical and mental health care. All these activities had the goal of promoting stability, improving behavioral health, and increasing family functioning.

Program Achievements:

Recruitment of child care volunteers has increased and been more fruitful this quarter, allowing for clients to attend most groups in person. This improves their participation and has improved



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their engagement and support of each other and satisfaction with the program which improves their achievements towards their goals. Staffing has also stabilized this quarter, with staff working well together to make positive changes to the program and to support each other and the young women in more productive ways. The program has also seen an increase in groups of volunteers and individual volunteers returning regularly for the first time in a long time. Volunteers have tackled organization of donation rooms, sorting through expired and no longer useful items, and consolidating spaces to be more useful to staff. This has helped staff and resident morale which increases bonding and feeling nurtured and supported by Second Story. This also helps with increased satisfaction, engagement, and achievement towards goals. 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. The success of the mentoring program “Project Belong” that some clients took advantage of last quarter, has become infectious in a positive way, meaning that more clients are wanting to be connected to life-long mentors.

Program Challenges this Quarter:

SSYM continues to work individually with each client to get them the services they need. Challenges include a lack of transportation, which has made it difficult for clients to get to places they need to get to. A few of the mothers have cars, but they are often in disrepair, or they drive long distances and have struggled with the higher cost of fuel. Staff have been working with clients to provide Uber or Lyft gift cards from an education fund set up for transportation help. Staff have also helped clients apply to TOPS, which can provide free transportation for those who qualify. Staff have stepped up to provide rides for clients in special circumstances and especially in emergencies. Second Story also partners with a mechanic who donates his services, and this has been particularly helpful for minor and major repairs. We also have had challenges with educating those mothers with cars to use their car seats in proper ways to keep their children safe. We have witnessed repeated episodes of children not safely fastened into their car seats and clients not using seatbelts. We have gotten help from fire departments to help women make sure they know how to properly install and use their car seats, as well as police and CPS to strategize ways to get them to comply with the law. Other challenges this quarter have been around winter illnesses in both clients and their children. Some have had back-to-back illnesses, including Covid, RSV and the flu affecting their ability to maintain their employment and attend school. Staff have had groups on winter illness prevention, encourage vaccines, hand out free Covid tests, and ask clients to join groups and meetings virtually if they are unwell to prevent spread within the program.

Describe how local partners are used to enhance your program:

Second Story for Young Mothers continues to be thankful for our many volunteers and local partners whose support we could not do without; we continue to appreciate our partnerships with Women Giving Back helping with clothing for the women and their children, Braws helping with monthly sanitary products, Food for Others helping with basic food necessities, Cake for Kids helping make birthday celebrations very special, and Project Belong’s Don’t Go Alone program which has connected many of our young women with life-long mentors to help foster permanent connections. Other regular partnerships were also utilized this quarter and include Community Services Board and DD services, CPS and DFS, WIC, OFC, TANF, Healthy Families, and Medicaid services. This quarter we also had several groups of volunteers from



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local churches and DPR construction to help with organizing and sorting donations and other spaces.

Changes in Client Population:

This quarter, we admitted one young mother with two children into the program. We also have a waiting list of around 20 young women, some who applied a year or more ago, and were out of touch, but have since expressed interest again in program support. The program has stayed in touch with these women, given out donations when needed, and connected them to other services when possible. We continue to see an increase in chronic marijuana use among those on the waiting list and continue to work with other service providers to help mitigate the impact of substance use in clients and potential clients and help them get the help and support they need.

Staff Turnover: None

Client Story:

When 'Cheyanne' came to Second Story for Young Mothers, she had not eaten a full meal in weeks and barely had enough clothes for her and her daughter, 'Mia'. During intake, staff showed her to her room which was already stocked with everything she needed—new bedsheets, towel sets, clothes, toys for her daughter, and hygiene supplies. Staff took Cheyanne to a food pantry where she received food to last her multiple weeks. Cheyanne told staff she was finally able to breathe and not worry about where their next meal would be coming from. In the days to follow, Mia became more comfortable with staff, staff helped Cheyanne apply for TANF and childcare subsidies, and Cheyanne is studying for her driver's permit. Staff can't wait to see what Cheyanne will accomplish next!



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Program: Artemis House
Contract Analyst: Devin Thornton

Organization: Shelter House
Phone #: 703-324-7208

Shelter House - Artemis House					Annual Goals			TOTAL Through Q2		
Description of Activities	Service Target	Outcome Target	Outcome Target %	Description of Outcome	Number Served	# Achieved	% Achieve	Annual Program Service Target	Annual Program Outcome Target	
					Outcome	Outcome	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. (CSBG Outcome)	140	140	100%	126%	126%
	TANF									
	Total	111	83	75%		140	140	100%	126%	126%

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

Number of Clients Projected to be served for the year: 111

Number of Clients Projected to Achieve Outcomes: 83

Actual Number of Clients Served YTD: 140

Number of Clients Achieving Outcome: 140

Program Activities this Quarter:

- Hosted a holiday party for program participants and offered gifts + meals to provide a sense of community during a notoriously emotional time for residents.
- Strengthened our connections with Fairfax County Public Schools Homeless Liaison’s office to ensure that school-aged children are connected to supportive services and can get to school and / or remain in the school they attended prior to entering shelter.
- Offered weekly case management services to safety plan, address the needs of our clients and their families, and work towards stably housing them.
- Added twenty-four-hour residential staff coverage to address clients’ basic needs and provide conflict resolution to ensure a safe and stable environment while in shelter.
- Connected clients with Fairfax County government for childcare subsidy.
- Drove clients in the shelter’s onsite van to access community referrals.

Program Achievements:

- Successfully trained/provided ongoing guidance to direct-service staff on de-escalation tactics and trauma-informed care.
- Incorporated a more tailored on-boarding process for new staff.



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Program Challenges this Quarter:

- We are developing a shuttle system and locating local resources for kids to be able to offer transportation assistance and increase accessibility to stable community support systems.
- We have vacant positions that affect existing staff that must cover multiple jobs.

Describe how local partners are used to enhance your program:

- We have a significant collaboration with the public school system to hold case conferences and collaborate on supportive plans for families.
- We are collaborating with a local daycare to provide drop-in services for clients who need care for a couple of hours. These appointments can be used for court appointments, job interviews, and the like.

Changes in Client Population:

- Former and current voucher holders have a challenging time navigating the confusing processes of the voucher and/or locating affordable housing that will work with their voucher.
- Both singles and households with children are struggling with substance use disorder.
- Clients with non-school-aged children have a difficult time securing employment because they lack childcare.

Staff Turnover:

- We hired an entirely new management team between the two sites this quarter but lost one of those hires shortly after they started.
- We have hired two new case managers and a Housing Locator at one of our sites this quarter.
- We have frequent turnover among our twenty-four-hour residential staff program. This quarter alone, we had two staff leave and on-boarded five new hires. This creates incredible challenges in supporting clients' case progression while the onboarding/training of new staff occurs.

Client Story:

Because of our staffing challenges this quarter, we had to work double time to ensure each client received the service needed to gain stability and their efforts have paid off. Several of our longest stayers have obtained permanent housing this quarter. Our staff at Artemis House have provided clients with a safe environment, met their basic needs, made food referrals so that families could eat, and provided a referral for business attire for job interviews. The staff at Artemis is dedicated and resilient when serving the clients.



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Program: Protecting Vulnerable Immigrant Survivors of Violence

Organization: The Tahirih Justice Center

Contract Analyst: Vanessa Calderon

Phone #: 703-324-3289

TAHIRIH Justice Center										
Description of Activities		Annual Goals			Description of Outcome	TOTAL Through Q2			Annual Program Service Target	Annual Program Outcome Target
		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.	105	24	23%	57%	13%
	Total	184	92	50%		105	24	23%	57%	13%

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

Number of Clients Projected to be served for the year: 184

Number of Clients Projected to Achieve Outcomes: 92

Actual Number of Clients Served YTD: 105

Number of Clients Achieving Outcome: 24

Program Activities this Quarter:

Building on the activities of our first quarter, in the second quarter of our CSBG funded program, grant-funded staff continued to provide interdisciplinary legal services to support the safety and stability of immigrant survivors of violence; all of the survivors we have served have experienced violence, and all are entitled to protection under U.S. law, but none can afford to hire an attorney to navigate our complex legal system and access safety. 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, in-house and/or through referrals to our network of peer providers. 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. As we continue to field requests for help, we look forward to expanding our program’s reach among low-income immigrant survivors of violence in Fairfax County.

Program Achievements:

In the second quarter of our CSBG program, we continued to make progress towards our program outcomes.

- We provided legal services to 93 clients in 42 households, including applications for T visas, asylum, adjustment of status, and family sponsorship.



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- We provided holistic, comprehensive social services case management to 15 clients in 5 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.

- One client 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 Motion to Dismiss, which means that they no longer must make their case in court – sharing the worst moments of your life with a judge and in front of the government’s opposing attorney is often re-traumatizing - but can rather navigate administrative procedures to secure legal outcomes.
- Eleven clients received personalized legal counsel and advice on their immigration cases.

Program Challenges this Quarter:

We are on target to meet our projected outcomes, but we also recognize challenges this quarter. As we have previously shared, immigration court backlogs continue to grow, leaving immigrant survivors with delayed court dates and long periods of limbo where they often cannot work legally, cannot travel freely, or have any certainty of the long-term stability of their life in our community. The latest data show that more than 72,124 individuals are waiting for hearings before judges in Virginia-based Immigration Courts. Average wait times for hearings have reached more than three years – 1,116 days.

We are also deeply concerned that recent immigration policies – and more changes now under consideration in Congress - will cause harm to immigrants seeking justice and safety. As organizations strategize to respond to human rights violations and abuses, the effects of federal changes will be felt locally. Moreover, the continuation of bussing of immigrants from states like Arizona and Texas into our region is overwhelming local immigration and social services organizations, stretching our community’s capacity and leaving vulnerable individuals and families without support.

Describe how local partners are used to enhance your program:

We continue to collaborate closely with several partner organizations to deliver services to immigrant survivors of trafficking. We also have shared funding with two local partners to ensure a comprehensive network of services for our clients: Legal Services of Northern Virginia provides civil legal services, and Northern Virginia Family Services provides mental health services, while Tahirih addresses immigration legal needs of survivors working to rebuild their lives in the wake of modern-day slavery. This three-year project will fill gaps in our region’s social safety net, particularly for immigrants, including residents of Fairfax County. Somewhat differently, we actively support the Domestic Violence Action Center through membership on the Advisory Team and the Affiliated Partners.

Changes in Client Population:

In this quarter, approximately 70% of clients supported by our CSBG-funded program are Hispanic/Latinx (a decrease from Q1), 14% Asian (an increase from Q1), 8% Black and not Hispanic (a decrease from Q1), and 5% White and not Hispanic (an increase from Q1). Seventy-



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three percent are Limited English Proficient, which has been relatively stable throughout the life of our project. Eighty-nine percent of households are female-led, and 35% of households include children (a decrease from Q1). At the same time, 8% of immigrants served are elderly (a decrease from Q1).

Notably, as in previous quarters, nearly all clients served are extremely low income and many have need of financial support for immigration filing fees. USCIS is self-funded (it operates mostly on fees paid by applicants). We continue to be deeply concerned that fees are prohibitory for low-income survivors of violence, contributing to the inaccessibility of our legal system and creating barriers that disproportionately impact immigrant survivors in vulnerable circumstances, particularly immigrants experiencing poverty.

Staff Turnover: None

Client Story:

Eliana and her young daughter are immigrant survivors of gender-based violence. Eliana came to Tahirih for legal assistance after her daughter had survived sexual abuse; with support from her Tahirih team, she navigated the process of reporting the crime to police, working with law enforcement to bring her daughter's assailant to justice, and seeking a U Visa, a form of humanitarian relief available to immigrant survivors who participate in the criminal justice process. After the required time-period had passed, Eliana and her daughter then worked with their Tahirih team to successfully seek and secure green cards (adjustment of status). With the help of County funds, Eliana and her daughter are safe and have a stable legal foundation to continue to heal and thrive in our community.



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Program: Stepping Stones
Contract Analyst: Vanessa Calderon

Organization: United Community
Phone #: 703-324-3289

UCM - Stepping Stones										
Description of Activities	Service Target	Annual Goals			Description of Outcome	TOTAL Through Q2			Annual Program Service Target	Annual Program Outcome Target
		Outcome Target	Outcome	Outcome		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. (CSBG Outcome)	70	70	100%	58%	58%
	Total	120	66	55%		70	70	100%	58%	58%
2. Provide financial assistance to eligible participants in the form of rental assistance	CSBG	250	250	100%	Clients will have increased housing stability.	172	172	100%	69%	69%
	Total	250	250	100%		172	172	100%	69%	69%
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	347	347	100%	139%	139%
	Total	250	250	100%		347	347	100%	139%	139%
4. Provide financial assistance to eligible participants for medical or dental care and prescription assistance	CSBG	75	75	100%	Clients will have access to safety net resources that promote stability	80	80	100%	107%	107%
	Total	75	75	100%		80	80	100%	107%	107%

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

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: 172

Number of Clients Achieving Outcome: 172

Program Activities this Quarter:

Stepping Stones service activities did not change drastically from what was reported in the last quarter. All service activities were focused on meeting all CCFP contracted services during this quarter. Services activities were focused on providing rental assistance to prevent clients from being evicted; utility assistance that enabled clients to avoid service disconnection or reinstate their service; dental referral and prescription/medical assistance that enabled clients maintain their physical and oral health. Stepping Stones case management provided support and wrap around services that improved the clients' overall self-sufficiency. Stepping Stones registered and distributed toys and gift cards to more than 700 children in December for the Christmas/Holiday season.

Program Achievements:

Stepping Stones made significant progress in all service activities during this period. The Stepping Stones team worked very diligently to ensure that program participants achieved the desired outcomes. All clients who requested assistance with their various basic needs and met the program eligibility criteria, received services. Most clients enrolled in our case management services reported positive outcomes. They attributed it to the quality of care they received as well as having a therapeutic relationship with their case manager. Another area of achievement was in client advocacy. As mentioned in our last report, we noticed many clients with very high energy bills, more than both EnergyShare and Stepping Stones budget could cover. We reached out to several organizations to help complete some of the balance not covered by EnergyShare and Stepping Stones. These efforts yielded results that saw a good number of the



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clients have their energy bills paid in full. Some progress was made in resolving the client database issues reported in the last quarter through the help of United Community's data analyst. United Community renovated a portion of the Fordson Road office to serve as a Community Room for classes and self-help/therapy groups. Stepping Stones is already having discussions with Progreso to provide ESL/Citizenship classes to Stepping Stones clients.

Program Challenges this Quarter:

As reported in the last quarter, the participants who filed for legal status adjustments with the United States Citizenship and Immigration Services (USCIS) still have their cases pending. While their cases are pending, they are not able to obtain employment due to lack of work authorization permits. The program is hoping that USCIS is able to speed up these cases.

The issue of clients with high energy bills that both EnergyShare and Stepping Stones funds were not able to cover is still a reoccurring challenge faced by the program during this quarter. Another challenge the program encountered during this period was the low number of CSP referrals for rental assistance. CSP is still utilizing the Bridge Emergency Rental Assistance (ERA) funds to assist County residents in need of assistance before sending referrals to community-based organizations. However, in December, there was an uptick in the number of referrals. Moving forward, Stepping Stones may provide rental assistance directly to clients whose rental assistance falls within the threshold of the amount of assistance the program could assist. This will be on a case-by-case basis if the assistance provided by Stepping Stones covers the amount of funds needed by the clients to pay their rent to avoid eviction.

The resignation of Stepping Stones case manager posed another challenge for the program. The case manager's departure was a huge loss to the program especially because of the success rate of the clients. A new case manager will be hired in the next quarter.

Some clients who were referred to Northern Virginia Dental Clinic (NVDC) failed to show up for their appointments thereby causing the program to lose funds. Every appointment received from NVDC must be paid by the referring agency unless unfilled appointments are returned to NVDC two days before the scheduled appointment. The program will continue to request reimbursement from clients who fail to show up for their appointments or did not call two days ahead of time to cancel their appointments. In addition to that, the program will make an effort to call and remind clients of their upcoming appointments three days before their scheduled appointments.

Describe how local partners are used to enhance your program:

During this quarter, the program continued to partner with the same organizations to help clients meet program outcomes. Rental assistance and other basic needs referrals were coordinated by the County CSP. Dominion Virginia EnergyShare program provided more than \$67,000 allotment to the program that supplemented Stepping Stones utility assistance funds, Northern Virginia Dental Clinic (NVDC) provided dental services to program clients, and financial counseling services were provided by Britepaths. Stepping Stones continued to partner with Fairfax County DFS to enroll new clients into mainstream benefits like SNAP, Medicaid, Childcare subsidy, and a state energy assistance program.

Changes in Client Population:

There were no significant changes in the client population from what was reported in the last quarter. The only change noticed was in rental assistance, which is the service least requested by Hispanic clients. We saw a significant increase in requests from this client population this quarter. This trend does not impact the program's ability to meet set objectives rather, it ensures that services are provided to every client population who came to Stepping Stones for services.



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Staff Turnover:

Stepping Stones Case Manager position became vacant due to the resignation of the former case manager for a better opportunity. This was a big loss to the program because of the higher skills this former case manager brought to the program. This vacancy will be filled in the next quarter.

Client Story:

Mr. Dun, who is in his sixties, first came to Stepping Stones for utility assistance a few months back. He later came back to United Community due to dealing with many unresolved issues aside from missing most of his teeth. Mr. Dun needed dentures for over a year. Though he voiced that he was not experiencing pain, he shared with his case manager that “food had not tasted the same since he lost” his teeth. He is on a monthly fixed Social Security Disability Income (SSDI) income of \$1,400 which hardly covers his monthly needs. With all the competing needs at home based on his fixed income, he was unable to afford the bill at a dentist’s office to address his oral health issues. Mr. Dun said that he heard about Stepping Stones dental referral service through his friends. He was enrolled into the dental service, and he was referred to NVDC for his initial appointment which was paid by Stepping Stones. He was told that the cost of his dentures was \$800. He reached out to his case manager to inquire if Stepping Stones could assist him to cover the cost of the dentures. Stepping Stones paid \$400, and Mr. Dun covered the remaining balance of \$400. After his treatment, Mr. Dun was very happy and grateful that he sent an email of gratitude to his case manager with a picture of his new look. In his own words in the email, he wrote:

“Hey Nico, you helped me get into the dental school and paid half on my dentures, and you all also helped on my electric bill a few months ago. I wanted to send you pictures because I finally got my dentures today! When I first saw myself last month in the sample set, I broke down crying! Thank you so much for making my life better! They will take getting used to, but I will! Thank you again for everything you’ve done! People like you and United Community make the world a better place!”

Mr. Dun’s story is one of numerous clients who have benefited from Stepping Stones dental/medical/Rx services over the years. On average, we serve about 20 individuals every month. We may serve more if NVDC gives us additional appointments or if we receive requests for emergency dental services after we have filled our monthly appointments. The CCFP Fund has enabled us to provide medical and prescription assistance services to many community members who do not have the resources to cover the cost of their medical needs. Through this contractual partnership, we are making a significant effort to meet the needs of clients – changing lives and creating a healthier and happier community one at a time!