

Memorandum

To: CAAB Members
From: Michelle Jefferson, Chair
Date: November 22, 2023

Subject: CAAB Meeting – December 5, 2023

The next CAAB meeting will be held **virtually** on Tuesday December 5, 2023, at 7:30pm on Zoom.

CSBG First Quarter Report

Staff will present the CSBG FY24 1st quarter report. Included in this meeting packet are:

- Financial report for Federal CSBG and TANF
- Narrative Reports

Funding Priorities

The CAAB will discuss funding priorities for FY2025 & FY2026.

Fairfax County General Assembly Delegation's Pre-2024 Session Public Hearing

The Fairfax County delegation to the General Assembly will hold a public hearing regarding the upcoming 2024 session in early January (typically the first Saturday of the month). This meeting packet includes the County's Draft Legislative Program from which the CAAB could select positions to support when providing comments during the public hearing.

Membership and Election Committee Report

The February elections will be announced. An update on the actions taken to fill vacancies will be given.

CCFAC Meeting Report

Morgan Jameson, CAAB representative on the Consolidated Community Funding Advisory Committee, will provide a brief update on the CCFAC's latest meeting.

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.

Attachments

December 2023 Meeting Agenda
October 2023 Meeting Minutes
FY24 CSBG 1st Quarter Report
Current Funding Priorities FY23-24 Document
Funding Priorities FY 25-26
2024 Fairfax County Legislative Program

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 Meeting
December 5, 2023
7:30 PM

VIRTUAL VIA ZOOM

AGENDA

TIME	ISSUE	INFO/ACTION	PRESENTER
7:30 PM	Call to Order		Michelle Jefferson, Chair
	Approval of Minutes	Action	Michelle Jefferson, Chair
	CSBG FY24 1 st Quarter Report	Info	CAAB Staff
	FY25-26 Funding Priorities	Info	Michelle Jefferson
	Fairfax County General Assembly Delegation Public Hearing	Action	Michelle Jefferson
	Membership and Elections Update	Info	Shari Zamarra, Membership & Elections Committee Chair
	CCFAC Update	Info	Morgan Jameson
	CAAB Member Sharing	Info	CAAB Members
9:30 PM	Adjourn		

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

Fairfax County Community Action Advisory Board (CAAB)
Meeting Minutes – Tuesday, October 3, 2023, 7:30pm
Food for Others

The meeting was called to order at 7:35 pm by Chair Michelle Jefferson.

Members in Attendance: Nermin AbdelWahab, Caroline Hockenberry, Michele “Cookie” Hymer Blitz, Morgan Jameson, Michelle Jefferson, Maria Leiva, Marcia McDevitt, Phil Rosenthal, Shari Zamarra, Ben Zuhl, Hawa Hassan, Ken McMillon, Matthew Bell, April Hall, Kevin Hickerson, Michael Mahrer

Absent: Heather Thomas, Sandra Barksdale, Alicia Doe, Alex Rodriguez, Michele Menapace, Mary Ann Floto, Hari Kurup, Ann McPherson, Whitney Richardson, Alice Yam

Guest(s)/Staff: Tresa Schlecht, Deb Haynes, Annie Turner, Anna Slaten

Minutes – September, 2023

The motion to approve the meeting minutes was made by Michael Mahrer, seconded by Ken McMillon and was carried without objection.

CAAB Member Sharing

Shari Zamarra stated that realtors are finding homes for low-income community members. Senior housing on Braddock Road is opening in December.

Michael Mahrer shared that the Community Consolidated Funding Advisory Committee (CCFAC) heard testimony at their October meeting regarding the funding pool. Mr. Maher shared that the 2023 Fairfax County Community Needs Assessment was incorrect in that it did not fully reflect those that needed English language classes. Additionally, he shared that all English Empowerment Center classes are full. Region 8 for State and Fairfax County ACE programs are full.

Kevin Hickerson sponsors a club at Chantilly High School called, “Chargers for Children.” Students are looking for volunteer opportunities in the community. At the end of the last school year, they focused on spreading awareness about housing inequities and pay disparities in the community. If there are volunteer opportunities available for the students, please reach out to Kevin Hickerson or Michelle Jefferson.

Marcia McDevitt mentioned that there are very few services for veterans in the Herndon and Reston area. She is proposing that a resource sheet be created to leverage the services that are available.

Phil Rosenthal mentioned the Friends of Firefighters coat distribution is happening at the end of October across from Beacon mall.

Matt Bell mentioned the North Hill ribbon cutting event that occurred a few months ago. In September, townhome units were available for community members looking for affordable housing.

Michelle Jefferson stated that early voting is starting in Virginia on October 22nd. Please reach out to Heather Thomas for the coat drive.

Morgan Jameson provided information regarding the recent Consolidated Community Funding Advisory Committee (CCFAC) meeting where they preliminarily approved an RFP process. Public comments will be heard at the October 10th meeting. For more information, visit CCFAC’s page on the Fairfax County website.

Presentation: Executive Director of Food for Others

Deb Haynes, Executive Director, and Annie Turner, former Executive Director, presented on the Food for Others program. Food for Others is both a food bank and a food pantry, meaning they warehouse and store food, handle distribution, and provide a food market. There are four core programs. The Emergency Referral Program provides emergency food assistance to an individual or a household referred by a social worker. In the referral program, Food for Others partners with a lot of social workers that provide referrals from CSP, Inova, schools, faith communities and a variety of places where families can be referred. Food for Others also partners with DoorDash to deliver food to families or individuals with emergency referrals.

Neighborhood sites are part of the emergency referral program, for example, a school social worker can put in a referral for a family and Food for Others can provide a truck in the community to distribute groceries. Food for Others also utilizes the USDA Federal program that provides households with two visits per month.

Community Partners and Purchase partners provide food for partner organizations like FACETS and Second Story to distribute food in the community. This helps community members who do not have reliable transportation.

Food for Others works with multilingual speakers, and volunteers can use a language line to help with any communication barriers for community members. Food for Others sources culturally appropriate and diverse foods to help meet religious needs. On average, Food for Others serves 250 families per day. They recently received a grant which allowed them to purchase a cart to offer community cooking and food preparation demonstrations to assist clients in learning various ways to cook and how to incorporate the food they are receiving within their cooking.

Upcoming Meetings

The CAAB will meet virtually via zoom on Tuesday, December 5, 2023. The January meeting will be in person on Tuesday January 2, 2024, at the Fairfax County Government Center.

Membership and Election Committee Report

There are two open spots for membership.

Tour Food for Others Choice Marketplace

CAAB members took a tour of the Choice Marketplace with Food for Others staff.

Motion to adjourn after the tour was made by Matt Bell, seconded by Ken McMillon.

Meeting adjourned 8:57pm

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM
Fiscal Year 2024
1st Quarter Report

Community Services Block Grants Worksheet - 1st Qtr FY 2024			
	Federal CSBG	TANF CSBG	TOTAL CSBG
Housing (40%)			
New Hope Housing	\$ 17,711.05		\$ 17,711.05
United Community	\$ 48,987.84	\$ 50,987.35	\$ 99,975.19
Subtotal	\$ 66,698.89	\$ 50,987.35	\$ 117,686.24
Health & Social/Behavioral Development (25%)			
Family Counseling Center of Greater Washington	\$ 14,400.00		\$ 14,400.00
Food for Others	\$ 86,374.21		\$ 86,374.21
Second Story - Young Mothers		\$ 14,418.75	\$ 14,418.75
Subtotal	\$ 100,774.21	\$ 14,418.75	\$ 115,192.96
Support Services (20%)			
Tahirih Justice Center	\$ 17,176.93		\$ 17,176.93
Shelter House		\$ 13,528.05	\$ 13,528.05
Subtotal	\$ 17,176.93	\$ 13,528.05	\$ 30,704.98
Education & Cognitive Development (15%)			
Cornerstones - Kids & Parents Engage		\$ 16,748.38	\$ 16,748.38
Second Story - Culmore Youth Outreach Project		\$ 15,899.01	\$ 15,899.01
Subtotal	\$ -	\$ 32,647.39	\$ 32,647.39
Total	\$ 184,650.03	\$ 111,581.54	\$ 296,231.57

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM
Fiscal Year 2024
1st Quarter Report

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

Organization: Cornerstones
Phone #: 703-324-7208

Cornerstones - Kids & Parents Engage										
Description of Activities		Annual Goals			Description of Outcome	TOTAL Through Q1			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)	CSBG	41	35	75%	Improve the academic performance of children and youth. (CSBG Outcome)	0	0	0%	0%	0%
	Total	41	35	75%		0	0	0%	0%	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: 0

Number of Clients Achieving Outcome: 0

Program Activities this Quarter:

Cornerstones Afterschool begins 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 the 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 after school conducted 24 family conferences during September. Additional conferences are scheduled to be held in October for families that completed their registration process during the last week of September.

Reston after school 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 of 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 resources they are seeking. To this end, we ask families to complete a form and bring it to their conference. This form is then returned to them with instructions to place it somewhere safe that they will have easy access.

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2024

1st Quarter Report

Program Challenges this Quarter:

Our biggest challenge this quarter was responding to the need we continue to see in Herndon. 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. Our capacity is limited by space and staff.

Describe how local partners are used to enhance your program:

None

Changes in Client Population:

The biggest trend the program is seeing is an increase in older youth who are coming to the program after having just moved to the area from other countries. One of the major things 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:

As the program just completed September family conferences and registrations, the program does not have a highlighted Client Story for this report.

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2024

1st Quarter Report

Program: Mental Health & Counseling Services

Organization: Family Counseling Center of Greater Washington

Contract Analyst: Devin Thornton

Phone #: 703-324-7208

Family Counseling Center of Greater Washington										
Description of Activities	Annual Goals				Description of Outcome	TOTAL Through Q1			Annual Program Service Target	Annual Program Outcome Target
	Service	Outcome	Outcome			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	42	37	80%	Adults have stable or improved behavioral health (self-reported or professional assessment) (CSBG Outcome)	13	8	62%	31%	19%
	Total	42	37	80%		13	8	62%	31%	19%

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, and 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: 13

Number of Clients Achieving Outcome: 8

Program Activities this Quarter:

Therapists provided one-on-one counseling to low-income adults; services included crisis intervention, prevention, psychotherapy, and couples and family counseling. There were three cases that therapists started but had to refer the clients to their new psychiatrist, Dr. Bae from Vine Psychiatric Associates.

Program Achievements:

The agency provides full services for low-income adults from free consultation to virtual or on-site counseling sessions and covers the full cost of their counseling sessions. If referrals are needed, the program prepares all the required documents. The program hired more counselors over the summer, resulting in more flexibility in scheduling not only on the weekdays but on weekends as well. Thus, it has been very beneficial for clients to schedule their appointments at their convenience, which allowed for growth in client numbers and continuity of mental health care.

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2024

1st Quarter Report

Program Challenges this Quarter:

This quarter, as being summer, three therapists were on a vacation for a full month, adjustments were made a month in advance. However, some of the clients did not want virtual sessions rather on-site sessions, so the therapists had to adjust their schedules around in order to cater to the needs of the clients first. It took a few weeks to readjust the therapists' and clients' schedules, but the program prudently and successfully fulfilled the required sessions.

Describe how local partners are used to enhance your program:

The agency attended the Community Foundation for Northern Virginia's presentation on "Economic Impact of Mental Health". The report was the culmination of a year-long partnership between the Community Foundation and the Center for Regional Analysis at George Mason University. It found that 58% of all workers in Northern Virginia currently report symptoms of mental health challenges such as anxiety, depression, and worry, and that the resulting loss of workforce productivity has resulted in an annual loss of \$8.2 billion in the gross regional product of the region. Therefore, the mental health challenges are massive. The Center will prepare and provide more in-depth counseling sessions for workers in Northern Virginia.

Changes in Client Population:

Recently, the Center has noticed many married couples in their 30s to 40s seeking couples' therapy. All of these couples do not want 1:1 session but believe both need to attend in order to save their marriage. Since the program has two therapists who are not only experienced but have successfully achieved many outcomes for married couples, they can rest assured. The program realized they must promote the needs and the importance of therapy sessions for young married couples.

Staff Turnover:

None

Client Story:

A male patient, who is in his mid-20s, suffered from social anxiety and anger issues towards his parents. He did not like the thought that his parents still considered and treated him as a minor, so he was very bitter about it. His parents also had a reason for their certain behavior. Although they were aware that their son was a grown man, there were many issues and irresponsible actions that their son caused not only to himself but to the family. Therefore, those consequences did not only fall on the son but the family as well. The parents had no option but to get involved. It all changed when the patient began his session with our therapist. With her support, his condition, and his relationship with his parents vastly improved. He looks forward to his therapy sessions every week. To the point where he even wanted to volunteer at our Center, which the staff all approved. The patient came in twice to sort all the supplies and clean two of the offices. His father unexpectedly paid a visit to our Center with a cake in his hand. His father genuinely thanked us as tears fell from his eyes. After three months of care, he is no longer in need of services.

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM
Fiscal Year 2024
1st Quarter Report

Program: Emergency Food Assistance
Contract Analyst: Vannessa Calderon

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

Food for Others					Annual Goals		TOTAL Through Q1			Annual Program Service Target	Annual Program Outcome Target
Description of Activities	Service Target	Outcome Target	Outcome Target %	Description of Outcome	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. (CSBG Outcome)	3254	3254	100%	41%	41%	
	Total	8010	6889	86%		3254	3254	100%	41%	41%	

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: 3,254

Number of Clients Achieving Outcome: 3,254

Program Activities this Quarter:

Food for Others has continued to see a high demand in our community, even with the end of the COVID-19 Global Pandemic. With the continued effect of inflation and the end of COVID-era SNAP benefits, our community is still in need. Not only are we seeing these trends amongst our clients, but our donors. Unlike COVID, when many of our donors had more to spare due to working from home, less travel, etc., inflation is having the opposite effect. Even regular donors need to cut back their support to focus on their own finances.

With our new set-up, clients who come for USDA support are learning about our Emergency Referral program and are being guided towards Coordinated Services Planning (CSP). CSP representatives have joined us in our market as an additional service offering to meet with clients one-on-one. This opportunity gives clients a chance to receive more information on services, go through a full intake process with the CSP representative, and then receive a referral right on site. We look forward to having the CSP team join us again and more regularly, moving into the future.

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 client's 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 quote from a

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM
Fiscal Year 2024
1st Quarter Report

returned client survey stated, “The volunteers were so kind, and I love that my daughter could ride in the shopping cart like a real store. Thank you.”

Program Challenges this Quarter:

The biggest challenge that we face moving into the next quarter is navigating through our busiest time of the year. This will be our first holiday season with our new choice marketplace. Our team is putting plans in place to navigate the influx in demand that we typically see throughout November and December. A major concern is our limited parking availability, and how to efficiently serve everyone while still meeting the need. Currently, on most days we have a line forming by 8:30AM with parking filled by 9AM and a line of cars starting to form before we even open our doors. To help navigate this issue, we will be limiting families to 1 visit in the month of November. If a family is receiving support through both USDA and an emergency referral, we are strongly encouraging them to pick up both at the same time. We will also be reverting back to a pre-boxed model for just the month of November. This decision is in effort to cut down on the amount of time clients are waiting in line. Though our hours are typically Monday through Friday, we will also be opening for one Saturday in November to help mitigate these challenges. As we dive into this season, we will continue to reevaluate our process and adjust as needed.

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 has been excited to invite local organizations and partners to our market to expose clients to and provide them with more information on additional services. To date, we have had four partners join us and are already in conversation with a variety of additional partners. See below:

Additional services to date:

- The Women’s Center
- Coordinated Services Planning
- Higher Horizons
- SNAP Benefit Worker (NCS)

Additional services in discussion:

- INOVA Cares Clinic
- Anthem Health Keepers Plus
- WIC
- Neighborhood Health

Changes in Client Population:

As we begin to lean into the holiday season, we are slowly seeing an additional increase in numbers served through our market on a daily basis. Projecting into November, we are expecting to see over 300 families a day walk through our doors, potentially pushing 400 families as we near the Thanksgiving holiday. We continue to see an increase in demand amongst USDA recipients demonstrating a prolonged need for families in our community.

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2024

1st Quarter Report

Staff Turnover:

During the first quarter of FY24, Food for Others welcomed three new staff members to the team. After seven years, Annie Turner, former Executive Director, stepped down. Following her tenure, we welcomed Deb Haynes, previously with The Lamb Center, to the Food for Others team. Though we are sad to see Annie leave, we are excited to see where Deb's leadership takes us. We also welcomed a new Client Intake Coordinator, Axcelyn Tejada, and a new Volunteer Coordinator, Tiara Johnson, to the team.

Client Story:

Patricia first visited Food for Others in February. After retiring from full time work, she found her budget strained from paying rent and car fees. She currently works part time as a Certified Nurses Aid. Her counselor suggested she come to Food for Others for food assistance.

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM
Fiscal Year 2024
1st Quarter Report

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 Q1			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	24	88%	Individuals have affordable and stable housing (CSBG Outcome)	21	16	76%	84%	64%		
	Total	25	24	88%		21	16	76%	84%	64%		
2. Provide case management services which include referrals to health appointments.	CSBG	25	24	88%	Adults will have stable or improved physical health	21	16	76%	84%	64%		
	Total	25	24	88%		21	16	76%	84%	64%		
3. Provide supportive housing services to enable clients to remain successfully housed	CSBG	25	24	92%	Individuals and/or families are successfully housed	21	16	76%	84%	64%		
	Total	25	24	92%		21	16	76%	84%	64%		

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: 24

Actual Number of Clients Served YTD: 16

Number of Clients Achieving Outcome: 0

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. In July, an interim program director was assigned to the project. The previous program director left the position at the end of June. The agency is currently looking for a permanent replacement.

Program Achievements:

During the quarter, two clients that were very resistant to participating with their case manager became willing to meet with another New Hope staff that has been acting as a mediator between the case manager and the clients. The clients developed a false impression that the case manager is harassing and haunting them. During covid, the two clients' external supports were terminated and through that isolation their mental health began to deteriorate ultimately leading to the issues with their case manager. The other New Hope staff member has been meeting with the clients and passing on information from the case manager. The other staff member, with the case manager working behind the scenes, has arranged for a shopping trip and salon to deal with hygiene concerns.

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM

Fiscal Year 2024

1st Quarter Report

Program Challenges this Quarter:

The program needs to increase program participation by four individuals for a total of 20. This has been a challenge due to increased rents in the area to ensure that any units are in compliance with being at or below fair market rent. All participants are in scattered site units. The program has tried to provide 1-bedroom units as much as possible to help promote participant autonomy and independence. For the agency to fully utilize the program, we must implement more shared unit opportunities which comes with a different set of challenges.

Describe how local partners are used to enhance your program:

New Hope continues to work with Nu-Start Interventions which is an in-home mental health service provider for the clients that have been resistant to seeking mental health services and receives ready-made donated meals from Mighty Meals. During the quarter, New Hope has partnered with several churches to provide upcoming coat and Christmas gift card drives. They have also partnered with Deloitte and the Asian American Culture Center to recruit more 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:

RF & TA have lived together for several years and prior to the covid epidemic, were active and able to maintain their daily living skills. They participated in a day program and were active in working with their case manager. When the shutdowns happened, they were no longer able to attend the day program, case management was virtual and most other locations they could visit were also closed. This disconnecting fueled their use of alcohol that fueled their mental health decline. For the past year, they have refused to meet with their case manager (once home visits were available) because they have developed a delusion about the intentions of the case manager. During the quarter, the facility coordinator visited the unit for an annual inspection and had a conversation with the two participants. This one visit opened them back to receiving services. They continue to not trust or interact directly with the case manager, but the facility coordinator has been doing the home visits and reports back to the case manager.

COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDED PROGRAM
Fiscal Year 2024
1st Quarter Report

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 Q1			Annual Program Service Target	Annual Program Outcome Target
	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	160	80%	Youth served will improve their academic performance. (CSBG Outcome)	175	0	0%	70%	0%
	Total	250	160	80%		175	0	0%	70%	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.	4	2	50%	100%	50%
	Total	4	4	100%		4	2	50%	100%	50%
3. Provide a safe place for youth during afterschool hours and counseling support, community opportunities, supervised recreation, enrichment activities, homework assistance and employment	CSBG	250	160	80%	Youth will feel a sense of connectedness to the community as a result of participating in the program.	175	175	100%	70%	70%
	Total	250	160	80%		175	175	100%	70%	70%

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: 175

Number of Clients Achieving Outcome: 0

Program Activities this Quarter:

The Culmore Teen Center transitioned from its summer operating hours to its academic hours starting in mid-August. Toward the end of summer, staff focused on safe and engaging recreational activities, back-to-school events, and preparing students for the new academic year. The Center continued to offer direct services or provide referrals to help families meet their basic needs such as food donations, hygiene products, health care, rental assistance, and other social services. For academic support, the Teen Center asked students to make short- and long-term goals for the upcoming school year. Staff reviewed their goals, steps on how to attain them, and the support they may need throughout the year. We continued to do reviews in core subjects such as math, science, history, and language arts while presenting some new upcoming subjects they may see in their new grade level. Staff and volunteers held various activities to keep students engaged in their learning whether 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 partnering with AASuccess company that brought coding and information technology activities to our Center via our computers.

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Our health literacy program, which is known as the Stronger2 initiative, is in partnership with the Fairfax County Health Department to help communities of color close health equity gaps. Due to Second Story's success in meeting our objectives, this program's grant has been renewed and we are currently in the process of renewing our contracts to keep the program funded. In the meantime, we continue to provide health-related topics at our Teen Center such as mental health workshops, opioid abuse prevention, Catch My Breath as part of our Partners in Prevention curriculum, and safe dating topics. We also have started a Girls Empowerment Club with the support of a George Mason University intern to discuss topics for girls in our center, to learn about resources and services for their wellbeing.

Our new Senior class students have begun to work with staff on their school plans and what they need to apply for FAFSA, and a deeper look into four-year and two-year colleges, and other post-high school career paths they are interested in applying for. Staff have coordinated upcoming events to bring in guest speakers, and student-led organizations to facilitate college campus tours to share resources and inspire students to attain higher education.

For our Youth Workers program, we have onboarded two new students to be employed. Teen Center staff and our Youth Council assisted in many of our outreach events including our Back-to-School Events in the Culmore Family Resource Center, Skyline Towers for the Afghan refugee community, Oakview Gardens Apartments, and Carousel Apartments. Our youth workers and staff diligently prepared backpacks and school supplies to make sure other students in their community receive brand-new backpacks and materials to start the school year. The Youth Council group also assisted in Hispanic Heritage Month activities within the Center and in the Culmore Community Celebration where they supported arts and crafts, volunteering for setting up and doing outreach for the program.

To support employment training, staff hosted mentoring sessions with the youth throughout the month as many were applying for their first jobs. Staff supported resume-building workshops, mock interviews, and provided letters of recommendation for those applying for internships. Teen Center staff supported youth in researching for job leads, as many students were seeking employment to support their households with financial burdens. Staff and volunteers mentored overtime management, financial literacy, and ensuring they were working in a safe environment and within legal hours for youth. The Legal Justice Aid Center was promoting a new internship position for high school-aged youth to do advocacy work where staff assisted in filling out their applications.

Students were invited to the Teen Advocacy in-person meetings which are held in different community centers across Fairfax County. They participated in INOVA's Dome Experience to learn about cardiovascular health and see open-heart surgery and enjoyed a free field trip to see a Cirque du Soleil performance.

Program Achievements:

- Eight teens were referred and participated in Art Camp- Contemporary American Theater Festival at Shepard University from July 18th - July 20th. Bus transportation was provided, and teens participated in workshops, toured the campus, learned about theatre arts, and met college students to learn about their experiences.

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- Teen Center participants helped put together 1,000+ bookbags for all of Second Story's Community Based Service community events and programs.
- 18 teens in total completed STEM AASuccess Program where all were awarded certificates of completion of the six-week course.

Program Challenges this Quarter:

- Some students and their families hesitate to have their children walk from the Center during later hours due to security reasons in the neighborhood. There has been a rise in gang and drug trafficking activity in the area and there is not sufficient lighting, especially as the days get darker sooner.
- The property management has introduced a new parking rule of beginning to tow at 5:00 PM every day of the week. This has greatly affected our volunteers coming to the Center to offer their support in fear of having their cars towed.

These challenges are being addressed by the CYOP by:

- Encourage 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 a higher frequency of suspicious activity near the Teen Center to the Mason District police department and encouraging families to communicate 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. Also discussing street safety and emergency preparedness.
- We have discussed with property managers and have been able to have Second Story staff on the "No Tow List" and have acquired three parking passes for volunteers, but only have 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.
- Food Harvest Program- KFC- Staff picked up and distributed weekly within the program.
- Western Fairfax Christian Ministries- Supplies food for the teens and their families.
- Fairfax County Health Department- Stronger2 Initiative offers health literacy training and classes for the community and youth programs.
- Francisco Klockner- Gang Prevention Coordinator- talked to staff about issues within the community and how to support our youth.
- 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.
- George Mason University- Career Counseling with Dr Jessica Vilbas for middle and high school students. Students in the master's program will implement a workshop in the Fall for middle & high school students.
- GUTTS- A volunteer came in to discuss his new company that offers free Trade and employment connecting opportunities for seniors and recently graduated students.

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- INOVA Partnership for Healthier Youth- Helping teens apply for health insurance and receive medical care.
- PBI Kaiser Permanente- networking opportunity for monthly activity and sharing calendar information.
- WIOA- The Workforce Innovation and Opportunity Act offers workforce development to recently graduated teens and seniors seeking employment for the summer.
- AA Success/Machine Learning Program- STEM and AI six-week courses for youth.
- Cake4Kids- Donation of themed cupcakes for monthly birthday celebrations.
- MCCP- Helping teens apply for health insurance and receive medical care.
- Neighborhood Health- Helping teens apply for health insurance and receive medical care and 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 jobs for Advocacy opportunity
- Cirque Du Solei Echo- provided free tickets for 10 youths to enjoy the show.
- Creative Cauldron- hosted field trips where students learned about theater arts and careers. They collaborated on health literacy workshops and presented employment opportunities for the youth over the summer.
- DSVS Fairfax County Teen Advocacy Program- Youth attended events within Fairfax County community centers to discuss strategies and initiatives to prevent teen dating violence.
- INOVA Dome Experience- Inova Hospital invited our students to see live open-heart surgery and learned how to have a healthy cardiovascular system.

Changes in Client Population:

Most of the 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. Some of the youth are identified as unaccompanied minors or are living with relatives who are their guardians. CYOP has continued to make 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:

One staff has transitioned from part-time counselor to full time and another staff member was added to the Community-Based Services team to be a part-time counselor as well.

Client Story:

Denis is a new client who recently joined CYOP in August 2023. Denis transitioned from the Culmore Safe Youth Program (CSYP) to the teen center program. Denis first learned about CYOP by visiting the program with fellow peers and the program coordinator for CSYP. Denis visited the program in August, learned about the services provided, and received a registration form. Denis at first was hesitant to participate and had some difficulties in managing his behavior but began to come to the Center more frequently to work with staff on English learning and practicing pronunciation. Denis has been using text cards, online games, and vocabulary as a way to improve. Denis has been working with staff and volunteers weekly and staying consistent

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with his goal of improving the English language. Denis has been using reading, drawing, and sight words as a way to relate and understand words with staff. Staff provided Denis with additional resources within Fairfax County for free services and programs for ESL classes. Denis has also participated in weekly groups within CYOP and has shown leadership qualities by helping staff with community service activities. Denis received emergency food bags, clothing donations, and blankets to use at home. Denis has opened up to staff by showing he wants to challenge himself by making practicing English a priority weekly. Staff will continue working with him and also use the youth workers to help mentor him and develop friendship opportunities. Staff noticed the client has made good improvements, is now an active member of the Youth Council and is eager to be a leader in his community.

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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 Q1			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	16	80%	Young mothers will demonstrate improved family functioning.	14	14	100%	100%	100%
	Total	14	16	80%		14	14	100%	100%	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	16	80%	Children and youth will have access to safety net or community resources that promote stability. (CSBG Outcome)	14	14	100%	100%	100%
	Total	14	16	80%		14	14	100%	100%	100%
3. Provide mental health counseling	CSBG	14	16	70%	Young women served will show improved behavioral health.	14	11	79%	100%	79%
	Total	14	16	70%		14	11	79%	100%	79%

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: 16

Actual Number of Clients Served YTD: 14

Number of Clients Achieving Outcome: 11

Program Activities this Quarter:

Safe housing, food, clothing, case management, individual therapy, and life skills and parenting skills groups were provided to 6 adults and their 8 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 conflict resolution, swimming safety, interviewing fundamentals, mock interviews, resume writing, human rights, fire safety, vaccine education, boundary setting, situational awareness, the importance of structure/schedules/routines, cleaning, and toilet training. 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 of these activities had the goal of promoting stability, improving behavioral health, and increasing family functioning.

Program Achievements:

After the sudden departure of our program manager in July, the program went through a challenging 6 weeks before finding a new program manager. The new PM has a master's degree

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in mental health counseling as well as in art therapy, and we are pleased that she is settling in well and has already brought new innovations to the program. The young mothers have welcomed her and are beginning to respond to her sensitive and caring therapeutic approach. Attendance at groups and case management are starting to increase and the women are settling in to steady employment and school starting again. The program has focused this quarter on maintaining the young women's involvement in training, internship, or apprenticeship programs to help increase their incomes. Their connection with scholarship programs to provide tuition and textbook financial aid has continued. 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. All clients were also given the opportunity to connect with a mentoring program called "Project Belong" which some of them have taken advantage of and are starting to meet with their matched mentors. Also, this quarter, Second Story earned four stars on Charity Navigator, a perfect score from the world's largest and most trusted nonprofit evaluator.

Program Challenges this Quarter:

SSYM continues to work individually with each client to get them the services they need. We have continued to work towards finding ways to bridge the gaps in child-care and have used our board of director fund from a generous donor to pay for some child-care costs until other benefits can be set up. After noticing a decline in home cleanliness, we are increasing our efforts to get new child-care volunteers to assist the young women in their homes; to help them clean and organize, thereby improving their mental health and allowing them to focus more on their children, school, and work.

We have also faced additional challenges with trying to help clients receive services that they desperately need, but that they do not always believe they need. One of the young mothers has been struggling to take care of her child with severe Autism, while taking care of her now 8-month-old daughter, attending school, keeping up with program requirements, and her own mental health needs. She has been working with DFS Protection and Preservation services, but it has not been as helpful with in-home services as was hoped. Staff are working with her to apply for other benefits that could help with her child, but she is reticent to involve other agencies and has not been responsive to staff offers of help to get the waiver applications completed. We will continue to try to support her and encourage her to take advantage of other services to help her take care of her children.

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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Capitol One and DPR Construction, to help beautify the grounds, to clean and organize the storage rooms, to inventory donations, and discard expired car seats.

Changes in Client Population:

This quarter, we had one young mother and her child complete the program successfully and discharge to safe housing. We also admitted one young mother with two children into the program. We have seen an increase in inquiries and referrals, especially from out-of-the-area service providers. We have seen some translate into applications and expect that trend to continue this quarter. We have also seen an increase in chronic marijuana use among these inquiries and referrals. We are working with other service providers to help mitigate the impact of substance use on clients and potential clients and helping them get the help and support they need.

Staff Turnover:

We were sorry to see the departure of our Program Manager but are thrilled to welcome our new Program Manager who has master's degrees in Mental Health Counseling and Art Therapy. The new PM was a former intern at our Teens in Crisis program, and we know she will bring similar wisdom, expertise, and innovation to SSYM.

Client Story:

“Maria” came to SSYM after leaving an abusive relationship. Due to a history of anger and aggression, Maria's children's father does not have visitation rights. Maria had attempted to live on her own, or with an aunt, but was unable to stay at for long due to financial hardships. Maria wanted a safe environment in which to raise her children so that she could return to school to eventually pursue college and a career in the medical field. Maria has lived most of her life in Northern Virginia. Maria struggled in school growing up and was in and out of trouble. While still very young, Maria's mother passed away, and Maria had to find a way to survive on her own. Family helped some but were not able to provide consistent support. Maria had been able to find work but struggled with car troubles and childcare. Maria also wanted to focus on her education and needed support. Maria came to SSYM with the hopes of finishing her GED and obtaining stable employment before going to college to pursue a career in the medical field. Since coming to SSYM, we have been able to help her address car issues, to include getting her appropriate car seats for her children. SSYM has also been able to help Maria get in touch with a program to help her prepare and take her GED. Maria has been working hard on this goal. Maria has also been able to find childcare, which will allow her to both continue her studies and focus on finding sustainable employment.

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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 Q1		
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	
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)	117	117	100%	105%	105%
	TANF									
	Total	111	83	75%		117	117	100%	105%	105%

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: 117

Number of Clients Achieving Outcome: 117

Program Activities this Quarter:

In the first quarter, we provided case management; the Support Coordinator assisted in transporting clients to community referrals (Food For Others, Women Giving Back, etc.) Activities also included providing Intensive Safety Planning to help survivors choose not to return to their abusers. We provided advocacy on behalf of clients trying to secure safe and stable housing in a timely manner.

Program Achievements:

- Redistribution of grocery budget and connection to external food resources have allowed us to better meet the basic needs of clients in shelter.
- Emphasizing a housing-first case management approach
- Re-evaluating processes and protocols for workflows and supporting clients.

Program Challenges this Quarter:

- Heightened need for comprehensive mental health services for program participants due to survivors suffering from anxiety, depression, and both diagnosed/undiagnosed disabilities. Seeking to grow counseling department.
- Cost of housing increasing
- Challenges with securing housing with landlords who are flexible and willing to work with programs: housing locator being onboarded soon.

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Describe how local partners are used to enhance your program:

- Partnership with Ayuda Interpreter Bank had led to an increase in culturally sensitive services, including document translation.
- Partnership with Afghan Women for Afghan Women
- A Way Forward
- Anchor Fund
- Homeless Liaison Office

Changes in Client Population:

- Increased number of men entering shelter
- Serious mental health: challenges in being able to house and provide adequate levels of services

Staff Turnover:

- Senior housing locator and Part-Time CM vacancy led to the opportunity to redistribute staff and open two vacancies for housing locator positions in each region.
- Counseling Department vacancies
- ADO at R1 was vacant for a period but being staffed in 1 week.
- Keeping residential coordinators roles staffed regularly

Client Story:

After 392 days in emergency shelter, we helped a client with extensive barriers transition to safe and stable housing with housing location assistance from the Domestic Violence Supportive Housing Rapid Rehousing program and ongoing financial assistance of Northern VA Family Service's Rental Subsidy and Services Program. This client was an Afghan Refugee who did not speak English or know how to write in any language. The client was offered comprehensive Case Management services while in shelter, additionally, she was connected to an organization called Afghan Women for Afghan Women who offered incredible culturally sensitive assistance and translation services and continue to provide mental health counseling and case management now that the client is in the community. After the client's third month in shelter, her abuser took her children away from her. After many attempts, the client was finally connected to a pro-bono attorney who took on her case for \$10,000 to assist with custody, ultimately allowing the client to gain guaranteed access to her children again. Financial support for the legal case was offered by Artemis House, Asian/Pacific Islander Domestic Violence Resource Project, and Virginia Sexual and the Domestic Violence Action Alliance Project for the Empowerment of Survivors.

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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					Annual Goals			TOTAL Through Q1		
Description of Activities	Service	Outcome Target	Outcome Target %	Description of Outcome	Number Served	# Achieved Outcome	% Achieve Outcome	Annual Program Service Target	Annual Program Outcome Target	
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.	89	11	12%	48%	6%
	Total	184	92	50%		89	11	12%	48%	6%

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: 89

Number of Clients Achieving Outcome: 11

Program Activities this Quarter:

In the first 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. 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.

Program Achievements:

In the first quarter of the new CSBG award year, we made progress towards our program outcomes.

- We provided legal services to 89 clients in 38 households, including applications for VAWA Self-Petition, U Visa applications, Employment Authorizations, Asylum applications, Battered Spouse Waivers, and Adjustments of Status.

We also celebrate meaningful legal successes this quarter.

- Two clients received approval for their I-765 applications (Employment Authorization), which will enable them to work legally and support themselves and their families. Employment Authorization is critical for immigrant survivors, particularly low-income immigrant survivors. These legal successes open pathways for our clients to secure employment and provide for themselves and their families.

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- Three clients received legal advice about their pending Asylum cases and one more client received advice about their U Visa case.

Program Challenges this Quarter:

As we have previously shared, immigration court backlogs continue to grow, leaving immigrant survivors with delayed court dates and long durations of waiting through no fault of their own. Because immigration courts are federal, a federal government shutdown – just narrowly avoided as of the writing of this report - could have catastrophic effects. Virginia continues to have the longest wait time of any state in the U.S., with immigrants in our area waiting 1,041 days for their cases to be heard. Survivors face justice delayed.

Somewhat differently, but no less concerning, we are seeing a troubling decrease in trauma-informed services from our Commonwealth Attorney’s Office. For example, we have witnessed that strangulation cases are not taken seriously within the context of domestic violence and are often plead down; survivors face urgent concerns for their safety and welfare when their abusers are not held to account. Furthermore, the latest wave of personnel hired into the Commonwealth Attorney’s Office do not appear to have received adequate training regarding domestic violence or trauma-informed lawyering.

Describe how local partners are used to enhance your program:

As we’ve previously shared, Tahirih is leading the Legal/Law Enforcement Human Trafficking Response Working Group under the current iteration of the Fairfax County Human Trafficking Taskforce, consisting of legal providers and law enforcement. Our group continues to meet on a quarterly basis, and we are pleased to be making meaningful progress as a collective. Most recently, local law enforcement shared that a new set of Domestic Violence officers have been assigned to the precinct with considerable experience in responding to domestic violence incidents. This is helping legal advocates to develop trust-based relationships with law enforcement. Looking towards the next few months, we are excited to begin planning trainings and deeper collaborations as a collective. This collaborative, along with our other community partnerships, is critical in raising awareness and community capacity to appropriately respond to immigrant victims of gender-based violence who face barriers when seeking safety after harm.

Changes in Client Population:

In this quarter, nearly 75% of clients supported by our CSBG-funded program are Hispanic/Latinx (similar to Q4 of the last grant year), 9% Asian, and 11% Black and not Hispanic (a decrease from Q4). Seventy-four percent are Limited English Proficient, which has been relatively stable throughout the life of our project. Eighty-six percent of households are female-led, and 40% of households include children. At the same time, 11% of immigrants served are elderly (a decrease from Q4).

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), and its 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. For example, becoming a permanent resident in the U.S. can

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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. We have been grateful to receive funding for legal fees through several government and foundation partners and try to support our clients as much as we can to ensure that financial barriers do not derail a survivors' path to justice and security. The steep 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, Limited-English Proficient (LEP) immigrant survivors.

Staff Turnover:

None

Client Story:

Virginia, a Fairfax resident, immigrant, and survivor of domestic violence sought help at the Tahirih Justice Center. Working with her legal team, Virginia gained critical, free, trauma-informed advice on her options, and was able to make an informed choice to exercise her rights to humanitarian protection as a domestic violence survivor. Virginia struggled with anxiety and medical issues while waiting for the decision on her immigration application. Following a warm referral to a women's health clinic for therapy and medical treatment, Virginia was able to successfully apply for financial assistance for both services on her own. In partnership with Tahirih staff, Virginia found the resources and strategies she needed to stay safe, manage uncertainty and anxiety, and find stability.

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Program: Stepping Stones
Contract Analyst: Vanessa Calderon

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

UCM - Stepping Stones										
Description of Activities		Annual Goals			Description of Outcome	TOTAL Through Q1			Annual Program Service Target	Annual Program Outcome Target
		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. (CSBG Outcome)	71	71	100%	59%	59%
	Total	120	66	55%		71	71	100%	59%	59%
2. Provide financial assistance to eligible participants in the form of rental assistance	CSBG	250	250	100%	Clients will have increased housing stability.	71	71	100%	28%	28%
	Total	250	250	100%		71	71	100%	28%	28%
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	79	79	100%	32%	32%
	Total	250	250	100%		79	79	100%	32%	32%
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	53	53	100%	71%	71%
	Total	75	75	100%		53	53	100%	71%	71%

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: 71

Number of Clients Achieving Outcome: 71

Program Activities this Quarter:

Stepping Stones was able to provide all CCFP contracted services during this quarter under review. All of these were accomplished through rental and utility assistance to clients that prevented them from being evicted or experiencing service disconnections. These services improved the clients' overall housing stability. Clients with no health insurance or those whose insurance did not include dental were referred to Northern Virginia Dental Clinic. Prescription assistance was provided to clients with high copay or clients with no health insurance. Stepping Stones case management provided support and wrap around services that improved the clients' overall self-sufficiency.

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. Three case management clients enrolled in school, remained enrolled and continued with their training. All of them reported making progress in their academic goals.

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Another client enrolled in case management achieved income stability by obtaining Social Security benefits. Case management advocacy made this possible.

Stepping Stones's biggest accomplishment this period was an internal recognition to award three case management clients a basic universal monthly income of \$250 for 14 months by a United Community donor. Two of the recipients did not have any income; this guaranteed basic income would help to offset some of the household's monthly bill.

Program Challenges this Quarter:

The program dealt with some challenges within this quarter under review. The agency decided to move to a new client database from Apricot to Efforts to Outcome (ETO). Client data information was migrated from Apricot to ETO late in July. The migration encountered some technical issues. ETO did not fully complete work on the technical issues at the end of this reporting period. The agency is working with ETO to resolve this issue. United Community has a data analyst staff who is part of the migration team.

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.

One other significant challenge the program encountered during this period involved requests for utility assistance. The majority of the clients who requested assistance with their utility bills owed more than Stepping Stones could assist using a combination of EnergyShare funds and the program's energy assistance budget. For instance, during this reporting period, some clients had past due energy bills of more than \$4,000. The maximum EnergyShare assistance that we could assist is \$300 for the summer months cooling season. Additional assistance from Stepping Stones in this case was not enough to cover the balance of \$3,600. We expect that we will encounter this same challenge in the next quarter, which will be in the heating season with the maximum assistance of \$600. After having applied EnergyShare and additional assistance from Stepping Stones, some of these requests will remain unmet.

Another challenge the program encountered during this period was the low number of CSP referrals for rental assistance. Upon inquiring as to the low number of rental assistance referrals, the program was informed that CSP is using the Bridge Emergency Rental Assistance (ERA) funds to assist County residents in need of assistance before sending referrals for community-based organization funds. We do not know how long this Bridge ERA funds will last, we expect that when the funds run out, CSP will resume sending rental assistance referrals to community-based organizations including United Community.

Describe how local partners are used to enhance your program:

During this quarter, the program continued to partner with the same organizations reported last quarter in gathering resources that helped clients to meet program outcomes. Rental assistance and other basic needs referrals were coordinated by the County CSP; Dominion Virginia EnergyShare program provided \$8,400 allotment to the program that supplemented Stepping

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Stones utility assistance funds, Northern Virginia Dental Clinic (NVDC) provided dental service to program clients, and financial counseling services were provided by Britepaths. Stepping Stones continued to partner with Ayuda for DV related immigration services and financial assistance and Fairfax County DFS to enroll new clients into benefits like SNAP, Medicaid, Childcare subsidy, and state energy assistance program.

Changes in Client Population:

There was no significant change in the client population from what was reported in the last quarter. However, as stated above, we are seeing clients with huge past due energy bills that Stepping Stones is not able to assist even with the combination of EnergyShare funds and the program's energy assistance budget. In order to mitigate this need, the program encouraged clients to apply for State Fuel and State Crisis assistance. Though these State energy assistances have eligibility criteria, if approved, there is a lag time of several months between application approval and when the assistance is provided.

Staff Turnover:

There is currently no staff turnover issue. All staff positions are filled.

Client Story:

Ms. Susanna, a 68-year-old single immigrant woman, has been a recipient of Stepping Stones financial assistance services for many years. She did not have much family support or income; United Community provided her with the safety nest she needed to meet some of her basic needs. While requesting assistance with her energy bill one day, she met the Stepping Stones case management team. The case manager inquired about her needs and how Stepping Stones could assist her with becoming self-sufficient.

Ms. Susanna indicated that she has a Housing Choice Voucher with zero monthly rent payment because she does not have any income, but she is responsible for paying her monthly utility bills. As a Green Card holder, Ms. Susanna secured a customer service job with Safeway for many years but lost the job due to chronic health issues. She is not literate in English language, with no support service like case management, she missed the deadlines to renew both her SNAP and Medicaid renewal applications because she could not read and write in English language. As a result, she lost these benefits by the time the case management team met her. After helping Ms. Susanna to successfully reinstate her SNAP and Medicaid benefits, her service focus shifted to helping her apply for Social Security benefits. While working to submit applications for SSI/SSDI depending on the one she qualifies for, the case manager learned from Social Security Administration (SSA) that Ms. Susanna's previous work history was not up to the required 40 quarters (about 10 years employment) needed to qualify for SSDI. Another separate application was made for SSI benefits, it was turned down for the same reason of insufficient work quarters as a Green Card holder.

The next available route to obtain SSI benefit was through becoming a US citizen, working with a family member, she was able to obtain US citizenship. After she received her US citizenship, her case manager assisted Ms. Susanna in obtaining SSI benefits. She was approved for a monthly SSI benefit of \$920 which completely transformed her life by enabling her to become self-sufficient. Ms. Susanna now takes great pride in paying her share of the rent, utility bills,

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and other basic needs on her own. She is truly thankful for the support provided by Stepping Stones during her most difficult times, and for the guidance they provided in helping her become self-sufficient. The support Ms. Susanna received was made possible by CCFP funding.

Funding Priorities FY 2023 – FY 2024

For reference, the table below shows the funding categories and rankings for the FY2023 & FY2024 funding cycle.

Ranking	Funding Category
5	Employment Services Skills Training and Opportunities for Experience, Career Counseling, Job Search, Post Employment Services, Job Supplies
4	Education & Cognitive Development Services Child and Young Adult Education Programs, School Supplies, Extra-Curricular Programs, Adult Education Programs, Post-Secondary Education Supports, Financial Aid Assistance, Home Visits
7	Income and Asset Building Services Training and Counseling Services, Benefit Coordination and Advocacy, Asset Building, Loans And Grants
1	Housing Services Housing Payment Assistance, Housing Placement/Rapid Re-housing (Including Shelters), Eviction Prevention Services, Utility Payment Assistance Housing Maintenance & Improvements, Weatherization Services
2	Health and Social/Behavioral Development Nutrition and Food/Meals, Health Services, Screening and Assessments, Reproductive Health Services, Wellness Education, Mental/Behavioral Health, Support Groups, Dental Services, Screenings and Exams, Family Skills Development, Emergency Hygiene Assistance
3	Support Services Child Care, Elder Care, Immigrant Support Services, Emergency Clothing Assistance, Legal Assistance, Re-Entry Services, Case Management Services, Identification Documents, Transportation Assistance, Referrals, Eligibility Determinations, Mediation/Customer Advocacy Interventions
6	Civic Engagement and Community Involvement Voter Education, Leadership Training, Citizenship Classes, Volunteer Training, Tri-Partite Board Member Classes, Getting Ahead Classes

Funding Priorities FY 2025 – FY 2026

Funding Priorities need to be set for the FY 2025 & FY 2026 funding cycle. A survey will be sent to CAAB members so that each person can submit his/her rankings in each of the categories.

Ranking	Funding Category
	Employment Services Skills Training and Opportunities for Experience, Career Counseling, Job Search, Post Employment Services, Job Supplies
	Education & Cognitive Development Services Child and Young Adult Education Programs, School Supplies, Extra-Curricular Programs, Adult Education Programs, Post-Secondary Education Supports, Financial Aid Assistance, Home Visits
	Income and Asset Building Services Training and Counseling Services, Benefit Coordination and Advocacy, Asset Building, Loans and Grants
	Housing Services Housing Payment Assistance, Housing Placement/Rapid Re-housing (Including Shelters), Eviction Prevention Services, Utility Payment Assistance Housing Maintenance & Improvements, Weatherization Services
	Health and Social/Behavioral Development Nutrition and Food/Meals, Health Services, Screening and Assessments, Reproductive Health Services, Wellness Education, Mental/Behavioral Health, Support Groups, Dental Services, Screenings and Exams, Family Skills Development, Emergency Hygiene Assistance
	Support Services Child Care, Elder Care, Immigrant Support Services, Emergency Clothing Assistance, Legal Assistance, Re-Entry Services, Case Management Services, Identification Documents, Transportation Assistance, Referrals, Eligibility Determinations, Mediation/Customer Advocacy Interventions
	Civic Engagement and Community Involvement Voter Education, Leadership Training, Citizenship Classes, Volunteer Training, Tri-Partite Board Member Classes, Getting Ahead Classes