

FY 2023 PERFORMANCE PLAN

Community Outreach Program		EID/CAB	Kim Durand x1317
Program Purpose	<ul style="list-style-type: none"> Empower newly arrived and/or low-income County residents to obtain resources for self-sufficiency. 		
Program Information	<ul style="list-style-type: none"> The Community Outreach Program (COP) is a community-based program strategically located in community centers and apartment complexes in neighborhoods with a high concentration of low income and newly-arrived County residents. In FY 2023, COP operated out of Sequoia, Arlington Mill, Lubber Run, Gates of Ballston and several other outposts as needed. COP uses the Efforts to Outcomes (ETO) data tracking system to record an assessment for clients at intake that measures the status of clients in key areas of need: <ul style="list-style-type: none"> Food Housing Immigration Medical Employment Education Based on the results of the assessment, clients receive appropriate interventions to improve their self-sufficiency, including (but not limited to): <ul style="list-style-type: none"> Information about and referral to internal and external resources Individualized assistance (e.g. assistance with benefits’ applications, family reunification, counseling) Programming (e.g. food assistance, citizenship classes, quarterly community workshops) Partners include nonprofit agencies, health care providers, faith-based organizations, immigrant-service organizations, affordable housing development organizations, and volunteers. To address the ongoing needs of families during COVID-19, COP continues to partner with the DC Diaper Bank to supply children with 50 diapers monthly, and when available, period products as well as adult incontinence products to clients. For the Diaper Program, we define children served as children under the age of three. During FY 2023, program services were focused on emergency needs including eviction prevention, utility assistance, food security, and diaper distribution. Clients also received counseling to address the stress caused by the pandemic. Some program offerings moved back to in person, while continuing some assistance virtually based on the needs of the client. 		
Service Delivery Model	<ul style="list-style-type: none"> Staff have been meeting with clients virtually and in-person throughout the COVID pandemic. In FY 2023, staff were onsite at least 2 days a week at Sequoia, Arlington Mill, Lubber Run, or Gates of Ballston. Clients were asked to make appointments prior to arriving onsite to reduce the number of people waiting in confined areas, though many clients were seen as “walk-ins”. In FY 2024, walk-in services will continue. In FY 2024, staff will continue to be onsite at least 2 days a week at Arlington Mill or Lubber Run, with additional hours working at alternative outreach sites (i.e. AFAC at Nelson Street, Gates of Ballston, Harvey Hall, Woodbury, Gunston, or other). 		

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PM1: How much did we do?

Staff	<ul style="list-style-type: none"> • Total 6.75 FTEs: <ul style="list-style-type: none"> ○ 1 FTE Supervisor ○ 5.75 FTEs Human Services Specialists 				
Customers and Service Data		FY 2020	FY 2021	FY 2022	FY 2023
	Total Information and Referral Requests	6,777	5,043	6,636	5,351
	Total Requests for Individualized Assistance	6,268	4,208	5,403	5,098
	Total Individuals Served (unduplicated)	1,829	1,416	1,415	1,439
	Total Number of Program Offerings	928	573	537	579
	Total Number of Diapers Distributed*	n/a	325,446	605,180	624,502
	Number of children served who received diapers*	-	-	-	1,247
<p>* Total Diapers Distributed began during COVID in FY 2021. FY 2022 nearly doubled the diapers distributed which represents on average 271 babies per month in FY 2021 and 504 babies per month in FY 2022. The average number of children assisted per month in FY 2023 was 621. In FY 2023, the program began reporting the total unduplicated number of children served during the fiscal year as a better indicator of need. In FY 2023, the number of diapers received from the Greater DC Diaper Bank decreased, and the program decreased its distribution per child per month from 100 to 50.</p>					

PM2: How well did we do it?

2.1	Accuracy and consistency of client case records
2.2	Identified needs addressed with a service

PM3: Is anyone better off?

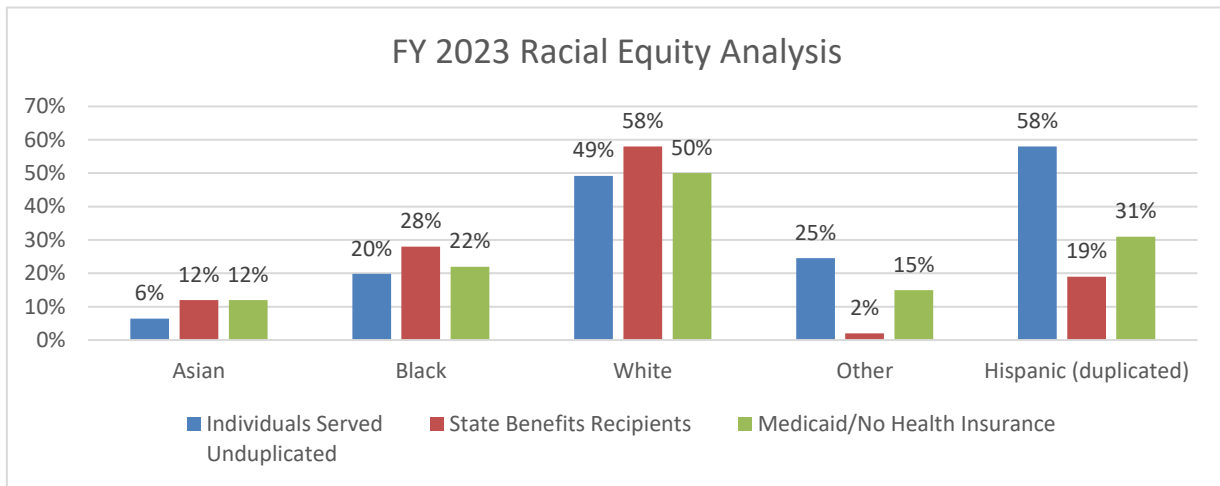
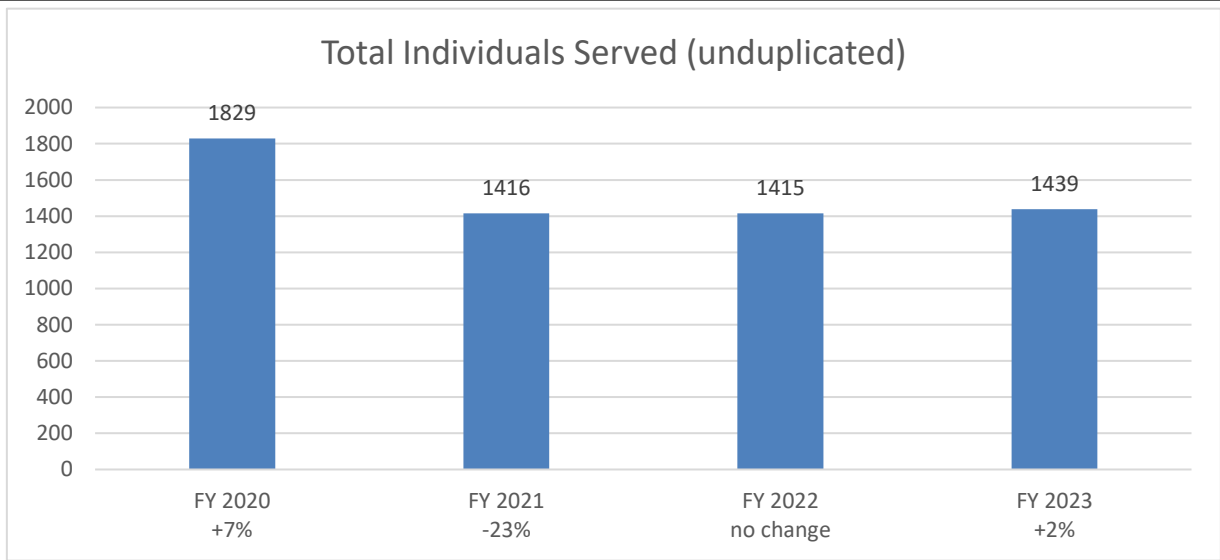
3.1	Resolution of client needs
3.2	Passed naturalization interview

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Community Outreach Program

Measure 1 Clients Served – Total Individuals Served Unduplicated

Data



Data Summary

- Data is collected from a new report created in ETO. The report is the Aggregate Service Summary Touchpoint Report.
- In FY 2023, the COP race/ethnicity data was available for 1,222 out of 1,439 individuals served (85%).
- For comparison, we used "With Medicaid or Without Health Insurance Coverage" of the County's FY 2023 Comparison Data.

What is the story behind the data?

- The number of individuals served has normalized in FY 2021, 2022, and 2023 around 1,400. During the pandemic, meeting basic needs such as food and housing took precedence for many households.
- Since the pandemic, in-person services have been paired with virtual offerings.
- Arlington Mill is the most utilized site, and we see people there 4 days a week with two of those days hosting the food distribution and the diaper distribution. People from all over the

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county come for diapers, which gives the COP team the opportunity to introduce additional services.

- Lubber Run is in its first year as a COP site and is still building community from Gates of Ballston. It is staffed three days a week. The food bank is still run out of Gates of Ballston, and COP still sees clients there on Fridays.
- The COP team is regularly goes to the AFAC Community Room, Capital Area Food Bank sites, Our Lady Queen of Peace, and Arlington Bridge Builders to meet clients there to let them know about our services and locations.
- In FY 2023 the Racial Equity Analysis demonstrates that the majority of COP clients (58%) are Hispanic. COP works in the community which builds trust and confidence in clients.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Review data to identify emerging community needs, looking at the 7 categories to identify additional resources or information. • Identify dates of cultural activities and explore targeted outreach to “Asian” and “Black” populations, to ensure we are serving their needs as well. Among families served through the Diaper Bank as Asian families represent 12%, matching the County’s demographics. • Ask Arlington Public Schools (APS) for a date to attend an in-service meeting with the Bilingual Resource Assistants team, who are trusted resources for families. • Revisit the mission of COP with the team, and ensure that it aligns with DHS vision, mission, and values. 	<ul style="list-style-type: none"> • Quarterly • FY 2024 Q2 • FY 2024 Q3 • FY 2023 Q3

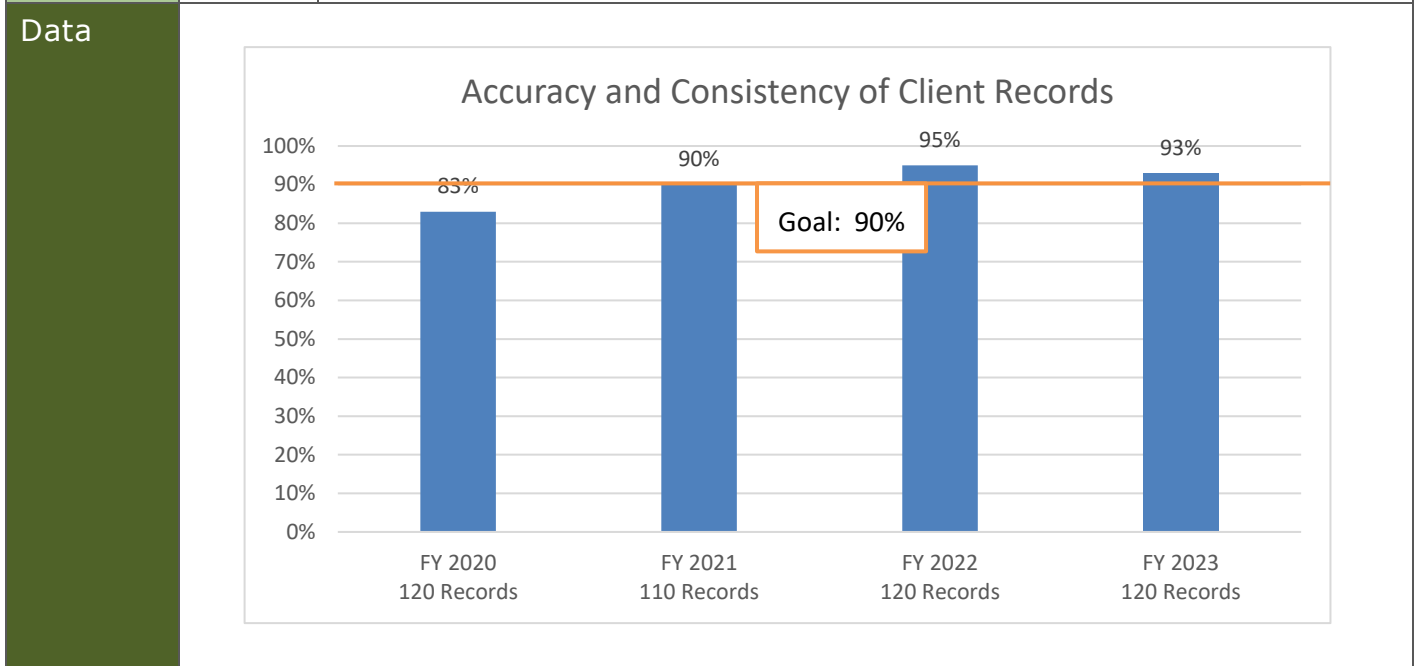
Forecast

- FY 2024: We expect the number of clients served to remain stable, reflecting the normalization of new policies and procedures.
- FY 2024: We will see an additional increase in the percentage of Asian and Black clients as a result of our outreach efforts.

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Community Outreach Program

Measure	2.1	Accuracy and consistency of client case records
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Community Outreach Program

Data Summary	<ul style="list-style-type: none"> In FY 2023, 93% (on average) of records reviewed met audit criteria. The supervisor evaluates five ETO records, selected at random, per Human Services Specialist once per quarter. The specific criteria (derived from the record review) which are used to calculate the overall accuracy and consistency of client records include: (1) whether or not the staff provided a service to meet the client’s need(s), (2) clarity regarding the Outreach Worker’s action to address the service requested, and (3) the client’s ownership of the problem to address his own self-sustainability.
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What is the story behind the data?

- In FY 2023, the accuracy and consistency of client case records remained consistent with prior years.
- In FY 2023, scores for client ownership decreased from 93% (222/240) last year to 84% (202/240). Many of the charts reviewed this year involves AFAC Renewals, for which client accountability was less applicable.
- Providing a service to meet a client’s needs can pose difficulties for particular populations such individuals with documentation challenges, particularly older adults because many resources are not available due to undocumented clients, including services for older adults who often are illiterate and/or unable to visit with staff onsite.

Recommendations	Target Dates
<ul style="list-style-type: none"> Re-evaluate measure and consider adjustment to align with current program priorities and practices. 	<ul style="list-style-type: none"> FY 2024 Q2

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<ul style="list-style-type: none"> • Revisit program audit tool with Compliance Review Team and Quality Assurance to more effectively align with program priorities. • Supervisor will select 5-7 clients randomly for each staff member to follow throughout the year to determine “how well did we do.” • Develop a list of criteria/scenarios which help staff determine when clients are able to use their own strengths/skills to empower themselves. • Provide targeted training to individual staff based on the results of quarterly record reviews. • Develop a survey tool and a process to administer an annual customer survey. 	<ul style="list-style-type: none"> • FY 2024 Q2 • FY 2024 Q1 • FY 2024 Q2 • Quarterly • FY 2024 Q2
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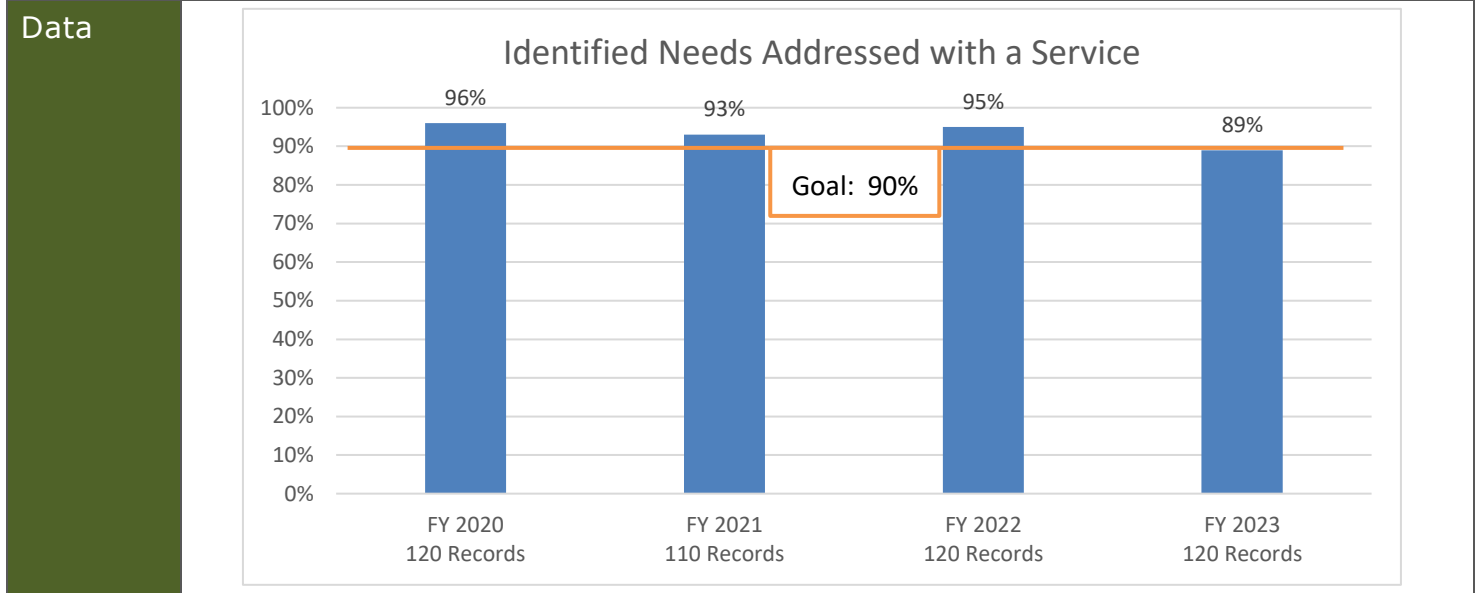
Forecast

- In FY 2024 expect accuracy and consistency of documentation to remain consistent at least 90. Measure will be updated; expect to measure client satisfaction.

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Community Outreach Program

Measure	2.2	Identified needs addressed with a service
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Data Summary	<ul style="list-style-type: none"> Supervisor evaluates five ETO records, selected at random, per Human Services Specialist once per quarter. Data is based on supervisory review of ETO records. Staff record the specific services provided for each need, and supervisor reviews case notes to confirm that services fully addressed the need. The specific criteria (derived from the record review) which are used to calculate the overall accuracy and consistency of client records include: (1) whether or not the staff provided a service to meet the client’s need(s), (2) clarity regarding the Outreach Worker’s action to address the service requested, and (3) the client’s ownership of the problem to address his own self-sustainability.
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What is the story behind the data?

- In FY 2023, there was a decrease in the number of identified needs with a service.
- When clients were not connected to a service to address their needs, contributing factors included: declining to access resources they would otherwise be entitled to for fear of changes in immigration policy, insufficient documentation provided during the visit, or ineligibility for services.

Recommendations	Target Dates
<ul style="list-style-type: none"> In FY 2024, work with COP team to identify a way to consistently note why a service may not have been “resolved” to determine if there is a pattern that we may address. 	<ul style="list-style-type: none"> FY 2024 Q2

Forecast

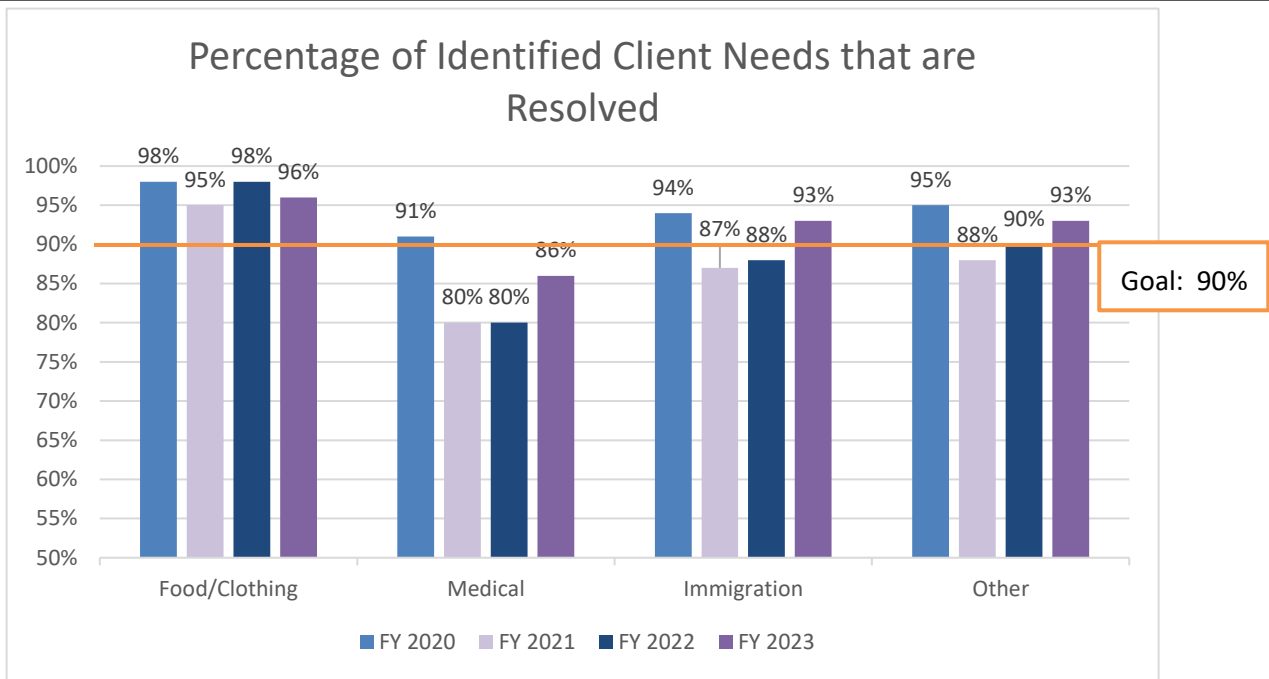
- In FY 2024, the program expects to see the number of client needs addressed remain consistent at 90%.

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Community Outreach Program

Measure 3.1 Resolution of client needs

Data



FY 2023 Detail	Resolved	Ongoing	Not Resolved
Food/Clothing	96% (985/1026)	3% (34/1026)	1% (7/1026)
Medical	86% (382/442)	13% (56/442)	1% (4/442)
Immigration	93% (634/679)	6% (41/679)	1% (4/679)
Other	93% (1163/1244)	6% (80/1244)	0% (1/1244)

Data Summary

- In FY 2023, clients’ needs were resolved as follows: Food/Clothing 96%, Medical 86%, Immigration 93%, and Other 93%.
- Additional categories not shown above include: Education 93% (70/75), Housing 83% (1,184/1,429), and Employment 92% (187/203).
- Overall, 90% (4605/5098) of needs were resolved, up from 88% in FY 2022.
- Data is collected from the ETO Service Summary Touchpoint Statistics report, which is from July 1 – June 30 for the fiscal year.
- The data includes 7 categories of client needs: Food/Clothing, Housing, Immigration, Employment, Education, Medical, and other.
- The data is categorized as Resolved, Ongoing, or Not Resolved.

What is the story behind the data?

- Staff collectively and consistently address a broad spectrum of client needs including food and clothing, immigration, and medical challenges.
- During FY 2023, staff continued to assist clients with emergency rental assistance to meet the overwhelming need of the community to avoid eviction. While staff did not receive new eviction prevention cases in FY 2023, they continued to work with clients to ensure consistency of services.

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- For FY 2023, resolution of client needs was highest in areas related to food (96%). The Arlington Food Assistance Center (AFAC) continued to be the most common resource which clients are connected to through Gates of Ballston Community Center and the Arlington Mill Community Center, both serving 120-130 (an increase from 85-115 in FY 2022) families per week.
- Medical needs have a higher ongoing percentage due to clients often needing follow-up appointments and longer treatments that cannot be resolved in one session.
- Similarly, Housing needs also have a higher "ongoing" percentage (16%) due to instances when staff need to meet with clients multiple times to file new documents, complete applications or other paperwork.
- In FY 2023, the number of clients needing immigration assistance increased by 22% from 555 in FY 2022 to 679 in FY 2023. This could be attributed to services put on hold during the pandemic, e.g., green card renewal or family petitions that have begun to open up. Also, now that many clients have returned to work, they are able to focus on becoming a US citizen or adjusting their immigration status.
- During FY 2023, staff continued to provide individualized assistance to undocumented clients, including emergency rental assistance. Undocumented clients pose unique challenges:
 - Low rates of literacy in their native languages
 - Do not qualify for many public benefits
 - Lack of availability of internet access
 - Fear of providing personal information to any government agency
 - Lack of valid identification cards or documentation
- In FY 2023, COP continued its partnership with the DC Diaper Bank to distribute diapers at the Arlington Mill Community Center.
- Although there are many resources for families, most government assistance programs do not often cover diapers. COP diaper distribution has almost doubled since last year, likely due to the price increase for diapers and limited help from other programs that may cover diapers but must cover other needs as well.
- In FY 2023, The diaper program shifted from counting the number of diapers distributed, to the number of children served. The previous number included families who return each month, while the new measure represents unduplicated children served in the program.
- In FY 2023, 1,247 children benefitted from the diaper program.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Categorize "other" in a way that is helpful to understand the varying needs of clients from year to year. • Develop a multilingual survey to identify and address barriers to accessing resources. • Work with COP team to consistently designate Resolved, Ongoing, Not Resolved by developing clear definitions. • In FY 2023, COP staff will continue to shift their focus from eviction prevention assistance to reflect its mission of a more holistic case management. 	<ul style="list-style-type: none"> • FY 2024 Q3 • FY 2024 Q2 • FY 2024 Q2 • FY 2024 Q3

Forecast

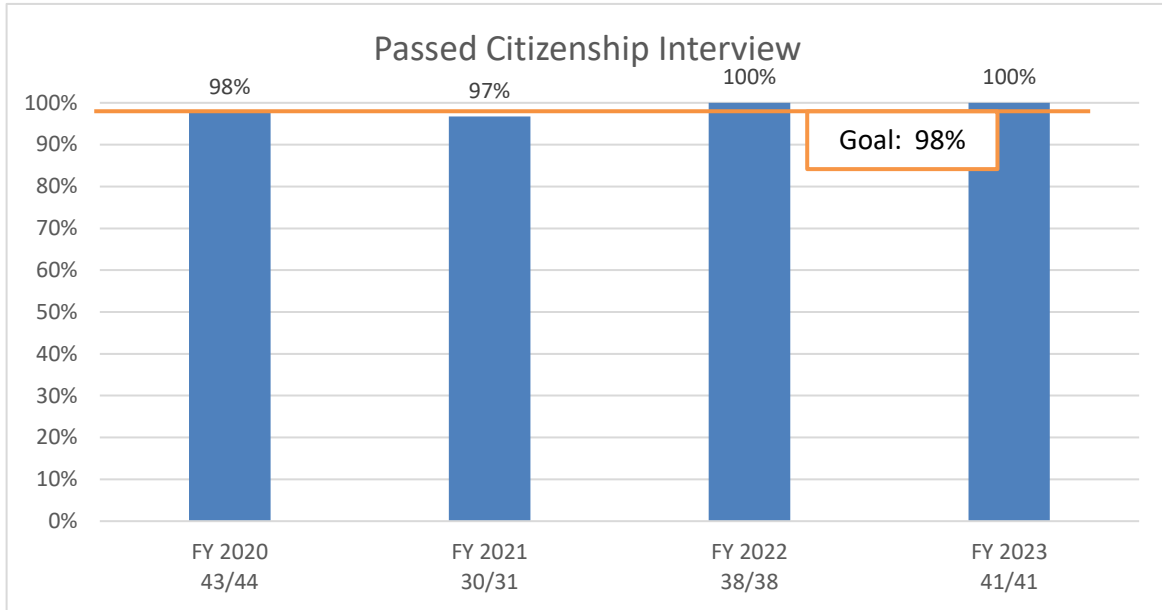
In FY 2024, we expect the average to remain at 90%.

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Measure 3.2 Passed naturalization interview

Data



Data Summary

- Data is from ETO, which calculates the number of people who passed the naturalization interview divided by the number of people who completed the naturalization interview.
- For FY 2023, all students who completed the naturalization interview passed.

What is the story behind the data?

- Due to COVID-19, in FY 2021 citizenship classes were only offered virtually with individual tutoring and one group class per week. In FY 2022 and FY 2023, some in-person classes were offered in addition to virtual classes.
- In FY 2021, USCIS introduced a longer and more challenging civics test in November 2020. These changes likely resulted in fewer students participating in the classes and taking their interviews.
- In FY 2023 Arlington County, through the COP, awarded a total of 8 naturalization scholarships to assist applicants with the cost of the N-400 application.
- There are currently 7 in person classes held each week with both morning, evening and Saturday classes offered.

Recommendations

- Report the number of citizenship classes and number participants as well as the number of people who have passed the interview.
- Work to expand awareness of the interview process, classes, and scholarship opportunities to newly-eligible immigrants.
- Develop and distribute class/teacher evaluations twice annually to measure class effectiveness as well as date/time satisfaction for class availability.

Target Dates

- FY 2024 Q1
- FY 2024 Q2
- FY 2024 Q2

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Forecast

- In FY 2024, we expect to see an increase in the number of requests to participate as the community becomes more aware of the program offerings. Our goal will be 45 participants taking the interviews with a 95% pass rate.