Community Outreach Program	EID/CAB	Kim Durand x1317

Program Purpose	• Empower newly arrived and/or low-income County residents to obtain resources for self-sufficiency.

Program Information	• 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 2022, COP operated out of Sequoia, Arlington Mill, Harvey Hall, and Gates of Ballston.
	• 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:
	   o Food
	   o Housing
	   o Immigration
	   o Medical
	   o Employment
	   o Education
	• Based on the results of the assessment, clients receive appropriate interventions to improve their self-sufficiency, including (but not limited to):
	   o Information about and referral to internal and external resources
	   o Individualized assistance (e.g. assistance with benefits' applications, family reunification, counseling)
	   o 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 needs of mothers and families during COVID-19, COP began a partnership with the DC Diaper Bank to supply children with 100 diapers monthly, and when available, period products as well as adult incontinence products to clients. The need has been so substantial that the program continues to grow each month.
	• During FY 2022, 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 to an online format, while others were suspended.

Service Delivery Model	• Staff have been meeting with clients virtually and in-person throughout COVID restrictions. In FY 2022, staff were onsite at least 2 days a week at Sequoia, Harvey Hall, Arlington Mill, 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 2023, staff will continue to be onsite at least 2 days a week at Arlington Mill or Lubber Run, one of those days will be at an alternative outreach site (i.e. AFAC at Nelson Street, Gates of Ballston, Harvey Hall Woodbury, Gunston, or other).

PM1: How much did we do?

Staff	• Total 6.75 FTEs:
	   ○ 1 FTE Supervisor
	   ○ 5.75 FTEs Human Services Specialists

Customers and Service Data		FY 2019	FY 2020	FY 2021	FY 2022
	Total Information and Referral Requests	5,111	6,777	5,043	6,636
	Total Requests for Individualized Assistance	6,412	6,268	4,208	5,403
	Total Individuals Served (unduplicated)	1,709	1,829	1,416	1,415
	Total Number of Program Offerings	1,264	928	573	537
	Total Number of Diapers Distributed*	n/a	n/a	325,446	605,180

* 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.

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

Community Outreach Program

Measure	1	Clients Served – Total Served Unduplicated

Data	

Total Individuals Served (unduplicated)

	FY 2019	FY 2020	FY 2021	FY 2022
	1709	1829	1416	1415
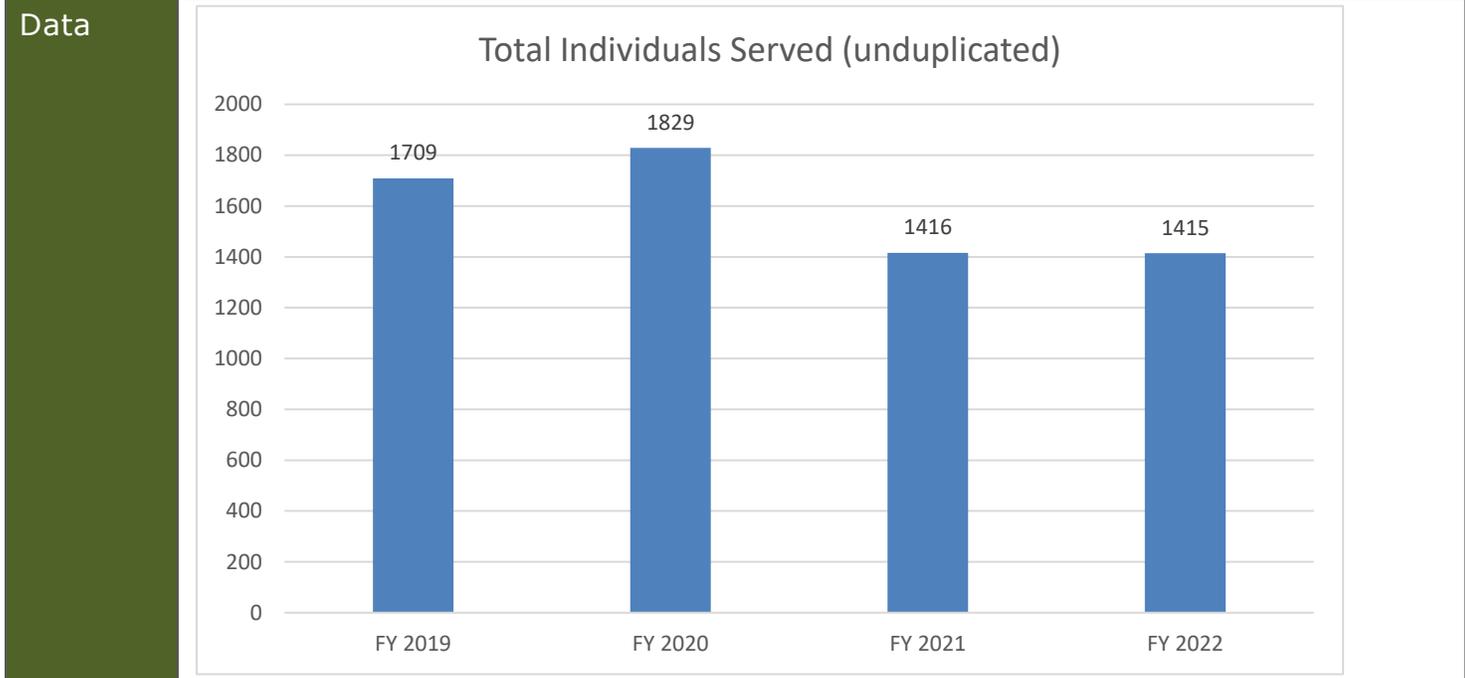
Data Summary	• Data is collected from ETO.

What is the story behind the data?

- In FY 2021 and FY 2022, the number of individuals served decreased. During the pandemic, meeting basic needs such as food and housing took precedence for many households. In addition, some households were reluctant to see immigration assistance or apply for federal benefits.
- During the pandemic, many community offices such as Social Security, consulates, and immigration offices were closed or offered limited services. As offices have begun reopening in FY 2022, the number of requests per client served has increased.
- In FY 2021 the program offered reduced services at several community centers. In FY 2022, in-person services have expanded. The volume of clients seen onsite at community centers increased in FY 2022.

Recommendations	Target Dates
• Review data to identify emerging community needs, looking at the 7 categories to identify additional resources or information to meet client needs.	• At the end of each quarter
• Identify/develop a way to collect data by race/ethnicity for future use.	• FY 2023 Q2
• Expand services at community centers to increase in-person service hours by 50%.	• FY 2023 Q2

• Explore feasibility of reporting in-person and virtual service volume.	• FY 2023 Q2

| **Forecast** |
|---|
| • FY 2023: We expect number of clients served to increase to pre-pandemic levels (1830), reflecting the normalization of new policies and procedures. Will have new data points to demonstrate equity and inclusion. |

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

Accuracy and Consistency of Client Records

Goal: 90%
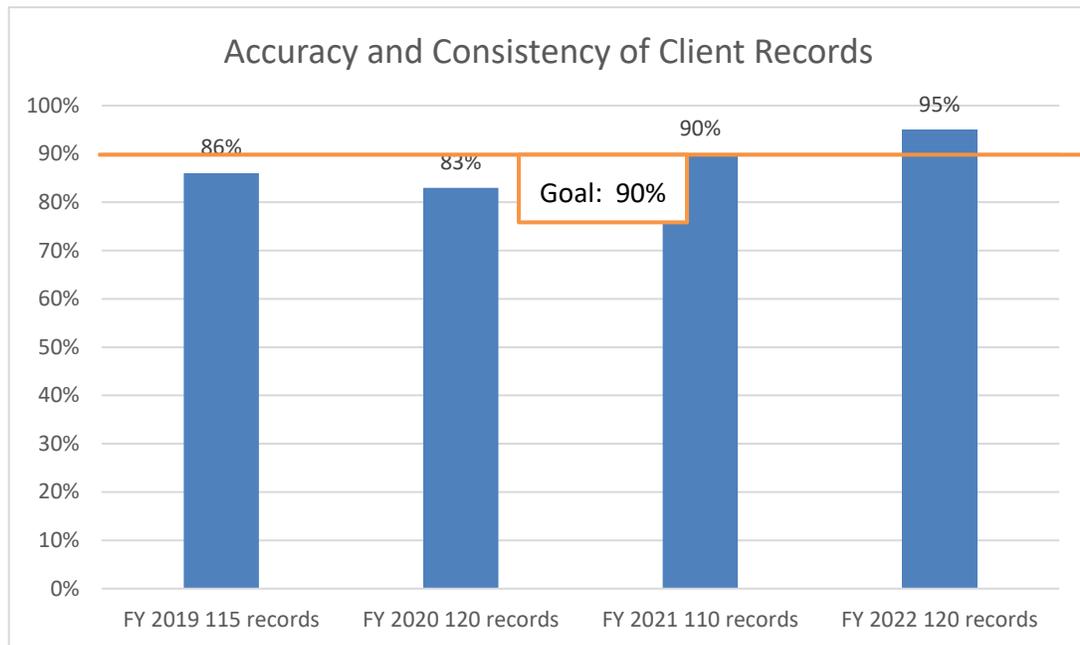
Data Summary		• In FY 2022, 95% (on average) of records reviewed met audit criteria. • Supervisor evaluates five ETO records, selected at random, per Human Services Specialist once per quarter. • The specific criteria (derived from the record review) which are used to calculate the overall accuracy and 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.

What is the story behind the data?

- In FY 2022, the accuracy and consistency of client case records remained consistent with prior years.
- Results from specific domains included:
  - Staff provided a service to meet the client's need(s): 95%
  - Clarity of Outreach Worker's action to address the service requested: 96%
  - Client's ownership of the problem: 93%
- In FY 2022, scores for client ownership increased from 88% last year to 93%. Program staff completed training in a new economic mobility coaching model. This training provided staff with new tools and approaches to promoting and documenting clients' ownership of problems.
- Providing a service to meet a client's needs can pose difficulties for particular populations such individuals with documentation challenges, particularly older adults
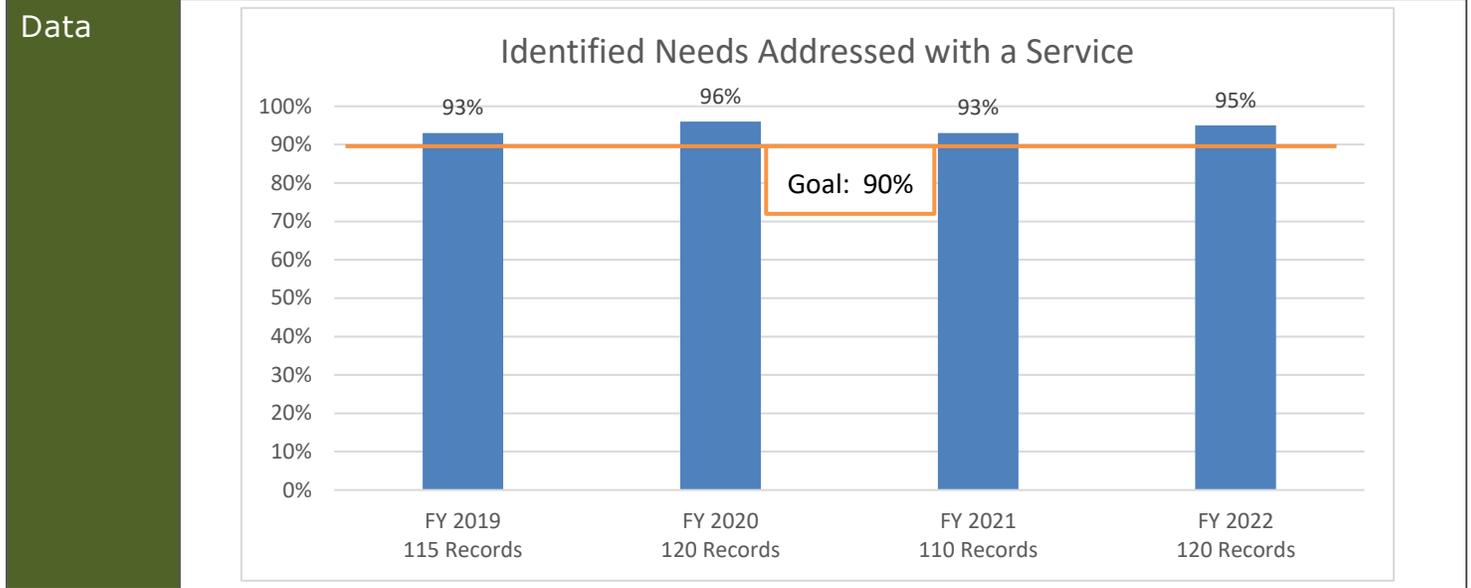
because many resources are not available due to undocumented clients, including services for older adults who often are illiterate and/or unable to visit with staff onsite.

Recommendations	Target Dates
• Revisit program audit tool with Compliance Review Team and Quality Assurance to more effectively align with program priorities.	• FY 2023 Q2
• Supervisor will select 5-7 clients randomly for each staff member to follow throughout the year to determine "how well did we do."	• FY 2023 Q1
• Re-evaluate measure and consider adjustment to align with current program priorities and practices.	• FY 2023 Q2
• Develop a list of criteria/scenarios which help staff determine when clients are able to use their own strengths/skills to empower themselves	• FY 2023 Q2
• Revisit the mission of COP with the team, and ensure that it aligns with DHS vision, mission, and values.	• FY 2023 Q2
• Provide targeted training to individual staff based on the results of quarterly record reviews.	• Quarterly

Forecast
• In FY 2023 measure will be updated; expect to achieve accuracy and consistency of at least 90%.

Community Outreach Program

Measure	2.2	Identified needs addressed with a service

Data	

Identified Needs Addressed with a Service

Data Summary	• 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.
	• Data collection methodology is otherwise identical to PM 2.1.

What is the story behind the data?

- In FY 2022, factors contributing to increased connection rates included increased presence of COP staff in the community, improved client comfort with virtual services, and reopening of key partner offices and services.
- 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
• Develop program satisfaction survey in collaboration with Quality Assurance, and replace the measure with a new measure reporting survey results.	• FY 2022 Q3

Forecast

- In FY 2023, the program expects to see the number of client needs addressed remain consistent. Measure will be replaced with a customer satisfaction measure.

Community Outreach Program		
Measure	3.1	Resolution of client needs

Data

Percentage of Identified Client Needs that are Resolved
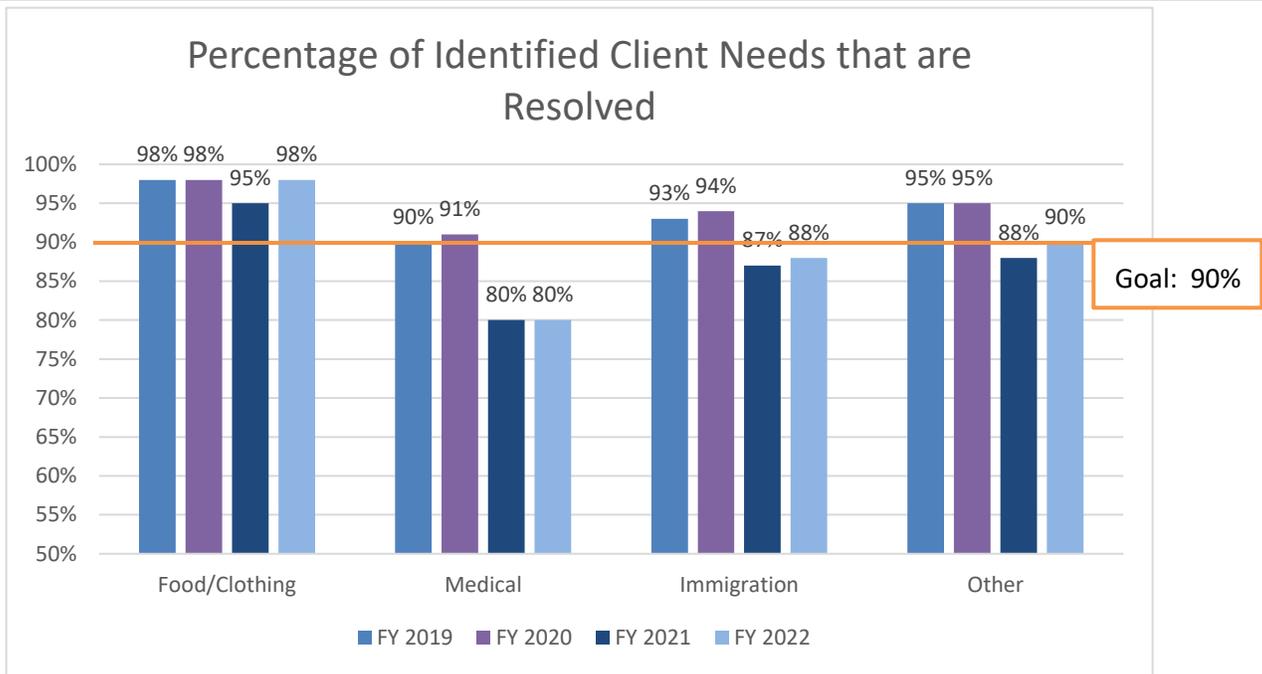
FY 2022 Detail	Resolved	Ongoing	Not Resolved
Food/Clothing	98% (1352/1382)	2% (23/1382)	1% (7/1382)
Medical	80% (304/380)	19% (74/380)	1% (2/380)
Immigration	88% (489/555)	12% (64/555)	0% (2/555)
Other	90% (1155/1284)	10% (125/1284)	0% (4/1284)

Data Summary

- In FY 2022, clients' needs were resolved as follows: Food/Clothing 98%, Medical 80%, Immigration 88%, and Other 90%.
- Additional categories not shown above include Education 84% (56/67), Housing 80% (1,326/1,658), and Employment 89% (108/121).
- Overall, 88% (4,790/5,447) of needs were resolved, up from 84% in FY 2021.
- Data is collected from the ETO Service Summary Touchpoint Statistics report, which is collected quarterly.
- 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 2022, 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 2022, they continued to work with clients to ensure consistency of services.

- For FY 2022, resolution of client needs was highest in areas related to food. 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 85-115 families per week.
- In FY 2022, the number of clients needing immigration increased by 52% from 371 in FY 2021 to 555 in FY 2022. This could be attributed to services put on hold during the pandemic i.e. green card renewal or family petitions that have begun to open up. Also, now that many have returned to work, they are able to focus on becoming a US citizen or adjusting their immigration status.
- During FY 2022, 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
- In FY 2022, 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.

| Recommendations	Target Dates
• Categorize "other" in a way that is helpful to understand the varying needs of clients from year to year.	• FY 2023 Q1
• Develop a multilingual survey to identify and address barriers to accessing resources.	• FY 2023 Q2
• In FY 2023, COP staff will continue to shift its focus from eviction prevention assistance to reflect its mission of a more holistic case management.	• FY 2023 Q1
• Review and train staff to ensure Resolved vs. Ongoing outcomes are consistently reported in ETO.	• FY 2023 Q1
• Review the number of clients that are reported as "not resolved" in the 7 categories to help identify where continued needs are and help us know where additional resources may be needed.	• FY 2023 Q1

Forecast

- In FY 2023, as staff shift away from emergency needs, we expect to see an increase in overall assistance with Food/Clothing, Medical, Immigration, and other services with a goal of the average being 90%
- We hope to report "other" in a way to help understand what types of resources are needed to support clients.
- Other services will include items like notarizing documents, assisting parents navigate the school system, reading and understanding mail or other documents for clients that are not literate.

Community Outreach Program		
Measure	3.2	Passed naturalization interview

Data	
	Passed Citizenship Interview
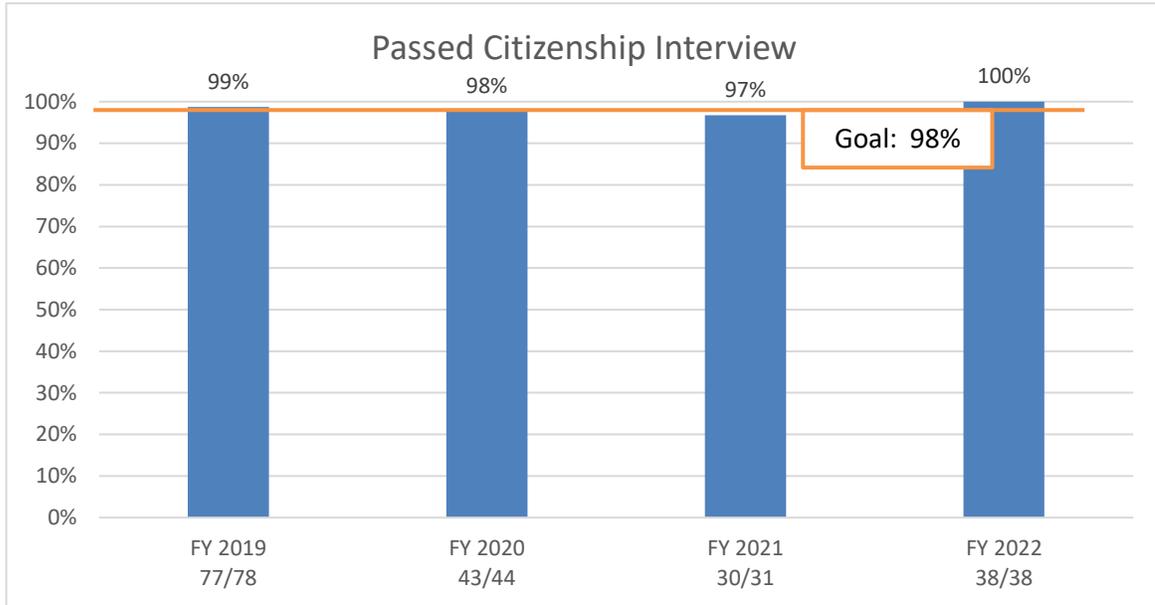
Data Summary	• Data is from ETO, which calculates the number of people who passed the naturalization interview divided by the number of people who completed the naturalization interview. • For FY 2022, all students who completed the naturalization interview passed.

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, some in-person classes were offered in addition to virtual classes.
- In FY 2021, the naturalization application fee increased from $725 to $1,160. In addition, 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 2022 Arlington County, through the COP, awarded a total of 10 naturalization scholarships to assist applicants with the cost of the N-400 application.

Recommendations	Target Dates
• Report the number of citizenship classes and number participants as well as the number of people who have passed the interview. • Develop a plan to educate newly-eligible immigrants of the interview process, classes, and scholarship opportunities. • Increase the number of in-person classes by at least two to accommodate new students at varying times to reduce barriers to participation.	• FY 2023 Q1 • FY 2023 Q2 • FY 2023 Q2

Forecast

- In FY 2023, 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.