

FY 2024 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 2024, 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, 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 2024, 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 meet with clients virtually and in-person. In FY 2024, 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 2025, walk-in services will continue. In FY 2025, 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. Arlington Food Assistance Center or 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 FTEs: <ul style="list-style-type: none"> 1 FTE Supervisor 5 FTEs Human Services Specialists 				
Customers and Service Data		FY 2021	FY 2022	FY 2023	FY 2024
	Total Information and Referral Requests	5,043	6,636	5,351	6,662
	Total Requests for Individualized Assistance	4,208	5,403	5,098	6,166
	Total Individuals Served (unduplicated)	1,416	1,415	1,439	1,847
	Total Number of Program Offerings	573	537	579	522
	Total Number of Diapers Distributed*	325,446	605,180	624,502	320,550
	Number of children served who received diapers*	-	-	1,247	1,130
<p>* Total Diapers Distributed began during COVID in FY 2021. FY 2022 and FY 2023 100 diapers per child were distributed. In FY 2024 that number was reduced to 50 diapers per child, due to limitations by the Greater DC Diaper Bank. In FY 2023, the program began reporting the total unduplicated number of children served during the fiscal year as a better indicator of need.</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?

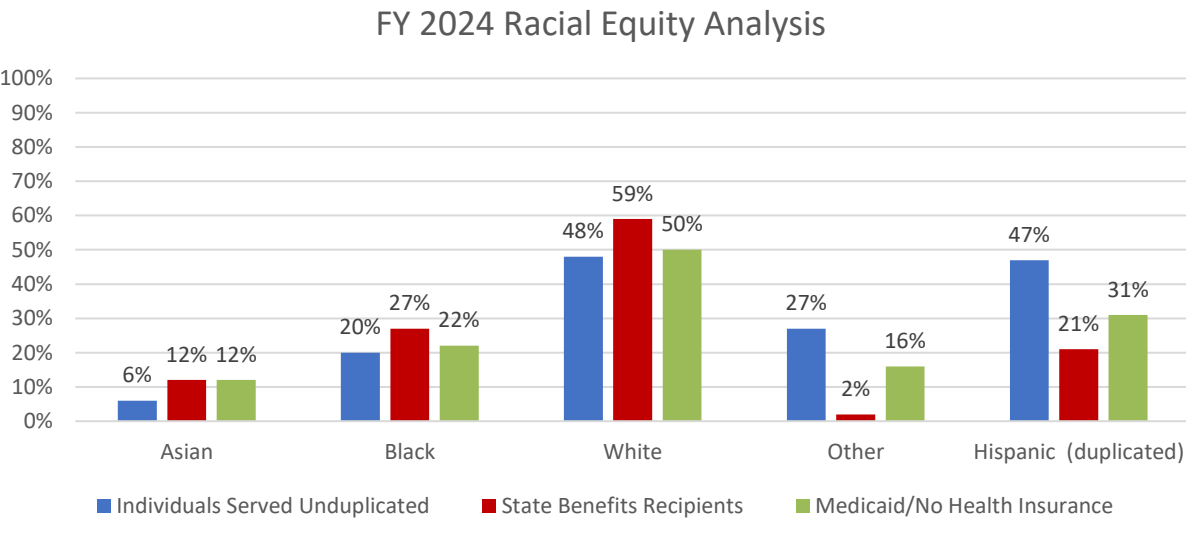
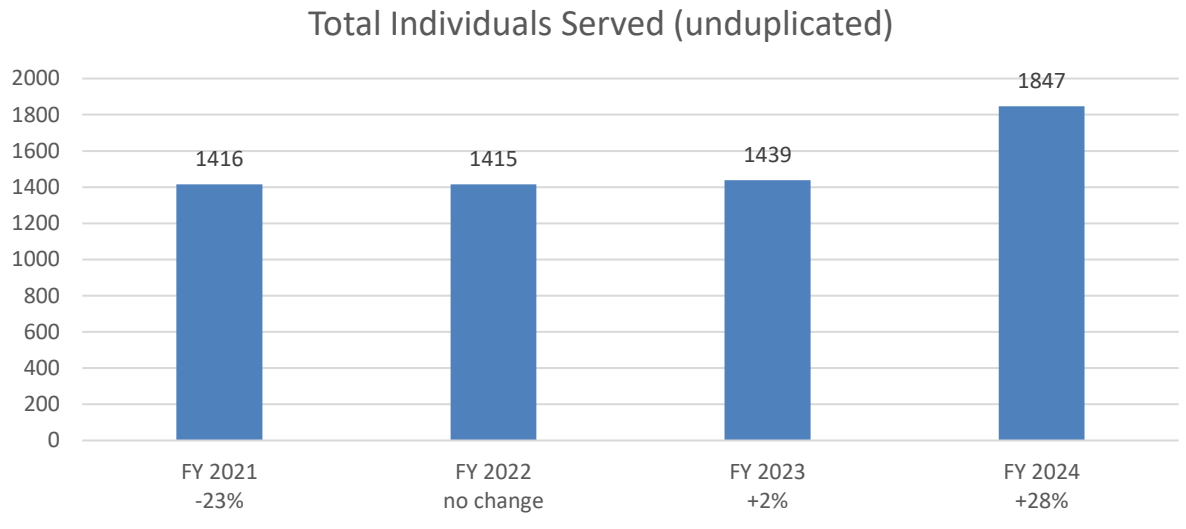
3.1	Resolution of client needs
3.2	Passed naturalization interview

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Community Outreach Program

Measure	1	Clients Served – Total Individuals Served Unduplicated
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Data



Data Summary

- Data is collected from a new report created in ETO. The report is the Aggregate Service Summary Touchpoint Report.
- In FY 2024, the COP race/ethnicity data was available for 1,503 out of 1,847 individuals served (81%).
- For comparison, we used "With Medicaid or Without Health Insurance Coverage" and "Receiving any state benefit (Supplemental Nutrition Assistance Program, Medicaid, Temporary Assistance for Needy Families, Child Care Subsidy)" of the County's FY 2024 Comparison Data.

What is the story behind the data?

- In FY 2024, the program saw a jump in individuals served as additional in-person services have been paired with virtual offerings.

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- 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 county come for diapers, which gives the COP team the opportunity to introduce additional services.
- Lubber Run is in its second year as a COP site and is still building community from Gates of Ballston. It is staffed two 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 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 2024 the Racial Equity Analysis demonstrates that a significant percentage of COP clients (47%) are Hispanic. The number of non-Hispanic individuals served increased in FY 2024. COP works in the community which builds trust and confidence in clients.
- Among families served through the Diaper Bank, Asian families represent 10% (110/1130 children).

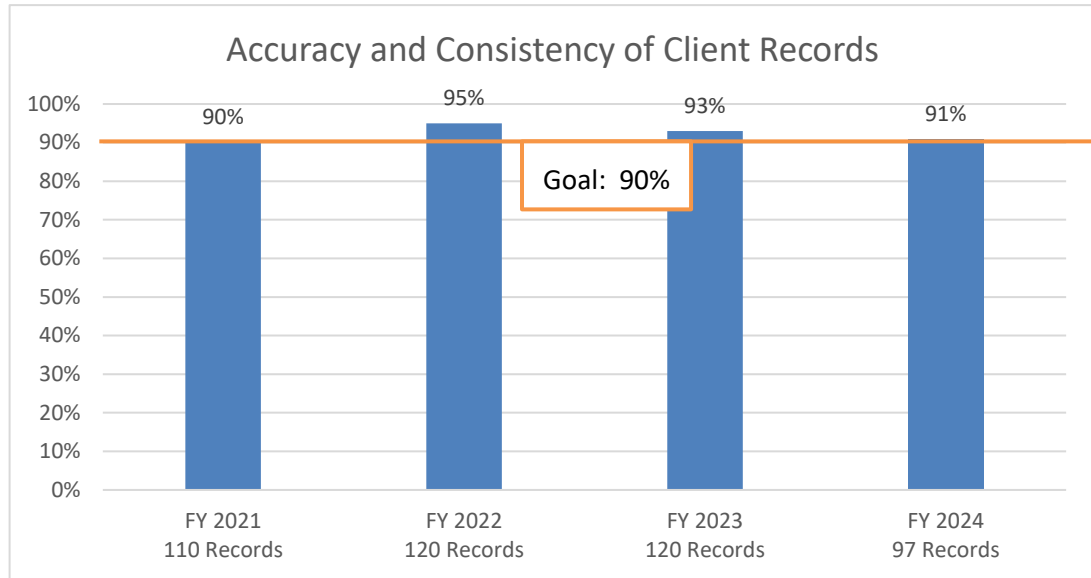
Recommendations	Target Dates
<ul style="list-style-type: none"> • Review data to identify emerging community needs, looking at the 7 categories to identify additional resources or information. • Continue to work with partners to identify dates of cultural activities to build a targeted outreach plan to “Asian” and “Black” populations, to ensure we are serving their needs. • 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 2025 Q2 • FY 2025 Q3 • FY 2025 Q1
Forecast	
<ul style="list-style-type: none"> • FY 2025: We expect the number of clients served to remain stable at approximately 1847, reflecting the normalization of new policies and procedures. • FY 2025: 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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Data



Data Summary

- In FY 2024, 91% (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.

What is the story behind the data?

- In FY 2024, the accuracy and consistency of client case records remained consistent with prior years.
- In FY 2024, the number of notes that indicated clients' participation and involvement in their own forward movement was 93% (90/97). Many of the charts reviewed this year involved 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 as individuals with documentation challenges, as many resources are not available to them. There are additional challenges for older adults in this population, who may not be able to access written materials and/or are unable to visit with staff onsite.
- In FY 2024, one staff member retired in the first quarter so not as many records were reviewed as in past years.

Recommendations

Target Dates

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<ul style="list-style-type: none">• Standardize how data is collected, monitored and retrieved for future Performance Measurement Plans (PMPs).• Re-evaluate measure and consider adjustment to align with current program priorities and practices.• Supervisor will select 5-7 clients randomly for each staff member to follow throughout the year to determine “how well did we do.”• Provide targeted training to individual staff based on the results of quarterly record reviews.• Develop and administer survey tool and a process to administer an annual customer survey.• Revisit program audit tool with Compliance Review Team and Quality Assurance to more effectively align with program priorities.	<ul style="list-style-type: none">• FY 2025 Q1• FY 2025 Q2• FY 2025 Q1• Quarterly• FY 2025 Q2• FY 2025 Q2
Forecast	
<ul style="list-style-type: none">• In FY 2025, expect accuracy and consistency of documentation to remain consistent at least 90%. Measure will be updated; expect to add more information on client satisfaction.	

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Community Outreach Program																	
Measure	2.2	Identified needs addressed with a service															
Data	<div><p>Identified Needs Addressed with a Service</p><table><thead><tr><th>Fiscal Year</th><th>Percentage</th><th>Records</th></tr></thead><tbody><tr><td>FY 2021</td><td>93%</td><td>110 Record</td></tr><tr><td>FY 2022</td><td>95%</td><td>120 Records</td></tr><tr><td>FY 2023</td><td>89%</td><td>120 Records</td></tr><tr><td>FY 2024</td><td>93%</td><td>97 Records</td></tr></tbody></table></div>		Fiscal Year	Percentage	Records	FY 2021	93%	110 Record	FY 2022	95%	120 Records	FY 2023	89%	120 Records	FY 2024	93%	97 Records
Fiscal Year	Percentage	Records															
FY 2021	93%	110 Record															
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FY 2023	89%	120 Records															
FY 2024	93%	97 Records															
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.																
What is the story behind the data?																	
<ul style="list-style-type: none">In FY 2024, there was a 4% increase 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">Standardize how data is collected, monitored and retrieved for future Performance Measurement Plans (PMPs).In FY 2025, work with COP team to solidify the manner in which staff are reporting resolved/ongoing needs.Establish list of partners/resources to assist clients with any on-going or not resolved needs to ensure client are receiving the assistance they need.		<ul style="list-style-type: none">FY 2025 Q1FY 2025 Q1FY 2025 Q2															

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Forecast

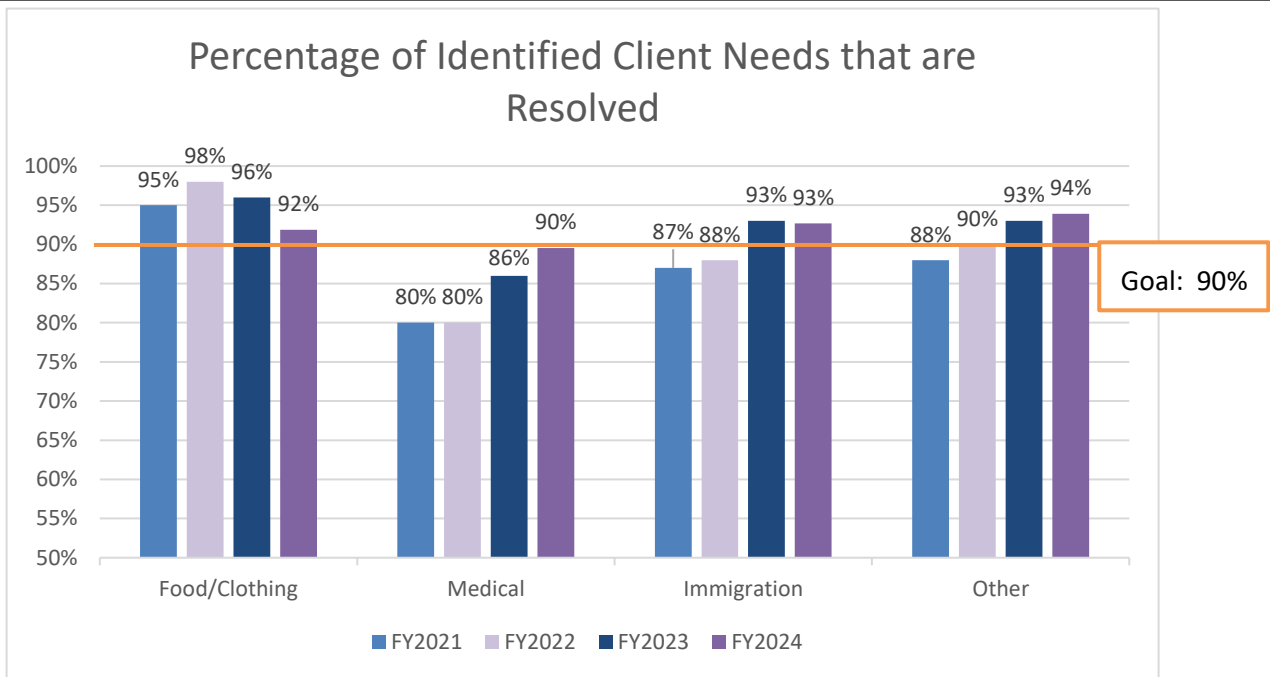
- In FY 2025, the program expects to see the number of client needs addressed remain consistent at 90%.

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Community Outreach Program

Measure 3.1 Resolution of client needs

Data



FY 2024 Detail	Resolved	Ongoing	Not Resolved
Food/Clothing	92% (1355/1475)	3% (46/1475)	5% (74/1475)
Medical	90% (642/717)	10% (73/717)	0% (2/717)
Immigration	93% (759/819)	7% (59/819)	0% (1/819)
Other	94% (1291/1375)	6% (77/1375)	1% (7/1375)

Data Summary

- In FY 2024, clients' needs were resolved as follows: Food/Clothing 92%, Medical 90%, Immigration 93%, and Other 94%.
- Additional categories not shown above include: Education 91% (64/70), Housing 81% (1,210/1,485), and Employment 86% (197/229).
- Overall, 89% (5,518/6,170) of needs were resolved, down 1% from 90% (4,605/5,098) in FY 2023.
- 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 2024, staff continued to assist clients with emergency rental assistance to meet the overwhelming need of the community to avoid eviction.

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- For FY 2024, resolution of client needs was highest in areas related to food (92%). 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 130-180 (an increase from 120-130 in FY 2023) 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 (18%) due to instances when staff need to meet with clients multiple times to file new documents, complete applications or other paperwork.
- In FY 2024, the number of clients needing immigration assistance increased again from 679 in FY 2023 to 823 in FY 2024. 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 2024, 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 2024, 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 cover diapers. Diapers distribution began during COVID in FY 2021. FY 2022 and FY 2023 100 diapers per child were distributed. In FY 2024 that number was reduced to 50 diapers per child, due to limitations from the Greater DC Diaper Bank.
- In FY 2024, 1,130 children from 1,001 families benefitted from the diaper program.

Recommendations

- Categorize "other" in a way that is helpful to understand the varying needs of clients from year to year.
- Administer a multilingual survey to identify and address barriers to accessing resources.
- In FY 2025, COP staff will continue to support the needs of the department through rental assistance and other services, while also seeing clients in the community and supporting them.
- Establish list of partners/resources to assist clients with any on-going or not resolved needs to ensure client are receiving the assistance they need.

Target Dates

- FY 2025 Q1
- FY 2025 Q2
- FY 2025 Q1
- FY 2025 Q2

Forecast

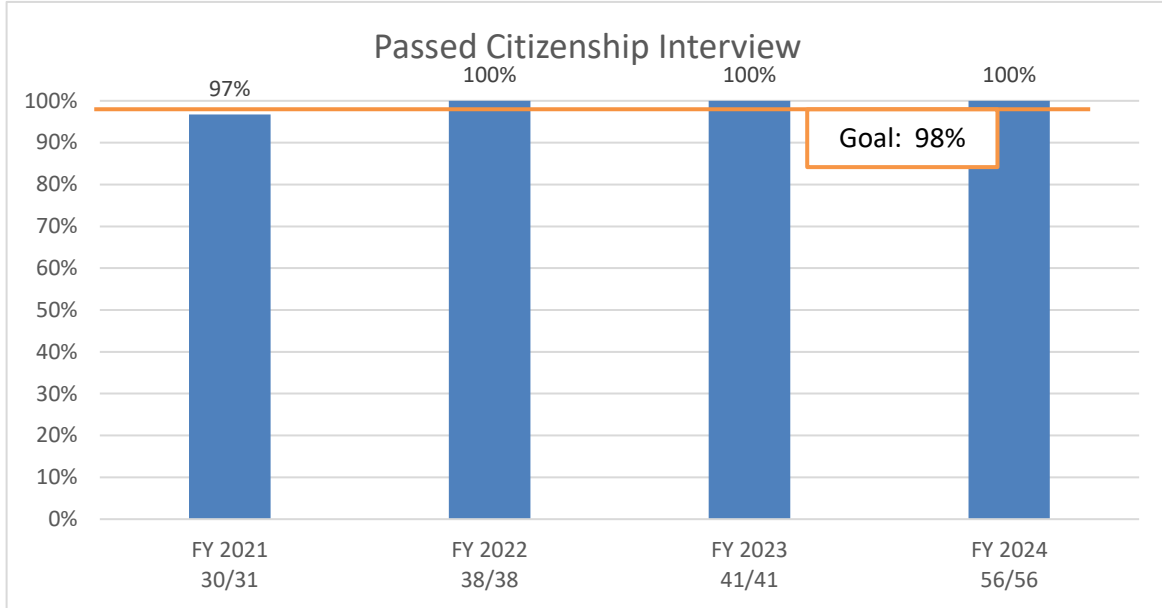
In FY 2025, we expect the average to remain at 90% or above.

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Community Outreach Program

Measure	3.2	Passed naturalization interview
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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 2024, 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 2024, all classes are in-person.
- 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 2024, Arlington County, through the COP, awarded a total of 6 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.
- In FY 2024, 100 new students registered for the citizenship classes.
- In FY 2024, 56 participants completed the naturalization interview and passed. This number surpassed the forecast goal of 45 participants as noted in FY 2024. Barriers to completing the naturalization interview may include the cost of exam, difficulty taking time off work, and language proficiency.

Recommendations

- Work to expand awareness of the interview process, classes, and scholarship opportunities to newly-eligible immigrants by attending English as a Second Language classes through Arlington Public Schools and other classes.

Target Dates

- FY 2025 Q2

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| <ul style="list-style-type: none">• Attend outreach events such as Back-Pack give-aways, food distribution sites, and other activities to ensure awareness of the programs.• Develop and distribute class/teacher evaluations twice annually to measure class effectiveness as well as date/time satisfaction for class availability. | <ul style="list-style-type: none">• FY 2025 Q2• FY 2025 Q2 |
|--|---|

Forecast

- In FY 2025, 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 55 participants taking the interviews with a 95% pass rate.