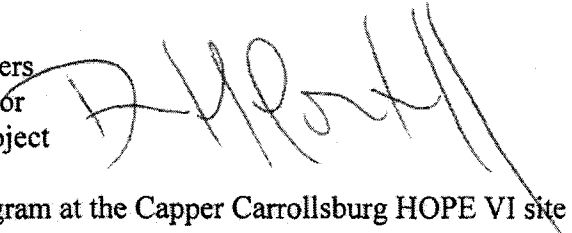


DISTRICT OF COLUMBIA HOUSING AUTHORITY OFFICE OF PLANNING AND DEVELOPMENT

To: Zoning Commission Board Members
Fr: David Cortiella, Project Coordinator
Capper Carrollsburg HOPE VI Project
Da: April 6, 2009
Re: Community Support Services Program at the Capper Carrollsburg HOPE VI site



The Community Support Service Program (CSSP) is a fundamental component of the HOPE VI program. As mandated by Congress, the three legs of all HOPE VI projects are: 1) Capital investment and leveraging, 2) Human capital development through a Community Support Services Program, and 3) Administrative support to ensure proper implementation of the total project.

The District of Columbia Housing Authority (DCHA) has implemented a coordinated CCSP component since the first day of the grant award in 2001. In the initial four years, DCHA contracted for services with numerous service providers and with the Capper Carrollsburg resident council and the then existing community development corporation. Starting in 2005, DCHA contracted with the Wheeler Creek Community Development Corporation (Wheeler Creek DCD) to provide CSSP services to all our HOPE VI sites. Wheeler Creek CDC has developed a coordinated case management and service delivery system that has met the DCHA goal of providing residents with a menu of activities while providing individual case management.

Following is a **summary of activities** to date. The results reported represent the achievements in each specific year and not a cumulative number. In addition, the caseload also changes because some residents turn 19 during a calendar year, while others turn 65 and are no longer required to participate in CSSP; still others die or relocate without a forwarding address. This is a summary of each annual report:

January – December 2005

- √ This was a benchmark year, therefore the primary goal was to identify all former residents, conduct a needs assessment of all household member between the ages of 19-64, implement a case management tracking system, and ensure that 100% of residents met at least once with their assigned case manager. Each of these goals were reached or surpassed within the designated time frame.
- √ Needs assessment of 100% of former Capper Carrollsburg residents performed
- √ Maintained an active caseload of former Capper Carrollsburg residents (485 residents)

January – December 2006

- ✓ Current caseload is defined as those households who have kept in contact with their assigned case manager at least quarterly within the calendar year.
- ✓ Current caseload: 283 residents; of the total potential individuals served, 129 declined service, 156 residents were no longer eligible to receive service; and 99 residents moved out and could not be located.
- ✓ The caseload increased by 107 residents during this period.
- ✓ Services provided: Employment and training (143); GED preparation (55); Counseling referrals (91); and substance abuse referral (3).
- ✓ Employment assistance: 216 job placement and/or working
- ✓ Homeownership counseling: 14

January – December 2007

- ✓ Current caseload is defined as those households who have kept in contact with their assigned case manager at least quarterly within the calendar year.
- ✓ Current caseload: 203 residents; of the total potential individuals served, 111 declined service, 126 residents were no longer eligible to receive service; and 79 residents moved out and could not be located.
- ✓ The caseload increased by 67 residents during this period.
- ✓ Services provided: Employment and training (103); GED preparation (27); Counseling referrals (41); and substance abuse referral (3).
- ✓ Employment assistance: 146 job placement and/or working
- ✓ Homeownership counseling: 44

January – December 2008

- ✓ Current caseload is defined as those households who have kept in contact with their assigned case manager at least quarterly within the calendar year.
- ✓ Current caseload: 188 residents; of the total potential individuals to be served, 85 declined service, 141 utilized services but dropped out, 191 residents were no longer eligible to receive services, 110 moved out and could not be located, and others who did not participated.
- ✓ The caseload increased by 169 residents due to turning 19 years old after the relocation.
- ✓ Services provided: Employment and Training (57); GED prep (1); counseling referrals (74); substance abuse referral (2)
- ✓ Employment assistance: 151 job placements and/or residents in full-time employment

CAPPER CARROLLSBURG CSSP

ANNUAL CSS REPORT

January 1 – December 31, 2008

Submitted by: Bessie E. Swann, D.H.L.
Wheeler Creek CDC
D.C. Housing Authority
1133 North Capitol Street, NE
Washington DC, 20002

Submitted on: 2/27/2009

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2008

The Community Supportive Services (CSS) Program is an integral part of HOPE VI program which plays a vital role in the District of Columbia Housing Authority's (DCHA) efforts to transform Public Housing in the nation's capitol.

DCHA is bringing a much needed positive change in the district's most distressed area previously known as Arthur Capper Family, Arthur Capper Seniors and Carrollsborg Dwellings which falls in the Southeast quadrant of M Street bounded by 2nd and 7th Street.

The HOPE VI grant was awarded in 2001 to revitalize Arthur Capper Family, Arthur Capper Seniors and Carrollsborg Dwellings. DCHA in collaboration with the resident Community Development Corporation (CDC), Capper Carrollsborg on the Hill CDC (CCHCDC) and a Case Management Company, AEM (Alina E. McClerkins), launched the CSSP component of the HOPE VI program. The term Capper Carrollsborg was coined to represent both former housing projects and hence Capper Carrollsborg CSSP.

The Executive Director of Wheeler Creek CDC (WCCDC), Bessie E. Swann, D.H.L., was contracted in the initial stage to assist with the actual set up of CCHCDC from forming the CDC board to establishing it as a legal entity; Dr. Swann (WCCDC) provided services until the actual employment of the CDC Director.

In an effort to maximize output and efficacy of funding appropriation, DCHA centralized CSSP across the city and contracted Wheeler Creek CDC (WCCDC) to provide comprehensive case management services at all ongoing CSS Programs including Capper CSSP effective May 17, 2004. WCCDC was contracted as a result of effecting a major turn around at another CSSP site it was administering in Southeast D.C. (Henson Ridge) in the year preceding the CSSP centralization.

The revitalized new community which is currently under construction has since been renamed Arthur Capper Senior I & II and the rest of the community is renamed Capitol Quarters. Fifty-six senior residents were moved to Arthur Capper Senior. The total number of residents returned to the revitalized community with the assistance of CSS Program is eighteen (18) of which five have since turned 65 years old.

CSS CASELOAD TRACKING

I. PRE-REVITALIZATION RESIDENTS

On the HUD Quarterly reporting website, 657 was the original caseload, however the actual original potential caseload is 655 as two of the 'residents' entered were erroneous entries made by previous Case Managers that have since been corrected upon discovery. The following details how the current caseload of 188 residents between the ages of 19 through 64 has been derived:

1. Derivation of Current Caseload

188 residents between the ages of 19 through 64 have been derived from an original potential caseload of 655 minus 636 total subtractions plus 169 cumulative additions.

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2008

❖ Original Potential Caseload

- 655 residents were part of the original potential caseload

❖ Subtractions from the Original Potential Caseload

- 226 residents declined services
 - 85 declined services when originally offered
 - 141 utilized services for a time but subsequently dropped out
- 191 residents did not need services or were not authorized to receive services
 - 58 residents are evicted
 - 39 residents are deceased
 - 54 residents are disabled
 - 40 residents are 65 year old and over (seniors)
- 79 residents were determined by their Case Manager that services were no longer needed
- 110 residents moved out and could not be located
- 30 residents permanently relocated with service handoff

❖ Additions to the Original Potential Caseload

- 169 residents were cumulative additions to the caseload
 - 2 residents joined a CSS-eligible household during the life of the grant
 - 2 residents moved in after HOPE VI grant and prior to relocation
 - 165 residents turned 19 years old post relocation

2. Location of Current Caseload

The location of the current caseload of 244 residents is as follows:

- Still On-Site
 - 0 residents are still on-site
- Relocated – Other Public Housing
 - 84 residents are relocated to other public housing
- Relocated – Section 8 Certificates/Vouchers
 - 78 residents are relocated with section 8 certificates/vouchers
- Relocated – Not HUD Assisted
 - 13 residents are relocated and are currently not receiving HUD assistance for their housing.
- **Returned After Revitalization**
 - 13 residents returned to the new and revitalized Capper Carrollsburg as renters; residents return rate is slowed down due to construction.

Returned After Revitalization

- 56 senior residents returned to the new and revitalized Capper as renters.
- 18 residents returned; 5 five have since turned 65 years old.

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

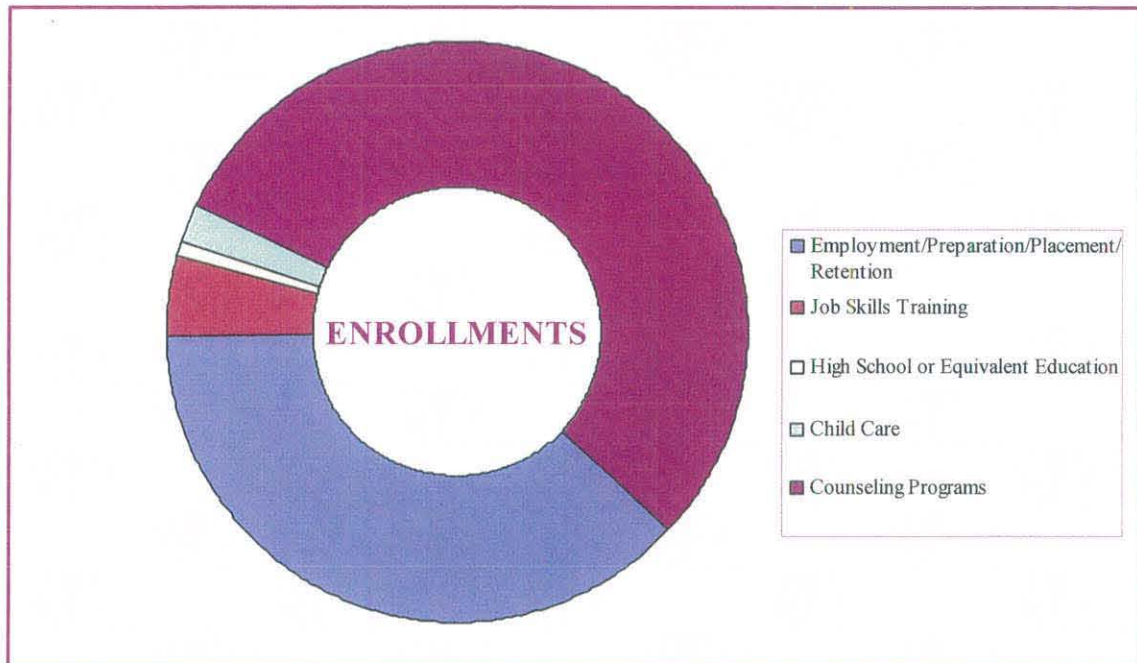
January 1 – December 31, 2008

Progress in achieving CSS milestones and goals established by the Housing Authority and HUD for the calendar year.

The goal of Capper Carrollsborg Community Supportive Services Program (CCCSSP) is to provide former Arthur Capper Family's and Carrollsborg Dwellings' residents with support networks and resources that are vital in the progression from dependency to self-sufficiency.

WCCDC employs professionally trained case managers who assist in identifying areas of social and economic need through family assessments and providing the appropriate services through on-site programming and referrals. Two case managers were on staff during 2008.

The Capper Carrollsborg CSS Program addresses social and economic concerns in the areas of Housing, Employment, Education, Health &; Social Services, Financial Literacy and Small Business Training. This holistic approach allows participants the opportunity to grow and develop skills to enhance the quality of their personal and community life.



In 2008, the following self-sufficiency services were provided:

- Enrollments (New)
 - Employment/Preparation/Placement/Retention – 51
 - Job Skills Training Programs – 6
 - High School or Equivalent Education – 1
 - Childcare – 3
 - Transportation Assistance – 0
 - Counseling Programs – 74
 - Substance Abuse Programs – 0
- Successful Completions
 - Job Skills Training - 9

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2008

- High School or Equivalent Education - 4
- Employment
 - New Job Placements – 33
 - Currently Employed – 118
 - Employed Six Months or Longer – 105



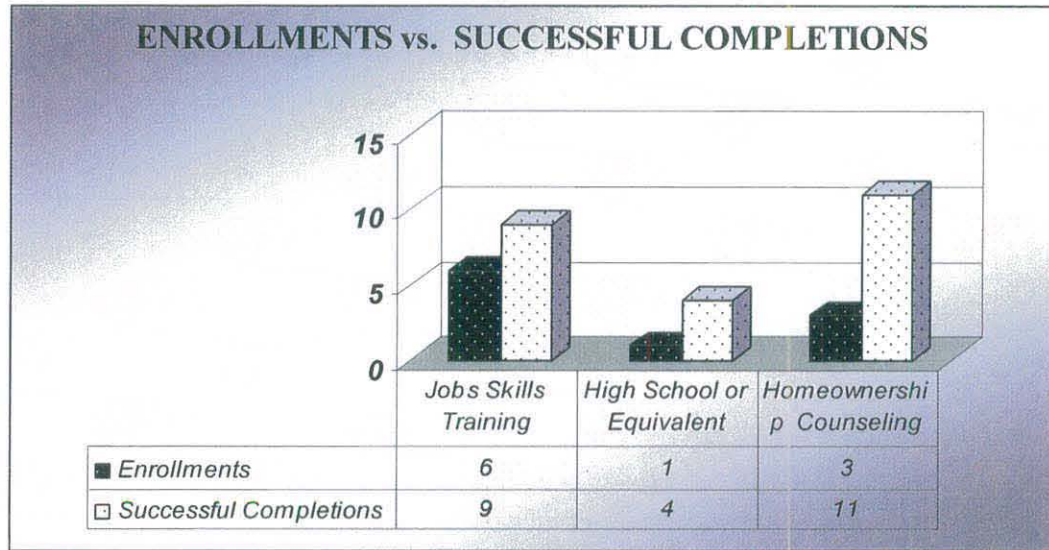
CSS other Programs/Services offered in 2008:

- Economic Development
 - Residents Who Enrolled in Entrepreneurship Training – 0
 - Residents Who Completed Entrepreneurship Training – 0
 - Resident Owned Business Started – 1
 - Resident-Owned Businesses Started Without PHA Funds - 1
- Section 3
 - Employments Resulting from Section 3 - 2
 - Residents Who Transferred from Section 3 to Non-PHA Employment - 0
- Homeownership
 - Residents Who Enrolled in Homeownership Counseling (New) - 3
 - Residents Who Completed Homeownership Counseling – 11
 - Residents Who Purchased Homes – 0

The discrepancy between the numbers reported on the HUD quarterly reporting website and the numbers in this CSSP annual report is due to information entered by CSSP staff after the quarterly report deadline. These numbers will be captured in the first quarterly report of 2009.

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2008



(B) Revised CSS Goals

- The revised CSS goals for the year 2008 have been met except in the area of economic development and homeownership.

SELF-SUFFICIENCY SERVICES PROVIDED thru 12/31/2008

1.0	Enrollments	2008 Planned Goals	2008 Actual	Total Planned Goals	Total Actual	Reason for Exceeding/ Meeting/ Falling Short of Goal
1.1	Employment/Preparation/ Placement/Retention	5	51	90	516	Due to consistent positive interaction between residents, case management and service providers.
1.2	Job Skills Training Programs	3	6	45	159	
1.3a	High School or Equivalent Education	1	1	15	164	
1.3b	English as a Second Language (ESL) Course	0	0	0	0	Residents do not need ESL course
1.4	Child Care	3	2	25	41	Service was provided per residents' request.
1.5	Transportation Assistance	1	0	25	18	Service was not requested; adequate public transportation
1.6	Counseling Programs	10	74	190	495	Due to consistent positive interaction between residents, case management and service providers.
1.7	Substance Abuse Programs	2	0	20	8	Residents' unwillingness to formally address substance abuse issues.

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2008

2.0	Successful Completions	2008 Planned Goals	2008 Actual	Total Planned Goals	Total Actual	Reason for Exceeding/ Meeting/ Falling Short of Goal
2.1	Job Skills Training Programs	3	9	40	53	Residents were already in training from previous program year
2.2	High School or Equivalent Education	1	4	10	53	
3.0	Employment	2008 Planned Goals	2008 Actual	Total Planned Goals	Total Actual	Reason for Exceeding/ Meeting/ Falling Short of Goal
3.1	New Job Placements	2	33	40	301	Due to consistent positive interaction between residents, case management and service providers.
3.2	Currently Employed	50	118	50	118	
3.3	Employed Six Months or Longer	25	105	25	105	

TABLE 3: CSS OTHER PROGRAMS / SERVICES

1.0	Economic Development	2008 Planned Goals	2008 Actual	Total Planned Goals	Total Actual	Reason for Exceeding/ Meeting/ Falling Short of Goal
1.1	Residents Who Enrolled in Entrepreneurship Training	2	0	15	39	Lack of resident interest
1.2	Residents Who Completed Entrepreneurship Training	1	0	12	5	
1.3	Resident-Owned Businesses Started	0	1	4	2	Due to consistent positive interaction between residents, case management and service providers.
1.4	Residents Employed in Resident-Owned Business	1	1	10	12	Due to resident owned business start-up
1.5	Resident-Owned Businesses Started Without PHA Funds	0	1	1	1	Resident's ability to finance business from non-PHA source.
2.0	Section 3	2008 Planned Goals	2008 Actual	Total Planned Goals	Total Actual	Reason for Exceeding/ Meeting/ Falling Short of Goal
2.1	HOPE VI Contract Funds to Section 3 Firms	\$0	\$0	\$0	\$5,577, 155	No planned goal stated; actual contract amount, to date.
2.0	Section 3	2008 Planned	2008 Actual	Total Planned	Total Actual	Reason for Exceeding/

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2008

		Goals		Goals		Meeting/ Falling Short of Goal
2.2	Employments Resulting from Section 3	4	2	100	81	Delay in construction; expected to meet goal in 2009
2.3	Residents Who Transferred from Section 3 to Non-PHA Employment	2	0	25	4	Development is at its peak; few transitions so far
3.0	Homeownership	2008 Planned Goals	2008 Actual	Total Planned Goals	Total Actual	Reason for Exceeding/ Meeting/ Falling Short of Goal
3.1	Residents Who Enrolled in Homeownership Counseling	3	3	50	215	Due to consistent positive interaction between residents, case management and service providers.
3.2	Residents Who Completed Homeownership Counseling	1	11	25	21	
3.3	Residents Who Purchased Homes	13	0	20	0	Homes still under construction

(C) Changes in CSS Plan and Service Delivery Strategies

The Capper CSS Program has been in operation since 2002 but due to incomplete construction, the CSSP is still in effect via leveraged funds, which can only support one case manager during the last 3 quarters of 2008 impacting delivery of services at the originally designed levels. The CSS Program was initially projected to be completed in five (5) years period, i.e. September 30, 2007.

DCHA and WCCDC have worked to leverage funds and secure other funding sources to cover for the budgetary shortfall as the CSS program has extended beyond its original five year period.

The following services were offered to Capper clients as a result of WCCDC's resource development/ leveraging efforts:

- Job Skills Training: Medical Assistant Training, Culinary Arts Training, Electrical Engineering and Construction Apprenticeship.
- Counseling:
 - WCCDC has been providing financial, homeownership and life skills counseling services to clients.
 - Health Services: Healthy Life Styles (Community Health Foundation), as the name implies promoting good health through a proactive approach that incorporates onsite health screening, wholesome eating habits/free grocery shopping trips, and exercise to affect a healthy life style.

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2008

- Economic Development/ Entrepreneurship Training: Small Business Administration (SBA) Community Express Loan Program and Small Business Micro loan are offered to eligible existing and new business owners.

(D) Amount of Leverage Expended During the Calendar Year

Capper Carrollsborg CSSP was operated using leveraged funds from the developer, Urban Atlantic, LLC.

The CSSP was further supported by other leveraged funds and in-kind services from the service partner as follows:

Service/Service Provider (Wheeler Creek)	Leveraged Amount for 2008	Expended Leverage through 12/2008	Balance Leverage
Employment Preparation/Job Skills Training	\$11,624	\$11,624	\$0
Financial Counseling (Credit Repair/Maintenance)	\$17,984	\$17,984	\$0
Adult Education	\$291	\$291	\$0
Homeownership	\$4017	\$33,916	
Total Leverage Amount	\$33,916	\$33,916	\$0

(E) Service Gaps and Decreases in In-Kind Support

DCHA in partnership with WCCDC continues to leverage additional resources through other service partners to augment its leveraged operating budget in order to meet the needs of clients.

(F) Current CSS Budget

The current 2008 CSS budget consisted of leveraged funds totaling \$218,627 from the developer, Urban Atlantic, Inc, to replace CSS expended funds for the provision of the Community Supportive Services Program to Capper Carrollsborg relocated, returning and returned residents. An additional resource in the amount of \$33,916 was leveraged via Wheeler Creek CDC and its partnerships.

**INTERMEDIATE EVALUATION OF THE
COMMUNITY AND SUPPORTIVE SERVICES
PROGRAM AT
ARTHUR CAPPER/CARROLLSBURG
DWELLINGS IN THE DISTRICT OF
COLUMBIA**

**Rodney D. Green, Ph.D.
Principal**

**Green Consulting Company
1840 7th Street, NW
Suite 318
Washington, DC 20001**

March 2008

EXECUTIVE SUMMARY

In October 2001, the District of Columbia Housing Authority was awarded a \$34.9 million to revitalize Arthur Capper and Carrollsburg dwellings. Located in Southeast Washington D.C., Arthur Capper and Carrollsburg dwellings originally consisted of 758 public housing units that were demolished in 2005. The HOPE VI project aimed at rebuilding 1,562 units allocated between 707 public housing units, 525 rental units and 330 market rate homes. In order to smooth residents' transition in preparing to return back to the new development site, the Wheeler Creek CDC was contracted to assist residents with a comprehensive set of supportive services under the provisions of the HOPE VI grant.

This study assesses the HOPE VI Community Supportive Services Program (CSSP) offered to Arthur Capper/Carrollsburg Dwellings residents. The data were collected from the "Tracking at a Glance" (TAAG) system that provides detailed information on each resident enrolled in the CSSP. Arthur Capper and Carrollsburg dwellings counted 725 households and 1,349 residents at the time the HOPE VI grant was awarded. Some adjustments were made to the initial caseload of 727 households with the death of 32 household heads. In addition, 144 households refused services, 26 relocated permanently, and 99 households were unable to be located. The data from the needs assessment intake administered by the case managers were updated whenever residents experienced a change toward the goal of self-sufficiency. This intermediate report compares these data with CSSP referrals in each of the key service areas tracked in the TAAG system. Referrals indicate whether residents are currently enrolled, withdrew for various reasons, were no-shows, or have completed their various programs.

This intermediate review of CSSP indicates that households in the active caseload have been followed by the case managers leading to hundreds of referrals to activities vital to the achievement of self-sufficiency. These include referrals to job training, resume development, child care support, transportation support, credit counseling, homeownership training, and small business counseling as well as to a variety of broader counseling services. Fewer residents have actually enrolled in the various training programs, and fewer still have completed the programs. In terms of key outcomes, it appears that employment levels remain quite low despite the intensive efforts of the case managers. For residents who do work, the turnover rate appears to be high, creating instability in terms of maintaining a job.

A closer look at residents' education level and job-training qualifications revealed that few residents had more than a high school diploma (12%), while only 14% have undergone a job-training program. The CSSP made progress in addressing residents' educational needs. For example, 60 residents were referred to a High School Diploma education program, with 11 currently enrolled, and five successfully completed the program and earned their diploma. Job-training programs and employment-related services also had a high rate of referral; 259 household heads and 101 other household members were referred for employment-related services. Resume preparation and job referral were the highest-referred categories with a total of 115 and 114 residents respectively.

In addition residents also had needs for childcare services since 30% reported needing help in order to find a job or improve their education. The CSSP had a high rate of success in childcare services. Out of 27 total referrals made by the CSSP for childcare

INTRODUCTION

In October 2001, the District of Columbia Housing Authority was awarded a \$34.9 million to revitalize Arthur Capper and Carrollsburg dwellings. Located in Southeast Washington D.C., Arthur Capper and Carrollsburg dwellings originally consisted of 758 public housing units that were demolished in 2005. The HOPE VI project aimed at rebuilding 1,562 units allocated between 707 public housing units, 525 rental units and 330 market rate homes. In order to smooth residents' transition in preparing to return back to the new development site, the Wheeler Creek CDC was contracted to assist residents with a comprehensive set of supportive services under the provisions of the HOPE VI grant.

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administered by the case managers were updated whenever residents experienced a change toward the goal of self-sufficiency.

The present report is structured in four sections. The first section describes the methodology of the study. The second discusses demographic indicators at Arthur Capper and Carrollsburg dwellings. The third reviews the CSSP's goals related to self-sufficiency. This section also emphasizes residents' current needs in light of these goals. The fourth section concludes the report by discussing recommendations to improve the CSSP at Arthur Capper/Carrollsburg.

1. METHODOLOGY

This report uses referrals recorded in the TAAG database to determine progress made in reaching the self-sufficiency goals set by the CSSP. Needs assessment information gathered between March 2004 and April 2007 served as the baseline for these comparisons. Needs assessments were conducted by case managers for residents as they were added to the caseload of the CSSP. There were ten sections covered by the needs assessment questionnaire: employment, job training, education, transportation, childcare, health, housing, finances, legal, and other. In this report, progress in meeting self-sufficiency goals is stressed.

Employment deals with whether the person has a job, if the person needs help, what the barriers to employment are, if the person owns a business, and if the person has a resume.

Job training focuses on current enrollment in job training, if the person receives financial

aid, if the person has any default in student loan, if the person is interested in vocational training, and/or if he/she attends class regularly.

Education deals with literacy challenges, if they have a GED, if they are enrolled in an adult training program, and if they need help with adult basic educational skills including reading and math.

Transportation focuses on whether a resident has a car, insurance, or is interested in carpooling.

Childcare focuses on whether residents have support for childcare, need help, and/or if parents would like to take parenting classes.

Health deals with a current list of ailments that residents can have such as asthma, and diabetes), if they have health insurance, a primary care physician, and if they need smoking cessation counseling and/or substance abuse counseling.

The housing component asks if residents have a voucher, if they are on a waiting list, if they have been in transitional housing, if they have owned a home, if they would like to be homeowners, and if they are interested in coming back after the completion of the project.

The finance category deals with interest in credit repair, counseling and money management, whether the person has a bank account, and if bills are paid on time.

While the initial study evaluated the overall needs of Arthur Capper Carrollsburg residents as related to a specific number of goals outlined by the HOPE VI Program, this report focuses on self-sufficiency issues. These are the crucial areas (such as employment, job-training, and childcare) in which case managers actively make referrals and track the progress of residents.

2. DEMOGRAPHICS OF THE POPULATION

Of the original caseload of 727 households, 68% were headed by females (see Table 1). The age distribution reported in Table 2 shows a predominantly senior population of household heads (about 40%). Apart from seniors, 35% of household heads are in the brackets of 45 to 59 years old, while 21% are in their mid 30s and 40s. The large share of seniors reflects the Arthur Capper Senior Building.

Table 1: Gender of Household Heads

Gender	Frequency	Percent
Female	496	68.4
Male	229	31.6
Total	725	100

Table 2: Age Distribution of Household Heads

Age	Frequency	Percent
19-29	35	4.8
30-44	156	21.5
45-59	250	34.4
60 or older	284	39.3
Total	725	100

Among the current caseload of 426 households, few heads of household provided information about their marital status. Among the 68 residents who provided information on their marital status, 63% are single, 15% are widowed, and 9% are married (Table 3). These statistics indicate that children at Arthur Capper/Carrollsborg have a high probability of being raised by a single parent.

Table 3: Household Head Marital Status

Marital Status	Frequency	Percent
Divorced	3	4.4
Married	6	8.8
Separated	6	8.8
Single	43	63.2
Widowed	10	14.7
Total	68	100

3. CSSP GOALS

CASE MANAGEMENT

The goals of the HOPE VI Program at Arthur Capper/ Carrollsborg Dwellings relating to case management include implementing a comprehensive case management system. The case management system improved for all District of Columbia HOPE VI sites with the introduction of TAAG in 2004. This computerized system constitutes a simplified tracking tool where all information gathered by caseworkers related to household heads and family members are stored on the same website. TAAG has the same configuration for each of the on-going HOPE VI project in the District of Columbia. The TAAG system consists of six major sections represented by icons: “Add

Resident”, “Edit Resident”, “Search Records”, “Resident Log”, “Maintenance”, and “System Tools”.

The “Add Resident” icon is only accessible to the case managers who use it to enter demographic characteristics and contact information for a new residents added to the CSSP caseload. When the case managers need to change or update information for residents already assisted by the CSSP they use the “Edit Resident” icon.

The “Edit Resident” icon is a search tool that helps to bring forth a resident’s complete profile by typing the resident’ first and last name. This icon is helpful in making changes to resident’s record such as a new address, additional household members, or a change in employment status.

The “Resident Log” icon is used to bring forth information pertaining to the residents. The resident’s household composition, demographic characteristics, contact information, employment, education status, work history, income level, sources of income, assistance received, and referrals are all displayed when one opens the resident log information. In addition, information on whether the resident is subtracted from the current caseload is provided in the “log resident” section.

The “Maintenance” icon helps case managers manage residents’ records in a comprehensive way. Any discrepancy on residents’ information is recorded here. Also, special notifications are made for residents with incomplete forms and residents who are still waiting for a case manager to be assigned to them.

The “System Tools” icon allows users to generate quarterly reports for services provided to residents and changes that occur to the caseload. By selecting a certain quarter and the type of services available to residents, one can create a report that indicates the changes in the current caseload, the enrollment levels in training programs and the completion rates. On the basis of these reports, an analysis can be made on residents’ participation level in the CSSP over time.

The “Search Records” icon leads to a dataset of statistics on the CSSP. This icon is user-friendly and provides a variety of information linked to the implementation of the CSSP. Items found on the “search record” are announcements, appointments made with residents, residents’ needs assessments, case managers’ notes, caseload triage (classification of residents according to their level of challenges and the urgency of their needs), community resources, community service, contracts of participation in the program, documents submitted by residents and service providers, donations, education and employment form letters, household plans, individual development plans, referrals, resident notes, social services and legal, staff information, staff notes, and work history. In addition to the changes brought forth by TAAG, the general survey with the service providers has revealed that case managers have received the appropriate training to assist residents in becoming self-sufficient.

EMPLOYMENT AND JOB TRAINING

CSSP Self-Sufficiency Services designated goals 1.1, 3.1, 3.2, and 3.3

Employment

A goal of the CSSP is to improve the employment status of work eligible residents. The information provided initially during the needs assessment process showed a large population of unemployed heads of household at Arthur Capper/Carrollsborg dwellings. Among the 403 household heads for whom employment status was available, about 70% reported not having a job; only one third of families have a household head who receives income from employment (Table 4). The situation for other household members was similar. More than half of other household members (60%) reported being unemployed. Analysis of the age distribution of household heads given their employments status showed that the majority of employed household heads were between 30 and 44 years old (Table 5). Unemployment was preponderant among residents aged between 45 and 59 years old, generally considered a prime time of life for full-time employment.

Table 4: Household Head Employment Status

	Household Head		Other Household Members	
	Frequency	Percent	Frequency	Percent
Employed	127	31.5	56	40
Not employed	276	68.5	84	60

Table 5: Household Employment Status

Household Heads						
Age	Employed Frequency	Employed Percent	Full-Time Frequency	Full-Time Percent	Part-Time Frequency	Part-Time Percent
19-29	18	21.2%	12	19.7%	4	21.1%
30-44	28	32.9%	21	34.4%	6	31.5%
45-59	36	42.4%	27	44.3%	8	42.1%
60 or older	3	3.5%	1	1.6%	1	5.3%
All	85	100.0%	61	100.0%	19	100.0%
Other Household Members						
Age	Employed Frequency	Employed Percent	Full-Time Frequency	Full-Time Percent	Part-Time Frequency	Part-Time Percent
19-29	21	77.8%	13	76.5%	8	80.0%
30-44	6	22.2%	4	23.5%	2	20.0%
45-59	0	0.0%	0	0.0%	0	0.0%
60 or older	0	0.0%	0	0.0%	0	0.0%
All	27	100.0%	17	100.0%	10	100.0%

Most employed residents hold full-time positions. As shown in Table 5, 61 (72% of those employed) household heads reported working full-time, while this proportion is 63% for other household members. Residents reported working in different sectors with approximately 20% in small businesses (Table 6). Many residents found work in other private businesses, non-profit organizations, and the District of Columbia government. In terms of position held, residents are mostly engaged in low skill labor such as

maintenance and housekeeping (Table 7). About 13% of residents are embracing career in administrative assistance or security guard positions.

Table 6: Employers of Household Head and Members 18 and Older

	Household Head	Percent	Other Members	Percent
Federal Government	2	2.1	1	2.0
DCPS	5	5.3	1	2.0
Non-profit assoc./organization	13	13.7	1	2.0
Hospital	8	8.4	4	8.0
DC government	10	10.5	2	4.0
Nursing Home	5	5.3	2	4.0
Food Store/Drug Store	-	-	3	6.0
Small Business	19	20.0	11	22.0
Department Store			4	8.0
Church	2	2.1	2	4.0
Child Care Center	6	6.3	-	-
Phone company/gas company	-	-	1	2.0
Hotel	2	2.1	-	-
Other government employer	6	6.3	2	4.0
Other Private Business	17	17.9	16	32.0
Total	95	100.0	50	100.0

Table 7: Job Titles

	Household Head	Percent	Other Members	Percent
Administrative Assistant	11	12.8	4	8.3
Housekeeping	9	10.5	1	2.1
Cook	1	1.2		
Clerk	4	4.7	6	12.5
Health care aid	3	3.5	3	6.3
Food service worker	5	5.8	3	6.3
Childcare worker	5	5.8	-	-
Driver	3	3.5	2	4.2
Cashier	2	2.3	3	6.3
Laborer	3	3.5	4	8.3
Maintenance worker	11	12.8	4	8.3
Manager	3	3.5	-	-
Patient Care technician	4	4.7	1	2.1
Nursing Assistant	4	4.7	2	4.2
Receptionist	3	3.5	-	-
Security guard	5	5.8	5	10.4
Teacher Aid	3	3.5	1	2.1
Hair Dresser	2	2.3	-	-
Community Advocate	2	2.3	1	2.1
Reporter	1	1.2	-	-
Customer Service		-	6	12.5
Other	2	2.3	2	4.2
Total	86	100.0	48	100.0

When asked if they were satisfied with their current job position about 63% did feel satisfied, while 38% expressed the desire to obtain a better job (Table 8). In addition, 67% of residents reported their desire to have some type of promotion in their current

organization. The statistics on employment also show that few residents keep their jobs for extended periods of time. The average employment duration figures reveal that nearly 80% of employed residents do not stay in their job for more than 3 years and over half do not stay in their job even for one year (see Table 9).

Table 8: Household Head Job Satisfaction and Interest in Advancement

Is Household Head satisfied with his job?		
	Frequency	Percent
Yes	73	62.4
No	44	37.6
Is Household Head interested in advancing within current organization?		
	Frequency	Percent
Yes	78	66.7
No	39	33.3

Table 9: Average Employment Duration

Years of Employment	Frequency	Percentage
Under 1	150	53.2
1-2	53	18.8
2-3	23	8.2
3-5	25	8.9
5-10	26	9.2
10-20	2	0.7
20 or More	3	1.1

Unemployed residents were asked in the initial needs assessment if they were looking for a job; about 70% of them reported that they were not looking for a job (Table 10). About 40% of residents expressed the need to receive assistance in looking for a job (Table 11).

These relatively low percentages for employment search may be related to the ability of residents to work. As reported in Table 12, 58% of household heads stated that they were unable to work, whereas 17% of other household members who are 18 or older so stated. The reason for the frequency of heads of household reporting an inability to work is therefore most likely related to the large proportion of elderly living in Arthur Capper/Carrollsborg dwellings. In addition nine percent of household heads declared that they suffered from a physical disability and two percent from a mental disability (Table 13). The other obstacles to work were childcare for ten percent of household heads and 22% for other household members (Table 15). Transportation was another barrier to work for ten percent of household heads and 43% of household members.

Table 10: Is Unemployed Household Head Looking for a Job?

	Frequency	Percent
Yes	88	31.9
No	188	68.1

Table 11: Does Unemployed Household Head Want Help to Find a Job?

	Frequency	Percent
Yes	112	40.6
No	164	59.4

Table 12: Is Resident Able to Work?

	Household Head		Other Members	
	Frequency	Percent	Frequency	Percent
Yes	115	41.7	74	83.1
No	161	58.3	15	16.9

Table 13: Household Head has a Physical or Mental Disability?

Physical Disability	Frequency	Percent
Yes	63	8.7
No	664	91.3
Mental Disability	Frequency	Percent
Yes	17	2.3
No	710	97.7

As described in the Methodology section, this report relies on self-sufficiency service referrals tracked through the TAAG database. Information accessed from the TAAG website showed that there were 259 referrals made for employment-related services to household heads by the CSSP. The highest number of referrals was for resume preparation (see Table 14). Job referrals constituted the next most frequent category with 81 household heads having been referred for this service. Resume preparation had the highest rate of completion at 53 percent. The Steps to Economic and Personal Success (STEPS) program also had half (52%) of household heads that were referred complete the service.

Table 14: Household Heads Employment-Related Services Based on Referrals

Employment-Related Services	Referred	Enrolled	Completed
Job Search Training	27	8 (29.6%)	7 (25.9%)
Steps to Economic and Personal Success	29	0 (0.0%)	15 (51.7%)
Job Referral	81	8 (9.9%)	10 (12.3%)
Employability Skills	18	1 (5.5%)	6 (33.3%)
Resume Preparation	83	2 (2.4%)	44 (53.0%)
Job Interview	14	0 (0.0%)	2 (14.3%)
Job Retention Services	7	3 (42.9%)	3 (42.9%)

Employment-related services for other adult household members had similar rates of referral and completion. Of the 101 total referrals made for employment services, job referrals were the highest at 33, as reported in Table 15. Resume preparation comprised the second highest number of service referrals, with a higher percentage of completion at nearly 63%.

Table 15: Non-Heads of Household Employment-Related Services Based on Referrals

Employment-Related Services	Referred	Enrolled	Completed
Job Search Training	13	4 (30.8%)	4 (30.8%)
Steps to Economic and Personal Success	2	0 (0.0%)	1 (50.0%)
Job Referral	33	3 (9.1%)	3 (9.1%)
Employability Skills	4	1 (25.0%)	0 (0.0%)
Resume Preparation	32	1 (3.1%)	20 (62.5%)
Job Interview	10	0 (0.0%)	1 (10.0%)
Job Retention Services	7	4 (57.1%)	3 (42.9%)

Table 16: Obstacles to Work

	Household Head		Other Members	
Childcare	16	10.4	8	21.6
Transportation	16	10.4	16	43.2
Other Problem	122	79.2	13	35.1
Total	154	100	37	100

Given the low proportion of employed residents in Arthur Capper/Carrollsborg, the main source of income is through public assistance (Table 17). Only 15% of respondents stated

receiving income from employment. About 40% of residents have social security income (SSI) and social security disability income (SSDI).

Table 17: Source of Income

	Frequency	Percentage
Employment	52	15.2
TANF	50	14.6
Food Stamps	62	18.1
Unemployment Insurance	6	1.7
SSI	69	20.1
SSDI	68	19.8
Medicaid	15	4.4
Pension	9	2.6
Veteran's Income	8	2.3
Child Support	4	1.2
Total	343	100.0

Based on the information accessed in the TAAG system, half of household heads do not have any income, while a little less than 25% have an annual income of less than \$10,000. As part of their overall income, some households receive financial assistance, as shown in Table 18. This financial assistance is usually a negligible amount considering 78% receive nothing, and 10.8% receive between \$1 and \$5,000 per year. The same percentage (10.8%) receive a larger sum of between \$10,000 and \$20,000, which more than likely goes to residents with disabilities that require costly medical assistance. Households still have a lower overall income level, even when they receive financial assistance through subsidies. Nearly 16% of households have a monthly income between \$501 and \$1,000 when one includes financial assistance (see Table 19).

Table 18: Household Head's Annual Income and Financial Assistance

	Household Head's Income	
Amount Range	Frequency	Percent
\$0	80	54.1
\$1-\$5,000	16	10.8
\$5,001-\$10,000	20	13.5
\$10,001-\$20,000	22	14.9
\$20,001-\$30,000	6	4.1
\$30,001-\$40,000	4	2.7
Total	148	100.0
	Household Head's Financial Assistance	
Amount Range	Frequency	Percent
\$0	116	78.4
\$1-\$1,000	3	2.0
\$1,001-\$3,000	8	5.4
\$3,001-\$5,000	5	3.4
\$5,001-\$10,000	16	10.8
Total	148	100.0

Table 19: Total Monthly Household Income and Assistance

Amount Range	Frequency	Percent
\$0	78	53.4
\$1-500	18	12.3
\$501-1,000	23	15.8
\$1,001-\$1,500	13	8.9
\$1,501-\$2,000	9	6.2
\$2,001-\$3,000	5	3.4
Total	146	100.0

Job Skills Training

CSSP Self-Sufficiency Services designated goals 1.2 and 2.1

Providing appropriate training that can bring out residents' skills and capabilities is a key element to CSSP success. Current statistics on employment have shown that few residents are actually working. Such joblessness can result from the lack of readiness and training to start a job. As reported in Table 20, some residents have enrolled in a job-training program to broaden their opportunities to access a job. Among the respondents, 4% stated at the time of initial needs assessment that they were enrolled in a job-training program. When asked if they were satisfied with their choice, 87% felt satisfied (Table 23). More than 80% of residents who enrolled in a job-training program attended classes regularly. However, less than 50% of enrolled residents received financial aid to pursue their training (Table 24). Most residents felt confident about finding a job in the area they received a job training after completion of the program (Table 25).

Table 20: Residents Enrolled in a Job Training Program

	Household Head		Other Members	
	Frequency	Percent	Frequency	Percent
Yes	16	4.2	19	13.8
No	368	95.2	119	86.2
Total	384	100.0	138	100.0

By the time of this intermediate report, 17 residents were enrolled in a job-training program. There were 89 household heads referred for job skills training and 30 such

referrals for other household members. The program with the highest number of referrals is Basic Computer Training. Thirty-two household heads were referred for this service, three are currently enrolled in the program, and nine have completed it. Following basic computer skills training is Microsoft Office User Specialist training (MOUS). Fifteen household heads were referred for this service. The Steps to Economic Success program had a notable rate of completion for its 14 referrals at nearly 93% (see Table 21).

Table 21: Household Heads Job Skills Training Based on Referrals

Job Skills Training	Referred	Enrolled	Completed
Microsoft Office User Specialist	15	1 (6.7%)	3 (20.0%)
Steps to Economic and Personal Success	14	0 (0.0%)	13 (92.9%)
Basic Computer Training	32	3 (9.4%)	9 (28.1%)
Medical Assistant	5	3 (60.0%)	2 (40.0%)
Cosmetology	2	2 (100.0%)	0 (0.0%)
Child Development Associate	5	2 (40.0%)	0 (0.0%)
Home Health Aide	1	0 (0.0%)	1 (100.0%)
Apprenticeship Training-Construction	9	1 (11.1%)	0 (0.0%)
Nursing Assistant	3	0 (0.0%)	1 (33.3%)
Commercial Driver's License	1	0 (0.0%)	0 (0.0%)

Job skills training for other household members had similar rates of referral and completion. Six residents were referred for Apprenticeship Training and one-third of that number is enrolled or has completed the program. Four residents were referred for Basic Computer Training. One is currently enrolled and one has completed the program (Table 22). Medical Assistant and Nursing Assistant Training had relatively high referral rates.

Table 22: Non-Heads of Household Job Skills Training Based on Referrals

Job Skills Training	Referred	Enrolled	Completed
Steps to Economic and Personal Success	1	0 (0.0%)	0 (0.0%)
Basic Computer Training	4	1 (25.0%)	1 (25.0%)
Medical Assistant	4	2 (50.0%)	0 (0.0%)
Cosmetology	3	1 (33.3%)	2 (66.7%)
Child Development Associate	1	0 (0.0%)	1 (100.0%)
Home Health Aide	2	0 (0.0%)	0 (0.0%)
Apprenticeship Training-Construction	6	1 (16.7%)	1 (16.7%)
Nursing Assistant	5	1 (20.0%)	1 (20.0%)
Commercial Driver's License	0	0 (0.0%)	0 (0.0%)
Pharmacy Technician	1	1 (100.0%)	0 (0.0%)
Culinary Arts	1	0 (0.0%)	0 (0.0%)
Telecommunications	1	0 (0.0%)	1 (100.0%)
Automotive Services	1	0 (0.0%)	1 (100.0%)

Table 23: Job Training Choice and Attendance

Satisfied with Training Choice	Frequency	Percent
Yes	14	87.5
No	2	12.5
Attending Training Class Regularly	Frequency	Percent
Yes	13	81.2
No	3	18.8

Table 24: Residents Receiving Financial Aid to Attend Training

Household Head receives financial aid	Frequency	Percent
Yes	7	43.7
No	9	56.3

Table 25: Household Head Expects Job in Field of Training

Expects Job	Frequency	Percent
Yes	14	87.5
No	2	12.5

Over a third of heads of household reported interest in enrolling in a vocational training (Table 26). In addition, about eight percent of respondents would like to receive training in construction. The CSSP referred a total of 15 head and non-heads of household for training in construction as shown in Tables 21 and 22.

Table 26: Vocational Training and Construction Training

Is Household Head interested in vocational training?	Frequency	Percent
Yes	124	33.7
No	244	66.3
Is Household Head interested in construction training?	Frequency	Percent
Yes	28	7.6
No	340	92.4

EDUCATION

CSSP Self-Sufficiency Services designated goals 1.3a and 1.3b

The goal of the CSSP is to provide educational opportunities to adults at their individual level of need. Information on education attainment was collected on both household heads and other residents aged 18 or older. Table 27 shows that 40% of respondents did not receive a high school diploma. About 50% did complete high school while 9% completed some college. Less than three percent of respondents completed a college education. Other household members have similar statistics for education level. Consistent with the fact that an individual's educational achievement is strongly correlated with the type of job he/she is likely to obtain, residents of Arthur Capper/Carrollsborg generally obtain unskilled jobs that require a low education level. In order to improve their opportunities to access more gratifying jobs, residents need further education. As shown in Table 28, some residents expressed having some difficulty in reading English (17%) and coping with basic math (20%). About 14% of respondents need help with speaking, reading, or writing English. Slightly less than 3% of residents have enrolled in an adult education class to improve their education level (Table 29).

Table 27: Respondents' Education Level

	Household Head		Other Members	
	Frequency	Percentage	Frequency	Percentage
Less than Grade 6	9	1.9	-	-
Grade 6-Grade 9	65	13.6	22	11.8
Grade 10-Grade 11	117	24.5	59	31.7
Grade 12	232	48.5	93	50.0
Grade 13-15	43	9.0	10	5.4
Grade 16	10	2.1	2	1.1
Over Grade 16	2	0.4	-	-
Total	478	100.0	186	100.0

Table 28: Literacy and Mathematics Challenges

Household head has difficulties reading	Frequency	Percent
Yes	66	17.1
No	321	82.9
Household head has difficulty in basic math	Frequency	Percent
Yes	77	19.9
No	310	80.1
Household Head needs help speaking, reading, or writing English	Frequency	Percent
Yes	55	14.2
No	332	85.8

Table 29: Household Head Enrolled in Adult Education Classes

	Frequency	Percent
Yes	10	2.6
No	377	97.4

Table 30: Household Heads High School or Equivalent Education Program Based on Referrals

High School or Equivalent Education	Referred	Enrolled	Completed
GED Preparation	17	0 (0.0%)	1 (5.9%)
High School Diploma	23	4 (17.4%)	1 (4.3%)
Adult Literacy	11	3 (27.3%)	0 (0.0%)

The CSSP made referrals for three separate categories including high school or equivalent education programs and adult literacy. The highest number of referrals was made to the High School Diploma program (23 household heads and 37 other adult members) and 11 are currently enrolled. Though 17 household heads were referred to the GED Preparation program, none is currently enrolled and only one completed the

program. The Adult Literacy program had the highest rate of enrollment of household heads at 27% (see Tables 30 and 31).

Table 31: Non- Heads of Household High School or Equivalent Education Program Based on Referrals

High School or Equivalent Education	Referred	Enrolled	Completed
GED Preparation	10	3 (33.4%)	1 (10.0%)
High School Diploma	37	7 (18.9%)	4 (10.8%)
Adult Literacy	1	1 (100.0%)	0 (0.0%)

TRANSPORTATION

CSSP Self-Sufficiency Services designated goal 1.5

The goal of the CSSP concerning transportation is to arrange for transportation for all residents who need assistance in their daily activities. Access to transportation contributes greatly to the success of the CSSP. The statistics on unemployment have shown that 10% of household heads and 43% of other household members stated that transportation was a barrier to work. Furthermore, residents need to access some types of transportation in order to participate in the different training offered off-site by service providers. In Table 33, 93% of respondents revealed that they were used to public transportation. About 35% of respondents have a valid driving license and 25% had access to a reliable car (Table 33). Some residents stated that they would consider commuting in van or carpool 73% (Table 34).

Table 32: Respondents' Familiarity with Public Transportation

	Household Head		Other Members	
	Frequency	Percent	Frequency	Percent
Yes	273	93.2	109	96.5
No	20	6.8	4	3.5
Total	293	100.0	113	100.0

Table 33: Driver's License and Car Accessibility

Household Head has a valid driving license	Frequency	Percent
Yes	134	34.7
No	252	65.3
Household Head has access to a reliable car	Frequency	Percent
Yes	93	24.2
No	292	75.8

Table 34: Consider Commuting in a Van or Carpool

	Household Head		Other Members	
	Frequency	Percent	Frequency	Percent
Yes	213	72.9	92	83.6
No	79	27.1	18	16.4

Given that over 90 percent of all household members report being familiar with public transportation, and over 75 percent of household heads do not have a car, a relatively small number of residents were referred by the CSSP for transportation assistance. Three were referred for WMATA assistance as shown in Table 35, and all completed the service.

Table 35: Transportation Assistance Based on Referrals

Transportation Assistance for Household Heads	Referred	Enrolled	Completed
WMATA (Metro)	1	0	1 (100.0%)
Transportation Assistance for Non-Heads of Household	Referred	Enrolled	Completed
WMATA (Metro)	2	0	2 (100.0%)

CHILDCARE

CSSP Self-Sufficiency Services designated goal 1.4

The CSSP works to assist all HOPE VI affected families in accessing day care to improve prospects for self-sufficiency through employment. Meeting childcare needs is an important issue since childcare was identified by residents as one of the obstacles they face in trying to secure a job or attend job-training activities. About 40% of household heads reported living with young children for whom they are responsible (Table 36). These residents mostly rely on friends and relatives to watch their children (Table 37). About 30% of household heads expressed the need to be assisted with childcare in order for them to work or attend school (Table 38). Some parents applied for subsidized daycare and about 7% were still on a waiting list at the time of the needs assessment (Table 39).

Table 36: Residents Living With Children

Household Head has children living with him for whom he/she is responsible	Frequency	Percent
Yes	153	39.5
No	234	60.5

Table 37: Household Head Current Childcare Options

Childcare Options	YES		NO	
	Frequency	Percent	Frequency	Percent
Friend watches children	71	46.4	82	53.6
Relative watches children	102	66.7	51	33.3
Children in daycare	13	8.5	140	91.5
Children attend a Head Start program	5	3.3	148	96.7

Table 38: Residents in Need of Childcare

Need childcare in order to work or attend school	Frequency	Percent
Yes	44	28.8
No	109	71.2

Table 39: Children on a List for Subsidized Daycare

	Frequency	Percent
Yes	11	7.2
No	142	92.8

Nearly 29% of residents with children reported needing childcare (Table 38) and 11 of these residents were already on a list for subsidized daycare. The CSSP made five referrals for daycare, and of that number, four households have enrolled their children in the program. Before and After Care had a much higher number of referrals for household heads and subsequent enrollment. Twenty household heads were referred to the service program; 100% are enrolled. Two other adult residents were similarly referred and their children are also enrolled (Table 40).

Table 40: Childcare Based on Referrals

Childcare	Heads of Household Referred	Heads of Household Enrolled	Non-Heads of Household Referred	Non-Heads of Household Enrolled
Daycare	3	3 (100.0%)	2	1 (50.0%)
Before and After Care	20	20 (100.0%)	2	2 (100.0%)

SUBSTANCE ABUSE COUNSELING

CSSP Self-Sufficiency Services designated goal 1.7

The goal of the HOPE VI Program relating to substance abuse counseling is to connect residents in need of substance abuse counseling with qualified providers. Residents were asked to express their interest in participating in substance abuse counseling. About four percent of household heads initially showed interest in participating in substance abuse counseling. The proportion was much lower for other household members (Table 41). Five referrals were made for substance abuse counseling following the initial interest expressed by 14 household heads (Table 42). Of that number, three are currently enrolled and two have completed their respective programs. Many more residents expressed interest in smoking cessation counseling with 11% for household heads and six percent of other members (Table 43).

Table 41: Interested in Substance Abuse Counseling

	Household Head		Other Members	
	Frequency	Percent	Frequency	Percent
Yes	14	3.7	5	1.6
No	368	96.3	311	98.2

Table 42: Household Heads Substance Abuse Counseling Based on Referrals

Substance Abuse Counseling	Referred	Enrolled	Completed
Alcohol Abuse	3	2 (66.7%)	1 (33.3%)
Drug Abuse	2	1 (50.0%)	1 (50.0%)

Table 43: Interested in Smoke Cessation Counseling

	Household Head		Other Members	
	Frequency	Percent	Frequency	Percent
Yes	43	11.3	19	6.0
No	338	88.7	297	94.0

PROGRAMS TO ASSIST RESIDENTS IN MAINTAINING THEIR LEASES

CSSP Self-Sufficiency Services designated goal 1.6

The HOPE VI Program seeks to assist residents avoid eviction due to non-payment of rent, housekeeping violations or disputes with landlords or neighbors. The CSSP provides budgeting assistance toward achieving self-sufficiency as well as credit counseling for those who seek Section 8 assistance.

Eviction seems to be a significant problem for residents; 7% of household heads reported having a history of eviction (Table 44). Money management seems to be an even more acute problem for residents. Only 36% of residents have a checking account and 30% a saving account (Table 45). These figures imply that at least a third of residents do not have any bank account, and that the money they receive can

automatically be use for expenses they do not necessarily need. About 11% of residents reported not being able to meet their financial obligation in a timely manner, while 3% reported ever filing for bankruptcy.

Table 44: History of Eviction

Been Evicted	Frequency	Percent
Yes	51	7.0
No	676	93.0

Table 45: Resident Bank Accounts

Checking account	Frequency	Percent
Yes	135	35.7
No	243	64.3
Savings account	Frequency	Percent
Yes	108	28.6
No	270	71.4

Table 46: Timely Bill Payment and Bankruptcy Status

Do you pay your bills on time?	Frequency	Percent
Yes	334	88.6
No	43	11.4
Have you ever filed for bankruptcy?	Frequency	Percent
Yes	12	3.2
No	366	96.8

Many residents reported that counseling services could help their financial situation. About 60% of residents showed interest in credit repair counseling and 48% in financial management services (Table 47).

Table 47: Interest in Credit Counseling

Interested in credit repair and/or counseling?	Frequency	Percent
Yes	211	55.8
No	167	44.2
Interest in Financial management counseling?	Frequency	Percent
Yes	180	47.6
No	198	52.4

The CSSP has had an extremely high rate of referrals, enrollment and completion in credit counseling. Approximately 211 residents indicated initial interest in the program; 135 referrals were made for household heads and 33 referrals made for other adult members to a credit-counseling program. Financial Literacy Counseling had the second highest rate of referrals with 50 household heads and 10 other members (see Tables 48 and 49).

Table 48: Counseling for Heads of Household Based on Referrals

Counseling Programs	Referred	Enrolled	Completed
Credit Counseling	135	59 (43.7%)	48 (35.5%)
Financial Literacy Counseling	50	9 (18.0%)	2 (4.0%)
Life Skills Counseling	19	9 (47.4%)	8 (42.1%)
Relocation Counseling	2	0 (0.0%)	1 (50.0%)

Table 49: Counseling for Other Adult Residents Based on Referrals

Counseling Programs	Referred	Enrolled	Completed
Credit Counseling	33	13 (39.4%)	10 (30.3%)
Financial Literacy Counseling	10	2 (20.0%)	0 (0.0%)
Life Skills Counseling	11	7 (63.6%)	2 (18.2%)

HOMEOWNERSHIP TRAINING

CSSP Self-Sufficiency Services designated goals 3.1, 3.2, and 3.3

The goal of the HOPE VI Program relating to homeownership training is to assist all interested residents in pursuing homeownership opportunities. Homeownership constitutes an important indicator of residents' progress toward self-sufficiency. Currently one third of residents use housing vouchers and 20% are on a waiting list for Section 8 (Table 50). Most residents of Arthur Capper/Carrollsborg reported having never been homeowners. Nearly 70% expressed the desire to one day own their home (Table 51). These figures suggest that homeownership training would be beneficial to these residents since the information on residents' financial situation has shown that several residents have been evicted in the past, and few have actually a banking account essential in building their credit history. In addition about 15% of residents have been in a transitional housing in the past (Table 52).

Table 50: Current Housing Assistance Type

Housing Choice (Section 8) Voucher	Frequency	Percent
Yes	127	33.3
No	254	66.7
Waiting list for Section 8	Frequency	Percent
Yes	51	20.1
No	203	79.9

Table 51: Homeownership

Have you ever owned your own home?	Frequency	Percent
Yes	12	3.1
No	369	96.9
Are you interested in owning your own home?	Frequency	Percent
Yes	253	66.4
No	128	33.6

Table 52: Has Resident Ever Been In Emergency or Transitional Housing?

	Frequency	Percent
Yes	57	15.0
No	324	85.0

With nearly 67% of respondents expressing initial interest in owning their own home, referral levels were understandably high. Ninety-one household heads were referred to a Homeownership Club and six to the Home Purchase Assistance Program (HPAP). Nearly 37% of those referred actually enrolled in a Homeownership Club although none had enrolled or completed the HPAP (Table 53). While the majority of respondents indicated that they would *like* to own a home, not every aspiring homeowner receives an immediate referral. Case managers appropriately determine who is eligible based on their likelihood for success in homeownership.

Table 53: Household Heads Homeownership Counseling Based on Referrals

Homeownership Counseling	Referred	Enrolled	Completed
Homeownership Club	91	33 (36.3%)	7 (7.7%)
Home Purchase Assistance Program (HPAP)	6	0 (0.0%)	0 (0.0%)

For other adult members of households, the numbers were similar. Thirteen residents were referred to the Homeownership Club and five were enrolled. One resident was referred to the Home Purchase Assistance Program and, again, zero had enrolled or completed the program (Table 54).

Table 54: Homeownership Counseling for Other Adult Members of Households, Based on Referrals

Homeownership Counseling	Referred	Enrolled	Completed
Homeownership Club	13	5 (38.5%)	0 (0.0%)
Home Purchase Assistance Program (HPAP)	1	0 (0.0%)	0 (0.0%)

RESIDENT ECONOMIC DEVELOPMENT

CSSP Other Services designated goals 1.1, 1.2, 1.3, 1.4, and 1.5

The goal of the HOPE VI Program relating to resident business development is to assist all interested residents in pursuing business development opportunities. Most residents reported that they never owned a business; less than four percent reported having done so in the past. Several residents, however, expressed their interest in becoming entrepreneurs. About 33% asserted that they would like to start their own businesses (Table 55).

Table 55: Entrepreneurship Interest

Has Household Head ever owned his own business?	Frequency	Percent
Yes	14	3.6
No	379	96.4
Household Head interested in owning his own business?	Frequency	Percent
Yes	129	32.9
No	263	67.1

Referrals made by the CSSP to meet the goals of resident business development focused on the Basic Business Finances program. Nineteen household heads and three other household members were referred for this service. One household head is currently

enrolled in the program and three household heads (nearly 16% of those referred) had actually completed the program (Table 56). The second referral category of Small Business Start-Up Grants had two referrals total but none were enrolled in or had completed the program (Tables 56 and 57).

Table 56: Participation of Heads of Household in Entrepreneurship Training

Counseling Programs	Referred	Enrolled	Completed
Basic Business Finances	19	1 (5.3%)	3 (15.8%)
Small Business Start-Up Grants	2	0 (0.0%)	0 (0.0%)

Table 57: Participation of Other Adult Members of Households in Entrepreneurship Training

Counseling Programs	Referred	Enrolled	Completed
Basic Business Finances	3	0 (0.0%)	0 (0.0%)
Small Business Start-Up Grants	0	0 (0.0%)	0 (0.0%)

4. SUMMARY OF FINDINGS AND RECOMMENDATIONS

This intermediate review of CSSP indicates that households in the active caseload have been followed by the case managers leading to hundreds of referrals to activities vital to the achievement of self-sufficiency. These include referrals to job training, resume development, child care support, transportation support, credit counseling, homeownership training, and small business counseling as well as to a variety of broader counseling services. Fewer residents have actually enrolled in the various training programs, and fewer still have completed the programs. In terms of key outcomes, it appears that employment levels remain quite low despite the intensive efforts of the case managers. For residents who do work, the turnover rate appears to be high, creating instability in terms of maintaining a job.

A closer look at residents' education level and job-training qualifications revealed that few residents had more than a high school diploma (12%), while only 14% have undergone a job-training program. The CSSP made progress in addressing residents' educational needs. For example, 60 residents were referred to a High School Diploma education program, with 11 currently enrolled, and five successfully completed the program and earned their diploma. Job-training programs and employment-related services also had a high rate of referral; 259 household heads and 101 other household members were referred for employment-related services. Resume preparation and job referral were the highest-referred categories with a total of 115 and 114 residents respectively.

In addition, residents also had needs for childcare services since 30% reported needing help in order to find a job or improve their education. The CSSP had a high rate of success in childcare services. Out of 27 total referrals made by the CSSP for childcare services, 26 residents had children actively enrolled in either a daycare or before and after school care program.

Part of achieving self-sufficiency is money management. At least a third of the residents do not have any type of bank account, making it difficult for them to track their expenses and make provision for the future. At least 11% of residents acknowledged not being able to pay their bills on time, and more than half of the residents expressed the need to have credit counseling. The CSSP has made progress in addressing this challenge. As this report shows, 135 household heads and 33 other adult members were referred for credit counseling, with enrollment rates at 44% and 36% respectively.

While clear outcomes in terms of job acquisition, improved quality of jobs, home ownership, and business development have not yet become evident, much of the underpinning for progress in achieving self-sufficiency for residents seems to be increasingly in place. In order to achieve appropriate outcomes especially in the form of more and better jobs for residents, the CSSP could, if funding permits, consider conducting more intensive follow up after the stages of referral and enrollment and adding a job developer to its array of services.

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2007

The Community Supportive Services (CSS) Program is an integral part of HOPE VI program which plays a vital role in the District of Columbia Housing Authority's (DCHA) efforts to transform Public Housing in the nation's capitol.

DCHA is bringing a much needed positive change in the district's most distressed area previously known as Arthur Capper Family, Arthur Capper Seniors and Carrollsborg Dwellings which falls in the Southeast quadrant of M Street bounded by 2nd and 7th Street.

The HOPE VI grant was awarded in 2001 to revitalize Arthur Capper Family, Arthur Capper Seniors and Carrollsborg Dwellings. DCHA in collaboration with the resident Community Development Corporation (CDC), Capper Carrollsborg on the Hill CDC (CCHCDC) and a Case Management Company, AEM (Alina E. McClerkins), launched the CSSP component of the HOPE VI program. The term Capper Carrollsborg was coined to represent both former housing projects and hence Capper Carrollsborg CSSP.

The Executive Director of Wheeler Creek CDC (WCCDC), Bessie E. Swann, D.H.L., was contracted in the initial stage to assist with the actual set up of CCHCDC from forming the CDC board to establishing it as a legal entity; Dr. Swann (WCCDC) provided services until the actual employment of the CDC Director.

In an effort to maximize output and efficacy of funding appropriation, DCHA centralized CSSP across the city and contracted Wheeler Creek CDC (WCCDC) to provide comprehensive case management services at all ongoing CSS Programs including Capper CSSP effective May 17, 2004. WCCDC was contracted as a result of effecting a major turn around at another CSSP site it was administering in Southeast D.C. (Henson Ridge) in the year preceding the CSSP centralization.

The revitalized new community which is currently under construction has since been renamed Arthur Capper Senior I & II and the rest of the community is renamed Capitol Quarters. Senior residents were moved to Arthur Capper Senior I began in the last week of December 2006.

CSS CASELOAD TRACKING

I. PRE-REVITALIZATION RESIDENTS

The original potential caseload was 656 residents. The following details how the current caseload of 244 residents between the ages of 19 through 64 has been derived:

1. Derivation of Current Caseload

❖ Original Potential Caseload

- 656 residents were part of the original potential caseload

❖ Subtractions from the Original Potential Caseload

- 166 residents declined services
 - 68 declined services when originally offered
 - 98 utilized services for a time but subsequently dropped out

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2007

- 178 residents did not need services or were not authorized to receive services
 - 58 residents are evicted
 - 38 residents are deceased
 - 44 residents are disabled
 - 38 residents are 65 year old and over (seniors)
- 78 residents were determined by their Case Manager that services were no longer needed
- 101 residents moved out and could not be located
- 28 residents permanently relocated with service handoff

❖ Additions to the Original Potential Caseload

- 139 residents were cumulative additions to the caseload
 - 2 residents moved in after HOPE VI grant and prior to relocation
 - 137 residents turned 19 years old post relocation

2. Location of Current Caseload

The location of the current caseload of 244 residents is as follows:

- Still On-Site
 - 0 residents are still on-site
- Relocated – Other Public Housing
 - 112 residents are relocated to other public housing
- Relocated – Section 8 Certificates/Vouchers
 - 108 residents are relocated with section 8 certificates/vouchers
- Relocated – Not HUD Assisted
 - 19 residents are relocated and are currently not receiving HUD assistance for their housing.
- **Returned After Revitalization**
 - 5 residents returned to the new and revitalized Capper Carrollsburg as renters; residents return rate is slowed down due to construction.

Returned After Revitalization

- 56 senior residents returned to the new and revitalized Capper as renters.

Progress in achieving CSS milestones and goals established by the Housing Authority and HUD for the calendar year.

The goal of Capper Carrollsburg Community Supportive Services Program (CCCSSP) is to provide former Arthur Capper Family's and Carrollsburg Dwellings' residents with support networks and resources that are vital in the progression from dependency to self-sufficiency.

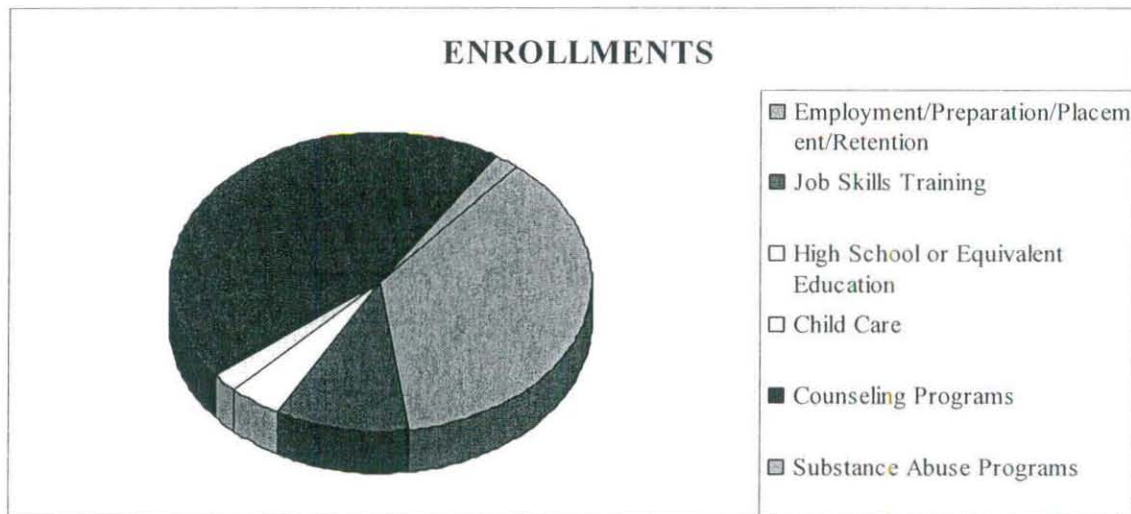
WCCDC employs professionally trained case managers who assist in identifying areas of social and economic need through family assessments and providing the appropriate services through on-site programming and referrals.

The Capper Carrollsburg CSS Program addresses social and economic concerns in the areas of Housing, Employment, Education, Health &; Social Services, Financial Literacy

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2007

and Small Business Training. This holistic approach allows participants the opportunity to grow and develop skills to enhance the quality of their personal and community life.

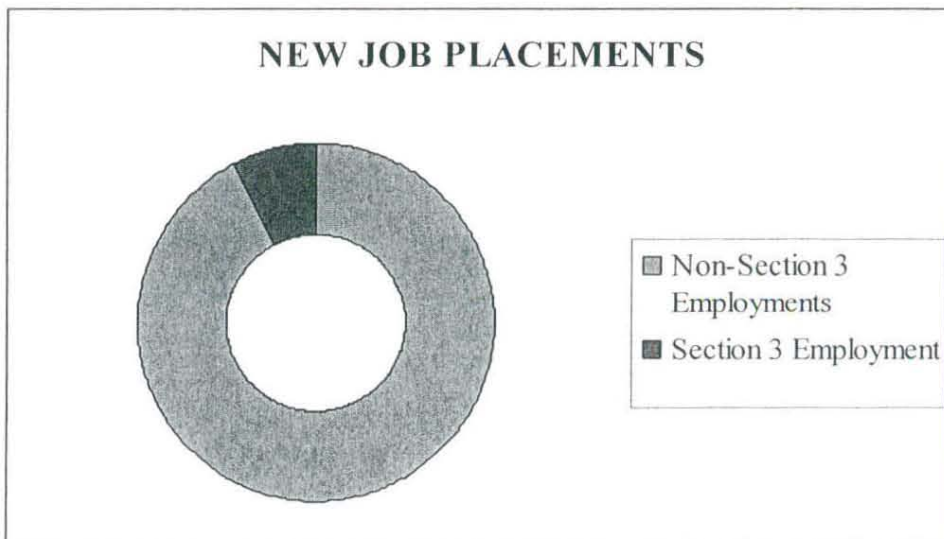
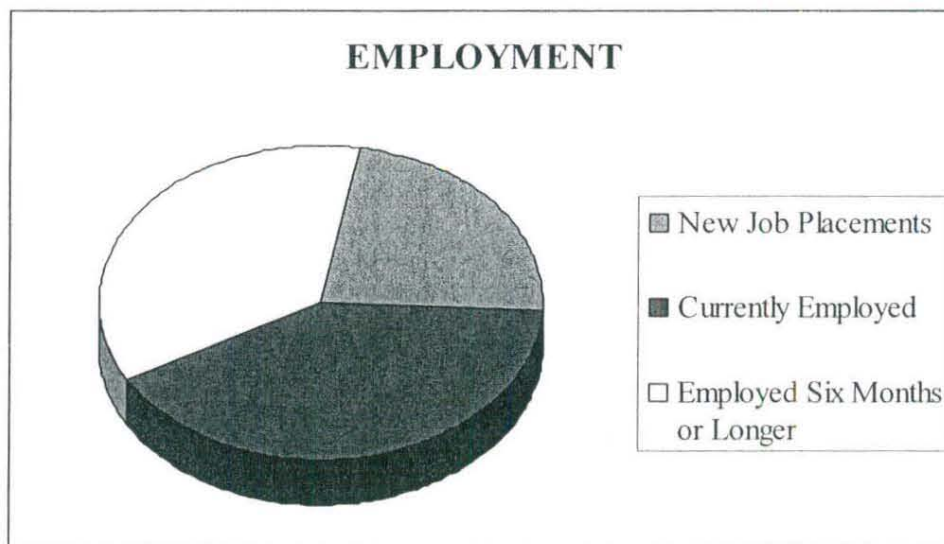


In 2007, the following self-sufficiency services were provided:

- Enrollments
 - Employment/Preparation/Placement/Retention – 36
 - Job Skills Training Programs – 10
 - High School or Equivalent Education – 11
 - Childcare – 2
 - Counseling Programs – 44
 - Substance Abuse Programs – 2
- Successful Completions
 - Job Skills Training - 6
 - High School or Equivalent Education - 5
- Employment
 - New Job Placements – 67
 - Currently Employed – 125
 - Employed Six Months or Longer – 109

CAPPER CARROLLSBURG CSSP ANNUAL REPORT

January 1 – December 31, 2007



CSS other Programs/Services offered in 2007:

- Section 3
 - Employments Resulting from Section 3 - 6
 - Residents Who Transferred from Section 3 to Non-PHA Employment -3
- Homeownership
 - Residents Who Enrolled in Homeownership Counseling - 45
 - Residents Who Completed Homeownership Counseling – 2

**BASELINE STUDY OF THE
COMMUNITY AND SUPPORTIVE SERVICES
PROGRAM AT
ARTHUR CAPPER/CARROLLSBURG
DWELLINGS IN THE DISTRICT OF
COLUMBIA**

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February 2007

EXECUTIVE SUMMARY

In October 2001, the District of Columbia Housing Authority was awarded a \$34.9 million to revitalize Arthur Capper and Carrollsburg dwellings. Located in Southeast Washington D.C., Arthur Capper and Carrollsburg dwellings originally consisted of 758 public housing units that were demolished in 2005. The HOPE VI project aimed at rebuilding 1,562 units allocated between 707 public housing units, 525 rental units and 330 market rate homes. In order to smooth residents' transition in preparing to return back to the new development site, the Wheeler Creek CDC was contracted to assist residents with a comprehensive set of supportive services under the provisions of the HOPE VI grant.

This study assesses the HOPE VI Community Supportive Services Program (CSSP) offered to Arthur Capper/Carrollsburg Dwellings residents. The data were collected from the "Tracking at a Glance (TAAG)" system that provides detailed information on each resident enrolled in the CSSP. Arthur Capper and Carrollsburg dwellings counted 725 households and 1,349 residents at the time the HOPE VI grant was awarded. Some adjustments were made to the initial caseload of 727 households with the death of 32 household heads. In addition, 144 households refused services, 26 relocated permanently, and 99 households were unable to be located. The data from the needs assessment intake administered by the case managers were updated whenever residents experienced a change toward the goal of self-sufficiency.

The review of CSSP indicates that residents face many challenges. The unemployment rate is as high as 70% for both household heads and other members of the household, leading most of the residents to rely on public assistance to take care of their families. For residents who work, the turn over rate is high, creating instability in terms of maintaining a job. A closer look at residents' education level and job training qualifications has revealed that few residents have more than a high school diploma (12%), while only 14% have undergone a job training program. These areas need to be addressed to help residents reduce their dependency on government assistance. In addition residents have also needs for childcare services since 30% reported needing help in order to find a job or improve their education. Another area of concern for the residents at Arthur Capper/Carrollsborg is money management. At least a third of the residents do not have any type of bank account, making it difficult for them to track their expenses and make provision for the future. At least 11% of residents acknowledged not being able to pay their bill on time, and more than half of the residents expressed the need to have credit counseling. Residents will certainly benefit from assistance in credit counseling since they cannot be able to achieve homeownership without a sound credit record, even though many residents expressed the desire to own a home. Given the mounting challenges of Arthur Capper/Carrollsborg residents, a comprehensive plan of intervention is needed to help them achieve self-sufficiency. The emphasis should be directed toward improving residents' training and readiness for employment, promoting higher educational attainment for the younger generation, and meeting childcare needs. Further, the CSSP should tackle credit and financial challenges in order to prepare residents for homeownership and entrepreneurship opportunities.

Arthur Capper Carrollsburg

Community Support Services

2006 Annual Report

The Community Supportive Services (CSS) Program is an integral part of HOPE VI program which plays a vital role in the District of Columbia Housing Authority's (DCHA) efforts to transform Public Housing in the nation's capitol.

DCHA is bringing a much needed positive change in the district's most distressed area previously known as Arthur Capper Family, Arthur Capper Seniors and Carrollsburg Dwellings which falls in the Southeast quadrant of M Street bounded by 2nd and 7th Street.

The HOPE VI grant was awarded in 2001 to revitalize Arthur Capper Family, Arthur Capper Seniors and Carrollsburg Dwellings. DCHA in collaboration with the resident Community Development Corporation (CDC), Capper Carrollsburg on the Hill CDC (CCHCDC) and a Case Management Company, AEM (Alina E. McClerkins), launched the CSSP component of the HOPE VI program. The term Capper Carrollsburg was coined to represent both former housing projects and hence Capper Carrollsburg CSSP.

The Executive Director of Wheeler Creek CDC (WCCDC), Bessie E. Swann, D.H.L., was contracted in the initial stage to assist with the actual set up of CCHCDC from forming the CDC board to establishing it as a legal entity; Dr. Swann (WCCDC) provided services until the actual employment of the CDC Director.

In an effort to maximize output and efficacy of funding appropriation, DCHA centralized CSSP across the city and contracted Wheeler Creek CDC (WCCDC) to provide comprehensive case management services at all ongoing CSS Programs including Capper CSSP effective May 17, 2004. WCCDC was contracted as a result of effecting a major turn around at another CSSP site it was administering in Southeast D.C. (Henson Ridge) in the year preceding the CSSP centralization.

The revitalized new community which is currently under construction has since been renamed Arthur Capper Senior I & II and the rest of the community is renamed Capitol Quarters. The move of resident seniors to Arthur Capper Senior I began in the last week of December 2006.

CSS CASELOAD TRACKING

The original potential caseload was 656 residents. The following details how the current caseload of 283 residents between the ages of 19 through 64 has been derived:

Subtractions from the Original Potential Caseload

- 129 residents declined services
 - 59 declined services when originally offered
 - 70 utilized services for a time but subsequently dropped out
- 156 residents did not need services or were not authorized to receive services
 - 57 residents are evicted
 - 34 residents are deceased

- 32 residents are disabled
- 33 residents are 65 year old and over (seniors)
- 71 residents were determined by their Case Manager that services were no longer needed
- 99 residents moved out and could not be located
- 24 residents permanently relocated

Additions to the Original Potential Caseload

- 107 residents were cumulative additions to the caseload
 - 1 resident moved in after HOPE VI grant and prior to relocation
 - 106 residents turned 19 years old post relocation

Returned After Revitalization

- 56 senior residents returned to the new and revitalized Capper as renters.

(A) Progress in achieving CSS milestones and goals established by the Housing Authority and HUD for the calendar year.

The goal of Capper Carrollsborg Community Supportive Services Program (CCCCSP) is to provide former Arthur Capper Family's and Carrollsborg Dwellings' residents with support networks and resources that are vital in the progression from dependency to self-sufficiency.

WCCDC employs professionally trained case managers who assist in identifying areas of social and economic need through family assessments and providing the appropriate services through on-site programming and referrals.

The Capper Carrollsborg CSS Program addresses social and economic concerns in the areas of Housing, Employment, Education, Health &; Social Services, Financial Literacy and Small Business Training. This holistic approach allows participants the opportunity to grow and develop skills to enhance their personal and community quality of life.

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In 2006, the following self-sufficiency services were provided:

- Enrollments
 - Employment/Preparation/Placement/Retention – 103
 - Job Skills Training Programs – 40
 - High School or Equivalent Education – 55
 - Childcare – 26
 - Transportation Assistance – 2
 - Counseling Programs – 91
 - Substance Abuse Programs – 3
- Successful Completions
 - Job Skills Training - 27
 - High School or Equivalent Education - 43
- Employment
 - New Job Placements – 81

- Currently Employed – 135
- Employed Six Months or Longer – 118

CSS other Programs/Services offered in 2006:

- Economic Development
 - Residents Who Enrolled in Entrepreneurship Training – 1
 - Residents Who Completed Entrepreneurship Training – 1
- Section 3
 - Employments Resulting from Section 3 - 12
 - Residents Who Transferred from Section 3 to Non-PHA Employment -0
- Homeownership
 - Residents Who Enrolled in Homeownership Counseling - 8
 - Residents Who Completed Homeownership Counseling – 6
 - Residents Who Purchased Homes – 0

Substance abuse counseling is being provided onsite at Wheeler Creek CDC for Capper clients but due to the NA/AA strict privacy policy; reporting participants has been difficult.

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(B) Revised CSS Goals

The CSS goals were revised after careful evaluation of available resources, clients' response to date to programs offered based on identified needs and remaining program period. Each goal revision was discussed thoroughly among stakeholders, HUD HOPE VI Coordinator/ HUD Technical Assistant/ DCHA HOPE VI Coordinator/ WCCDC, before they were finalized. The goal revisions have been approved by HUD. See attached goal matrix.

(C) Changes in CSS Plan and Service Delivery Strategies

The Capper CSS Program has been in operation since 2001 but due to slow down in construction the CSSP is still in effect which has caused financial constraint in delivery of services at the originally designed levels. The CSS Program was initially projected to be completed in five (5) years period, i.e. September 30, 2005. Due to the budget constraint, it was necessary to reduce the number of case management staff from five to three. The budget constraint has also caused space issue; CCCSSP has been sharing space with the Potomac Regional Office of DCHA since April 2006 at 601 L Street, SE. It has put a strain on WCCDC's efforts to continue to run quality program with austerity budget.

DCHA and WCCDC have worked diligently to leverage funds and secure other funding sources to cover for the budgetary shortfall as the CSS program extends beyond its original five year period.

The following services were offered to Capper clients as a result of WCCDC's resource development/ leveraging efforts:

- Job Skills Training: Environmental Remediation Construction Training Program known as Minority Workers Training Program (MWTP) funded by OAI;
- Counseling:
 - Financial Counseling: One of our major partners, Citibank, experienced a staff change which adversely impacted delivery of services to Capper clients. However, WCCDC has stepped up to provide the Financial Literacy Workshops that used to be conducted by Citibank.
 - Health Services: Healthy Life Styles (Community Health Foundation) , as the name implies promoting good health through a proactive approach that incorporates onsite health screening, wholesome eating habits/free grocery shopping trips, and exercise to affect a healthy life style.
- Economic Development/ Entrepreneurship Training: Small Business Administration (SBA) Community Express Loan Program and Small Business Microloan are offered to eligible existing and new business owners.

HUD's assessment revealed under reporting in the following areas:

- Enrollments:
 - Job Skills Training
 - High School or Equivalent Education
 - Childcare
 - Substance Abuse
- Successful Completions:
 - Job Skills Training
 - High School or Equivalent Education
- Homeownership
 - Residents Who Completed Homeownership Counseling

In an effort to address this issue, data was analyzed from the inception of the program in these areas which resulted in a significant increase in actual goals reported in HOPE VI 3rd Quarterly statistics (July 1 – September 30, 2006) manually submitted to HUD.

(D) Amount of Leverage Expended During the Calendar Year

The projected leverage amount for the program year 2006 was not fully appropriated in all service areas except in the area of Adult Education (High School Diploma/GED). The rest of the leveraged amount is expected to be expended in 2007 with some revision. See attached matrix, Revised CSS Budget.

Service/Service Provider	Total Leverage Amount	Expended Leverage through 12/2006	Balance Leverage
Employment Preparation/Job Skills Training	\$175,000	\$149,302	-\$25,698
High School Diploma/GED	\$16,060	\$16,060	\$0
Financial Counseling (Credit Repair)	\$96,875	\$34,612	-\$62,263
Entrepreneurship	\$4,000	\$177	-\$3,823
Homeownership Counseling	\$75,000	\$18,750	-\$56,250
Substance Abuse	\$6,000	\$900	-\$5,100
Health Services	\$7,500	\$0	-\$7,500

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(E) Service Gaps and Decreases in In-Kind Support

- 48% of the total projected leverage amount was from Department of Employment Services (DOES). The prerequisite for High School Diploma/GED has been the main obstacle in expending the projected leverage. WCCDC case managers and Job Developer have been successful in assisting participants to obtain living wage jobs through permanent employment. Individual employment plans are designed to help participants establish and accomplish career goals. Case managers evaluate enrolled participants to determine their skill and academic levels for referral to appropriate jobs. WCCDC offers full employment assistance in the areas of; job training, job placement, referrals, career planning and addressing other pre-employment conditions necessary to obtain and retain employment. The CDC provides post job placement monitoring.
- 98% of the leverage amount for providing financial counseling services was projected to be contributed by Citibank. As mentioned above, the staffing change at Citibank stalled delivery of services to Capper clients. WCCDC has been holding the Financial Literacy workshops that were formerly held by Citibank.
- 4% of the leverage was expended through the small business training. The leverage amount through Small Business Microloan/SBA Community Express Loan was not appropriated due to clients' lack of participation in the small business program. Case managers will continue to encourage qualified clients to participate in the small business training program that WCCDC offers in partnership with Howard University Small Business Development Center and SBA, which includes small business training and microloan opportunity.

- 75% of projected leverage from MANNA, Inc. has not been expended as clients' needs were sufficiently met in the year 2006 through services provided by District of Columbia Housing Finance Agency (DCHFA). DCHFA counselor continued to voluntarily provide homeownership counseling through November 2006 since the contract with DCHFA was terminated in July 2006.
- 85% of projected leverage to provide Substance abuse has not been expended despite services provided at WCCDC via regular NA/AA group meetings. The confidentiality requirements of these meetings prevent WCCDC from reporting participating clients.
- The health services were offered onsite at WCCDC but due to clients lack of participation none of the leveraged amount was appropriated at CGCSSP.

(F) Proposed Changes to the Current CSS Budget

The overall budget has been revised to ensure the remaining grant funds will be sufficient to operate to the end of the CSS Program period. The leveraged amount has been revised to reflect current situation.

**Arthur Capper Carrollsburg
Community Support Services
2005 Annual Report**

**ANNUAL PROGRESS REPORTS NARRATIVE
CAPPER CARROLLSBURG**

(A) Progress in achieving CSS milestones and goals established by the housing authority and HUD for the calendar year.

The progress in achieving CSS milestones and goals established by the District of Columbia Housing Authority (DCHA) and HUD for the calendar year January 1 – December 31, 2005 have been notable and exceeded in several areas.

The following is a list of milestones which were established by DCHA/CSSP for Capper Carrollsburg and met:

- Active case management of residents
- Full assessments were performed on all participating residents.
- Tracking At-A-Glance, an online tracking system, is being used to manage the client services.
- CSS coordinator for the site
- Uniform protocols to establish service was performed through the HUD mandated Triage plans.
- MOA's with key service providers have been established under which the services are being provided.

All of the milestones established under the 2004 centralization plan have been completed on or before the designated time allotted.

DCHA subcontracted the case management component to the Wheeler Creek Community Development Corporation (WCCDC) based upon its successful experience and track record in the provision of HOPE VI CSSP management.

WCCDC/CSSP designed and implemented a CSSP approach to ensure the economic and social self-sufficiency of the HOPE VI residents at the four (4) CSSP sites in the District of Columbia.

WCCDC interacted with DCHA and service providers to deliver comprehensive case management services directed toward the entire household, specifically targeting family members between the ages of 19 – 64.

Under the reorganization, new intakes and assessments were performed at all sites resulting in reestablishment of the goals for the eligible resident population at each site. These new goals were reported to the HUD website and are being established as the new program milestones.

WCCDC has fully implemented Designing for Success's Tracking At-A-Glance client tracking system. All sites have utilized this system to record and monitor client progress as well as to triage clients to assign case managers to provide more intensive services to ensure more effective provision of services where most needed.

CSSP has been in effect eighteen (18) months and WCCDC is on target in achieving all stated goals and has exceeded in achievement of others.

The milestones and goals are on target and are exceeded in many areas due to the successful strategy employed by WCCDC. It is projected that WCCDC/CSSP will meet and in many areas exceed its milestones and goals prior to termination of contracted grant years.

(B) Proposed Changes to CSS Goals

DCHA HOPE VI acted upon the opportunity to revise their CSSP goals in the HOPE VI Quarterly Progress Reports during the submission of the 12/31/05 Quarterly Report. The goals have been forwarded to Bearing Point/Thomas Herbert. The reestablishment of the goals for the eligible resident population were established as the new program milestones.

(C) Changes in the CSS Plan and Service Delivery Strategies

DCHA restructured its CSSP case management services May 2004 by centralizing the administration and oversight of the CSSP by appointing a DCHA Coordinator and awarding a subcontract for the management of all the CSSP sites (4) to WCCDC. This