Supportive Services Plan

- HUD SHP Scope of Work
- ACHIEVEability Service Plan
- Map of ACHIEVEability Offices

10. Supportive Services Plan

All Haddington III residents, as a requirement of their tenancy, will participate in the *Family Self Sufficiency Program*. Through ACHIEVEability's *Family Self-Sufficiency Program*, participants receive an assortment of supportive services geared toward achieving this goal. These services include, but are not limited to, intensive case management; life skills workshops for parents; workshops for children; job placement and counseling services; access to ACHIEVEability's neighborhood computer learning and employment center; housing counseling; drug and alcohol counseling; after school and summer programming; and recreational and cultural activities. All parents in the program are working toward a Bachelor's or Associate's degree, and are required to complete at least five classes per year toward that degree. Higher education, as well as the pursuit of a goal that requires as much dedication and persistence as a post-secondary degree does, provides another mechanism for the transition to self-sufficiency. To fully support the program participants as they pursue their degrees, ACHIEVEability provides personalized coaching, tutoring and educational. These services are funded by the U.S. Department of Housing and Urban Development's (HUD) existing, committed annual award of $161,700 in Supportive Housing Program (SHP) funds.

Enclosed please find the HUD SHP Scope of Work, ACHIEVEability Services Plan, and map of ACHIEVEability offices.

A. BACKGROUND and HISTORY

ACHIEVEability was founded in 1981 (as Philadelphians Concerned About Housing) by the Sisters of Mercy, business executives, neighbors and homeless women concerned about the future of low income, single parent families living in homeless shelters or substandard conditions. For the past three decades, ACHIEVEability has engaged the entire family in comprehensive and holistic personal growth, including the pursuit of postsecondary education. Using holistic community investment strategies, ACHIEVEability integrates safe and affordable housing and a multi-disciplinary approach to breaking the generational cycle of poverty. The trademarks: education/skills as the pathway to self-sufficiency, a high expectations and high accountability model and recognizing that parents are role models for their children.

B. PROBLEM/NEEDS STATEMENT

ACHIEVEability addresses the related social challenges of poverty, high unemployment, and low educational attainment. Academic studies indicate a strong correlation among educational attainment, employment and income. According to the Center for Workforce Information and Analysis, while 51% of Philadelphia job openings in June 2013 required bachelor's degrees or higher, only 23.6% of adult Philadelphians have earned such degrees. In 2000, those with a bachelor's degree or more had an unemployment rate of 3.5%. The unemployment rate sky-rocketed to 24.6% for those with less than a high school diploma.

The Family Self-Sufficiency Program (FSSP) serves low income, single parent families from across Greater Philadelphia. The typical demographics: 98% are African American women; 49% come directly from shelters; the rest come from overcrowded, substandard, and/or unaffordable living situations; 27% were victims of domestic violence; and 13% had a substance abuse disability. The average annual wage for participants entering from the shelter system or from overcrowding is approximately $800 and $1,500 per month, respectively. The average age for

single parents at entry is 26-28, and they have an average of two children. The current average tenure is 4.2 years, but participants can stay for up to one year after completing their degree.

Within a one mile radius of the office at 59 N. 60th Street, headquarters of the Community Services Office (CSO), there are 70,830 residents or 27,281 households. The area includes a significant portion of zip code 19139 as well as sections of 19131, 19143, and 19151. ACHIEVEability also serves a significant number of clients from 19142 in Southwest Philadelphia. Its clients reflect the profile of 19139 residents: 92.4% of residents are Black or African American. 36.2% of households live below poverty level. Among single female headed households with children under age 5, 70.9% live in poverty. 19.1% are unemployed. Median household income is $26,797. Only 16.2% of residents age 25 and over have college degrees.

C. PROGRAM DESCRIPTIONS

ACHIEVEability creates impact through two primary programs: the flagship Family Self-Sufficiency Program (FSSP) serving a motivated and select population with housing and holistic supportive services and the Community Services Office (CSO) providing critically needed services to the neighboring community.

FSSP prepares low income and formerly homeless single parents and their families to be agents of positive change for themselves and for their children. Families participate in the FSSP while they complete their associate's or bachelor's degree or equivalent vocational credential. Beyond their work in the classroom, they commit to work and attend life skills workshops. Parents lease a 2-4 bedroom unit for an affordable rent, and work with an assigned Self-Sufficiency Coach to build practical skills in each of the four pillars of the program: education, finances and employment, personal development and parenting. Representative coaching supports include:

- Baseline assessments: academic skills, vocational interest/aptitude and learning style
- Goal planning, individual case management and day-to-day support
- Financial literacy and counseling provided through Clarifi, access to the IDA savings program, and budgeting with SS Coach
- Academic support including obtaining financial aid for schools, school and program choice, enrollment, tutoring, schooling for children provided by two Academic Coaches and volunteers
- Group workshops on life skills, soft skills and job search (resumes, interviews, search, promotion tips)
- Computer classes and computer labs
- Quarterly progress assessments using the ACHIEVEability Self-Sufficiency Matrix
- For youth, a College Prep program that includes career exploration, workshops and college visits, and help with college applications
- Networking with professionals and business executives at special events

FY2014 results reflect deep benefit to the community.

- For the 163 families served in FY2014, 19 parents earned college degrees; 63% earned at least six college credits.

- Exiting degree earners experienced a 107% increase in hourly wages relative to entry ($15,600 higher average annual earnings).
- 63% of current parents increased their incomes since entry ($4,200 higher average annual earnings).
- 88% of parents maintained employment; 75% of unemployed parents secured jobs.
- In keeping with the mission of breaking the generational cycle of poverty, ACHIEVEability is very proud that 95%-100% of its children graduate from high school and nearly 2/3rds follow their FSSP parent's footsteps to college. These results are especially notable in an area of the city with high school graduation rates between 44-57%.
- An Econsult study showed that for FSSP parents who exited between 2008 and 2010: public subsidies received were reduced by 25%; earned income increased by 54%; and taxes paid increased by 85%.

The Community Services Office (CSO) provides services to the general public. Located adjacent to one of the highest ridership stops on the Market – Frankford line, the CSO provides one stop resources for the community. Starting operations in late 2006, its services have expanded in response to a resident-driven neighborhood planning process funded by the Wells Fargo Regional Foundation and now include over 4,100 points of service for 2,600 individual residents. The Community Services Office, with private funding, as well as grants from Office of Housing and Community Development, Commerce Department, Department of Revenue and the PA Department of Community and Economic Development, is the home of services for the general public:

- Host site for Financial Empowerment Center, enabling free one to one financial counseling and group workshops
- Benefits Enrollment Counselors for the Benefit Bank and COMPASS
- Keyspot computer center and computer workshops and access to Comcast Internet Essentials
- Internal Revenue Service's VITA free tax preparation program (Up 42% in FY14)
- Individual Development Accounts program to enable matched saving for education and home ownership
- Utility Emergency Services Fund, rent or mortgage assistance (funded at various times by different entities
- Mortgage foreclosure diversion
- Youth programming
- Programming and donations for the community including backpacks, coats, holiday meals and holiday gifts
- Community liaison with area nonprofits, churches and elected officials
- Community events such as block clean-ups (in partnership with block captains, District Leadership and corporate volunteers)
- Newly opened Citizen Action Center where ACHIEVEability hosts staff from the District Attorney's Office for citizen outreach, problem resolution and education.

A critical component of the CSO is a neighbor-elected Community Advisory Council that directs programming toward high-impact solutions. This CAC is critically involved in Town Hall agendas and community meetings, local zoning as a Register Community Organization, youth programming and community engagement with block captains and local elected officials.

D. MEASUREMENT TOOLS

One of the agency values is accountability and ACHIEVEability has a systematic way of measuring outcomes. The ACHIEVEability Self-Sufficiency Matrix is a measurement tool that assesses parents on eight dimensions of self-sufficiency with a scale of "in crisis" to "thriving." The Matrix was adapted by ACHIEVEability from the work of Dr. Diana Pearce, University of Washington poverty researcher, and on the Results Oriented Management and Accountability (ROMA) system that is the federal standard for an outcomes-based approach to the service delivery, management and administration of human services. It also uses the web-based *ClientTrack* database to track and analyze data and to generate reports for program management, evaluation, and continuous enhancement.

E. PARTICIPANT STORIES

Beyond the numbers, participant stories may help bring the impact and outcomes of FSSP to life.

Larissa- Larissa's mother is an active addict with 12 children. Larissa was willing to do whatever she needed to do to give her children a better chance at life. Larissa entered ACHIEVEability from a shelter – she had two children and was unemployed. She partnered with her Self-Sufficiency Coach to develop a resume and cover letter and learned in workshops how to complete online job searches and application and to build interview and job skills (conflict resolution, diversity, computer skills). With the assistance of supportive services and ability to follow through, Larissa obtained employment. She currently works 40 hours a week and makes $10.41/hour.

Larissa has graduated from Community College of Philadelphia with an Associate Degree in Culture Science and Technology and is enrolled at Temple. She also received coaching for completing scholarship applications and managing her budget. Coming from a family with little support, Larissa enjoys the weekly parenting class where she has learned ways to positively parent and has made friends who can support her through this process. Since being a part of the ACHIEVEability family, she has found the support that was lacking in her life to accomplish her goals and create opportunity for her children.

Tammy - Tammy joined the program in May 2007 with her 3 year old daughter. She lived with her mother who was emotionally and physically abusive and threatened to kick her out several times. She wanted to be a nurse and had taken some courses at Rosemont, but left due to financial aid issues. When she entered the program she worked part-time at Dunkin Donut making just $7.61/hr. With the support of her Self-Sufficiency Coach, she enrolled in CCP. She completed the prerequisites for a nursing degree and received tutoring from the Academic Coach. She applied to several schools and was accepted to the fulltime BSN program at Thomas Jefferson University in 2009. Her Self-Sufficiency Coach helped her complete the school

applications. Her coach also helped her successfully apply for scholarships, which helped her decrease the amount of student loans she needed to borrow.

Tammy completed the BSN program in May 2012, but was not hired at the hospital due to a hiring freeze. Her coach worked with her to complete job applications and helped her prepare for interviews. Tammy was able to secure a per diem at Thomas Jefferson Hospital in May 2013. In November 2013 she was offered a fulltime position and a yearly salary of $65,000. She is now working on credit issues so that she can prepare for homeownership and the next chapter of her journey.

Tax ID Number: 23-2215980
Grant Number: PA0030L3T001306
DUNS Number: 843972410

EXHIBIT 2
SCOPE OF WORK for FY2013 COMPETITION

1. This Agreement is governed by the Continuum of Care program Interim Rule attached hereto and made a part hereof as Exhibit 1a. Upon publication for effect of a Final Rule for the Continuum of Care program, the Final Rule will govern this Agreement instead of the Interim Rule. The project listed on this Exhibit at 3., below, is also subject to the terms of the FY2013 Notice of Funds Availability.

2. The Continuum that designated Recipient to apply for grant funds is not a high-performing community.

3. Recipient is not a Unified Funding Agency and was not the only Applicant the Continuum of Care designated to apply for and receive grant funds and is not the only Recipient for the Continuum of Care that designated it. HUD's total funding obligation for this grant is $161700 for project number PA0030L3T001306. In accordance with 24 CFR 578.105(b), Recipient is prohibited from moving more than 10% from one budget line item in a project's approved budget to another without a written amendment to this Agreement. The obligation for this project shall be allocated as follows:

a. CoC Planning cost	$ 0
b. Acquisition	$ 0
c. New construction	$ 0
d. Rehabilitation	$ 0
e. Leasing	$ 0
f. Rental assistance	$ 0
i. Tenant-based rental assistance	$
ii. Project-based rental assistance	$
iii. Sponsor-based rental assistance	$
g. Supportive services	$ 154000
h. Operating costs	$ 0
i. HMIS	$ 0
j. Administration	$ 7700

4. No funds for new projects may be drawn down by Recipient until HUD has approved site control pursuant to §578.21 and §578.25 and no funds for renewal projects may be drawn down by Recipient before the end date of the project's final operating year under the grant that has been renewed.

5. Nothing in this grant agreement shall be construed as creating or justifying any claim against the federal government or the grantee by any third party.

This agreement is hereby executed on behalf of the parties as follows:

UNITED STATES OF AMERICA,
Secretary of Housing and Urban Development

By:

(Signature)

Nadab O. Bynum, Director
(Typed Name and Title)

September 9, 2014
(Date)

RECIPIENT

AchieveAbility
(Name of Organization)

By:

(Signature of Authorized Official)

Susan Patton, CEO
(Typed Name and Title of Authorized Official)

11/10/14
(Date)

U.S. Department of Housing and Urban Development
Office of Community Planning and Development
100 Penn Square, East
Philadelphia, PA 19107

Tax ID No.: 23-2215980
Project Location: 425451
Grant Number: PA0030L3T001205
Effective Date: 10/30/2013
DUNS No.: 843972410

2012 CONTINUUM OF CARE PROGRAM GRANT AGREEMENT

This Grant Agreement ("this Agreement") is made by and between the United States Department of Housing and Urban Development ("HUD") and AchieveAbility (the "Recipient").

This Agreement is governed by title IV of the McKinney-Vento Homeless Assistance Act 42 U.S.C. 11301 et seq. (the "Act") and the Continuum of Care Program regulation (the "Regulation").

The terms "Grant " or "Grant Funds" mean the funds that are provided under this Agreement. The term "Application" means the application submissions on the basis of which the Grant was approved by HUD, including the certifications, assurances, and any information or documentation required to meet any grant award condition. All other terms shall have the meanings given in the Regulation.

The Application is incorporated herein as part of this Agreement, except that only the project listed, and only in the amount listed on the Scope of Work, is funded by this Agreement. In the event of any conflict between any application provision and any provision contained in this Agreement, this Agreement shall control.

Exhibit 1, the FY2012 Scope of Work, is attached hereto and made a part hereof. If appropriations are available for Continuum of Care grants; and if Recipient applies under a Notice of Funds Availability published by HUD; and, if pursuant to the selection criteria in the Notice of Funds Availability, HUD selects Recipient and the project for renewal, then additional exhibits may be attached to this Agreement. Those additional exhibits, when attached, will also become a part hereof.

The effective date of the Agreement shall be the date of execution by HUD and it is the date use of funds under this Agreement may begin. If the project funded by this Agreement is a new project, Recipient and HUD will set an operating start date in LOCCS for the project, which will be used to track expenditures and to determine when the project is eligible for renewal. If this Agreement renews funding for a project, the term of this Agreement shall begin at the end of the Recipient's final operating year for the grant being renewed, and eligible costs incurred for the project between the end of Recipient's final operating year under the grant being renewed and the execution of this Agreement may be paid with funds from the first operating year of this Agreement.

This Agreement shall remain in effect until termination either 1) by agreement of the parties; 2) by HUD alone, acting under the authority of 24 CFR 578.107; or 3) upon expiration of the final operating year of the project funded under this Agreement.

a|30

Recipient agrees:

1. To ensure the operation of the project listed on the Scope of Work in accordance with the provisions of the Act and all requirements of the Regulation;
2. To monitor and report the progress of the project to the Continuum of Care and HUD;
3. To ensure, to the maximum extent practicable, that individuals and families experiencing homelessness are involved, through employment, provision of volunteer services, or otherwise, in constructing, rehabilitating, maintaining, and operating facilities for the project and in providing supportive services for the project;
4. To require certification from any subrecipient that:
   a. Subrecipient will maintain the confidentiality of records pertaining to any individual or family that was provided family violence prevention or treatment services through the project;
   b. The address or location of any family violence project assisted with grant funds will not be made public, except with written authorization of the person responsible for the operation of such project;
   c. Subrecipient will establish policies and practices that are consistent with, and do not restrict, the exercise of rights provided by subtitle B of title VII of the Act and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness;
   d. In the case of a project that provides housing or services to families, that subrecipient will designate a staff person to be responsible for ensuring that children being served in the program are enrolled in school and connected to appropriate services in the community, including early childhood programs such as Head Start, part C of the Individuals with Disabilities Education Act, and programs authorized under subtitle B of title VII of the Act;
   e. The subrecipient, it officers, and employees are not debarred or suspended from doing business with the Federal Government; and
   f. Subrecipient will provide information, such as data and reports, as required by HUD; and
5. To establish such fiscal control and accounting procedures as may be necessary to assure the proper disbursal of, and accounting for grant funds in order to ensure that all financial transactions are conducted, and records maintained in accordance with generally accepted accounting principles, if the Recipient is a Unified Funding Agency;
6. To monitor subrecipient match and report on match to HUD;
7. To take the educational needs of children into account when families are placed in housing and will, to the maximum extent practicable, place families with children as close as possible to their school of origin so as not to disrupt such children's education;
8. To monitor subrecipient at least annually;
9. To use the centralized or coordinated assessment system established by the Continuum of Care as required by §578.7(a)(8). A victim service provider may choose not to use the Continuum of Care's centralized or coordinated assessment system, provided that victim service providers in the area use a centralized or coordinated assessment system that meets HUD's minimum requirements and the victim service provider uses that system instead;
10. To follow the written standards for providing Continuum of Care assistance developed by the Continuum of Care, including the minimum requirements set forth in §578.7(a)(9);

11. Enter into a subrecipient agreement requiring subrecipient to operate the project in accordance with the provisions of this Act and all requirements under 24 CFR 578; and
12. To comply with such other terms and conditions as HUD may have established in the applicable Notice of Funds Availability.

HUD notifications to the Recipient shall be to the address of the Recipient as stated in the Application, unless HUD is otherwise advised in writing. Recipient notifications to HUD shall be to the HUD Field Office executing the Agreement. No right, benefit, or advantage of the Recipient hereunder may be assigned without prior written approval of HUD.

The Agreement constitutes the entire agreement between the parties hereto, and may be amended only in writing executed by HUD and the Recipient.

By signing below, Recipients that are states and units of local government certify that they are following a current HUD approved CHAS (Consolidated Plan).

This agreement is hereby executed on behalf of the parties as follows:

UNITED STATES OF AMERICA,
Secretary of Housing and Urban Development

By:

(Signature)

Nadab O. Bynum, Director
(Typed Name and Title)

October 30, 2013
(Date)

RECIPIENT

AchieveAbility
(Name of Organization)

By:

(Signature of Authorized Official)

SUSAN PATTON
~~Marcus Allen~~, CEO, Interim
(Typed Name and Title of Authorized Official)

11/21/13
(Date)

Tax ID Number: 23-2215980
Project Location: 425451
Grant Number: PA0030L3T001205
Effective Date: 10/30/2013
DUNS Number: 843972410

EXHIBIT 1

SCOPE OF WORK for FY2012 COMPETITION

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2. The Continuum that designated Recipient to apply for grant funds is not a high-performing community.

3. Recipient is not a Unified Funding Agency and was not the only Applicant the Continuum of Care designated to apply for and receive grant funds and is not the only Recipient for the Continuum of Care that designated it. HUD's total funding obligation for this grant is $161,700 for project number PA0030L3T001205. In accordance with 24 CFR 578.105(b), Recipient is prohibited from moving more than 10% from one budget line item in a project's approved budget to another without a written amendment to this Agreement. The obligation for this project shall be allocated as follows:

a. CoC Planning cost	$ 0
b. Acquisition	$ 0
c. New construction	$ 0
d. Rehabilitation	$ 0
e. Leasing	$ 0
f. Rental assistance	$ 0
g. Supportive services	$ 154,000
h. Operating costs	$ 0
i. HMIS	$ 0
j. Administration	$ 7,700

4. No funds for new projects may be drawn down by Recipient until HUD has approved site control pursuant to §578.21 and §578.25 and no funds for renewal projects may be drawn down by Recipient before the end date of the project's final operating year under the grant that has been renewed.

ACHIEVEability
INDEPENDENT LIVES. STRONG COMMUNITIES.

Haddington III

Supportive Services Plan

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SECTION I I OVERVIEW

Haddington III builds on 24 years of experience at ACHIEVEability (formerly known as Philadelphians Concerned About Housing or PCAH) in developing and operating housing combined with comprehensive, intensive supportive social services for low income, single parent and homeless families. ACHIEVEability was founded in 1981 by Sisters of Mercy, women who were homeless, community members and professional and business leaders who realized that families coming out of homeless shelters or substandard living conditions need not only a healthy living environment but also intensive support to move to permanent housing and self sufficient living. ACHIEVEability provided social services to 150 parents and 315 children in the last fiscal year alone. These services consist of: case **management** around the issues of education, employment, physical and mental health, parenting, child care, finances, recovery from disabling drug and alcohol addiction, personal growth and development, personal safety, home management and permanent housing; **workshops for parents** on these same issues; **workshops for children** on topics such as conflict management, personal development and peer pressure; **job placement and counseling services;** a computer center, a wireless neighborhood computer network; housing counseling; psychological and drug and alcohol counseling; after school and summer programming; and recreational and cultural activities for families.

As ACHIEVEability has grown over the years, it has greatly enhanced its services to families. In 1993, it launched a child abuse and neglect prevention initiative with the support of a grant from the Children's Trust Fund. In 1994 and 1995, the United States Department of Housing and Urban Development, through its Supportive Housing Program, awarded ACHIEVEability two separate multi-year grants for supportive services to help homeless families attain residential stability, increased skills, increased income and greater self determination. In May 1999, ACHIEVEability was named by HUD as a John J. Gunther Blue Ribbon Best Practices award winner for its success in both serving low income and homeless families and in revitalizing the Haddington neighborhood of West Philadelphia. ACHIEVEability further augmented its services to families with a new neighborhood center which provides computer learning and educational enrichment opportunities for children as well as computer learning, employment counseling and placement services and child care and transportation assistance to their parents. ACHIEVEability began providing these services in November 1999. In 2003, it started helping parents get computers for their homes and to develop a neighborhood wireless computer network. In the fall of 2000, ACHIEVEability opened its own real estate office, to not only help its clients move from homelessness to permanent home ownership, but to serve the community at large as well. Through this office, ACHIEVEability has begun a homebuyer's club, through which potential homebuyers learn how to responsibly buy and maintain a home. The club is open to ACHIEVEability clients and members of the community as well. In 2004, it started offering opportunities for clients to participate in an individual development accounts program. The program teaches clients how to save; increases the economic status of families; and improves the money management skills of participants, thus increasing clients' abilities to achieve homeownership. In recognition of the success of ACHIEVEability families, ACHIEVEability has received the following honors: the Greater Philadelphia Chamber of Commerce's Non-Profit Organization of the Year

Award (2004); the United Way of Southeastern Pennsylvania's Agency Executive Director of the Year Award (2003); from Community College of Philadelphia, the Distinguished Leadership Award in Recognition for Outstanding Contributions to Higher Education (2003); and, a Good Neighbor Award for Service to the Community from the Philadelphia Association of Congregations for Responsible Investment (2003).

SECTION II I ANTICIPATED RESIDENT NEEDS & PROGRAM GOALS

POPULATION TO BE SERVED

It is ACHIEVEability's expectation that the socio-economic profile of the families served by Haddington III will resemble those currently served by ACHIEVEability. Of the 158 families served by ACHIEVEability this past year 49% came directly from shelters; the remainder came from overcrowded, substandard and/or unaffordable living situations. Of the 310 children, 31% were 5 years old or younger and 65% were 10 years old or younger. Among the parents, 98% of whom are African American women, upon entering the program: 13% had a substance abuse disability; 20% were unemployed and 42% had only part-time employment; 99% were below 50% of median family income; 22% had annual family incomes below $10,000; 77% had annual family incomes below $20,000; 27% were victims of domestic violence; 2% had neither a high school diploma nor a GED; only 3% had a degree beyond high school; only 20% had any education at all beyond high school; 17% were on welfare; and 83% were receiving food stamps.

SPECIFIC GOALS OF THE SUPPORTIVE SERVICE PROGRAM

The goal of the supportive services program is to help single parent, low income and homeless families to develop new skills to improve the quality of their lives and reach self-sufficiency.

MEASURABLE OUTCOMES

The program's specific objectives are related to and measured by ACHIEVEability's copyrighted self-sufficiency continuum, an objective, measurable tool that informs and reflects each tenants' goal setting and accomplishments and serves as a guide as they progress from dependency to self-sufficiency. The continuum is comprised of four charts (education, parenting, finances and personal development). Each area consists of five levels that measure incremental progress for that area. Overall self-sufficiency is calculated as the average rating among the four areas. The primary objectives of the program are based on the movement of families along the continuum toward self-sufficiency. Over the course of a year:

- 30% of the parents leaving the program will leave self-sufficient, as measured by ACHIEVEability's self-sufficiency continuum
- 30% of the families will advance at least one level on the education continuum
- 30% of the families will advance at least one level on the financial continuum
- 30% of the families will advance at least one level on the parenting continuum

- 30% of the families will advance at least one level on the personal development continuum
- 30% of the families will advance at least one level in overall self-sufficiency
-

IDENTIFY RESIEDNTS NEEDS AT START-UP AND RESPOND TO CHANGING NEEDS

All families receive comprehensive and intensive case management from ACHIEVEability social workers, with each family developing an individualized family goal plan with a ACHIEVEability social worker. Before a family gets accepted into the program, the client undergoes an intensive application process to ascertain its strengths that could be built upon, its needs and the obstacles that need to be surmounted, its motivation for and its compatibility with the program. Various academic and skills assessments are done to help provide input for the family's initial structured goal plan. Before the family is finally accepted into the program, ACHIEVEability makes sure that the family is well-informed about the requirements of the program, the responsibilities of the family and the part ACHIEVEability plays in order that the family could achieve the family's short-term, medium-term and long-term goals as articulated in its structured goal plan. The family and its social worker then collaborate over the course of the family's stay, meeting informally on a frequent basis and formally on a quarterly basis, to help ensure that the family is meeting its goals, its needs are being addressed and it is progressing toward self-sufficiency.

SECTION III I IMPLEMENTATION OF SERVICE, PROGRAMS & ACTIVITIES

SERVICE DELIVERY

All supportive services are provided by ACHIEVEability's interdisciplinary social services team, which consists of social workers, case aides, residential aides, a counselor, an education and career coach, a computer coach, computer center aides and after school program staff. In addition, independent contractors and volunteers are called upon as needed to provide additional support services such as tutoring and workshop facilitation. If necessary, referrals are made to other organizations to ensure that families are receiving the maximum possible support.

SERVICE DELIVERY LOCATION

Services are delivered at the different ACHIEVEability sites – 21 South 61st Street, 35 North 60th Street, 59 North 60th Street, 338 North 55th Street, 5836 Vine Street – and at clients' homes.

FREQUENCY OF ACTIVITIES

Case management is provided on an ongoing basis, with quarterly progress meetings and more frequent social worker-client meetings. At least one workshop per week is offered. At least one family activity per month is offered. Tutoring is available six days a week, with two group tutoring sessions each week and individual tutoring tailored to individuals' needs. The after school program is available five days a week. Subsidies, such as for childcare and transportation, are provided on an as-needed basis.

ELIGIBILITY REQUIREMENTS & FEES

All ACHIEVEability clients, who are residents in its housing, are eligible to participate. For almost all the services, there are no fees. Occasionally, $5 per person fees are charged for family activities, such as concerts and out-of-town trips, where the actual per person cost of tickets is at least around $25 each.

ACTIVITES & RESIDENT PARTICIPATION

CASE MANAGEMENT

All families receive comprehensive and intensive case management from ACHIEVEability social workers. Each family develops an individualized family goal plan with an ACHIEVEability social worker. The plan, which identifies goals in the areas of education, employment, parenting, personal development, finances, health, home management, child care and recovery—as well as strengths which can be tapped and obstacles which need to be overcome to achieve the goals—serves as the basis of the family's participation in the program. The family and its social worker collaborate over the family's stay to help ensure that the family is meeting its goals and progressing toward self-sufficiency.

SERVICES FOR CHILDREN & YOUTH

Social workers monitor the children's school attendance, academic progress and behavior. When academic or behavioral problems are identified, resources are offered to the parent to address those issues. Also, children receive tutoring services at ACHIEVEability throughout the year. ACHIEVEability holds workshops for children and youths on topics such as college exploration, drug abuse prevention, self-esteem and peer pressure. The workshops give children and youth opportunities to discuss issues that concern them with members of their peer group and to learn important coping, leadership and social skills. Counselors provide on-site developmental assessments of pre-school and elementary school children. Based on the assessments, families are provided interventions so that the children will significantly increase their chances for success both in and out of the classroom. ACHIEVEability's after school and summer programs offer children assistance with schoolwork, arts and crafts activities, educational games, recreational activities, nutritional snacks and field trips.

FAMILY ENRICHMENT ACTIVITIES

ACHIEVEability offers educational, recreational and cultural activities for families, allowing families to spend quality time and enjoyable moments together and exposing children to opportunities and experiences that they might not otherwise encounter. ACHIEVEability also offers a range of activities for teens. These activities are designed especially for this vulnerable age group to allow them to spend quality time with members of their peer group in positive, constructive activities with appropriate adult supervision. Recent activities have included a weekend young men's retreat, a weekend young women's retreat and a college exploration trip to Atlanta.

NEIGHBORHOOD COMPUTER LEARNING/EMPLOYMENT CENTER

Center staff provide assessments, individual and group instruction and one-to-one assistance with computer use. Clients receive individualized assistance with education, employment and personal needs. Computer coaches provide individualized assistance to school age children and teens using educational software. By introducing children of all ages to the computer, these children are better prepared to take key math and science courses later in their schooling that will prepare them for careers demanding technological

skills. Staff help high school students and parents to use the Internet to explore and prepare for higher education and career opportunities. Clients use the center to do research, write papers, prepare resumes, do homework, study and develop their computer skills. Through the digital inclusion project, families are provided computers in their homes and are able to access the resources of ACHIEVEability's computer center, as well as an interactive website with community and human service information. ACHIEVEability helps high school students improve their math and English skills through project based computer learning.

EDUCATION & EMPLOYMENT ASSESSMENTS, COUNSELING AND PLACEMENTS

ACHIEVEability's education and career coach (ECC) guides each client through an assessment process to discern the client's education and employment needs. Based on the assessment, the ECC provides counseling and placement services to help the client pursue an optimal education and employment path. Workshops, covering a wide range of employment issues, are offered at the center. The ECC meets with human resource personnel and small business owners to establish important linkages so that clients can obtain both entry level and secondary level positions and to facilitate follow-up job retention activities once placements are obtained.

CHILD CARE & TRANSPORTATION SUBSIDIES

Families in poverty face a myriad of obstacles, including a lack of access to affordable, quality child care and transportation. ACHIEVEability removes these barriers by providing child care and transportation assistance to families by financing the day, after-school, evening and weekend child care and transportation costs of parents involved in training, education and employment activities.

HOMEOWNERSHIP

ACHIEVEability offers housing counseling, homeownership fairs and a homebuyer's club, through which potential homebuyers learn how to responsibly buy and maintain a home. Participants learn about the home buying process, shopping for a home, budgeting, obtaining a mortgage, qualifying for a mortgage, closing and life as a homeowner. ACHIEVEability's housing counselor also provides a series of monthly homeownership workshops to parents. ACHIEVEability's maintenance supervisor provides a series of monthly home maintenance workshops, covering a vast array of preventive and routine maintenance issues. To facilitate families achieving homeownership, ACHIEVEability offers individual development accounts (IDA). Each family identifies a homeownership goal and develops a savings plan with ACHIEVEability's housing counselor. Each month, the family makes a deposit into its IDA; the family's deposit is matched two to one, thereby accelerating the savings process and facilitating the accumulation of money necessary to purchase a home. In addition to helping low income families become first time homeowners, the IDA program teaches clients how to save; increases the economic status of families; improves the money management skills of participants; and helps families repair their credit, as needed.

RESIDENT PARTICIPATION & INPUT

Clients are encouraged to participate through various means. Participation in the program is a requirement, and case management is the locus of this participation. In terms of workshops and activities, social workers provide clients with personal invitations, especially to workshops that they need and to family activities that they would especially enjoy. A monthly calendar of activities accompanied by an attractive, full-color narrative description of activities and workshops is published and distributed along with the rental statements.

Clients provide input through their meetings, formal and informal, with members of ACHIEVEability's social services team. Their input is always on the agenda during the quarterly progress meetings. Clients provide input, exercise and develop leadership through the ACHIEVEability Tenants Association, which meets at least monthly and has additional monthly activities. Clients also provide input as members of ACHIEVEability's board of directors.

SECTION IV I STAFFING

Each resident gets the services of a social worker (who serves as the service coordinator) on average for at least two hours per week. As such, there is a minimum of 10 hours of service per week for every 5 residents, way above the PHFA minimum of one hour per week. In addition, the residents get to avail of the specialized support services of the other members of the interdisciplinary social services team. Overall supervision is provided by the Director of Social Services, who reports directly to the Executive Director.

SECTION V I BUDGET & SOURCE OF FUNDS

For the 15 year compliance period, HUD supportive service funds and United Way funds and foundations grants will pay for supportive services. ACHIEVEability has a long history of funding its supportive services platform in this manner.

SOURCE OF FUNDS	AMOUNT
HUD	$192,500
United Way & Foundation Grants	40,000
TOTAL SOURCES OF FUNDING	**$232,500**

USE OF FUNDS	AMOUNT
Case Management	$90,775
Outreach	9,000
Mental Health & Counseling Services:	
Tutor	39,375
Counseling	21,000
Life Skills Workshops	3,600
Child care	6,500
Education	11,550
Transportation	20,250
Permanent Housing	8,750
Furniture for Clients	14,000
Grant Administration	7,700
TOTAL USE OF FUNDING	**$232,500**

SECTION VI I COORDINATION WITH COMMUNITY RESOURCES

Coordination with community resources is informal. As such, no letters of intent are provided.

ACHIEVEability
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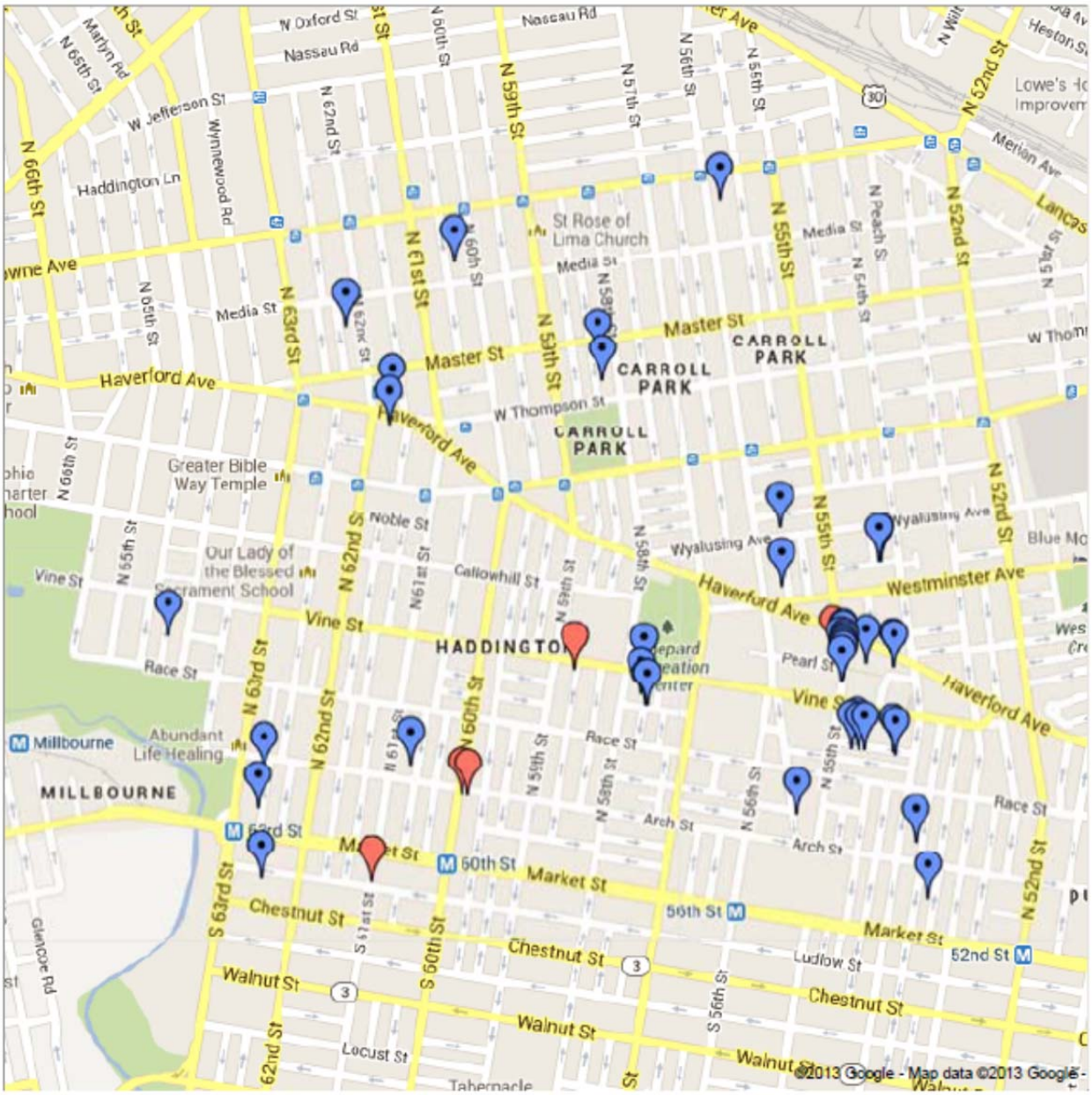
Blue = Residential Sites
Red = ACHIEVEability offices where empowerment services are offered

Most residential sites are located within blocks of an empowerment office. The farthest any residential unit is from the farthest office is 1.4 miles. The sites are all served by public transportation options, and ACHIEVEability offers transportation subsidies to those residents who require them.



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