

RESIDENT SERVICES
BOARD OF COMMISSIONERS SUBCOMMITTEE MEETING
Major Projects Report
August 24, 2017

RESIDENT SERVICES DEPARTMENT

Fund Development Updates

- **Victims Of Violent Crime (VOCA)** – award announcements for VOCA funding to continue delivery of the **Youth & Police Initiative** (YPI) next year are still pending. We were asked to submit a revised budget in August, however, which is a good sign and we now anticipate a fall announcement.
- **Real Pathways RI** – our partner agency the **Genesis Center** was awarded **Real Pathways RI** grant funding for FY 2018. As a partner in this proposal, the PHA will receive funding to expand the services of our **Jobs Plus Low Literacy Instructor** (to be hired) who will assist in preparing residents to enter a variety of job skills training programs offered at the Genesis Center. The director will meet to formalize this partnership and discuss details on 8/24.
- **HUD Family Self Sufficiency (FSS) Program** – the NOFA for FSS has been delayed; we expect it will be released sometime this fall.
- **HUD Jobs Plus Providence (JPP)** – a revised 6 month budget was submitted to HUD on 8/4.

Program Updates

Resident Service Coordinator (RSC) Program

- **Back to School** – events were held at each of the family developments in August.
- **Familia Unidas** – is a new parent/child education program for Spanish speaking families facilitated by Family Service of RI (FSRI). The 10-week program will be offered at Chad Brown in August/September. PHA's role is to assist in promoting the program and to provide space (Senior Lounge) for the once a week workshops.
- **PVD Talks** – this language development program returns to Chad Brown this fall. The focus will be on parent group education this time around as opposed to home visits. The RSC at Chad Brown is assisting with program promotion and groups will be held on site at the Senior Lounge once a week.

Financial Opportunity Center (FOC)/Homeownership Program

- **FOC Orientations** – are now being held on Tuesdays from 4-5 pm at HP and again on the last Friday of the month at the ETC from 10-11 am. FOC staff is making a concerted effort to enroll participants from other areas of the city to fulfill our deliverables for the UWRI grant.
- **Homeownership Exploration Seminar** – will be held once a month this year and will rotate to different sites.
- **Education and Training Fair** – this second annual Fair will be held @ CB on 8/24 from 10 am – 12 pm; residents and the community at large are welcome to attend; the RI Food Bank, Amos House, and Genesis Center are confirmed participants and Sophie from UWRI will be there recruiting on behalf of Building Futures.

Family Self Sufficiency (FSS) Program

- **Enrollment** - 20 new public housing and Section 8 participants have been added to the FSS program. FSS staff is focusing outreach and recruitment efforts at developments other than HP and MH (CC/RW; CB; Section 8).
- **Client Celebration** - an event to recognize FSS clients who have successfully graduated from the program is in the planning stages. The lookback for invitations is one year, at this point. Once we know how many participants that would involve, we will determine feasibility and look for funding to provide refreshments.

Adult Education Program

- **Enrollment** – 49 adult students are participating in ESL classes this summer. Recruitment for fall is on-going; one goal this year is to raising the % of residents in all classes
- **Assessments** – our Program Specialist will be assessing new students for fall (dates TBD).

Jobs Plus Providence (JPP) Program

- **Enrollment** – in July, **32 residents** attended one of **seven (7) JPP Orientations** and **47 participants** completed an **assessment** during the month. 6 JPP clients got jobs; 3 started ESL; 30 were referred to Monah for FOC services
- **JPP Block Party** – held on 7/31 attracted 118 attendees; **Partnerships** – several new partnerships were initiated during July:
 - **Center for Women and Enterprise** – two residents and the Employment Case Managers attended a workshop for anyone interested in starting their own businesses on Wednesday, 8/9; CWE staff discussed micro loans (\$200 – 2,500) and can help with the application process.
 - **Snap Chef** – is schedule to come in once a month to discuss jobs in the food and beverage industry.
 - **Spanish GED** - classes will continue through the academic year (T/TH evenings at HP); enrollment is rolling up to 18 students.

SPECIAL PROJECTS OFFICE

PHA WEBSITE:

Updates continue being made to the PHA’s Website. All Department Directors reviewed the site and provided feedback, comments and updates. The Website Designer has been working throughout July 2017 to ensure all necessary updates are made. The Website will be reviewed by the Executive Director on August 10th. Also, a brief, 10-minute presentation of the site will be made to the Board of Commissioners on Thursday, August 24th. The site will be going live during the first week of September 2017.

GRANT UPDATES:

RI Department of Transportation’s Seatbelt Safety Grant (2017):

During the month of July, the following activities took place:

- The Project Coordinator (PC) engaged in multiple phone calls with AAA’s Traffic Safety Programs Manager. The goal of the conversations is to establish a schedule for AAA to host its nationally accredited Driver Improvement Program for the elderly residents of the PHA.
 - Background: The AAA Driver Improvement Program is a four-hour class focused on defensive driving. In Rhode Island, insurance companies offer a discount to drivers over the age of 55 for participating in the class. Participants are encouraged to contact their insurance company to inquire about the discount allowed on their policy as it does vary. A certificate will be provided to each participant at the end of the class to be forwarded to their insurance company. There is no testing or driving involved; this classroom program contains eight modules focused on: risk in driving, speed, managing time, space and visibility, vision, the vehicle and advanced technology in engineering, a brush-up on traffic laws, forms of impairment, roadway conditions and managing driving emergencies. The class is offered free of charge. The PC is working to establish dates and times for the Program Training to take place.
- In addition, the PC also prepared for attendance at the Back-to-School Events in August 2017. The Project Coordinator will be distributing seat belt safety and Young Driver Safety information, including copies of the Novice Driver’s Road Map, during the Summer Back-to-School Events. Please see the schedule below:

Development	Date and Time
Manton Heights	August 1 st @ 4:00pm
Codding Court/Roger Williams	August 2 nd @ 4:00pm
Chad Brown/Admiral Terrace/Sunset Village	August 15 th @ 4:00pm
Hartford Park	August 16 th @4:00pm

- The PC contacted local vendors regarding the creation of a Seat Belt Safety banner that can be displayed at the PHA for increased exposure to the Protect Providence with One Click Campaign. The printing of the banner will take place in August 2017.



- The Project Coordinator continues to meet with the PHA’s contracted website designer, Black Door Creative. Partners continue to be contacted about adding new information regarding their organizations to the new site and social media. The website will be going live in September 2017.
- The Project Coordinator participated in a monthly meeting with the Grants Management Officer. During the meeting, upcoming expenses were discussed as well as the grant spenddown plan for the remaining funds.

Health Equity Zone (HEZ) Grants (2017-2018):

A meeting will be scheduled with One Neighborhood Builders in order to discuss the timeline and expectations of Year 3. During Year 3, the PHA is expected to conduct one Youth Police Initiative (YPI) session for the youth of Manton Heights and Hartford Park. Also, PHA staff met to discuss and create audit ready files for Years 1 and 2.

FIRE SAFETY:

In an effort to combat the increase in fire incidences taking place at the PHA, Property Management (PM) and SPO have united to offer residents a new and improved Fire Safety intervention process. Once an incident is reported, PM contacts the resident via a letter requesting an in-person meeting. Once PM has met with the resident, a meeting is scheduled to take place with the Resident Liaison from SPO. After SPO conducts one-on-one training, PM conducts a home visit in order to assess if Resident Services are needed. In addition to this new process, residents involved in past fire incidents will be required to attend mandatory fire safety training in their buildings. Additionally fire prevention methods will also be taking place throughout FY 2018.

SPO is in the process of finalizing a Fire Safety Report including an Improvement Plan component. The report highlights fire incident trends that are becoming apparent after the first 7 months of 2017. The data collected by the PHA is being analyzed and next steps for improvement are being disclosed. The report will be distributed to the Board of Commissioners in August 2017.

PHA ORIENTATION VIDEO:

The PHA is working on creating a bilingual Orientation Video for incoming residents to watch prior to moving in. The goal of the video is to provide applicants with comprehensive information regarding their lease, house rules, opportunities, programs, amenities and policies in order to maximize their housing experience and establish clear expectations between tenants and management.

In an effort to produce a prioritized and well-rounded video, Directors were asked to provide topics, pertaining to their department that they would like to see covered during the video and in subset videos that will focus on hoarding, bed bugs, etc. SPO will be creating a timeline/storyboard for the video. Directors will be asked to provide their input once again prior to finalizing the content. Once the content is finalized, production details such as interview questions and schedules will be discussed. Updates will follow.

FOOD ON THE MOVE FRESH PRODUCE TRUCKS:

- The produce trucks continue to visit 4 PHA high-rises during the first two weeks of each month.
- A standard schedule has been created. The food truck will visit Dexter Manor and Dominica Manor on the first Monday of every month and Parenti Villa and Carrol Tower will be visited the first Tuesday of every month.
- The pilot program that began at Dominica manor where residents receive 50% off of their market purchases when they use their SNAP benefits is going very well.
- Due to increased resident participation, the Food on the Move Program will be providing **two markets per month** at Dexter Manor beginning in September 2017. More updates will follow.

- The Food on the Move Program has begun tracking the Program data and providing all participating sites with a report. Below, please find data pertaining to the sites served at the PHA.
 - Number of markets per month: 4
 - Total number of transactions per month: 126
 - Sales: \$2,016.68
 - SNAP money spent \$1,188.48
 - Percent of sales from SNAP: 59%

RESIDENT NOMINATION PROCESS:

The Resident Nomination Process for the Resident Advisory Board (RAB) and the Board of Commissioners is underway. Informational meetings have been held to inform residents of the opportunity.

- Nomination forms were made available in the management offices on July 14th
- Residents had an original deadline of July 28th to return the forms to the management offices
- The deadline was extended and presently all interested residents have until August 7th.
- Once management receives completed forms, the forms are to be sent over to Mark Ouellet and then to Michelle Rocchio for good standing verification.
- After the verification is complete, resident will be contacted regarding their participation.
- The first RAB meeting is taking place on Wednesday, September 20th. More updates will follow.

RESIDENT ASSOCIATIONS & PLANNING COMMITTEES UPDATE:

Carroll Tower: The Carroll Tower Resident Association hosted a very successful 4th of July BBQ. Residents enjoyed a catered meal provided by Young's Catering and fully funded by the FY 2017 Ajello Legislative Grant. Both Senator Goodwin and Representative Ajello were invited, but Ajello was not available to attend. Senator Goodwin joined the community and provided Del's Lemonade. Approximately 55 residents were in attendance.

Chad Brown/Admiral Terrace/Sunset Village: The PHA has partnered with the African Alliance of RI to begin a Community Garden in the Chad Brown community. Unfortunately, due to a late start in the growing season, low participation rates and vandalism issues, the Community Garden will be postponed until next year. On July 27th, PHA staff met to discuss this decision with Planning Committee members and all present agreed.

Kilmartin Plaza: The Planning Committee along with the Resident Services Department hosted a 4th of July Cookout for the community. Residents enjoyed hamburgers, hot dogs, potato salad, homemade sweets and refreshing drinks. Residents also received important information regarding the upcoming Resident Nomination process.