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4	1	0.25	yes	214	<p><b>Action:</b> NEIGHBORHOOD OUTREACH: Continue NCP neighborhood engagement walks</p> <p><b>Deliverable:</b> At least two (2) NCP neighborhood engagement walks conducted monthly</p> <p><b>Measurement:</b> Residents' needs identified and addressed; referrals/transitions completed, feedback received via NCP neighborhood engagement walks completed each month in NW, SW and NE NCP areas; expected contact/reach 135 residents</p> <p><b>Admin Notes:</b> 1/5/2024 - Walks have been going great. This past year has been more impactful. The collaborative effort of the agencies has been impactful as well. The need is also very significant- mental health/ substance issues/ advocacy services that are needed. If it is too cold, they send cars out to reach people in need. They have found that often the sidewalks are the worst in the spaces where there is the most need in the City (that plan on talking to the City about this). It's a harder time, so this can often motivate people to get more services and assistance. Easily hit their target in Q4.</p> <p>There was also an all city caravan (November) during this quarter- tents, sleeping bags and hand warmers, educational materials delivered to residents. Talked to people about abandoned houses and safety education. 5-7 subgroups were involved with multiple distribution sites; 20-30 people at each sub group. The idea for this came from the anchor agencies.</p> <p><b>Comments:</b> The outreach walks continue to go well, though the cold weather impacted the total number of people served, as more people are seeking shelter. The number listed above represents the best estimate of unique residents that we engaged during walking street outreach. We do not collect demographic data on street engagements, so they are not captured in the excel quarterly data report. We conducted 36 total NCP outreach walks this quarter across the NW, SW, and NE quadrants. Note that this count of outreach walks includes the all-city caravan on 11/17 described below.</p> <p>During this quarter, we had a total of 1036 engagements (not unique individuals) during outreach. The majority of these engagements are not unique individuals, as we have developed relationships with residents due to our ongoing, consistent, regularly scheduled outreach. Therefore, many of the people that we see and provide basic needs to know who we are. In addition to tracking overall engagements, the team also tracks deeper interactions, that is when the outreach team does more than just hand out items to someone, such as get them into detox. During this quarter, the team tracked 87 deeper interactions during walking street outreach.</p> <p>Now that the word has gotten out and we can get supplies to people quicker, the demand for supplies has increased. In addition to the awareness and ability to meet needs quickly through our partners, the overall community need has grown exponentially. Outreach workers report increases in substance abuse, homelessness, and overall difficulty obtaining services through systems (medical, social services, housing, etc.) It feels as though residents need advocates to make their way through these systems at a much higher frequency than previously.</p>
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				<p>On Friday November 17th, we hosted our all-city winter caravan [flyer attached]. The timing of the event came from our anchor agency and outreach staff as we went out right after Code Blue and before the Thanksgiving holiday; and we did it directly after our bi-monthly NCP Partners Meeting. We focused on handing out sleeping bags, tents, and other warm weather gear (hand warmers, hats, gloves, etc.) Outreach staff also used this as a fire and safety educational opportunity, reminding people not to light fires inside their tents, and providing additional fire and safety training as well. There were 5-7 groups that went out across the city to conduct the outreach. The outreach teams engaged with 103 people during this event.</p> <p>Even with winter coming, people do remain out on the streets. As we move into the colder months, walking outreach is halted if it is below 20 degrees (with windchill). In those instances, outreach is done by car.</p> <p>One concern that the outreach team has identified is the deteriorating infrastructure in some of our most vulnerable communities. Sidewalk quality is the worst in some of our NCP neighborhoods, which is also where the highest number of people with disabilities live. This of course makes walking outreach more difficult when pulling carts and gear, but much more importantly, it makes it difficult for community members to safely move around their neighborhood.</p> <p><a href="#">all city outreach mailchimp walk.png</a>  <a href="#">View</a> <a href="#">Edit</a></p>
2	0.75	no	37	<p><b>Action:</b> NEIGHBORHOOD OUTREACH: Host Community Conversation re: NCP plans and progress</p> <p><b>Deliverable:</b> Community conversation event hosted in each NCP area (NW, NE, SW)</p> <p><b>Measurement:</b> NCP Community Conversation held in all three neighborhood areas (NW, SW, NE); expected contact/reach 75 residents</p> <p><b>Admin Notes:</b> 1/5/2024 - Held in November. First execution of these events. All in the evening on weekdays. Smallest turnout at SWAN. Distribution kits for men, women and families; childcare for families/ food. Surveys were conducted with all participants. In the future, they plan to do some during the day and some on the weekends as well. Reached about 35 residents.</p> <p><b>Comments:</b> During this quarter we had our first execution of Community Conversations. The conversations were led by Rosa Marie through C3 Consultancy and Kevin Aiken, Action Front Center. Each of the anchor agencies hosted one conversation and they were held in the evenings on the same weekday that we normally conduct street outreach. We reached at least 37 residents across all three quadrants. The smallest turnout was at SWAN, and the largest was at FTAC. The conversations were guided by three overall questions: "What is your best hope for yourself? For your family? For your neighborhood?" In addition to these questions, the research team drafted a survey that included a few demographic items as well as items asking about satisfaction with different aspects of their neighborhood.</p> <p>As a thanks for participating, residents were offered a gift basket (or drawstring bag) filled with either: women's hygiene items, men's hygiene items, household</p>

				<p>items, or items for unhoused people. The research team, On The Ground Research, published a report (see attachment) with more details describing the conversations and findings.</p> <p>There were many lessons learned during this first round of conversations. Moving forward, we will hold the events at a different time (some people reported it was dark out, so they didn't attend) and better recruit residents. We did create a flyer for the event (see attachment), but it was not shared with enough people leading up to the event. Further, most of the participants of the FTAC community conversation were Spanish speaking, but the team facilitating the conversations did not have a Spanish translator. FTAC staff stepped in to assist, but in the future we will plan accordingly. We are also considering conducting less formal community conversations when we have captive audience opportunities, like food pantry lines at Cameron, BTS, or the People's Pantry for example. We will use these lessons learned in our next iteration of community conversations.</p> <p style="text-align: center;"> <a href="#">Community Conversations Report.pdf</a>  <a href="#">comm convo flyer.pdf</a>  <a href="#">View Edit</a> </p>
3	1.50	yes	37	<p><b>Action:</b> ANCHOR AGENCIES: Continue working Anchor Agency's Capacity Building and Workforce Development plan</p> <p><b>Deliverable:</b> NCP Anchor Agency Asset Building Plan implemented and monitored with fidelity; course correcting as needed</p> <p><b>Measurement:</b> NCP Anchor Agency capacity building and workforce development activities completed as planned - Year 1</p> <p style="text-align: center;"><b>Admin Notes:</b> 1/5/2024 -</p> <p>Executive Directors for the agencies would like to start meeting regularly (on the off months). RFP for communications projects.</p> <p><b>Comments:</b> Capacity-building and workforce development continue to go well.</p> <p style="text-align: center;">Workforce Development:</p> <p>The number above is a subset of the 283 new NCP clients served this quarter (described in wraparound support services action item). This number represents the number of new clients who were part of the NCP's workforce development activities. For this quarter, this includes: SWAN's security training participants, FTAC's workforce development clients, Cameron's training program, and any new NCP client that obtained a job.</p> <p>The anchor agencies continue to offer a spectrum of workforce development opportunities, ranging from low-barrier hiring folks active in addiction stocking food pantries to the security training at SWAN to the barbershop apprentice program at Cameron.</p> <p>In this quarter, SWAN graduated their final 2023 security class. FTAC provided workforce development services (e.g., resume assistance, job search, transportation, interview practice, etc.) to 20 new clients this quarter. Of those 20 people, seven secured employment. Further, ten new NCP clients obtained jobs in this quarter. Employment was secured at Amazon, Holiday Inn, Career Start, The</p>

People's Pantry (an NCP partner), Cameron Community (an NCP partner), and Zweigles.

Capacity-building:

All NCP partners maintained their increased capacity from last quarter as staff began to settle into their positions. One of our neighborhood ambassadors, Joseph Becker, met with some of the NCP partners to teach them about asset mapping and other mapping resources that are available. This way, partners can better recognize assets available in their immediate neighborhood in addition to their NCP partners.

In an effort to increase agency capacity specific to communications, we released a low-barrier communications RFP to the NCP partners and affiliates (e.g. Loving Arms Outreach, LOCA), offering up to \$1500 to come up with an innovative way to market their services. We received four applications, and all four were awarded \$1500. All four awardees (FTAC, Cameron, LABA, and LOCA) proposed improved ways to get their message out.

Additionally, the City released an RFP during this quarter, Rochester Housing Stability Fund, opening up dollars to provide housing and rental assistance services. We provided technical assistance to our partners, encouraging them to apply for this opportunity. We discussed the proposal during the November NCP Partners meeting, and then the research team (OTG) and project lead (C3) held office hours during the first week of December providing a time for the partners to meet one-on-one with us. Four NCP partners took advantage of these office hours. We also coordinated a letter of support from the NCP for all partners applying. The deadline is January 10th, 2024. To our knowledge five NCP partners applied for this grant (Cameron, FTAC, SWAN, BTS, MC Collaborative) along with our fiscal sponsor, CRC.

The anchor agency ED's requested regular meetings with the planning team, and we will begin those meetings in February. We plan to hold them on the off-months of the NCP All Partners meeting.

Our partners continued to expand and adapt their outreach efforts to better engage the communities they serve. SWAN at Montgomery Center, Cameron, and Beyond The Sanctuary provided Thanksgiving and Christmas baskets to the community. Barakah provided Thanksgiving meals and and FTAC offered Thanksgiving and Christmas dinners.

Cameron Community participated in 23 different outreach events in addition to the walking street outreach and corner canopies. Across these 23 events, there were 1300 attendees. Of these 1300 attendees, deeper discussions occurred with 318 people (deeper discussions include referring directly to services, providing a low-barrier service on the spot).

[NCP office hours sign-up.pdf](#)

[NCP - award notification letter.png](#)

[NCP Communciations Proposal RFP.pdf](#)

				<a href="#">View</a> <a href="#">Edit</a>
4	0.75	yes	283	<p><b>Action:</b> SERVICES NETWORK: Connect and coordinate resident wraparound support services referral/transition process</p> <p><b>Deliverable:</b> Service delivery model developed and working in NCP areas</p> <p><b>Measurement:</b> NCP clients/neighborhood residents are informed, supported, referred and/or transitioned as needed; expected reach 5 residents</p> <p><b>Admin Notes:</b> 1/5/2024 - During the holidays over 50 individuals were served, in November over 42 food requests (3 rental assistance requests). This metric will definitely be met and they will serve far more people. Receiving 10 inquiries a day for rental assistance alone. Many are for RG&amp;E requests (preventing power from being shut off). Rental assistance and housing is the number one issue. They underestimated the need that exists, but also the amount of trust that the agencies have in the community</p> <p><b>Comments:</b> We have consistently gone way above our estimated number of NCP clients. This quarter is no exception, especially as our NCP partners have their staff in place, they are able to increase their capacity to serve the community. We served 283 new clients this quarter. Of these new clients, 39 received rental assistance through the NCP. This prevented the eviction of 39 families in the community. Further, 31 clients obtained housing (majority transitional) through the NCP. The most common service provided was food, with 50 new clients obtaining food. While this was the most common and is a need, the number one request is for rental assistance. We would have served more clients if we had the funding to provide the assistance. Gas and electric bills are becoming an emerging issue with our clients.</p> <p>It is now clear to the NCP partners that we grossly underestimated the need that exists around eviction prevention and the amount of trust and credibility that our agencies have in the community. This is why we believe so many community members are coming to us for support.</p> <p>We were not prepared for the overwhelming community need of rental assistance. This need has overwhelmed nearly all of our partners, especially Beyond The Sanctuary, as they are the main provider of rental assistance within the NCP. After talking with the project lead, it was decided that they would take a pause for the month of October in order to catch up with their current clients. This work is exposing gaps in systems as the housing crisis is real, but the solutions are lagging.</p> <p>We continue to refer clients within the NCP and this is going well. The staff are still learning how to document and continuously track the referrals, but the partners are at least trying to document. Many referrals still happen via text, but the important thing is that the referrals/warm hand-offs are indeed occurring. As one partner recently explained, "It has been so much easier with the warm handoff because we can reach out to others in the collaborative and someone will have the answer or service."</p> <p>This quarter, the research team met with all the partners to create an internal NCP Services List. This document was shared with the partners and is also being used to track changes over time (addition and removal of services).</p>



				<a href="#">NCP Partner Program Services Inventory (NCP Internal Use Only).pdf</a> <a href="#">View Edit</a>
5	0.75	yes	0	<p><b>Action:</b> SERVICES NETWORK: Connect, build and coordinate neighborhood Partner Agencies networks (NW, SW, NE)</p> <p><b>Deliverable:</b> Regular check-in meetings between MC2, BTS and supporting partner agencies</p> <p><b>Measurement:</b> Coordinated activity, program and/or services via NCP and its supporting partner agencies achieved in support of resident and neighborhood needs</p> <p><b>Comments:</b> The NE and SW partners continue to meet regularly and the NW partners continue to build their relationship, as evidenced by the Thanksgiving dinner that was supported by Cameron, LABA, and their neighborhood association (LOCA - Lyell Otis Community Association). As mentioned in the Q3 reporting, Baden Street experienced significant leadership changes at both the executive and the program director levels. This quarter, their new leadership was put in place. The planning team members had a number of meetings with Baden Street staff to introduce ourselves and help them understand the NCP. Their new program director, Noraly Leicster, quickly found her way and began attending the regular NE quadrant NCP meetings.</p> <p>Partners continue to refer clients to one another within the NCP. The referrals are still predominantly within the quadrants (and via text) as we continue to build ourselves out, but there were a few cross-quadrant referrals during this quarter.</p> <p>We held one NCP Partners Meeting during this quarter (agenda and minutes attached).</p> <p>The Communications Specialist continued to send out the NCP newsletter (see two newsletter examples attached). Further, FTAC staff provided Spanish translation for our NCP rack card and flier. We also ordered NCP water bottles and stickers for NCP partners to distribute.</p> <p style="text-align: center;"> <a href="#">NCP - Community News, 11 30 2023.pdf</a>  <a href="#">NCP - Community News, 11 30 2023.pdf</a>  <a href="#">NCP - Community News, 12 27 2023.pdf</a>  <a href="#">NCP Partners Meeting Minutes 11.17.23.pdf</a> </p> <p style="text-align: center;"><a href="#">View Edit</a></p>
6	0.75	yes	0	<p><b>Action:</b> EVALUATION: Collect, measure and compare NCP data, indicators and expected outcomes</p> <p><b>Deliverable:</b> NCP data, indicators and expected outcomes</p> <p><b>Measurement:</b> NCP data, indicators and expected outcomes collected and shared</p> <p><b>Admin Notes:</b> 1/5/2024 - Plan to bring out hard copies, put them in a binder and have the on hand at the anchor agencies</p> <p><b>Comments:</b> The research team collected baseline data through the end of this quarter. All the partners completed the collaboration assessment tool so that we could track collaboration over time (see attachment). To date, the research team has captured indicator data on NCP implementation, capacity-building, collaboration, workforce development, neighborhood demographics and</p>

				<p>thriving/quality of life.</p> <p>The research team continues to publish and share NCP reports with the partners. The research team published six reports this quarter which can be found on rocncp.org as well as onthegroundny.com. We published: Root Cause Analysis; Community Conversations; Lyell-Otis Neighborhood Snapshot; S.W.A.N. Neighborhood Snapshot; El Camino Neighborhood Snapshot; and the NCP Neighborhoods Data Summary.</p> <p>The team realized that while most people view the reports electronically, there are also stakeholders who would like hard copies of the reports. To address this, the research team combined relevant working papers into booklets, printed by our MWBE, Imprintable Solutions, and then distributed to each of the partners. During this quarter, we printed our first booklet: An NCP overview (combining our first three NCP papers).</p> <p>As the housing crisis gets worse, one strategy is for each anchor agency to purchase a vacant house to rehab (creates a workforce development opportunity) and use as an additional funding stream to serve a community need (e.g., create a family shelter, transitional housing, or even permanent housing) and provide property management. To this end, the research team reviewed vacant property data and shared the attached reports with NCP partners.</p> <p><a href="#">Collaboration Assessment Tool - Google Forms.pdf</a>  <a href="#">NCP Neighborhood Data Summaries-NCP-08.pdf</a>  <a href="#">SWAN snapshot-NCP-06.pdf</a>  <a href="#">Lyell-Otis snapshot-NCP-05.pdf</a>  <a href="#">Root Cause Analysis - NCP-03.pdf</a>  <a href="#">El Camino snapshot-NCP-07.pdf</a>  <a href="#">Vacant Properties within .25 mile radius of Montgomery Center.pdf</a>  <a href="#">Vacant Properties within .25 mile radius of FTAC.pdf</a>  <a href="#">Vacant Properties within .25 mile radius of Cameron.pdf</a>  <a href="#">View Edit</a></p>
7	1.25	yes	0	<p><b>Action:</b> PROJECT MGMT: Continued working of NCP Implementation Plan (phase 1-4)</p> <p><b>Deliverable:</b> NCP Implementation Plan (phase 1-4) followed</p> <p><b>Measurement:</b> NCP four phase plan of implementation documented (Prepare, Practice, Pilot, Proceed) - Year 1 PREPARE</p> <p><b>Comments:</b> We continued phase 1 of implementation, which includes hiring staff, developing processes, creating forms, and building trust. We came to realize that this has been a continuum of prepare, practice, pilot, succeed. For example, the agencies this quarter have started to really understand how they can spend their money to provide direct services to clients, so we have done well with actually piloting service delivery. However, most other aspects of the NCP were in the prepare stage during this quarter. Agencies are still preparing for an improved client management system and activity tracking. Further, ED's have an improved understanding of the reimbursement model and how to budget accordingly.</p>

				<p>Meanwhile, we are also determining the most effective way to host meaningful community conversations. In many cases, we find it best to try and learn from the experience. That is how we approach the conversations along with other aspects of the NCP, including the NCP referral process, service delivery, and workforce development.</p> <p>We are proud that all thirteen partners have come together in ways that they never had before, and this was all done in only nine months. Baden Street was the final agency to get up to speed due to staffing transitions, and they have settled into the regular NE quadrant partner meetings, with plans to co-locate staff at FTAC one day/week in Q1 of 2024.</p> <p style="text-align: center;"><a href="#">View</a> <a href="#">Edit</a></p>
8	0.25	yes	0	<p><b>Action:</b> PROJECT MGMT: NCP Planning &amp; Progress Discussions  <b>Deliverable:</b> NCP Project Team Meetings held regularly  <b>Measurement:</b> NCP Project Team acknowledges, reviews, acts upon and is accountable for all NCP deliverables and expectations  <b>Comments:</b> The NCP Planning team continued to meet regularly on Fridays as schedules allowed. This quarter was busy, with numerous holiday activities and events (Thanksgiving, Christmas). We did not want to overextend the team, so if we canceled a Friday meeting, we still communicated via phone, text, in-person, or email about any issues, questions, plans. Agendas and minutes available upon request.</p> <p>We continued our sustainability planning around the 1115 Medicaid waiver. The goal is for CBOs to be reimbursed for providing social determinants of health services to clients. We met with staff from FLPPS (Finger Lakes Performing Provider System) to ensure that we are set up appropriately to be ready for the waiver and piloting the social care network. FLPPS staff attended our November partners meeting, met with some of the NCP partners, and continue to have ongoing conversations with the NCP planning team.</p> <p style="text-align: center;"><a href="#">View</a> <a href="#">Edit</a></p>
9	0.25	no	0	<p><b>Action:</b> FISCAL REPORTING: NCP's fiscal process followed; timely submission of fiscal reimbursement process documentation  <b>Deliverable:</b> Reimbursement documentation completed by each funded partner agency  <b>Measurement:</b> NCP expenditures accurately documented, submitted and fully reimbursed  <b>Comments:</b> All NCP partners are fully trained on the NCP fiscal process. Trained partners are following the process as outlined as these have become standard operating procedures for our partners. NCP (Jocelyn!) continued to submit our monthly invoices on-time to the county throughout this entire quarter. However, none of the partners have been reimbursed for October, November, or December expenses. November and December are to be expected, but October's invoice was not reimbursed in December as it was anticipated it would be. Partners continue to struggle with the reimbursement model, especially if one partner's invoice requires additional clarification or explanation for the county. This holds up all the other partners' reimbursements.</p>

					<p>We did not meet this action item because for October expenses, all but one NCP expense was approved.</p>
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					<p>During the NCP Partners meeting this quarter, we discussed the challenges with reimbursement along with solutions. For example, whether there are ways to speed up the process, seek out lines of credit, or other alternatives. It is nearly impossible for these small non-profits to survive when they have three months worth of accounts payable, and have to make payroll. This is an ongoing issue. We are in the process of scheduling an urgent meeting between our anchor agencies and planning team to identify and implement solutions.</p>
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## 2023 Annual

<i>ID</i>	<i>Year</i>	<i>Type</i>
58	2023	Annual

### ***Project***

Neighborhood Collaborative Project (NCP) - Community Resource Collaborative on Behalf of the Neighborhood Collaborative Project

## Activities

In the last nine months we have meaningfully brought all thirteen NCP partners together to bring services back to neighborhoods. Many of these partners have never worked together. This is a feat in itself.

Between April 1 and December 31st:

- At least 510 people directly served by the NCP in only nine months (NCP Clients). This number does not include corner canopy or walking street outreach engagements.
- At least 3,780 engagements during walking outreach
- And of those engagements, at least 225 deeper interactions during walking outreach.
- Assisted 52 people in finding housing

Additional key accomplishments and activities include:

### Outreach

- NCP, led by MC Collaborative Staff, consistently conducted walking street outreach in all three quadrants throughout the last nine months. This weekly outreach has been a critical way to build trust within the community.
- In addition to the NCP walking outreach, Cameron Community has been very active in conducting outreach in the community. The recently hired Director of Community Engagement, who also serves as Cameron's NCP liaison, has documented attending or organizing more than 50 outreach events since starting the position in June 2023. This number does not include the weekly street outreach on Lyell.
- The Friday corner pop-ups were consistent throughout the warm months. The ability for the team to be responsive and go where people are has been a vital aspect of this grant. This not only builds trust by showing that the team cares about and actually sees people who are often unseen, but it also keeps people alive by providing basic needs items. Additionally, the new DHS mobile unit participated in one of these events for its inaugural ride. We are proud of our seasonal All-City Walks/Caravans. We conducted one in the summer, one during back-to-school, and a third right before thanksgiving and the cold weather. These walks are ways to coordinate across quadrants and to show the community that we are working together.

### Workforce development:

- SWAN's security training program has been very popular, with waitlists for all but the first training cohort. Further, the program has maintained a nearly 0% attrition rate. This means that everyone who starts the program, completes the program.
- At least 35 NCP clients have secured employment.
- Cameron's barber shop program was able to be responsive to the community by adapting to offer two cohorts (day and evening) instead of only one daytime cohort class.

We are proud of the collaborative approach to hiring and workforce development that the NCP has adopted. We meet people where they are at. Examples include:

- Hiring four neighborhood ambassadors paid per diem
- Hiring staff that were formerly on the other side of the addiction world - selling drugs - to now work with people who are using drugs.
- Hiring people who are active drug users to help stock NCP partner food pantries. For example, FTAC pays a few people to stock The People's Pantry. This has been so successful, that the worker's hours have increased.

### Services and Collaboration:

- Developed and piloted an NCP client referral process
- Maintained our regular, All Partner's meetings held bi-monthly throughout the grant period. The meetings were well-attended with representation from all partners.
- We also maintained our weekly NCP Planning meetings throughout these last nine months as well as our bi-weekly quadrant meetings for NE and SW.
- The NW quadrant entered this project with a history of skepticism amongst the partners. In spite of this, the partners were able to put aside their differences and come together on more than one occasion to provide services to the community. A highlight was the thanksgiving event that was co-hosted by LABA, Cameron, and LOCA.
- Eviction prevention has become one of the dominant services provided by the NCP because this is the greatest community need right now. We provided rental assistance to at least 102 people over these last nine months. This assistance prevented 100 evictions. If we had more money for rental assistance, we could have served more people.
- The research team conducted informational interviews with all NCP partners to create and distribute an NCP Services Inventory list. This way, NCP partners know where to refer clients for certain needs that they are unable to meet.
- We conducted our first series of Community Conversations! The gift bags were a big hit and we tested different ways to hear from the community.

### Communications

- Once our most recent Communications Specialist was hired, the NCP has been able to share information, spread the word, and build partnership.
  - The creation of the NCP logo and branding package. Amazingly, this branding process incorporated all NCP Partners' feedback.
  - The creation and maintenance of an NCP website and direct phone number.
  - Our Communications Specialist has worked with a few NCP Partners to increase their communications capacity, this includes creating event flyers, online submission forms, and designing more visually engaging research papers.
- NCP partners, Beatriz (FTAC), Hector (FTAC), and Andy (MC Collaborative) went on Connections with Evan Dawson to talk about the NCP.

### Assessment and Research:

- The research team was able to collect baseline data on agency capacity and collaboration from all NCP partners to track changes over time.
- The research team published eight research reports, ranging from an NCP description to root cause analysis to neighborhood data summaries.

### Other:

Numerous NCP Partners have been awarded grants or opportunities in this last year that may have been, in some part, due to them being an NCP partner. For example, Cameron Community recently renovated their kitchen and barbershop (Cameron Cuts) thanks to a generous donation; FTAC was awarded a library services grant, in which the NCP submitted a letter of support; FTAC has also been approved to be a harm reduction site, the first and only Latinx agency to become one (outside of NYC); BTS was awarded a large amount of funding to create a new program, Project Ride, to help people with workplace transportation.

### **Budget**

To our knowledge, our program has met our budgetary and programmatic requirements. There were a few action items that we did not meet, however, and we have described our plans to address them in the specific quarterly reporting period. For example, we did not reach the number of residents we expected to during our first round of community conversations. We have a plan moving forward, which includes improved recruitment efforts, hosting at different times, and engaging in less formal conversations (e.g., while community members are waiting in food pantry lines). While we did not spend our entire year one budget, all partners made serious efforts to spend their money down. We did come close and we requested a few modifications to the year two budget to address the shortfall.

### **Programs**

This project is all about collaboration, so we have numerous examples of new and/or enhanced partnerships and programs during the last year.

First, we have partners working together who have never worked together before. This includes FTAC collaborating with the People's Pantry and Baden Street. We also have Beyond The Sanctuary collaborating with SWAN at Montgomery Center and MC Collaborative to provide more intensive case management. Further, the northwest quadrant partners collaborated on a thanksgiving event that they otherwise would not have collaborated on. It is important that we highlight the actual NCP: these agencies working together to conduct warm hand-offs is something that has not been done in recent memory. We've had a few cross-quadrant referrals between anchor agencies as well, with FTAC referring people to Cameron and SWAN's training programs.

Outside of the NCP partners collaborating in tangible ways (e.g., the all-city walks, warm client hand-offs) we have also initiated relationships with other service providers, like Loving Arms Outreach. We hired them as Neighborhood ambassadors for the NW quadrant because they offer outreach on the weekends and evenings, which fills a gap for the NCP as our outreach is mostly weekdays.

The research team and a few partners have been introduced to the ATTAIN Lab which is a great community resource. The NCP even hired a neighborhood ambassador who volunteers his time at the ATTAIN lab and is part of the GIS Scholars. This is a potential emerging relationship.

A few planning team members have had ongoing meetings with Finger Lakes Performing Provider System staff (FLPPS). We are working with FLPPS to make sure that we are aptly situated for the social care networks/1115 Medicaid waiver. This will be vital to our sustainability planning - ensuring that the NCP partners have the systems in place to start getting reimbursed for providing social determinants of health.

We have had a few conversations with Romanda Gibson Stevenson, Vice President Community Manager, JP Morgan Chase Bank. She attended our November All Partners meeting and even donated to our most recent All-City Caravan. They offer a great community resource, assisting with financial education, which we are very interested in.

Finally, we continue to strengthen our relationships with outreach partners, including Trillium Health, Health Reach, Third Presbyterian, and REACH Advocacy. All four of these groups provide either donations or direct services (Trillium - harm reduction; Health reach - medical) during street outreach. They are vital to this work.

### **Jobs**

Yes. The project lead, Jocelyn Basley (C3Consultancy) hired four neighborhood ambassadors along with a part-time project assistant. These are new jobs. The social work partner, MC Collaborative, hired two full-time social determinants of health workers for the NCP. The research partner, On the Ground Research, hired one full-time research associate, a part-time research assistant, and a part-time communications specialist. All three anchor agencies hired at least one full-time position with the NCP funding. A specialist was hired by Beyond The Sanctuary to provide light case management services. Finally, ABC Action Front Center has hired a combination of 15 youth and peer, part-time advocates.

### **Story**

- The new DHS mobile unit participated in an FTAC pop-up event. During the event, a family with a complex set of needs and prior difficulty applying for and getting approved for assistance, was able to get approved and enrolled in benefits that day. Sounds like a small accomplishment, but that is huge for the family and for FTAC staff who had been working with the family for a while.
- During walking street outreach in the SW, a family needed help with diapers, which we did not have on the walk, so one of the outreach workers connected with staff at SWAN at Montgomery, to then bring diapers over to the family, which occurred later that day
- Throughout the course of walking street outreach there have been multiple instances in which someone has been ready for detox and we transported them directly to detox

### **Story:**

An older adult woman went to Beyond the Sanctuary (Carmen) for food (she received a bunch of food) and reported she needed some advocacy around her housing situation. Beyond the Sanctuary referred her to MC Collaborative (Marvin) for social work assistance for the housing issue. Marvin worked through the issues around her housing with her landlord, the Rochester Housing Authority. This saved her from eviction. Marvin met with her at Montgomery Center. After they resolved her housing issue, he was able to bring her up to meet the people at the SWAN at Montgomery Center senior nutrition program for daily lunch and socialization. She went from food insecurity and possible eviction to stably housed with food support and a new social support network.

**Comments**

One more reminder that the housing crisis is affecting the community in very real ways. We need more support to provide eviction prevention. We are happy to be part of any conversations focused on solutions.

The data tracking sheet is not set up to capture some of the robust work that we do. For example, one of our partners has a workforce development specialist who works with people on a drop-in basis and on an ongoing basis. But there is no official program or end date top services. She works with difficult to hire people (e.g., Spanish-speaking only, large gaps in employment, no legal work experience etc.) However, in the county reporting, this is only captured as a "referral" because it is not a workforce development program as defined in the codebook. Another example is that our social work team does not refer people to DHS, they actually help people complete DHS paperwork, transport to DHS, meet with DHS caseworkers, etc. Again, this is not captured anywhere other than as a "referral." We understand the focus on outcomes, but there is so much more work that is done by our NCP partners that is not being accurately captured. We did bring up this concern in conversations with the County, but just wanted to remind again. We understand standardization across 43 agencies is a HUGE task. But just wanted to share there is a huge amount of work that is not being accurately captured.

Finally, the reimbursement model has really been a challenge for these grassroots agencies. Waiting three months after expenses is becoming untenable. We are working with our fiscal sponsor to come up with solutions, but this is a very real issue.

On a positive note - we have had a really excellent interpersonal experience with the entire county ARPA team. The team is responsive, knowledgeable, friendly, and shows compassion for the work that we do. We don't feel like we are on island. Instead, we feel supported and valued. We appreciate the regular meetings and team members showing up to our events!