

CITY COUNCIL  
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON YOUTH SERVICES

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November 14, 2017  
Start: 10:19 p.m.  
Recess: 12:43 p.m.

HELD AT: 250 Broadway - Committee Rm.  
14<sup>th</sup> Fl

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Chairperson

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## A P P E A R A N C E S (CONTINUED)

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[sound check, pause] [gavel]

CHAIRPERSON EUGENE: Good morning. I'm Council Member Mathieu Eugene, the Chair of the Youth Services Committee. Thank you all for joining us for today's oversight hearing on DYCD Neighbor Development Areas Programs. As many of you know, the Neighborhood Development Areas programs targets low-income neighborhoods to address poverty. While the National association officially ended in 2009, and United States economy recovered in many areas, such as the stock-stock market and the owner's primary rate, many New Yorkers are still struggling to get out of poverty. For example, in 2015, the city's poverty rate was 19.9% compared to the National Poverty of 18.4%. I was even more disappointed to learn that children were more likely to be poor than adults. The City poverty rate for children under 18 was 22.8%, and 18.6% for working adults age 18 to 65 years old. Not surprisingly, Hispanic, Asian and Black New Yorkers had higher poverty rates where 24.6% of Hispanics; 23.4% of Asians, and 21.2 o Black who were living poverty. Those numbers are too high and emphasize the need for all of us to more to address the poverty in our good city of New York. We

must recognize the children who grow up in neighborhoods with high poverty rates are poorer outcome in health, education, employment, and earning potential. In fact, a child's chances of succeeding are severely diminished because of growing up in a poor community where their family, key workers and communities at large can make them believe that academic or professional success is not possible. To address the current poverty and learning (sic) of our neighborhoods, DYCD and the programs are designed to provide residents with the skill, resources, and academic opportunities to have them become self-sufficient and get out of poverty. The NDA programs are located in neighborhoods with high poverty rates and DYCD receives advice from Community Action Board that are involved in the community development effort and work with neighborhood advisory board. Currently, DYCD's NDA programs focus on four major areas: High school youth who are struggling academically or are at risk of dropping out; adult literacy which includes adult basic educations, and high school equivalency test preparation; disconnected youth and support services for seniors, immigrant and program design to keep families

healthy. Many immigrants who live and live in low development areas responded to DYCD survey that allowed them to inform the agency on what was needed to improve the wellbeing of their communities. The findings of the survey were released earlier this year and DYCD Community Needs Assessment Report the results it verifies that over half of young people did not know programs they were interested in wherever or where they were located. Additionally, survey participants also educated the neighborhood did not have programs available. The result of this survey were especially disappointing for me because the lack of knowledge of the available programs should not be a reason for people—people who unavailable to participate in programs that will help provide, improve their economy, social and political circumstances. There is too much at stake for young people not to take advantage of the many opportunities available to them, and I'm looking forward to hearing from DYCD as it addressed some of the issues the community are enlightened in the Community Needs Assessment Report. Before we begin, I would like to thank the committee staff, our Counsel Kiru Disharu (sp?); Policy Analyst Michael

2 Benjamin; and Senior Financial Analyst Jessica  
3 Ackerman; and my Legislative and Budget Director  
4 Ethan Tucker. Thank you to all—all of you for what  
5 you do every single day for the young people in New  
6 York City, and no Council Members yet? Okay. So,  
7 now, the Counsel will not administer the oath.

8           LEGAL COUNSEL: Please raise your right  
9 hand. Do you affirm to tell the truth, the whole  
10 truth, and nothing but the truth in your testimony  
11 before this committee, and to answer the Committee's  
12 questions honestly?

13           PANEL MEMBERS: [in unison] I do.

14           LEGAL COUNSEL: Thank you.

15           CHAIRPERSON EUGENE: Can I have these  
16 papers? [background comments, pause]

17           ASSISTANT COMMISSIONER BOBBITT: Shall I  
18 begin?

19           CHAIRPERSON EUGENE: Yes, please.

20           ASSISTANT COMMISSIONER BOBBITT: Thank  
21 you. Thank you. Good morning, Chair Eugene, and  
22 members of the Committee on Youth Services. I'm Mike  
23 Bobbitt, Assistant Commissioner for Community Action  
24 Programs of the Department of Youth and Community  
25 Development, DYCD. I am joined by Vaughn Harris,

Director of the Neighborhood Development Areas, or NDA Initiative, Community Action Programs. On behalf of Commissioner Bill Chong, we thank you for this chance to discuss DYCD's NDA Opportunity Youth Supported Work Experience Program. I will start my testimony today by discussing the Federal Community Services Block Grant or CSBG program, which funds the NDA Opportunity Youth Program. As the designated Community Action Agency for New York City, DYCD administers CSBG funding to combat poverty and provide services to low-income people that empower them to become self-sufficient. New York City has received Anti-Poverty funding since the program's inception in 1964 as part of President Johnson's War on Poverty, and since 1996, DYCD has served as a community action agency for New York City. Community Action Agencies administer funding for programs on a local level in accordance with the goals of the Federal CSBG Statute. DYCD uses its CSBG allocation for citywide programs, and community based programs to alleviate poverty. Citywide programs include the Fatherhood Initiative, Services for Immigrant Families and Literacy Services. Funding from community based programs are distributed through 42

low-income communities designated as Neighborhood Development Areas or NDAs. DYCD relies on poverty data from the Department of City Planning, and defines NDAs as clusters of adjacent census tracts with 20% or more core residents living at or below 125% of the poverty level. By targeting funds to NDAs, DYCD maximizes the impact of CSBG funding. The NDA Initiative fosters neighborhood level engagement to ensure that the funded services address the most pressing needs of each community. A Neighborhood Advisory Board, and each NDA is tasked with representing the interests of local residents living in poverty. There are 12 seats on each NAB. Half referred for appointment by local elected officials, and half by DYCD. The NABs help determine the highest priority service areas for their respective NDAs by working with DYCD to carry out Community Needs Assessments and solicit feedback through resident surveys, neighborhood town halls and interviews with key stakeholders. In addition to the NAB, the Citywide Community Action Board advises DYCD under the administration of all CSBG funds throughout New York City. Currently, the NDA Initiative allocates \$15.6 million annually in CSBG funding to



approximately 200 organizations that provide services to the residents of these targeted low-income neighborhoods. The services are funded by multi-year contracts awarded through a request for proposals process. Separate competitions were held for each service area that was determined to be a priority by the most recent community needs assessment in each particular NDA. The current NDA contracts were awarded in 2015, and based on the 2013 Needs Assessment. The seven current service areas within the NDA Initiative include: Opportunity Youth Supportive Work Experience, educational support for high school youth; adult literacy; adult basic education and high school equivalency and test prep; seniors social culture and supportive services; housing advocacy in the systems; immigrants supportive services and Healthy Families Support Services. These programs encourage youth to build academic skills and enroll in leadership, employment and educational support programs keeping them engaged in productive activities. They assist adults to obtain skills needed for employment and self-sufficiency. They help seniors maintain positive physical and social wellbeing as well as obtain

assistance allowing them to remain in their own homes and continue living independently, and the stabilize vulnerable families as they receive assistance through case management on needs such as domestic violence prevention, substance abuse, HIV-AIDS support services, childcare, nutrition services, addition prevention, and ensuring appropriate and safe housing. NDA Initiative Programs target low-income New York City residents as defined by the Federal Guidelines and who live within the boundary of each NDA. When DYCD developed the most recent NDA RFP in 2015, we determined that the service areas should continue to include some programs that serve youth. In addition to maintaining the Educational Support Program for high school youth, we decided to develop another DYCD program to meet the diverse needs of the Opportunity Youth population namely young people ages 16 to 24 who are not in school and not working. The NDA Opportunity Youth Program offers work readiness and life skills workshops and coaching, education and career counseling, one or more support activities and education and training support, mediation and conflict resolution or peer counseling, and up to 140 hours of supported paid

work experience that matches participants' interests, and provides opportunities for career exploration.

Each participant completes ten hours of work experience a week for 14 week, and is paid the minimum wage. We designed the NDA Opportunity Youth Program to be flexible enabling it to serve a broader spectrum of youth such as those with every low literacy levels and no work experience. The NDA Opportunity Youth Program was selected by 30 of the 42 NDAs to be a service area. Providers use a strength based approach working in partnership with participants to build upon existing assets to reach their goals rather than fix problems. A case manager or counselor advocate meets once every two weeks with participants, and programs make service referrals to help participants address other human services needs—service needs. Providers also assist youth in developing program plans for education, and unsubsidized employment. Positive program outcomes include participants demonstrate gains in work readiness skills, participants develop career plans for continuing employment, education, advanced training or military service and an updated resume. Participants enter employment and education program,

COMMITTEE ON YOUTH SERVICES

12

advanced training program or military services. DYCD is committed to learning from and evaluating the NDA Opportunity Youth Program. For example, we have discovered that the largest segment of enrollees has included high school graduates with no work experience. Current participants have been placed in nearly 200 worksites to gain work experience in positions such as clerical aids, office assistants, teacher aids, retail sales, stock workers and daycare and/or after school program staff. A 2016 Worksite Employer's Survey revealed that 87.5% of worksite employers report a very positive experience with the young people; 82.5% reported that they would invite the young person back for another internship. Ninety-seven percent reported that they would participate in the program again as a worksite; 90% believe the program offered a unique chance for youth to gain professional work experience. For the current fiscal year, the NDA Opportunity Youth Program projects to serve 840 young people citywide. Last year in Fiscal 2017, 735 participants enrolled in the program and achieved the following outcomes:

145 participants entered employment and education program advanced training or military services.

307 participants exited the program with career plans for continuing employment, education and occupational training or military service with an updated resume.

277 participants demonstrated gains in work readiness skills.

To demonstrate the programs positive impact, I'd like to share few success stories.

Sheila is a single mother with an inconsistent work history, and has struggled to maintain a steady job.

Sheila wanted to provide for her family, and become amore reliable person. She was placed at SCAN's

Lehman Village Cornerstone Community Center were she excelled, and impressed management. After her

internship was complete, she was offered the chance to apply for a group leader position. She worked

with the NDA Opportunity Youth Program provider to create a cover letter and resume to highlight her

relevant work experience. Sheila who is now 25 years old, got the job and is still working at SCAN's

Lehman village Cornerstone.

Juan, age 20 was seeking help to obtain employment. He was placed at Revolutionary Fitness where he refined his customer service skills. During his participation in the program, Juan attended a job fair where he was interviewed by Starbucks and hired. He worked with his youth counselor on time management strategies to allow him to complete the NDA Opportunity Youth Program while working at Starbucks. Juan continued to excel and is still working at Starbucks.

Jason, age 19, dropped out of school because he was struggling academically and his friends were not a positive impact on him. He was placed at SCAN's Lehman Village Cornerstone Community Center. He continued to work at SCAN after completing the NDA Opportunity Youth Program through SYEP.

Jason has enrolled in high school equivalency classes at Community Impact at Columbia University. After attending a recruiting event, he as hired as a sales associate at Game Stop, which he considers to be his dram job.

Maria is 21 years old and resides in the Bronx with her mother. Prior to enrolling in the

program, Maria was out of school and unemployed. She graduated from Hostos High School in 2014. Maria was referred to the NDA Opportunity Youth Program by a former participant, and was very eager to start. Her long-term goals are to work in an office setting or work with children. She began her internship at a Bronx Works after school program site on September 5, 2017, and was recently offered employment as a youth counselor. The program has also helped her enroll at Bronx Community College, where she has started taking classes.

Under Mayor de Blasio's leadership, DYCD's budget has doubled, and we have significantly expanded opportunities for young people across the city. We look forward to working with the City Council to continue providing programs for Opportunity Youth to build skills and obtain work experience. Thank you again for the chance to testify today. We're ready for any questions.

CHAIRPERSON EUGENE: Thank you so very much, and I want to thank you also for being here for this very important public hearing, and I want to take the opportunity also to thank Ms. Harris, and I want to thank all of you for being here this morning.

1 COMMITTEE ON YOUTH SERVICES

16

2 Commissioner, related-related to the NDA program, do  
3 we have the NDA program, and all the 42 areas  
4 designed, designated as the NDA areas?

5 ASSISTANT COMMISSIONER BOBBITT: The-the  
6 NDA Program operates in all 42 of the NDAs that I've  
7 already pointed out. Part of the Community Needs  
8 Assessment process for each NDA is to establish the  
9 highest priority needs, and so as a result of what I  
10 was describing in my testimony, NDA is doing street  
11 surveys conducting the town hall meetings,  
12 interviewing key stakeholders. The priorities are  
13 established, so in the case specifically of  
14 Opportunity Youth, that is a program that's available  
15 in 30 of the 42 NDAs. So, each NDA gets to have a  
16 voice in the stake, and what they consider to be the  
17 highest presenting needs for their neighborhood and  
18 for 30 to 42, the selected Opportunity Youth is one  
19 of those priorities.

20 CHAIRPERSON EUGENE: So, that means you  
21 got down 32 of those areas are served, right?

22 ASSISTANT COMMISSIONER BOBBITT: 42  
23 neighborhoods are served, yes. So, each will receive  
24 some set of services, and the residents-

25



CHAIRPERSON EUGENE: [interposing] Do your group do all 42?

ASSISTANT COMMISSIONER BOBBITT: There are 42 NDAs in total.

CHAIRPERSON EUGENE: Oh, fabulous.

ASSISTANT COMMISSIONER BOBBITT: 30 of the 42 selected NDA Opportunity Youth as one of the-- one of the programs to be funded.

CHAIRPERSON EUGENE: Alright, you know, immigrant people, as you know, who presented these sections of communities in New York City maximum or up to--they don't speak about that. So, could you mention the different programs that are offered to immigrant young people or disadvantaged young people or immigrant people--

ASSISTANT COMMISSIONER BOBBITT: [interposing] Sure.

CHAIRPERSON EUGENE: --through the program you are providing?

ASSISTANT COMMISSIONER BOBBITT: Sure. So, DYCD offers an array of--of opportunities to--to serve and work with immigrant youth. So, as I mentioned in my testimony, NDA-immigrant services is an option. So, certain communities want to provide

targeted outreach to immigrant communities. So, even with the NDA, that's a possibility. There are providers serving different target populations with an Opportunity Youth itself, you know, so-so what-- which one is that, the Chinatown? [background comment] Correct. So, Chinatown Man Power for example serves immigrant Chinese speaking of their community, but as the chair is also well aware, even just outside of the NDA, we have other initiatives. There's a Services for Immigrant Families, which is a CSBG funded initiative, which is a citywide initiative to target immigrant families and provide social services, and immigrants are welcome to participate, encouraged to participate in many of the Youth employment programs as well.

CHAIRPERSON EUGENE: Yes, you mentioned broadly that you provide or DYCD, the program, provides services to immigrants, but could you be specific in terms of, you know, give me a concrete example of services provided to immigrants, because you know, the immigrant people they have specific challenges. They have, you know, special challenges. Yeah, you know, special challenges. Being an immigrant is already a challenge. You know, when they

come over they see a different country, a different culture a different everything.

ASSISTANT COMMISSIONER BOBBITT: Sure.

CHAIRPERSON EUGENE: So, they need to navigate and to succeed in this United States, which is a good country, a land of opportunities, as we all know, but they do need advice. They need assistance. They need--

ASSISTANT COMMISSIONER BOBBITT:

[interposing] Sure.

CHAIRPERSON EUGENE: --themselves an opportunity. Could you highlight for us or give us the detail about the different services provided to immigrants?

ASSISTANT COMMISSIONER BOBBITT: Sure. I can—I can highlight and then, and certainly we can circle back later on to the—the Council if you request further details, but the immigrant— Let's see, the NDA Immigrant Services Programs, as you rightly point out, recognize that, you know, with our community there may be populations that have tried to stay under the radar, you know, particularly with, you know, the—the federal climate and other concerns. And so there's specific outreach strategies needed to

help people obtain social services, to help people obtain greater, you know, legal standing in the country, but also civics and understanding of how things can work, and how to participate more fully in New York City. And so there's programs that offer social services and outreach, and case management that target immigrant communities to provide those services, and that's an option of the NDA Initiative. So we have those programs throughout the city.

CHAIRPERSON EUGENE: One of the challenges facing immigrant people is languages for some of them, those who came from countries where English is not the, you know, the official language. What do you have in place in those programs to help the immigrant people once we can reach, you know, hopefully to be sufficient, you know, and to strive and to succeed—succeed in New York, you know, in New York City?

ASSISTANT COMMISSIONER BOBBITT: Sure.

CHAIRPERSON EUGENE: In term of, for example, if somebody come over the age of 65, and so they do any other language, but this is a big value. Because a person doesn't speak English, that person won't be able to—to take advantage, you know, from

the many wonderful services we have available for people. The first—I think this is—the first is the ability for the person to speak English. We all know that. What is it that you are doing at DYCD through the NDA program that DYCD is doing to—to help those people to may be transition, you know, a smooth transition from their language to the English language?

ASSISTANT COMMISSIONER BOBBITT: Well, I think there's a couple of things that I could point to. So, one I referenced the—the NDA Immigrant Services Programs, which because DYCD relies on community based organizations, and understands they have local knowledge of the population they serve, they speak the languages that the immigrant communities themselves speak. So they're able to—to navigate and—and speak in a way that they can be understood while they're navigating, helping navigate some of these difficult transitions. But I also mentioned in my testimony the NDA includes adult literacy services, and so DYCD as convener, and as an institution, we encourage all of our providers to cross-refer. So, if an immigrant presents with some social service needs, but is also looking to develop

their literacy and--and English, we want that individual and that family be referred to NDA adult literacy programs, too. So, they can take an advantage and they'd be able to--to speak an increase their--their knowledge written or spoken of--of English.

CHAIRPERSON EUGENE: Those programs provided to immigrants or to the participant, are they free? Are they--

ASSISTANT COMMISSIONER BOBBITT:  
[interposing] Yes.

CHAIRPERSON EUGENE: They are free? They're all free?

ASSISTANT COMMISSIONER BOBBITT: Those programs are free.

CHAIRPERSON EUGENE: And how many participants, you know, do the program serve every year? How many--how many participants and how many families are served, if you can say that?

ASSISTANT COMMISSIONER BOBBITT: Yeah, the--my--my testimony is I had focused primarily on Opportunity Youth, but I can tell you off hand from our last annual reviewed, we've served about 19 or 20,000 individuals, made 15 or 16,000 families under,

yeah, under CSBG. Yeah. So, that's cutting, it's cutting broadly, broadly across programs.

CHAIRPERSON EUGENE: So, how do you determine, how many needs? When you talk about an area where there's a high concentration of poverty, so, we've got to find a way to identify the need of those people. So, how do you, what is the mirror that you use to identify the need, the real need of those people--

ASSISTANT COMMISSIONER BOBBITT:

[interposing] Sure

CHAIRPERSON EUGENE: --in order to have them succeed?

ASSISTANT COMMISSIONER BOBBITT: I think that the NDA has a very robust and a very participatory approach to that. So, as I mentioned in my testimony, we have a whole structure of neighborhood advisory boards I think the Chair referenced earlier in your opening statement, and so we conduct Community Need Assessments periodically to determine needs, and so we look specifically to stakeholders who reside in those communities so that they have a voice, and they have a say in identifying what their needs are. And taking that information

collectively to establish where the highest priorities that need to be attended to. One thing I didn't point to in the testimony is the most recent Community Needs Assessment. So, we're talking about the existing Opportunities program. It's based on the last needs assessment, but we've just completed recently a pretty robust Community Need Assessment, and that document we'll share with the City Council members. We can certainly follow up and recirculate the Community Need Assessment. And if you review that document, you'll see we're asking I think to your point, several important questions: Where are the greatest presenting needs of community--

CHAIRPERSON EUGENE: Thank you. I'm sorry.

ASSISTANT COMMISSIONER BOBBITT: Among the--No, it's fine, yeah, and asking across a broader way, a broad--a broad array of parameters it's been related to housing or related to education or related to employment. You know, like we--we really want to stay attuned to what communities say are the most pressing needs they are--they are facing when we refresh these assessments.



CHAIRPERSON EUGENE: So, could you talk about the composition of the--the new Board--Advisory Board, the composition of that board, and also how the members are selected. I know how the members are selected, but for--for all them and for the people--

ASSISTANT COMMISSIONER BOBBITT:

[interposing] Sure. It's--I've--

CHAIRPERSON EUGENE: --who are listening and watching.

ASSISTANT COMMISSIONER BOBBITT: Sure I referenced in my testimony each Neighborhood Advisory Board is compose of members identified by the DYCD and members obtained by local elected officials. So, we look to our stakeholders broadly, certain the City Council members. We're also at the State Assembly, and members of the House of Representatives to refer persons in their community to serve on those boards, and DYCD actively recruits for NAD memberships, tabling the community resource events, et cetera, et cetera, looking for members who are themselves at or below 125% of the Federal Poverty Level, and are looking to make a difference in the local way through participation.

CHAIRPERSON EUGENE: When we talk about young people, you know, going to school, especially young people in the disadvantaged area in the poor area, reaching high school is it great? Is it good, you know, like official for them, and going to college some of the time, you know, represent a big challenge for many of our young people in New York City in the point that many of--of them don't have the opportunity to go to college for many reasons? What do you have in place to help those young people who are making the transition from high school to college to a college?

ASSISTANT COMMISSIONER BOBBITT: The--so we talked a bit about the Opportunities programs. So, those are working with young people who may have graduated, but they haven't taken the next step toward to college to help reorient them, and maybe help change their trajectory whether it's toward educational or vocational opportunities or possibly college. But we also have the NDA High School programs, and those target young people who are currently in school. They may be a risk of dropping out of school, and the program offers some support complementary work that doesn't replicate what

happens in the school day to try to get them to stay, to get that diploma, and to consider next steps. It could be career, but often it is college, and a number of those programs have very robust college readiness as a component of their program design.

CHAIRPERSON EUGENE: I remember that one of the French philosophers Rousseaux said that the human being is a product of the environment, you now, and when we talk about young people, we cannot ignore the adults or the seniors, you know, where those young people are living. So, could you tell us what type of program of assistance or resources you've got available for the seniors?

ASSISTANT COMMISSIONER BOBBITT: The seniors, the NDA Seniors Programs will offer generally one of two things, although we have some providers that offer both. Some will focus on— What is it, physical, social and cultural? Physical, social, and cultural recreation and that sort of thing, and keep our seniors vibrant in their community, target those who might otherwise be shut in to make sure they come and congregate and spend time with their peers. Other programs focus on social services and access to benefits and services.

So, some of our seniors may feel disconnected even if their, you know, adult children maybe somewhere in the periphery of their lives, they need another guiding hand to help them navigate these systems. They could be sometimes complicated, and as I pointed out, some of the programs do both of those things. One of the things I would anecdotally I'm very pleased about to see in the Senior's Portfolio is some of them do intergenerational activities. So, with the Department of Youth and Community Development that have certain seniors' programs that do intergenerational work, and they're able to transmit some knowledge and wisdom to young people. We're really glad to see that that's one of the things that happens in the program. I also want to mention we have a very great working relationship with our sister agencies and among them the Department for the Aging. So, for seniors who still want to play a viable role in the workforce, we partner actively with DFTA to assist them in that-in that work, and some of our seniors programs actually are worksites for other seniors that come. I think that's great modeling when the senior sees other seniors who are still very vibrant and active.

CHAIRPERSON EUGENE: Well, I'm glad that you mentioned that you partner with the Department for the Aging. So what other organization or community based organization that you work with in the intent or effort to make sure that the participants they get exactly or they receive the services that they need.

ASSISTANT COMMISSIONER BOBBITT: Well, we—we contract with about 200 community based organizations, and so we actively seek to continue to increase that, and leverage the impact of our funding by encouraging those providers to have linkage agreements and other relationships, but in terms of other city agencies, there's a wide array of other city agencies that we try to work with again as a convener on behalf of our community based organizations. So, I'll give you one example. The NDA Initiative, as I've mentioned, it primarily focuses on providing social services and referrals. So, some of our other city agencies like Health and Hospital, or like the Department of Health and Mental Hygiene, they have core expertise in ensuring that participants get the medical attention or the mental health or the other care that they need. So, you

know, our commissioner has launched us on a very robust campaign of integration, and so we're actively referring our providers and our community organizations to meet with, to case conference with those other providers to say you get part of the two for one. You're going to get your social services, but you're also going to get your healthcare needs met, and in turn, when people visit a clinic or a hospital, if they have social service needs, then those entities will refer to our programs. So, it's a way that we try to maximize our investment.

CHAIRPERSON EUGENE: Working together is wonderful. It is great because I do believe that they're working together will achieve much more, but what type of follow-up needs are need for those systems, you know, tracking, you know, a system that you have to ensure that those are participants that they are served, and they receive the program that they need, and also the collaboration with the other organization, it is productive and successful collaboration?

ASSISTANT COMMISSIONER BOBBITT: Sure, that's a--

CHAIRPERSON EUGENE: [interposing] How do you track that? How do you measure that?

ASSISTANT COMMISSIONER BOBBITT: That's-- that's a great question actually. The--the--the agencies provides a database, and so Mr. Harris and her team in their oversight of the individual contracts looks into the database to make sure the things that we've contracted to have happen are actually happening. So, that includes enrollment data. That includes the tenants' data, and importantly, it includes case notes. So, these social service programs if they employ case managers, someone is expected to follow up, and see did the participant or did the family get the services that they were seeking? So, we look for validated proof. We do onsite assessments as well as looking in the--in the database to see the documentation that verifies people got what they--they came for.

CHAIRPERSON EUGENE: You were talking about the federal funding or grant received by the DYCD. How much is that funding?

ASSISTANT COMMISSIONER BOBBITT: The last annual awards in the--in the neighborhood of \$30 million. I don't want to--I don't have the number in

front of me. I don't want to make up a number, but in that—in that neighborhood.

CHAIRPERSON EUGENE: \$30 million?

ASSISTANT COMMISSIONER BOBBITT: Yeah. So the bulk of that funding goes toward the NDA Initiative.

CHAIRPERSON EUGENE: Uh-hm.

ASSISTANT COMMISSIONER BOBBITT: There's other funding that I reference in my testimony that goes to the citywide initiatives that are funded by CSBG. So the Immigrant Service for Immigrant Families, Adolescent Literacy Programs, some of the literacy, English as a Second Language Programs, and I feel like I'm forgetting something, but it will come back to me. What did you say? [background comment] Oh, and the Fatherhood Initiative. Yeah. Sometimes I talk to some of those real fathers, and they give it a great a break for second. Yeah, so that's how we allocate the CSBG Award.

CHAIRPERSON EUGENE: So, what is the percentage of funding used to serve the—our neighborhoods? What is the percentage of the \$30 million?



ASSISTANT COMMISSIONER BOBBITT: I can—we could circle back--

CHAIRPERSON EUGENE: [interposing] You could get back to me.

ASSISTANT COMMISSIONER BOBBITT: -- following the Council meeting. So, the overwhelming majority of the funding goes to the contracts that-- that DYCD makes available to community-based organizations. There is some money obviously for the personnel services that ensure the proper oversight of that money, or the bulk of the funding goes directly to the community.

CHAIRPERSON EUGENE: [interposing] But do you have the number? You said it's--do you have the number, the numbers, the specific numbers, how much money goes there? How much money goes there?

ASSISTANT COMMISSIONER BOBBITT: Well, DYCD certainly has it, yeah.

CHAIRPERSON EUGENE: Can you send it to my office. I would appreciate it.

ASSISTANT COMMISSIONER BOBBITT: Certainly, yeah.

CHAIRPERSON EUGENE: Just to get an idea. So, in terms of services that and programs provided

to the different neighborhood where there's a higher percentage of poor people. Are these services they're all the same, the same services in all the 42 neighborhood areas?

ASSISTANT COMMISSIONER BOBBITT: For-for NDA for each of the seven program areas, there was a Request for Proposals, and so there's certain expectations of what's going to be in the program--the program design, and then the community organizations that vie for the award through their proposal they--they illustrated some way that they were going to deliver on what was expected, but embracing whatever the local needs may have--may have been, you know. So, I'm trying to think of a good--a good-- Well, okay, so we talked about seniors before. So, it was available for the Seniors' Program either to focus on social services or to focus on social, cultural and recreational activities. And so through transparent bidding process each award that was ultimate best scored it really had to include a community based organization that understood local needs, and was able to say for this particular NDA and for the seniors we're going to serve, we're going to bring certain emphasis on this or certain emphasis on that.

As long as they're meeting the expectations that we set under the RFP. There are core activities for each program under the RFP, and we may have a list of suggested additional activities from which they may choose. They can add other things as well. They had to have complied with all of that in winning the award, and when Ms. Harris and her staff oversee the contracts, they make sure that those activities are happening as anticipated and with the frequency that was anticipated as well.

CHAIRPERSON EUGENE: And for the allocation of the funding I know that you allocate the funding through RFP, Request for Proposal.

ASSISTANT COMMISSIONER BOBBITT: Yes.

CHAIRPERSON EUGENE: And we know, and I know because I was on the other side also, most of the time they are small organizations, small community based organization that are doing very well. So, serving the community, helping the community with the little that they have, but they don't have the--the resources, and the--the--the professionals to write proposal for them. To respond to those proposals, some of the time they are very complicated. So, what DYCD has been doing to ensure

that all those organizations that are serving full neighborhood that would like to have some funding also to provide services, what DYCD has been doing to help them, you know, and to make them able to—to fill our RFP--

ASSISTANT COMMISSIONER BOBBITT:

[interposing] Sure.

CHAIRPERSON EUGENE: --and to ensure that the RFPs also are competitive those big organizations have experts?

ASSISTANT COMMISSIONER BOBBITT: Sure.

No, thank you for that question. So, DYCD like other city agencies providing human services is using HHS Accelerator for the bidding process, you know, and so the aim for HHS Accelerator is very much as you said in the spirit of your question is to increase the chances of bidding, to simplify the procurement process, to give organizations at varying levels of over-of capacity an opportunity to vie. And so this current round of the NDA RFP went through the Accelerator process, and so they had, you know, relative to how it may have been historically, it had a much more simple very straightforward and a shorter process in terms of submitting their proposals.

CHAIRPERSON EUGENE: Before I move on, you know, and ask some more questions—you know, I transfer the—I recognize, I should say, my colleagues who are here because they have questions also. Could you tell me what is your measure to evaluate the program provided by DYCD to full neighborhoods? How do you evaluate to quantify the success of the program that you are providing? Because we know that we may be doing all effort that we can do to provide quick services to address the issues facing the people, but we got to evaluate that also. We got to sit down and take a look and say are we doing the right thing? Are we using our resources, our effort, our energy to do the right thing, and what is the result? Do we reach the goal? What is the method of --

ASSISTANT COMMISSIONER BOBBITT:

[interposing] Sure, there's a number of qualitative and quantitative things that we try to look to. So, I want to speak briefly about the quantitative steps and then the qualitative steps. So, as with any other contract with DYCD, they're going to be certain expectations. So, for an NDA contract, there's going to be an enrollment target. So, you should have a

number of slots or enroll a certain number of people in the program, and there's also going to be an outcome target. So, there's something that we expect that conditions will change for the individual—individual or family as a result of being in the program. And so, we look to see the efficacy of the programs over time, and how they're doing with that, and because we try to be strength based, just like we put in the contracts, we expect them to be strength based in the community. If programs are having some struggles, we work with them to try to help them reach the performance targets that were stated in the—in the contract. And before I go into other qualitative stuff, I want to mention even with the quantitative stuff, we suggested outcome rates in this RFP because we wanted to make it clear to the community organizations that were vying for these contracts that we know, the DYCD knows that this work is hard, and what we didn't want to have happen was have providers say I'm going to work with whatever the program is, Disconnected Families, Disconnected Individuals, do really hard work and 95% of the people are going to get such and such and such. So, we know that that's unrealistic, and we didn't want

to set up a bidding process where people started promising the moon, and things that can't really be done. We know that this work is hard, families are struggling and they need help. So, by suggesting outcome rates 40 to 60%, we could get something realistic back, and then it would be more fair on DYCD's part to judge and evaluate performance based on what the provider says. So, that's some of the quantitative stuff that we do to evaluate. In terms of some of the qualitative thing that we do, we also—we survey the CBOs themselves and the directors to see how good of a job they believe DYCD is doing in its oversight, and its support that we're giving them, and we also survey a sample of the participants who are served. How well did the agency do? Did they meet your needs? Did they meet your family's needs? If they referred you, did the referral help you? And so, that's another tool that we use to try to track how well things are—are going. We also sample the case notes themselves to see where there are different issues people are coming for, and the struggles they are facing, and how the agency helped intervene to help them out.

CHAIRPERSON EUGENE: There are--based on your evaluation what you just said, the middle of your evaluation or your previous evaluation of the programs, do you believe that DYCD reached the goal to help people become self-sufficient, the poor people to become self-sufficient or do you believe that the program helped the participants to succeed?

ASSISTANT COMMISSIONER BOBBITT: I do—I do, there is—these are bug issues, and obviously there's always additional work that we can try to do and other methods to explore, but I think the—the results of our evaluations demonstrate that participants are being well served. They receive assistance struggling with difficult issues, and we can point to concrete evidence that they're getting supports that help increase their self-sufficiency.

CHAIRPERSON EUGENE: Yeah, you said you do, and I want to believe you because you—I know that you are honest and sincere in saying that, but if you want to, you know, talk about the percentage of success, do you think that DYCD is 50% successful, 40%. Yeah, you said you do, and I want to believe you because you—I know that you are honest and sincere in saying that, but if you want to, you know,



talk about the percentage of success, do you think that DYCD is 50% successful, 40% or 10% or 80% successful in assisting those people to succeed?

ASSISTANT COMMISSIONER BOBBITT: I-I--

CHAIRPERSON EUGENE: [interposing] Or 50%?

ASSISTANT COMMISSIONER BOBBITT: I'm-- yeah, I'm unclear about it--

CHAIRPERSON EUGENE: [interposing] I'm not talking only about--I'm--I'm sorry. I'm not talking about Juan, Maria and those wonderful people who had the opportunity to--to take advantage of the program and to succeed because I don't believe that all participants are Juan or Maria. Of course, there are many other Juan and Maria or--or--but I don't think that all of them, you know, succeed. So, I'm talking about those who didn't succeed, and what is the reason why you believe that, you know, they don't succeed? Either the majority--the percentages are very large in comparison to those who succeed. So, I believe that something should be done, something should be changed. More effort should be done. So, what do you believe that should be done to ensure that more participants succeed? Because this is the goal.

ASSISTANT COMMISSIONER BOBBITT: I think that's a—I think that's a balance that has to be struck both between DYCD and, you know, you Chair the City Council, the local elected officials. We know that working with individuals and families in poverty is difficult work, and as I mentioned a moment ago, we try to do both quantitative and qualitative assessments and evaluation. Sometimes a success story like the ones I presented help signal the path forward when the numbers alone do not, and I think it's important that we can continue to link arms when there may be detractors who if they don't say oh, 90%, 95%, 99% successful. If you don't lift every person whom you touch out of poverty, your program is a failure. So, you know, I—I appreciate the question, and I think the—the only response I know to offer right now is again, we know the work is hard. Sometimes you have to look anecdotally and qualitatively to see as a result of this intervention did someone increase their skills? It may not show—for some people that it may not show immediate discernible events, but qualitatively in the world of that participant it could have made all the difference, and it could show up later on down the

road in terms of skills gained, in terms of networks increase toward their later self-sufficiency. So, I— Yeah, I think that's—I—I don't know how to answer your question beyond—beyond that, though.

CHAIRPERSON EUGENE: Okay, thank you for— for your response. You mentioned before that I'm—I appreciate that before that you say that. This should be—this all should be addressed through a collaboration between DYCD, the City Council and others. This is wonderful. Of course, we have to two partners. We have to partner. We have to create a team where all of us we try to address the poverty, you know, in New York City. Well, this is a serious issue.

ASSISTANT COMMISSIONER BOBBITT: Sure.

CHAIRPERSON EUGENE: A very serious issue. I don't think that DYCD alone can address it, and if DYCD fail, I believe that all of us in New York City will fail, city government, government and private sectors, but the reason I want to price on that is we know that there—there are more poor people now than before. According to the statistics (sic), according to the report, we have more poor people now. So that means something doesn't work well.

Something that we didn't do well not DYCD alone. I'm talking about we and the goal of this program is to address the issues of poverty and to help people get out of poverty, to help people get the skills, the knowledge and the resources that they need to succeed, to strive and to become self-sufficient, and the more critical that is, there are more children, poor children than adults. This is a serious issue because our children we all know that they are our future. We got to make sure we provide them with the resources that they need to become self-sufficient, to become successful. Otherwise, our city, our country probably they are going to be in trouble. So, that's what I'm trying to figure out, what DYCD is doing is address the issue and to make sure we can say probably 5 or 10 years from here, we got less poor people than before because the program is to address the issues of the poor people, and they have the poor neighborhoods. So, if we have more poor people now, something may be wrong. I can't say something, but something may be wrong because the goal is to decrease the poverty level. We—I don't think that we reached that level yet because there are more poor people. So, this is something I don't

think—if you want to comment on that, I would appreciate to—to hearing your response.

ASSISTANT COMMISSIONER BOBBITT: I'll just reiterate, and maybe go a little beyond when we were talking about partnerships, and I mentioned working with Health and Hospitals, and the Department of Health and Mental Hygiene. So, similarly, the Human Resources Administration, the Office of Citywide Health Insurance Access, people need to be able to tap into available supports, and so we work collaboratively with them or Small Business Services. We have programs where if you have enough potential candidates for a job, they'll go on site to do the interviewing and so we've had some successes. I can think anecdotally in our Fatherhood Program, partnerships with SBS resulted in young people getting jobs because they were—they were able to interview and kind of cut through some of that, and we look to work with other city agencies to make sure that providers that we work with know of and are utilizing other resources that the city is making available, and you're right. No one agency, no one effort can do it all alone. Poverty is too big a problem, but we are—we're trying.

CHAIRPERSON EUGENE: Thank you very much, Commissioner. We have been joined by Council Member Palma and Council Member Chin. Now, I want to give to Council Member Palma the opportunity to ask some questions.

COUNCIL MEMBER PALMA: Thank you, Mr. Chair. Assistant Commissioner, I'm interested in-in knowing in terms of the engagement with the employers when-when they're doing the internships are any of the employers committing themselves to actually giving permanent jobs to some of the participants or are they just taking advantage of the internships?

ASSISTANT COMMISSIONER BOBBITT: [pause]  
Yeah, thank you for your question. It's not a requirement of the internship. They're not obligated to place the young person. What we do is like with other social services programs we do our relations with the community based organization. So, in receiving the awards, they understand what the ultimate objectives of the programs are, and we defer to the m in terms of both recruiting the young people, and understanding what their needs are but also recruiting the work sites, and understanding both what their immediate needs are, and what the-the

objectives of their—the undo—enduring. Sorry, the enduring objectives of the programs are. It's not a requirement, but it's where we're all trying to—to go. So, we—we leave it to them to—to liaise, and so some of the stuff that we have—some of the things that we've done along the course of running the program is provide capacity building and technical assistance for the providers both in terms of recruiting additional job sites, retaining those job sites, advocating for their young people to understand who's coming to their job sites. And we think it's important you have that period of unsubsidized work. So there's a little bit of hand holding, and you know what you're getting, you know. So, we can point to some anecdotal successes about (sic) people retained. But I would also say if young people are getting a taste of the formal world of work, if it leads them to another job somewhere else and they're happy about that job, we're excited for them about that, too.

COUNCIL MEMBER PALMA: And—and I—I appreciate I mean, you know, any—any worksite, any employer giving, you know, young people who are out of school, and don't have any work skill the

opportunity to gain some of those skills, but I think as the Chairman was alluding to it's important to make sure that we're connecting—we're—we're connecting them to real jobs with real wages to be—be sure that they can lift themselves out of poverty, and so I think that, you know, we just need to—to work a little bit harder to allow the employers to also understand if you're able to develop one of these participants and they're a right fit for you, that we are strongly encouraging them to give them the opportunity to from, you know, employment and not just have employers take advantage of, you know, just developing some of the skills in—in—in, you know, in exchange for—for an internship, and not having them plan for long-term employment. I know as—speaking for myself, my experience and what I went through as a—a teen mom and youth, if it wasn't for the Community Benefits Agreement that I was able to obtain with a, you know, through Bronx Community College with a guaranteed job connection because of the elected—local elected officials at the time, I would not have been able to lift myself out of poverty, right, and so--



2 ASSISTANT COMMISSIONER BOBBITT:

3 [interposing] Sure.

4 COUNCIL MEMBER PALMA: --that was, you  
5 know, Bronx--a collaboration with Bronx Community  
6 College, the elected officials of a nursing home that  
7 was going to be built, and then finding the people in  
8 the community to get trained in all of levels of--by  
9 nursing, maintenance, whatever is required to run a  
10 nursing home then to place us into those jobs. And  
11 so, I think we--we need to--to do a better job by  
12 making sure that, you know, the employers that we're  
13 seeking are not only those retail jobs, right, not--  
14 not the Targets and--and the Best Buys, and those  
15 types of jobs, but jobs that re--that really offer,  
16 really wages and--and opportunities for young people.

17 ASSISTANT COMMISSIONER BOBBITT: (coughs)  
18 Thank you. If I may, I do think my staff has advised  
19 me statistics show 37% have extended an offer after  
20 the internship. So, that's good. That's not 100%,  
21 but it's--it's--it's good as a start, and then I think,  
22 too, when I mentioned a moment ago about some of the  
23 interventions we try to do with capacity building and  
24 we try to do in the interest of going for that 37%,  
25

and how do we bring that number up? How do we increase the--

COUNCIL MEMBER PALMA: [interposing]  
Correct.

ASSISTANT COMMISSIONER BOBBITT: --  
retention, and I'm reminded one of the provider meetings, and this is about three months ago I think, we did a workshop with those providers who do the jobsite recruitment, and one of the scenarios was not the kind of worksite we'd want, the kind of worksite you're worried about. So, just some kind of--

COUNCIL MEMBER PALMA: [interposing]  
Correct.

ASSISTANT COMMISSIONER BOBBITT: --  
dismissive like well, I just need the free. No, how do you redirect those conversations? So, you try to anticipate some of those things may happen across the city, and how do we change the pathway again, advocating for the young people who do want to work.

COUNCIL MEMBER PALMA: And--and--and then my--my last question is in regards to follow through with--with those participants that don't--that--that do the internship, and the exit, how are we tracking

them to make sure that they're being successful, and not just fall off the grid.

ASSISTANT COMMISSIONER BOBBITT: The—we get some feedback from the providers post—what's the word I'm looking for? Post placement, you know, and I think there are always ways that we could try to further strengthen that. We're still—it's born by different vehicles. The participant survey I referenced earlier for the Chair is one vehicle to find out with people are happy with the services. So, I think we can extend it to the need to explore ways to—to get even better at doing that.

COUNCIL MEMBER PALMA: And—and that will—and in terms of follow-through that will continue for someone who needs a job who's 24, but, you know, the program services, participants 16 to 24. Let's say somebody, you know, turns 25, finishes an internship, is that the end of them or are we still going to provide services for them?

ASSISTANT COMMISSIONER BOBBITT: Well, I think the large—larger point is it's—it was certainly never the end of them because they're in their—their life because we have an array of strategies both NDA itself and the agency. There are other opportunities

that are available. You know, for instance a Healthy Families program would serve an individual family, families members of any age. So, if they ever needed a helping hand even on a different matter then they could—they could always come back to services, and what I was—and another point that I was making to the Chair before is we really—DYCD has really been looking to support and to bolster linkages from provider to provider, and from program area to program area to program area, and so that's also in the interest of what—what you said. You were touched here, and it helped you out. You might need something else later on down the—the road, and the person who did the intervention the first time might be the best conduit to let you know about the—the other thing. The last thing I should say is right on our website we make it available to know everything that DYCD is currently funding, and so we try to push that information out to the providers in part so they can make that information known widely among, you know, prospective participants, and actually participants, too.

COUNCIL MEMBER PALMA: Great. Thank you, Mr. Chair. Thank you, Assistant Commissioner.

CHAIRPERSON EUGENE: Thank you very much,  
Council Member Palma. Council Member Chin, please.

COUNCIL MEMBER CHIN: Well, thank you,  
Chair. This is a follow-up question, about, you  
know, tracking. So, DYCD you have your own  
participant tracking system?

ASSISTANT COMMISSIONER BOBBITT: Yes we  
do.

COUNCIL MEMBER CHIN: So, how have you  
been implementing that in terms of the question that  
Council Member Palma asked?

ASSISTANT COMMISSIONER BOBBITT: They're—  
I—I guess there's—there's several things we could  
talk about. So, there's another member or my team  
and her division that trains on the system itself.  
So, whenever a new contract is awarded, we have the  
community based organization staff come in and  
understand how to use the database, and so it allows  
us to collect demographic information. I mentioned  
enrollment data, a tenant's data, case note  
information. You can also upload validating  
documents, and so both through desk audits and then  
as a primer before staff go out in the field, they  
can be conversant to know how the program generally

is—is doing. Because, you know, if you only rely on the day that you show up, and you go to see a group activity and there's supposed to be 15 people and you see 10, that may raise some questions, but you'd like to see what's the history. Maybe the weather was bad that day, but otherwise the programs are doing a great job, and so this—the system that we have been using, and all these systems are in the process of being updated, but this is something that we have been using, DYCD maintains, this is that we train. This is the number of reports that we pull, and we try to make it function and useful to the providers themselves. So, there's information that they can pull for themselves. If you want to see a registration report, how many people came in the program, when they obtained the outcomes, what kind of outcomes they obtained. They can pull that information for themselves as well.

COUNCIL MEMBER CHIN: So, then they're able to track post-training or post-employment?

ASSISTANT COMMISSIONER BOBBITT: Yes, the system will allow them to enter data and to follow up and continue to—to track and work with the participant throughout the fiscal year, and if they

haven't finished working with that client, they can re-enroll them at the end of the Fiscal Year into the next year and continue working with that person.

COUNCIL MEMBER CHIN: But do you—so on your systems, so you would have the capability to track to see what happened six months later after the participant finished the program or a year later to see if they still remain on the job that they were placed in?

ASSISTANT COMMISSIONER BOBBITT: I would say six months later. We say year after. We might not have that ability because once—once the provider does complete their ongoing report with the—the participant, there wouldn't be—there's not another vehicle to put data into the system. It's really both a convenience to the provider, and an integrity and an oversight issue for us if they can put information in that we're able to review.

COUNCIL MEMBER CHIN: Well, I think it's something you should consider because the issue is that how do we make sure that the participants are successful, that they are able to kind of maintain their job, and then hopefully continue to move onto building the career and continue to be successful.

Because often time, you know, after three months, you know, they might lose their job or with an employer just kind of keep them for a certain amount of time just to meet program requirements. That wouldn't be good. So, it would be really good to be able to track long-term--

ASSISTANT COMMISSIONER BOBBITT: Uh-hm.

COUNCIL MEMBER CHIN: --in terms of the success on the program. So, I think that's something DYCD should really look at--into that. My other--my other--

CHAIRPERSON EUGENE: [interposing] Excuse me, Council Member Chin. This is a very important point raised by Council Member Chin. Could you tell us what DYCD will do to address this because if we don't trying to participate [squawking mic] you know, after five, you know, six months, one year or--but we may have those people get back to the position where they were before. Then, we won't be able to evaluate whether the system is successful or not. Something really should be done.

ASSISTANT COMMISSIONER BOBBITT: Right.

CHAIRPERSON EUGENE: I think this is a very important point. We invest a lot of money, a



lot of resources, time, energy to try to address the poverty level, but if we cannot track those people for a reasonable period of time, I don't think we will be able to say that we are successful or not, or we reached the goal. What DYCD will do to address that? This is a very important bill-issue.

ASSISTANT COMMISSIONER BOBBITT: Thank you, Council Member and Chair. I mentioned earlier that all of our systems are being updated, and so one aspect of—one of—just second—one aspect of the update that is going to be helpful is the—the new systems we're moving to will better enable us to track what's happened with participants over a long period of time. So, if someone was in let's say a literacy program. No, let's not say that. Let's if someone was in the Healthy Families Program, and then later on they're in the Housing Program, we can track that with our current system, but the new system we're moving to will allows us to do that, and it will allows us to do more. So, if they move from a CSBG funded program to another program that's not funded by CSBG, the new system we're working on will us to be able to—to track that. So, we'll have better data going forward in all of our programs and move over

sometime in the course of next year to see I think as you're both correctly anticipating and asking what are the long-term impacts from all the interventions that we may be doing. So, we—we are headed in that direction. The system is being built now for us.

CHAIRPERSON EUGENE: Uh-hm. I heard what you said, but the people in poverty they are not getting updates. Those people in poverty, those people that we're helping, they are not getting updated also.

ASSISTANT COMMISSIONER BOBBITT: And of the—I'm sorry, the data in the system?

CHAIRPERSON EUGENE: No, no, those people that we are serving.

ASSISTANT COMMISSIONER BOBBITT: Yes.

CHAIRPERSON EUGENE: So, you're talking about yes we're going to update the system. You're going to do that. So, those people and the—the participants, how are they going to be updated about the services also?

ASSISTANT COMMISSIONER BOBBITT: Oh, okay, yeah. So, the marketing efforts and raising awareness of the—the programs, that is an ongoing process. So, DYCD does that and the providers that

we fund are also doing that, too. So, if someone continues to need support, we will continue to push out awareness of our programs and make sure that they—that they get—they get met. Even if they participated in something in the past, if they need something in the—in the present, we will continue to market our programs to them. The community organizations also. We'll continue to market the programs to them. Yes. I'm just saying the new—in response to the last question, the new system will allow us even better than we have now to be able to track movement let's say or ongoing participation through that time.

CHAIRPERSON EUGENE: And thank you, Commissioner. Thank you very much, Council Member Chin. You may continue, please.

COUNCIL MEMBER CHIN: Okay, thank you. So—so when you're saying that any participants who exit the program if they need additional skills or they—the find out that, you know, maybe there's another program they might be able to benefit from. So, they can always come back?

ASSISTANT COMMISSIONER BOBBITT: Correct.

2 COUNCIL MEMBER CHIN: That's-that's good.  
3 The other question I have is the coordination. Like  
4 I know that this funding it's not a lot of money, but  
5 it's--one of those services that you provide are  
6 senior services.

7 ASSISTANT COMMISSIONER BOBBITT: Yes.

8 COUNCIL MEMBER CHIN: So, are there  
9 coordination between DYCD and DFTA to see like in  
10 terms of the-the kind of senior services that are  
11 being--

12 ASSISTANT COMMISSIONER BOBBITT:  
13 [interposing] Sure.

14 COUNCIL MEMBER CHIN: --provided by the  
15 non-profit organizations?

16 ASSISTANT COMMISSIONER BOBBITT: Our team  
17 has met periodically with DFTA. We've actually done  
18 a few coordinated site visits that sort of thing,  
19 too. So, you know, we seek complementary rather than  
20 duplicative services. Absolutely, and as I mentioned  
21 to the Chair earlier, one of the things that I've  
22 been particularly excited about is it working--our  
23 efforts to work with DFTA around the Title V Senior--

24 COUNCIL MEMBER CHIN: Uh-hm.

ASSISTANT COMMISSIONER BOBBITT: --

Employment programs, too. So, we've received seniors from DFTA to our sites, and I think that's great modeling for the seniors we serve, and we see other seniors who are vibrant, and in turn our providers have referred seniors in their programs to the DFTA Title V maybe to seek the employment placements elsewhere. So, yeah, absolutely, and certainly if there had been any administrative concerns with the site that we share with--with DFTA, we speak with DFTA about going on that and make sure the providers are in compliance and all that sort of thing. Yes.

COUNCIL MEMBER CHIN: Maybe the other question and my final question is really the--the coordination right because this is a pool of money. It's been around a long time. So, in terms of you're able to provide something to about 200 organizations. So, with the 200 organizations, do you have a--a sense of--of most of them? The larger providers are they--they are really small community based--

ASSISTANT COMMISSIONER BOBBITT:

[interposing] I'd say that--

COUNCIL MEMBER CHIN: --organizations?

2 ASSISTANT COMMISSIONER BOBBITT: I's say  
3 the composition of the providers in NDA is really a  
4 cross-section of community based organizations in the  
5 city. To-to the Chair's earlier question, this NDA  
6 or this RFP was bid using HHS Accelerator, and that's  
7 in the interest of a department in the interest of  
8 trying to make the-the system the bidding system more  
9 transparent, trying to make it easier, trying to make  
10 it competitive so that the smaller not-for-profits  
11 can-can meet with larger ones. So, this was bid  
12 through that, and-and we will continue, DYCD and  
13 certainly NDA will continue to work with Accelerator  
14 through-in the interest of that.

15 COUNCIL MEMBER CHIN: Right, so the  
16 smaller organizations are you-do you provide regular  
17 technical assistance to really help them build the  
18 capacity--

19 ASSISTANT COMMISSIONER BOBBITT: Yes.

20 COUNCIL MEMBER CHIN: So, they can  
21 continue the good work that they do?

22 ASSISTANT COMMISSIONER BOBBITT: That-  
23 that's an important part of sort of what my team  
24 does, and I would argue any program portfolio at  
25 DYCD. We try to be strength based. Once awards are

made, we believe the community based organization understood local knowledge and who are the participants are and they want to serve them. So, if there are any performance concerns we, you know, we don't—we don't approach with a stick. We, you know, we approach like how can we help. The agency has a capacity building unit, and so we provide technical assistance. We also refer to that unit for follow-up. Yes, absolutely. So, as an illustration, the prior Council member had asked about job retention and I mentioned that we did some customized workshops just our team with the providers how to address those questions if you perceive the work sites might be—that's really what they're in it for, you need to advocate on behalf of you. We do—we do things like that all the time with our—with our providers. We issued some the linkages, and other opportunities for development. Oh, and—and importantly we recognize the CSBG grant. In itself may be a small reward, but the agencies involved in other kinds of learning opportunities like capacity building, leveraging funding, and you have to seek other funding. So, that continues to be part of, you know, ways that the

2 agency embraces and works with the community based  
3 organizations around the city.

4 COUNCIL MEMBER CHIN: Thank you. Thank  
5 you Chair.

6 CHAIRPERSON EUGENE: Thank you very much  
7 Council Member Chin. We have been joined by Council  
8 Member Greenfield and Council Member King.

9 [background comment] Council Member King, please. Do  
10 you have some questions?

11 COUNCIL MEMBER KING: Oh, yes.

12 CHAIRPERSON EUGENE: Thank you.

13 COUNCIL MEMBER KING: It's still morning.  
14 So good morning.

15 CHAIRPERSON EUGENE: Good morning.

16 COUNCIL MEMBER KING: [laughs] Thank you  
17 Assistant Commissioner Bobbitt. Chair, I want to  
18 thank you for today's conversation. Excuse my  
19 tardiness, but you know, we're always three places at  
20 one time. So, so forgive me for getting here at this  
21 time, and if I ask anything that might sound  
22 redundant, forgive me again because I still would  
23 just like to educate myself and my constituents a  
24 little bit of--more of what NAB actually does all  
25 across the city. I know we have our Neighborhood



Community Advisory Boards as well as that we get an opportunity to select or appoint members from the community to sit on. But I do have a few questions just understanding your process again, and I will start with Neighborhood Advisory Boards. I just wanted to get an idea of the protocol, if there's any of the relationship between the Board—all the boards across the city and elected officers. After they're appointed is there a responsibility on their behalf to report to us what they've been—what they've been doing. Do they—are they responsible to inviting us to all the meetings that are being held? Are they responsible for assigning the meetings within the community and the location as well as how—what kind of impact do they actually have on the decision making process of these block grants that come down from the state? I'll stop there and I do have two more after that.

ASSISTANT COMMISSIONER BOBBITT: Thank you. If you'll give me just a little bit here. [background comments, pause] I'm am—I am a bit concerned with some of the details you're seeking. I may not have fully prepped for—for--

COUNCIL MEMBER KING: [interposing] Okay.

2 ASSISTANT COMMISSIONER BOBBITT: --for  
3 today's hearing--

4 COUNCIL MEMBER KING: Okay.

5 ASSISTANT COMMISSIONER BOBBITT: --but I  
6 will--I will still try faithfully to--to answer your  
7 question. So, I had noted in my testimony the  
8 Neighborhood Advisory Boards are comprised--both of  
9 those referrals were received by elected officials,  
10 and those identified by DYCD. So, the objective  
11 there is to have members of the community and  
12 certainly low-income members of the community who  
13 want to advocate and try to make a difference in  
14 their community and participate, but I can circle  
15 back to you, the agency can circle back to you in  
16 terms of a given protocol related to, you know,  
17 feedback, and I'm certainly appreciative of both  
18 Council Member King and--and Chair Mathieu like I've  
19 seen you [laughs] at CAB meetings and this sort of  
20 thing. So, I know that you're invested in the--in the  
21 process, and we certainly make both NAB and CAB  
22 members open to their community, not just to local  
23 elected certainly that we--we actually screen them at  
24 this point to which the CAB remains (sic) that, and I  
25 know they really want to promote transparency and

that front, and we can circle back to you later on if I didn't fully address all of that first question.

COUNCIL MEMBER KING: Okay, as far as the organizations that have been selected who get funding, I just want to get an idea. Is there or at DYCD do you guys put out a list of all of the 51 members who in our districts are receiving this funding? Because I have no idea on a regular basis who have actually won these grants and--

ASSISTANT COMMISSIONER BOBBITT: Sure.

COUNCIL MEMBER KING: --and, you know, and how do we protect those who are getting those grants from the big groups or organizations who have capacity who know how to get grants who may not, you know, they may take the, with just call our number. They may take the \$20,000 that comes with this grant and just throw it into their \$2 million budget where someone who has \$75,000 budget can really benefit from the--

ASSISTANT COMMISSIONER BOBBITT: Uh-hm.

COUNCIL MEMBER KING: --block grant a little better. So, how do you decide that and make sure there is equity and fairness--

ASSISTANT COMMISSIONER BOBBITT: Sure.

COUNCIL MEMBER KING: --in your--in your process?

ASSISTANT COMMISSIONER BOBBITT: So, I guess just a couple of things to--to either state or--or restate to answer that question. So, one, Council Member Chin had asked something about the bidding process. So, certainly for this RFP and DYCD generally like other agencies doing social services, we use HHS Accelerator, and so, community based organizations that are vying for funding, they'll upload the relevant documents into that portal, and once they do that, they're made aware of all these founding opportunities that are relevant to them, DYCD, ACS, HRA, et cetera, et cetera, and that's done partly to try to make the process available, transparent, streamlined, et cetera, right. We have not just with NDA, but for the agency broadly we have the careful review process to make sure once proposals are received they are rated, scored, committees meet. That information could be FOILED if anyone had a question about the--the process, but we make it fair, we make it transparent, and then to I think the last part of your question, once the awards are announced, one, our Procurement Office makes

these awards—makes the—the announcement of the awards known, and available. But even after that and subsequent to that, we do share that information with NADs. So, you—you may be familiar, but if—if not, the—the total Council. Periodically, the agency will hold meet and greets, and one of the chief functions why we would do a meet and greet is we want NAB members in each NAB to meet the NDA awardees who have just received those contracts for the very reason that you state. NAB members put in all this hard work doing the Community Needs Assessment, holding the town halls, establishing the priorities for funding and even the allocations within the overall allocations for that, and they even volunteered long hours after that scoring the proposals themselves, and yes they want to know the results. Not only do they want to know the result, they want to be able to meet that team and be able to look them in the eye and say, you know, you are now the result of this process, and now it goes onto the next phase in the process, which is DYCD as a team, that provides oversight to make sure agencies are delivering on what they are committed to do, and then we will provide technical assistance, as I mentioned, in a

range of ways to try to support that actually happening.

COUNCIL MEMBER KING: So, a follow up to what you just stated, I'd like to know how much weight does that Neighborhood Advisory Board have in the decision making of the grant that's being delivered, and what is the timeline between a grant being approved to the time an organization receives that funding?

ASSISTANT COMMISSIONER BOBBITT: I'm going to ask that we circle back to you relating the-- the time table for, you know, because I--I want to speak for our entire procurement process about the timeline to completion, but related to the--to the first part, we will have a three-member teams assigned to rate proposals, and those three-member teams will regularly include DYCD staff that as you mentioned and I shared, it can also include DYCD staff that as you mentioned and--and I've shared, it can also include NAB members them--themselves, right. So, NAB members when they volunteer their time in conducting a Needs Assessment that contributes materially to the ultimate result. When they volunteer their time to participate in reviewing

proposals, that, too, plays a helpful role in-in doing the-the result, but NAB members alone there's like there's no individual staff member alone, they can determine who is going to be awarded a-a contract. There's a transparent process for doing that. Teams meet to review their scores, and to discuss what was reviewed and make sure nobody missed anything, and people might need to review things more-more carefully along-along the way and, you know, there's a whole process that goes into that.

COUNCIL MEMBER KING: Okay, I'm-I'm not-I thank you for that answer. I'm not exactly sure if I got what I was asking for.

ASSISTANT COMMISSIONER BOBBITT:  
[interposing] I'm sorry, too. I was trying to understand you.

COUNCIL MEMBER KING: [interposing] I'm just trying to understand if-if members from the community, as you say, it's put a lot of good hours in to help determine what organizations qualify. Just wanted to know how much is their decision and their efforts weighed in, you know, if-you know, do they have a-a real impact on the decisions that are

made or is it just an exercise for the community? I guess that's where I'm going.

ASSISTANT COMMISSIONER BOBBITT: Oh, okay.

COUNCIL MEMBER KING: You know, so that's it and--

ASSISTANT COMMISSIONER BOBBITT:  
[interposing] Um, yeah, no--I think that short answer is yes, they have impact and--and what they do matters, and maybe I--maybe I overcomplicated it. So, yeah, one, going back a little bit over what I said, I wouldn't devalue or minimize the importance of conducting Community Need Assessments. So, there's a whole set of activities that helps establish the bottom line. So, at NAB is the established, has established what the programs are that are going to be funded within the NDA. So, that is a very important exercise. So, if they--as I had shared--shared earlier, there are seven program areas that we fund within NDA. Each given entity is determining are we going to invest wholly and totally in one program for this community or are we going to fund two or three program areas. Those are important decisions that impact what DYCD later will do. So.



the priority setting is very important, and then once that has happened, when the proposals go out, yes, to the extent that NAB members to read proposals, they're not obligated to. Not every single entity in the administration (sic) is reading proposals, but then on top of all those other things when entity members are also reading proposals, they're helping participate in the process that given what the entity said should or shouldn't be funded, and how much it should or shouldn't be funded, who seems to have presented the best plan for delivering those services. So, I would argue that all those things are important, and as I said, after the awards are announced, through the meet and greet, we introduce the NAB members to the NDA awardees that have received funds commensurate with all those things that happen that put them in the position to receive those funds.

COUNCIL MEMBER KING: Okay, I'm going to wrap up with just one, one and a half questions. The—out of the five boroughs, if I missed this answer somewhere along something, is—is the funding—how was the funding determined within the five boroughs? Is it like split? You know, does each borough get a

certain pot that you guys make a decision on or is it just based on another formula that you have, you know, because some—some members might say these, you know, we should get X amount of what for these programs to happen, and it might equal \$100,000, and then another borough might only get \$20,000 out of the whole pot. So, I'm—I don't know the—I'm just trying to get your whole budget, and then how is it distributed? Is it distributed equal? What the formula might be?

ASSISTANT COMMISSIONER BOBBITT: We rely on the City Department of City Planning and Census Information related to the instance of—the incidents of poverty around the city to determine those allocations. So, that, yeah, those—that is the methodology, the density and the—and the poverty statistics around the city determine the allocations, and then within that, is the process that I—I mentioned. So, if a given NAB has X number of dollars to work with, they can set allocations. We're going to fund one or two or three or four programs within the allocation given what we think either what was—what was our other most pressing priorities for our community.

COUNCIL MEMBER KING: Okay, well, I thank you for your—for your answers, and I look forward to the other answers that you're going to get back to us in regards to what groups are getting the funding, and any other communications that we talked about today. So, thank you again for your time. Thank you, Mr. Chair. Appreciate it.

CHAIRPERSON EUGENE: Thank you, Council Member King. Council Member David Greenfield, please--

COUNCIL MEMBER GREENFIELD: [interposing]  
Thank--

CHAIRPERSON EUGENE: --with some questions.

COUNCIL MEMBER GREENFIELD: --thank you, Chair. Just a couple quick questions. So, in the last funding cycle how much was each NAB allocated?

ASSISTANT COMMISSIONER BOBBITT: I don't want—I don't want to pull a number out of the—the air right, the dollars that-- [background comments] We will get back to you with that schedule. Thank you, Council Member.

2 COUNCIL MEMBER GREENFIELD: Okay and was  
3 there a minimum or maximum grant that the NABs  
4 allocate?

5 ASSISTANT COMMISSIONER BOBBITT: We set—  
6 we set a threshold of \$50,000. I was that for an  
7 award to be functional.

8 COUNCIL MEMBER GREENFIELD: Is that a  
9 minimum or a maximum or what?

10 ASSISTANT COMMISSIONER BOBBITT: We set  
11 that as a—as a minimum.

12 COUNCIL MEMBER GREENFIELD: Okay, and  
13 what is the maximum? Do you know? Is there a  
14 maximum or is in theory possible for all the funding  
15 to go to one organization?

16 ASSISTANT COMMISSIONER BOBBITT: It's  
17 possible—it's possible for that in practice. I would  
18 say that the average award has hovered somewhere  
19 between \$70 and \$75,000 for some of our adult  
20 services programs, and the high school awards are a  
21 little bit larger. So maybe \$100,000 to \$150,000  
22 also.

23 COUNCIL MEMBER GREENFIELD: How often are  
24 these funding cycles?

ASSISTANT COMMISSIONER BOBBITT: At a minimum every three years. So, we have this--

COUNCIL MEMBER GREENFIELD: [interposing] So, every third year the funding is--is allocated, is that correct?

ASSISTANT COMMISSIONER BOBBITT: DYCD has the ability to extend contracts. So, for instance the NDA contracts that are currently underway, the initial term would close June of 2018, and we could extend those contracts for up to another three years.

COUNCIL MEMBER GREENFIELD: So, they're three-year contracts?

ASSISTANT COMMISSIONER BOBBITT: Yes.

COUNCIL MEMBER GREENFIELD: Okay. So, when is the next cycle?

ASSISTANT COMMISSIONER BOBBITT: We have recently completed a Community Needs Assessment, and we are in the process of reviewing that data that will inform the time table for a future RFP, and we certainly can circle back to the--to the Council when that comes through.

COUNCIL MEMBER GREENFIELD: My final questions. This--this is all very confusing even for us as Council Members. I can only imagine if you're

a small non-profit director, and you're trying to sort of navigate all through this. It's even more confusing. Is there some sort of portal of information, or do you have information in your website, you know, if I live in Brooklyn in a specific area, and I want to have access, and have the ability to apply, do you have that easily defined?

ASSISTANT COMMISSIONER BOBBITT: Yeah, we—we—we do have it available, and I—I take your point. We do try to make it easy. We try to make it transparent. So, I had mentioned earlier that at the front of DYCD's website a portal—a portal that's searchable for anything a prospective participant might be looking for. So, they can search—they could actually search for NDA, but you can search by zip code. You can search by borough type of service, you're—you're looking for.

COUNCIL MEMBER GREENFIELD: That's not my question. I'm sorry.

ASSISTANT COMMISSIONER BOBBITT: Oh, I'm sorry.

COUNCIL MEMBER GREENFIELD: Here's—here's the question: I'm a non-profit--

2 ASSISTANT COMMISSIONER BOBBITT:

3 [interposing] Yes.

4 COUNCIL MEMBER GREENFIELD: -who's

5 watching this hearing at home, and I say this is

6 interesting. I would like to go and apply for

7 funding from an NAB. Is there an easy way on your

8 website or some other document that makes it simple?

9 It's pretty complicated every three years, multiple

10 members, different qualifications, different

11 neighborhoods have different criteria writing these

12 all. (sic) A lot of different moving parts. So, what

13 do I do as a non-profit leader who wants to

14 potentially apply for these funds?

15 ASSISTANT COMMISSIONER BOBBITT:

16 [interposing] Sure, our--

17 COUNCIL MEMBER GREENFIELD: Is there an

18 easy portal on your website or is there a piece of

19 paper or is there some sort of instructions, a how-to

20 of sorts to-to go apply? So, for example in my

21 Council Office once a year I host an event that says,

22 you want to apply for Council funding, here's how to

23 do so. Do you do something similar? Is there some

24 sort of comparable process where you do that for non-

25 profits?

ASSISTANT COMMISSIONER BOBBITT: Sure,  
but I think I better understand the--the question. I--  
I would say to anyone who is watching my  
recommendation would be to go to HHS Accelerator's  
website. The advantage of going to the HHS  
Accelerator website the city has that portal. Their  
information I believe is understandable and straight  
forward. The advantage to applying through HHS  
Accelerator is not only would that community based  
organization then become available to vie for DYCD  
contracts, they would also become aware of other  
social service contracts that the city is funding.  
So there's ACS or HRA, Department of Health and  
Mental Hygiene, DYCD alike. Once they have uploaded  
their Charities Bureau registration and other sorts  
of documents to that vault, they could become aware  
of all of it, and they would know the--the time  
tables, the particular applications that are required  
and, you know, they'd be able to take a version of  
all of that.

COUNCIL MEMBER GREENFIELD: I hear you.  
I still, and I think it's a good suggestion, but I  
still would say for very small non-profits that's a  
big--as you know, it's quite a big task to go through



the entire Accelerator process. It might make sense for someone in the DYCD to consider creating a one-page cheat sheet for folks who are interested in going through the NAB process because in my experience most non-profits don't even know that these funds exist. They do work, to be clear--

ASSISTANT COMMISSIONER BOBBITT: Sure.

COUNCIL MEMBER GREENFIELD: --but just in terms of how complicated the process is and how long it takes, and how many hoops someone has to jump through, I think it would be helpful if you had a link on your website where you could just say, hey, if you want access to these funds, and you're a non-profit here is the time line and here's how it works and here's what you would have to do to apply. Is that something that you folks might consider perhaps?

ASSISTANT COMMISSIONER BOBBITT: If you'd excuse me one moment, Council Member, I was checking so I can answer this.

COUNCIL MEMBER GREENFIELD: Okay, great.

[pause]

ASSISTANT COMMISSIONER BOBBITT: Thank you for the suggestion. We'll certainly look into it. I-I will say that program areas at DYCD we do try

to summarize what the programs are so that includes the NDA Initiative. It includes the different citywide funds and pay for CSBG, but I did take your--your--your point of the best decision.

COUNCIL MEMBER GREENFIELD: [interposing]  
We're--we're not--we're not disagreeing. I agree that you're doing a good work overall. I'm just saying for this particular pot of funding, which is I believe \$15.6 million--\$15.6 million per the information you gave us. I think that for a lot of folks they just don't even know it exists or how to access it. It's very complicated especially because of the needs assessment for your cycle, the different members of the board, and I think it would be helpful just to have some sort of guide, a how-to guide. Does that make sense for your organization to apply, and if so, here's how it works. Here's where you would track. Here's the zip code. Here's where the meetings area. Here's how you can get involved, and I just think that we could do a better job of trying to clarify that with folks. I'd appreciate you taking that under consideration.

ASSISTANT COMMISSIONER BOBBITT: Yes,  
thank you for your input.

2 COUNCIL MEMBER GREENFIELD: Thanks very  
3 much.

4 CHAIRPERSON EUGENE: Thank you very much,  
5 Council Member Greenfield and thank you Commissioner.

6 ASSISTANT COMMISSIONER BOBBITT: Thank  
7 you.

8 CHAIRPERSON EUGENE: You know, in  
9 everything when we do something we always have to  
10 take some time to identify our challenges—our  
11 challenges and other forms to move on and to succeed  
12 and to reach our goal, and what could you say about  
13 the challenges facing the DYCD and—and—and the effort  
14 to address the poverty level? Is it money? And if  
15 money is not a challenge, what else you would do or  
16 DYCD would do to really pull folks and pull people  
17 out of poverty? Because the reason I'm saying that  
18 again we recognize that we have more poor people now  
19 that before especially children, and I appreciate and  
20 I commend DYCD for the wonderful job that you guys  
21 you are doing. We—we applaud that, but again, if we  
22 have more poor people now than before, that means  
23 something else should be done. So, I want to know  
24 what are the—what do you believe the challenges are  
25 that if money is part—is not part of the challenges,

so what DYCD will do in addition that what they are doing now, what you are doing now to make sure that you decrease the poverty level, we pull people out of poverty?

ASSISTANT COMMISSIONER BOBBITT: Well, I'll—I'll again say that, you know, through the NDA we think we have a viable approach in delivering social services and trying to help people identify resources and practical next steps. That said, as the Chair has—has pointed out and you've reiterated, poverty is a huge issue, and the city of New York, and—and elsewhere and, you know, it goes—it goes beyond just what we're doing in terms of the—the services that we deliver, those conditions that go beyond New York City as well that—that relate to that. It's hard for me to—to put my finger on one specific issue, but I can say anecdotally, you know—you know, employment, housing, you know, all the things that you might, you know, anticipate, mental wellbeing. These are all factors. These are all challenges that the clients who are served by our community based organizations are experiencing. And so, along with providing the—the services that we deliver, I mentioned we really try to leverage as

much as we can the impact of-of those services by having them be aware of, and-and working with another city agency and investments as well.

CHAIRPERSON EUGENE: We know that the participants raised many concerns and also the providers also through the survey. So, according to the participants, many of the participants, they didn't know about the existences of those programs, and certain programs were not provided in the areas.

ASSISTANT COMMISSIONER BOBBITT: Uh-hm.

CHAIRPERSON EUGENE: How is DYCD is planning to address the, you know, this very important issue?

ASSISTANT COMMISSIONER BOBBITT: Sure. So there is different marketing materials that we've been creating and expanding. I want to acknowledge the City Council for the leadership you've shown in terms of translation of materials. So, you know, materials will not be available only in English. They'll be made available in the languages that new people speak in their-in their communities, and over the past-certainly over the past couple of years, our-our commissioner, our intention focused on integration. We've been having meetings and other

kinds of convenings to advance the framework for strategic partnership. So, if any given provider in the portfolio is really good at one thing, maybe they're really good at opportunity youth or someone else is really good at working with Runaway and Homeless Youth to increase their connection and awareness of one—what one another are doing in the neighborhood. It's something that we have been spending energy and time on because we want to make sure that no one is left behind or no one who would benefit for the next service is not yet made available—they're made aware of the availability of that service. So, that's what we've been working on.

CHAIRPERSON EUGENE: So, we know also through the survey the employees expressed their preference to receive participants with skill, with knowledge with certain skill and certain knowledge, and how is DYCD is planning to address this concern?

ASSISTANT COMMISSIONER BOBBITT: Well, in the Opportunity Youth Portfolio the job skills development curriculum is an important part of the program. So, we continue to look there with these participants who may not have been job ready to try to advance their prospects both of employment and

also connecting with other maybe advanced programs in our city like the Pathways. There are the different programs that are made available. I know the chair and other Council Members are aware that there would be some Plummet Programs that DYCD funds that similarly work on job skills and job readiness as well as prepare, you know, preparing and introducing practical opportunities to work.

CHAIRPERSON EUGENE: And I know that you say that you are trying to envision how to implement the system to respond to the—to the needs addressed through the survey, you know, by the service providers and also by the participants, but my question is what is the method that you're going to use to reach out with those participants, and the different people in the community to let them know exactly hey we are those programs. They are wonderful programs. Those programs they are designed for you to help you succeed. What are—what you will do differently to reach out to the participants to ensure that they are enrolled, and they take advantage from those wonderful programs that you are referring?

ASSISTANT COMMISSIONER BOBBITT: Well, I think that the agency is looking to do more. So, not necessarily do differently, but do more of some things that seem to have an impact and continue to do those. So, when there are public meetings, convenings, larger community events, DYCD has its own capacity to go out and table with our resources. That's Youth Connect. So, we make available the array of things that we are doing, along with having that material--those materials on site, we also have the--the Tip Cards and we also have the--the phone number, too. So, we really want people. And even if people just call 311, and they're looking for information about stuff, 311 calls for youth are going to make their way back to DYCD, and so we have an opportunity to let people know different things that we're funding. I think it's really important, and I think again what we want to see more of, and we encourage the providers to do more is to market their individual programs. So, we try to do our part as you point out, Chair, about letting people know broadly what the programs are. They're in any particular community. We're encouraging the providers to get their marketing materials out, too.



This is how you enroll if there's deadline, here's deadline for this particular program as well, and-and they'll share their resources with us, too. So, we can have best practices emerge. This is another program trying to figure out how to position or market their program. We can look at some of what their peers are doing as well in another neighborhood. So, we try to promote all of that. As you know, that according to the statistics into the city information, we have more children who are poorer than adults. Is there any study, any survey, any research to try to identify the causes, the reason why-why we have more children poor in New York City than adults? Is there any effort to try to understand the reason why we have more children who are poor than adults?

ASSISTANT COMMISSIONER BOBBITT: There- there is no particular study that points to that issue that-that off hand I would be able to reference, but it's something we can circle back to you about some of the research that's out there.

CHAIRPERSON EUGENE: But I would strongly advise to conduct a study of some search or research to find out what exactly, what are the issues? What

are exactly the causes? Because if we don't know the causes, we won't be able to treat the disease or we won't be able to correct the situation. We will invest and check a lot of money, a lot of resources, but I believe that it is going to be very difficult to address the issues if we don't know the causes. It's like a medicine. If you don't know the--the source of the coughing or the fever, you won't be able to treat, you know, that person, and I will strongly recommend DYCD to put, you know, in the--in the--the or the services that they are going--they are providing. You know, something to make sure that we understand exactly the reason why we have more children who are poor than adults.

ASSISTANT COMMISSIONER BOBBITT: Thank you.

CHAIRPERSON EUGENE: But in addition to that, I think that our disconnected youth, our children also who are poor, there may be and we--this is very simple to understand that there may be some issues in their families because many of those--those young people who are disconnected who are in shelters, who don't go to school or drop out of school, most of the time there are some issues in the

family. Broken families, single families, families who are facing many challenges including being immigrant. So, what DYCD has in place to try to assist or to work together with the parents of those young people but also the children to ensure that—to ensure that poor children, our youth that enrolled in the program that they receive a dictate (sic) or really their-their resources, the assistance that they need to get out the poverty?

ASSISTANT COMMISSIONER BOBBITT: So, one thing, an experience of mine is for the Opportunity Youth Programs, and they have this for our Healthy Families programs as well. When they community organization receives the award, they have to have seven distinct linkages, and they idea that DYCD had in mind there is whatever the strengths that the community organization may have themselves, there will probably be other presenting needs that may not appeal to their strengths. So, when you consider childcare, and elder care and mental health services, possibly legal services and other things, we want them to have strong relationships with other providers that can help families get what they—what they need. I just wanted to check some—some data.

So, for FY18 27% of the Opportunity Youth are single mothers and 3% of single fathers. So, that's just what we're seeing show up right now, and it-it appears to me we correctly anticipated that when young people come in for one thing it doesn't mean that they don't need a lot of other things. You know, so having a childcare or housing or referral to other things in-in place, once that young person or even an older person, too. Once someone comes in and can have the capacity to get other needs met, you sort of need a lattice of support made available. So, these programs are designed where should be an array of-of linkages to help stabilize and support the participants.

CHAIRPERSON EUGENE: And you-you under-I know that you know that. You know the issue of poverty especially for the young people and for the youth are related or connected to many of other issues that so far as important. I would like to know how do you address the issue of anger, violence and this crime, depression and mental disease or situation?

ASSISTANT COMMISSIONER BOBBITT: Right.

CHAIRPERSON EUGENE: What do you have in place to address those issues?

ASSISTANT COMMISSIONER BOBBITT: My-my colleagues reminded me to make sure we talk to you about the Healthy Families programs. So, the Healthy Family Programs have a broad enough lens individuals or families who meet the CSBG and Common Guidelines could be coming in and looking to access any wide array of services or-or benefits. So, whether there's an anger issue or a domestic violence issue, or mental health or a physical health issue, because they have a strength base in the case management model, if they have services available that are on site relative-relative to that family, they can enroll them in that, but even if they don't, they can refer them to the things that they need, and related to the stuff we were talking about tracking, it's also their job to follow up to make sure the family has received the services they came in for or the services they need once it was determined what their needs were.

CHAIRPERSON EUGENE: Thank you very much, but let me call on Council Member Chin for some

questions. [background comment] Oh, Council Member King. Thank you very much.

COUNCIL MEMBER KING: Uh-hm. I-I just had a follow-up. I was listening and I appreciate you to educate me if I'm wrong and please help me understand. I'm hearing you say about the service that DYCD provides, and I'm trying to understand as a former caseworker, still doing casework today. Is DYCD actually the service provider or are they agency that provides products to the neighborhood for agencies like Youth Connect to give the service. So I think I'm-I'm-I'm getting a little confused by when you say service and the jobs, and the jobs that you provide. So, is DYCD providing jobs or is it an agency-or is there another organization who provides the service who are doing the hiring for jobs for youth or any other family because I think that's a miscommunication if someone thinks they can come to DYCD and get a youth job when DYCD is not offering, but they are the conduit for funding for all these groups who are doing the service work.

ASSISTANT COMMISSIONER BOBBITT: Yeah, no. I apologize for whatever-what I said in my testimony to-to bring confusion to the point. So,

DYCD makes funding available to community based organizations. The community based organizations provide direct services. So, they're providing social services for whatever the period of the intervention may be, and then specifically related to the Opportunity Youth Program there's a period of our time employment, DYCD pays the wages to the youth for that period of--of time. So, the CBO is not involved in paying the young person under this program. We pay those wages, short-term wages, but those youth are not coming to DYCD to receive their wages. They're coming to the provider. The provider will place them with a worksite and then we're paying the cost of the--the wages while they're in that job exploration, job development program and giving them wraparound case management during that time period.

COUNCIL MEMBER KING: Alright, so then that goes to my next question, and my last question. So, if that is the case, how does DYCD hold their service providers or the people delivering on the product accountable for what they're supposed to deliver? Because if I gave you a block grant of \$50,000, how do I make sure you deliver on what you say you're going to deliver. So, three years from

now, do we continue to give you another grant, or does the Neighborhood Advisory Board come back to you in the middle of the--of the--the--the grant session (sic) and say these people aren't delivering, and then what does DYCD do with that service provider who got the money who is not delivering, and then at the end of the day the poverty that is supposed to be addressed is still going rampant.

ASSISTANT COMMISSIONER BOBBITT: Sure.

Throughout the course of the year, Mr. Harris and her team send staff out to the site to observe programs in action. So the programmatic site visits to make sure that the days of--the hours and days when things as supposed to be happening, they're really happening. There's also an administrative review that's done both on site and then I had mentioned to Council Member Chin about the tracking in the database that we have. So, we check periodically in our systems to make sure attendance records that should be there are there, demographic information about who is supposed to be served is indeed there. Case notes about what clients need, and whether those needs are getting met, what follow up looks like. Did clients come back? If clients disappeared for a



while did somebody call and follow up, and invite them to come back to the program? So, we—we routinely review all—all of that. Oh, okay. Let me make sure I didn't miss anything. So, all the community based organizations within the program and their worksites receive the oversight that I mentioned. So, this includes the site visits, those periodic telephone calls our staff made to the—to the CBO's emails, and there are an array of technical assistance that we'll provide as well. So before us—before our staff leave the site, whatever their observations are, they may share with the—the site and then we do a written—a written evaluation of the site later on. So, if there's feedback both noting strengths because we want to see strengths, and we want to salute the strengths, but if we see areas that may cause some initial concern, can you clarify? The staffing plan didn't conform with what you had followed before. We need to button those things down, and then their enrollment and outcome targets, and so over the course of the year, and certainly on a quarterly basis, we check in with providers and say: If you were projected to serve 100 persons and it's been six months and you've served fewer than 50

of those, we're going to check in with the provider and see what's going on. This program in particular is a cohort model. So there are two cohorts a year. So, you enroll some in the fall. You enroll some in the spring. If we made it to the winter, and you didn't enroll somewhere between 45, 50, 55% of your participants, we're going to talk to you over the winter about how might you beef up your spring recruitment? You had a few extra slots. You want to make sure you are fully utilized, and the most of our--

COUNCIL MEMBER KING: [interposing]  
[interposing] So, I'm going to stop you right there. I got you and excuse me.

ASSISTANT COMMISSIONER BOBBITT: Yes.

COUNCIL MEMBER KING: I'm trying to understand. So, that goes back to the question I asked in the first round [bell] about funding. Do-do-- is this reimbursement a system, or are they paid--how are they compensated because I'm trying to figure does funding stop or someone is not delivering halfway through the contract, or if they haven't got paid before then they are--you know, how does that play out?

ASSISTANT COMMISSIONER BOBBITT: There's—  
there's a reimbursement system. So, when the  
contract is awarded there may be an advancement of  
two-twelfths of the annual budget. So, the program  
has some funding to be able to start operations, and  
the close of each month the community based  
organization will submit receipts for the expenses  
that occurred so far, and so it goes throughout the  
course of—of the year.

COUNCIL MEMBER KING: Okay, and my final  
question is, is there a way that your agency can work  
with the Council members to give them or how we may—  
we might be able to be able a part of the process or  
understanding the process as it's going along due to  
the fact that many people come to our offices where  
they're explaining the poverty levels are—and we know  
what's happening in our districts. So, we can  
identify some of the groups who might be on a list  
who have applied and say we need it? You say no  
that—that group doesn't need the money. This money  
is good. They're good, you know, as opposed to  
someone else who is really in need of, you know. So,  
I just wanted to know how we can play a part if—and  
helping determine or just being able to chime in

since we really have our pulse to our neighborhoods we might be able to offer some assistances. So, I just wanted to know is there a way CY-DYCD can, you know, include us a little bit more in the process so if we can be of some assistance at least we can be—have the option of being there for me.

ASSISTANT COMMISSIONER BOBBITT: I would imagine that with the transition that both DYCD and other agencies delivering human services have done where they're using and procurements are going through HHS Accelerator that it would be welcome whatever efforts the City Council would do with community based organizations, whatever the level of capacity if you know that there the right persons for the job, getting them into that system and encouraging them to apply, and one of the Council members had mentioned—had suggested maybe it's a little bit onerous getting started. So, I—I don't know precisely whether it's onerous or it's not onerous, but I know the effort has been to try to make the process more fair and transparent. So, the agencies that you would advocate really need to be in the—the mix. By getting registered, having their documents in the vault for Accelerator, they will

become aware of all the funding opportunities and should be encouraged to apply for all those funding opportunities. So, the—the only way to—to have a shot and provide for consideration is to have indeed applied. Once they have applied, certainly related to the programs that we oversee, we take the position that they understood what the needs were in the community, and they fairly awarded their proposal. We want it to work out, and we're going to continue to provide technical assistance and try to work supportively with them while they demonstrate either wonderful performance or there maybe some areas where they could improve but, you know, they're trying to do the right thing because we all have the same shared interest, low-income individuals and families getting the services that they've requested that they need.

COUNCIL MEMBER KING: Well, thank you for your answers. If there is anything that my office or all of us in the Council can do to be of some help, please don't hesitate to ring our bells.

ASSISTANT COMMISSIONER BOBBITT: Thank you.

COUNCIL MEMBER KING: Thank.

CHAIRPERSON EUGENE: We for us also.  
Thank you also, Council Member King. Thank you.  
Commissioner do you believe that the Need Assessment accurately captures the need and also the concern of the communities, and if not—if not, what else can be done either to make sure that we capture—we really capture the—the need and also the—the—the concern that exists in our communities.

ASSISTANT COMMISSIONER BOBBITT: Thank you. You had asked or you have asked throughout the hearing at times about what DYCD could be doing differently or—or better, and so I appreciate this question because it—it allows us to—to mention the current programs were informed by the 2013 Needs Assessment, but meanwhile when I said we just completed this, we just circulated this to the City Council recently our 2017 Community Needs Assessment. So, we really want to review and—and understand and have dialogue with the City Council, what do we think the new Needs Assessment is saying because that is going to inform future decisions. But, you know, so to answer you point, I think that we have asked some of the same questions and asked more questions because we've tried to get it smarter about the

questions that need to be asked. And so, this—this newest Needs Assessment, asked questions that the agency hadn't for whatever reason, asked before. So we asked about what are the greatest presenting needs, but we also asked what are the needs that are being met, and the needs that are not being met? So, we have not yet completed this analysis. We just shared this and just shared it with you, but we are looking forward to completing that analysis because I think implicit in some of your questions is understanding existing resources and understanding an unmet need for resources that haven't been applied. And so, we're looking forward to completing that review to see of people who said they need—what they need, what do they most need? What do they most need? What do they most need that's not getting it addressed that we can play some facilitative role in prioritizing some of those things? So, I—I—I—in summation, I do think that it's accurate because it does—the data as we're beginning to look at it, seems fairly comprehensive, and I think we take people at their—at their word. The NABs have done a great job soliciting this kind of feedback. So, we have, you

know, thousands of data points from people who have responded.

CHAIRPERSON EUGENE: Also, in anything that we are doing, we got to take a moment to identify under that of strength and weaknesses where this is the only way we are going to move on. What can you tell us about the-the weaknesses and the strength of the program?

ASSISTANT COMMISSIONER BOBBITT: I think one of the strengths of-of NDA whether it's the Opportunity Youth or any of the other program areas is--well, I guess this is twin strengths or community based organizations, I understand what the local needs are. So, that and having programs that are focused on a particular neighborhood. So, understand if their particular cultural or age demographics or, you know, presenting needs supporting community organizations that know how to meet those needs. I think that those are twin strengths of-of what we're doing right now. If there's a weakness, I think--I've suggested earlier we're--we're already trying to address it, but in relation to other things, we will continue in NDA and--and elsewhere to bring attention to the need for integration and--and to move these



pathways so that if-if one provider delivers a particular type of service, they know everything else that's available in their community. I don't think we are bad in that regard, but certainly relative to other things I think that that's something where we need to shore up and we need to continue to-to strengthen. I think the new system we mentioned will help us with our own tracking, and we'll be able to point back to community organizations about here are other referrals you can-you can make. So I think that it can become a strength over time. We just have to help our providers get there.

CHAIRPERSON EUGENE: Okay. So, you know, it doesn't matter how good we are or excellent or powerful we are in life. You know, it doesn't matter how much resources that we have and the effort that we are doing to address issues, but there are always challenges. We don't create challenges. Challenges always they exist regardless of what we are doing. But what I want to know what do you believe is the biggest or the most important challenge is in terms of, you know, for DYCD to provide the resource or to address the poverty enabled (sic) in our communities. What are the biggest challenges for you guys?

ASSISTANT COMMISSIONER BOBBITT: There are--

CHAIRPERSON EUGENE: [interposing] I won't believe that there is no challenges. There are challenges, and I know that you are doing a wonderful effort. I agree and I commend you for that, but there are challenges. What, you know, what is the biggest challenge that you believe that exists?

ASSISTANT COMMISSIONER BOBBITT: I think the biggest challenge is periodically there are existential (sic) threats to the funding, and there's no--there's a real challenge at the moment right now. You know, we saw the federal administration their first effort with the Skinny Budget, they looked at eliminating this as a funding source. That was rejected by the Congress. So, there isn't a real acute threat right now, but certainly relative to other challenges, that's a--a threat that periodically comes up, or that's a concern that comes up, and when we meet with community organizations that we fund through CSBG, periodically they may note what's happening with the funding and, you know, I've only been with DYCD for seven years, but for seven years, like our efficient (sic) keeps coming up, you know,

and so again nothing has happened. We certainly hope nothing will. We have a resolution through December 8<sup>th</sup>. I know the city will monitor to ensure that we have continued funding. So, the best I can offer is a way that we try to-to-to coach around this is that I appears poverty is a bi-partisan issue. So, whether a particular federal administration has a full appreciation of what we do in New York City with CSBG funding, there seems to be enough level headed folks on, you know, both-both sides of the aisle who recognize that-that issue and continue to support, you know, those us in New York City and other places who are trying to fight that real struggle by delivering these-these services.

CHAIRPERSON EUGENE: You mentioned, you know, they call it the budget call from the federal government. We are all concerned about that because there are so many cuts that they are planning to do that will affect critical services that the city's providing to people and needs. But in addition to the budget, you know, as it is, you know, the budget, the affordability-the affordability of the budget that could present a big challenge. But I think the poor are the other challenges as well as in point. But

anyway, I want to commend you and thank you for your testimony here, and for your presence over here. I want to commend DYCD and all the wonderful staff for the job they are doing on behalf of the—our youth, and also our citizens, our constituents, but to conclude, I believe that we have to do more. I'm not talking about DYCD alone. As a city, as a society we have to do more because I want to get back again to this statistic and to the information that we can find in the City Code. (sic) We have more poor people today than before, and especially we have more children who are poor than we had before. That means something has to be done, and again, I commend DYCD, and all the service providers for the wonderful job, for the effort that they are doing to address the poverty level, but I think we are not there yet, and I hope for the next hearing by the next year whoever is going to be the chairman of the Youth Services Committee or the Council member—members who will be part of the Youth Services Committee. They will hear another word, another sign who will be able to say, oh, wow, we have less people poor now than before. I think this is a goal. The goal is to have—is to—is to address the poverty level, and to make sure that

all people can become self-sufficient and successful in our great city of New York to provide and move the resources and the opportunity that they need to get out of poverty. But if we have more, I don't think that we will reach the goal, and again, I don't want to blame DYCD. I don't want to blame you because that is that it will take all of us to reach that goal, and this is my hope that one day we work together and do the right thing to reach that goal, and we will be able to say we have made it together. We have less poor people than before. Thank you very much to both of you, and thank you. [background comment, pause] Now, we are going to call the next panel. Monique De la-De La Cruz from Phipps Neighborhoods, and Jessica Welk from CHDFS. [background comment, pause] Ms. Monique. I want to apologize. I think that the lady is Monique De La Oz. right?

MONIQUE DE LA OZ: [off mic] Yeah, it is.

CHAIRPERSON EUGENE: Thank you. Okay.

[background comment] Alright, you can start any time, but please all state your name for the record.

MONIQUE DE LA OZ: [off mic] Okay, good morning.

CHAIRPERSON EUGENE: Good morning.

MONIQUE DE LA OZ: [on mic] Hello,  
alright, good--

CHAIRPERSON EUGENE: [interposing] Good  
afternoon.

MONIQUE DE LA OZ: Good--yes, good  
afternoon. My name is Monique De Oz. I am the  
Senior Director of Learning and Career Development  
with Phipps Neighborhoods. So thank you Chairman  
Eugene and the Council for having us. According to  
the U.S. Census Bureau, the South Bronx is the  
poorest congressional district in the United States  
of America. Our organization helps children, youth  
and families in the South Bronx communities rise  
above poverty through education and career programs,  
and access to community resources. These are the  
most impoverished communities that face high crime  
rates, staggering poverty rates, low graduation  
rates, lack of access to essential resources. Phipps  
Neighborhoods mission to combat poverty and we do so  
each day by supporting each community member and  
their respective households overall. We provide an  
array of quality workforce development programs and  
education programs of which we have two NDA

Opportunity Youth Programs. This testimony includes our priority recommendations to further enhance and strengthen the Opportunity Youth Program design, which are as follows:

The Budget Size: One of our NDA Opportunity Youth contracts total budget is only \$26,400. The price per participant is \$1,056 to serve 24 young people annually. We are to provide youth with paid work experience, work readiness training and education and career counseling. These funds do not allow for robust program design, appropriate staffing structures and comprehensive alumni services. Traditional funding for Opportunity Youth has not provided for the skill level of staffing needed for more comprehensive modeling.

The next section. Target Population: Currently, this program is for young people that are out of work and out of school at the point of enrollment. This program should be available to those that are enrolled in alternative HSC a/k/a GED programs. It's very unlikely that a program participant will obtain their HSC credential in 14 weeks. In fact, it can take them a year and a half to two years depending on the proficiency level at

the point of intake. At this rate, we have participants that graduate from our program without a credential. They're still unemployed and in need of ongoing services.

The next section. Program Hours:

Currently, right now the participants have to do 20 hours of unpaid training prior to the program, which falls significantly short of best practices and career readiness programs as well as youth development. DYCD should replicate some of their practices, and for example the Work Learn and Grow program where it's serving in-school youth where their students are paid for their 20 hours of orientation. For internship hours these participants have to work 10 hours of paid hours during the week. DYCD should use the best practice for Summer Youth Employment Program where they can work a maximum of 25 hours per week. Given the population that we're serving, we recommend increasing hours of extending the program duration to benefit not only the program participant, but respective employers. And then in reference to educational hours, our participants have to do five hours of unpaid education time. We are suggesting that those young



people be paid for instructional time. For interagency integration, we recommend that DYCD partner with HRA as many of their recipients are not able to enroll in our program because of the limited hours for programming, which is a total 15. If the program model was adjusted it would serve as a great benefit to the program overall in addition to leveraging city resources. So, for example HRA could provide childcare and transportation, and right now those students cannot enroll in our program because we do not have enough program hours. The ideas presented in this testimony provide recommendations that we believe will serve as a value add to the long-term outcomes of the constituents that we continue to serve. To share a very quick story in closing: Tara came to Phipps Neighborhood Opportunity Youth District 6 Program as a single mother who resides in a mother-child and maternity group home with her infant son. Phipps Neighborhood networks with other social service agencies and non-profits to recruit participants in need of our services and the provider at the group home was one of our referral partners. Tara currently receives a \$20 allowance through these—through the group home,

1 COMMITTEE ON YOUTH SERVICES

114

2 and in addition to that, we only pay her about \$115.

3 That's not excluding taxes for a grand total of \$120

4 per week for her to support herself and her child.

5 She as placed as a front desk intern at one of our

6 Justice Sotomayor Community Center, and over the

7 course of her internship she has developed customer

8 service skills as well as clerical skills. She'll be

9 graduating December 13<sup>th</sup> and we are going to continue

10 to provide her with services to assist her in

11 achieving her personal, education, and employment

12 goals. She is one of the reasons why we continue to

13 lift our communities out of poverty and Phipps

14 Neighborhoods applauds the city and the Department of

15 Youth and Community Development for their leadership

16 in improving the Opportunity Youth Program over the

17 last three years. We definitely consider you to

18 review our proposed recommendation and we look

19 forward to working side by side. Thank you.

20 CHAIRPERSON EUGENE: Thank you very much.

21 The next speaker, please.

22 JESSICA WERK: Hello. My name is Jessica

23 Werk. I work for CHDFS. I'm the Admin Assistant to

24 our CEO. I directed the summer program for CHDFS

25 where we actually had Summer Youth employees join us,

and I'm a B2H Supervisor. CHDFS, the Center for Human Development and Family Services is a 501(c)(3) non-profit community based organization. Established in 2002, CHDFS has demonstrated outstanding levels of care in helping New York's families and communities struggling to survive in some of the poorest and most under represented communities. We are committed to providing a safe haven and caring community for those in need by assisting families, individuals and children in their emotional, physical and intellectual needs. We believe in creating nurturing, non-biased environments in which individuals and families can learn and develop their fullest potential. We accomplish this goal by working with families and children through direct care interventions, advocacy, socialization, community integration, individualized treatment, research and education. DYCD's Summer Youth Employment Program had a positive effect in 2017 on CHDFS, Inc. This was shown through our own summer program, the children that we provide the summer program for and the SYEP participants as well as our community. DYCD's SYEP had a positive outcome for CHDFS, Inc. CHDFS takes pride in working with the

individuals of our community. We take pride in speaking out for our children and families to help them reach their highest potential. Being able to connect to youth within the community helps us connect to our future as an organization. DYCD's SYEP had a positive effect on our own summer program as well as the individuals that we serve. Having the SYEP involved with our recreational summer program helped our employees achieve more out in the community when working with the individuals that we serve. The children of our recreational summer program developed a bond with the SYEP youth, in which the youth took pride in, and turned into exceptional role models to our children by the ending of the summer program. Of the 13 SYEP attendees, 12 participated throughout the summer of 2017. Eight are finishing up their education, and have resumes on file with CHDFS. Two were eligible once completing the SYEP program and went through our interview process, and all have stated having a better idea of what they wanted to do within their futures. DYCD's SYEP is continuing to have a positive effect on the community. This is so by helping the youth find their own passions and creating their own goals

through educational work experiences. We watched our summer youth employees become motivated to be a positive part of our community as well as grow within the time that they had spent with us. When it comes to the DYCD Summer Youth Employment Program, you find a connection, a connection to our youth of the SYEP to companies and agencies like ours, a business that wants to help the youth of our world find their passions, create goals, and achieve dreams, dreams that they have developed through experiences like the Summer Youth Employment Program. On behalf of CHDFS, and the children of the CHDFS Summer Program, I would like to thank DYCD for the opportunity to participate with the youth of the community during the summer of 2017 to be able to grow our care management agency by finding new ways to connect to the community to help the summer youth find the good within themselves, and to find the passion to strive in reaching new heights and bettering community by betting an opportunity to learn from Summer Youth Employment Program sites like ours. Working together on a—on our mutual connection pride. We take pride in our community and continue to help our participants find role models within the Summer Youth employees. We watched the youth of—

youth of the SYEP grow within the summer of 2017.

Businesses like ours want to continue this positive

trend in the community. CHDFS, Inc. and the children

as well as their families with the CHDFS Summer

Program a continuation of years to come. We look

forward to SYEP 2018. We'll continue to connect and

grow the community together.

CHAIRPERSON EUGENE: Thank you very much.

JESSICA WERK: Thank you.

CHAIRPERSON EUGENE: Thank you to both of  
you for all your testimony, and Monique De La Oz, you

mentioned that—how much is your—your overall budget,

\$26,000?

MONIQUE DE LA OZ: [off mic] For the  
Opportunities Program. [on mic] For the Opportunities  
Program, \$26,400.

CHAIRPERSON EUGENE: \$26,400.

MONIQUE DE LA OZ: Uh-hm.

CHAIRPERSON EUGENE: What is it? This is  
the budget for this program, right?

MONIQUE DE LA OZ: Yeah, for Opportunity  
Youth.

CHAIRPERSON EUGENE: Opportunity Youth

MONIQUE DE LA OZ: For one of our contracts.

CHAIRPERSON EUGENE: Okay. So, how many children--how many youth or children you are serving?

MONIQUE DE LA OZ: 25.

CHAIRPERSON EUGENE: 25, 25. You mentioned also that certain young people graduated from your program. They are still looking, you know, for jobs. They don't have placement. What do you do to help them, and what DYCD is doing to help you?

MONIQUE DE LA OZ: Yeah.

CHAIRPERSON EUGENE: Okay.

MONIQUE DE LA OZ: No problem. I think the issue that I'm just trying to make there is that our young people come to the program without education--

CHAIRPERSON EUGENE: Uh-hm.

MONIQUE DE LA OZ: --and a lot of them think that they can get jobs, and many employers that's like the basic. You need like a high school diploma or a GED. So, it kind of keeps them in that-- in that cycle of poverty in essence because then they're coming to us for a job, and then they think they can get their GED in a couple of months--

CHAIRPERSON EUGENE: Uh-hm.

MONIQUE DE LA OZ: --but truth be told it can take them years to, you know, get their GED. So, in this case they provide us with referrals so they could do another internship program, or we can assist them with a GED, and we're lucky enough that we have GED programs within our sights so that we can make referrals internally, but in essence for that participant they can't get a job per se because they don't have that credential. So, they end up going into another internship program where they're receiving a stipend or unsubsidized internships.

CHAIRPERSON EUGENE: Okay. In terms of, you know, poverty in the different communities, we are talking about the poverty level, you know, we've seen that there are more young people poor than adults, I know that the--the causes, the reason may be so many--

MONIQUE DE LA OZ: Uh-hm.

CHAIRPERSON EUGENE: --multiple. Based on your experience working in the community, what do you think are the causes of the poverty among children or young people are?



MONIQUE DE LA OZ: Yeah, I think if—just right off the bat, I think that—and you hit them on the nail earlier. I think gang violence and community violence is huge. Phipps believes in what we call a two-generation approach. So, not only are we working with the client, but we're also serving the community and their household at large. So, there's also I think mental health. So one of the reasons why I also mentioned here I think that in essence DYCD should get more money so that the CBOs can then hire the qualified staff members because I'll tell you right now I have students that have mental health needs as it stands now, but I'm able to leverage other resources within our agency so that we can hire the skillful staff person that they need. But mental health I would say childcare, housing, and community violence overall are some of the reasons why many of our young people struggle, and even in the example that I gave, this is someone that's living in a group home right now, and she's a teen parent, and she's coming to our program, and she wants to be a criminal psychologist. You know, so, we're going to help her get on that path, but I think part of the issue there is that many times young people think that they can

get something like their education immediately, and it's—it's long term. It's like a long term goal. So, I think it's the reality check that they need to have for us to support them in that capacity, but once she graduates we'll refer her to another internship program.

CHAIRPERSON EUGENE: Uh-hm. Thank you very much for your answer. Mr. Werk, you mentioned that you are serving, the organization is serving the children and their families.

JESSICA WERK: Yes.

CHAIRPERSON EUGENE: Can you give us more detail, more information about the services that you are providing to the children and their parents, because this is very important?

JESSICA WERK: Yes.

CHAIRPERSON EUGENE: I think for us to address the issues affect the young people, we have to work together with the families also. This is a very wonderful approach. Could you tell us more about that?

JESSICA WERK: Definitely. I definitely can. So, we have lots of different programs to start with the youngest of them all, the children early

intervention working with children under the age of three. We have a program where we incorporate the community, advocate for them in the community, help the families socialize and within the community to find the proper places for them, and the proper programs within the New York City and New York State as well. We also have another program call Health Homes where we incorporate individuals who could be in this—in this in between, between hospitalization and as well as that the homeless and—and being in those kind of situations where we work with them, and we help them build and we help them grow with different advocacy programs and different socialization working with them in the community with care managers as well. Then, we also have a program called B2H that's working with the children who are in the system. The children can either be in group homes, could either be with a foster family or could either be with—adopted and trying to help them stay stable. A lot of the children we find they're being hospitalized or they're running away and they end up on the streets, and they end up in a group home, and it's a whole process for them to get back into a foster care or even getting adopted. So, we work

with those children who need that support. When it comes to families, we provide services like family caregiver support or crisis avoidance management training programs. Within our--our programs have different services within them that help the family reunite with their children to help that family grow and stay together long term.

CHAIRPERSON EUGENE: And thank you very much. How many young people or children the organization is serving?

JESSICA WERK: Definitely. I can't quite give the full number at the moment.

CHAIRPERSON EUGENE: But approximately.

JESSICA WERK: But I can definitely give you approximate. We work with I would say--I would say somewhere around 200 families within New York State, New York City. We also work with families upstate in Rockland County and Sullivan County. We work with children in Staten Island as well.

CHAIRPERSON EUGENE: So, the total participants you're talking about is only for SYEP right?

JESSICA WERK: No, I'm talking about the different programs that we have as agency. We also have--

CHAIRPERSON EUGENE: [interposing] Now, you mentioned 13 participants.

JESSICA WERK: Yes, exactly.

CHAIRPERSON EUGENE: This is part of SYEP?

JESSICA WERK: Yes, exactly.

CHAIRPERSON EUGENE: Okay.

JESSICA WERK: We had 13 Summer Youth employees join us during the summer time. A lot of them weren't sure what exactly they wanted to do, and most of them actually found something in our agency that connected to them, and helped them grow within the six weeks that they were with us.

CHAIRPERSON EUGENE: Well, I'm going to ask you the same question. I know this is a very difficult question to answer because this is a very complex situation.

JESSICA WERK: Uh-hm.

CHAIRPERSON EUGENE: The poverty among our young people, what can you tell us about, you know, the causes based on what you have been seeing

in the community. What do you believe that, you know, create or, you know, the—such a large number of young people or children poor in our communities?

JESSICA WERK: I truly believe it's opportunities. I don't think there's enough opportunities for families who fall below the poverty line, and that's where the biggest concern is because children they are out on the streets or because, you know, their parents probably are having a problem trying to find jobs or trying to—if they have some sort of mental health concern or a drug concern that's causing most of these children to be out on the streets. That's why there's a higher number of children than there is adults because children are being neglected by their parents. There's not enough services, family services to support the family and to keep the family together to help parents work in this economy.

CHAIRPERSON EUGENE: Uh-hm, and among those poor young people or poor children, we know that there are so many who come from immigrant families.

JESSICA WERK: Yes.

CHAIRPERSON EUGENE: So, what would be your advice both of you in terms of effort to address the issues affecting immigrant children or youth that are owed (sic) support. Of course, we have to address, you know, the issues affecting all the poor children or young people.

JESSICA WERK: Completely.

CHAIRPERSON EUGENE: But we know that immigrant people on top of their other challenges that they—all the young people are facing, they are facing also additional challenges. What could you tell us in terms of, you know, approach or effort to address the specific challenges affecting immigrant young people?

MONIQUE DE LA OZ: So, I'll share. So, Phipps Neighborhoods, as I mentioned, has an array of workforce programs. What we ended up doing a couple of months ago is to tap into the media. So, we invited U-Vision (sic) to come in to look at one of our workforce development programs called Career Network Healthcare and we were able to target a different community, and folks lo and behold saw us on TV and they ended up coming in. So, I think that that allowed for us to just put things out there on a

large base throughout the city, but more importantly, we have respective hubs throughout the Bronx. We have staff members that are bilingual that are able address the needs of the community when they come in, and then we don't pride ourselves in being the end all, be all for everyone. So, we have partnerships like for example with the Bronx Immigration Partnership we were able to refer people to other organizations. If they like say they need a legal matter that's coming up. That's not something that we do. So, we definitely believe in interagency and supporting each other so that we can address the needs of the community as they're coming up if we're not able to.

CHAIRPERSON EUGENE: Thank you. Thank you very much.

JESSICA WERK: Yes. (coughs) I would say balance. The families who are coming into this country they have a dream just like we all have a dream to move—move forward in life and to grow as a family and to become more, and to be come a part of the community, and that's really all they want. So, it's really important me have my grandfather. My father is actually a first generation American. So,



I—I saw it growing up with my own grandfather. He had to—he had to educate himself in his own country. He had to get over here, and then he had to—he taught himself elementary level education just to end up going to college, and he came here with just a penny in his pocket. What helped him achieve his goals to have me here today would be the fact that he had the community help him. Everything is about balance, and the community needs to balance out what we need to be there for support whether it's with helping with the education, helping with the family, helping with the community around them, keeping them connected to here.

CHAIRPERSON EUGENE: Thank you very much. Thank you to both of you. Thank you, Ms. De La Oz, and thank you also Ms. Werk.

JESSICA WERK: Thank you.

CHAIRPERSON EUGENE: And thank you for the wonderful job that you are doing on behalf of our children and our youth, but continue to do that, please. This is very important. You are making a wonderful—a big difference in the life of so many children and youth, and it will take all of us, not only DYCD not only you, but the great—the—the

government and the city of New York, everybody we should team up in order to decrease or eliminate poverty not only among our children, also our constituency, and I would like to thank also DYCD for being here all the time even staying for the entire hearing. Thank you so much, and I appreciate that. I know that you have been listening to the testimony and the comments of those two wonderful persons, and I know that, you know, you will convey, will share with the Commissioner some of the comments. Thank you very much all of you. Thank you.

JESSICA WERK: Thank you.

CHAIRPERSON EUGENE: And I would like to also to thank, you know, the staff of the committee. Thank you very much, and the meeting is adjourned.

[gavel]

C E R T I F I C A T E

World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage, and that there is interest in the outcome of this matter.



Date November 25, 2017