

Testimony of Hope Boldon
CEO of The Integral Youth & Family Project LLC, (IY&FP)
A Division of Integral, Atlanta, Georgia.
Before the Congressional Subcommittee on Financial Services
(Housing Policy)

October 13, 2011.

Good Afternoon Chairman Biggert, Ranking Member Gutierrez, and members of the Subcommittee. I am honored to appear before you to discuss the Human Services Management Program (HSMP) that the Integral Youth and Family Project, LLC (IY&FP) has implemented in partnership with The Atlanta Housing Authority (AHA) since 2002.

HISTORY

The HSMP is the outgrowth of original efforts of The Integral Group LLC, (Integral) and AHA to fulfill the mandate of HOPE VI, which provided funds and required parallel development tracks for both the people and real estate in recipient communities. The design of the first version of the program was part of the winning 1994 proposal to AHA from Integral, which resulted in the development of the first holistic HOPE VI community in the nation, developed in Atlanta. While the real estate and financing models were hailed as successful, upon examination the results, Integral was not satisfied with the first efforts to support the development of residents. So with agreement from AHA and lessons from those efforts, the HSMP was created.

The current program was designed in 2001 and implementation began in January 2002, in three HOPE VI communities where active relocation was underway. The program of support followed the residents as they moved, and its effectiveness was tested during pre and post relocation. It was also proven to be very valuable during re-occupancy. Eventually, the program was implemented in a total of five HOPE VI communities.

Five years after its inception, when years of data and observation were available for analysis, everyone involved recognized the value of the program as a transformative and a tracking tool for relocated families. Using benchmarks that were part of its design, we were able to show that the program had supported positive changes in the important indicators in all demographic groups.

Employment levels moved from 18.5% to 78% at the peak of the program and subsequently fell to 56% in recent years as the economy slowed. In addition, there were improvements in early school performances; higher graduation levels and marked continuation in tertiary education; improvements in juvenile court outcomes; higher enrollments in skill development programs, employment and job retention; increases in involvement of seniors in healthy activities, and better situational management within families.

With the efficacy of the Program proven, it was incorporated into the design of the AHA *Quality of Life Initiative (QLI)*, the cornerstone of that agency's *Moving to Work* model.

(Attachment 3). Thus, all families relocated in the fourteen(14) AHA QLI communities have been supported through the HSMP.

For almost ten years, this program has supported over 5,600 families (15,000+ residents) in ways that have altered their present and will serve them for future generations. Our statistics and stories (included and attached to this document) show that our model of ‘counseling, coaching and connecting’ has enabled families to overcome obstacles, create meaningful health, educational and career goals, and achieve beyond their previous dreams.

PROGRAM DESIGN

One of our conclusions from the earlier attempt was that the problems in low income communities were not due to a lack of agencies and service providers. In fact, a survey undertaken by AHA in 1992 showed that there were over 100 programs and services on record as serving residents of Techwood Homes, the first HOPE VI site in Atlanta. During that same period, that neighborhood recorded the worst statistics in the South East related to violent crime, employment and educational achievement. Clearly, a list of strong agencies and services is necessary, but not sufficient to create lasting changes in communities.

The longitudinal study of Public Housing residents undertaken by Dr. Thomas D Boston of Georgia Institute of Technology which produced reports in 2006, 2008 and 2010, reported findings that indicate that families do better after relocation to more supportive environments. We would like to add an additional observation taken from our ten years of analysis, that environment is an essential ingredient, but that further action is necessary to convert negative elements transferred, in cases over generations, into positive ones. This program represents an intentional effort to change the previous trajectory of families.

Current national studies show the need for urgent attention to the areas of education, health and nutrition, especially in the 8.7 million individuals who in 2008 were living in publicly subsidized housing. Results of numerous studies including some referred to Alexander Polikoff in his address to the American Bar Association on May 26, 2011, and others recently featured in the June 15, 2011 New York Times piece by Mike Broemmell, *Long-Term Effects of Public Housing on Children*, found that marring events in childhood have long term negative impact on psychological development, on the physical health of adults and employment abilities of adults. Since HUD statistics show that over 42 % of persons who are clients of Public Housing are between the ages of 5 and 18, these facts make a compelling case for focusing efforts to create supportive environments for the next generations of Americans.

In addressing these most vexing issues affecting our communities today, an obvious entry point for positive intervention is through the front door of the home. In this country where the Government is a significant provider of financial support for the provision of homes, we regard this as presenting a wonderful opportunity

With the HSMP, we created a strong coordinating entity that did not replace but involved service providers, with staff focused on a holistic view of residents' potential and chances for success. Field staffs, known as Family Support Coordinators (FSC) meet family members where they were geographically and developmentally, most often in the home, but sometimes in the school or courtroom. Visits occur at least monthly but as often as the situation demands, and last for up to six years. We begin with assessing the individual's potential (not needs), and work with each person to overcome hurdles. We build trusting relationships with each client and support them as they move step by step toward the achievement of short and long term goals that they set for their lives. We partner with service providers and agencies with great track records, and constantly seek others who develop creative solutions to current problems of our population. Then we maintain meticulous records of each person's journey.

We believe that people are the Nation's most valuable resource. So we spent the needed time, brain power and effort in designing what we think is the investment model that would have the best chance of long term returns on investment. The approach is labor and time intensive, but well worth the investment. Besides, we have proof that the alternatives have all proven more expensive in the long run.

In his article, *Atlanta's Public-Housing Revolution*, in the Autumn 2010 edition of City Journal, Howard Husock who spent time with IY&FP staff in 2010, referred to our approach as '*pragmatic idealism*'. It is a label we wear proudly.

Mission: To support positive transformation in individuals who are then able to contribute to the growth and viability of their families and communities.

Goal: *To Create New Traditions* (in families, professionals and organizational practices).

Design Principles:

1. Utilize sound principles from the field of Human Development and create outcome-driven processes.
2. Guide each individual in defining clear goals and developing a Life Wealth Plan.
3. Create a client-centered process (not location-based) in which staff visits clients consistently, and over time builds up trusting relationships.
4. Approach every client with a belief in their innate potential and encourage them to embrace it.
5. Coach, counsel and connect, based on clients' specific plan and potential; then monitor, track and record.
6. Exercise patience; most issues were not created overnight and will require thoughtfulness and time for resolution.
7. Create partnerships with a range of great, proven service providers. Require commitment from all involved, and hold everyone (residents, staff, partners, and PHAs) accountable for everything to which they commit.
8. Set high goals; hire creative, high-energy people; train continuously; assign reasonable workloads (1-50 families); and maintain meticulous records.
9. Develop standard forms and instruments to ensure even and transferrable delivery of services.

10. Establish that pity is not a substitute for professionalism, and will frequently hinder progress.
11. Review and renew focus and processes continuously.
12. Invest in a well-designed database which may have to be custom designed.

LESSONS LEARNED (after ten years)

- If a program is to have lasting impact it must include investments by PHAs, professionals and residents, and include elements of incentive and consequence (carrot and stick) for all groups.
- The Program must have clearly articulated rules, transparency and fairness that all parties understand. Changes in process must be communicated via numerous channels.
- Consistency between professional and client must be maintained. Even (especially) when the client is unpredictable, staff's presence must represent stability to the home and relationship.
- Breakthroughs often occur just when you are about to give up. Be prepared to invest time in developing trust with individuals, to be tested, and to find surprises, good and bad.
- On average, public housing families have 4-5 hurdles between where they are and where they need/want to be.
- Many families in public housing struggle with undeclared literacy and undiagnosed mental health issues.
- The catalyst for change in the family can come at any time and from any member. It is therefore important to work with all members of the family.
- Positive changes in families' economic circumstances benefit all support programs, as they reduce current dependency and allow support to be channeled to those further back in the pipeline.
- Relocation can be a disruptive process but also presents some of the best opportunities to resolve deep rooted issues and present new growth opportunities.
- Many grandparents are struggling with the challenges of bringing up teenage grandchildren, even as their health and strength may be failing.
- Maintain electronic and hard copies of records.

SUCCESS

We believe that success means different things in each family, and intervening achievements provide important encouragement on the road to larger, more distant goals.

One major indicator of long term success for us is when publicly funded housing produces individuals who embrace the connection between education and a great future, and there is support for children to move from crib to career successfully. We feel it is also an important indicator of success when rewarding work is regarded by next generations as more likely and achievable than incarceration.

Secondly, we regard success as the instance when our clients wean themselves from our services, and move confidently on to mainstream society because they have developed the skills for dealing with life's challenges. This is the point at which they become active contributors to their communities, allowing these services to be made available to others waiting in the pipeline.

Thirdly, success means the participation of all residents in the benefits of citizenship offered in the larger community. This applies especially to the disabled and seniors living in public housing who numbered over 730,000 nationally as of 2008, and frequently become isolated and marginalized as they age.

SCALABILITY

I have no hesitation in recommending a program like HSMP in other localities and other PHAs. I regard the principles as nationally applicable. The details in implementation will differ depending on unique local demographic and political situations. Any location using this model must be prepared to invest time and commitment as well as funds to ensure families' success.

At AHA the decision was made to keep the implementation external where it had begun, in part because of the flexibility and creativity that the program demands. This is not 'behind a desk, nine to five' work.

During its almost ten years, HSMP was able to operate with great efficiencies because at its peak there were 18 communities (over 10,000 persons) being served simultaneously. While over 80% of costs were for direct labor, there were significant savings achieved in all other administrative areas. The average cost per family per month over the entire period, including direct payments for educational support, transportation and initial childcare is \$170 per family per month. The costs for other PHAs starting implementation of a similar program would have to be based on the number of residents being served and local cost of living.

The longer term impact of the program in revitalized communities has not yet been measured, because there has been a shorter timeline for observation. Also, this work is not easily funded through private sources after the Authority's service contracts end. IY&FP is in the process of developing a non-profit to enable it to seek foundation funding and ensure that this work is sustainable in the long term.

I have not been a part of the implementation of this model in many locations aside from Atlanta, but in one other location with which I am familiar it was implemented in-house with my consulting assistance. The results have not been as successful as Atlanta and my conclusion is that staff changes and lack of commitment by new leadership influenced its fate. At AHA the Vice President of Human Development Services has been the Authority's link to the Program and there has been continuous communication throughout the years as is the case in all great partnerships. In addition, there has always been strong champion of and support for the Program from AHA's leadership. It has also been vitally important to the viability of the program that the Developer was one of the original architects of the vision and, by necessity took the long view.

In the larger environment it is also very important to develop support and buy-in of the local political players. Though everyone may not agree at the outset, there is need for a critical mass of supportive voices that will at least adopt a 'wait and see' approach and allow the Program to prove itself.

The Work Requirement /MTW Connection

I believe that, without the flexibility of the MTW structure, AHA would not have been able to create a balanced program that includes both improvement in the physical environment and the support necessary to make the work requirement moral and achievable. (Attachment 3)

The development and inclusion of a lease addendum to the leases signed by the residents receiving housing assistance, and which laid out the work requirement, accompanied by access to support, was a critical part of the original framework that allowed for the successful implementation of the HSMP.

GREAT STORIES OF HUMAN SUCCESS

Among the numerous families whose lives have touched mine are three that I share here. They are indelibly imprinted in my brain and heart because I believe there could have been very different outcomes, had we not been given the opportunity to become part of the lives of these families:

- *After we had visited the home headed by a single 38 year old mother of three for three years, she divulged that she had been diagnosed with AIDS a year before and she had not figured how to tell her two teenage children. She was also racked with guilt that she had developed this disease during her years of drug use and now would have to leave her children just when they were most vulnerable. The children's school grades were slipping, their behavior had changed for the worse, there was little leadership in the home, and they knew that something was wrong in their world but could not understand what. The FSC assigned to the family promised the mother that we would work with the school and the teens, and allow her to work on her own healing. She called a family meeting and we supported her in telling the children and creating a plan for going forward.*

We connected her to AIDS Atlanta where she was able to be placed in experimental drug trials and receive free medication and therapy.

We connected the children to students from Morehouse and Spellman who became their tutors and mentors.

Within a year, the children were on track to graduate from high school and go on to college. The mother recovered so well that when she was honored at our end of year 'Families of Distinction' event, she drove herself to the luncheon after being bedridden just months before.

Today she maintains a blog online for women living with AIDS who have children.

- *In 2006 we worked with a resident who was ambitious but stuck, because she had not completed high school, had a daughter, had moved from one low paying job to another, and could not juggle the demands of life with no support. The exercise of developing her Personal Life Wealth Plan allowed her to set interim goals and see the path ahead clearly. We referred her to subsidized childcare services close to a GED center and she was able to complete the preparation and get through that exam. She then registered in the local Technical College for the course in Childcare Training. The college had a center on site which enabled her to have her daughter close for free. Today, after doing a few more classes along the way, she owns her own home, and is Deputy Director for a Childcare Center in the City where some of the IY&FP staff who supported her success now leave their children in her care.*
- *In one of the first HOPE VI sites we worked with a family in which both parents were extremely disabled. The father was mentally disabled and the mother was wheelchair bound. They had two able-bodied and bright children who became teenagers on our watch. The girl, the elder child, was managing the family's finances and affairs before she was 12 years old. While she did a decent job of managing the money, she also began to lose respect for her parents and eventually to abuse them, especially when she had friends over to the home. The male FSC who was assigned to that family became a constant presence in the home and the schools. As the children moved through the turbulent teen years, they found in him a constant source of clarity and consistency that was otherwise absent in the home. He arranged mentors and summer involvement in programs, and attended school conferences with and then for, the mother. At seventeen the daughter became pregnant. We supported her through the experience and eventually she went back and graduated a year after her class. She attended a job skills workshop that we offered and when our contract with that community ended, we felt that the children had become stable young adults. Last month that family's former FSC returned to the office from a visit to the bank very excited. He had gone to a Wells Fargo branch and his former client had been his teller. She told him that she had moved from public housing, had her own apartment where she lived with her mother and her now 4 year old daughter, and that her brother was working with a supermarket chain in the city. She thanked him for caring and believing in them as he had.*

Atlanta Housing Authority

MTW Innovations & Policies



The following represents an “At a Glance” overview of a number of key innovations or policy reforms AHA has implemented as a result of its participation in the MTW Demonstration Program.

MTW Single Fund combines the low-income operating subsidy, capital funds and Housing Choice Voucher funds into a single, authority-wide fund used for MTW Eligible activities as defined in AHA’s MTW Agreement and the FY 2010 MTW Annual Plan. Among other things, these funds are used to expand quality, affordable housing in healthy mixed-income communities, support self-sufficiency programs for public housing and Housing Choice-assisted households and improve enterprise-wide operations (financial and other).

Atlanta Housing Authority - MTW Innovations	
Self-Sufficiency	
<ul style="list-style-type: none"> • Work/Program Requirement states that as a condition of receiving the housing subsidy, (a) one non-elderly (18 to 61 years old), non-disabled adult household member must maintain continuous full-time employment (at least 30 hours per week) and (b) all other non-elderly, non-disabled household members must also maintain employment with a minimum of 30 hours per week or participate in a combination of school, job training and/or part-time employment as a condition of the household’s eligibility to receive subsidy assistance. This policy standard establishes an expectation that reinforces the importance and necessity for work to achieve economic independence and self-sufficiency. 	
<ul style="list-style-type: none"> • Human Development and Support Services are provided by social service professionals through individualized coaching and counseling to (a) families impacted by AHA revitalizations and QLI relocation activities, and (b) to families who are non-compliant with the Work/Program Requirement and other obligations. By using MTW and HOPE VI funds to finance these vital services, AHA minimizes and/or removes a variety of generational barriers to self-sufficiency; giving the families more support to achieve success. 	
<ul style="list-style-type: none"> • Good Neighbor Program is an instructional program established by AHA and Georgia State University. The curriculum includes training on the roles and responsibilities of being a good neighbor after relocating to amenity-rich neighborhoods. AHA leverages MTW Funds with Georgia State University resources to support the implementation of this program. 	
<ul style="list-style-type: none"> • Service Provider Network is a group of social service agencies formed by AHA to support family and individual self-sufficiency. Leveraging MTW Funds with resources from these established organizations, AHA has provided various opportunities ranging from employment, job training, GED programming, post-secondary education, dental, physical and mental health referrals, and other connections supporting family success. 	
<ul style="list-style-type: none"> • Rapid Response Team proactively responds to issues experienced by Housing Choice participants adversely impacted by private property owner foreclosures or other emergencies, natural disasters or property abatement. AHA has provided a continuum of support leading to the resettlement of impacted families into new living environments while creating operational efficiencies including the establishment of processes, procedures and protocols that improve response times in handling these time-sensitive moves. 	
<ul style="list-style-type: none"> • Place-Based Supportive Services Strategy Pilot was created in collaboration with the Atlanta Regional Commission and other partners to leverage grant funds, MTW Funds and other resources. Using the Naturally Occurring Retirement Community (NORC) model, the goal of the pilot is to create a service-enriched living environment for seniors and persons with disabilities to age in place at three AHA-Owned Residential Communities (Marian Road Highrise, Piedmont Road Highrise, and Cheshire Bridge Road Highrise). Based on the best practices derived from the pilot, AHA will use the NORC model in other senior high-rise communities. 	

Atlanta Housing Authority - MTW Innovations

Housing Choice Voucher Program

- **30% of Adjusted Income** ensures that all Housing Choice Voucher Program (HCVP) participants' total tenant payments are limited to 30 percent of adjusted income. This innovation ensures continued affordability of the HCVP and uniformity of tenant payments regardless of the source of AHA subsidy.
- **Atlanta Submarket Payment Standards** were created using a market study conducted by a private third-party real estate market firm. These payment standards are used instead of HUD Fair Market Rents. Using comparable rents in the submarkets does not skew the rents paid in the submarket. This innovation has eliminated many financial barriers families often encounter during a housing search and gives participants additional financial leverage in leasing quality affordable housing.
- **Rent Reasonableness Determinations** developed by AHA's Asset Management group use independent market analysis to establish the market equivalent rent for each residential unit in AHA's HCVP. The value of this program results in consistent rent determination outcomes and stabilized Housing Choice contract rents in line with the Atlanta rental market and available subsidy resources.
- **Leasing Incentive Fee (LIF)** was established to attract landlords and private owners to make housing available to low-income families in lower poverty neighborhoods. In private markets, owners of Class A real estate often require security deposits and application fees to defray the costs of processing an application for an apartment. In response, AHA designed the LIF to eliminate these requirements as obstacles. The LIF gives families greater leverage to compete in the private market to secure quality housing.
- **Enhanced Inspection Standards** establishes interim and annual inspection "checkpoints" for improving accountability and enforcing the landlords' and participants' responsibility in property upkeep and re-evaluating neighborhood quality. This process develops a positive image and greater acceptance of the HCVP in communities.
- **Homeownership Policies:** (a) Section 8 Voucher for Homeownership allows qualified participants in the HCVP to use their voucher for mortgage payment assistance and facilitates upward movement from renting to homeownership. (b) Housing Choice Voucher Homeownership Policy established AHA's own procedures and requirements for eligible families to participate in the Housing Choice Homeownership or Homeownership Self-Sufficiency Program. The requirements are aligned to support the long-term success of low-income families achieving their dream of homeownership. (c) Comprehensive Homeownership is being established at AHA using its own policies, procedures, eligibility and participation requirements, including changes to the HUD Family Self-Sufficiency Program requirements. This new program approach and design will support and sustain a more successful homeownership program at AHA.
- **Project Based Rental Assistance (PBRA) Site-Based Administration** moves from the public housing authority-managed model under the traditional Housing Choice Project Based Voucher Program and operates as a distinct and separate program from the HCVP. It allows AHA to enter into long-term PBRA Agreements with Owner Entities of quality multi-family rental developments including developments for the elderly and persons with disabilities. The Owner Entities' professional management companies have the full responsibility of administering all aspects of PBRA eligibility, admissions and occupancy at the property level. This process has made the PBRA program attractive to private sector real estate professionals by allowing them to manage and mitigate their market risks associated with owning and implementing the program.

Atlanta Housing Authority - MTW Innovations

Local Reform of Housing Policies

- **Work/Program Requirement Policy** states that as a condition of receiving the housing subsidy, (a) one non-elderly (18 to 61 years old), non-disabled adult household member must maintain continuous full-time employment (at least 30 hours per week) and (b) all other non-elderly, non-disabled household members must also maintain employment with a minimum of 30 hours per week or participate in a combination of school, job training and/or part-time employment as a condition of the household's eligibility to receive subsidy assistance. This policy standard establishes an expectation that reinforces the importance and necessity for work to achieve economic independence and self-sufficiency.
- **\$125 Minimum Rent Policy** raises standards of responsibility for AHA-assisted families in public housing and Housing Choice by increasing tenant contributions towards rent. This policy does not apply to households where all members are either elderly and/or disabled, and whose sole source of income is Social Security, SSI, and/or other fixed annuity pension or retirement plans. These exempted households are still responsible for paying rent based upon 30 percent of their monthly adjusted income for rent and utilities, or a public housing assisted resident may elect to pay the Affordable Fixed Rent.
- **Elderly Income Disregard Policy** allows an elderly person to work without being penalized or having to calculate the employment income when determining rental assistance. The disregard applies only when the elderly person's sole source of income is Social Security, SSI, and/or other fixed annuity pension or retirement plan income. This policy is applicable to all AHA housing assistance programs. This innovation encourages "aging well" and self-sufficiency.
- **Non-Elderly Disabled Income Disregard Policy** allows a non-elderly person with a disability, as defined by AHA, whose sole source of income is Social Security, SSI, and/or other fixed annuity pension and retirement plan income to work without being penalized or having to calculate the employment income when determining rental assistance. The policy is applicable to all AHA housing assistance programs and encourages self-sufficiency.
- **4-to-1 Elderly Admissions Preference Policy** has resulted in a more optimal mix of less than 20 percent non-elderly, disabled adults in each community and fewer complaints. Elderly residents report feeling safer and more satisfied. AHA is improving the quality of life of elderly (62 years and older), almost elderly (55 to 61 years) and young disabled adults by creating a population mix that is more conducive to shared living space in the high-rise buildings. AHA has addressed sociological and generational lifestyle differences by admitting four elderly persons from the waiting list to each non-elderly, disabled adult admitted. The 80/20 mix is supported by academic research and independent studies.
- **Rent Simplification Policy** determines adjusted annual income by developing AHA's Standard Deductions that replace HUD's Standard Deductions. All AHA-assisted families benefit from AHA's Standard Deductions as they are more generous and equitable and eliminate the need to consider other deductions. This policy also makes provisions for catastrophic hardships. The intent of this policy is to reduce errors and the administrative burden, inefficiency and costs associated with the verification of unreimbursed medical and childcare expenses while reducing the potential for fraud.

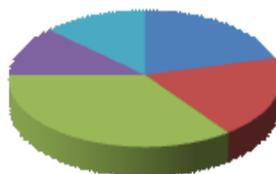
Atlanta Housing Authority - Human Services Partners

(Partial listing)

Empowering Families

Achor Center
 AGL Resources
 Atlanta Community Food Bank
 Atlanta Habitat for Humanity
 Boys & Girls Club of Metro Atlanta
 The Center for Working Families
 City of Atlanta Watershed Management
 Families First
 Fulton County Human Services Department
 Fulton County Department of Family and Children Services (DFCS)
 Gate City Day Nursery Association
 Georgia Family Council
 Georgia Power Company
 Georgia Public Service Commission
 Georgia State University
 Alonzo A. Crim Center for Urban Educational Excellence
 Heating Energy Assistance Team, Inc. (H.E.A.T.)
 Integral Youth and Family Project (IYFP)
 MARTA
 Project Healthy Grandparents
 Quality Care for Children
 Safe Families for Children
 SCANA Energy
 United Way of Metropolitan Atlanta
 Metro Atlanta YMCA

Service & Human Development Partners



- Aging Well
- Education
- Family
- Healthcare
- Employment

AHA partners with a variety of organizations to provide services and counseling needed by families, seniors and disabled residents.

Enhancing Life Seniors & Disabled

Alzheimer's Association, Georgia Chapter
 American Association of Retired Persons (AARP)
 American Society on Aging (ASA)
 Atlanta Regional Commission (ARC)
 Area Agency on Aging
 Bobby Dodd Institute
 Connected Living
 DisAbility Link
 Dynamic Productions / Stepp Stewart
 Emory Fuqua Center for Late Life Depression
 Fulton County Human Services – Division of Aging Services
 Georgia Department of Human Resources - Adult Protective Services, Aging Division, Children with Special Needs
 International Council on Active Aging
 Hands On Atlanta
 Jewish Family and Career Services
 Jewish Federation of Greater Atlanta
 Leading Age
 Meals on Wheels Atlanta
 Project Interconnections, Inc.
 Quality Living Services (QLS)
 Senior Connections
 UniHealth Source

Fostering

Growth & Learning

Atlanta Metropolitan College
 Atlanta Public Schools
 Atlanta Technical College
 Atlanta-Fulton Public Library System
 CHRIS Kids, Inc.
 Georgia Department of Early Care and Learning - Bright from the Start
 Georgia State University - Center for Study of Adult Literacy, Educational Opportunity Center
 Literacy Action, Inc.
 Literacy Volunteers of Atlanta
 Sheltering Arms Early Education & Family Centers
 YMCA Early Childhood Development Company, LLC - Head Start

Connecting

to Employment

Atlanta Workforce Development Agency (AWDA)
 Atlanta Job Corps
 Catholic Charities of the Archdiocese of Atlanta
 Fulton-Atlanta Community Action Authority (FACAA)
 Georgia Department of Labor
 Goodwill of North Georgia
 Urban League of Greater Atlanta, Inc.

Promoting

Healthy Lifestyles

Children's Healthcare of Atlanta - Hughes Spalding Hospital
 Emory University - Nell Hodgson Woodruff School of Nursing
 Georgia Crisis & Access Line Behavioral Health Link
 Grady Health System - Geriatrics Department
 H.O.P.E. Through Divine Intervention, Inc.
 Kaiser Permanente
 Morehouse School of Medicine (MSM) - Prevention Research Center
 Piedmont Hospital
 Project Open Hand
 Visiting Nurse Health System

List of Private Sector/ Employment Partners of HSMP(2011)

ADT
Atlanta Public Schools
Block buster
CBS Corporation
Clarcor Inc
Children's Healthcare of Atlanta
Clayton County Public Schools
Cobb County Government
Coca Cola
Cox Media Group
DeKalb County Government
Delta Airways
Emory University
Georgia Department of Human Services
Georgia Department of Education
Georgia Department of Administrative Services
Georgia Institute of Technology
Georgia State University
Grady Health System
Hire Dynamics
Home Depot
Hyatt
Kroger Supermarkets
Lane Company
Lowe's
Macy's
Matrix Suppliers
Pitney Bowes
Starwood Hotels
Southern Company
Tenet Healthcare
Waffle House
UPS
Verizon
YWCA
Zoo Atlanta

Non-Profit/ Public Agencies (Education, Training and Services)

100 Black Men of Atlanta

Atlanta Fulton County Public Library/Learning and Career Centers

Atlanta Public Schools

Atlanta Workforce Development Authority

Atlanta Technical College

Big Brother Big Sisters

Boys and Girls Club

Chris Kids

Georgia Department of Human Resources

Georgia Department of Administrative Services

Goodwill Industries

Grady Health System

Marriott

DeKalb Perimeter College

West End Health Centers

YWCA

YMCA



Integral Youth & Family Project (IYFP)

Program Performance Period - January 1, 2002 - September 19, 2011

Human Services Management Programmatic Outcomes

Employment
Outcomes

Total Number of Service Connection Enrollments	Total # Heads of Households	Total # of Household Members	Total # of individuals
Job Training Programs	117	27	114
Employment Preparation and Retention Services	566	85	651
Vocational/Technical Training Programs	256	55	311
TOTAL SUMMARY	939	167	1,076
Employment (Duplicated)			
Number of Job Placements	2,263	199	2,462

KEY

Performance Outcome Description:

Vocational/Technical Training - Secondary training which prepares individuals for a care in a specific field

Job Training - Short term training for specific skills which prepares individuals for employment (e.g. nursing, construction, etc.)

Employment Preparation & Retention - Preparing individuals to access and retain employment. These services may include soft skills training, not specific job skills. Examples include but not limited to job search coaching, job referrals and job retention coaching.

Integral Youth & Family Project (IYFP) Data Communities: Antoine Graves, Graves Annex, Bankhead Courts, Bowen Homes, Capital Homes, Carver Homes, Englewood Manor, Grady Homes, Harris Homes, Hollywood Courts, John O. Chiles, Jonesboro North, Jonesboro South, Palmer House, Roosevelt House, Thomasville Heights and University Homes

**ATLANTA HOUSING AUTHORITY
COMMUNITY, GOVERNMENTAL AND EXTERNAL AFFAIRS
HUMAN SERVICES MANAGEMENT SURVEY RESULTS**

Release Date: November 30, 2009

	HOPE VI Communities						QLI Communities												SUMMARY TOTAL
Human Services Management Survey Tracking	Antoine Graves	John O. Chiles	MLK Towers	McDaniel Glenn	University Homes	Grady Homes	Leila Valley	U-Rescue Villa	Englewood Manor	Jonesboro North	Jonesboro South	Thomasville Heights	Bankhead Courts	Bowen Homes	Hollywood Courts	Herndon Homes	Palmer House	Roosevelt House	
No. of Administered HSM Surveys	206	170	98	105	317	293	71	89	259	82	131	299	294	499	154	210	202	214	3693
No. of Active Client Caseload*	228	191	93	139	323	301	85	54	258	78	125	292	280	480	149	213	196	210	3695
Total No. of HSM Surveys Completed	113	92	29	7	89	128	28	10	134	31	58	148	178	266	43	42	40	36	1472
Survey Response Rate (%)	54.9%	54.1%	29.6%	6.7%	28.1%	43.7%	39.4%	11.2%	51.7%	37.8%	44.3%	49.5%	60.5%	53.3%	27.9%	20.0%	19.8%	16.8%	39.9%
Client Survey Results																			
(Q1) Know how to contact my case manager/family support coordinator when I need to	Antoine Graves	John O. Chiles	MLK Towers	McDaniel Glenn	University Homes	Grady Homes	Leila Valley	U-Rescue Villa	Englewood Manor	Jonesboro North	Jonesboro South	Thomasville Heights	Bankhead Courts	Bowen Homes	Hollywood Courts	Herndon Homes	Palmer House	Roosevelt House	
Strongly Agree	62.8%	64.0%	38.5%	57.1%	66.3%	69.9%	34.6%	50.0%	72.9%	72.4%	70.7%	64.9%	75.6%	67.3%	76.7%	69.0%	72.5%	50.0%	
Agree	34.5%	33.7%	42.3%	28.6%	29.2%	25.2%	53.8%	30.0%	25.6%	13.8%	25.9%	25.0%	21.5%	30.8%	18.6%	26.2%	22.5%	38.9%	
Neither Agree or Disagree	0.9%	0.0%	3.8%	0.0%	2.2%	3.3%	0.0%	20.0%	0.0%	6.9%	1.7%	6.8%	1.7%	0.8%	2.3%	2.4%	2.5%	2.8%	
Disagree	0.9%	0.0%	11.5%	14.3%	0.0%	1.6%	0.0%	0.0%	0.0%	3.4%	1.7%	1.4%	1.2%	0.0%	2.3%	2.4%	0.0%	8.3%	
Strongly Disagree	0.9%	2.2%	3.8%	0.0%	2.2%	0.0%	11.5%	0.0%	1.6%	3.4%	0.0%	2.0%	0.0%	1.2%	0.0%	0.0%	2.5%	0.0%	
(Q2) Satisfied with the amount of time it takes my case manager/family support coordinator to return my phone calls	Antoine Graves	John O. Chiles	MLK Towers	McDaniel Glenn	University Homes	Grady Homes	Leila Valley	U-Rescue Villa	Englewood Manor	Jonesboro North	Jonesboro South	Thomasville Heights	Bankhead Courts	Bowen Homes	Hollywood Courts	Herndon Homes	Palmer House	Roosevelt House	
Satisfied	85.8%	85.6%	65.4%	85.7%	79.8%	84.6%	66.7%	60.0%	86.8%	79.3%	79.3%	74.8%	93.0%	84.7%	83.7%	85.7%	84.6%	80.0%	
Somewhat Satisfied	11.5%	7.8%	19.2%	0.0%	11.2%	5.7%	14.8%	20.0%	7.0%	3.4%	12.1%	15.0%	4.7%	8.0%	7.0%	9.5%	7.7%	14.3%	
No Opinion	2.7%	2.2%	7.7%	14.3%	6.7%	6.5%	14.8%	20.0%	3.9%	9.7%	6.9%	5.4%	1.7%	5.4%	9.3%	4.8%	2.6%	2.9%	
Somewhat Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.8%	3.4%	1.7%	2.7%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	
Very Dissatisfied	0.0%	4.4%	7.7%	0.0%	2.2%	2.4%	3.7%	0.0%	1.6%	13.8%	0.0%	2.0%	0.6%	0.4%	0.0%	0.0%	5.1%	2.9%	
(Q3) Case manager/family support coordinator explains resources or services available to me in a way that I can understand	Antoine Graves	John O. Chiles	MLK Towers	McDaniel Glenn	University Homes	Grady Homes	Leila Valley	U-Rescue Villa	Englewood Manor	Jonesboro North	Jonesboro South	Thomasville Heights	Bankhead Courts	Bowen Homes	Hollywood Courts	Herndon Homes	Palmer House	Roosevelt House	
Strongly Agree	49.6%	58.7%	37.9%	71.4%	56.7%	70.3%	32.1%	40.0%	64.9%	48.4%	69.0%	59.3%	74.7%	70.1%	62.8%	69.0%	67.5%	45.9%	
Agree	45.1%	35.9%	44.8%	28.6%	36.7%	25.0%	46.4%	60.0%	29.1%	25.8%	22.4%	34.7%	21.9%	26.5%	27.9%	26.2%	25.0%	35.1%	
Neither Agree or Disagree	4.4%	2.2%	6.9%	0.0%	2.2%	3.1%	7.1%	0.0%	3.7%	9.7%	5.2%	3.3%	2.8%	1.5%	9.3%	2.4%	5.0%	16.2%	
Disagree	0.0%	0.0%	3.6%	0.0%	2.2%	0.8%	3.6%	0.0%	1.5%	9.7%	3.4%	2.0%	0.0%	1.9%	0.0%	2.4%	0.0%	2.7%	
Strongly Disagree	0.9%	3.3%	3.4%	0.0%	2.2%	0.8%	10.7%	0.0%	0.7%	6.5%	0.0%	0.7%	0.6%	0.0%	0.0%	0.0%	2.5%	0.0%	
(Q4) Case manager/family support coordinator knows my circumstances and what I need to become self-sufficient	Antoine Graves	John O. Chiles	MLK Towers	McDaniel Glenn	University Homes	Grady Homes	Leila Valley	U-Rescue Villa	Englewood Manor	Jonesboro North	Jonesboro South	Thomasville Heights	Bankhead Courts	Bowen Homes	Hollywood Courts	Herndon Homes	Palmer House	Roosevelt House	
Strongly Agree	40.7%	39.6%	35.7%	57.1%	60.0%	59.8%	32.1%	50.0%	67.4%	58.1%	61.4%	59.7%	67.4%	60.6%	55.8%	66.7%	57.5%	54.1%	
Agree	51.3%	48.4%	46.4%	28.6%	31.1%	33.1%	50.0%	40.0%	28.9%	16.1%	29.8%	30.9%	28.1%	34.1%	34.9%	23.8%	32.5%	40.5%	
Neither Agree or Disagree	3.5%	3.3%	6.9%	14.3%	6.7%	5.5%	7.1%	10.0%	1.5%	6.5%	7.0%	6.7%	3.4%	4.2%	4.7%	7.1%	7.5%	0.0%	
Disagree	2.7%	3.3%	3.6%	0.0%	0.0%	1.6%	3.6%	0.0%	1.5%	12.9%	0.0%	2.7%	0.6%	0.8%	4.7%	2.4%	0.0%	5.4%	
Strongly Disagree	1.8%	5.5%	3.6%	0.0%	2.2%	0.0%	7.1%	0.0%	0.7%	6.5%	1.8%	0.0%	0.6%	0.4%	0.0%	0.0%	2.5%	0.0%	
(Q5) Satisfied with the amount of contact I have with my case manager/family support coordinator	Antoine Graves	John O. Chiles	MLK Towers	McDaniel Glenn	University Homes	Grady Homes	Leila Valley	U-Rescue Villa	Englewood Manor	Jonesboro North	Jonesboro South	Thomasville Heights	Bankhead Courts	Bowen Homes	Hollywood Courts	Herndon Homes	Palmer House	Roosevelt House	
Satisfied	85.0%	79.3%	69.0%	85.7%	85.6%	87.4%	75.9%	80.0%	83.7%	67.7%	89.7%	81.3%	93.3%	87.5%	72.1%	85.7%	87.5%	86.5%	
Somewhat Satisfied	10.6%	15.2%	10.3%	0.0%	5.6%	5.5%	3.4%	20.0%	9.6%	9.7%	1.7%	10.0%	3.4%	8.3%	14.0%	11.9%	10.0%	10.8%	
No Opinion	1.8%	1.1%	6.9%	14.3%	7.8%	5.5%	10.3%	0.0%	3.0%	6.5%	6.9%	5.3%	2.2%	1.9%	11.6%	2.4%	0.0%	0.0%	
Somewhat Dissatisfied	0.9%	0.0%	10.3%	0.0%	0.0%	0.0%	3.4%	0.0%	0.7%	6.5%	1.7%	2.7%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	
Dissatisfied	1.8%	4.3%	3.4%	0.0%	1.1%	1.6%	6.9%	0.0%	3.0%	9.7%	0.0%	0.7%	1.1%	0.8%	2.3%	0.0%	2.5%	2.7%	

**ATLANTA HOUSING AUTHORITY
COMMUNITY, GOVERNMENTAL AND EXTERNAL AFFAIRS
HUMAN SERVICES MANAGEMENT SURVEY RESULTS**

	HOPE VI Communities						QI Communities												
	Antoine Graves	John O. Chiles	MLK Towers	McDaniel Glenn	University Homes	Grady Homes	Leila Valley	U-Rescue Villa	Englewood Manor	Jonesboro North	Jonesboro South	Thomasville Heights	Bankhead Courts	Bowen Homes	Hollywood Courts	Herndon Homes	Palmer House	Roosevelt House	
(Q6) Case manager/family support coordinator does a good job of connecting me to resources, programs, or services to help me become self-sufficient																			
Strongly Agree	39.8%	50.0%	27.6%	57.1%	58.9%	66.9%	28.6%	40.0%	62.2%	48.4%	60.3%	57.4%	72.5%	61.3%	55.8%	50.0%	67.5%	51.4%	
Agree	48.7%	43.5%	41.4%	28.6%	30.0%	24.4%	46.4%	50.0%	26.7%	22.6%	32.8%	29.1%	23.0%	31.2%	23.3%	38.1%	20.0%	40.0%	
Neither Agree or Disagree	6.2%	0.0%	17.2%	14.3%	7.8%	6.3%	14.3%	10.0%	6.7%	12.9%	5.2%	7.4%	1.7%	4.5%	14.0%	7.1%	10.0%	8.6%	
Disagree	4.4%	1.1%	10.3%	0.0%	1.1%	2.4%	3.6%	0.0%	3.7%	9.7%	1.7%	4.1%	1.1%	1.9%	7.0%	2.4%	0.0%	0.0%	
Strongly Disagree	0.9%	5.4%	3.4%	0.0%	2.2%	0.0%	7.1%	0.0%	0.7%	6.5%	0.0%	2.0%	1.7%	1.1%	0.0%	2.4%	2.5%	0.0%	
(Q7) Case manager/family support coordinator involves me in discussing and planning for resources, programs, or services that I need																			
Strongly Agree	35.4%	46.7%	44.8%	57.1%	58.9%	64.8%	28.6%	60.0%	60.0%	51.6%	55.2%	55.3%	66.1%	58.1%	55.8%	52.4%	57.5%	54.1%	
Agree	51.3%	42.4%	31.0%	28.6%	30.0%	25.8%	46.4%	30.0%	33.3%	16.1%	29.3%	31.3%	28.8%	34.3%	32.6%	38.1%	32.5%	35.1%	
Neither Agree or Disagree	8.0%	4.3%	6.9%	14.3%	6.7%	7.0%	14.3%	10.0%	3.0%	12.9%	8.6%	8.0%	2.3%	4.2%	4.7%	4.8%	5.0%	8.1%	
Disagree	2.7%	1.1%	10.3%	0.0%	2.2%	2.3%	3.6%	0.0%	1.5%	9.7%	5.2%	4.0%	1.7%	3.0%	7.0%	2.4%	2.5%	2.7%	
Strongly Disagree	2.7%	5.4%	6.9%	0.0%	2.2%	0.0%	7.1%	0.0%	2.2%	9.7%	1.7%	1.3%	1.1%	0.4%	0.0%	2.4%	2.5%	0.0%	
(Q8) Case manager/family support coordinator involves me in discussing and planning my goals to become self-sufficient																			
Strongly Agree	38.1%	46.7%	27.6%	57.1%	56.7%	59.1%	39.3%	50.0%	63.9%	54.8%	59.6%	58.0%	69.9%	59.6%	58.1%	57.1%	60.0%	54.1%	
Agree	52.2%	42.4%	44.8%	28.6%	31.1%	29.9%	39.3%	50.0%	31.6%	16.1%	28.1%	30.0%	24.4%	36.2%	27.9%	33.3%	30.0%	35.1%	
Neither Agree or Disagree	7.1%	4.3%	10.3%	14.3%	8.9%	7.9%	10.7%	0.0%	3.0%	12.9%	8.8%	7.3%	4.0%	1.1%	9.3%	9.5%	7.5%	8.1%	
Disagree	1.8%	1.1%	13.8%	0.0%	1.1%	3.1%	3.6%	0.0%	0.8%	6.5%	3.5%	4.0%	1.1%	0.0%	4.7%	0.0%	0.0%	2.7%	
Strongly Disagree	0.9%	5.4%	3.4%	0.0%	2.2%	0.0%	7.1%	0.0%	0.8%	9.7%	0.0%	0.7%	0.6%	0.4%	0.0%	0.0%	2.5%	0.0%	
(Q9) Life is better because of my case manager/family support coordinator's help																			
Strongly Agree	37.2%	43.5%	35.7%	42.9%	43.3%	42.1%	21.4%	20.0%	39.6%	36.7%	38.6%	34.2%	51.7%	33.5%	37.2%	42.9%	57.5%	54.1%	
Agree	45.1%	45.7%	25.0%	28.6%	32.2%	34.9%	35.7%	50.0%	36.6%	23.3%	33.3%	32.9%	29.8%	42.5%	27.9%	26.2%	27.5%	24.3%	
Neither Agree or Disagree	9.7%	4.3%	25.0%	28.6%	20.0%	16.7%	25.0%	30.0%	17.2%	13.3%	22.8%	20.1%	14.0%	18.0%	25.6%	21.4%	10.0%	18.9%	
Disagree	4.4%	1.1%	7.1%	0.0%	2.2%	5.6%	7.1%	0.0%	5.2%	13.3%	3.5%	8.7%	3.9%	4.5%	4.7%	7.1%	2.5%	2.7%	
Strongly Disagree	3.5%	5.4%	7.1%	0.0%	2.2%	0.8%	10.7%	0.0%	1.5%	13.3%	1.8%	4.0%	0.6%	1.5%	4.7%	2.4%	2.5%	0.0%	
(Q10) Length of time received human services management																			
Less than 6 months	36.3%	6.7%	14.3%	14.3%	11.1%	9.4%	3.6%	10.0%	7.4%	6.5%	3.5%	25.7%	21.5%	18.4%	41.9%	21.4%	22.5%	24.3%	
6 months to 12 months	26.5%	4.4%	21.4%	28.6%	7.8%	8.7%	21.4%	20.0%	17.0%	19.4%	12.3%	61.5%	54.8%	57.1%	48.8%	54.8%	55.0%	48.6%	
Between 1 and 2 years	29.2%	18.9%	35.7%	14.3%	45.6%	15.0%	64.3%	60.0%	66.7%	64.5%	73.7%	11.5%	22.6%	22.6%	9.3%	23.8%	15.0%	24.3%	
More than 2 years	5.3%	67.8%	28.6%	42.9%	35.6%	66.9%	10.7%	10.0%	8.1%	9.7%	10.5%	0.7%	1.1%	1.9%	0.0%	0.0%	7.5%	2.7%	
(Q11) Overall quality of the case management/human services management services received																			
Excellent	45.1%	48.9%	34.5%	57.1%	55.6%	59.1%	32.1%	30.0%	59.3%	51.6%	54.4%	49.7%	63.3%	57.1%	60.5%	54.8%	50.0%	67.6%	
Very Good	26.5%	32.6%	20.7%	28.6%	23.3%	27.6%	25.0%	30.0%	19.3%	12.9%	21.1%	26.8%	19.8%	21.1%	7.0%	16.7%	37.5%	24.3%	
Good	20.4%	9.8%	24.1%	14.3%	13.3%	10.2%	25.0%	40.0%	15.6%	9.7%	14.0%	11.4%	10.7%	16.2%	18.6%	16.7%	5.0%	2.7%	
Fair	5.3%	4.3%	10.3%	0.0%	7.8%	1.6%	14.3%	0.0%	5.2%	3.2%	10.5%	8.7%	5.1%	5.3%	11.6%	9.5%	5.0%	5.4%	
Poor	2.7%	4.3%	10.3%	0.0%	0.0%	1.6%	3.6%	0.0%	0.7%	22.6%	0.0%	3.4%	1.1%	0.4%	2.3%	2.4%	2.5%	0.0%	

Note:
* Active Caseload as of June 30, 2009

Atlanta Housing Authority Community, Governmental and External Affairs

	Clients		Contract Value							
	Original Potential Caseload	Total Contract Value	Initial Year Budget	Cost Per Family Rate (Yr1)	Cost Per Family Rate (Yr2)	Cost Per Family Rate (Yr3)	Cost Per Family Rate (Yr4)	Cost Per Family Rate (Yr5)	Cost Per Family Rate (Yr6)	Cost Per Family Rate (Yr7)
Human Services Management										
Hope VI										
Capitol Homes	618	\$2,676,622.00	\$538,919.00	\$72.67	\$97.75	\$84.05	\$65.20	\$41.26	\$62.82	\$62.82
Carver Homes	407	\$2,194,377.00	\$581,262.00	\$119.01	\$120.69	\$99.90	\$72.63	\$37.07	\$29.43	\$29.43
Harris Homes	269	\$1,816,333.00	\$360,528.00	\$111.69	\$144.39	\$134.40	\$101.15	\$71.06	\$126.03	\$139.22
Grady Homes	355	\$2,823,750.00	\$586,271.00	\$137.62	\$146.81	\$150.97	\$140.53	\$100.50	\$86.92	\$135.52
John O. Chiles and Annex	254	\$1,160,461.00	\$380,723.00	\$124.91	\$125.26	\$130.56	\$131.97	—	—	—
University Homes	411	\$1,888,218.20	\$578,282.10	\$117.25	\$127.79	\$137.81	\$171.53	\$385.70	—	—
Antoine Graves and Graves Annex	279	\$1,210,452.00	\$397,386.00	\$118.69	\$119.01	\$123.84	\$139.43	—	—	—
TOTAL:	2593	\$13,770,213.20	\$3,423,371.10	—						
QLI										
Englewood Manor	320	\$1,253,664.00	\$557,184.00	\$145.10	\$127.69	\$127.69	\$235.63	—	—	—
Jonesboro North	100	\$547,452.00	\$243,312.00	\$202.76	\$178.43	\$178.43	\$235.63	—	—	—
Jonesboro South	150	\$591,502.50	\$262,890.00	\$146.05	\$128.52	\$128.52	\$235.63	—	—	—
Thomasville Heights	350	\$1,371,195.00	\$609,420.00	\$145.10	\$127.69	\$127.69	\$235.63	—	—	—
Bankhead Courts	386	\$1,512,232.20	\$672,103.20	\$145.10	\$127.69	\$127.69	\$235.63	—	—	—
Bowen Homes	650	\$2,410,668.00	\$1,071,408.00	\$137.36	\$120.88	\$120.88	\$235.63	—	—	—
Herndon Homes	273	\$1,076,534.55	\$478,459.80	\$146.05	\$128.52	\$128.52	\$235.63	—	—	—
Hollywood Courts	202	\$796,556.70	\$354,025.20	\$146.05	\$128.52	\$128.52	\$235.63	—	—	—
Palmer House	250	\$1,670,017.50	\$742,230.00	\$281.15	\$247.41	\$247.41	—	—	—	—
Roosevelt House	257	\$1,716,777.90	\$763,012.44	\$281.15	\$247.41	\$247.41	—	—	—	—
TOTAL:	2938	\$12,946,600.35	\$5,754,044.64	—						
GRAND TOTAL:	5531	\$26,716,813.55	\$9,177,415.74							

Note:
Shaded blue - extension year rates due to special needs population



Human Services Management

The Key to Transforming the Human Potential

A close-up portrait of a woman with dark hair, looking slightly to the right with a gentle smile. She has a soft, natural-looking complexion and is wearing a blue top. The background is dark and out of focus.

Awareness

Now I am more aware of programs and opportunities that are available to me and my family such as schools, jobs, etc. Thank you for believing in those of us that want to live the American Dream, provide for our families, and make a better life for our kids.

Former Bankhead Courts Resident



Confidence

My Family Support Coordinator gave me confidence. She made me feel that I can do anything I put my mind to... because of that I am now continuing my education.

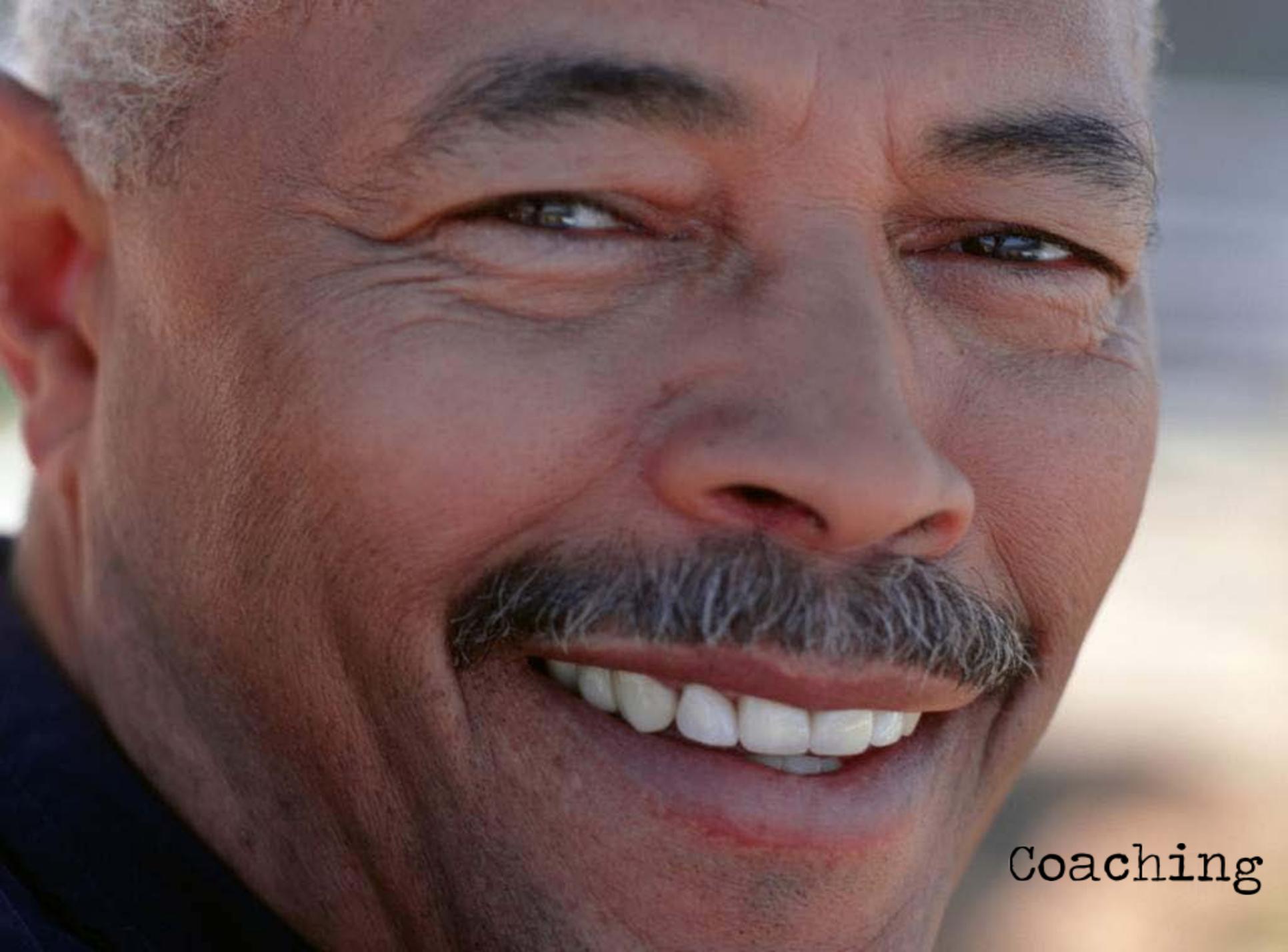
Former Bankhead Courts Resident

Encouragement



My family support worker is an on-time worker because she is not only thinking about what I need to do but how I am doing as a person. She helped me to go back to school, get my high school diploma and go to work. Human Services Management is the best thing that ever happened to me since I left Grady Homes because I was ready for a change in life.

Former Grady Homes Resident



Coaching

My case manager has been very important to the progress that I have made with my family and job. He helped motivate me in a time of need. I really appreciate the program, it has been a positive impact in our life.

Former McDaniel Glenn Resident

Family Support



My Family Support Coordinator encouraged me to go back to school and get my GED. Guess what? I succeeded! I am now climbing the charts to having a good career. My FSC showed me that she cares not only about me, but also cares about my kids.

Former Jonesboro South Resident



Empowerment

I appreciate Human Services for help with relocation, the support, job trainings and staying in contact with me and my family. I have developed my work experience skills and gained a job to support me and my family... I am now CATALYST compliant! This has been a wonderful experience and I will continue to strive for the best.

Without AHA I could have not done it. I am blessed to have you all.

Former Leila Valley Resident



Human Services Management

The Key to Transforming the Human Potential

**United States House of Representatives
Committee on Financial Services**

"TRUTH IN TESTIMONY" DISCLOSURE FORM

Clause 2(g) of rule XI of the Rules of the House of Representatives and the Rules of the Committee on Financial Services require the disclosure of the following information. A copy of this form should be attached to your written testimony.

1. Name:	2. Organization or organizations you are representing:										
Hope C. Boldon	The Integral Youth and Family Project, LLC (The Human Development Subsidiary of The Integral Group)										
3. Business Address and telephone number:											
[REDACTED]											
4. Have you received any Federal grants or contracts (including any subgrants and subcontracts) since October 1, 2008 related to the subject on which you have been invited to testify?	5. Have any of the organizations you are representing received any Federal grants or contracts (including any subgrants and subcontracts) since October 1, 2008 related to the subject on which you have been invited to testify?										
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No										
6. If you answered yes to either item 4 or 5, please list the source and amount of each grant or contract, and indicate whether the recipient of such grant was you or the organization(s) you are representing. You may list additional grants or contracts on additional sheets.											
<p>Atlanta Housing Authority:</p> <table border="0"> <tr> <td>QLI Communities</td> <td align="right">\$8,519,683.99</td> </tr> <tr> <td>Grady Homes/Graves Hope VI</td> <td align="right">2,118,533.09</td> </tr> <tr> <td>Harris Hope VI</td> <td align="right">1,159,847.12</td> </tr> <tr> <td>Capitol Hope VI(University Homes)</td> <td align="right">621,238.98</td> </tr> <tr> <td>Total</td> <td align="right">\$12,419,302.38</td> </tr> </table>		QLI Communities	\$8,519,683.99	Grady Homes/Graves Hope VI	2,118,533.09	Harris Hope VI	1,159,847.12	Capitol Hope VI(University Homes)	621,238.98	Total	\$12,419,302.38
QLI Communities	\$8,519,683.99										
Grady Homes/Graves Hope VI	2,118,533.09										
Harris Hope VI	1,159,847.12										
Capitol Hope VI(University Homes)	621,238.98										
Total	\$12,419,302.38										
7. Signature: 											

Please attach a copy of this form to your written testimony.