



Appendix F

Neighborhood Development Area (NDA) Programs

In the Neighborhood Development Area (NDA) programs funded by DYCD through the Community Services Block Grant (CSBG), including Healthy Families: Support Services, High School Youth: Educational Support, and Senior Services, the term “case management” has been replaced with family development coaching and case managers have been replaced with family development coaches. Family development coaching places an emphasis on working with participants as partners and encourages them to take the lead in defining goals and the steps needed to achieve them through creating their family development plans (FDPs). This process aligns with the Family Development Credential (FDC) program, a fifteen-week course sponsored by DYCD, that provides guidance to front-line workers on how to engage with families and individuals from a strengths-based perspective. Family development coaches in the NDA programs will be required to attain the FDC credential.

Healthy Families: Support Services

Program Summary

The Healthy Families program aims to support and strengthen families using a holistic, strengths-based approach based on the principles of family development. The target population is youth, adults, and families. If a youth enrolls as an individual, the minimum age is 14. Required activities are Access Services and Family Development Coaching. Programs may also choose to provide Education/Career Counseling, Emergency Services, Employment Assistance, Family Budgeting and Consumer Education, Individual Family Housing Advocacy, Individual/Family Housing Assistance, Legal Assistance, Parent Skills Training, and Review of Child Support Status.

Family Development Coach Requirements

- For a program funded at \$100,000, a maximum of two-family development coaches, have, at minimum, associate degrees in human services fields or maintain current enrollment toward such degrees.
- Family development coaches have at least two years of experience within the last five years providing access services and experience working with diverse populations.
- The FDC credential is required within twelve months of program start.
- Language proficiency aligns with that of the community served.
- One family development coach devotes 100 percent of time to the Healthy Families program; two family development coaches are full-time equivalent.
- For programs funded at higher levels, additional family development coaches are hired to serve the increased enrollment.

- The coach(es) has the necessary cultural competence to provide services to the various racial/ethnic populations that reside in any of the Neighborhood Tabulation Areas (NTAs) that comprise the NDA.

Appendix F- Neighborhood Development Area (NDA) Programs continued

Family Development Standards

- Each participant is assigned to a family development coach responsible for working with the family/individual to achieve the participant's goals.
- Responsibilities include outreach and recruitment, developing and reviewing family development plans (FDPs), maintaining case notes, and reporting to DYCD.
- The caseload is 35 participants for a full-time coach who makes contact with each assigned participant at least once a month.
- Each meeting is documented with written progress notes, updating steps achieved and to be taken toward meeting the goals identified in the FDP.
- The program director reviews the FDPs with the coach(es) and assesses progress as well as challenges to meet the goals set forth in the plans.
- The family development coach is expected to work with community-based organizations as well as New York City agencies that offer parent and family resources and refer participants as needed.
- The coach(es) has the necessary cultural competence to provide services to the various racial/ethnic populations that reside in any of the Neighborhood Tabulation Areas (NTAs) that comprise the NDA.

High School Youth: Educational Support

Program Summary

The High School Youth: Educational Support program aims to engage youth in a program that will, through project-based learning, support and encourage them to attain the academic skills and standing that will enable them to stay in school, attain high school diplomas, and plan their career paths. Participant youth are enrolled in grades 9-12 and have a grade point average of 75 (C) or below, a failing grade in one or more subjects, or chronic school absenteeism. Required activities are Academic Enrichment, College Preparation, Educational/Career Counseling, Intergenerational Interaction, Internships, and Family Development Coaching. Programs may also choose to provide Job-readiness Skills, Leadership Skills, Life Skills, Mediation/Conflict Resolution Training, and Peer Counseling. Programs provide homework help and tutoring as needed.

At the beginning of the program, participants identify an issue within the school environment or the wider community that concerns them. With program staff, they explore strategies for addressing the issue and implement the strategies they have identified. Projects incorporate some activities with other generations (children, adults, seniors).

Internships are required for all participants who are not currently working in paid jobs and optional for those who have jobs. Internships connect to students' interests and advance their career goals. Each student engaging in an internship works a total of 60 hours annually and receives a stipend of \$600 for the program year.

Appendix F- Neighborhood Development Area (NDA) Programs continued

Family Development Coach Requirements

- For a program funded at \$100,000 there is at least one full-time family development coach.
- Programs funded above \$100,000 employ additional full-time or part-time family development coaches to serve the increased enrollments.
- The family development coach(es) has, at minimum, an associate degree or is maintaining current enrollment toward such degree.
- The coach is experienced in utilizing appropriate resources and working with City systems such as public assistance, child welfare, education, and housing.
- The Family Development Credential (FDC) is required within twelve months of the program's start.
- The coach(es) has the necessary cultural competence to provide services to the various racial/ethnic populations that reside in any of the Neighborhood Tabulation Areas (NTAs) that comprise the NDA.

Family Development Standards

- Each full-time family development coach provides academic counseling, identifies participant issues, and facilitates access to relevant support, both inside and outside school.
- Each participant is assigned to a family development coach responsible for working with the participant to develop a Family Development Plan (FDP) to identify and work toward achieving the participant's self-identified goals.
- A full-time coach maintains a caseload of 35 students.
- The family development coach maintains contact with the cohort as a whole and meets with each assigned participant at least once every four weeks and more frequently if needed.
- Each meeting is documented with written progress notes.
- Progress notes present an objective assessment of the needs and strengths of the participant, an objective account of the interaction, and a plan for meeting the specific goals in the FDP.
- The family development coach maintains regular contact with school personnel and works with agency-identified partners and other appropriate organizations and refers participants as needed.

Appendix F- Neighborhood Development Area (NDA) Programs continued

Senior Services

Program Summary

The Senior Services program provides a range of services for adults aged 60 and older to improve their physical, social, and emotional well-being and increase self-sufficiency. Programs serve both those who are homebound and those who are not. Required activities include Access Services for Seniors; Senior Social, Cultural, and Recreational Services; and Family Development Coaching. Programs may also choose to provide End-of-Life Counseling, Family Budgeting and Consumer Education, Friendly Visiting, Health/Nutrition Instruction, Homebound Services, Individual/Family Counseling, Intergenerational Interaction, and Life Skills, Transportation Services. Activities offered are determined through an interest inventory of the seniors which takes place annually within the first month of the program.

Family Development Coach Requirements

- For a program funded at \$100,000 there is at least one full-time family development coach.
- Programs funded above \$100,000 have additional full-time or part-time coaches to serve the increased enrollments.
- The family development coach(es) has a minimum of an associate degree in a human services field or is maintaining current enrollment toward such degree.
- The FDC credential is required within twelve months of program start.
- The family development coach(es) is experienced in utilizing appropriate resources and working with City systems such as public assistance, child welfare, education, and housing.
- The coach(es) has the necessary cultural competence to provide services to the various racial/ethnic populations that reside in any of the Neighborhood Tabulation Areas (NTAs) that comprise the NDA.

Family Development Standards

- Each senior is assigned to a family development coach responsible for working with the participant to create the FDP and take steps to achieve the goals.
- The caseload is 25-30 participants for a full-time coach who meets with each assigned participant monthly and more frequently if needed.
- Each meeting is documented with written progress notes, updating steps achieved and to be taken toward meeting the goals identified in the FDP, any concerns of the participant or coach, and resources to be utilized.
 - The program director assists with casework and supervises the family development coach(es).