Women’s Center of Wake County, Inc.
Epiphany House – Contract ID # - 00354-01
Quarterly Progress Report – July, August, September

1. Major activities initiated:
   a. Staffing turnovers diminished since first quarter; increasing stability of staff allowing time and focus on training needs, skill and team building. Challenge now is how to get contract workers (night and weekend relief) to attend trainings since we cannot impose the same requirements on them as a regular employee. We are currently trying monetary incentives (such as $10 bonus if attend a two hour training).
   b. Shifted away from Mentor Advocates at main facility doing case management of residents; although this appeared to integrate with that model, we have found conflicts since the MA model is based upon letting the mother drive their own goals and steps and Epiphany House (EH) is a more structured model. The Program Manager at EH has now assumed the “case manager” role but is called the Personal Planning Consultant (found lots of clients have negative response to “case management”).
   c. Ongoing revision to EH guidelines with input from residents, staff, and volunteers. (I think we are currently on our 14th version! HA.)

2. Number of individuals served during the last three months: 6
3. Outcomes observed for these individuals:
   a. Improved nutrition skills observed as all mothers have participated in planning and preparing meals with guidance of volunteers and staff.
   b. Goal setting completed by all mothers with their Personal Planning Consultant.
   c. Three families have moved to permanent affordable housing with Section 8 vouchers and the assistance of WC Housing Specialist.
   d. Three mothers are employed full time at jobs paying at least $7.50/hour.
   e. Children have attended school and/or day care regularly; three children have had volunteer tutors after school 3 days/week.
4. Outcomes related to program goals and objectives:
   a. Nutrition and goal setting were both included in our initial goals/objectives.
   b. Obtaining employment was one of our objectives –
   c. Moving into permanent housing – being achieved by 3 mothers with Section 8 voucher.
   d. Children will feel safe and valued – hard to measure in a quantifiable way, but it is observable when watching the children respond positively to a regular routine in a “home” setting and the work they are doing with the tutors.
5. **Changes or modifications to services:**
   a. We have made further changes to tailor services to each individual families' needs. For example, the curfew is sometimes altered to allow residents to spend time with family members in the area.
   b. We are integrating the residents into existing classes being held at area agencies instead of trying to bring everything to the house. This approach is more cost effective, provides the opportunity to be in different environments; and an exchange of information with more varied people.
   c. The guidelines for the house have been through several rewrites. Again, started out “tight” and are now moving toward identifying what rules are critical (i.e., non-negotiable), such as those related to safety, and what are norms which can be changed and modified based upon each individual residents needs.
   d. We are also discovering that the time for each resident to truly accomplish the goals which will better assure achieving self-sufficiency and breaking the intergenerational cycle of poverty varies greatly. The original time frame for residents of a maximum of four months is not realistic for many. For those clients who are already on TANF/WorkFirst, we are not “watching the clock” as much as we are focusing on her needs and the progress she is making. For many it simply means an additional few weeks, but those few weeks in the short term can be critical to achieve the longer term goal of stability.

6. **Percentage of project funds expended:** Approximately 45%.