

User Guide

for Public Trust Officer (PTO)

Renewal Communities/Empowerment Zones/Enterprise Communities (RC/EZ/EC) Performance Measurement System (PERMS) - C39

U.S. Department of Housing and Urban Development

July 2002

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1 Introduction

The Public Trust Officer (PTO) staff is responsible for assessing whether designees are meeting the criteria established by the RC/EZ/EC program. The PERMS System guides the PTO through the assessment process of each of the following:

- Annual Report
- Implementation Plans
- Governance Report
- Overall Progress

2 Logging On

From the Login Screen you can enter the PERMS system.

Office of Community Planning and Development EZ/EC Performance Measurement System	
Welcome to the EZ/EC Performance Measurement System	
Login ID: Password: Login	
Warning! Misuse of Federal Information at this Web site falls under the Title 18, United States Code, section 1030. This law specifies penaltie authorized access, alteration, damage, or destruction of information computers.	e provisions of s for exceeding residing on Federal
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- Enter you Login ID.
- Enter your password.
- Press Login. The following screen appears.

	Office of Community Planning and Development EZ/EC Performance Measurement System PTO - New Haven, CT					
Designee	Designee Assessment Search Ch	angel	Password	Help Log out		
Select Designee	Select Designee					
				Page 1/1-9		
	Designee Name	Stat	eCity	Туре		
	<u>aaa333</u>			Empowerment Zone		
	<u>aaaaa</u> Akrop, Obio Enterprise Community	он	Akron	Enterprise Community		
	Albany, Georgia Enterprise Community	GA	Atlanta	Enterprise Community		
	Albany-Schenectady-Troy, New York Enterprise Community			Enterprise Community		
	Albuquerque, New Mexico Enterprise Community	NM	Albuquerqu	ueEnterprise Zone, Supplemental		
	<u>Atlanta, Georgia Empowerment Zone</u>	GA	Atlanta	Empowerment Zone		
	Baltimore, Maryland Empowerment Zone	MD	Baltimore	Empowerment Zone		
	<u>Community</u>	AL	Birminghar	m Enterprise Community		
	<u>Boston, Massachusetts Enterprise</u> Community/Empowerment Zone	MA	Boston	Enhanced Enterprise Community/Empowerment Zone		
	(a-B) (<u>B-C) (C-D) (E-J) (J-M) (M-N) (</u>	<u>N-P) (</u>	<u>P-S) (S-W)</u>			
	U.S. Department of Housing and Ur 451 7th Street S.W., Washington, D Telephone: (202) 708-1112 TTY: ()	ban D C 204 202) 7	evelopment 10 08-1455	🙆 Back to Top		

3 PTO Main Process

Once the login is complete, the Main PTO screen appears with the following submenus:

- Designee
- Assessment
- Search
- Change Password
- Help
- Logout

From this screen, the PTO must first select a designee to proceed. All Annual Reports and Implementation Plans are associated with this designee.

3.1 Selecting a Designee

• Press the Designee that you want to evaluate, the following screen appears.



3.1.1 Viewing an Implementation Plan

• Press the Implementation Plans link on the left margin. The following screen appears.



- Check the checkbox (es) for the Plan(s) that you want to review.
- Press View. The following screen appears.

Performance Measurement System User Guide

	Office of Community EZ/EC Performance	y Planning and Development Measurement System		BTO Now	Hausa CT	
				PTU - New	Haven, LT	
Designee	Designee Assessme	nt Search Change Password H	elp Log out	≞		
Select Designee Implementation Plans	Akron, Ohio Enterpri	ise Community		📟 Printab	le Version	
Annual Reports	View Implementatio	on Plan				
Assessment	Plan G3.C1.P5 Utilize	Plan G3.C1.P5 Utilize Private Industry Council to increase trai				
	Goal 3: Economic C Category 1: Workforce I Plan 5: Utilize Priva	ioal 3: Economic Opportunity ategory 1: Workforce Development Ian 5: Utilize Private Industry Council to increase train				
I. Baseline Program/Project Description: Develop skills of unemployed residents Baseline: Private Industry Council assists area residents, but residents Proposed Outcome: Recruit 80 EC residents annually for training, result annually. HHS EZ Funds(Round 1): \$0.00				t does not traci ting in 20 place	k EC ements	
	HUD EZ Funds(Round II): Amount of HUD Round II) letter: \$0.00 Non-EZ/EC Grant Funds:	\$0.00 \$0.00 EZ grant obligated to a subvendor by \$599,908.00	a signed cont	ract or commit	ment	
	rotal Budget: Plan Status: Review Status:	\$599,908.00 Complete Returned				
	 II. Sources of Program A. HHS EZ Funds (Round B. HUD EZ Funds (Round Amount of HUD Round commitment letter: 	n Funds d I): d II): d II EZ grant obligated to a subvendo	r by a signed (contract or	\$0.00 \$0.00 \$0.00	
	C. Non-EZ/EC Grant Fur Participating Entity 1. 2 ITPA (1996-1997	nds: • (Non EZ/EC Grant Funds)	Private No No	Casi \$0.0 \$126 380 0	\$599,908.00 h In-Kind 0 \$0.00 0 \$0.00	
	 3. JTPA (1997 - 199 4. JTPA (1998-1999) 5. JTPA (1998 Sumr 6. JTPA (1999-2000 Total)) mer Youth Employment))	No No No	\$112,495.00 \$121,033.00 \$150,000.00 \$90,000.00 \$ 599,908.00	0 \$0.00 0 \$0.00 0 \$0.00 0 \$0.00 0 \$0.00	
	<i>III. Uses of Program F</i> Lead Implementing En A. Private Industry Cour Total	unds tity ncil		\$	Amount \$599,908.00 599,908.00	
	IV. Status of Projected	l Milestones		Start	End	
	Milestone(s) A. Hold quarterly meetir B. Contact economically	ngs with PIC staff and Employment Se disadvantaged youth and older work	ervices. ers.	Date 1/1/1996 1/1/1996	Date 6/1/1998 1/1/2006	
	 D. Increase involvement D. Increasereferrals to (youth 	DBES for direct job placement for out	of school	1/1/1996 1/1/1996	1/1/2006	
	E. Place 20 EC residents F. Recruit 80 residents f G. Sign contract with Pri	s in employment or training and placement vate Industry Council		7/1/1996 7/1/1996 10/31/1996	6/30/1997 6/30/1997 12/31/1996	
	H. Request OBES to pro I. Contract with area tra- identified area laws	vide list of resident job seekers aining facilities to prepare EC resident	ts for	1/1/1997 1/1/1997	1/1/2006 1/1/2006	
	J. Place 20 EC residents K. Recruit 80 EC residents	s in employment		7/1/1997	6/30/1998 6/30/1998	
	L. Develop Website to a opportunities (Summ	idvertise training and employment ass it / Medina Employment Training Conr	sistance nection)	1/1/1998	1/1/2000	
	M. Recruit 80 EC resider N. Place 20 EC residents	nts for training and placement s in employment		7/1/1998 7/1/1998	6/30/1999 6/30/1999	
	O. Phase-out of PIC pro Dept. of Human Serv	gram and stewardship of duties by Su ices. 1999 BIC Summer Youth Surely	immit County	1/1/1999	12/31/2000	
	Training Program O, Recruit 80 FC resider	n 1999 FIC Summer Youth Employme	ancallu	3/1/1999 7/1/1999	6/1/1999 6/30/2000	
	R. Place 20 EC residents	s in employment		7/1/1999	6/30/2000	
	V. Progress Towards P Outputs	rojected Outputs			Projected	
	 A. Job Training 1. Number of EZ/EC 2. Number of EZ/EC B. Job Match) residents trained) resident trainees placed in jobs			320 80	
	C. Job Fairs D. Other Workforce Dev 1. Number of youth 2. Number of EZ/EC	elopment Programs programs) youths served			1 200	
	U.S. Department of 451 7th Street S.V Telephone: (202)	of Housing and Urban Development W., Washington, DC 20410 708-1112 TTY: (202) 708-1455		🙆 Ba	ck to Top	

3.1.2 Viewing an Annual Report

• Select the Annual Reports link. The following screen appears.

	Office of EZ/EC P	f Community Planning and Development erformance Measurement System	PTO - New Haven, CT
Designee Select Designee Implementation Plans Annual Reports	Designe Akron, C Annual F Click on t	e Assessment Search Change Password Help Lo Dhio Enterprise Community Reports the year of the Annual Report that you want to view.	og out
Assessment Year Submission Date			Status
	2003		In Progress
	2002	5/7/2002 9:56:15 AM	Approved
	2001	9/12/2001	Approved
	2000	11/14/2000 8:19:06 AM	Approved
	<u>1999</u>	4/10/2002 11:58:19 AM	Submitted
	<u>1998</u>	7/29/1999 8:27:19 AM	Approved
	(L) (L) (L) (L) (L) (L) (L) (L) (L) (L)	S. Department of Housing and Urban Development 1 7th Street S.W., Washington, DC 20410 lephone: (202) 708-1112 TTY: (202) 708-1455	Sack to Top

• Choose the Year link for the Report that you want to view. The following screen appears.

	Office of Community Planning and Development EZ/EC Performance Measurement System PTO - New Haven, CT
Designee	Designee Assessment Search Help Log out
Select Designee	🖴 Printable Annual Report
Implementation Plans	Akron, Ohio Enterprise Community (1999)
Annual Reports	Annual Report Summary
Report Summary	
Strategic Vision Compound to Doutpoints	Executive Summary
Economic Opportunity	Strategic Vision For Change
Community Development	Community-Based Partnership
 Tax Incentive Other Accomplishments 	Sustainable Community Development
• Governance Board	Tax Incentive Utilization Plan
Governance Contact	Other Considerations
Assessment	Covernance Report
	Governance Board Report
	Governance Contacts
	Implementation Plans
	Click on the number of the Implementation Plan that you want to view.
	Plan # Plan Title
	G3.C1.P2 Establish Polymer Training Program for EC residents and employees of EC businesses
	G3.C1.P3 Market the new J.S. Knight Convention Center to maximize use
	G3.C1.P4 Business Contact Program

• Press one of the Executive links to view an Executive Summary. The following screen appears.

	Office of Community Planning and Development	
	EZ/EC Performance Measurement System	PTO - New Haven, CT
Designee	Designee Assessment Search Change Password Help Log o	ut
elect Designee	Akron, Ohio Enterprise Community (1999) Annual Report - Community Based Partnerships	
mplementation Plans		
Report Summary Strategic Vision	AKRON ENTERPRISE COMMUNITY July 1, 1998-June 30, 1999	
Community Partnerships Economic Opportunity	I. Community Based Partnership	
Community Development Tax Incentive	A. EC NETWORK ACTIVITY	
Other Accomplishments Governance Board Governance Contact Assessment	The Enterprise Community Network met every two months during the pro- hoc Program committee met during the spring to consider reallocation of f amount originally presented in the application for Child Care subsidy and I Training. This committee recommended to the Network that funds be rese recruitment and training activity taken over by Info Line's Child Care Con- second year of operation. Additional child care care activity was approved for t (discussed below) as well as child oriented service activities of the Boys an Black Inner City Educational Excellence (BICEE) and Akron Unified. As pair recommendation, the committee recommended, with Network concurrence reserved for the fifth year of the School Service Center program with the Schools, the first and largest funding initiative of the City's Enterprise Con-	gram period. An ad unding from the Recruitment and rved for the nection to enable a he YWCA nd Girls Club, rt of this same e, that funds be Akron Public imunity program.
	New Network board members joining during this period were Pat Munka, D Partnership, and Bernet Williams, Akron Community Service Center and L)owntown Akron Irban League.
	B. NEW ASSOCIATIONS	
	 An important aspect of the EC Network is the opportunity for different e program to make new connections with each other. A new collaboration w Training program included the Family Loan program, an EC funded activity cost loans for job-related transportation needs, and the Generations progr Health Department (also EC funded), which presented program participant education related to nutrition and lifestyle which improve health and produ absenteeism. 	lements of the EC ith the Sebert r which offers low am of the Akron ts with health ictivity and reduce
	2. A significant effort involving the EC Network and expanded representatic community was the preparation of the City's Empowerment Zone applicatic collaboration developed from the initial application and the four years of a program, the City and its partners held numerous meetings during the sur involving over a hundred participants. The initiative further developed idea the EC program, and a significant number of exciting, new proposals for e development, enhanced regional cooperation and educational initiatives. A unsuccessful in securing EZ designation, this activity furthered the collabor developed within the EC program and laid the groundwork for new initiative community sense of purpose. This effort was boosted when the City hoste Andrew Cuomo, Secretary of Housing and Urban Development, at Landma EC in July, 1998, who praised the City and its EC program.	ives of the on. Drawing on the ctivity of the EC nmer and early fall as begun during conomic abudding abudding abudding atter spirit ark Plastics in the
	 The Summit Medina Training Consortium, associated with the Private In agreed to utilize unspent resources to provide Internet service to several EC. 	dustry Council, locations within the
	C. APPROVAL OF APPLICATIONS	
	 The Network approved an application by the City of Akron on behalf of Neighborhood Development Corporation(EANDC) to the U.S. Department Urban Development for an Economic Development Initiative grant to supp development of a grocery store in the EC within the Middlebury area of Ak 	the East Akron of Housing and ort the :ron (see below).
	2. The Network approved an application by the Akron Metropolitan Housin to the U. S. Department of Housing and Urban Development for the HOPE Elizabeth Park Homes. Only the demolition portion of the project was appr	g Authority in 1998 6 program for the oved.
	 In January, 1999, the Network approved an application by the Westside Development Corporation (WENDCO) to the Ohio Department of Developr Time Home Buyer Education and Down Payment Assistance Program. 	Neighborhood nent for a First
	U.S. Department of Housing and Urban Development 451 7th Street S.W., Washington, DC 20410 Telephene, (202) 708-1112 TX: (200) 728-11455	O Back to Top

• Press Governance Report to view the Governance Report link. The following screen appears.



• Press the Governance Contact List to see a list of contacts. The following screen appears.

	Office of Communit EZ/EC Performanc	ty Planning and Development e Measurement System		PTO - New Haven, CT
Designee	Designee Assessm	ent Search Change Password H	elp Log out	
Colort Decision	Akron, Ohio Enterp	rise Community		
Select Designee	Governance Conta	ct		
Implementation Plans				
Annual Reports	Name	Title	Phone	Email
 Report Summary 	<u>Lt. Paul Calvaruso</u>	Akron Police Dept.	330-375-2390)
Strategic Vision	<u>Mr. Bob Labbe</u>	Family Services		
 Community Partnerships Economic Opportunity 	<u>Mr. Brent Hendren</u>	City of Akron Office of Economic Development	3303752133	hendrbr@ci.akron.oh.us
 Community Development 	<u>Mr. Dan Calantrone</u>	Akron Regional Development Board	330-376-5550)
Tax Incentive	Mr. Greg Ervin	Akron Health Dept.	330-375-2960)
Covernance Roard	Mr. John Valle Mr. Lawry Walleystein	Akron City Council Children's Services Reard	330-375-2256	0
Governance Contact	<u>mi, Larry Wallerstein</u>	Akron / Summit Community Action	3303792023	
Accorconont	<u>Mr. Malcolm Costa</u>	Agency	3309964200	
Assessment	<u>Mr. Mike Dowdell</u>	National City Bank		
	Mr. Richard Haas	H & H Machine		
	Mr. Rick Reddicord	United Food and Commercial Workers Union		
	Mr. Warren Woolford	Dept. of Planning and Urban Development	3303752090	
	<u>Mr. William Beisel</u>	University of Akron Dept. of Continuing Education	3309726372	wbeisel@uakron.edu
	Ms. Bernet Williams	Urban League	3304343101	
	<u>Ms. Cathy Tilden</u>	East Akron Community house		
	<u>Ms. Cheryl Wesley</u> <u>Tanner</u>	Project AGAPE		
	Ms. Daisy Alford Smith	Dept. of Human Services		
	<u>Ms. Deborah Pruitt</u>	Practical People	3305356601	
	Ms. Effie Stewart	Akron Housing Network	3303769636	
	Ms. Ethel Chambers	Southwast Akron Blook Club	330-253-7458	BEChamb/@aol.com
	Ms. Jacqueline	Caring Communities of Summit	3307611621	silashutler@neo.rr.com
	<u>Silas-Butler</u>	County		
	Ms. Janice Sturkey Ms. Joapp Pobb	Akrop Public Schools	3307611661	janiceakron@notmail.com
	Ms. Kathy Beers	Resident	330/011001	
	Ms. Kathy Wilkins	Arch Street Block Club	3306030147	
	Ms. Nancy Clem	Polymer Training Center	3303748625	
	Ms. Pam Hawkins	Akron Metropolitan Housing Authority	3303769717	
	<u>Ms. Pat Munka</u>	Downtown Akron Partnership	3307629550	
	<u>Ms. Sandra Auburn</u> Ma. Vivoisia Calassa	Akron Regional Development Board		
	Rev. Duane Crabbs	South Street Ministries		
	Key, Dualle Crabbs	South Street Ministries		
	U.S. Department 451 7th Street S Telephone: (202	t of Housing and Urban Development .W., Washington, DC 20410 2) 708-1112 TTY: (202) 708-1455		🙆 Back to Top

• Press the link for the Contact that you want to see. The following screen appears.

	Office of Co EZ/EC Perfo	mmunity Pl ormance Me	anning an easureme	d Developmer nt System	ıt	PTO - New Haven, CT
Designee	Designee 4	ssessment	Search C	nange Password	Help Log out	
Select Designee	Akron, Ohio Governance	Enterprise Contact	Communi	ty		
Implementation Plans						
Report Summary	Jual Reports Title: Project AGAPE aport Summary Name: Ms. Cheryl Wesley Tanner					
 Strategic Vision Community Partnerships 	Address 1: Address 2:	442 Bell Str	eet			
 Economic Opportunity Community Development 	City: Phone:	Akron	State:	ОН	Zip: Fax:	44307
Tax Incentive Other Accomplishments	Email:					
 Governance Board Governance Contact 	Back					
Assessment						
	U.S. De 451 7th Teleph	epartment of H h Street S.W., one: (202) 70:	lousing and l Washington, 8-1112 TTY:	Jrban Developmen DC 20410 (202) 708-1455	t	🙆 Back to Top

• Press the link for the Implementation Plan that you want to review. The following screen appears.

Performance Measurement System User Guide

	Office of Community EZ/EC Performance	y Planning and Development Measurement System		PTO - New	Haven, CT	
Designee	Designee Assessme	nt Search Change Password H	lelp Log out	a	1. H	
Select Designee Implementation Plans Annual Renorts	Akron, Ohio Enterpr View Implementatio	ise Community on Plan		- Printab	le version	
Assessment	Plan G3.C1.P5 Utiliz	Plan G3.C1.P5 Utilize Private Industry Council to increase train				
	Goal 3: Economic C Category 1: Workforce Plan 5: Utilize Priva)pportunity Development ate Industry Council to increase train				
I. Baseline Program/Project Description: Develop skills of unemployed residents Baseline: Private Industry Council assists area residents, but residents Proposed Outcome: Recruit 80 EC residents annually for training, result annually. HHS EZ Funds(Round I): \$0.00 HUD EZ Funds(Round II): \$0.00 HUD EZ funds(Round II): \$0.00				: does not track ting in 20 place ract or commit	< EC ements	
	letter: \$0.00 Non-EZ/EC Grant Funds: Total Budget: Plan Status: Review Status:	\$599,908.00 \$599,908.00 Complete Returned				
	 II. Sources of Program A. HHS EZ Funds (Round B. HUD EZ Funds (Round Amount of HUD Round commitment letter: C. Non-EZ/EC Grant Fur 	n Funds d I): d II): d II) E2 grant obligated to a subvendo nds:	or by a signed (contract or	\$0.00 \$0.00 \$0.00 \$599,908.00	
	Participating Entity 1. 2. JTPA (1996-1997 3. JTPA (1997 - 199 4. JTPA (1998-1999 5. JTPA (1999 Sumi 6. JTPA (1999-2000 Total	y (Non E2/EC Grant Funds))8)) mer Youth Employment))	Private No No No No No No	\$0.00 \$126,380.00 \$126,380.00 \$112,495.00 \$121,033.00 \$150,000.00 \$90,000.00 \$599,908.00	n In-Kind \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	
	III. Uses of Program F Lead Implementing En A. Private Industry Cou Total	Tunds I tity Incil		\$	Amount \$599,908.00 5 99,908.00	
	 Milestone(s) A. Hold quarterly meetin B. Contact economically C. Increase involvemen D. Increase involvemen D. Increase involvemen D. Increase involvemen C. Place 20 EC residents F. Recruit 80 residents of the second secon	ngs with PIC staff and Employment S. disadvantaged youth and older work to GOBES in training program gradua OBES for direct job placement for out s in employment for training and placement wate Industry Council wide list of resident job seekers aining facilities to prepare EC residen is in employment the for training and placement divertise training and employment as it / Medina Employment Training Con the for training and placement s in employment gram and stewardship of duties by St ices. n 1999 PIC Summer Youth Employment	ervices. .ers. te placement. : of school ts for sistance nection) ummit County ent and	Start Date 1/1/1996 1/1/1996 1/1/1996 7/1/1996 7/1/1996 10/31/1996 1/1/1997 1/1/1997 7/1/1997 7/1/1997 7/1/1998 7/1/1998 1/1/1999 3/1/1999	End Date 6/1/1998 1/1/2006 1/1/2006 6/30/1997 6/30/1997 12/31/1996 1/1/2006 6/30/1998 6/30/1998 6/30/1999 12/31/2000 6/31/1999 12/31/2000 6/1/1999	
	Q. Recruit 80 EC resider R. Place 20 EC resident: V. Progress Towards P	nts for training and placement s in employment Projected Outputs		7/1/1999 7/1/1999	6/30/2000 6/30/2000	
	Outputs A. Job Training 1. Number of EZ/EC 2. Number of EZ/EC B. Job Match C. Job Fairs D. Other Workforce Dev 1. Number of youth 2. Number of SZ/EC	C residents trained C resident trainees placed in jobs relopment Programs programs Vouths served			Projected 320 80 1	
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4 Assessing a Designee

You can access the Assessment screen in one of two ways.

If the Designee you selected was assigned to you for PTO Assessment, then you will see a list of the Annual Reports available for Assessment. If the selected Designee is not assigned to you, you may view the Implementation Plans and Annual Reports but not process the Assessment.

- Assessment Summary
- View Annual Report
- Executive Summary
- Governance Summary
- Implementation Plan Progress
- Overall Progress

You can also access the Assessment screen by pressing the Assessment tab. The following screen appears.



This screen contains the following columns:

- Annual Report Year
- Designee
- Submission Dates
- Status

The screen lists all Designees that have submitted Annual Reports who are assigned to you.

• Press the link for the year/designee that you want to assess.

The Assessment Summary Screen follows.

	office of Cor	nmunity Planning and Development	
	Z/EC Perfo	rmance Measurement System	
		F	TO - New Haven, CT
Assessment	Designee A	ssessment Search Change Password Help Log out	3
Select Report Year			Printable Version
Assessment Summary	lew Haven,	Connecticut Enterprise Community/Empowerment	Zone (2000)
Executive Summary	ssessment	Summary	
Governance Board	noual Depor	Sections	Accessment
Implementation Plans E	xecutive Sumr	mary Overall	Not Available
	community-Bas	sed Partnerships	Adequate
등 문화 문화 문화 문화 문화 문화	conomic Oppo	rtunity	Adequate
문화 문화 문화 문화 문화 문화 문화	ax Incentive P	lan	Adequate
	ther Accompli	<u>shments</u>	Adequate
G	overnance	Assessment	
	jovernance Bo	ard	Adequate
A	pproved In	nplementation Plans	
P	lan #	Title	Assessment
General Contraction of the second	2.C1.P1	Empowerment Zone Governance Structure	Adequate
	2.C1.P2	Empower New Haven, Inc.: Administration of the New Haven's E	Adequate
	2.C2.P1	EC Governance Structure and Administrative Office Staff Empower New Haven	Adequate Adequate
	2.C2.P4	EZ Neighborhood Worker Project	Inadequate
	2.C2.P5	Host and convene the Newhallville Neighborhood Summit	Adequate
	2.C2.P6	Enroll 8 EC residents in approved grantwriting seminars	Adequate
	3.C1.P1	The ACES Collaborative .	Adequate
	3.C1.P2	Create a YOUTHBUILD program to enhance employment creden	tial Adequate
	3.C1.P3	Creation of Skin & Nail Care Training Program	Adequate
9	3.C1.P6 3.C1 P7	Establish Summer Jobs for Youth Program 1997&1998 Create a Computer Assembly Workshop Program	Adequate
	3.C1.P8	Expand Career High School	Adequate
	3.C1.P9	Establish the West Rock Neighborhood Computer Training Netwo	Inadequate
9	3.C1.P11	Culinary Arts Training Program	Adequate
	3.C1.P13	Establish Touth Fair Chance Establish an Entrepreneurial TrainingProgram at Gateway Comm	Adequate
	3.C1.P15	Establish a Construction Training Program	Adequate
<u></u>	3.C1.P16	Create RHEAP	Adequate
9	3.C1.P17	Summer Jobs 1999 Establish Urban Solutions	Adequate
G Contraction of Cont	3.C1.P19	Create Springside Farms Youth Work Program	Adequate
a da anti-	3.C1.P21	Create Minority Worker Training Program	Adequate
9	3.C1.P22	Establish greater New Haven Retail Academy	Adequate
	3.C1.P23	EZ Construction Training Apprenticeship Program EZ Outreach, Assessment Placement and Petention Services	Adequate
6	3.C1.P26	Customized Training	Adequate
	3.C1.P27	EZ Summer Youth Employment for 83 Empowerment Zone Yout	n Adequate
en la companya de la	3.C1.P28	Expand outreach of existing Computer Assembly Workshop Prog Create Hespitality Training Program	r Adequate
	3.C1.P30	Create Hospitality Training Program Create Manufacturing Training Program	Inadequate
	3.C2.P1	Open Shaws Supermarket in EC	Adequate
G	3.C2.P2	Foodtech Expansion	Adequate
Sector Se	3.C2.P5	Improve streetscapes in DixwellCommercial Business District.	Adequate
<u>u</u>	3.C2.P5	Hardy Press	Adequate
G	3.C2.P12	Establish a Business Resource Center in the EC	Adequate
G	3.C3.P6	Create HUD 108 Loan Program through NH Office of Business D	e Adequate
9	4.C1.P2 4.C2.P1	New Life Corporation Establish Weed & Seed Initiative in Fair Haven	Adequate Adequate
	4.C2.P2	Establish Safe Night	Adequate
G	4.C2.P3	Dwight Central Management Team	Adequate
G	4.C3.P2	Improve West River Commercial Business District	Adequate
9	4.C3.P4	Establish a Regional Growth Partnership to provide enhanced	Adequate Adequate
G	4.C3.P6	EZ Neighborhood Plans	Adequate
G	4.C4.P5	Cleanup Truman Street site	Adequate
G	4.C4.P6	Cleanup vacant contaminated site for commercial use	Inadequate
	4.C6.P1 4.C6.P2	wexter & Grant Elementary School -Math/ Science Curricul	Adequate
	4.C6.P3	Create Jackie Robinson Project	Adequate
G	4.C6.P5	Create EZ Laptop Computer Pilot for fifth graders	Adequate
G	4.C6.P6	Create All Our Kin	Adequate
G Contraction of the second	4.C7.P2	Provide Leadership & skills-building workshops; goal ori	Inadequate Inadequate
<u> </u>	4.C7.P5	Establish Youth Development Training Resource Center	Adeguate
e de la companya de l	4.C7.P7	Create Project Safe to coordinate GED youth services for out	Adequate
	4.C8.P2 4.C8.P3	Provide administrative funds for outreach to NewhallvilleEC Create Daedreams Musical Production Mentoring Project. usin	Adequate Adequate
	fotal Plans: 6	0 Reviewed: 60 Making Progress: 54 Not Makin	ng Progress: 6
	verall Prov	ress Assessment	
	verall Assess	nent: Adequate	
F	inal: Yes	icer: Gary Reisine	
P	hone Number:	(660)240-4800 ×3070	
	man Hauress:	gary_ri_robino@naaigov	
	•		
	U.S. De 451 7th Telepho	partment of Housing and Urban Development Street S.W., Washington, DC 20410 .ne: (202) 708-1112 TTY: (202) 708-1455	🕒 Back to Top

4.1 Assessment Summary

You can move to any part of the Annual Report for assessment by pressing the appropriate link. You can also see which sections have already been evaluated and which need to be entered. The hyperlinked sections follow:

- Executive Summary Overall
- Community-Based Partnerships
- Economic Opportunity
- Sustainable Community Development
- Tax Incentive Utilization Plan
- Other Accomplishments
- Governance Board Report
- Implementation Plans
- Overall Assessment

4.2 Assessing an Annual Report

• Press Executive Summary Overall to make your Assessment. The following screen appears.

	Office of Community Planning and Development EZ/EC Performance Measurement System	PTO - New Haven, CT
Assessment • Select Report Year • Assessment Summary • Yiew Appual Report	Designee Assessment Search Change Password Help Log out New Haven, Connecticut Enterprise Community/Empowerme Executive Summary Overall Assessment	nt Zone (2001)
• Executive Summary Community Partnerships Economic Opportunity Community Development	Assessment: © Adequate © Inadequate Comments:	
Tax Incentive Other Accomplishments • Governance Board • Implementation Plans • Overall Progress		*
	Next	
	U.S. Department of Housing and Urban Development 451 7th Street S.W., Washington, DC 20410 Telephone: (202) 708-1112 TTY: (202) 708-1455	🙆 Back to Top

- Check the Adequate or Inadequate on the appropriate Radio Button.
- Enter Comments in the narrative field.
- Press Next. The following screen appears.



• Press **Next** to save changes.

Each of the following hyperlinks in the Annual Report section contains similar Assessment windows. You can navigate each of these assessments in the same way.

- Community-Based Partnerships
- Economic Opportunity
- Sustainable Community Development
- Tax Incentive Utilization Plan
- Other Accomplishments
- Press the link for the Annual Report sections that you want to assess. A screen similar to the following appears.

	Office of Community Planning and Development EZ/EC Performance Measurement System PTO - N	lew Haven, CT
Assessment • Select Report Year • Assessment Summary • View Annual Report • Executive Summary Community Partnerships Economic Opportunity Community Development Tax Incentive Other Accomplishments • Governance Board • Implementation Plans • Overall Progress	Designee Assessment Search Change Password Help Log out New Haven, Connecticut Enterprise Community/Empowerment Zone Community Based Partnerships The Empowerment Zone continues to operate with strong leadership from diverse sectors including the residents, non-profit sector businesses, private businesses, foundations and public officals. Empower New Haven, operates with two primary governance boards which overlap, the Program Council and the Board of Directors. The 30 member Program Council works as a whole and in committee to research, develop and review strategy which seeks to attain economic development goals. The Program Council makes recommendations to the 17 member Board for funding approval, which include 4 representives of that body. Corporate support continues to be provided by Yale University and United Illuminating. Other primary partners include the City of New Haven, Greater New Haven Chamber of Commerce, the Regional Assessment: C Adequate Comments:	(2001)
	Next U.S. Department of Housing and Urban Development 451 7th Street S.W., Washington, DC 20410 Telephone: (202) 708-1112 TTY: (202) 708-1455	Back to Top

- Check the Adequate or Inadequate on the appropriate Radio Button.
- Enter Comments in the narrative field.

• Press Next. The following screen appears.



• Press **FINISH** to save changes

4.3 Commenting on Governance Board Reports

• Press the Governance Board Link. The following screen appears.

		_
	Office of Community Planning and Development	
		F
Assessment	Designee Assessment Search Change Password Help Log out New Haven - Connecticut Enternice Community /Emnowerment Zone (2001)	
Select Report Year Assessment Summary	Governance Assessment	
 View Annual Report Executive Summary Governance Board Implementation Plans Overall Progress 	The meetings were open to the public. The main governing body met 12 times during the year. residents of the EZ/EC. The governing body operates with subcommittees. Subcommittee meet public. Subcommittees met a total of 12 times during the year.	75 % i ings ar
	No.Question	Answe
	 Are the members of the governance structure representative of the diversity of the area? 	O Yes
	v v	-
	 Does the governance structure meet regularly? 	O Yes
	3. Does the EZ/EC adequately promote meetings?	O Yes
	v	
	4. Is attendance of board members adequate to conduct business?	O Yes
	<u>×</u>	
		~
	3. Are governance meetings open to the public?	O Yes
	6. Overall Assessment: Governance Assessment	O Ade
	V	
	Next	
	. U.S. Department of Housing and Urban Development	
	451 7th Street S.W., Washington, DC 20410 Telephone: (202) 708-1112 TTY: (202) 708-1455	
	-	

You are presented with six questions that can be answered by clicking on a Yes/No radio button. You have an option to write comments for each question.

- Press Yes or No for Questions 1-5.
- Press Adequate or Inadequate for Question 6.
- Enter Comments that you think are appropriate in the Narrative fields for each of the six questions.

• Press Next. The following screen appears.

	Office of Community Planning and Development		
	EZ/EC Performance Measurement System PT	0 - New Ha	ven
Assessment	Designee Assessment Search Change Password Help Log out		
Select Report Year	New Haven, Connecticut Enterprise Community/Empowerment Zone	e (2001)	
 Assessment Summary View Annual Report 	Governance Assessment		
Executive Summary Governance Board	The meetings were open to the public. The main governing body met 12 times during the members are residents of the EZ/EC. The governing body operates with	the year, 75	%
Implementation Plans	subcommittees. Subcommittee meetings are open to the public. Subcommittees met	a total of 12 f	time
- overall progress	during the year.		
	No.Question	An	swe
	 Are the members of the governance structure representative of the diversity of the area? 	No	
	Very diverse.	A	
		-	
	2. Does the governance structure meet regularly?	No	
	Once a month.	A	
		_	
	3 Does the FZ/FC adequately promote meetings?	No	
	Good lead time.	A	
	4 Is attendance of board members adequate to conduct business?	No	
	All members attend		
	Are governance meetings open to the public?	No	
	Public attendance is high.		
	6 Quanall Accordments Courses accordment		doa
	Good Government Assessment.		aeq
		~	
	Back Next		
	U.S. Department of Housing and Urban Development 451 7th Street S.W., Washington, DC 20410	🗿 Back 1	to T
	Telephone: (202) 708-1112 TTY: (202) 708-1455		

• Press **Next** to save changes.

4.3.1.1 Evaluating Implementation Plan Progress

If there are Implementation Plans associated with an Annual Report, you are presented with a list from which the PTO can select. You are then presented with the Implementation Plan and can evaluate it based on the projected milestones and outputs.

Press the Implementation Plan link on the left margin. The following screen appears.

Assessment	Office of Cd EZ/EC Peri Designee	ommunity Planning and Development formance Measurement System PT Assessment Search Change Password Help Log out	ro - New Haven, CT
 Select Report Year Assessment Summary 	New Haver Implement	n, Connecticut Enterprise Community/Empowerment : tation Plans	Zone
 View Annual Report 			
 Executive Summary 	Plan #	Title	Assessment
Governance Board	<u>G2.C1.P1</u>	Empowerment Zone Governance Structure	Inadequate
Implementation Plans Output Description	<u>G2.C1.P2</u>	Empower New Haven, Inc.: Administration of the New Haven's E	Adequate
 Overall Progress 	<u>G2.C1.P3</u>	Empower New Haven, Inc. 2001-2003	Not Assessed
	<u>G2.C2.P1</u>	EC Governance Structure and Administrative Office	Not Assessed
	G2.C2.P3	Staff Empower New Haven	Not Assessed
	<u>G2,C2,P4</u>	EZ Neighborhood Worker Project	Not Assessed
	GZICZIP5	Host and convene the Newhallville Neighborhood Summit	Not Assessed
	<u>G2.C2.P6</u>	Enroll 8 EC residents in approved grantwriting seminars	Not Assessed
	G2.C2.P8	Establish Newhallville. Com web Site	Not Assessed
	G2.C2.P9	Showcase Management Learn at annual Freddie Fixer Parade	Not Assessed
	G2.C2.P10	Institute the Nazarite Abdulla Afi Program	Not Assessed
	G2.C2.P11	Purchase of Hill office equipment	Not Assessed
	G2.C2.P12	Create Dixwell Newsletter	Not Assessed
	G2.C2.P13	Upgrade technical capacity of EC heighborhood committees, co	NOT Assessed
	G2.C2.P14	Provide Administrative Funds for Hill EC /Neighborhood Imple	NOT Assessed
	G2.C2.P15	Fair Haven Outreach	Not Assessed
	G2.C2.P16	Create Seed Tech Computer Lab at public library	Not Assessed
	G2.C2.P17	The ACCO Colleborative	NOT Assessed
	<u>G3.C1.P1</u>	The ACES Collaborative .	
	<u>G3.C1.P2</u>	Create a 1001 HBUILD program to enhance employment credent	
	G3.C1.P3	Greation of Skin & Nail Care Training Program	Not Assessed
	C2 C1 P7	Create a Computer Accordity Workshop Program 1997&1998	NUC ASSessed
	G3.C1.P7	Establish the West Book Neighborhood Corputer Training Nature	Not Accessed
	C2 C1 D11	Culipary Arts Training Program	Not Accessed
	G3 C1 P12	Establish Youth Fair Chance	Not Assessed
	G3.C1.P13		NUL ASSESSED

• Press the link for the Plan Number for the Implementation Plan that you want to assess. The following screen appears.

Performance Measurement System User Guide

	Office of Community P	lanning	and Dev	elopment			
	EZ/EC Performance Me	easuren	nent Sys	tem	РТ	D - New Ha	aven, CT
Accessment	Designee Assessment	Search	Change	Password	Help Log out		
Select Report Year Assessment Summary View Annual Report	New Haven, Connectic G2.C1.P3 Empower New	ut Enter w Have	rprise Co n, Inc. 2	ommunity, 001-2003	/Empowerment Z	one (200	11)
 Executive Summary Governance Board Implementation Plans 	Plan G2.C1.P3 Empowe	er New F	laven, I	nc. 2001-2	2003		
Overall Progress	Goal 2: Community-Ba	ised Partn	ership				
	Plan 3: Empower New	Haven, Ir	nc. 2001-20	003			
	I. Baseline Program/Project No Description: all Baseline: No	on-profit to ocation. on-profit c	o manage reated in 1	the governai	nce of the federal emp age the governance of	owerment	zone
	En Proposed Outcome: Ov im	npowerme /ersight a inlementa	entZone. nd managr tion.	ment of the E	impowerment Zone st	rategic plar	1
	HHS EZ Funds(Round I): \$0 HUD EZ Funds(Round II): \$1 Amount of HUD Round II EZ	.00 .959,066. grant obli	.42 igated to a	subvendorl	ov a signed contract o	r commitm	ent
	letter: \$0.00 Non-EZ/EC Grant Funds: \$0 Total Budget: \$1 Plan Status: 00	.00 .959,066.	42		-,,		
	Review Status: Ap	proved					
	 A. HHS EZ Funds (Round I) B. HUD EZ Funds (Round II Amount of HUD Round II 	inas :): [EZ grant	obligated	to a subver	dor by a signed contra	\$1,9	\$0.00 59,066.42
	commitment letter: C. Non-EZ/EC Grant Funds:	lee 67/6	C Creat F	to a subveri	Brivete	Cash	\$0.00 \$0.00
	Total		t Grant r	-unus)	Private	\$0.00	\$0.00
	III. Uses of Program Fund Lead Implementing Entity A. Empower New Haven, In Total	ds 7 IC				\$1,9 \$1,95	Amount 59,066.42 9,066.42
	IV. Status of Projected Mi	lestopes					
			Start	End	Percent Complete	Percent (omplete
	A. Hire a marketing and put	bic	Date	Date	as of July 01,2000 a	as of June	30,2001
	relations director		7/1/2001	8/1/2001	U		100
	 B. Hire a new Program Man C. Maintain office enviromen community and committee 	ager nt for ee	7/1/2001	9/1/2001	0		50
	meetings D. Develop concept program strategies and oversee th	n ne					
	development of request 1 proposals and develop co for funding	for ontracts	7/1/2001	12/31/2003	0		0
	E. Submit benchmarks and outcomes to HUD F. Monitor all activities fund	ed	7/1/2001	12/31/2003	0		0
	throught the Ez funding G. Market Products and Ser	vices of	7/1/2001	12/31/2003	0		
	zone residents H. Develop all fiscal and	s to the	//1/2001	12/31/2003	0		0
	programatic reports requ HUD or the City of New H I. Create partnership and	iired by Iaven	7/1/2001	12/31/2003	0		0
	opportunities of leverage EZ activities for economi development	for the c	7/1/2001	12/31/2003	0		0
	 Manage the governing bo the EZ including the Prog Council and the Board of 	odies of Iram	7/1/2001	12/31/2003	0		0
	Directors K. Approve funding for all E projects recommended b	Z v the	7/1/2001	12/31/2003	0		n
	Program Council L. Maintain staffing of the El	mpower	7/1/2001	12/31/2003	0		0
	V. Progress Towards Proj	ected Ou	tputs				
	A. Governance Board	otionac			P	rojected	To Date
	1. Number of public me	eangs				120	0
	Assessment: C Adequate	C Inad	equate				
	Comments:						
						Y	
	Next						
	U.S. Department of H 451 7th Street S.W., Telephone: (202) 20	lousing ar Washingti 8-1112 TT	nd Urban D on, DC 204	evelopment 10 108-1455		🙆 Back	to Top

- Make your Assessment by checking either the Adequate or Inadequate Radio Button.
- Enter Comments in the narrative field.
- Press Next. The following screen appears.

	Office of Community EZ/EC Performance	y Planning and Development 9 Measurement System	PT	0 - New Haven, CT
Assessment • Select Report Year • Assessment Summary • View Annual Report • Executive Summary	Designee Assessme New Haven, Connec G2.C1.P3 Empower To save your assessn	ent Search Change Password Help cticut Enterprise Community/Em New Haven, Inc. 2001-2003 nent, click the "Next" button. To retu	Log out powerment Z Irn to the edit s	one (2001)
 Governance Board Implementation Plans Overall Progress 	"Back" button.	amer New Usuen Inc. 2001, 2005		
	Goal 2: Community Category 1: Governanc Plan 3: Empower M	y-Based Partnership xe Board Vew Haven, Inc. 2001-2003	i	
	<i>I. Baseline</i> Program/Project Description: Baseline:	Non-profit to manage the governance of allocation. Non-profit created in 1999 to manage th	f the federal emp ne governance of	powerment zone f the
	Proposed Outcome: HHS EZ Funds(Round I): HUD EZ Funds(Round II) Amount of HUD Round II	EmpowermentZone. Oversight and managment of the Empov implementation. \$0.00 1: \$1,959,066.42 I EZ grant obligated to a subvendor by a :	werment Zone st	rategic plan r commitment
	letter: \$0.00 Non-EZ/EC Grant Funds: Total Budget: Plan Status: Review Status:	\$0.00 \$1,959,066.42 Active Approved		
	 II. Sources of Program A. HHS EZ Funds (Roun B. HUD EZ Funds (Roun Amount of HUD Roun commitment letter: C. Non-EZ/EC Grant Fu Participating Entit Total 	<i>n Funds</i> d I): id II): id II EZ grant obligated to a subvendor by nds: i y (Non EZ/EC Grant Funds)	y a signed contra Private	\$0.0) \$1,959,066.4; act or \$0.0) Cash In-Kin \$0.00 \$0.0)
	Assessment: Adequate Comments: Plan is well-done Back Next			
	U.S. Department 451 7th Street S. Telephone: (202)	of Housing and Urban Development W., Washington, DC 20410) 708-1112 TTY: (202) 708-1455		🙆 Back to Top

• Press **FINISH** to save changes.

4.3.1.2 Overall Progress

• Press the Overall Progress link. The following screen appears.

	Office of Community Planning and Development EZ/EC Performance Measurement System	PTO - New Haven, CT
Assessment • Select Report Year • Assessment Summary • View Annual Report • Executive Summary • Governance Board • Implementation Plans • Overall Progress	Designee Assessment Search Change Password Help Log New Haven, Connecticut Enterprise Community/Empowe Overall Progress Assessment Name: Phone: E-Mail: Comment:	out erment Zone (2001)
	Overall Assessment: Image: Construct of Adequate Next Image: U.S. Department of Housing and Urban Development 451 7th Street S.W., Washington, DC 20410	E Back to Top

This screen indicates that some Implementation Plans need to be assessed. But you may still enter the following data.

- Enter your Name
- Enter your Phone number
- Enter your Email
- Enter your Comments
- Make your Overall Assessment by checking either the Adequate or Inadequate Radio Button

If all of the Implementation Plans have been assessed by the PTO, the following screen appears.

	Office of Community F EZ/EC Performance M	Planning and Development leasurement System	PT	ΓΟ - Charlotte, NC
Assessment	Designee Assessment	Search Change Password Help User Guide Log out		
Select Report Year Assessment Summary View Append Report	Baltimore, Maryland E Overall Progress Asse	mpowerment Zone (2001) sssment		
Executive Summary Governance Board	Name:	Bobbie J. Henderson		
 Implementation Plans Overall Progress 	Phone:	410-962-2520X3097	-	
	E-Mail:	bobbie_jhenderson@hud.gov		
	Comment:	The EZ performed adequately in the preparation of this year's annual report. Except for the Business Empowerment Center plan (G3.C2.P1), no significant discrepancies were noted when comparing the contents of the report to the supporting documentation provided for verification purposes.	4	
	Overall Assessment: Make Assessment Final:	ⓒ Adequate ── Inadequate : ⓒ No ⊂ Yes		
	Next			
	U.S. Department 451 7th Street S.' Telephone: (202)	of Housing and Urban Development W., Washington, DC 20410) 708-1112 TTY: (202) 708-1455		🙆 Back to Top

This screen indicates that the all the Implementation Plans have been assessed as either Adequate or Inadequate.

When all Implementation Plans for the Designee have been assessed as either Adequate or Inadequate, you can make the Assessment Final. Click on Yes to **Make Assessment Final**. Otherwise click on No (this will save the data entered without finalizing the assessment. Once an Assessment is finalized you may not make any changes unless HUD Headquarters returns the assessment to you.)

The following screen appears.

Performance Measurement System User Guide



• Press Finish to save changes.

5 Search Process

You can enter search criteria that are desired. The system will produce existing Implementation Plans and Annual Reports that contain the Search Criteria. You then can display the plans.

5.1 Search

You can use the Search function from the top menu bar to access existing Implementation Plans and Annual Reports for editing or review.

• Press the Search tab. The following screen appears.

Office of Community Planning and Development EZ/EC Performance Measurement System	PTO - New Haven, CT
Designee Assessment Search Change Password Help	Log out
Search for word or phrase:	
Search	1
Search following geographic areas:	
O Nationwide Search O Specific EZ/EC(s) ■	
Limit search to specific EZ/EC site(s):	
aaa333 aaaaa Akron, Ohio Enterprise Community Albany, Georgia Enterprise Community Albany-Schenectady-Troy, New York Enterprise Community Albuquerque, New Mexico Enterprise Community Atlanta, Georgia Empowerment Zone	×
Search the following documents:	
Annual Reports for 2003 C Implementation Plans	
Limit search to specific category of the Implementation Pla Governance Board Capacity Building Workforce Development Businesses Assisted Access To Capital Housing Public Safety	n:
U.S. Department of Housing and Urban Development 451 7th Street S.W., Washington, DC 20410 Telephone: (202) 708-1112 TTY: (202) 708-1455	O Back to Top

- Enter Word(s) or Phrase you want to search for.
- Choose the geographical area radio button.

You can narrow your search by :

- Highlighting the specific EZ, if desired.
- Choose Annual reports by year or Implementation Plans
- Highlight Category in Implementation Plan
- Press the **Search**. The system will begin searching and displays the Annual Reports or Implementation Plans that meet the search criteria. The following screen appears.

Office EZ/E	e of Community Planning and Development C Performance Measurement System	PTO - New Haven, CT
Desig	nee Assessment Search Change Password Help Log out	
Searc	ch on annual reports	
Searc	ch Criteria is ""	
Click	on the year of the Annual Report that you want to view.	
Year	Designee	
2001	New Haven, Connecticut Enterprise Community/Empowerment Zone	
2001	St Louis, Missouri Enterprise Community	
2001	Pulaski County, Arkansas Enterprise Community	
2001	Baltimore, Maryland Empowerment Zone	
2001	Providence, Rhode Island Enterprise Community	
2001	Flint, Michigan Enterprise Community	
2001	Huntington, West Virginia/Ironton, Ohio Enterprise Community/Empowe	erment Zone
2001	Harrisburg, Pennsylvania Enterprise Community	
2001	Minneapolis, Minnesota Enterprise Community/Empowerment Zone	
2001	Camden, New Jersey Empowerment Zone	

• Press on the link for the Report or Plan you want to Review.

6 Change Password

• Press the Change Password tab. The following screen appears.

Performance Measurement System User Guide

Office of Community Planning and Development EZ/EC Performance Measurement System	PTO - New Haven, CT
Designee Assessment Search Change Password Help Log out	
Change password	
Password must be between six and eight characters.	
Old Password: * New Password: * Verify Password: *	
Save	
<u>Click</u> to continue.	
U.S. Department of Housing and Urban Development 451 7th Street S.W., Washington, DC 20410 Telephone: (202) 708-1112 TTY: (202) 708-1455	🙆 Back to Top

- Enter Old Password
- Enter New Password
- Verify New Password.
- Press Save

You have changed your password.