

FY 2026-2027 BUDGET QUESTION
Response to Request for Information

DEPARTMENT(S): Austin Budget & Organizational Excellence;

CBQ NO.: 110

REQUESTED BY: Mayor Kirk Watson

DATE REQUESTED: Tuesday, July 28, 2026 7:54 PM

DATE POSTED: Tuesday, August 11, 2026

REQUEST:

Please summarize the top social services contracting problems and/or concerns, as well as the procedures that will be (or are being) implemented to fix these problems.

RESPONSE:

The primary concerns with social services contracting are incomplete or late performance reporting and issues with reimbursement requests.

Providers are required to submit quarterly performance reports demonstrating progress toward contractual goals; however, reports may be submitted late or without complete information. Staff address these issues through technical assistance and clarification of reporting requirements and may suspend reimbursements until reporting deficiencies are resolved. Providers with recurring issues may be subject to enhanced monitoring, corrective action plans, and regular check-ins with contract management staff.

Monthly reimbursement requests may also include ineligible expenses or insufficient supporting documentation. Staff work with providers to clarify allowable costs, establish clear contract budgets, and review applicable contract requirements. When an ineligible expense has been reimbursed, the provider is required to reallocate the funding to an allowable expense or repay the funds to the City.

Overall, staff seek to identify and address issues early through clear communication and technical assistance, with progressively stronger monitoring and corrective measures when problems persist.