



Austin Public Health



CSBG Organizational Standards and Neighborhood Services Unit Strategic Plan

Community Development Commission Meeting
Street Jones Building

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Austin Public Health**

Background

- Information Memorandum 138 released by US Department of Health and Human Services to the State CSBG Administrators in January, 2015
- Sets forth organizational standards for all CSBG eligible entities across the US.
- Implementation of the standards began in FY2016.
- States now reviewing documentation submitted to demonstrate how CSBG eligible entities met standard.

Organizational Standards

- Maximum Feasible Participation
 - Consumer Input
 - Community Engagement
 - Community Assessment
- Vision and Direction
 - Leadership
 - Governance
 - Strategic Planning
- Operations and Accountability
 - Fiscal
 - Human Resources
 - Data and Analysis

Customer Satisfaction Data

- Maximum Feasible Participation

- Standard 1.3

The Department has a systematic approach for collecting, analyzing and reporting customer satisfaction data to the tripartite board/advisory body which may be met through broader local government processes.

Customer Satisfaction Survey Overview

- Pilot of new process to gather better information on a variety of services offered
- Survey conducted in Fall of 2016
- Over 300 surveys completed
- Will conduct surveys twice a year - moving to January and July schedule

Mission Statement and Core Purpose

- Vision and Direction

- Standard 4.1

The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that:

1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

Austin Public Health Mission and Core Purpose

- **MISSION:** To prevent disease, promote health, and protect the well-being of our community.
- **CORE PURPOSE:** Our role in public health is to promote a healthy community that enables all people to reach their fullest potential. To achieve this, we work to: PREVENT illness, injury, & disease; **PROMOTE community-wide wellness, preparedness, & self-sufficiency;** and PROTECT the community from infectious diseases, environmental hazards, & epidemics.

Operations and Accountability – Human Resource Management

- Standard 7.7

The Department provides a copy of any existing local government whistleblower policy to members of the tripartite board/advisory board at the time of orientation.

- Fraud, Waste and Abuse Policy for City of Austin employees

Strategic Plan

—Standard 6.1

The Department has a strategic plan, or comparable planning document, in place that has been reviewed and accepted by the tripartite board/advisory body within the past 5 years.

Strategic Plan

- Standard 6.5
 - The tripartite board/advisory body has received an update(s) on progress meeting the goals of the strategic plan/comparable planning document within the past 12 months.
- Standard 9.3
 - The department has presented to the tripartite board/advisory body for review or action, at least within the past 12 months, an analysis of the agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary.

Neighborhood Services Unit Strategic Plan Goals

- Low income persons obtain/maintain employment, better paying or living wage jobs, and/or jobs with benefits.
- Eligibility will be determined correctly for all clients receiving CSBG services.

Neighborhood Services Unit Strategic Plan Goals (cont.)

- The City of Austin's Neighborhood Centers will be known throughout the community for the services we provide.
- The City of Austin's Neighborhood Centers will demonstrate an ongoing commitment to employee career development and retention.
- The City of Austin's Neighborhood Centers will strengthen relationships with community partners to benefit the clients and community we serve.

Neighborhood Services Unit Strategic Plan Update

- PY 16 Projected Outcome:
 - ❖ 60 out of 100 persons enrolled in self-sufficiency case management will obtain jobs. 7 out of 100 persons enrolled in self-sufficiency case management will obtain a living wage job. At least 45 persons will transition out of poverty.

Neighborhood Services Unit Strategic Plan Update

- PY16 Projected Outcome:
 - ❖ No ineligible clients will be served. 100% of CSBG funded services will have a peer review completed at the time of service. Upon supervisor and/or Unit office review, all CSBG funded services will show evidence eligibility was determined correctly by the worker in conjunction with the peer reviewer.

Neighborhood Services Unit Strategic Plan Update

- PY16 Projected Outcomes:
 - ❖ Improvements to both print and electronic materials will be implemented.
 - ❖ Improvements to existing staff development efforts will be implemented.
 - ❖ Agreements and processes with at least two key partners will be updated to increase client access to services and data needed to report outcomes.

Organizational Standards – Possible Action

- Assure that the Department's Mission and Core Purpose:
 1. Address poverty
 2. CSBG programs and services are in alignment with the mission and core purpose.
- Review and accept the Neighborhood Services Unit Strategic Plan and Update