

RECOMMENDATION

LGBTQ Quality of Life Advisory Commission

Recommendation Number: 20180530-3(a): The LGBTQ Quality of Life Advisory Commission recommends inclusion of the following priority items in the City Manager's FY 2018-19 Proposed Budget (full recommendations attached):

Priority 1: Fund and conduct an initiative including a study in the amount of \$200,000 to evaluate and improve the quality of life of Austin's LGBTQ communities and residents in collaboration with community partners. The community study and the development of a final report is the commission's highest priority since it is critical for fulfilling our duties as a commission.

Priority 2: Fund an additional Program Coordinator position within the Health Equity Unit at Austin Public Health to address health inequities and disparities within Austin's LGBTQ+ population.

Priority 3: Austin Public Health will establish a variety of health promotion campaigns targeting the LGBTQ+ community in Austin in collaboration with community partners.

Priority 4: Funding is requested to provide a Neighborhood Liaison staff position to support the commissions represented in the Joint Inclusion Committee. The staff would be located within the Equity Office.

Date of Approval: May 30, 2018

Record of the vote: Unanimous on a 10-0 vote

Attest: _____

Neal Falgoust, Staff Liaison

We thank you for your time spent taking this survey.
Your response has been recorded.

Below is a summary of your responses

[Download PDF](#)

Name of person submitting this budget recommendation?

Awais Azhar

Email Address? (in case there are follow up questions)

bc-awais.azhar@austintexas.gov

Which commission are you representing?

- African American Resource Advisory Commission
- Asian American Quality of Life Advisory Commission
- Hispanic/Latino Quality of Life Resource Advisory Commission
- Lesbian, Gay, Bisexual, Transgender, and Queer Quality of Life Advisory Commission**

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- Outcome Area
 - Indicator
 - Metrics
 - Strategies
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Which outcome area will your recommendation primarily impact? (Choose only one)

- Economic Opportunity and Affordability
 - Mobility
 - Safety
 - Health and Environment
 - Culture and Lifelong Learning
 - Government That Works for All**
-

Selected the primary Council Indicator your recommendation will address. (You may select a second on the next page)

- A. Financial cost and sustainability of City government
 - B. Condition/quality of City facilities and infrastructure and effective adoption of technology
 - C. Satisfaction with City services
 - D. Employee engagement
 - E. Stakeholder engagement and participation
 - F. Equity of City programs and resource allocation**
 - G. Transparency and ethical practices
-

If applicable, select a secondary Council Indicator your recommendation will address.

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Which metric is applicable to your recommendation? (Choose all that apply)

- E-1: Percentage of eligible residents who are registered to vote and who participate in City elections
 - E-2: Percentage of residents who express high levels of satisfaction with the outcomes of their engagement with the City
 - E-3: Percentage of residents who believe Austin values dialogue between residents and government**
 - E-4: Number of engagement/outreach activities by department, Council district, time and type of activity**
-

Which metric is applicable to your recommendation? (Choose all that apply)

- F-1: Percent variation of residents' satisfaction rates with City services based on race, sex, religion, ethnicity, age, and ability
 - F-2: Difference between the percentage of community members of a particular race represented on City Boards and Commissions compared to the percentage of that race in the overall community population
 - F-3: Percentage of City departments implementing the equity assessment tool**
 - F-4: Percentage of City employees who have completed diversity/anti-racism/implicit bias training
 - F-5: Number and percentage of public-facing City services that can be performed online
-

Which strategies align with your recommendation? (Choose up to 2)

- 1. **Regularly evaluate** City taxes and fees in the context of the **total financial burden** experienced by the community **relative to the results delivered** for their investment, and communicate this information in ways that are clear and understandable to the community
- 2. **Demonstrate financial stewardship** by following the policies and practices that have earned the City our high bond ratings, strengthen formation, management, and accountability around contracts and grants, and **align resource allocation** (time and money) with the six strategic outcomes **in ways that yield the greatest impact**
- 3. **Increase equity in our community by allocating City resources based on greatest need and in ways that have the highest impact, consistent with recommendations from existing City reports and studies**
- 4. **Update and standardize** the way we measure and monitor service and performance standards. **Proactively communicate this** information both inside and outside of the organization
- 5. **Enhance communication and collaboration** between City Council, City staff, and community members **to enhance transparency, trust, and shared decision making**. Ensure collaboration is strengthened by accessible, timely, and accurate information sharing
- 6. **Engage community members** on the matters that impact them in ways that are timely, convenient, meaningful, and honor their communication preferences; and **equip employees to better engage vulnerable and historically marginalized communities**
- 7. **Establish a consistent and clear** City of Austin brand **to improve communication, engagement, participation**, and pride with residents, businesses, visitors, and employees
- 8. **Create a new integrated approach** to managing community members' multiple relationships with different City departments **to strengthen feedback loops, build trust, and improve satisfaction**
- 9. **Establish standards** for secure data collection, storage, and sharing while leveraging open source technologies, mobile-ready web applications, and proven agile project methodologies **to improve how we manage projects and information**
- 10. **Utilize a transparent data-driven process** to prioritize improvements to and management of 1) our buildings, facilities and information technology **to maximize the experience of our customers** and employees; and 2) our electric, water, wastewater, stormwater, and transportation infrastructure **to minimize lifecycle costs** and maximize service delivery
- 11. **Improve our competitiveness** as an employer **to attract**, efficiently hire, and retain a **diverse**, highly skilled **workforce across the entire City organization**
- 12. **Increase the use of departmental equity assessments and cultural competency training to make better informed decisions that advance equity in our community**

- 13. **Establish a workplace culture** of high performance, continuous improvement, and **human-centered innovation** that encourages employee growth and **inclusive collaboration**. In addition, embrace technology, rapidly prototype potential solutions, and improve business processes to increase efficiencies and reduce red tape
 - 14. **Support ethical behavior** by all City officials and staff members by **setting clear expectations, improving training, and creating a culture of accountability** that results in reduced risk and improved morale.
-

Which characteristics should apply to department, community-based organization, and/or vendor that would put your recommendation to work? (Choose all that apply)

- "Cultural Responsiveness," e.g. being respectful of, and relevant to, the beliefs, practices, culture and linguistic needs of diverse consumer/client populations and communities whose members identify as having particular cultural or linguistics affiliations**
 - Alignment of founding mission with the community proposed to be served (creation of mission was historically based in serving communities experiencing racism) and alignment with the outcomes desired by the program
 - Intimate knowledge of lived experience of the community**
 - Multiple formal and informal channels for meaningful community engagement, participation and feedback exists at all levels of the organization (from service complaints to community participation at the leadership and board level)**
 - Commitment to a diverse and highly skilled workforce by employing robust recruitment, hiring and leadership development practices**
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What is your budget recommendation? Make sure it is specific, see the examples below.

Examples: "Create and execute an outreach strategy for the Human Resources Department to improve diversity of City staff at all levels."

"Team with the United Way to create new or support available job training programs to address the underemployment in the African-American community."

Priority 1 of 4 The Austin Lesbian, Gay, Bisexual, Transgender and Queer Quality of Life Advisory Commission recommends that the City fully fund and conduct an initiative including a study in the amount of \$200,000 to evaluate and improve the quality of life of Austin's LGBTQ communities and residents in collaboration with community partners. The community study and the development of a final report is the commission's highest priority since it is critical for fulfilling our duties as a commission.

Provide evidence to support your recommendation. Include relevant data and sources regarding the Council Indicator you seek to "move the needle on" and evidence supporting the recommended approach. See the example below.

You can refer to the Community Action Network Dashboard for Data, found [here](#). Or, copy and past the following link: <http://canatx.org/dashboard/>

Examples: "Although Asian Americans make up X% of staff for the City of Austin, they only represent X% of executive level staff."

According to a poll released by Gallup, Inc. in 2015, an estimated 5.3% of the Austin-Round Rock metro area adult population identified as a member of the lesbian, gay, bisexual or transgender (LGBT) community. Out of the 50 largest United States metro areas included in the poll, the Austin- Round Rock metro area had the third highest percentage of adult population that identified as LGBT. However, a challenge persists in the ability to accurately count this population in the City of Austin and assess its needs. The United States Census Bureau does not collect this data and even though limited data on same-sex partnerships will be collected in the 2020 Decennial census this will only partially provide the necessary information. In 2015, the Austin/Travis County Health and Human Services Department (HHSD) released the Health Inequities in Austin Travis County report. According the report, the communities of color disproportionately impacted in health disparities in the City include LGBTQ people, who are likely to struggle with comorbidities including, but not limited to, HIV/AIDS and chronic diseases such as cardiovascular disease and diabetes. Furthermore, in 2017 the Urban Institute conducted A Paired-Testing Pilot Study of Housing Discrimination against Same-Sex Couples and Transgender Individuals and found that housing providers discriminate against gay men and transgender individuals on some treatment measures at the early stage of the rental search process. In a 2013 survey of LGBT adults released by the Pew Research Center, 30 percent of the respondents said they have been physically attacked or threatened and 21 percent said they had been treated unfairly by an employer. The Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) Quality of Life Advisory Commission was established by the Austin City Council to represent this constituency by serving as an advisory board to the City council concerning the needs of the named population. As a commission, we recognize that the discrimination faced by the LGBTQ community results in high rates of unemployment, homelessness and housing insecurity, and the social stigmas endured by LGBTQ residents contribute to health care access challenges and individual health disparities. Considering that a lack of data and information on the prevalence and concerns of Austin's LGBTQ communities and residents hinders efforts to assess their needs and provide meaningful services, we recommend that the City conduct a quality of life study for this community in an effort to promote government that serves all Austin residents fully. We wish to build on the success of the African American Quality of Life, the Hispanic Quality of Life, and Asian American Quality of Life reports that have been effective in creating higher levels of community engagement, informing City policies, and identifying resources to address the needs of these communities. A similar effort for the LGBTQ community has the potential to yield similar positive results and productive new directions. The outcome of the study will assist the City of Austin in engaging stakeholders, addressing the needs of the LGBTQ community, and ensuring the equity of City programs and resource allocation.

How much money is necessary to support your recommendation?

\$200,000

Are you requesting one-time funding or ongoing funding?

one-time

ongoing

Is this a Draft Recommendation, or is it Final (i.e. has it been approved by your Commission)?

Draft

Final

When did your Commission vote to approve this recommendation?

05/31/2018

What was the vote tally?

10 in favor (All present)

Please Attach any relevant Minutes from your vote

Drop files or click here to upload

Any comments/suggestions to improve this form? (e.g. metrics not included above, characteristics of vendors you think are important, etc.)

The current metrics collected on sexual orientation and gender identity do not specifically focus on employment, health, and housing disparities experienced by the LGBTQ community.

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Brandon Wollerson

Email Address? (in case there are follow up questions)

bc-brandon.wollerson@austintexas.gov

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Which outcome area will your recommendation primarily impact? (Choose only one)

- Economic Opportunity and Affordability
 - Mobility
 - Safety
 - Health and Environment**
 - Culture and Lifelong Learning
 - Government That Works for All
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Select the primary Council Indicator your recommendation will address. (You may select a second on the next page)

A. Healthy conditions among individuals [absence of unhealthy conditions]

B. Accessibility to quality health care services, both physical and mental

C. Accessibility to quality parks, trails, and recreational opportunities

D. Environmental quality

E. Climate change and resilience

F. Food security and nutrition

If applicable, select a secondary Council Indicator your recommendation will address.

B. Accessibility to quality health care services, both physical and mental

C. Accessibility to quality parks, trails, and recreational opportunities

D. Environmental quality

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Which metric is applicable to your recommendation? (Choose all that apply)

A-1: Years of potential life lost before age 75 per 100,000 population

A-2: Percentage of people who report 5 or more poor mental health days within the last 30 days

A-3: Percentage of children whose body mass index (BMI) is considered obese

A-4: Percentage of residents with cardiovascular disease

A-5: Number and percentage of clients served through City's health equity contracts who achieve intended healthy outcomes (e.g. healthy infant birth weight)

Which metric is applicable to your recommendation? (Choose all that apply)

- B-1: Percentage of residents younger than 65 with no health insurance coverage**
 - B-2: Percentage of residents greater than or equal to age 65 who received a core set of preventive clinical services in the past 12 months**
 - B-3: Infant mortality rate (number of deaths of infants younger than 1-year-old per 1,000 live births)
 - B-4: Number of suicides and unintentional overdose deaths**
 - B-5: Number and percentage of clients supported through the City of Austin, including community-based preventative health screenings, who followed through with referrals to a healthcare provider or community resource**
 - B-6: Number of eligible clients receiving services through our immunizations program**
-

Which strategies align with your recommendation? (Choose up to 2)

- 1. **Promote healthy living** and well-being **with a particular focus** on areas and communities with high rates of chronic disease and high-risk behaviors **who lack access to services**
- 2. **Provide and/or support initiatives that can connect those seeking wellness and medical care with the appropriate providers, and help them navigate and overcome critical barriers to obtaining health and mental health services (e.g. getting to appointments, cost of care)**
- 3. **Convene partners to create innovative, outcome-focused, patient-centered** approaches that enhance Austin's health systems by clearly defining roles and responsibilities, reducing duplication of services, leveraging resources, **filling community gaps in services**, and advancing collective community health strategies
- 4. **Adjust our contracts** with social service providers to **include accountability for outcome-based results** and determine the best approach to award multi-year contracts so that each funding category (e.g. mental health, basic needs, early childhood) can be independently reviewed on a regular cycle
- 5. **Incorporate health considerations** into program and policy decision-making, taking into account **the influence of race, income levels, education,** and the built environment on health outcomes
- 6. **Implement community-informed initiatives** that make healthy and affordable foods easily accessible to all, especially **for our vulnerable populations and historically marginalized communities**
- 7. **Improve community health, social cohesion and connections, and resilience through programs and amenities that strengthen families, foster an increased sense of community, and enhance support networks**
- 8. **Leverage innovative financing models** and partnerships to support, maintain, and **expand** parks, open spaces, **recreational facilities**, and our urban trail network
- 9. **Provide accessible, diverse, and inclusive** parks and recreation programs and amenities to encourage utilization by all ages and abilities with a **specific focus in historically marginalized communities**
- 10. **Integrate nature into the city** by developing and implementing a green infrastructure plan, as envisioned by Imagine Austin, that creates a network of natural lands and other open spaces while **dispersing environmental risks** to people and property **equitably across the city**
- 11. **Expand acquisition and designation** of permanently protected natural and environmentally sensitive areas (to include farmland and wildlife habitats) across the region, and **provide community access** to these areas for educational and recreational programs where feasible
- 12. **Invest in a variety of energy, water, and air quality programs** and initiatives that emphasize conservation and environmental protection, and are aligned with our long-term environmental policy goals (e.g. Austin Community Climate Plan, Zero Waste Master Plan).
- 13. **Incorporate population growth and climate projections** into City planning efforts and into programs that **serve residences and buildings most at risk** due to a changing climate (extreme heat, drought, flood, wildfire) to enable the community to successfully respond, adapt, and thrive

Which characteristics should apply to department, community-based organization, and/or vendor that would put your recommendation to work? (Choose all that apply)

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What is your budget recommendation? Make sure it is specific, see the examples below.

Examples: "Create and execute an outreach strategy for the Human Resources Department to improve diversity of City staff at all levels."

"Team with the United Way to create new or support available job training programs to address the underemployment in the African-American community."

Priority 2 of 4 Fund an additional Program Coordinator position within the Health Equity Unit at Austin Public Health to address health inequities and disparities within Austin's LGBTQ+ population.

Provide evidence to support your recommendation. Include relevant data and sources regarding the Council Indicator you seek to "move the needle on" and evidence supporting the recommended approach. See the example below.

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The Center for Disease Control Prevention's (CDC) definition of health equity is "When all people have the opportunity to attain their full health potential and no one is disadvantaged from achieving this potential because of their social position or other socially determined circumstance." According to the Healthy People 2020 initiative, LGBTQ health requires specific attention from health care and public health professionals to address a number of disparities, including: LGBTQ youth are 2 to 3 times more likely to attempt suicide LGBTQ youth are more likely to be homeless Lesbians are less likely to get preventive services for cancer Gay men are at higher risk of HIV and other STDs, especially among communities of color Lesbians and bisexual females are more likely to be overweight or obese Transgender individuals have a high prevalence of HIV/STDs, victimization, mental health issues, and suicide and are less likely to have health insurance than heterosexual or LGB individuals. Elderly LGBTQ individuals face additional barriers to health because of isolation and a lack of social services and culturally competent providers LGBTQ populations have the highest rates of tobacco, alcohol and other drug use. On May 7, 2015, Austin City Council passed Resolution 20150507-027 focusing on health and economic equity, and APH was assigned the lead role related to the first part of the resolution focusing on health equity. As a part of this process, APH convened a primary stakeholder group and through this group, a comprehensive report was developed that specifically referenced recommendations to address ongoing intersectional issues of health disparities between LGBTQ+ communities of color in Austin. The report recommended a variety of short- term goals to address health disparities affecting communities of color in Austin, including LGBTQ health. The report addressed concerns that LGBTQ health equity is increasingly an intersectional issue within communities of color who are likely to struggle with comorbidities including, but not limited to: HIV/AIDS and chronic diseases such as cardiovascular disease and diabetes. According to the report, LGBTQ people of color experience a lack of access that is compounded by multiple forms of discrimination, and therefore experience additional barriers in access, quality and relevance of care. There is currently no dedicated position in the Health Equity Unit to specifically address health disparities and inequities within the LGBTQ population. This position could have a deep and transformative impact on the health of the Austin LGBTQ community.

How much money is necessary to support your recommendation?

\$85,000

Are you requesting one-time funding or ongoing funding?

one-time

ongoing

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Draft

Final

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Examples: "Create and execute an outreach strategy for the Human Resources Department to improve diversity of City staff at all levels."

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Priority 3 of 4 Austin Public Health will establish a variety of health promotion campaigns targeting the LGBTQ+ community in Austin in collaboration with community partners.

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The Center for Disease Control Prevention's (CDC) definition of health equity is "When all people have the opportunity to attain their full health potential and no one is disadvantaged from achieving this potential because of their social position or other socially determined circumstance." According to the Healthy People 2020 initiative, LGBTQ health requires specific attention from health care and public health professionals to address a number of disparities, including: LGBTQ youth are 2 to 3 times more likely to attempt suicide LGBTQ youth are more likely to be homeless Lesbians are less likely to get preventive services for cancer Gay men are at higher risk of HIV and other STDs, especially among communities of color Lesbians and bisexual females are more likely to be overweight or obese. Transgender individuals have a high prevalence of HIV/STDs, victimization, mental health issues, and suicide and are less likely to have health insurance than heterosexual or LGB individuals. Elderly LGBTQ individuals face additional barriers to health because of isolation and a lack of social services and culturally competent providers LGBTQ populations have the highest rates of tobacco, alcohol and other drug use. On May 7, 2015, Austin City Council passed Resolution 20150507-027 focusing on health and economic equity, and APH was assigned the lead role related to the first part of the resolution focusing on health equity. As a part of this process, APH convened a primary stakeholder group and through this group, a comprehensive report was developed that specifically referenced recommendations to address ongoing intersectional issues of health disparities between LGBTQ+ communities of color in Austin. The report recommended a variety of short- term goals to address health disparities affecting communities of color in Austin, including LGBTQ health; and addressed concerns that LGBTQ health equity is increasingly an intersectional issue within communities of color who are likely to struggle with comorbidities including, but not limited to: HIV/AIDS and chronic diseases such as cardiovascular disease and diabetes. According to the report LGBTQ people of color experience a lack of access that is compounded by multiple forms of discrimination, and therefore experience additional barriers in access, quality and relevance of care. A study posted in The Journal of Homosexuality found that LGBTQ youth advocacy campaigns show representations of LGBTQ people that are more full and complex than those in popular culture. This helps LGBTQ youth to see themselves more comfortably as part of the LGBTQ community, and to connect with others facing similar challenges. The study found that LGBTQ youth were more strongly impacted by social media campaigns that also recognized other facets of their identity, such as race or ethnicity. The study also found that support systems for transgender youth were lacking both in quantity and quality. For LGBTQ youth, social media can be crucial to developing a sense of identity and social connection. In February 2018, APH ran a successful \$17,000 digital and social media campaign for the Austin LGBTQ community that featured a local LGBTQ celebrity.

How much money is necessary to support your recommendation?

\$75,000

Are you requesting one-time funding or ongoing funding?

one-time

ongoing

Is this a Draft Recommendation, or is it Final (i.e. has it been approved by your Commission)?

Draft

Final

When did your Commission vote to approve this recommendation?

05/31/2018

What was the vote tally?

10 in favor (All present)

Please Attach any relevant Minutes from your vote

Drop files or click here to upload

Any comments/suggestions to improve this form? (e.g. metrics not included above, characteristics of vendors you think are important, etc.)

The current metrics collected on sexual orientation and gender identity do not specifically focus on employment, health, and housing disparities experienced by the LGBTQ community.

END OF SURVEY: Your survey responses have been automatically saved, but have not been submitted. Do **not** click forward button unless you are prepared to submit your responses! Thank you for your time!

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We thank you for your time spent taking this survey.
Your response has been recorded.

Below is a summary of your responses

[Download PDF](#)

Name of person submitting this budget recommendation?

Awais Azhar

Email Address? (in case there are follow up questions)

bc-awais.azhar@austintexas.gov

Which commission are you representing?

- African American Resource Advisory Commission
- Asian American Quality of Life Advisory Commission
- Hispanic/Latino Quality of Life Resource Advisory Commission
- Lesbian, Gay, Bisexual, Transgender, and Queer Quality of Life Advisory Commission**

DIRECTIONS: Throughout this survey you can go back and forth using the arrows at the bottom in case you want to change an answer. DO NOT use the back button on your browser

Outline for the Form:

- Outcome Area
 - Indicator
 - Metrics
 - Strategies
 - Vendor Characteristic Requirements
 - Your Recommendation
 - Justification
 - Level of Funding
 - Draft or Final
 - Suggestions for the Form
 - End of Survey
-

NOTE: It will be helpful if you have the Strategic Direction in front of you as you complete this form. The Strategic Direction can be found [here](https://austinstrategicplan.bloomfire.com/posts/3222339-strategic-direction-2023-final). Or, copy and paste this url:

<https://austinstrategicplan.bloomfire.com/posts/3222339-strategic-direction-2023-final>

Which outcome area will your recommendation primarily impact? (Choose only one)

- Economic Opportunity and Affordability
 - Mobility
 - Safety
 - Health and Environment
 - Culture and Lifelong Learning
 - Government That Works for All**
-

Selected the primary Council Indicator your recommendation will address. (You may select a second on the next page)

- A. Financial cost and sustainability of City government
 - B. Condition/quality of City facilities and infrastructure and effective adoption of technology
 - C. Satisfaction with City services
 - D. Employee engagement
 - E. Stakeholder engagement and participation**
 - F. Equity of City programs and resource allocation
 - G. Transparency and ethical practices
-

If applicable, select a secondary Council Indicator your recommendation will address.

- A. Financial cost and sustainability of City government
 - B. Condition/quality of City facilities and infrastructure and effective adoption of technology
 - C. Satisfaction with City services
 - D. Employee engagement
 - F. Equity of City programs and resource allocation**
 - G. Transparency and ethical practices
-

Which metric is applicable to your recommendation? (Choose all that apply)

- E-1: Percentage of eligible residents who are registered to vote and who participate in City elections
 - E-2: Percentage of residents who express high levels of satisfaction with the outcomes of their engagement with the City**
 - E-3: Percentage of residents who believe Austin values dialogue between residents and government**
 - E-4: Number of engagement/outreach activities by department, Council district, time and type of activity
-

Which metric is applicable to your recommendation? (Choose all that apply)

- F-1: Percent variation of residents' satisfaction rates with City services based on race, sex, religion, ethnicity, age, and ability**
 - F-2: Difference between the percentage of community members of a particular race represented on City Boards and Commissions compared to the percentage of that race in the overall community population
 - F-3: Percentage of City departments implementing the equity assessment tool
 - F-4: Percentage of City employees who have completed diversity/anti-racism/implicit bias training
 - F-5: Number and percentage of public-facing City services that can be performed online
-

Which strategies align with your recommendation? (Choose up to 2)

- 1. **Regularly evaluate** City taxes and fees in the context of the **total financial burden** experienced by the community **relative to the results delivered** for their investment, and communicate this information in ways that are clear and understandable to the community
- 2. **Demonstrate financial stewardship** by following the policies and practices that have earned the City our high bond ratings, strengthen formation, management, and accountability around contracts and grants, and **align resource allocation** (time and money) with the six strategic outcomes **in ways that yield the greatest impact**
- 3. **Increase equity in our community by allocating City resources based on greatest need and in ways that have the highest impact, consistent with recommendations from existing City reports and studies**
- 4. **Update and standardize** the way we measure and monitor service and performance standards. **Proactively communicate this** information both inside and outside of the organization
- 5. **Enhance communication and collaboration** between City Council, City staff, and community members **to enhance transparency, trust, and shared decision making**. Ensure collaboration is strengthened by accessible, timely, and accurate information sharing
- 6. **Engage community members on the matters that impact them in ways that are timely, convenient, meaningful, and honor their communication preferences; and equip employees to better engage vulnerable and historically marginalized communities**
- 7. **Establish a consistent and clear** City of Austin brand **to improve communication, engagement, participation**, and pride with residents, businesses, visitors, and employees
- 8. **Create a new integrated approach** to managing community members' multiple relationships with different City departments **to strengthen feedback loops, build trust, and improve satisfaction**
- 9. **Establish standards** for secure data collection, storage, and sharing while leveraging open source technologies, mobile-ready web applications, and proven agile project methodologies **to improve how we manage projects and information**
- 10. **Utilize a transparent data-driven process** to prioritize improvements to and management of 1) our buildings, facilities and information technology **to maximize the experience of our customers** and employees; and 2) our electric, water, wastewater, stormwater, and transportation infrastructure **to minimize lifecycle costs** and maximize service delivery
- 11. **Improve our competitiveness** as an employer **to attract**, efficiently hire, and retain a **diverse**, highly skilled **workforce across the entire City organization**
- 12. **Increase the use of departmental equity assessments** and cultural competency training to **make better informed decisions that advance equity** in our community

- 13. **Establish a workplace culture** of high performance, continuous improvement, and **human-centered innovation** that encourages employee growth and **inclusive collaboration**. In addition, embrace technology, rapidly prototype potential solutions, and improve business processes to increase efficiencies and reduce red tape
 - 14. **Support ethical behavior** by all City officials and staff members by **setting clear expectations, improving training, and creating a culture of accountability** that results in reduced risk and improved morale.
-

Which characteristics should apply to department, community-based organization, and/or vendor that would put your recommendation to work? (Choose all that apply)

- "Cultural Responsiveness," e.g. being respectful of, and relevant to, the beliefs, practices, culture and linguistic needs of diverse consumer/client populations and communities whose members identify as having particular cultural or linguistics affiliations**
 - Alignment of founding mission with the community proposed to be served (creation of mission was historically based in serving communities experiencing racism) and alignment with the outcomes desired by the program**
 - Intimate knowledge of lived experience of the community**
 - Multiple formal and informal channels for meaningful community engagement, participation and feedback exists at all levels of the organization (from service complaints to community participation at the leadership and board level)**
 - Commitment to a diverse and highly skilled workforce by employing robust recruitment, hiring and leadership development practices
-

What is your budget recommendation? Make sure it is specific, see the examples below.

Examples: "Create and execute an outreach strategy for the Human Resources Department to improve diversity of City staff at all levels."

"Team with the United Way to create new or support available job training programs to address the underemployment in the African-American community."

Priority 4 of 4 Funding is requested to provide a Neighborhood Liaison staff position to support the commissions represented in the Joint Inclusion Committee. The staff would be located within the Equity Office.

Provide evidence to support your recommendation. Include relevant data and sources regarding the Council Indicator you seek to "move the needle on" and evidence supporting the recommended approach. See the example below.

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Examples: "Although Asian Americans make up X% of staff for the City of Austin, they only represent X% of executive level staff."

There are many efforts to increase collaboration across the commissions represented in the Joint Inclusion Committee. If the liaisons for these commissions are in the same office, communications would improve and the synergy across the commissions would increase. The LGBTQ+ community has historically been left out of data collection, making it difficult to prove the needs of the community. Even this budget recommendation form omits sexual orientation, gender identity/expression from metric "F-1: Percent variation of residents' satisfaction rates with City services based on race, sex, religion, ethnicity, age, and ability."

How much money is necessary to support your recommendation?

\$83,345

Are you requesting one-time funding or ongoing funding?

one-time

ongoing

Is this a Draft Recommendation, or is it Final (i.e. has it been approved by your Commission)?

Draft

Final

When did your Commission vote to approve this recommendation?

05/31/2018

What was the vote tally?

10 in favor (All present)

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