

**Community Services Block Grant  
Programmatic/Financial Report  
January 14, 2020**

The Community Services Block Grant funds the delivery of services to low income Texas residents in all 254 counties. These funds support a variety of direct services in addition to helping maintain the core administrative elements of community action agencies.

For the City of Austin, the grant provides funding for the delivery of basic needs, case management, preventive health and employment support services through the City's six (6) Neighborhood Centers and the three (3) Outreach Sites.

- **Basic Needs** (food, clothing, information and referral, notary services, transportation, car safety education and car seats, tax preparation, Blue Santa applications, fans, Thanksgiving food baskets and other seasonal activities);
- **Preventive Health** (screenings for blood pressure, blood sugar including a1C, and cholesterol; pregnancy testing; health promotion presentations, coordination and participation in health fairs, immunizations, coordination of wellness activities, linkages to medical home providers and diabetes case management);
- **Case Management** (individual/family support counseling, advocacy, self-sufficiency case management, crisis intervention, linkages with employers, educational opportunities and training, and working with individuals on quality of life issues);
- **Employment Support** (intake, assessment and goal setting, job readiness training, job placement assistance, and job retention services)

<b>Expenditures Categories</b>	<b>2018 Contract Budget</b>	<b>Cumulative Expenditures as of 11/30/19</b>	<b>% of Total</b>
Personnel	\$702,685.00	\$597,550.39	85%
Fringe Benefits	\$386,878	\$339,158.53	88%
Other	\$12,543.00	\$5,000	40%
<b>Total</b>	<b>\$1,102,106</b>	<b>\$941,708.92</b>	<b>85%</b>

## Austin Public Health Report on PY19 Community Action Plan

**MISSION: To prevent disease, promote health, and protect the well-being of our community.**

**TOP 5 NEEDS: Housing; Health; Employment; Basic Needs; Education**

**Report Date November 30, 2019**

<b>FNPI</b>	<b>Outcome Description</b>	<b>Target</b>	<b>#Enrolled</b>	<b>#Achieved</b>	<b>Success Rate %</b>
<b>1</b>	<b>Employment</b>				
<b>1B</b>	Unemployed adults who obtained a job up to a living wage	55	90	49	89% <b>Efficacy Rate:</b> 54%
<b>1C</b>	Unemployed adults obtained and maintained a job for at least 90 days (up to a living wage)	20	89	12	60%
<b>1E</b>	Unemployed adults who obtained a job with a living wage	10	77	17	170% <b>Efficacy Rate:</b> 22%
<b>1H</b>	Employed participants in a career-advancement related program who entered or transitioned into a position with increased income and/or benefits	55	93	38	69% <b>Efficacy Rate:</b> 41%
<b>2</b>	<b>Education and Cognitive Development</b>	<b>Target</b>	<b>#Enrolled</b>	<b>#Achieved</b>	<b>Success Rate %</b>
<b>2F</b>	Adults who demonstrated improved basic education	5	45	16	320%
<b>2H</b>	Individuals who obtained a recognized credential, certificate or degree relating to the achievement of educational or vocational skills	5	20	8	160%
<b>4</b>	<b>Housing</b>				
<b>4B</b>	Households who obtained safe and affordable housing	25	36	12	48% <b>Efficacy Rate:</b> 33%
<b>4E</b>	Households who avoided eviction	375	830	578	154% <b>Efficacy Rate:</b> 70%
<b>5</b>	<b>Health and Social/Behavioral Development</b>		<b>#Enrolled</b>	<b>#Achieved</b>	<b>Success Rate %</b>
<b>5B</b>	Individuals who demonstrated improved physical health and well being	10	14	8	80%
<b>5D</b>	Individuals who improved skills related to the adult role of parents/caregivers	50	234	189	378%
<b>SRV</b>	<b>Service Description</b>	<b>Number Served</b>			
<b>3O</b>	Tax Preparation Programs	516			
<b>4C</b>	Rent Payments	372			
<b>4D</b>	Deposit Payments	0			
<b>4I</b>	Utility Payments	305			
<b>5A</b>	Immunizations	404			
<b>5J</b>	Food Distribution	31,035			
<b>7A</b>	Case Management	117			
<b>7B</b>	Eligibility Determinations	1,917			

7D	Transportation	232		
7N	Emergency Clothing	1,871		

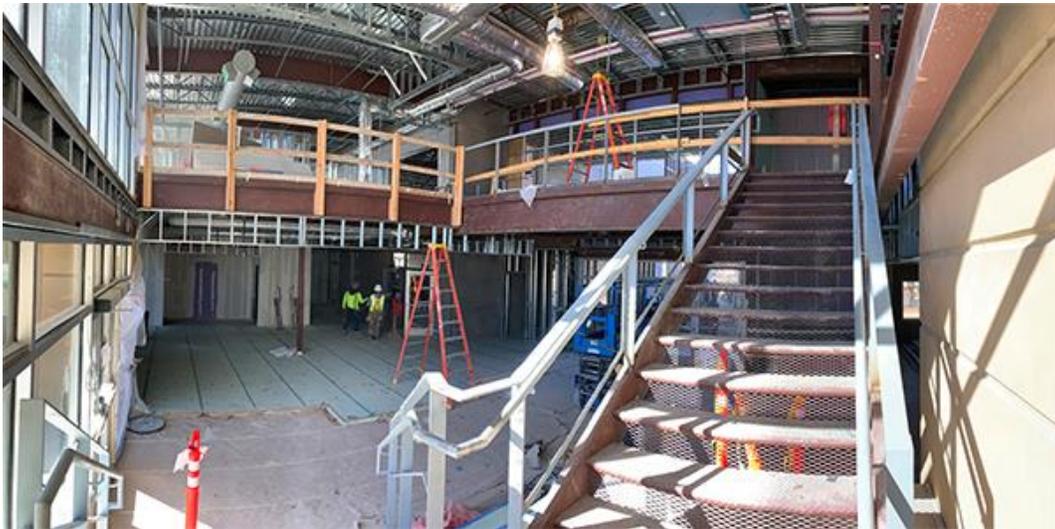
Transition Out of Poverty Goal		Goal	Achieved		Success Rate%
TOP	Individuals who transitioned out of poverty	43	58		135%

***Programmatic/Administrative Updates***

---

1. **Neighborhood Services Unit Vacancies** – One Administrative Associate vacancy at the East Austin Neighborhood Center.
2. **Neighborhood Services Satellite Location/s** – Neighborhood residents can access bus passes, rent & utility assistance, and social work and nursing services at the **YMCA North Austin** (1000 W Rundberg Ln, Austin, TX 78758) on Mondays, 8:30am to 12:30pm. The Neighborhood Services Unit is working on opening another satellite location at the **YMCA East Austin** (5315 Ed Bluestein Blvd, Austin, TX 78723) in the Spring of 2020.
3. **Austin Energy Plus 1 Program** – Serious illness, a recent job loss, or other emergencies can make it difficult for some customers to pay their utility bills. The Plus 1 fund helps by providing emergency financial aid to customers who are having a temporary problem paying their utility bills. So far, in FY20, 20 families have been assisted with their past due utilities’ bills for a total of \$7,332.49.
4. **Immunizations** – The Neighborhood Services Unit public health nurses have been busy this Fall with the administration of flu shots at events such as Boo the Flu, Harvest Fest, Hope Fest, the Rosewood Zaragosa Thanksgiving Luncheon, and at the Neighborhood Center’s Health Hubs. Through November they have administered **404** flu shots.
5. **Neighborhood Center Improvements** – New roof being installed at the **East Austin Neighborhood Center** and request to paint the Neighborhood Center has been approved.

The construction of the new **Montopolis Recreation and Community Center** continues to make progress. Highlights in **December** include Windows and Doors installation and interior stair work. The goal is to align these projects with the Strategic Direction 2023 of improving the condition of city owned facilities and supporting customer satisfaction with City services. Anticipated Grand Opening – **Summer 2020**.



*Lobby stairwell, first landing.*



*2<sup>nd</sup> floor view of the Gymnasium.*

The City of Austin voters approved a proposition by Austin Public Health (APH) as part of the 2018 Bond Election to build a new neighborhood center with public health services. The **Dove Springs Public Health Facility** will house a fully staffed Neighborhood Center. The NC will be operated by APH staff including a program manager, community workers, social worker, and a full-time nurse. Services will include self-sufficiency case management, food pantry and other food distributions, assistance applying for benefits, health screenings, flu shots, clothes closet, referrals to other services, and baskets for special events like Thanksgiving and Christmas.

It is a goal of the project team to incorporate as many green features as possible including solar panels, rainwater collection, pervious parking and sidewalks, grass-pave pervious fire lane, rain gardens and collection of condensate water. Council approved a resolution requiring that LEED-Silver certification is achieved using the latest applicable version of LEED.

### **Success Story**

*(From December's cancelled meeting)*

In Social Worker's own words:

*"CL is a single mother of 3, all under 12 years of age. In recent months the client was diagnosed with cancer of the mouth, had tumors removed, was in the process of having most of her teeth extracted and underwent chemo therapy. She could not maintain her employment during this time and was let go to her inability to meet her required hours.*

*CL's apartment manager signed the Land Lord agreement and noted that they will only accept the full amount past due. Our office, in combination with other pledges, was offering to complete the full amount due. They were slow to respond with other required documents and were only communicating via fax. Without all the required documents, a check could not be processed.*

*The Apartment Manager stated in her fax that they would not forgo filing for eviction and, in fact, they did file for the eviction even though the LL agreement was signed and legally binding. I could not move forward with a check request as the W9 was never remitted. I contacted the Supervisor of the apartment manager to discuss the situation. The Eviction Court date was looming and the apartment manager was no longer responding.*

*I assisted the client in contacting the Austin Tenants Council for advice on her rights and the client was told to attend all court dates, maintain all paperwork, and keep good records of all interactions. Together she and I did just that.*

*I contacted the regional office to make them aware of the written agreement signed by their employee and the lack of communication and follow up. The regional manager said that she would call me back but did not. I continued to seek a response and reiterate that they signed a binding legal agreement not to evict this client for 30 days.*

*I appealed to the Apartment Manager, the Supervisor, and the regional manager. This client was about to be homeless and had no other options. I discussed our attempts to work with them to keep this family housed, especially during this difficult time. The client also made the apartment manager aware of her illness and attempts to cover the rent.*

*I requested permission to meet the client at Eviction Court as she does not speak English well and I wanted to bring all the documentation of the interactions with the apartment staff to present to the judge. When we arrived and checked in at court, we were notified that the case was dropped and there would be no hearing. Upon return to the office I had the W9 in my email and a message from the regional manager that they were willing to work with the client on the next month's rent.*

*We, at the Neighborhood Services Unit, were so thrilled to help this family maintain housing during this difficult time. Many additional resources were provided for the client and linkages to assistance for persons with Cancer as well as for single parents seem to be a great safety net moving forward."*