



# ROSEWOOD ZARAGOSA NEIGHBORHOOD CENTER PROGRAM YEAR 2019

## Community Development Commission

February 11, 2020

Ana Montiel, Program Manager, Rosewood Zaragosa Neighborhood Center



# RZNC

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- One of six Neighborhood Centers that provide basic need services to individuals and families in the Austin and Travis County area.
- All services provided are free of charge.

# RZNC

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- Some services require financial eligibility screening.
- Center hours:
  - Monday-Thursday 8:00 a.m.-6:00 p.m.
  - Fridays 8:00 a.m.-12:00 p.m.

# What's Unique about RZNC

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- Center partners with Austin Energy, Child Inc., WIC and Workforce Solutions
- Next to Conley Guerrero Senior Activity Center
- East End COA Neighborhood Center
- Center offers mobile food pantry at Santa Barbara Catholic Church (Hornby Bend)
- Higher population of Seniors and Spanish speaking clients

# Language

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- <https://shalbrook.github.io/language-maps-for-aph/map1.html>

# Services

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- Basic Needs Services
- Case Management
- Health Services
- Notary Services
- Information and Referral
- Year round development programs open to the public thru our community partners: GED classes, Nutritional Classes, Art Classes, Financial Education and other topics of special interest

# **“The Community Quilt”**

***Ryah Christensen, East Austin  
Resident & Artist***

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# Basic Needs Services

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- Food distributions
  - Fresh Foods for Families
  - Food Recovery Project – Partnership with the Central Texas Food Bank, HEB, and Wheatsville Co-op
  - Healthy Options Program for the Elderly (HOPE)
  - Food pantry

# Basic Needs (cont.)

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- Seasonal Distributions
  - Fans
  - Coats for Kids
  - Child Safety Seat Distribution/Education
  - Blue Santa applications
  - Volunteer Income Tax Assistance Program (VITA)

# Basic Needs (cont.)

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- Rent & Utility assistance
- Bus passes
- Applications for SNAP, TANF, Medicaid through the HHSC Community Partner program
- Information and Referral

# Case Management

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- **Self-Sufficiency** Case management focused on assisting people to transition out of poverty - budgeting, job search assistance, job coaching, training and education programs
- Related supports – Connections to affordable housing, child care, child support
- 31-day bus passes
- Short-term counseling – Quality of life

# Public Health Nursing

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- Health Screenings
- Diabetes Case Management
- Pregnancy Tests
- Flu Shots (Fall)

# Demographics (Direct Funded Services)

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## ➤ Race

❖ <b>Black or African American</b>	195
❖ <b>White</b>	155
❖ <b>Asian</b>	4
❖ <b>Multi-race</b>	18
	372

# Demographics (cont.)

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➤ Ethnicity

❖ <b>Hispanic or Latino</b>	131
❖ <b>Not Hispanic or Latino</b>	<u>241</u>
	372

# Demographics (cont.)

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➤ Age

❖ <b>0-5</b>	51
❖ <b>6-13</b>	81
❖ <b>14-17</b>	37
❖ <b>18-24</b>	28
❖ <b>25-44</b>	96
❖ <b>45-54</b>	37
❖ <b>55+</b>	<u>42</u>
	372

# Demographics (cont.)

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➤ Education -Adults ages 25+ and over:

❖ <b>0-8 Grade</b>	18
❖ <b>9-12/Non Graduate</b>	22
❖ <b>HS Grad/GED</b>	97
❖ <b>12+ Post Secondary</b>	19
❖ <b>2 or 4 Yr. College Graduate</b>	14
❖ <b>Graduate/ Other post-secondary</b>	<u>5</u>
	175

# Demographics (cont.)

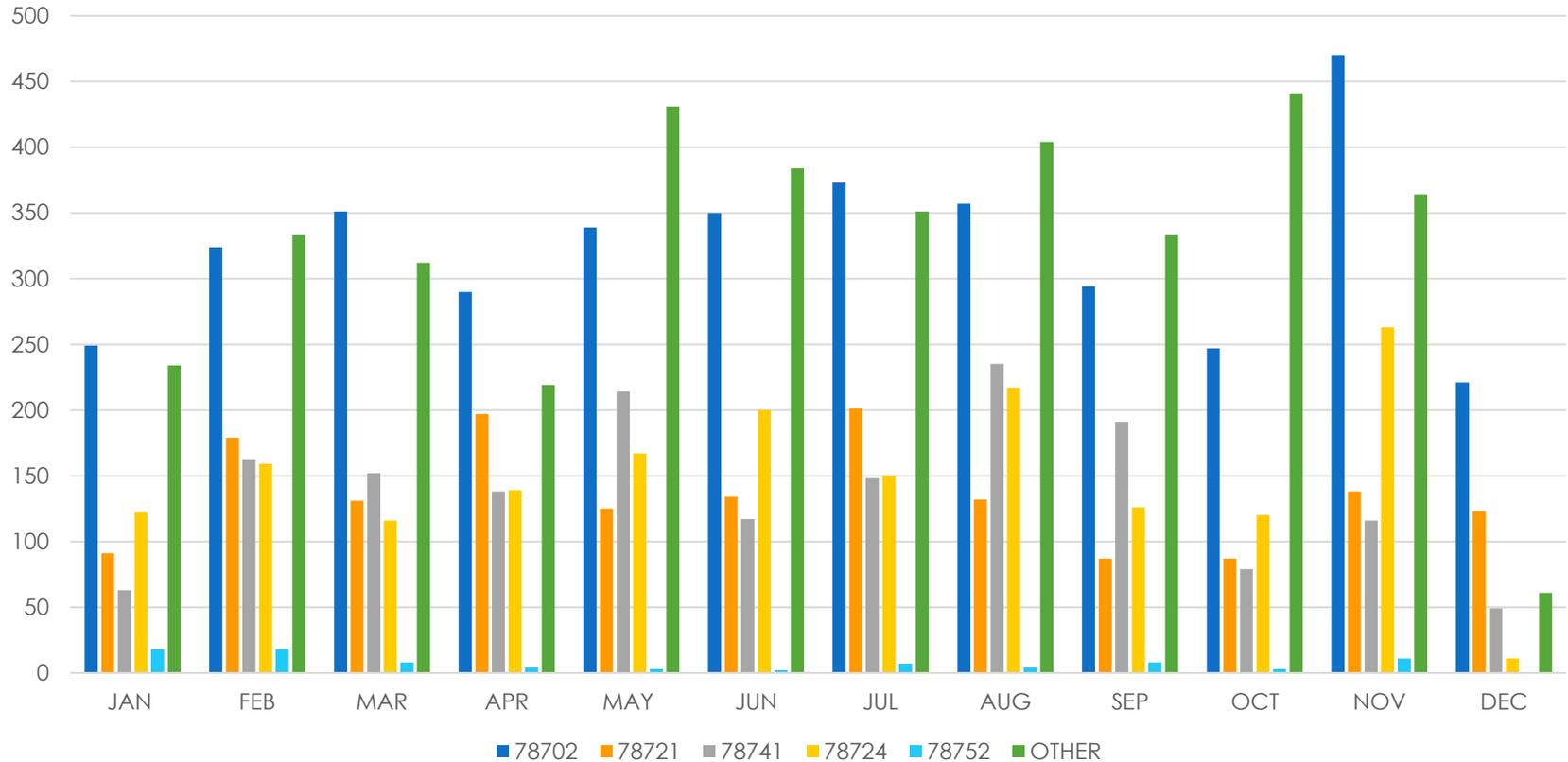
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## ➤ Household Type

❖ Own	10
❖ Rent	137
❖ Homeless	7

# RZNC Food Distribution Zip Code

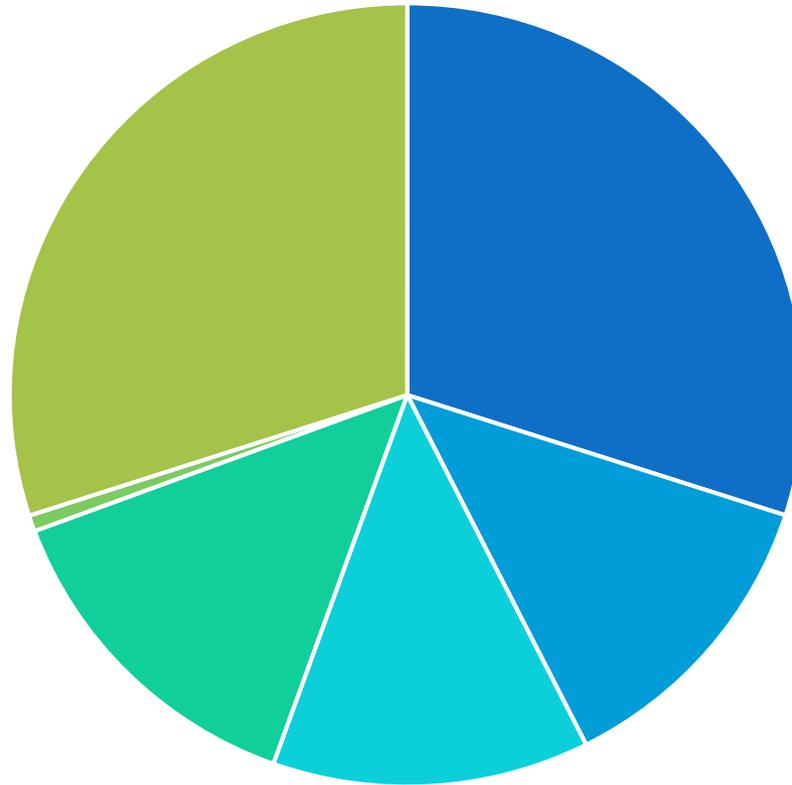
RZNC 2019 Food Distribution Numbers by Month and Zip Code



# RZNC Food Distribution Clients by Zip Code

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Total Number of Clients Jan - Dec 2019



ZIP Code	Total Jan - Dec 2019
78702	3,865
78721	1,625
78741	1,664
78724	1,790
78752	86
OTHER	3,867

■ 78702 ■ 78721 ■ 78741 ■ 78724 ■ 78752 ■ OTHER ■ ■

# Client Impact – Basic Needs

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- **7,627** unduplicated people received CSBG supported services primarily through mass distributions. (Oct.-Sept.)
- **372** unduplicated people received direct funded CSBG services. (Jan-Dec 2019)
- **83** households avoided eviction (Jan-Dec)
- **49** people kept utilities on or were restored (Jan-Dec)

# Client Impact - Employment

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January – December 2019

- **11** individuals Transitioned Out of Poverty
- **6** clients got jobs
- **4** clients increased income
- **4** clients got jobs with benefits

# Client Impact - Health

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October – September 2019

- **2,175** people served by RZNC nurse
- **79** people received diabetes case management
- **88** people connected to health insurance
- **116 (Nov-Dec)** people given flu shots

# Success Story

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Single parent with 1 teenage son, unemployed, recovering from knee injury requesting rent assistance

- While in recovery client enrolled in case management at the center and pursued and completed CNA training
- Hired at nursing home earning base pay \$14/hr.
- After 2 months of employment was able purchase a used vehicle
- Client was offered a raise with an employer in the health industry closer to home and a \$2,000 sign-on bonus
- Used financial resources provided by Social Worker during 5-month case management services (\$2,000 in rent assistance, food pantry assistance and \$150 in Walmart gift cards)

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Questions?

A photograph of a piece of white lined paper with vertical lines. The word "Questions?" is written in a large, black, cursive script. A black marker is visible in the bottom right corner, with its tip pointing towards the end of the word. A thick, curved black line is drawn underneath the word. The background is white.