

**Community Services Block Grant
Programmatic/Financial Report
July 13, 2021**

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)

| Expenditures Categories | 2021 Contract Budget | Cumulative Expenditures as of 5/31/21 | % of Total |
|------------------------------------|---------------------------------|--|-------------------|
| Personnel | \$704,239.27 | \$239,047.88 | 34% |
| Fringe Benefits | \$387,277.37 | \$110,477.43 | 29% |
| Other | \$10,589.36 | \$0 | 0% |
| Total | \$1,102,106 | \$349,525.31 | 32% |

Austin Public Health Report on PY21 Community Action Plan

| Transition Out of Poverty Goal | | Goal | Achieved | | Success Rate% |
|--------------------------------|---|-----------|----------|--|---------------|
| TOP | Individuals who transitioned out of poverty | 43 | 0 | | 0% |

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 May 2021

| FNPI | Outcome Description | Target | #Enrolled | #Achieved | Success Rate % |
|-------------|---|---------------|-----------|-----------|----------------|
| 4 | Housing | | | | |
| 4E | Households who avoided eviction | | | | |
| 4E | Households who avoided eviction (CARES ACT) | 1200 | 1138 | 1138 | 100% |
| 5 | Health and Social/Behavioral Development | | #Enrolled | #Achieved | Success Rate % |
| 5B | Individuals who demonstrated improved physical health and well being | 50 | 0 | 0 | |
| 5D | Individuals who improved skills related to the adult role of parents/caregivers | 50 | 19 | 19 | 100% |
| SRV | Service Description | Number Served | | | |
| 3O | Tax Preparation Programs | | | | |
| 4C | Rent Payments | | | | |
| 4C | Rent Payments (Cares Act) | 1138 | | | |
| 4I | Utility Payments | 131 | | | |
| 5A | Immunizations | | | | |
| 5JJ | Food Distribution | 7896 | | | |
| 7A | Case Management | 41 | | | |
| 7B | Eligibility Determinations | 1036 | | | |
| 7D | Transportation | 5 | | | |
| 7N | Emergency Clothing | | | | |
| 3A.1 | Total number of volunteer hours donated to the Agency | 248 | | | |

Programmatic/Administrative Updates

- 1. Neighborhood Services Unit Vacancies** – Currently, there are no vacancies in the NSU.

- 2. CDC Nomination/Selection (Elections) Spring 2021** – On June 15th, Cheryl Thompson was nominated and selected as the new commissioner for the St. John geographic area. She is working with the City Clerk’s office on the onboarding process.
- 3. Neighborhood Services** – Due to the City of Austin’s COVID-19 response and safety measures our Neighborhood Centers were closed to the public at 6pm on March 16, 2020. We continue to offer Food Pantry Curbside by appt. only, Emergency Rental assistance in collaboration with the Austin Area Urban League, Self-Sufficiency case management services and utility assistance through the Austin Energy Plus One program.
- 4. Home Delivery Program** – In collaboration with the Central Texas Food Bank and Amazon, the NSU launched a home delivery program. Eligible individuals (Travis County Resident, “Low Income” and Target Population (Household with children 0-18 or Senior 60+) have begun signing up for monthly deliveries of pre-packed food boxes. 161 Households/301 Individuals had food boxes delivered to their doorstep during the pilot in June.
- 5. NSU Client Satisfaction Survey** – As part of Woollard Nichols & Associates’ Community Needs Assessment, a customer satisfaction survey was sent out. The results were overwhelmingly positive. For example, 91% of respondents rated the NSU client experience as “Great” or “Good.” 41% preferred services from home or a hybrid (home/in-person) and 35% had no preference. Please see PPT in back-up docs for more details.
- 6. CARES ACT CSBG Funding** - The Texas Department of Housing & Community Affairs (TDHCA) has awarded the Neighborhood Services Unit CARES ACT CSBG funds with the purpose of assisting eligible clients with COVID-19 related needs such as rental assistance through July 31, 2021. In November we began working with the Austin Area Urban League to begin processing financial assistance payments for eligible clients. Through May we assisted 407 Households and processed \$996,289.07 in rent assistance payments.
- 7. Austin Energy Plus 1 Program** – Serious illness, a recent job loss, or a pandemic 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. We continue to assist clients with utility assistance using these funds.

Success Story

I’d like to share a success story from the Pre-Juneteenth Education and Resource Fair at Blackland Neighborhood Center. This story was shared with me by one of the Neighborhood Services Unit (NSU) RNs:

"There was a young African American gentleman who received his first Covid-19 vaccination back in March 2021. He showed up to the Blackland Neighborhood Center event as a Walk up to get his 2nd Covid-19 shot. He stated that he received a message that he could get his Covid-19 vaccine at the event without an appointment. I saw that he received his first shot back in March and it was June. I asked him why he didn't get his second shot sooner and he said that it did not work with his schedule (school, work), trying to get an appointment, and taking the bus over to the Delco Activity Center (where he rec'd his 1st shot). He stated it was very inconvenient for him. He lived in the neighborhood and said it worked out well for him to be able to walk over and get his 2nd shot without any difficulty. He was not familiar with the Neighborhood Center services and was not aware of the event taking place that day. The client was encouraged to stop by the event as there were items such as PPE, pillows etc. being distributed. He stated that he would go by and check it out. Client stated he was glad he was able to get his second shot there so he could complete his series and was able to get some needed items and food as well.

Nurse Angie ensured that no clients that showed up for a vaccine at the Blackland Neighborhood Center would get turned away for not having an appointment or showing up as a walk up or even on a bicycle. There were quite a few clients that showed up without appointments or not in a vehicle that day and were gladly provided their vaccine. Angie's commitment and dedication to serving the community and meeting them where they are was evident that day."