

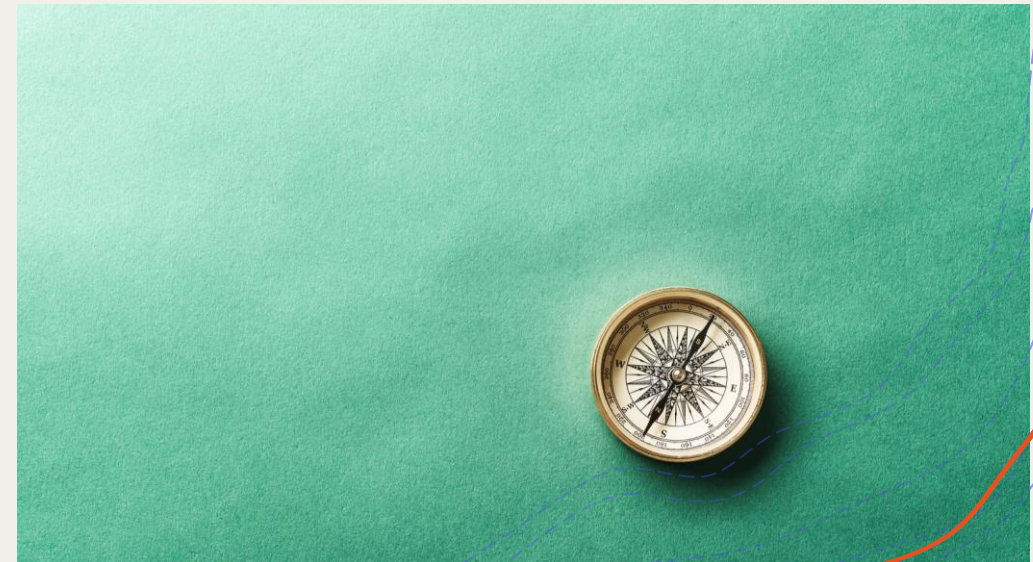
Self -Sufficiency Case Management

Angel Zambrano, Manager,
Neighborhood Service Unit, Austin
Public Health



Self Sufficiency Services FY 2023

- + 63 households served (October 1 2022 thru 6.30.2023)
- + 13 people in 5 households transitioned out of poverty
- + 50 household assisted to reduce/eliminate income barriers with financial assistance

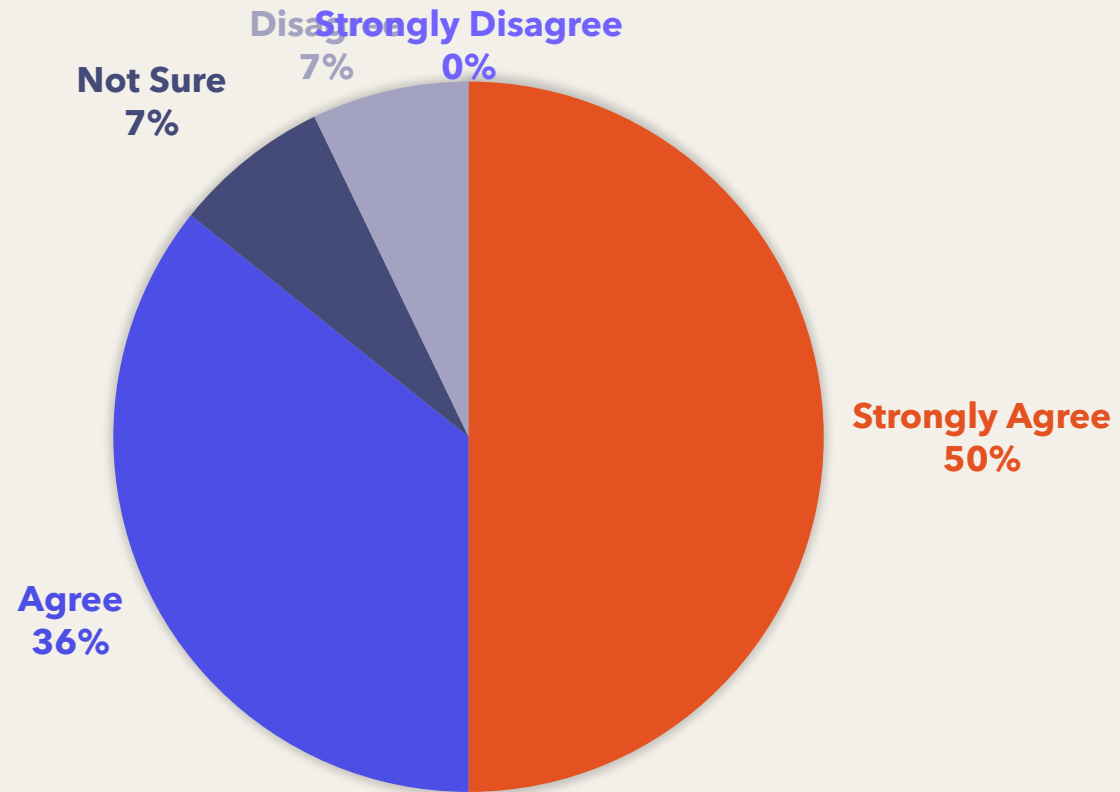


Satisfaction Survey

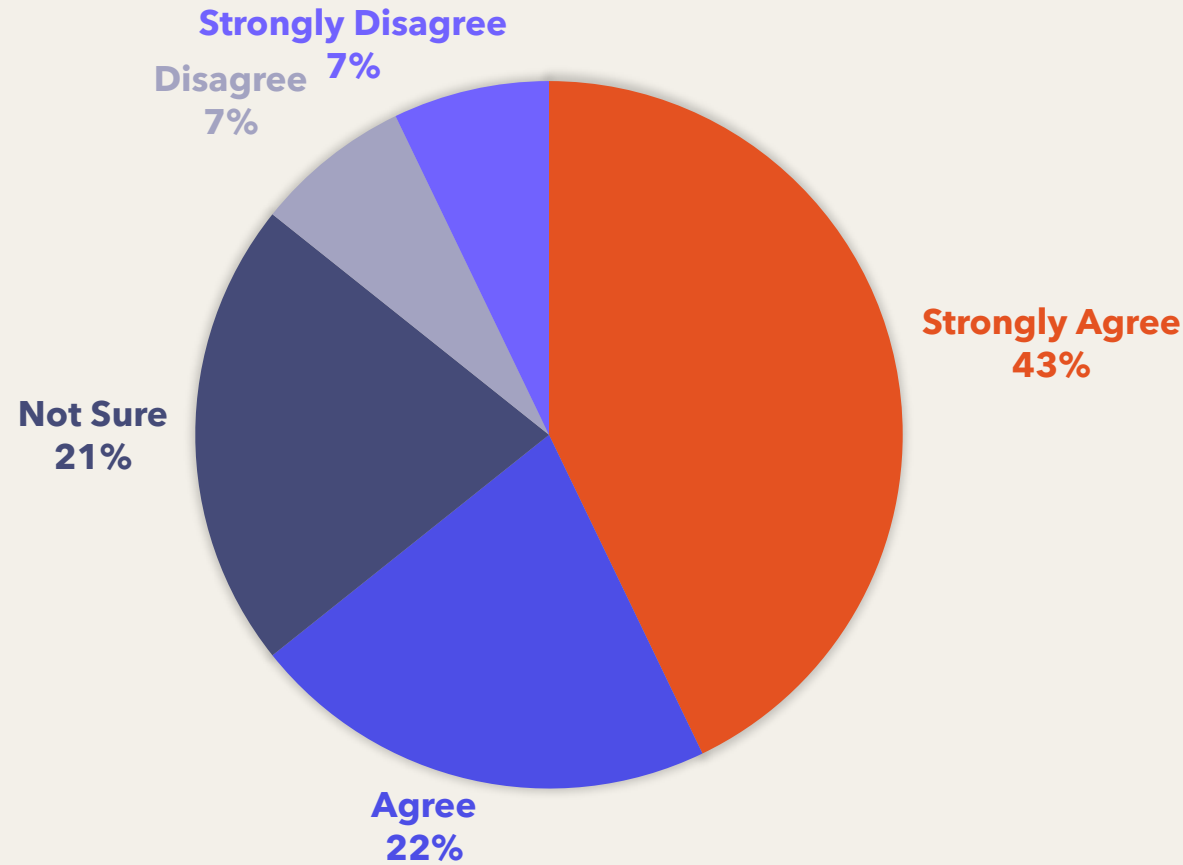
- + 58 clients with email sent survey
- + 24% response rate (14)
- + 10 or 72% would recommend the program to a friend or relative



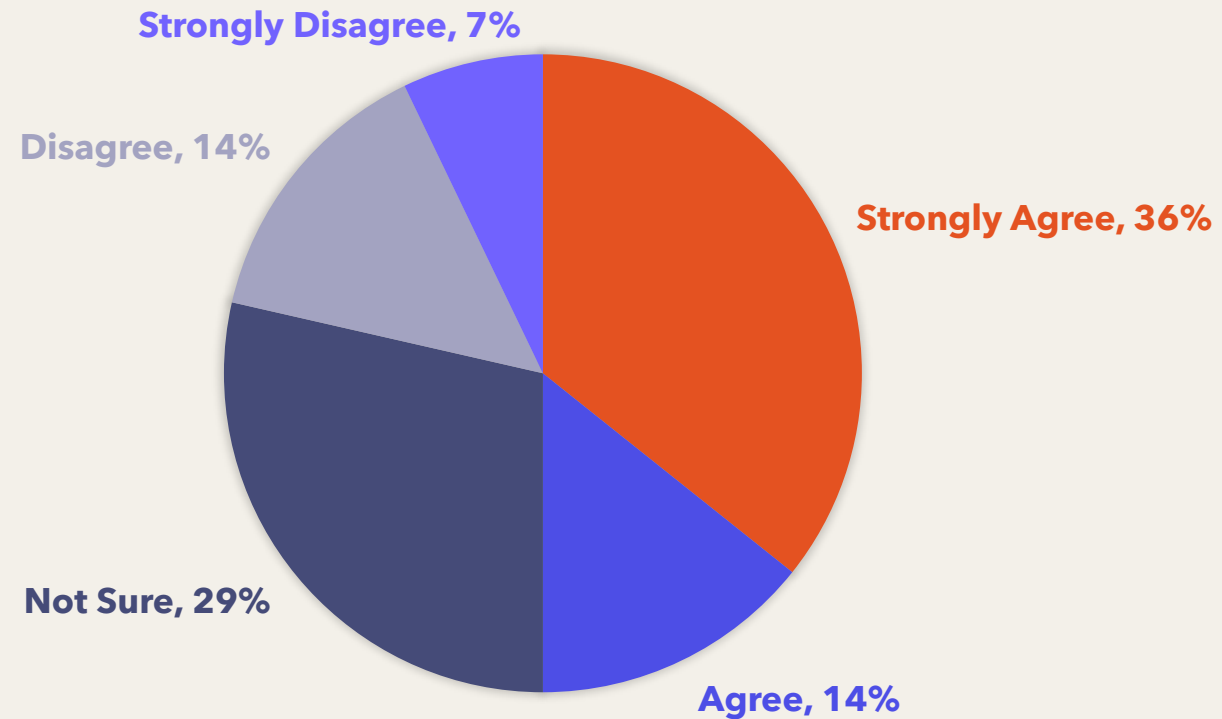
86% agreed their case manager was easy to contact



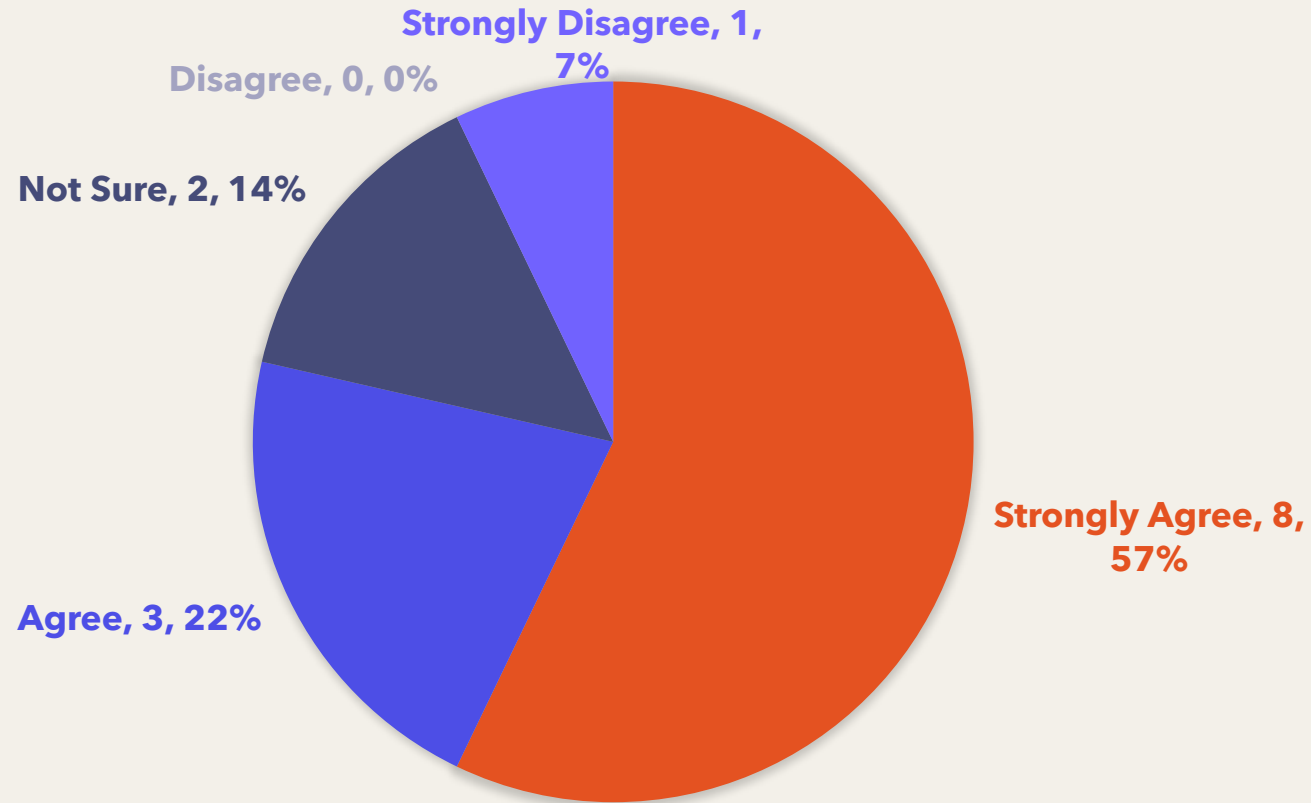
65% agree their case manager helped find services (jobs, healthcare, supports, etc.)



50% report case management has made them more self-sufficient

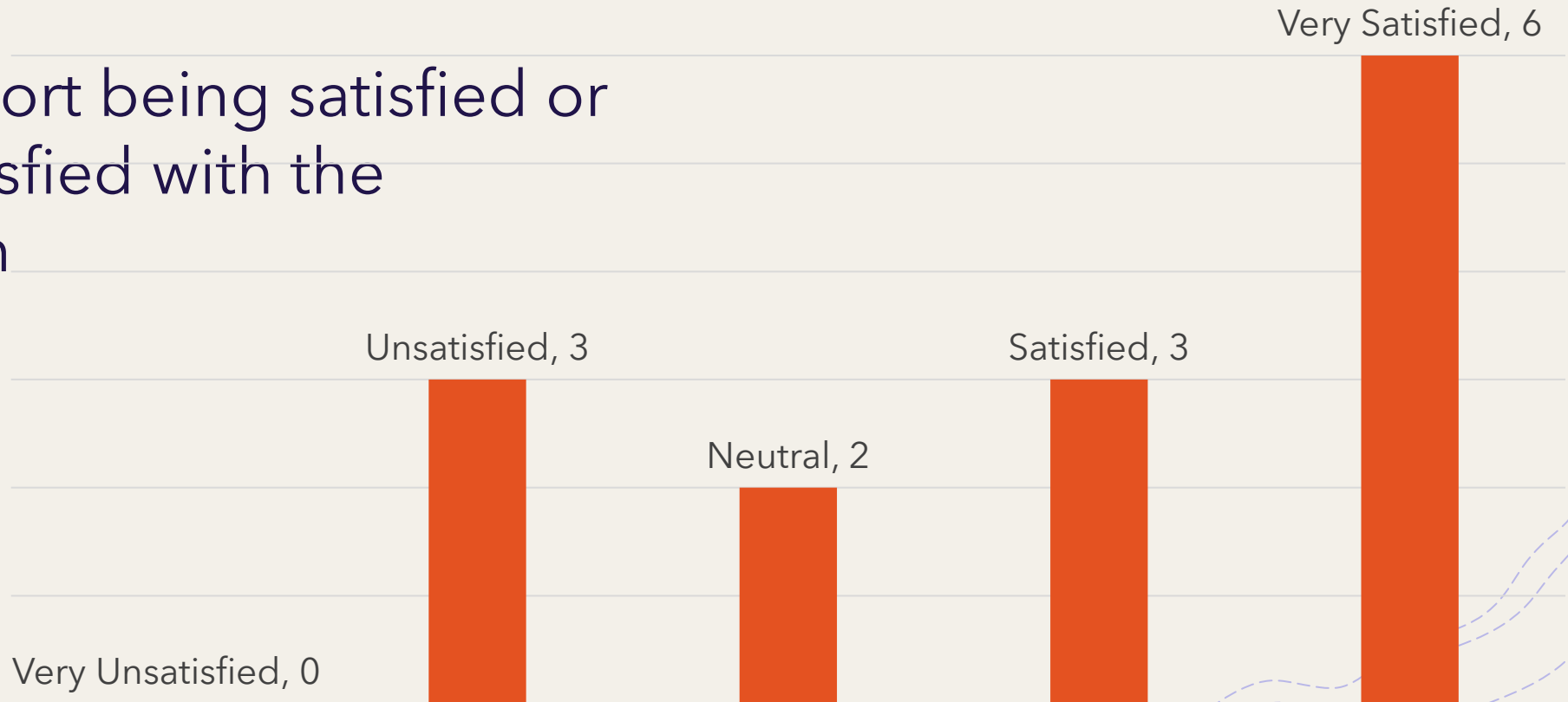



78% agree their case manager cared about and listened to their needs



Satisfaction Survey

+ 64% report being satisfied or very satisfied with the program





We delight in the beauty
of the butterfly but
rarely admit the changes
it has gone through to
achieve that beauty.

-Maya Angelou

Thank You!

**Angel Zambrano, Manager,
APH Neighborhood Services Unit**

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