



I Belong in Austin

Update as of January 9, 2024

Dr. Rosamaria Murillo, Chief Executive Officer
Luis Garcia, Director of Technology and Analytics



El Buen Samaritano

A community where everyone is welcomed, enjoys a sense of belonging, and has full opportunity to reach their highest potential - a community where we all thrive.

HEALTH, EDUCATION, ESSENTIAL SERVICES



El Buen Samaritano Services (FY23: Oct. 1, 2022 – Sept. 2023)



Food Access

31,721 Individuals

Drive-thru pantry, mobile pantry, partnerships, prepared meal distribution, and food system infrastructure building. Application Assistance



Health & Coordinated Care

2,529 Individuals

COVID-19 (1,372) vaccinated individuals), Reproductive health, adolescent health, & access to services.



Financial Assistance & Case Management

\$1.8 Million

From 2020 to present distributed 8 million in rental assistance, eviction prevention, and cash assistance.



Education & Workforce Development

800 Individuals

Out of school-time youth services (170); adult English, digital literacy, & leadership (600), Community Health Workers (30)

Comprehensive Services Framework



Service Area

- Austin
- Travis County
- Williamson
- Bastrop
- Hays
- Caldwell



Services Access Methods

- Partnerships
- Call Center/Tele-ed
- Online
- Drive-Thru
- Walk-up
- Mobile Pantry
- Partnership/Home Delivery



Partnerships

- 16 -20 Partners in Travis and 4 surrounding Counties
- Funding for Partners
- Expand access to other services



Comprehensive Coordinated Care

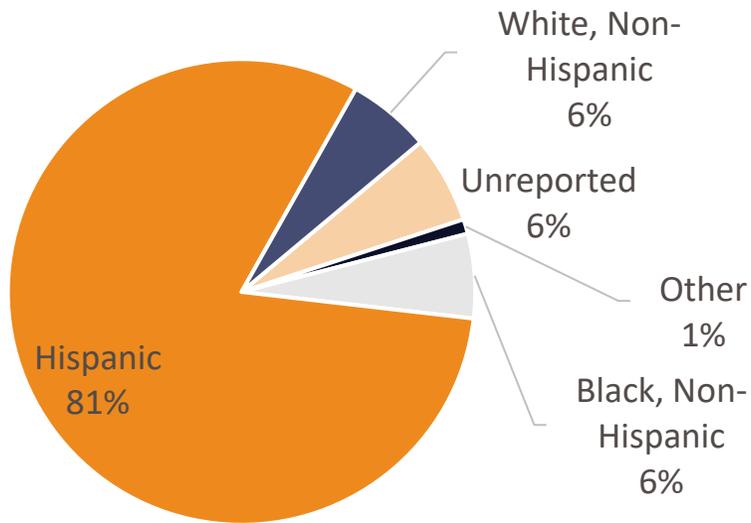
- SDoH Assessments
- Closed-loop Referrals
- Information about available services.
- Outreach and engagement

Who we serve

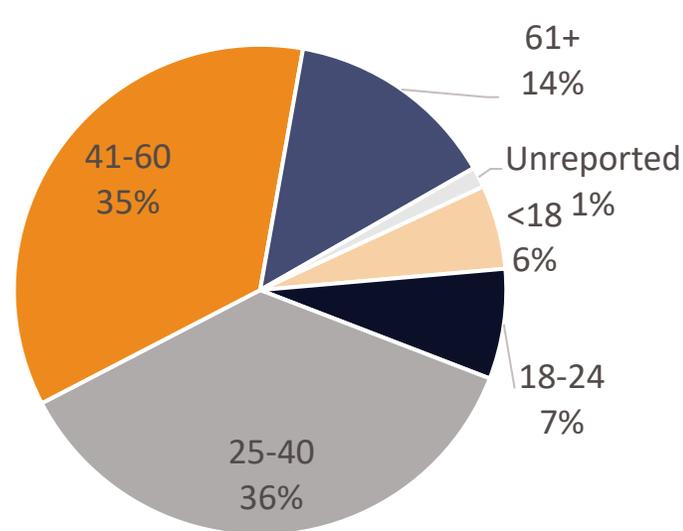
Client Demographic Characteristics – All Services



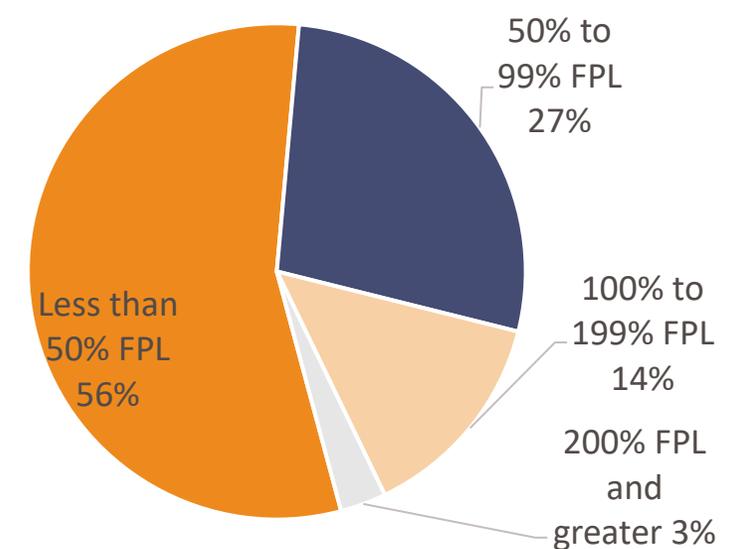
Race and Ethnicity



Age



Income as a Percentage of FPL



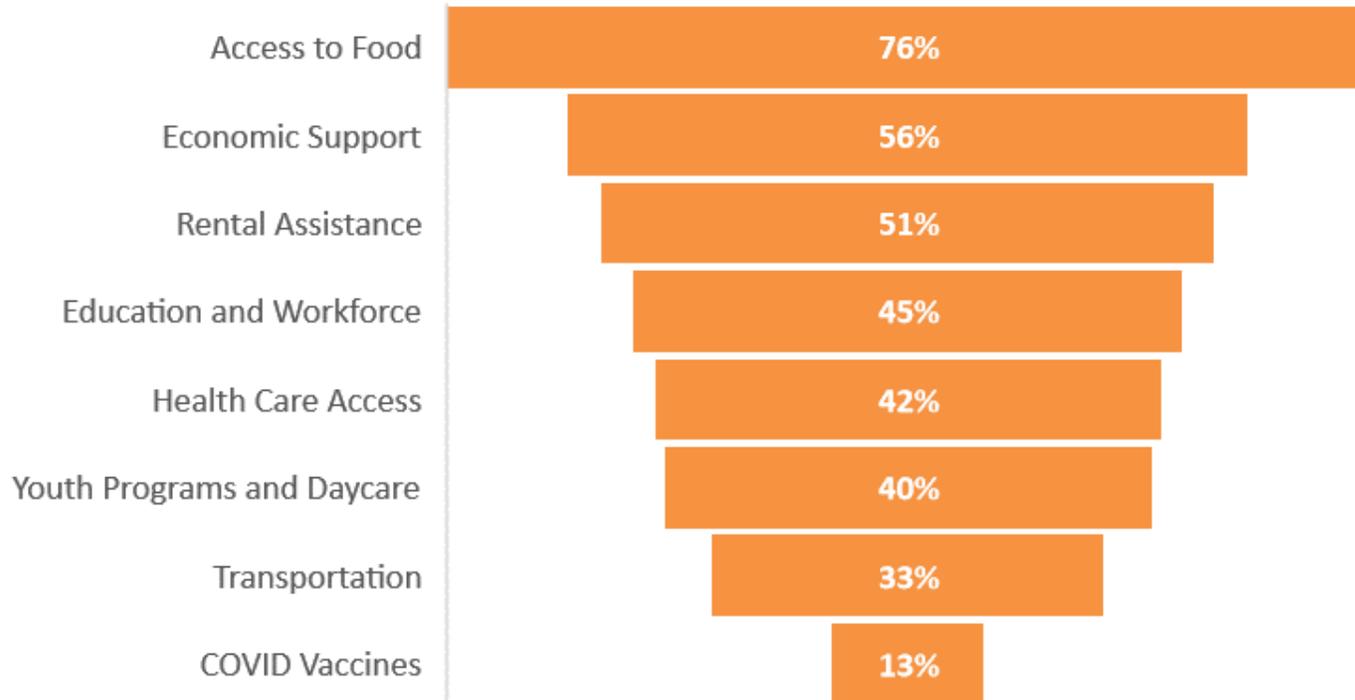
- **Hispanic Women**
- **Average age of 42**
- **Household size of 4**
- **Household monthly income of less than \$1,150 (under 50% FPL)**

Challenges Experienced by Families Accessing El Buen Services

Social Determinants of Health Assessment

FY2023 – October 1, 2022 - September 30, 2023

Additional Services requested by EBS Clients



In addition, the families we serve experience tremendous challenges related to:

- **Mental Health**
- **Immigration Status**
- **Language Barriers**
- **Financial Challenges**
- **Job Losses / Unable to Work**
- **Digital Divide**



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Services, Eligibility, and Access

IBIA

What Services are Provided?

Financial Support – Austin Travis Residents

- Households are eligible for up to \$6,000 in assistance.
- All fees are paid to landlords and vendors directly*
- *Unless otherwise approved by the City

IBIA Covers

- Rental assistance on behalf of eligible individuals, at risk of becoming homeless.
- Moving
- Storage
- Relocation
 - Application Fee
 - Deposit Fee
- Negotiated Settlement Costs (in collaboration with Partners)

Service Approach

- Trauma Informed
- Culturally & Linguistically Congruent
- Language Line (multiple languages)
- Coordinated Care Network – Referrals to additional services

IBIA

Who is Eligible?

- City of Austin Travis County Tenants (Tenants)
- Facing mass displacement (referred by City of Austin)
- In eviction proceedings referred to El Buen by TRLA, VLS
- At risk of facing eviction and experiencing financial challenges paying rent
 - Referral by partners working with families experiencing financial challenges to pay rent or facing eviction.
- Living at 80% or under of AMI, however, we anticipate that most of the families reaching out to access services will be living at 30% of AMI

IBIA

How are Services Accessed?

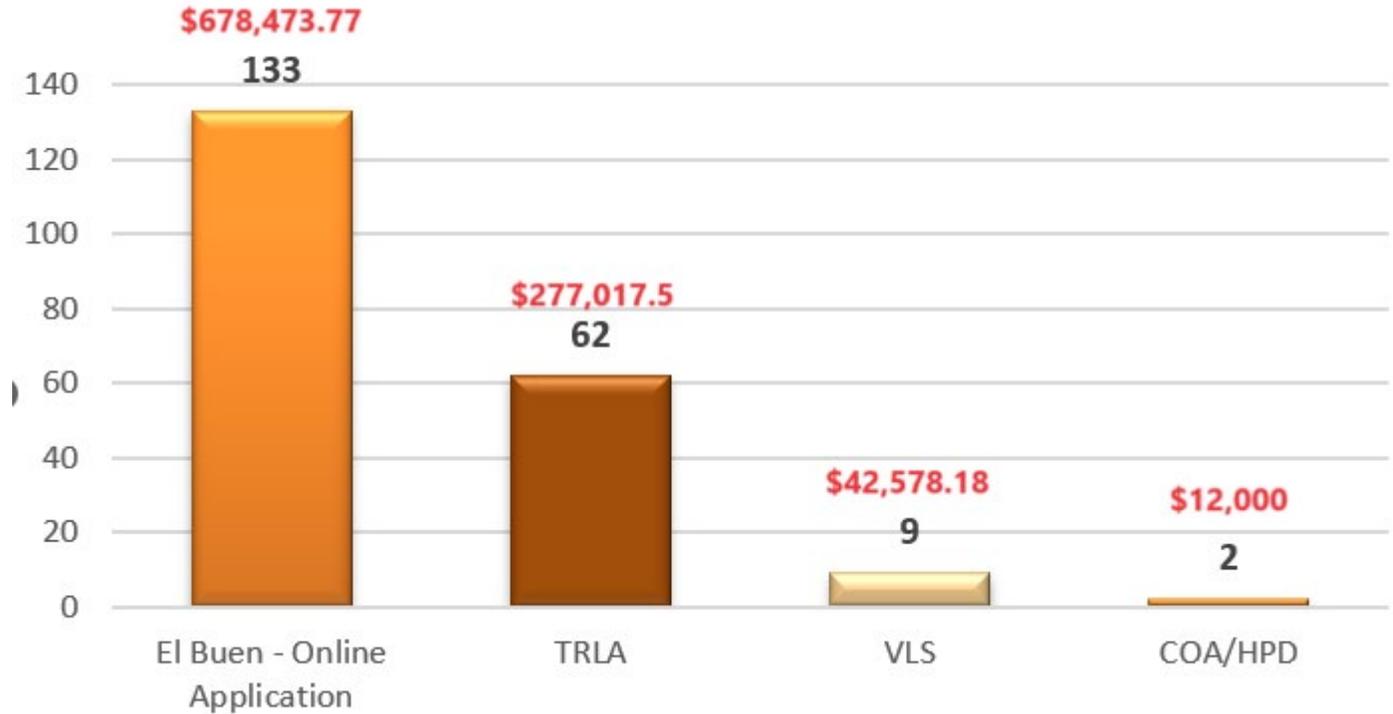
- Online Application Portal
 1. Direct Link to Portal
 2. Staff Support (240 Languages, Sign Language)
 - Call Center
 - Walk-in Appointments
- Direct Referrals
 1. Eviction Proceedings
 - Texas Rural Legal Aide
 - Volunteer Legal Services
 2. Emergency Response & Mass Displacements
 - City of Austin

Sept 2023 to Present

IBIA

Funds Distributed by Access Points

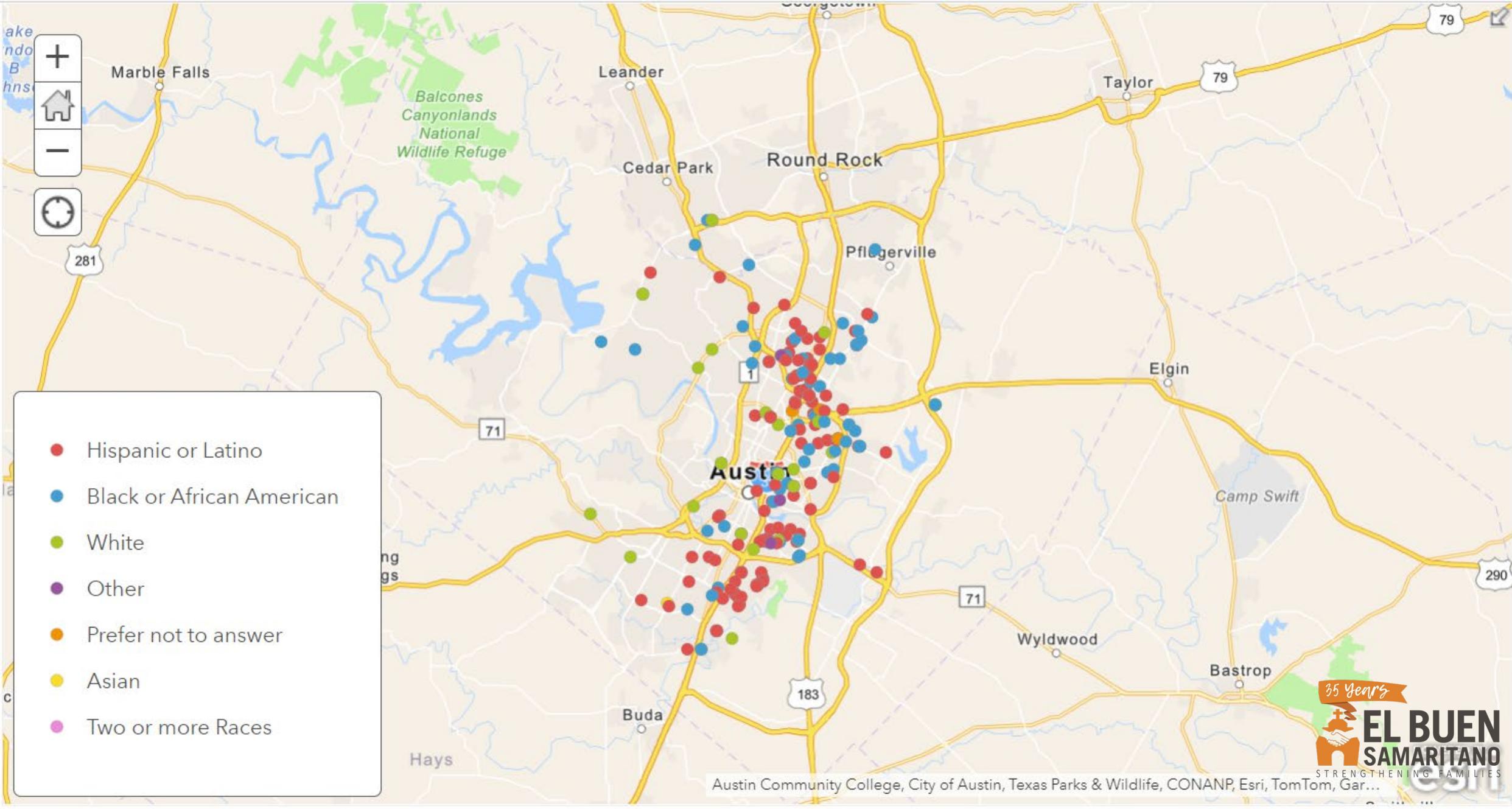
IBIA by Access Type





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Equity Maps and Areas Served



Austin Community College, City of Austin, Texas Parks & Wildlife, CONANP, Esri, TomTom, Gar...



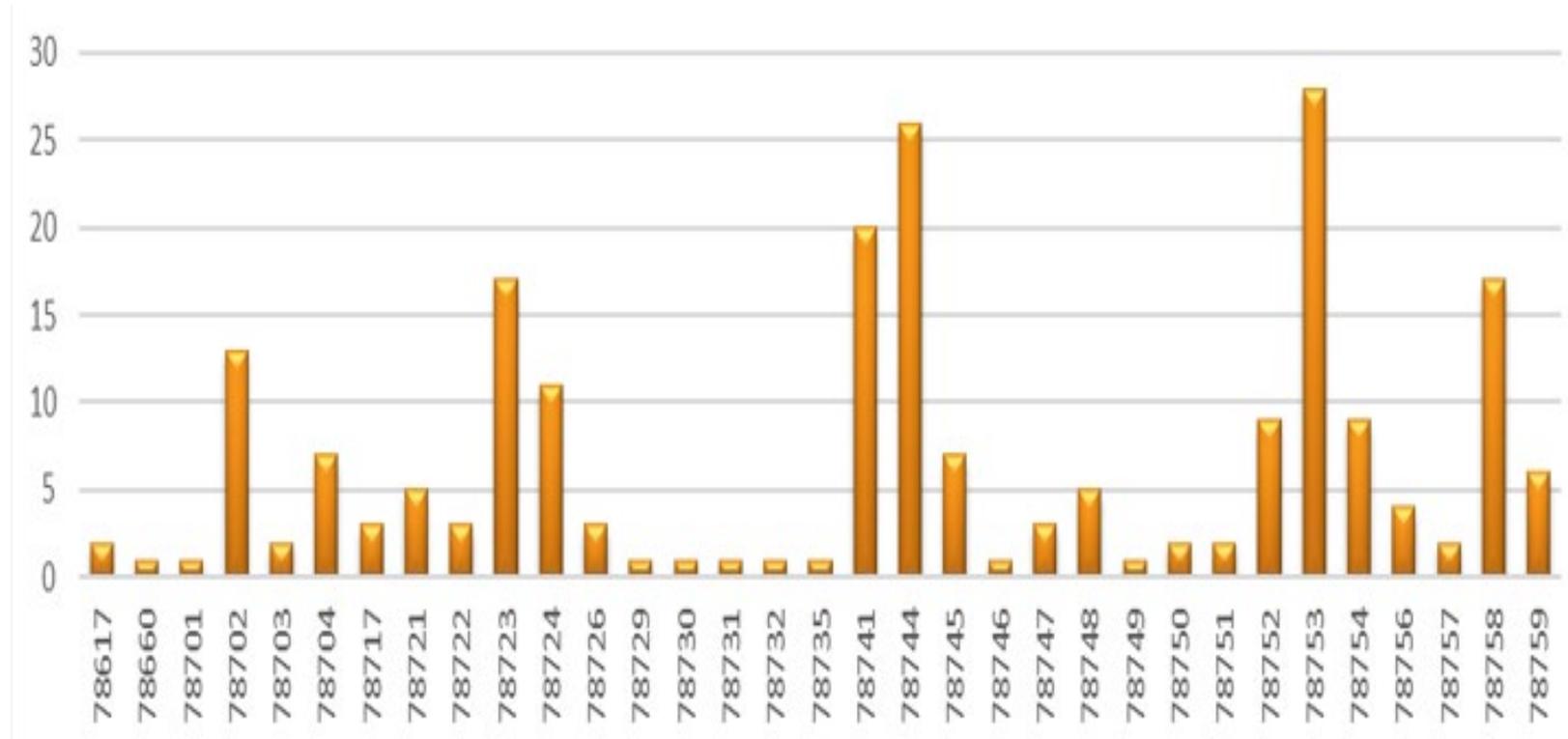
IBIA - Zip Codes Served

Sept 2023 to Present

Unique Zip Codes

33

IBIA by ZIP Code





I Belong in Austin

Demographics: AMI, Gender, Race/Ethnicity

IBIA by AMI Percent

Sept 2023 to Present

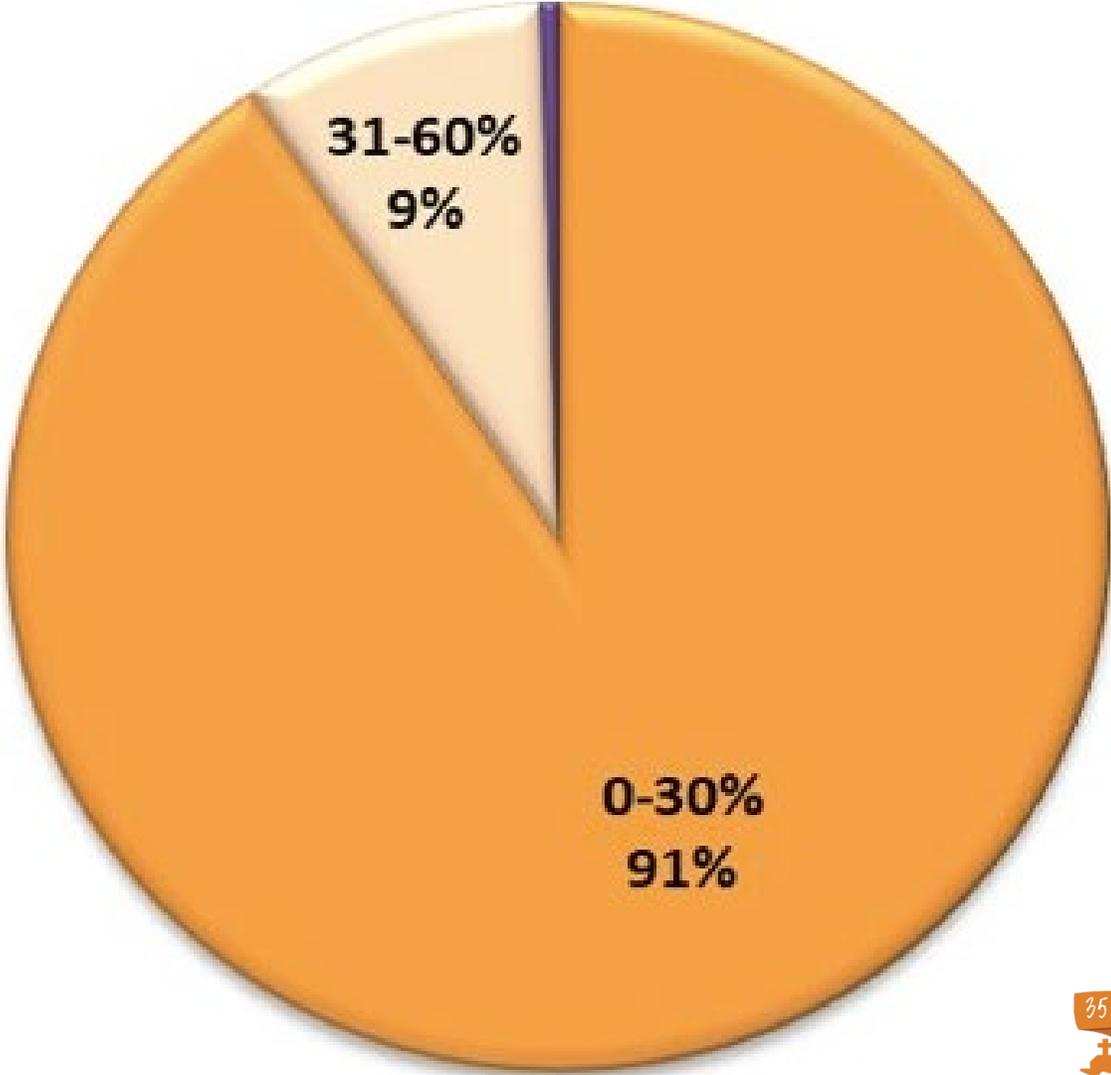
IBIA - Austin Median Income

Average Household Income

\$1,267.58

Average Household Size

3

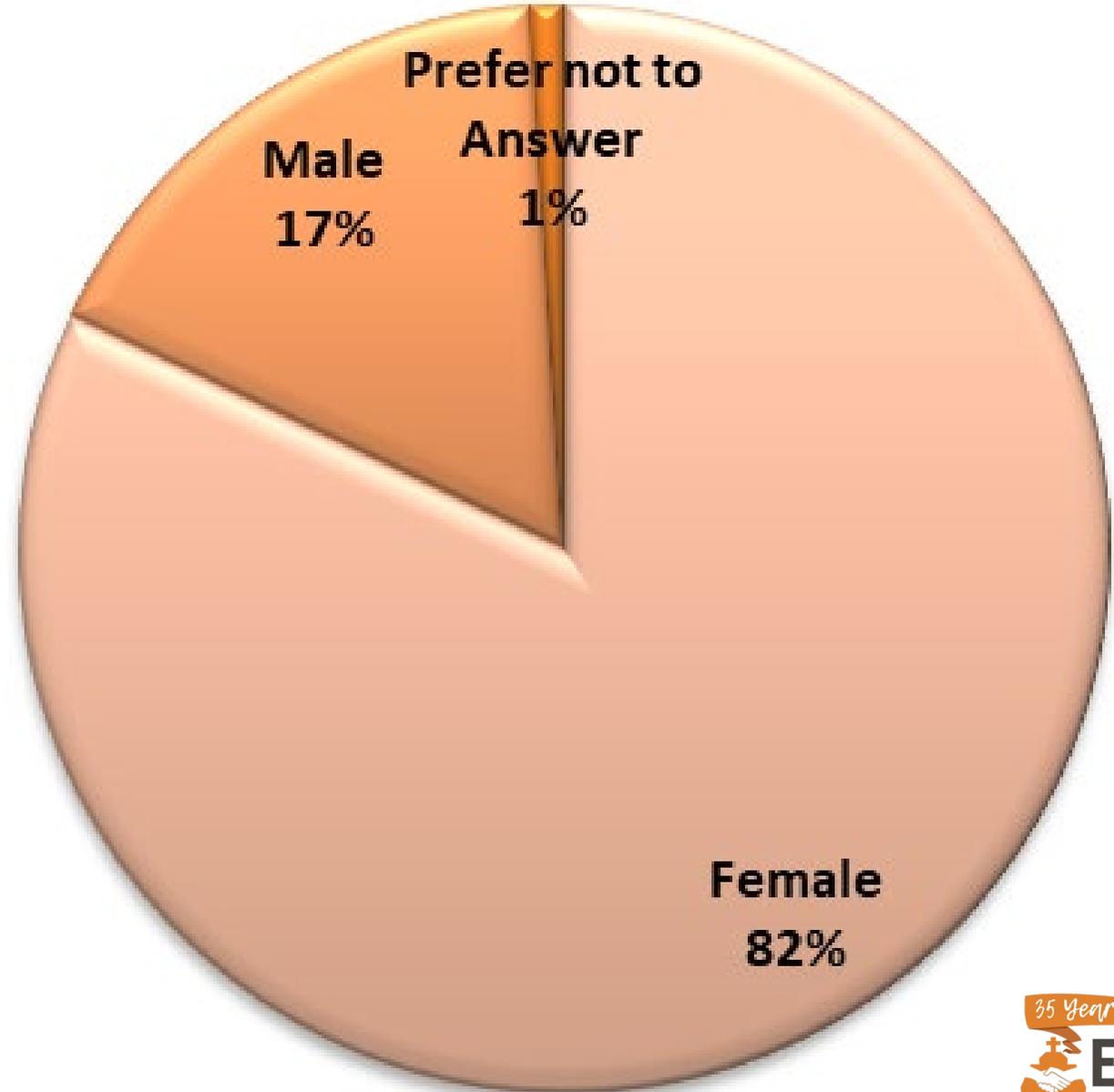


Sept 2023 to Present

IBIA – Head of Household Gender

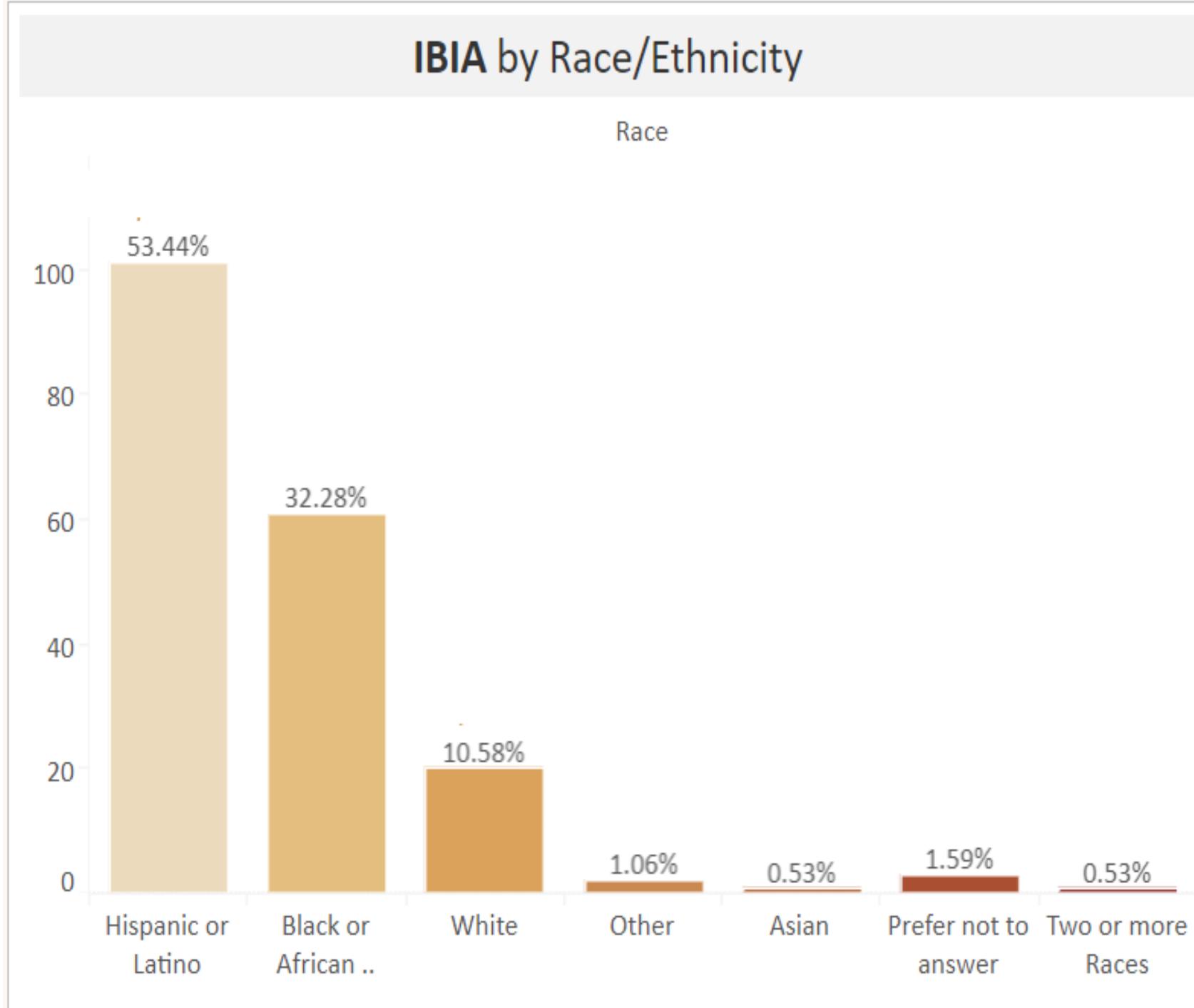
<u>Female</u>	169
<u>Male</u>	35
<u>Prefer not to Answer</u>	2

IBIA by Gender



Sept 2023 to Present

IBIA – Head of Household Race and Ethnicity



Sept 2023 to Present

IBIA – Assistance Provided

Sept 2023 to Present

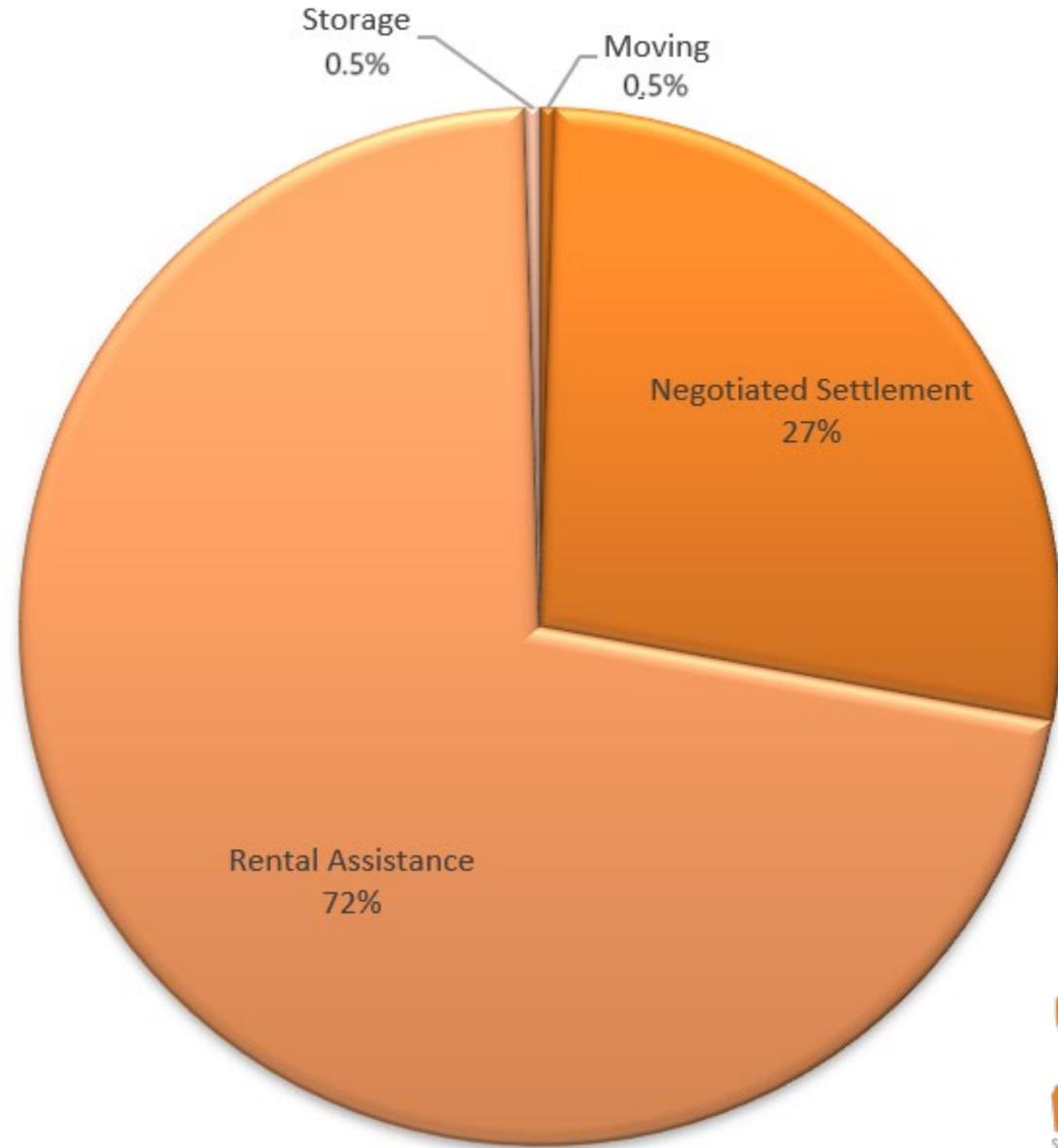
Rental Assistance
154

Negotiated Settlement
59

Storage
1

Moving
1

IBIA by Assistance needed





THANK YOU FOR JOINING OUR MISSION



El Buen Samaritano Services (March 2020-Present)



Food Access

41,500 Individuals

Drive-thru pantry, mobile pantry, partnerships, prepared meal distribution, and food system infrastructure building. Application Assistance



Health & Coordinated Care

7,000 Individuals

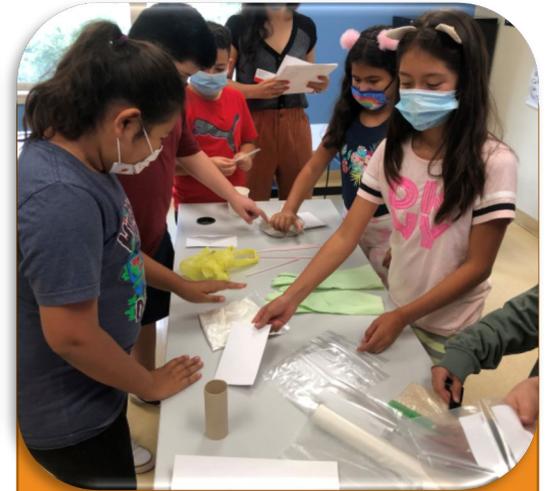
COVID-19 (5,000 vaccinated individuals), Reproductive health, adolescent health, & access to services.



Financial Assistance & Case Management

\$8 Million

Rental assistance, eviction prevention, cash assistance, access to public benefit through application assistance



Education & Workforce Development

1,100 Individuals

Out of school-time youth services (300); adult English, digital literacy, & leadership (600), Community Health Workers (200)

**IBIA 2
(Infrastructure
Investment)

SYSTEMS &
PROGRAM
PROCESS
ACHIEVEMENTS**

- **City's Investment (Operations/Administrative Cost - \$387,500)**
- **Staffing**
 - Trained Staffed
 - Ability to scale up or down as needed
 - Trauma Informed
 - Culturally Linguistically Congruent
 - Language Line (multiple languages)
- **Partnership Referral Process**
 - Texas Rio Grande Legal Aid, Volunteer Legal Services, Austin Tenant Council
 - Partner Referral Portal – Submission of Forms
- **Quality Improvement Process**

**IBIA 2
(Infrastructure
Investment)

SYSTEMS &
PROGRAM
PROCESS
ACHIEVEMENTS**

- Call Center Capacity and Technology
- Excellent Client Customer Service: El Buen’s efforts to reach applicants, landlords/vendors were methodical and extensive, exhausting all touchpoints to reach clients.
- **Communication Efforts to Reach Clients**

City of Austin IBIA Program Communication Efforts Service Dates: June 2023 to September 2023	
Communication Type	Touchpoints
Phone Calls Handled	5,364
Text Messages Sent	3,585
Emails Sent	509

IBIA 2
(Infrastructure
Investment)

SYSTEMS &
PROGRAM
PROCESS
ACHIEVEMENTS

- Data Collection, Analysis, Reporting, Security
 - Robust IT infrastructure and data management system.
 - El Buen's call center and [CRM](#) (Apricot) reinforced organizational capabilities to share program data.
 - IBIA program data capabilities can be adapted and scaled as needed to improve the collection of unique client needs information and facilitate near real-time mapping and reporting.
 - Ongoing reinforcement of client-level data protection.
 - Client data and documents stored within secured servers.
 - Routine back-up
 - Access to data - protected by multi-factor authentication, with user-based permissions and audit trails