Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

Program Goals And Objectives

AISD PRIME TIME will deliver after school programming to at-risk, low-income children and youth to prevent school failure, retention in grade, dropping out of school prior to completing 12th grade, and juvenile delinquency

Program Clients Served

Prime Time will deliver out-of-school-time (OST) programming to the schools identified as Title 1 and schools the District has identified the student population as receiving 67% or greater free or reduced lunch. Once these schools have been identified using the parameters above, Prime Time will specifically target those schools that receive little or no OST program funding. All students are eligible to participate in programming at these Prime Time schools. Prime Time will be offered throughout the academic year at up to 31 campuses, each serving from 60 to 300 children and youth and during the summer on a District-wide basis at select schools based on campus availability. Prime Time Program Staff will provide City of Austin Contract Manager with list of identified "Prime Time" campuses by the start (October 1) of each program period.

Program Services And Delivery

Prime Time provides many low-income, at-risk children and youth in Austin with opportunities to participate in enjoyable and enriching activities they otherwise would have no access to, including supervised outdoor and indoor recreation, art, music, dance, creative writing, gardening, and other experiences that develop their personal competencies and capabilities and enrich the local community. As AISD operates on a rolling RFP process for subcontractors, Prime Time Program Staff will notify their City of Austin Contract Manager of changes to program subcontractors (termination and initiation of subcontractors) on a quarterly basis (at the same time Quarterly Program Performance and Quarterly Zip Code and Demographic reports are submitted).

The provision of free after school programming on selected AISD campuses is designed to meet the needs of the District's low-income, struggling learners who otherwise do not have regular, free and structured after school programming services available. Absent of this support, many Austin parents would not be able to work after their children's school day ends, and many children and youth would spend several hours in unsupervised situations at home and in their neighborhoods.

Participants will not be screened into or out of the Prime Time Program based on their history in the criminal justice system.

AISD's Prime Time Program recruits, engages, trains, retains, and supports culturally diverse Program staff and services providers who receive cultural competence training and supervision regarding their delivery of culturally relevant and competent services throughout their periods of service to the Program. All staff is trained to address the needs of PRIME TIME participants by providing academic, recreational, social, and enrichment support services in the languages spoken, read, and/or understood by potential PRIME TIME students. All materials are evaluated for their cultural and linguistic competency and relevancy prior to being used in Prime Time programming.

If these experiences were not available at their elementary and secondary campuses after school hours, many children and youth would have no transportation available to secure them. Throughout the school year, programming usually runs from 3:00 pm – 5:00pm Monday through Friday depending on campus needs. For those programs that last until 5:00 pm or 6:00 pm on occasions, free meals are provided.

Children will be provided breakfast and lunch during summer programming. Summer programming will be for Pre-K through third grade, District wide, at selected summer sites. Prime Time will provide transportation for students who live beyond a two-mile radius from the summer sites. During summer registration, parents will indicate if their child will walk home, take the bus, or be picked up by a designated adult. Summer programming will run during the month of June from 7:30 am – 4:00 pm Monday through Friday unless the district is closed on a particular day.

System for Collecting and Reporting Program Data

Project Specialists will collect all data, including data from subcontracted community-based organizations. Outcomes will be incorporated into formal performance measures. AISD's Department of Research and Evaluation will support data analysis and timely, required reporting on program outcomes and outputs.

Created *4/14/2015 9:23:00 AM* ***Last Modified, If Applicable*** *7/10/2015 11:10:00 AM*

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

Performance Evaluation

Collect and use data to support and monitor district initiatives, ensure compliance with legal requirements regarding privacy or student and staff data and information, and facilitate internal/external research that supports district priorities

Quality Improvement

AISD's PRIME TIME Program recruits, engages, trains, retains, and supports culturally diverse Program staff and services providers who receive cultural competence training and supervision regarding their delivery of culturally relevant and competent services throughout their periods of service to the Program.

The District collects, maintains, analyzes and reports all student-level data required by federal and state educational laws; as well as considerable data required for reporting its performance on state and federal grants and contracts. The data it collects includes student and personnel demographic data, student academic performance data, and campus and district level performance data. In addition to the data collected, Prime Time schools are required to conduct a least one parent "meet and greet" per school year in which community members are invited. Based on the data, campus needs, and responses from these various activities, Prime Time programming is implemented.

Youth Program Quality:
a. Minimum Standard Operating Procedures shall be maintained by AISD's PRIME TIME for its summer and afterschool programs. The Procedures shall be submitted to the City for review and approval by the City prior to any reimbursements being made under this contract. Changes or alterations to the Procedures after City approval shall be provided to the City for review and approval within 10 business days of the change.

b. AISD's PRIME TIME shall work to align its program quality with the criteria of the Texas Partnership for Out of School Time (TXPOST): Texas Standards of High Quality Afterschool, Summer and Expanded Learning Programs for each program site funded by the City. A plan including specific goals and timelines shall be submitted to the City for review and approval by December 31, 2015.

Service Coordination with Other Agencies

AISD coordinates PRIME TIME service delivery with its existing programs to achieve the District's overall, state-mandated educational mission, limit duplication of services, close service gaps and ensure a greater percentage of Austin's children, youth and adults have easy access to services.

Service Collaboration with Other Agencies

N/A

Community Planning Activities

The District coordinates its work with hundreds of agencies and organizations in the City, County and State. It is an active, contributing member of every local, regional and statewide coalition and partnership concerned with promoting children, youth and young adult education and workforce readiness.

NOTE: This work statement contains approved exceptions to the HHSD Client Eligibility Requirements, including the use of Free and Reduced Meal Program applications for financial eligibility.

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Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	2500	2500	2500	6375

Outcomes

ID	Outcome Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
	Number of youth served who progress to the next academic level	2250	2250	2250	5738
4B	Total number of youth who received services	2500	2500	2500	6375
	Percent of youth who progress to the next academic level	90	90	90	90.01

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:
(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:
(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	**Total**
Salary plus Benefits	$376,790.00	$376,790.00	$376,790.00	$1,130,370.00
General Operations Expenses	$76,824.00	$76,824.00	$76,824.00	$230,472.00
Program Subcontractors	$173,388.00	$173,388.00	$173,388.00	$520,164.00
Staff Travel	$8,003.00	$8,003.00	$8,003.00	$24,009.00
Conferences	$3,735.00	$3,735.00	$3,735.00	$11,205.00
Operations SubTotal	$261,950.00	$261,950.00	$261,950.00	$785,850.00
Food and Beverages for Clients	$1,871.00	$1,871.00	$1,871.00	$5,613.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$1,871.00	$1,871.00	$1,871.00	$5,613.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$640,611.00	$640,611.00	$640,611.00	$1,921,833.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits	*4 FTE's for program staff, teachers and support staff to work with 16-18 Austin ISD campuses and their families during the school year and possibly summers.*
General Op Expenses	*In county travel, general supplies, reproduction costs, copier rental, general office equipment, buses for field trips and other operations expenses not covered in the other categories.*
Program Subcontractors	*Vendor Programs support which includes wellness programs, fine arts, music and youth development programs.*
Staff Travel	*After School Conferences*
Conferences	*After School Conferences Registration Fees*
Food and Beverage	*Snacks and beverages for parents, students and community members during summits, meetings and trainings.*
Financial Assistance	*N/A*
Other Assistance	*N/A*
Capital Outlay	*N/A*

Created 4/14/2015 10:46:00 AM **Last Modified, If Applicable** 4/17/2015 8:32:00 AM

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Various Subcontrators

	1	2	3	Contract Term
Unduplicated Count	2500	2500	2500	6375
Amount	$173,388.00	$173,388.00	$173,388.00	$520,164.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

AISD uses a rolling RFP process to identify specific subcontractors.

Created: 6/9/2015 2:23:00 PM *Last Modifed, If Applicable:*

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 22 day of June, 2015

CONTRACTOR

Authorized Signature: Gina Hinojosa

Title: AISD Board President

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

Program Goals And Objectives

Preventing problems associated with lack of parenting knowledge, lack of resources for early development and lack of ability to achieve self-sufficiency for families is the highest goal of the Ready Families Collaborative. The Collaboration has developed a comprehensive Early Childhood Pipeline of Services model, endorsed by the Leadership Team of the School Readiness Action Plan (SRAP), which allows for early and progressive intervention in children's development. The services provided by our collaborative focus on 0 to 5 development and family units that support these children. Work in this Early Childhood life stage centers on ensuring that caregivers and environments for young children provide the most nurturing, stimulating and consistent care possible. To achieve this, the families served in the collaborative will be offered a range of evidence or research based services that will help their children be successful in their development, education and life.

Program Clients Served

The population that will be served is the same population eligible for City of Austin funding: low-income Travis County families who are at or below 200% of the Federal Poverty Level (FPL) with children between the ages of 0-5.
All collaborative partners welcome those who have left incarceration and are on a path to self-sufficiency, applauding their efforts to be involved in their child's educational development. Our collective staffs have demonstrated the ability to effectively work with this population.
Ready Families Collaborative clients' eligibility requirements will be documented in each individual client file within the intake and/or assessment documentation collected at program entry. Client eligibility will be reviewed by program staff and documented by signed client attestation. Additional documentation to verify eligibility by clients will include the following:
Identity- self declaration often supported by confirmation of identity by work with multiple family members.
Residency- self attestation of address supported by viewing of the home location during home visitation or fact of home location being provided by the program.
Income- current primary eligibility sources as defined by City of Austin HHS Client Eligibility Guidelines.
Agency services provided to non-eligible COA families are supported by other grants, contracts, or donations and are not a part of this funding request.

Program Services And Delivery

The Ready Families Collaboration will use a variety of evidence and research based strategies aligned with the early education pipeline and families can access the services that best match each family's eligibility, need and capacity for support. The collaborative has partners who provide information, support and education to pregnant women to decrease pre-term labor, low birth weight and other adverse birth outcomes. For families with children 0-3 the collaborative provides a diverse menu of services based on their unique needs with a focus on nurturing, attachment and appropriate early development. For families with children 3-5, collaborative services focus on enhancement of parenting skills, family stability and early literacy and social- emotional skills to prepare for ongoing educational success. Within these services, specific strategies such as two generation programming, home visiting and group-based parenting education are available to meet the holistic needs and overcome the unique barriers families experience on the way to meeting their young child's needs. These include:
Literacy/Adult Ed: Providing integrated literacy services for the whole family can break the cycle of poverty, illiteracy, and unemployment. The path out of generational poverty is education. For families where the primary caregiver has challenges with literacy and education that make it difficult for them to find or maintain a job, two generation programs are a perfect fit. Programs such as AVANCE, CIS-ASPIRE and Jeremiah Program provide literacy and educational programming and support to improve opportunities for entering the workforce and earning a living wage while also providing stimulating childcare environments for children while their parents are pursuing educational and workforce opportunities. Furthermore, these programs provide parenting education components to ensure that parents are aware of their child's development and are creating safe, stable, nurturing and stimulating environments for their children when they are together.
Home Visiting: Families, who are extremely isolated, due to documentation status, domestic violence, mental health issues, transportation barriers, language barriers or difficulties leaving home because of their child's special health care needs or disability, are provided services in their homes. Home visiting services can provide parent education, case management, mental health therapy, psycho-social education, physical therapy, speech therapy and many other supportive services in the family's home.
Parenting Education: A number of group-based parenting education strategies are offered by this collaborative for families who are in need of basic, and specific, child development and positive parent information and skills in order to ameliorate the deleterious effects of poverty. Play to Learn, Play and Learning Strategies, and Nurturing Parenting Program, are services

where parents participate in a series of psycho-educational sessions to learn about parenting topics like early childhood development, nurturing and attachment, discipline, nutrition, creating stimulating learning environments for children, etc and work directly with their child in the program to implement the information they are learning and get support on how to make it successful.
The extensive and holistic services provided by the 10 collaborative partners are the following:
Any Baby Can
Nurse Family Partnership (NFP) - helps low-income first-time mothers and their children with registered nurses serving as home visitors. Services begin prenatally and continue with child development education until the child is 2 years old. NFP home visitors work with families to achieve 3 main goals: 1) Improve pregnancy outcomes by helping women engage in preventive health practices; 2) Improve child health and development by helping parents provide responsible and competent care; 3) Improve the economic self-sufficiency of the family by helping parents develop a vision for their own future, plan future pregnancies, continue their education and find work.
Parents as Teachers (PAT) - ABC staff utilizes the evidence-based PAT curriculum focusing on home-based parent education and child development to strengthen low-income families with young children whose well-being is at risk or who have a mild developmental delay. PAT home visitors work with clients in their home to create stable and safe family environments, address developmental delays, increase school readiness and encourage parent involvement in school and community. These result in improved parental confidence and competence, leading to greater family stability and appropriate emotional development of the child.
Nurturing Parenting Program (NPP)-Using the NPP curriculum, classes give parents and caregivers the tools and skills to support their children's success in school and raise a healthy family. ABC staff work with parents to be proactive, confident, and be appropriate role models for their children. Medical Case Management (MCM) - serves families of children with physical, developmental, emotional or behavioral special health care needs. Parents and children receive emotional support, learn coping skills, and are connected to community resources. A variety of family events are provided throughout the year so families can meet, have fun and support each other.
Early Childhood Intervention (ECI) -serves families with children 0 to 36 months with a developmental delay, medically diagnosed condition or auditory or visual impairment. The ECI model was built on the understanding that the most effective time to improve a child's ability to grow and learn is before the age of 3. ECI helps children reach their full potential and increases parents' knowledge, skills, and ability to support their child's physical, mental, and emotional development.
Austin Children's Services
Strong Start Therapeutic Early Childhood Program- prevents child abuse and neglect in high-risk families with children under age 6 and includes combining intense home visitation services using the evidence-based Incredible Years curriculum to increase positive parenting and decrease harsh parental strategies, with therapeutic classes to enhance child social emotional development and decrease challenging child behaviors.
AVANCE
Parent-Child Program- Through its 9 month evidence-based program, scheduled to run from mid-September through the end of May, AVANCE provides parenting and early childhood instruction, ESL classes, educational toy-making, home visits, case management, supportive services and developmental screenings. All classes are taught in Spanish by bilingual, culturally competent staff. AVANCE's services demonstrably help children succeed in school, prevent child abuse and neglect and break families' trans-generational cycle of poverty. Children become school-ready while parents learn to play an important, proactive role in counteracting risk factors that later lead to underachievement.
Camp Fire, KLRU and YMCA
Play to Learn- provides parent education and digital literacy instruction to families through a weekly play-based intervention. Families are able to learn essential school readiness strategies to prepare their young children for Kindergarten. Highly trained early childhood facilitators work with families during the program to address observable issues such as aggressive behaviors, inattentiveness, or how to support language development and cooperative, engaging activities.
Communities in Schools
Parents as Teachers- Parent educators provide regular home visits that follow the award-winning, evidence-based PAT curriculum, which combines an in-depth knowledge of early childhood development with recent neuroscience research findings on early learning.
Incredible Years-Parents participate in 18 sessions, scheduled weekly with sessions beginning in both the fall and spring, of the evidence-based Incredible Years program which provides parents with tangible tools to help children reach developmentally appropriate milestones. Topics covered include nutrition, behavior management, social/emotional development, literacy at home, parental stress, and safety. Parent Educators strongly emphasize developing pre-literacy skills in young children with group sessions including reading along, modeling reading, and learning games and at each session, parents are given materials to continue the pre-literacy skill building activities at home. Each family receives at least 1 developmentally appropriate book per month in their home language.

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

ASPIRE- ASPIRE provides a minimum of 16 hours per week of Adult Basic Education (ABE), General Educational Development (GED), English as a Second Language (ESL) and computer literacy classes. Students that attain a GED set goals for further education and vocational training and are supported through a partnership with Austin Community College to begin coursework. ASPIRE provides center-based early childhood education to infants, toddlers, and preschoolers focusing on oral language development, vocabulary, phonological awareness, comprehension, and print knowledge. The Incredible Years curriculum fosters school readiness and appropriate classroom skills and behavior in the 3 year old classroom.
Jeremiah Program
National High Scope Curriculum- is a dual-generation program that breaks the cycle of poverty for low-income single mothers and their children though services that include support for a college education, parenting education and high quality early childhood education. Jeremiah Program has evaluative procedures in place at every step in a family's experience to ensure appropriate progress and to measure the lasting impact of this unique model. Participants work with a staff coach on family goal setting, academic support and crisis intervention.
Literacy Coalition of Central Texas (LCCT)
Play as Learning Strategies- is proven to help children enter school ready and improve literacy levels of parents and their children. In addition to these services, ABC will be the collaborative lead and fiscal agent supporting compliance with contract requirements, achievement of contract deliverables, coordination of services, and fiscal oversight of subcontractors. ABC is uniquely positioned to facilitate this partnership given the 10+ year history of successfully executing contracts with the City of Austin.
United Way for Greater Austin
Provide support in performance measurement and data collection.

System for Collecting and Reporting Program Data

All collaborative partners will be asked to turn in preliminary performance data and financial information monthly in a simple format with any revisions incorporated quarterly for reporting for the full collaborative to the City of Austin. Partners will be expected to get their quarterly final performance measure information to ABC 5 days prior to the final City of Austin due date to ensure adequate time for compilation and corrections as needed. ABC's current system includes procedures for utilizing various government data tracking and evaluation systems as well as our internal customized database using SQL Server for data storage and analysis, Access for data entry and Crystal Report for data reporting. Specific procedures are in place for data collection, reporting, and quality assurance. Client data is collected and entered in the database on a regular basis.

Performance Evaluation

Performance measures including output and outcomes are regularly reviewed to assess progress toward intended goals, unexpected successes and unplanned challenges. Performance measures will be reviewed at each collaborative meeting and any challenges with collection, calculation or performance will be discussed. Additional exploratory data points with collaborative benchmarks will be reviewed at quarterly collaborative meetings to consider for future analysis.

Quality Improvement

When quantitative data points indicate a challenge or concern additional quantitative and qualitative data will be pursued. Once the challenge has been clearly identified a performance improvement plan will be developed to identify areas that are lacking, ways to improve, timelines and responsible parties. ABC will pursue all avenues for technical assistance for any challenges and feels confident that through focused problem-solving collaborative partners and their community connections will create solutions. If initial performance improvement plans are not given their due diligence, corrective action plans with progressive consequences will be implemented.

Service Coordination with Other Agencies

Each agency fulfills a different yet significant place in the "Early Childhood Services Pipeline" – which is a continuum of services ranging from low to high intensity so duplications are removed by design. The collaboration intends to mitigate duplication of services by becoming knowledgeable in partner programming, communicating regarding their available agency services and enrollment periods, planning for common intake questions and facilitating "warm hand-offs" during referral processes. To ensure these steps are coordinated and efficient, part of the Collaboration Project Manager's role will be to update and share contacts, procedures and partner service openings on a monthly basis with all partners via project collaboration software, such as Basecamp. This forum will be used to communicate, log deadlines, and share files. Currently, each agency has its own Information & Referral process. At Program Director meetings, staff will discuss any remaining information concerning outreach, intake and service delivery. Direct service staff is well-informed of eligibility requirements to qualify for public benefits and resources as well as the application process for receiving them. Training opportunities for staff will be available. Due to this knowledge, as clients receive collaborative services they can easily be identified as potential eligible candidates for specific benefits. Providing clients with accurate information on obtaining benefits with follow up and help on barriers to receipt or linking them directly, greatly increases the chances the client will connect to needed resources. Collaborative partners will offer the following services to active clients in their programming. These will be considered in identifying the best program for a family. Transportation assistance-ABC, ACS, CIS; Basic needs emergency assistance-ABC, CIS; Onsite meals-ACS; Mental health services-ABC, ACS; Childcare/preschool-ABC, ACS, Jeremiah Program, YMCA; Health literacy &nutrition education-AVANCE; Housing-Jeremiah Program; Social media engagement (Facebook)-KLRU; Outdoor family activities-Camp Fire.

Service Collaboration with Other Agencies

ABC will provide services as a part of this collaborative and subcontract with 9 other partners to provide a comprehensive pipeline of services for children in the early childhood Life Continuum. The service partners include: Austin Children's Shelter, AVANCE, Camp Fire Balcones Council, Communities In Schools, Jeremiah Program, KLRU, Literacy Coalition of Central Texas, YMCA of Austin, and United Way for Greater Austin. UWGA will be a non-funded partner providing ongoing support to the collaborative in the form of expertise in collaborative management, document drafting, research and information sharing as well as performance measurement tracking and data management to guarantee data is collected and shared to the wider community.

Community Planning Activities

This collaboration represents the collective efforts of the Ready Families Support Network, which is a workgroup of the community's Success By 6 SRAP. The Network has convened, via UWGA, quarterly to continue the forward movement of the SRAP. Collaborative partners participate in the UWGA Early Childhood Stakeholders meetings, contribute to the Community Advancement Network's numerous community input opportunities and provide data relevant to the needs, demographics, and trends affecting Austin/Travis County. Several partners are task force members in HACA's HUD Choice Neighborhood Initiative which employs a comprehensive approach to transforming a distressed neighborhood.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	*Output Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	942	936	936	2295

Outcomes

ID	*Outcome Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
	Number of individuals making progress on their treatment plan goal(s)	347	347	347	881
3B	Number of individuals evaluated for progress on treatment plan goals(s)	432	432	432	1096
	Percent of individuals making progress toward their treatment plan goals	80.32	80.32	80.32	80.38
	Number of individuals demonstrating improved life skill(s)	1255	1255	1255	3450
5B	Number of individuals participating in the activity	1565	1565	1565	4402
	Percent of individuals who demonstrate improved life skills	80.19	80.19	80.19	78.37

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

Created: 4/24/2015 10:45:00 AM *Last Modified, If Applicable:* 4/27/2015 11:13:00 AM

City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
    - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
    - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$557,673.00	$557,673.00	$557,673.00	$1,673,019.00
General Operations Expenses	$72,327.00	$72,327.00	$72,327.00	$216,981.00
Program Subcontractors	$856,579.00	$856,579.00	$856,579.00	$2,569,737.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$928,906.00	$928,906.00	$928,906.00	$2,786,718.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$0.00	$0.00	$0.00	$0.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$1,486,579.00	$1,486,579.00	$1,486,579.00	$4,459,737.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits	Any Baby Can direct service and administrative staff salaries and fringe benefits. Fringe benefits include Social Security, Medicare, and Unemployment tax, worker's compensation, health, dental, vision, and life/LTD insurance.
General Op Expenses	Telephone, Cell Phone, Occupancy Costs, Internet, Postage, Office, Program, and Janitorial Supplies, Agency Vehicle Usage, Equipment Rental, Criminal Background Checks, Annual Audit and 990 preparation, Contract IT services, accounting software maintenance and service, database subscription and consultation, Parents as Teachers affiliation fees, Insurance – General Liability, Nonprofit Umbrella, Directors and Officers, Auto, Employee Theft and Dishonesty
Program Subcontractors	Includes direct service/support staff salaries and fringe benefits; general operating expenses; and direct assistance costs incurred by partner agencies.
Staff Travel	N/A
Conferences	N/A
Food and Beverage	N/A
Financial Assistance	N/A
Other Assistance	N/A
Capital Outlay	N/A

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Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Communities in Schools of Central Texas

Unduplicated Count	189	189	189	567
Amount	$300,000.00	$300,000.00	$300,000.00	$900,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Comprehensive dual generation family literacy programming; PAT home visiting; Incredible Years group parenting classes

Created: 4/24/2015 11:57:00 AM *Last Modifed, If Applicable:*

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

AVANCE-Austin

	1	2	3	Contract Term
Unduplicated Count	67	67	67	201
Amount	$130,000.00	$130,000.00	$130,000.00	$390,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Parenting and Early Education classes; home-visitation and case management; transportation and food

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Camp Fire USA Balcones Council

Unduplicated Count	120	120	120	360
Amount	$60,000.00	$60,000.00	$60,000.00	$180,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Camp Fire Play to Learn; 2 Generation parenting program

Created: 4/24/2015 12:00:00 PM *Last Modifed, If Applicable:*

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

YMCA of Austin

	1	2	3	Contract Term
Unduplicated Count	120	120	120	360
Amount	$90,832.00	$90,832.00	$90,832.00	$272,496.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

YMCA of Austin Play to Learn program

Created: 4/24/2015 12:02:00 PM *Last Modifed, If Applicable:*

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Jeremiah Program

	1	2	3	Contract Term
Unduplicated Count	8	8	8	24
Amount	$50,000.00	$50,000.00	$50,000.00	$150,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Early childhood education services; Family support including parenting services

Created: 4/24/2015 12:03:00 PM *Last Modifed, If Applicable:*

Program Subcontractors

	Period 1	2	3	*Contract Term*
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Literacy Coaltion of Central Texas

	1	2	3	Contract Term
Unduplicated Count	92	92	92	276
Amount	$85,095.00	$85,095.00	$85,095.00	$255,285.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Administer the Playing and Learning Strategies (PALS) program in multiple sites and classrooms

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Capital of Texas Public Telecommunications Council-dba KLRU

	1	2	3	Contract Term
Unduplicated Count	120	120	120	360
Amount	$65,652.00	$65,652.00	$65,652.00	$196,956.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Play to Learn workshop series

Created: 4/24/2015 12:06:00 PM ***Last Modifed, If Applicable:***

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Austin Children's Services

	1	2	3	Contract Term
Unduplicated Count	24	24	24	72
Amount	$75,000.00	$75,000.00	$75,000.00	$225,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Evidence-based home visitation services coupled with therapeutic early childhood classes for children

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 26th day of May, 2015

CONTRACTOR Any Baby Can

Authorized Signature [signature]

Title President and CEO

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

Program Goals And Objectives

Austin Recovery's Recovery Continuum of Care (RCC) will provide comprehensive, continuous and wrap-around services for substance abusers that extend beyond treatment services in order to gain self-sufficiency and prevent relapse.

RCC will bridge clients' transition from residential treatment into the sober community by providing 30 days of treatment followed by up to two months in sober housing where individuals will have the safety net and time to become grounded in their recovery and in the 12-step community, solidify linkages with community services such as workforce supports, medical or additional behavioral health services, look for adequate employment, save resources necessary to transition out of poverty and secure permanent housing.

Program Clients Served

The target population is adult (age 18 & up) men and women who are experiencing substance abuse issues of which alcohol is the primary reason for seeking treatment followed by cocaine and/or other drugs.

How Client Eligibility Requirements will be documented for target population: Austin Recovery utilizes an Electronic Health Record (EHR) system, CareLogic, where all eligibility information is documented and maintained. Upon intake, Austin Recovery collects the eligibility documentation data required in the grant: identity, residency, family size, income. This information is re-certified annually.

Program Services And Delivery

RCC will employ three comprehensive and integrated strategies:

Strategy One: Residential Services and Professional Case Management: Austin Recovery will provide a 30-day, gender specific, intensive residential program for treatment of substance abuse. To provide the most comprehensive treatment possible, we focus in three areas: the 12-Step philosophy of Alcoholics Anonymous, evidence-based treatment and experience-based treatment. Our Transformational Treatment Model aims to bring about the in-depth cognitive, behavioral, and spiritual changes we believe are essential for overcoming addiction. A core component which enables change is the peer community environment. While in treatment, clients will be provided a gender specific case manager to address individual client social service needs. Case managers will meet with residential clients on a weekly basis or as needed during their 30 days in treatment to assist the client in arranging post treatment housing, linkages with medical and behavioral healthcare providers, employment services, peer recovery support services, and in addressing barriers such as lack of ID documents and bus passes for transportation.

Strategy Two: Peer Recovery Support Program: To provide a continuum of support post-residential treatment, sub-contractor SoberHood will train and supervise a team of up to 11 eligible Austin Recovery Alumni as Certified Peer Recovery Specialists (Recovery Coaches) who will each commit to provide 500 volunteer hours. Recovery Coaches will annually provide an estimated 7,500 hours of peer recovery support services ranging from resource navigation/linkage, person-centered recovery wellness planning, recovery checkups and peer led support groups. Satellite recovery kiosks will be set up in multiple locations throughout the community, accessible to the target population and staffed by trained peer recovery coaches. The volunteers will be available 24 hours a day to provide support and resources, and literature pertaining to recovery. Recovery check-up phone calls are a proven means of improving recovery outcomes and keeping an individual engaged over time. With appropriate informed consent, peer recovery coaches will make follow up calls to discharged clients to see how the client is progressing and if they need support to aid in their recovery.

Strategy Three: Recovery Residences: Through this grant, Austin Recovery will provide clients with up to two months funding for housing in a certified recovery residence. Recovery residences are sober, safe, and healthy living environments that promote recovery from substance abuse. Case managers will also assist clients with applying for funding from Travis County for an additional month of housing, to extend their residency to three months. During this time residents can focus on securing jobs and the financial resources needed to become self-sufficient. To increase the number of qualified and capable recovery residence providers, Austin Recovery will sub-contract with SoberHood to conduct a Recovery Residence Training. This training would be required for housing partners seeking referrals for Austin Recovery clients defined in this grant. Training will include standards of care, evidence-based practices, and the process of becoming certified by NARR.

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

System for Collecting and Reporting Program Data

In addition to eligibility information collected thru CareLogic other information collected includes revenue recognition; performance measures; efficiency of clinical staff schedules and time; compliance with evidence based practices in relation to clinical documentation; outcomes; duplicated and unduplicated clients; episodes of care; diagnosis; authorizations; census data; caseloads; managing the spend down of various contracts; grants and billing. During the client's treatment episode services and demographics are entered in the EHR by clinical staff, counselors and case managers. Reports can be pulled from CareLogic in an automated format, or can be created for a specific need.

Performance Evaluation

Data for program evaluation and grant performance reports are extracted from CareLogic, incident reports, grievances and client satisfaction surveys, and staff input to inform process improvements and care. Additionally, senior counselors regularly monitor client files to ensure accuracy and timeliness for compliance in documentation. Data collected includes a variety of metrics including client demographics, revenue recognition, performance measures and efficiency of clinical staff schedules and time, compliance with evidence based practices in relation to clinical documentation, outcomes, duplicated and unduplicated clients, episodes of care, diagnosis, authorizations, census data, caseloads, managing the spend down of various contracts, grants and billing. This data is presented at monthly quality management review meetings and assessed for process improvement needs by clinical, administrative, and business office staff. Program performance review is shared annually with the Board of Directors in the first quarter of the year following the performance year.

Quality Improvement

The monthly Quality Management Meeting is where agency and client treatment processes are revised, measured and monitored for continuous quality improvement.

When a need for process improvement is identified the quality management team conducts a root cause analysis, creates a plan for improvement and implementation and the change is reviewed for success or further need for improvement at the next monthly quality management meeting. The Chief Operations Officer and directors of clinical, administrative and business office departments are present at these meetings, share process improvements in their individual departmental meetings and work with their staff to implement any process improvements that are needed. The Board of Directors annually approves the Quality Management Plan and receives an annual report in the first quarter for the previous year.

Service Coordination with Other Agencies

During a client's treatment episode the following agencies may provide programming to residential and/or outpatient clients: CommUnity Care – onsite medical clinic, HIV/HEP C/STD testing; Planned Parenthood - Reproductive Health education, Cornerstone Financial – financial management, budgeting, credit repair; SafePlace – Family Violence education; the Christi Center – grief and loss education; Austin Dog Alliance – pet therapy services; YWCA – Trauma triggers and recovery, parenting attachment group; Capital Area Food Bank and Travis County Agricultural Extension Office – nutrition education; Greenstream, Intl. – employment skills. These programs also provide a connection to clients for services they can access post treatment for in their long-term recovery.

Additional opportunities for clients to directly connect with community services to meet, exchange info, ask questions and develop a link for post discharge services takes place during a monthly recovery resource fair at Austin Recovery's Hicks Family Ranch. This fair is regularly or frequently attended by the following agencies: various sober houses, Austin Recovery Alumni Association, Goodwill, Workforce Solutions, Communities for Recovery, DSHS for food stamps & Medicaid, WIC, Child Support Division of the OAG, Any Baby Can, YWCA, etc. In addition to the providers there are three tables of resources provided by those agencies who cannot attended and are comprised of the following topics: recovery support, housing, employment/job training, medical/mental/sexual health, parenting, legal aid, basic needs and Spanish-speaking resources.

Austin Recovery works with many human service agencies in the Austin community to provide resources for clients while in treatment and post discharge. For the purposes of this grant Austin Recovery has Memorandums of Understanding with the following entities: SoberHood for peer recovery support; Foundation Communities for housing and coordination for peer recovery support; ATCIC for behavioral health services; Goodwill and Workforce Solutions Capital Area for job training and employment services; Second Chance Sober Living, Grace Sober Homes, Mentor & Recovery, Eudaimonia Homes, Any

Length Sober Living, Westlake Sober Living, and Oxford House for recovery residences.

Referrals for treatment are received from Bluebonnet Trails Outreach, Assessment and Referral (OSAR), Downtown Austin Community Court, Foundation Communities, ATCIC, Travis County Parenting in Recovery program, local therapists and hospitals.

Service Collaboration with Other Agencies

SoberHood, the collaborator and subcontractor for the RCC program will provide a continuum of support post-residential treatment, by training and supervising a team of up to 11 eligible Austin Recovery Alumni as Certified Peer Recovery Specialists (Recovery Coaches) who will each commit to provide 500 volunteer hours. Recovery Coaches will annually provide an estimated 7,500 hours of peer recovery support services ranging from resource navigation/linkage, person-centered recovery wellness planning, recovery checkups and peer led support groups. The Austin Recovery SSC program manager will work with the residential case managers to coordinate peer recovery support services from SoberHood, will collect grant related data at regular intervals from designated SoberHood staff, and provide oversight to ensure all grant performance measures are being met.

Community Planning Activities

The agency actively participates in the following community planning groups: Substance Use Planning Community Advisory Team and Substance Use Planning Leadership Team; Recovery Oriented Systems of Care; Texas Association of Addiction Professionals; AustiNet (networking group of substance abuse service providers); Ending Community Homelessness Coalition (ECHO) Housing Workgroup; ReEntry Roundtable – Subcommittee for female ex-offender services; Trauma Informed Care Consortium of Central Texas.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	*Output Measure Description*	Period *1*	*2**	*3**	*Contract Term ***
1	Total Number of Unduplicated Clients Served	74	74	73	212
2	Total Number of unduplicated clients served in 30-day treatment program	34	33	32	95
3	Total number of unduplicated clients served in post 30-day treatment services	75	74	73	212

Outcomes

ID	*Outcome Measure Description*	Period *1*	*2**	*3**	*Contract Term ***
	Number of individuals making progress on their treatment plan goal(s)	530	530	530	1590
3B	Number of individuals evaluated for progress on treatment plan goals(s)	662	662	662	1986
	Percent of individuals making progress toward their treatment plan goals	80.06	80.06	80.06	80.06
	# of clients engaged in active recovery at 6 mos.	42	41	41	124
	# of clients who access recovery supports	75	74	73	222
	Percentage of clients who access recovery supports and are engaged in active recovery at 6 mos.	56	55.41	56.16	55.86

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:
(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:
(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	2	3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$155,766.00	$155,766.00	$155,766.00	$467,298.00
General Operations Expenses	$53,966.00	$53,966.00	$53,966.00	$161,898.00
Program Subcontractors	$45,780.00	$45,780.00	$45,780.00	$137,340.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$99,746.00	$99,746.00	$99,746.00	$299,238.00
Food and Beverages for Clients	$31,508.00	$31,508.00	$31,508.00	$94,524.00
Financial Direct Assistance to Clients	$167,300.00	$167,300.00	$167,300.00	$501,900.00
Other Assistance Amount	$2,763.00	$2,763.00	$2,763.00	$8,289.00
Direct Assistance SubTotal	$201,571.00	$201,571.00	$201,571.00	$604,713.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$457,083.00	$457,083.00	$457,083.00	$1,371,249.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

Salary and benefits for 50% of two FTE case managers, .5 FTE Program Manager and a proportion of salaries of personnel providing residential treatment as follows: Administrative Assistant, Clinical Director, Counselor II, Director of Residential Services, Direct Care Staff/Driver, Experiential Assistant, Experiential Coordinator, Licensed Chemical Dependency Counselor, Licensed Vocation Nurse, Outcome & Referral Specialist, Residential Coordinator, Residential Care Staff Team Lead, Utilization Review Coordinator

General Op Expenses

General Operating Expenses: expenses incurred in connection with providing residential treatment, consisting of the following items: Gas, Electric, Electric Expense, Water, Water Expense, Garbage Collection, CableServices, Pest Control, Security/Locks, Cleaning by Outside Service, HVAC repairs & supplies, Lawn Maintenance & Supplies, Vehicle Gas, General Repairs & Maintenance, Uniforms Maintenance Dept., Vehicle Maintenance, Repairs & Licenses, Maintenance Supplies, Housekeeping Supplies, Licenses & permits for Facilities, Rentals, Telephone Expense, Mobile Phone Expense, Internet Access Expense, Postage, Shipping/Courier Service, Printing, Other Storage Rentals, Temporary Contract Labor, Contract Physician, Other Legal Fees, Annual Outside CPA Audit, Admin Professional Services, Outside Payroll Processing Fees, Software Expense, Depreciation Expense, Office Supplies, Computer Supplies, Copier Rental & Maintenance, Property Lease, Property Insurance, General & Professional Liability Insurance, Auto Insurance, Employee License/Professional Dues, Training, Pre-employment Testing/background check, Job Ads for Employee, Employee Mileage Reimbursement**, Bank Service Charges, Dues & Subscriptions, Travel: Transportation/Mileage**, Tolls & Parking

**Note: in-town mileage limited to City of Austin rate of $.575

Program Subcontractors

SoberHood:
- Peer Recovery Support Training and Supervision for 11 coaches per year = $31,080.00
- Mobile Recovery Satellite Kiosks and Check-up Calls – $14,000.00 per year
- Recovery Residence Training - $100 per class x 7 students per year = $700.00

Staff Travel

None

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Program Budget and Narrative

Conferences	*None*
Food and Beverage	*Meals, snacks and beverages provided during residential treatment, including Client off-site meals when outside meetings occur during scheduled meal times.*
Financial Assistance	*Recovery Residence Funding – 84 clients per year at $1,950 per client (two months' rent at $850.00 per month plus deposit $250.00) = $163,800.00.* *Basic needs assistance - $3,500.00 per year. – ID, bus passes, workforce assistance, prescription medications, etc.*
Other Assistance	*Client Care Expenses while in residential treatment: Client educational materials, Client transportation to outside meetings and service providers, Laundry service for bed linens and towels - $ 2,763.00 per year.*
Capital Outlay	*None*

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

SoberHood

	1	2	3	Contract Term
Unduplicated Count	52	49	47	148
Amount	$45,780.00	$45,780.00	$45,780.00	$137,340.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Peer recovery coach training and supervision. Training for recovery residences to become certified by the National Association of Recovery Residences.

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 29TH day of MAY, 2015, ____

CONTRACTOR AUSTIN RECOVERY

Authorized Signature [signature]

Title EXECUTIVE VICE PRESIDENT

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

Program Goals And Objectives

The Best Single Source Plus Collaborative, consisting of 13 agencies, provides individuals/families in Austin/Travis County with comprehensive housing stability resources (case management and basic needs services). BSS+C ensures that clients have access to basic necessities - starting with housing - and extending to food, clothing, physical/mental health care, and other supportive services.

Program Clients Served

The target population for BSS+C is individuals/families living in Austin/Travis County, at or below 200% federal poverty level, and experiencing a financial crisis that puts their housing at risk or caused them to experience short-term homelessness. Clients must be at a point where no more than 12 months of case management and limited financial assistance will be sufficient to stabilize their housing. Program suitability is determined by use of the BSS+C Eligibility and Screening Tool which reviews basic eligibility such as residency, income, the crisis that puts their housing at risk or are currently homeless, and past or current BSS Plus enrollment status. Additionally, the tool collects data on household employment/income potential, financial status, housing and legal history which generates a total assessment score and legend to make recommendation.
Score Legend & Assessment Recommendations include:
0-24: Not recommended for BSS+ unless access to other subsidized housing is assured within BSS+ service period. Refer to other more intensive supports and housing.
25-35: Recommended for BSS+. Likely to require up to 12 months case management and moderate support services.
36-45: Recommended for BSS+. Likely to require up to 3 months case management and minimal support services.
46-60: Not recommended for BSS+. Offer resources and referrals as appropriate.
The Actual Assistance Offered is also captured on the tool which includes an option for the Case Manager to select One Time Financial Assistance. If the assistance offered differs from the scoring recommendation, the Case Manager must state why and have their supervisor sign off.

Clients must meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Eligibility and Screening. BSS+C partner agencies eligibility criteria are listed below.

1.AIDS Services of Austin (ASA) provides services to persons living with HIV and/or AIDS who are experiencing a housing crisis or homelessness. To be eligible for BSS+C services the individual/household needs documentation of HIV + or AIDS diagnosis. Internal and external referrals are accepted and clients do not need to be co-enrolled in other ASA programs.

2.Any Baby Can (ABC) serves children with special health care needs, developmental delays, and who are in dánger of abuse/neglect and families at-risk of losing their jobs and housing due to their child's health care needs and the expenses associated with medical care. Eligibility criteria begin with ABC program eligibility which comes to the agency through direct calls, outreach and collaborations. Once a family is enrolled internal programs, if they experience a housing stability crisis they are screened for BSS+C.

3.The Arc of the Capital Area (Arc) provides case management services to individuals with developmental disabilities and their families to improve their independence and ensure they remain living in their communities. BSS+C services are available to any Arc participant and/or their household members who meet eligibility standards. A limited amount of case management slots are reserved for households who do not have a member in another Arc program, but the household must have at least one individual with an intellectual and/or developmental disability.

4.Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Clients include households of all sizes; many of whom are veterans, refugees, women and children, and individuals with disabilities. They all share a common reality: they do not have a stable place to call home. All referrals to the Caritas BSS+C program come through Coordinated Assessment. Caritas often serves the most vulnerable individuals and families in need of housing. To be eligible for BSS+C, clients must complete the VI-SPDAT assessment through Coordinated Assessment, score within Rapid Rehousing range (Caritas accepts internal Prevention referrals) and meet Caritas income requirement of 30% AMI or below.

5.Catholic Charities of Central Texas (CCCTX) clients are of all ages, faiths, ethnic backgrounds and economic circumstances and works to address the needs of residents in the Diocese of Austin. Clients are individuals and families at risk of becoming homeless due to a recent financial crisis. CCCTX also services clients already homeless at time of program entry. Clients currently call the intake line on specified dates for a BSS+C eligibility/screening. Beginning June 1st, the intake process will switch to an application process.

6.Family Eldercare (FEC) supports seniors and people with disabilities. To be eligible for BSS+C they must be adults with disabilities and/or seniors over the age of 55 and meet BSS+C eligibility requirements. Internal and external referrals are accepted and clients do not need to co-enrolled in one of the FEC programs.

7.Foundation for the Homeless (FFH) serves both individuals and families at risk of homelessness or currently homeless. Outside referrals are also accepted. FFH requires that the household income be 100% or above the FPL.

8.Front Steps (FS) Eligibility criteria for BSS+C includes adult men and women participating in Front Step Case Management programs who are also meet BSS+C eligibility requirements. Case Managers within the Shelter Case Management program process internal and partner referrals.

9.Goodwill Central Texas (GW) serves homeless and at risk individuals/families facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other population served includes youth and low income households. To apply for BSS+C clients must be currently enrolled and active in a Goodwill Workforce Development program.

10.Meals on Wheels and More (MOWAM) assists clients and their families (who are primarily homebound/disabled) with prevention services through case management so they can remain in their homes/stably housed. The majority of clients served through BSS+C are those who are found to be eligible based on an assessment of housing needs during the in house programs for meals, groceries to go, and home repair.

11.SafePlace (SP) To access BSS+C, clients must be enrolled in the Survivor Advocacy program. All external referrals go through the hotline in order to complete safety planning and basic resources referrals. Callers are then directed to the Survivor Advocacy program to evaluate additional services.

12.The Wright House Wellness Center (WHWC) To be eligible for BSS+C, clients must be living with a diagnosis of HIV and Hepatitis C and have documentation of the diagnosis. Internal and external referrals are accepted and clients do not need to be co-enrolled in other WHWC programs.

13.The Salvation Army (TSA) Clients include homeless individuals and families (majority are single mothers with children), low-income households, persons with disabilities, victims of domestic violence, and veterans. Referrals to BSS+C are made internally through a case manager of Passages Program, Rapid Re Housing Initiative, or SSVF programs.

Additional eligibility guidelines include:
•In addition to BSS+C eligibility requirements, clients must meet the eligibility criteria specified by the partner agency through which they are applying.
•At time of entry, confirmation of violence victimization or current homelessness status exempts clients from income and residency eligibility criteria.
•Households can only be enrolled in BSS+C at one partner agency at a time.
•Previous BSS+C one-time financial assistance and case managed clients will not be eligible for BSS+C services for a period of 12 months after their exit date from BSS+C, verified using HMIS data.

BSS+C partners use standardized eligibility and enrollment forms that ensure quality client service and consistent data collection as well as a standard client file checklist.

Program Services And Delivery

The BSS+C program utilizes multiple overarching strategies:

(a) No Wrong Door - Together, the 13 partner agencies present 13 points of entry for access to housing stability, rapid re-housing and basic needs services. Households fully benefit from the diversity of partners' missions.

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

(b) Homeless Prevention and Rapid Rehousing Services with Direct Financial Assistance – Case management is the foundation for all BSS+C strategies. The program provides comprehensive case management and basic needs services (rent, mortgage, utility assistance and housing supports) for homeless and housed clients who are or are about to be experiencing a housing crisis. BSS+ agencies focus on homelessness assistance, prevention or both. For clients entering the program who are at risk of losing their housing a homeless prevention strategy is used in order to prevent the individual or family from falling into homelessness. Case management, debt reduction, advocacy with the housing provider, mediation, flexible financial assistance and connection to needed resources (ex: mental health services, child care assistance, medical services, etc.) are all common strategies used. Once a homeless client/family enters into case management the goal to is rehouse them as quickly as possible so they do not fall deeper into homeless services such as shelters, etc. Case managers utilize many of the same strategies mentioned but actually house the client/family and use financial assistance to remove housing barriers which increases their rate of success to become stably housed.

(c) Comprehensive Case Management – Provides an environment of safety and support, assists households to create housing stabilization plans, and connects them to other safety net services.

(d) Landlord Outreach – Landlord Outreach Specialists (LOS) provide outreach and build relationships with prospective landlords with the goal of developing a pool of safe, affordable housing in which clients can be placed. LOS also work with clients to complete housing applications and serve as client advocates.

Services provided through BSS+C fall into the following categories:

One-Time Financial Assistance
A client will be eligible for One-Time Financial Assistance if they can become housing stable with the limited financial assistance and no case management is required. The BSS+C Eligibility and Screening Tool and the Housing Stability Assessment Tool are used to determine if a household is suitable for One-Time Financial Assistance. To allow flexibility, a household may be enrolled in one-time assistance and come back for case management services within 30 days. After 30 days, the client (and their household members) must wait 1 year from exit to reapply for BSS+C. Case Manager must give full disclosure of these rules to the client at time of program eligibility and screening. Remaining One Time Financial Assistance direct financial assistance total is subtracted from the case management cap. The household is allowed access to the remainder of the case management direct financial assistance cap.

Direct client One Time Financial Assistance (OTFA) is up to $1,500. Exceptions may be made to exceed the One-Time Financial Assistance cap to up to $3,000, based on household need and approval by a client's Case Manager, Program Manager/Director and the BSS Plus Coordinator. These payments will be provided on behalf of a client with the anticipation that no additional assistance will be needed in the next 12 months. Case management dollars are not associated with this assistance, though one-time case management resource and referral will be provided.

Eligible one-time financial assistance includes:
•One-time Rent Payment
•One-time Mortgage Payment
•One-time Utility Payment
•Housing Supports

Case Managed Financial Assistance
A client will be eligible for Case Management services and direct client financial assistance up to a capped amount during their eligibility in the program when One-Time Financial Assistance will not yield housing stability and case management is required. Case Managed Financial Assistance direct financial assistance is up to $3,000. Exceptions may be made to exceed the Case Managed cap up to $6,000, based on household need and approval by a client's Case Manager, Program Manager/Director and the BSS Plus Coordinator.

Case Management: Clients are required to meet regularly with their Case Manager; design and implement steps indicating progress toward self-sufficiency; and work on designated goals including financial management, life skills, debt reduction, credit repair, employment, and income benefits. Amount and intensity of case management service will be determined on a case-by-case basis.

Eligible Case Managed financial assistance includes:

•Rent /Move-In Deposits: Includes first-month rent, security deposits for lease of a new unit, application fees, and other move-in expenses.

•Utility/Move-In Deposits: Includes utility deposits for lease of a new unit, utility application fees, and payment of past due utility debt so new services can be started.

•Rent Assistance: This category of assistance is for households that require several months of rental assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

•Short-Term Mortgage Payment: Assistance with mortgage payments keep an individual or family in the home that they own and in which they reside. Amount of assistance is determined on individual basis and case plan.

•Utility Assistance: This category of assistance is for households that require several months of utility assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Housing Location: A Housing Locator will identify properties suitable for clients, maintain a housing directory of available units, serve as a liaison between the landlord and client, and provide basic housing counseling as a client moves into stable permanent housing. Housing Location will be provided through Housing Locators employed by and located at Caritas of Austin.

Mediation and Legal Services: Includes referral to and support services from agencies, primarily Austin Tenants Council and Texas Rio Grande Legal Aid, for protection of tenant rights, provision of landlord and tenant education, and assessment of fair housing and housing discrimination issues.

Housing Supports: Housing supports such as food, furniture, basic household necessities and transportation may be provided as needed. Small home repair services may also be provided to keep individuals and families housed. Small home repairs require multiple quotes. All housing supports must be directly linked to housing stability. Case Managers will be asked to submit a statement of need, proper documentation, and follow guidelines for appropriate pricing.

Identification Assistance: Includes the payment for identification documents necessary for a client to obtain employment and/or housing. Identification documents include: birth certificates, social security cards, new/renewed state identification card, and driver's license.

1.AIDS Services of Austin (ASA) stabilizes its clients in housing, provide access to support services, and retains them in medical care. BSS+C will primarily be used to prevent eviction, homelessness and rapidly re-house homeless individuals with HIV/AIDS. Direct services include preventing the spread of the disease through awareness, education and HIV testing. Services available for clients meeting eligibility requirements: medical and non-medical case management, housing assistance, rent, utilities and housing supports.

2.Any Baby Can (ABC) BSS+C will help families become stable in housing by providing rent and utilities assistance while they plan how to manage expenses and gain the education to help them become self-sufficient. Most services are provided through home visitation programs and also offer community classes, support groups and community resources. ABC believes that every child deserves a strong family.

3.The Arc of the Capital Area (Arc) provides community-based services that improve the quality of life through medical maintenance, money management, housing and living assistance, and community transitions. BSS+C will support clients to become stable in housing, and regain self-sufficiency.

4.Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Caritas provides a services continuum for those experiencing poverty that begins with a safety net and links to resources to achieve self-sufficiency. Caritas service areas include: supportive housing, housing stability case management, education, employment, food, and refugee resettlement services. Clients include households of all sizes; many of whom are veterans, refugees, women and children. They all share a common reality: they do not have a stable place to call home. All referrals to the Caritas BSS+C program come through Coordinated Assessment. BSS+C assistance is utilized to remove barriers to securing and maintaining housing.

5.Catholic Charities of Central Texas (CCCTX) provides emergency services as well as assistance accessing mainstream benefits and employment services. BSS+C will be used to help clients become stable in housing or re-gain housing after experiencing short-term homelessness. Services and assistance provided include: general case management, information and referral, immigration legal services, disaster relief services and Gabriel Project Life Center, providing a variety of services to women and men in crisis pregnancies and through the first year of a child's life.

6.Family Eldercare (FEC) supports clients to live independently in the community, through provision of services; money management, service coordination and low income senior housing. Services are provided to seniors and adults with disabilities who are low income and need assistance to manage and/or apply for benefits and maintain housing. Services include: in-home care and caregiver services, guardianship services, money management, geriatric consultation and independent living supports. BSS+C will primarily be used for rent, mortgage, and utilities assistance and small home repairs to help older adults in financial crisis to remain stable in housing.

7.Foundation for the Homeless (FFH) mobilizes the resources of faith and community-based organizations to alleviate the suffering of the homeless through emergency shelter, rapid re-housing, and homelessness prevention. Prevention clients typically enroll in long-term case management. Rapid rehousing services are offered to households living in shelter to assist with housing barriers such as rental and utility debt and rehousing search and move in costs. Host churches, synagogues and support congregations work in collaboration to provide year round shelter, meals, and a loving presence while FFH staff provide transportation, case management, referrals and other supportive services to families as they work toward achieving goals of permanent housing and self-sufficiency.

8.Front Steps (FS) programs include the Recuperative Care Project for medically vulnerable individuals, the Housing Program offering supportive services for those exiting homelessness, and the AmeriCorps/Keep Austin Housed Program serving homeless/at-risk/formerly homeless individuals in the community. FS provides a full range of rapid rehousing services, and operates the Austin Resource Center for the Homeless (ARCH). The ARCH serves as the first point of entry into the homeless service system for many of Austin's adults experiencing homelessness. FS will utilize rent/utility debt and subsidy assistance and application/deposit fees to overcome the challenges incurred as a result of short-term homelessness. Four heavily utilized components of the ARCH provide indispensable services to homeless individuals:
•The Day Resource Center (DRC) serves homeless men, women, and accompanied children.
•The ARCH Day Sleep program (a component of the DRC) serves homeless men and women.
•The ARCH overnight shelter serves homeless men.
•The ARCH shelter case management programs serves homeless (and those at-risk of becoming homeless) men and women.

9.Goodwill Central Texas (GW) enhances the quality of life facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other populations served include youth and low income households. BSS+C services will be utilized to assist clients with housing barriers and obtain/maintain housing.

10.Meals on Wheels and More (MOWAM) delivers nutritious meals and groceries to the elderly, disabled, and homebound. MOWAM additional services include minor and major home repairs; grocery shopping assistance; a monthly supply of shelf-stable groceries; extra, daily, shelf-stable meals for the nutritionally at-risk; veteran services; problem-solving therapies; rural meal delivery; Alzheimer's respite; and pet food and pet health care for their clients' dogs and cats. If the client/household is found to need case management the case is moved from its supportive team to its CARE TEAM who will complete eligibility screening for household needs/stability.

11.SafePlace (SP) provides crisis intervention, counseling, prevention, education, long term support and advocacy services and programs designed to end sexual and domestic violence. Free and confidential services are provided to those who have been impacted by sexual or domestic violence. Eligible clients may receive emergency shelter, hospital and legal advocacy, case management, financial assistance for rent, utilities, and housing supports.

12.The Wright House Wellness Center (WHWC) mission is to improve the lives of Central Texans living with, at risk for, and affected by HIV/AIDS, and/or Hepatitis C through outreach, education, health and holistic services, and care coordination.

13.The Salvation Army (TSA) provides permanent supportive housing, emergency shelter, disaster relief, rapid rehousing, and homelessness prevention services. BSS+C will be used to help clients become stable in housing, or re-gain housing after short-term homelessness. Direct client assistance is primarily used to alleviate boundaries to housing/self-sufficiency, to rapidly rehouse clients in affordable rental units and assist with becoming financially stable. Clients reside at the Social

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

Service multi population emergency shelter and the Austin Shelter for Women and Children.

System for Collecting and Reporting Program Data

Each of the BSS+C service providers participates in the HMIS through ServicePoint, except for SafePlace who uses a web-based software Apricot which is a comparable database to HMIS. Client eligibility documents and services are collected and stored in paper files and HMIS. Partners use a standardized file checklist to gather the required documentation and are provided reference material such as: policies and procedures for the change in circumstance, transitional case management, self-declarations and exemptions, percentage of federal poverty level chart and gross income calculation tool. Common program forms are used including eligibility and enrollment forms used to identify a client's housing status, barriers, residency status, income, levels of need and priority of service. Program entry dates are entered after all required documentation is collected and verified. Program expectations are communicated to the household through a signed program agreement at time of intake.

As the lead and fiscal agent for BSS+C, Caritas is responsible for all program reporting, and training partners on data collection/entry. Caritas consolidates data quarterly and submits to funders. Monthly data quality checks are performed with the 13 BSS+C agencies to ensure compliance with data entry guidelines.

Partner MOUs outlines expectations and timelines for program implementation and data collection. Caritas has access to client information from each agency and client data is reviewed whenever a new client is approved for the program and/or financial assistance is requested. Monthly summary reports are sent to BSS+C agencies to confirm all client data and services. All BSS+C client data must be entered in HMIS by the last day of the month and data corrections completed by the 7th calendar day of the given month.

Performance Evaluation

The Caritas Associate Director of BSS+C and Evaluation monitors expenditures and client data at least monthly, utilizing HMIS reports, a check request log, and reports from Caritas' accounting system. Program expenditure and performance data is reported through the Director of Housing Services to the Executive Director and finally to the Caritas Board of Directors on a monthly basis. Additionally, the Executive Directors and/or Program Managers from BSS+C partner agencies meet at least monthly to evaluate expenditures, client performance, and to make recommendations for program improvement.

Quality Improvement

The real-time, client level data in HMIS allows issues regarding program implementation, data entry and tracking, achievement of outputs and outcomes, and general program challenges to be shared efficiently and effectively among program partners. Through ongoing monitoring, monthly and quarterly reporting, and program supervision, Caritas is able to identify if the BSS+C program is meeting its intended benchmarks and facilitate program improvements among the partner agencies.

Case Managers at each of the partner agencies receive comprehensive training and refreshers on all aspects of service provision and administration of the BSS+C Program. A BSS+C website for partner agencies and monthly Program Manager meetings are utilized to communicate updates, review program performance, and provide tools. Caritas also performs onsite pre-monitoring visits, random file reviews and monthly HMIS data quality reports to ensure consistency, adherence to program eligibility and to identify technical assistance needs.

When challenges or problems are identified, management and lead partner BSS+C staff meet to problem-solve and make program modifications. The City of Austin is informed of programmatic issues as they arise and is given information on corrective actions, whether these actions include additional outreach, changes in personnel, increased program monitoring, additional program partners, or additional cooperation between this collaborative and others.

Monthly meetings between BSS+C Partner Executive Directors also allow for high level discussion of program operations and potential improvements.

Service Coordination with Other Agencies

Service Cooperation with Other Agencies:

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

Caritas works closely with BSS+C partners, WERC agencies and innumerable community agencies. BSS+C Case Managers refer clients to other partners, if another partner's services are designed to better serve those clients; for example, senior adults might be referred to Family Eldercare because they specialize in services for the elderly.

Through agency Releases of Information (ROI) and the ROI for HMIS, Case Managers can share information on clients that is relevant to coordinating services for an individual/family. In the case of Austin Energy, clients sign an Austin Energy ROI, then BSS+C Case Managers can call their assigned contacts at Austin Energy to verify clients' utility bills/debt, and get information on low-income discount.

Service Collaboration with Other Agencies

BSS+C is a collaboration among 13 area nonprofit service providers. Each member of the collaborative serves a unique target population ensuring that BSS+ programming is wide spread across the community and reaches diverse populations. Roughly half of the service providers offer services which are focused on those who are currently experiencing homelessness and the other half of the service providers are focused on preventing homelessness. BSS+C was built on the premise of "no wrong door" for clients so they may receive all services from their home agency ensuring those in need receive the specific type of service their unique situation requires.

The Caritas of Austin BSS+C Admin Team serve as the conduit for all things BSS+C. This team handles daily communication to/with the partners, monitor the budget and progress on service goals, does all HMIS data quality for 13 agencies, prepares all required reporting for funders, meets with partner agencies to do twice yearly pre-monitoring visits, prepares the materials for all and oversees most of the BSS+C meetings, provides on-going technical assistance and customer services, processes all client check requests – rough 350-400 monthly, maintains the BSS+C website, designs and produces BSS+C collateral material, and more.

The Executive Directors of each partner agency meet every other month. The sitting chair oversees the meetings which are two hours in length and typically held at the agency of the sitting chair. The chair and co-chair rotate in October of each year. The purpose of the meetings are to get an update on financials, analysis of spending trend, progress on meeting goals, vote on action items and an opportunity to discuss issues in the community which impact homeless prevention and homeless services. Partner agency program managers meet monthly with the Caritas of Austin BSS+C Admin team. The purposes of these meetings are to educate, and have an opportunity for open dialogue regarding successes, challenges and improvements for the BSS+C program. Partner agency case managers meet from time-to-time (these are less formal meetings) so there can be discussion around client and housing issues. The BSS+C utilize formal written policies and procedures as a foundation in operating the collaborative.

Community Planning Activities

Caritas is highly involved in community planning activities through its participation on boards, advisors and participants in committees such as:
•ECHO (Continuum of Care): Rapid Rehousing, homelessness prevention, and coordinated assessment
•Disability Rights Texas Board Membership: protection for individuals with disabilities
•Austin Energy Consumer Committees: plan discounts and payment plans for low-income
•CAN (Community Advancement Network): leverages resources to help the community
•Austin/Travis County Reentry Roundtable: advocacy for inmates/former inmates
•Downtown Austin Alliance: planning citizen safety, helps the homeless, social services
•Rosewood Choice Initiative & Restore Rundberg: planning for East Austin housing
•JSC School & Family Work Group: plan to create stable communities for students
•Texas Homeless Network: work to support groups who prevent and end homelessness
•Austin Tenants Council: works to advocate on behalf of low-income clients
•Texas Rio Grande Legal Aid: Provides free legal services to low-income residents

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	4270	4270	4270	8637
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served	414	414	414	1242
3	Total Number of Unduplicated Case Managed Clients Served	3856	3856	3856	7395

Outcomes

ID	Outcome Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
	Number of households at risk of homelessness that maintain housing	604	604	604	1812
1A	Number of households receiving assistance	755	755	755	2265
	Percent of households at risk of homelessness that maintain housing	80	80	80	80
	Number of case-managed households that transition from homelessness into housing	199	199	199	597
1B	Number of households that exit the program	249	249	249	747
	Percent of case-managed households that transition from homelessness into housing	79.92	79.92	79.92	79.92

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:
(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:
(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$596,742.00	$596,742.00	$596,742.00	$1,790,226.00
General Operations Expenses	$72,950.00	$72,950.00	$72,950.00	$218,850.00
Program Subcontractors	$824,701.00	$824,701.00	$824,701.00	$2,474,103.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$1,700.00	$1,700.00	$1,700.00	$5,100.00
Operations SubTotal	$899,351.00	$899,351.00	$899,351.00	$2,698,053.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$1,648,814.00	$1,648,814.00	$1,648,814.00	$4,946,442.00
Other Assistance Amount	$186,000.00	$186,000.00	$186,000.00	$558,000.00
Direct Assistance SubTotal	$1,834,814.00	$1,834,814.00	$1,834,814.00	$5,504,442.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$3,330,907.00	$3,330,907.00	$3,330,907.00	$9,992,721.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits	12.86 FTEs: Direct service: 5.5 FTE case managers, 1.0 Landlord Outreach Specialist. Admin: 6.36 FTEs: Program Manager and Coordinator, Support Specialist, Training Position, Data Quality Controller, Accounting Manager, 2 Accounting Assistants, Grants and Contracts Manager, Housing Director, CFO, HR Manager/Sr Accountant, IT Support. Fringe rate is 22%.
General Op Expenses	Audit, insurance, travel/mileage inside Travis County, IT Hardware and Software, HMIS user licenses and Advanced Reporting Tool (ART) viewer and Ad Hoc licenses, supplies, utilities, maintenance and repairs, printing, payroll processing fees, janitorial, security, pest control, printing, reproduction, telephone/internet and overhead expenses.
Program Subcontractors	17.12 FTE Case Managers, in general $5,000 per FTE GOE, travel inside of Austin/Travis County, HMIS user and ART viewer licenses. Others include supervisory time, local travel, audit, insurance, and other overhead expenses.
Staff Travel	
Conferences	For lead agency to attend Texas Homeless Network conference, HMIS and ART training, or other conference/training directly related to the program.
Food and Beverage	
Financial Assistance	Rent, mortgage and utility assistance past due and current, deposits, etc.
Other Assistance	Household, furniture, ID, medical, moving, application fees, basic household necessities, food, transportation, employment, small home repairs, moving costs, and other types of assistance as needed.
Capital Outlay	

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Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

AIDS Services of Austin

	1	2	3	Contract Term
Unduplicated Count	84	84	84	183
Amount	$49,082.00	$49,082.00	$49,082.00	$147,246.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Any Baby Can

	1	2	3	Contract Term
Unduplicated Count	812	812	812	1770
Amount	$98,225.00	$98,225.00	$98,225.00	$294,675.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

The Arc of the Capital Area

	1	2	3	Contract Term
Unduplicated Count	311	311	311	678
Amount	$72,440.00	$72,440.00	$72,440.00	$217,320.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Catholic Charities of Central Texas

	1	2	3	Contract Term
Unduplicated Count	303	303	303	660
Amount	$118,803.00	$118,803.00	$118,803.00	$356,409.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Family Eldercare

	1	2	3	Contract Term
Unduplicated Count	303	303	303	660
Amount	$62,512.00	$62,512.00	$62,512.00	$187,536.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period			
	1	*2*	*3*	*Contract Term*
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Foundation for the Homeless

Unduplicated Count	325	325	325	708
Amount	$60,448.00	$60,448.00	$60,448.00	$181,344.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Front Steps

	1	2	3	Contract Term
Unduplicated Count	264	264	264	576
Amount	$94,113.00	$94,113.00	$94,113.00	$282,339.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Goodwill Industries of Central Texas

	1	2	3	Contract Term
Unduplicated Count	344	344	344	750
Amount	$96,068.00	$96,068.00	$96,068.00	$288,204.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Meals on Wheels and More

	1	2	3	Contract Term
Unduplicated Count	190	190	190	414
Amount	$53,512.00	$53,512.00	$53,512.00	$160,536.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	2	3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

SafePlace

Unduplicated Count	208	208	208	453
Amount	$70,840.00	$70,840.00	$70,840.00	$212,520.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

The Salvation Army

	1	2	3	Contract Term
Unduplicated Count	334	334	334	334
Amount	$0.00	$0.00	$0.00	$0.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses. TSA only requests direct client assistance

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Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

The Wright House Wellness Center

	1	2	3	Contract Term
Unduplicated Count	223	223	223	486
Amount	$48,658.00	$48,658.00	$48,658.00	$145,974.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Case management, general operating expenses

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 4th day of June, 2015

CONTRACTOR Caritas of Austin

Authorized Signature [signature]

Title Executive Director

HOMELESS MANAGEMENT INFORMATION SYSTEM
(HMIS) REPORTING REQUIREMENTS

Organizations receiving funding from the City of Austin for homelessness prevention and homeless intervention services are required to utilize the local Homeless Management Information System (HMIS) to track and report client information for individuals who are at risk of homelessness or who are homeless. A high level of data quality is required. The Ending Community Homelessness Coalition (ECHO) currently serves as the local HMIS administrator.

Requirements Include:

- All settings for client records will be in accordance with HMIS policy in order to reduce duplication of records and improve service coordination
- HMIS user licenses must be purchased for staff entering data into City-funded programs (may use City funds for licenses)
- Organizations must have an ECHO HMIS Memorandum of Understanding
- Data quality report(s) submitted monthly with a rating of "Excellent" or "Acceptable"
- Participation in Annual Point-in-Time Count, Annual Homeless Assessment Report (AHAR), and other required HUD reporting
- Participation in the required annual training for each licensed user as well as attendance at required City-sponsored training(s) regarding HMIS and CTK ODM System

Periodic reporting to the City will include levels of compliance with all requirements listed above as well as any feedback regarding the HMIS system.

If data quality reports fall below minimum standards, payments may be withheld until reports improve to "Excellent" or "Acceptable" ratings.

These requirements also pertain to all Subcontractors serving people who are homeless under this agreement.

Mid-Month Reimbursement Option for Direct Financial Assistance

Background

Best Single Source Plus (BSS+) is a large collaboration program with thirteen partnering agencies. One of the primary services offered to program participants is direct financial assistance for rent, utilities, mortgage, utility arrears, rental/mortgage arrears, moving costs, motel stays and other financial supports for preventing homelessness and rapidly re-housing individuals and families who have fallen into homelessness.

The City of Austin's HHSD awarded a 37-month contract to Caritas for BSS+ Collaboration with an annual budget of $3,330,907, and a total budget of $9,992,721. Of the annual budget, $1,834,814 (or 55%) is allotted for direct financial assistance. Caritas is the lead fiscal and administrative agent for the BSS+ Collaboration and is solely responsible for issuing checks totaling hundreds of thousands of dollars every month. Caritas has requested an option for faster reimbursement of the large amount of direct financial assistance expended each month. HHSD has agreed to pilot a mid-month reimbursement option for direct financial assistance expenditures for the BSS+ Collaboration program.

Process

The following process is patterned after the existing monthly payment request process for HHSD's social service contracts, found in Amendment No. 4 of Caritas' BSS+ contract. The following process does not replace any existing procedures; instead, this mid-month process is in addition to current procedures for monthly payment requests.

All direct financial assistance checks issued on behalf of participants enrolled in the BSS+ Collaboration program dated the 1st of the month through the 20th of the month are eligible for inclusion in a mid-month reimbursement request. **Only direct financial assistance expenditures are eligible for mid-month reimbursement.** The payment request and expenditure report may be submitted to the City's Contract Manager beginning the 21st of the month and no later than the final day of that same month. Payment to the Contractor shall be due thirty (30) calendar days following receipt by City's Contract Manager of Contractor's fully and accurately completed "Payment Request" and "Expenditure Report", using the forms shown at https://www.ctkodm.com/austin/. The Contractor shall use the *Mid Month BSS+ Collaboration* program name when creating and submitting forms at https://www.ctkodm.com/austin/.

Caritas must provide the City with supporting documentation for each mid-month payment request including, but not limited to, a check ledger from Caritas' financial management system. This documentation should be uploaded into the expenditure report, as is currently the practice.

The City retains right of final approval of any supporting documentation submitted before a Payment Request is approved for processing. Failure to provide supporting documentation acceptable to the City may result in delay or rejection of the Payment Request. The City reserves the right to modify the required supporting documentation from time to time, as needed.

The City reserves the right to cancel this program at any time provided thirty (30) days written notice to Caritas.

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

Program Goals And Objectives

1.Program goals and objectives:
•The Summer Learning Program provides both care and educational enrichment to help eliminate the educational fade-out that affects children who are out of school for long periods of time and ensures young children are ready for kindergarten at the start of the new school year - a particularly crucial problem for low-income children. Approximately 250 Head Start children will be served in the Summer Learning Program.
•After School Care will be offered for Child Inc families who meet income and residency requirements. After School Care provides a structured and resourceful educational environment that invests in a child's development. The extended day keeps children safe and secure and provides enriching activities while their parents work.

Program Clients Served

2.Program clients served: Income eligible families with children ages three – five years. Eligible children will be from families that reside in Austin and/or Travis County and have a gross income of less than 200% of federal poverty guidelines. Child Inc. will give priority to Austin/Travis County HHSD Neighborhood Center child care referrals by making them a priority in the Head Start selection criteria.

Program Services And Delivery

3.Program services and delivery:
The Summer Learning Program provides effective, engaging interactions and environments that are the foundation for all learning in early childhood classrooms. This practice will be available during summer for families of working parents. Child Inc high-quality preschool includes:
•Well-organized classrooms feature consistent schedules, well-designed learning centers, established routines, and sensitive and appropriate guidance strategies.
•Social and emotional support means that teachers establish and promote a positive climate in their classrooms through their interactions every day.
•Instructional interactions and materials in preschool must support and extend children's thinking, problem solving, and conversational skills and vocabulary.
•Effective teachers support children's engagement by making concepts and skills salient, ask questions that encourage children to analyze and reason, provide the right amount of help, offer feedback that acknowledges children's attempts and motivates continued efforts, and provide high-quality language modeling.
•Classes will be conducted in Child Inc. centers on are state-licensed, accredited, or applying for accreditation from NAEYC, NAC, and /or Texas Rising Star. Classes will have no more than a 1:10 teacher ratio during instructional time.
•Summer extended day services will be provided to eligible children and families from 7:30 am to 5:30 pm, Monday – Friday, for a 40 day period beginning mid-June through early August.
•The summer program will serve children, ages 3 through 5 years old, enrolled in Head Start, prospectively enrolled in the next service year, or are City of Austin income and resident eligible. Priority will be given to working parents.

After School Care will provide the additional 4 hours of care and will enable working families to stay at their jobs while their children receive the same quality care. The program is modeled to follow the Standards as noted in the TX POST guidelines as it relates to quality early childhood development. Program services include:
•After school services will be provided by EAC to Child Inc Head Start families who qualify for EAC and CCS per a Memorandum of Agreement between EAC and Child Inc.
•EAC services will be available at selected sites from 2:00 to 6:00 pm on all days that Child Inc. centers are open. Child Inc. follows the Austin ISD school calendar/schedule. EAC will maintain its own state license at each site. Sites: Brodie, William Cannon, Fountain Plaza, Forbes and Cedar Bend. Sites may vary based on family demographic need.
•Child Inc will pay a fee to EAC based on a daily rate of $5.076 per child for 178 service days serving a maximum of 166 children for the contract year.
•Eligible children will be from families that reside in Austin and/or Travis County and have a gross income of less than 200% of federal poverty guidelines.
Attendance for both programs will be monitored daily and Child Inc. will communicate with the parent if any children are absent 3 or more consecutive days. Clients shall be dropped from the City funded portion of the program if children are not attending regularly. If no contact is made by the 5th consecutive day of absence, billing to the City will end. Billings for more than 5 consecutive days of absence must be documented, and will include reasons(s) for the absences.

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

System for Collecting and Reporting Program Data

4.System for collecting and reporting program data: Child Inc utilizes Child Plus, professional management system as well as City of Austin required reporting tool. Our policies include stringent client intake, data management, security, and reporting. Child Inc will monitor subcontractor, Extend A Care programming at Child Inc sites. The monitoring plan includes:
•Use of an eligibility form documenting income as well as residency requirements.
•Internal review of family files by Center Directors on a Monthly Basis.
•Child Inc meets with Extend A Care administrators twice per year to review program effectiveness and procedures to ensure quality. Program improvement plan provided.

Performance Evaluation

5.Program Evaluation Plan:
oTeaching Strategies Gold will be used for child assessment, evaluation and follow up.
oChild Inc and EAC will work collaboratively to monitor the afterschool program. Program effectiveness, evaluation, oversight and program improvement will be monitored by both Child Inc and EAC to ensure delivery of quality services. Partners will meet three times per contract year to assess program.
oExtend-A-Care for Kids obtains a license for each program from the Child Care Licensing division of the State of Texas Department of Family and Protective Services (DFPS) and operates each program which meets or exceeds the Minimum Standards for Child-Care Centers and/or School-age and Before or After-School Programs. DFPS makes unannounced monitoring visits through the year to ensure that Extend-A-Care meets the standards. All of Extend-A-Care's programs are in the highest standings with TDFPS. This means that Child Care Licensing monitors the EAC facilities only once out of a 10-month period.
oExtend-A-Care's certified Youth Program Quality External Assessors, through The Weikart Center for Youth Program Quality, provide Youth Program Quality Assessments (PQA) to evaluate categories which include safe environment, supportive environment, interaction, engagement, youth-centered policies and practices, high expectations for youth and staff and access. Assessments are conducted at least twice a year.
oExtend-A-Care utilizes the National AfterSchool Association's Core Knowledge and Competencies for Afterschool and Youth Development Professionals and National AfterSchool Association's Standards for Quality School-Age Care to assess the programs. In addition, twice-per-year Center Visit Quality Reports are made by licensed center directors employed by EAC who perform unannounced visits on another center director's program.
•Performance evaluation: Benchmark Beginning of the Year Assessment and Conduct End of Year Assessment

Quality Improvement

•Quality Improvement: Provide necessary supports for children not advancing at the appropriate level.
•Conduct parent satisfaction surveys for review and program improvement.

Service Coordination with Other Agencies

6.Agency Service Cooperation and Collaboration:
•Service Cooperation with Other Agencies: Coordination with Extend A Care (subcontractor) also provides an established source of CCS income that covers the majority of program expense. This arrangement provides the efficiency needed to provide after school care for working Head Start parents at minimal cost to Child Inc, the City, EAC and parents.

Service Collaboration with Other Agencies

•Service Collaboration with Other Agencies: We have ongoing working collaborative relationships with numerous Travis County organizations and non-profit agencies such as: Austin Independent School District, Manor ISD, Pflugerville ISD, Del Valle ISD, Safe Place, Any Baby Can, Early Childhood Intervention Services, Austin Child Guidance Center, Easter Seals Central Texas, Connect Care, Travis County Health & Human Services Commission, and Travis County Integral Care.

Community Planning Activities

7.Description of agency's involvement in community planning activities that are specific to the services provided under this program:

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Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

Child Inc is an active participant in United Way's Success by Six initiatives and School Readiness Action Plan. Our executive director is a member of the City's Early Childhood Council. Child Inc is a member of One Voice Central Texas, the Austin Chapter of NAEYC and numerous state and national planning and advocacy groups. Various professional within our staff are members of professional organizations related to their specific areas of expertise and management.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	416	387	387	1190

Outcomes

ID	Outcome Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
	Number of youth served who progress to the next academic level	225	225	225	675
4B	Total number of youth who received services	250	250	250	750
	Percent of youth who progress to the next academic level	90	90	90	90
	Number of Parents Satisfied with After School Care	150	150	150	150
	Number of Children Served with After School Care	166	166	166	166
	Percentage of Satisfied Parents	90.36	90.36	90.36	90.36
	Number of Parents Satisfied with Summer Learning Program	225	225	225	225
	Number of Children Served in Summer Learning Program	250	250	250	250
	Percentage of Satisfied Parents	90	90	90	90

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 / Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$0.00	$0.00	$0.00	$0.00
General Operations Expenses	$0.00	$0.00	$0.00	$0.00
Program Subcontractors	$150,000.00	$150,000.00	$150,000.00	$450,000.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$150,000.00	$150,000.00	$150,000.00	$450,000.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$281,250.00	$281,250.00	$281,250.00	$843,750.00
Direct Assistance SubTotal	$281,250.00	$281,250.00	$281,250.00	$843,750.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$431,250.00	$431,250.00	$431,250.00	$1,293,750.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

General Op Expenses

Program Subcontractors

Extend A Care After School Care at Child Inc Centers
Daily Rate of $5.076 for 178 Service Days
Output: 166

Staff Travel

Conferences

Food and Beverage

Financial Assistance

Other Assistance

Summer Learning Program for Children Ages 3-5
Daily Rate Per Child $28.125

Capital Outlay

Created 4/23/2015 11:48:00 AM Last Modified, If Applicable 4/27/2015 10:22:00 AM

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Extend A Care

	1	2	3	Contract Term
Unduplicated Count	166	166	166	166
Amount	$150,000.00	$150,000.00	$150,000.00	$150,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

After School Child Care Services to be held at Child Inc. Head Start centers.

Created: 5/7/2015 12:25:00 PM *Last Modifed, If Applicable:* 6/3/2015 2:14:00 PM

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A-COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 8 day of June, 2015

CONTRACTOR Child Inc.

Authorized Signature [signature]

Title Executive Director

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

Program Goals And Objectives

Case Management: Communities In Schools of Central Texas' (CIS) mission is to surround students with a community of support, empowering them to stay in school and achieve in life. While CIS' ultimate goal is that students graduate from high school and are fully self-sufficient, the immediate priority is for CIS staff to be a safety net in Central Texas' most impoverished neighborhoods, working to ensure students are safe and progressing toward graduation. CIS plans to address the Self-Sufficiency Goal of "Safety Net Infrastructure" by providing 1) comprehensive mental health and case management services with high need youth, 2) short-term crisis intervention and basic needs assistance with youth and families in crisis, and 3) child abuse prevention education and violence prevention strategies taught to young children.

Through the provision of school-based counseling and case management, clients will reduce a variety of negative behaviors (e.g., fewer fights with peers, less conflict with teachers or campus administration, reduced truancy, less delinquency in the community, fewer behaviors related to unmet mental health needs, reduced school drop-out) and increase many positive behaviors (e.g., improved communication skills, increased ability to respond appropriately to conflict, improved attendance, improved academic performance, increased grade promotion).

Pebble Project: The CIS Pebble Project prevents child abuse and neglect by empowering children to contribute to their own safety through recognizing abusive or dangerous situations, resisting abuse, and telling a trusted adult if they have been abused. The CIS Pebble Project also identifies youth experiencing abuse and the subsequent swift intervention leads to a reduction of sexual and physical abuse in the community. The CIS Pebble Project presentations effectively teach children concrete skills and strategies that lead to increased ability to identify abusive behaviors, improved ability to respond appropriately if witnessing or experiencing abuse, and increased confidence in promoting safety for youth in the community. For youth and adults receiving child abuse prevention education services, our goal is that participants demonstrate an acquisition of skills as evidenced by ratings on a post assessment administered several weeks after the presentations.

Program Clients Served

Case Management: The Texas Education Agency (TEA) has identified more than 100,000 students in Central Texas to be "at -risk" for school dropout because they have repeated one or more grades, failed a standardized test, have limited English proficiency, are homeless or in foster care, are pregnant or parenting, or have been set back academically by other challenges. Although all students are eligible to receive CIS services, efforts are focused on students from pre-k to 12th grade who are considered the most at risk for school dropout. School personnel, family members, and individuals from the community refer students to CIS who are showing cause for concern or exhibiting dysfunctional behaviors. CIS plans to serve the following communities with case management and crisis intervention services:
North Central Austin:(78752, 78757, 78758) Barrington ES, Wooten ES, Wooldridge ES, Webb MS, Burnet MS, Lamar MS, Lanier HS, Reagan HS
Northeast Austin: (78723, 78724, 78753)Jordan ES, Hart ES, Andrews ES, Harris ES, Pecan Springs ES, Volma Overton ES, Gus Garcia Young Men's Leadership Academy, Dobie MS, Bertha Sadler Means Young Women's Leadership Academy, LBJ HS
Central East Austin: (78702, 78721)Blackshear ES, Oak Springs ES, Zavala ES, Norman ES, Sims ES, Martin MS, Kealing MS, Eastside Memorial HS, Garza Independence HS
Southeast Austin: (78741, 78744, 78748)Widen ES, Allison ES, IDEA Allan Academy, IDEA Allan College Prep, Linder ES, Perez ES, Langford ES, Rodriguez ES, Paredes MS, Mendez MS
South Central Austin: (78704, 78745)Becker ES, Dawson ES, Bedichek MS, Fulmore MS, Ann Richards School for Young Women Leaders, Crockett HS, Travis HS

Pebble Project: CIS will provide Pebble Project presentations on each of the elementary campuses listed above as well as several other high need elementary schools in Austin ISD.

Approved Client Eligibility Exception
An exception to the City of Austin Client Eligibility and Residency Documentation Requirements is approved under this contract.
CIS intentionally targets schools for case management and Pebble Project services that have a high percentage of students participating in the federal free and reduced lunch program (i.e., low socio-economic status). To participate in this program, families must fall below 130% of FPIG for free lunch and 185% of FPIG for reduced lunch. This determination is made by

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

Austin ISD school officials and documentation concerning this determination is collected and maintained by the school district. CIS does not collect specific family income for students served. All students on a designated campus are potentially eligible to be served with CIS case management services; however CIS will only report those students receiving case management services who are participating in the federal free and reduced lunch program as verified by Austin ISD. Also, CIS Pebble Project presentations are provided to every student in an entire classroom or in a particular grade level regardless of federal free and reduced lunch participation. Similarly, students must reside within the City of Austin and/or Travis County to attend an Austin ISD campus. This verification is determined and maintained by Austin ISD school officials. All clients reported to the City of Austin will reside within the City of Austin and/or Travis County jurisdiction because CIS is only serving schools within Austin ISD for case management and Pebble Project services with City of Austin funding.

Program Services And Delivery

Case Management: CIS will provide comprehensive mental health and case management services directly on the public school campuses identified above. Each campus site will be staffed with at least one full-time CIS social service professional (i.e., Program Manager) who will develop a CIS team to provide and coordinate an array of case management services tailored to meet the individual needs of referred students. CIS staff will accept student referrals from any source including school personnel, parents, students, and law enforcement. Students are referred for CIS services because they are in crisis or because they are not experiencing success at school due to non-academic challenges they are experiencing at school or in the community. Once a student has been referred to CIS, staff will conduct an in depth needs assessment and seek to determine issues underlying the presenting problems that prompted the referral to CIS. While the referral reason is frequently concerns about a particular behavior (e.g., disengagement, acting-out, truancy, self-harm), our experience has shown that the great majority of students referred to CIS have multiple issues that they are grappling with (e.g., grief and loss issues, chronic abuse, neglect, health and mental health issues, substance abuse, unstable housing, incarcerated loved ones, etc.). CIS staff and the student will set treatment goals and will design a tailored service plan that will incorporate one or more of the following interventions: individual counseling, crisis intervention, therapeutic support groups, life skills building activities, basic needs assistance, home visits, parent engagement activities, assistance identifying and accessing community resources, mentoring, tutoring, and enrichment services. CIS staff on each campus maintain a caseload of students receiving ongoing case management services (typically 100 students per campus) and students are served before, during and after school depending on the service provided. CIS staff try to schedule services on a consistent basis (i.e., weekly anger management group), but because they work full-time on campus, CIS staff are able to be available if students are in crisis or need additional support between sessions. CIS staff actively monitor students' academic performance, attendance, and discipline and quickly intervene if problems are identified before they escalate. Additionally, CIS staff are available to provide short-term crisis intervention and basic needs assistance to any students on campus who need this support. In these situations, the students do not warrant ongoing services from CIS once the immediate need has been resolved.

Within the CIS case management approach, CIS will utilize several innovative programming strategies that target specific client issues or vulnerable client populations. Through the SmartKids program, CIS targets students living in four of the largest Housing Authority of the City of Austin (HACA) public housing sites with case management services, counseling, and after school tutoring and enrichment activities on the HACA property. Similarly, the XY-Zone program engages at-risk male high school students in a "positive brotherhood", and provides them with individual and group counseling, mentoring, case management, leadership development, and opportunities to serve the community. CIS utilizes its large AmeriCorps program to provide tutoring services, mentoring, and service learning opportunities for high needs students at elementary and middle school campuses served. CIS also leverages the services of over 500 university interns and community volunteers who provide mentoring, supportive guidance, tutoring and academic and attendance monitoring. In addition to providing direct services, CIS identifies community resource providers who can address particular student needs and will either assist in connecting the student with this resource in the community or help to facilitate the provider's work on campus. By working with other providers and community resources, CIS can maximize the reach of the program and ensure that as many students as possible receive the individualized services they need.

Pebble Project: CIS will continue to keep children "safe, strong, and free" through providing school-based workshops and community education aimed at preventing child abuse as part of the CIS Pebble Project. At the elementary school level, staff deliver one-hour workshops to individual classrooms using the International Child Assault Prevention Project, an interactive, drama-based curriculum. Presentations are offered in Spanish and English and address bullying, stranger danger and unwanted touch from adults. They also empower children to identify potentially dangerous situations, resist becoming victims of violence and report concerns to trusted adults. Pebble Project staff schedule these classroom presentations so that they will present to two entire grade level cohorts on the school campus (typically 2nd and 4th or 3rd and 5th) so that information is reinforced over time. These presentations are engaging and frequently lead to students' disclosure of past or current abuse. CIS Pebble Project staff make time at the end of every presentation for students to talk privately about what they are experiencing and make referrals to CIS Program Managers, school counselors, Child Protective Services, or the Austin Police Department as needed and appropriate to support the student.

System for Collecting and Reporting Program Data

Case Management: CIS uses a comprehensive database developed by the Texas Education Agency, Communities In Schools Tracking Management System (CISTMS), to track student demographics, assessments, treatment plans, services provided, progress information and treatment outcomes throughout the year for all students receiving case management services. CISTMS is a web-based system and CIS staff enter all client information directly into the system from their campus offices. Staff are required to document all service information within 24 hours of delivery. CIS staff conduct an extensive assessment of each student referred for services, incorporating a variety of data including feedback from teachers and school administrators, student report cards, attendance reports, discipline records, and feedback from parents and the students themselves. CIS staff have immediate access to Austin ISD online student data systems (e.g., TEAMS, eCST) to access student data in real time to capture demographic information and to inform assessments, monitor student progress, and determine outcomes. CIS staff document all student demographic information, assessments, treatment plans, service logs, progress monitoring, and outcome information into the CISTMS database throughout the year and can easily generate reports to monitor progress toward treatment goals, identify trends, and report to funders and other stakeholders. Additionally, CIS staff use the CISTMS database to record crisis intervention services provided to any students on campus and also maintain sign-in sheets in the CIS office. CIS administrative staff generate reports directly from CISTMS to report program data to the City of Austin.

Pebble Project: As CIS Pebble Project staff make classroom presentations, they count the number of students and adults participating and also collect a survey from a sample of child and adult participants that includes the participant's name. These totals are recorded on a spreadsheet and used to calculate totals for reporting. Pebble Project staff collect a survey following the workshop to determine if students have increased their skills to avoid and report victimization and this information is also entered into the spreadsheet and used for reporting. Staff also track the number of students who speak privately with the Pebble Project after the presentation and the number of children referred to CIS Program Managers, school counselors, Child Protective Services or the Austin Police Department. Demographic information is determined by multiplying the number of children in presentations at each school by the percentage of students of each racial and socioeconomic category. The information for each school is then entered into the Excel spreadsheet and summarized quarterly.

Performance Evaluation

Case Management: Each student who receives case management services will set personal goals that are included in the service plan and the achievement of those goals is monitored by the CIS Program Manager. CIS staff maintains extensive documentation of intake information, treatment plans, and service data, including the number of service hours provided to each client, in order to closely monitor students' progress throughout the year. CIS staff utilize school district student data systems and are in close contact with teachers to ensure students are attending class, behaving appropriately, and completing required work. Students can be monitored up to several times a day depending upon their intervention needs. With this timely information, CIS staff members are able to provide real-time interventions when a student is not attending class or falling behind academically. Staff intervene quickly if any concerns arise and involve parents and school personnel immediately so that problems are addressed before they escalate.

CIS uses actual student performance data to determine progress toward program goals. CIS staff reference students' report cards directly to determine if a student has been promoted or retained at the end of the school year. Outcomes are also measured through other objective data sources such as discipline referrals, school attendance records, and teacher feedback. Because CIS is helping students to eventually graduate, one of the primary measurable goals of our work each year is if students receiving case management services graduate from school or are promoted to the next grade level.

Pebble Project: CIS Pebble Project staff use results from pre/post surveys administered to student and adult participants to determine if they improved life skills and/or knowledge.

Quality Improvement

Case Management: The use of data is paramount in the CIS case management process as a tool to inform work with individual students but also to determine programmatic effectiveness. CIS' Chief Program Officer and Data Quality and Standards Coordinator oversee the monitoring of service documentation at all campus sites and utilize supervisors in the monitoring and intervention plan through their regular supervision meetings. CIS has also dedicated a staff position to work directly with campus staff who need assistance in developing efficient documentation systems and to also assist with monitoring and compliance oversight. Each day, campus staff enter student service and outcome data directly into the database, therefore allowing caseloads, quantity and types of service delivered, and progress to be monitored. Desk reviews are conducted weekly by the Data Quality and Standards Coordinator and error reports are run regularly to identify potential areas of concern. Supervisors do on campus monitoring of record keeping systems regularly and provide feedback to the campus staff to ensure corrections are made. As part of regular supervision, supervisors review identified issues and provide corrective interventions.

Additionally, CIS collects stakeholder surveys from case-managed students, parents, faculty members, and school administrators on every campus receiving case management services. This information is reviewed by campus staff and supervisors and is used to modify and improve CIS programming. This information is reviewed as part of staff members' annual performance review and is taken very seriously. CIS also regularly collects feedback from our own staff concerning ways to improve performance and achieve better efficiencies.

Pebble Project: CIS Pebble Project staff thoroughly evaluate data collected from students and adults on post surveys in order to ensure quality programming. They debrief each workshop session and offer feedback to one another to improve effectiveness. They also collect surveys from school staff who evaluates each individual workshop and this data is closely reviewed in order to ensure that the programming is effective.

Youth Program Quality: a. Minimum Standard Operating Procedures shall be maintained by Communities In Schools of Central Texas for its summer and afterschool programs. The Procedures shall be submitted to the City for review and approval by the City prior to any reimbursements being made under this contract. Changes or alterations to the Procedures after City approval shall be provided to the City for review and approval within 10 business days of the change.
b. Communities In Schools of Central Texas shall work to align its program quality with the criteria of the Texas Partnership for Out of School Time (TXPOST): Texas Standards of High Quality Afterschool, Summer and Expanded Learning Programs for each program site funded by the City. A plan including specific goals and timelines shall be submitted to the City for review and approval by December 31, 2015.

Service Coordination with Other Agencies

CIS staff complete a comprehensive Campus Needs Assessment prior to each school year in which available resources and service providers serving the campus are identified. CIS staff use this information to develop a Campus Service Plan for the year and target identified gaps in service and students' needs that are not being fully addressed by others. Because the assessment includes input from a variety of campus and community stakeholders (e.g., principals, teachers, parents, students, providers), CIS staff are well informed about the work of others on campus and can ensure that services are not duplicated or unnecessary.

The CIS case management model is grounded in the idea that the resources to address many of the barriers to students' success can be found in the community, but can be more accessible and effective if made available to students on the school campus. For this reason, CIS actively seeks community providers to address specific identified needs and coordinates with dozens of agencies and service providers each year, ensuring those services are accessible on campus. This often involves coordinating providers' access to students during the day, providing meeting space, making referrals, and providing follow-up services. Agreements are secured at the campus level between CIS staff and providers that outline expectations, timeframes, and limitations.

CIS has a demonstrated track record of strong collaboration with other community providers and partners and has consistently utilized these relationships to benefit clients. CIS has formal program collaborations with numerous community organizations including: Austin Community College, Child, Inc., GEN Austin, Goodwill Industries, LifeWorks, Literacy Coalition, Meals on Wheels and More, SafePlace, Seedling Foundation, Workforce Solutions, and YWCA. These formal relationships allow for a coordinated service delivery model and ensure that appropriate services are efficiently matched with clients most in need.

Service Collaboration with Other Agencies

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

N/A

Community Planning Activities

CIS has taken an active role in planning and organizing with the community to ensure sufficient supports are in place and that youth and families thrive. CIS staff serve in leadership roles in several formal community planning groups including the Children and Youth Mental Health Planning Partnership, Success By 6, Project HOPES, Joint Subcommittee Mobility Task Force, the Children's Optimal Health Board, the Mentoring Advisory Council, One Voice Central Texas, and Ready By 21. As a school-based organization that provides mental health services to students, we have earned the trust of the teachers and administrative staff in the school districts we serve and have been actively involved in helping school districts craft effective crisis response protocols and procedures. The Central Texas community views CIS and its leadership as experts in the field on youth development, children's mental health, social service delivery and education.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	1060	1060	1060	2726

Outcomes

ID	Outcome Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
	Number of youth served who progress to the next academic level	4104	4104	4104	8742
4B	Total number of youth who received services	4560	4560	4560	9712
	Percent of youth who progress to the next academic level	90	90	90	90.01
	Number of individuals provided child abuse prevention information who complete a pre/post survey demonstrating improved life skills and/or knowledge	2123	2123	2123	6369
	Total number of individuals provided child abuse prevention information who complete pre/post survey	2358	2358	2358	7074
	Percent of individuals provided child abuse prevention information who complete pre/post survey who demonstrate improved life skills and/or knowledge	90.03	90.03	90.03	90.03

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

Created: 4/28/2015 11:33:00 AM *Last Modified, If Applicable:* 6/9/2015 2:30:00 PM

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

Created: 4/28/2015 11:33:00 AM *Last Modified, If Applicable:* 6/9/2015 2:30:00 PM

City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$463,480.00	$463,480.00	$463,480.00	$1,390,440.00
General Operations Expenses	$12,343.00	$12,343.00	$12,343.00	$37,029.00
Program Subcontractors	$0.00	$0.00	$0.00	$0.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$12,343.00	$12,343.00	$12,343.00	$37,029.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$0.00	$0.00	$0.00	$0.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$475,823.00	$475,823.00	$475,823.00	$1,427,469.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

Salaries and fringe benefits for direct service and administrative staff; fringe benefits include FICA,SUI, Worker's Comp, Health Insurance, Retirement, Life, AD&D, EAP.

Positions: Campus Program Managers (42); Campus Level Directors (ES,HS,MS) (4);Program Coordinator (1); Prevention Education Specialist (3); CEO (1); CFO (1); Accountant (1); CHRO (1); HR Associate (1); Dir IT (1); Receptionist (1)

General Op Expenses

Amounts are estimates.
Staff mileage within county $2,000 to provide client services, attend training, etc.
2. Staff training within county $120 related to services to clients and related skills development
3. General liability & property insurance, crime policy, etc. $240
4. Audit $480
5. Program supplies $3,103
6. Central office rent $5,760 for direct service & administrative staff
7. Telecommunications $480 for internet & telephone services
8. Postage $60
9. Copier $100

Program Subcontractors

Staff Travel

Conferences

Food and Beverage

Financial Assistance

Other Assistance

Created 4/28/2015 11:30:00 AM Last Modified, If Applicable

Program Budget and Narrative

Capital Outlay

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 2nd day of June, 2015

CONTRACTOR Communities In Schools
Authorized Signature [signature]

Title CEO

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

Program Goals And Objectives

The goal of this program is to provide essential health services for lower income people with disabilities as well as connecting clients with services to meet their basic needs. ESCT provides a variety of services which include: accessible home modifications and affordable housing; case management and care coordination; job training and support; parenting education and support; audiology services; early childhood intervention; independent living skills and support.

Program Clients Served

Easter Seals Central Texas' program's target population includes persons of all ages, who are residents of Austin with any physical, intellectual, emotion, and/or mental disability. Clients are low-oncome individuals and families as defined by Federal Poverty Level guidelines of at or below 200% FPL

Program Services And Delivery

• Housing Service - Provides rental and utility assistance, down payment assistance and accessibility modifications. All services are provided at all times, funding permitting, to low income individuals with disabilities or families of someone with a disability. ESCT Housing Services staff works with government housing agencies, private lenders, realtors and other organizations to offer funding for down payment assistance. In addition, ESCT has partnerships with local contractors to provide accessibility modifications to homes at no cost to the home owner. Through contracts with TDHCA, ESCT offers rental assistance vouchers for income eligible individuals with disabilities.
• Early Childhood Intervention (ECI) — The Easter Seals Central Texas Early Childhood Intervention (ECI) program serves babies and toddlers, aged birth to 36 months, with developmental delays or disabilities. Easter Seals' staff of early childhood specialists, therapists, social workers, and other professionals work in homes, childcare facilities, and other community settings to conduct evaluations and provide therapy and case management services to children and their families. Service coordination with other agencies is provided at no cost and is an essential component for integrating services around family-centered goals. Services offered through ECI are: developmental services, physical, occupational, and speech therapy, family education, counseling services, screenings and assessments, and activities to prepare children for the "next step" in their development. Families and staff work as a team to develop individualized plans of care for children and their families. ECI services are delivered Monday through Friday, times vary based on client need and staff availability.
• Employment Services—Provides professional development and job placement through wrap around services such as counseling, case management, digital literacy, and employment training. Employment consultants work with clients who have been referred by DARS and local businesses to match our clients with a job. Employment Consultants also provide follow along support for clients who have been stable in their job for more than 90 days. By offering work place support and continued contact with clients, the program strives to foster success in long-term employment. ESCT also has an assistive technology lab where clients have access to computers and assistive technology to gain computer skills and explore their community and expand their world via the internet. The lab is open during business hours.
• Parenting Services—The PST program includes supportive one-on-one sessions, group parent education, parent and sibling support groups, topic-focused workshops with expert presenters, monthly play groups and fun annual events. Each program area strives to implement evidence-based practices in areas where parents have identified a need exists. Additionally, the PST program collaborates with the Austin Independent School District to present the monthly Family Support Cooperative meetings throughout the academic school year. All programs are scheduled ahead of time and implemented by the Program Manager, Therapists as needed, and volunteers.
• Independent Living Services—ESCT's Independent Living program provides support to adults with disabilities with the goal of helping them maintain as much independence as possible in their chosen living arrangements. Classes are led by a Community Services Specialist or special guests and happen every Wednesday from 8am through lunch. The program is flexible and geared to the individual needs of clients. Independent Living Clients learn about various aspects of living independently, including fitness, wellness, social skills, digital literacy, cooking techniques and activities available to them in the Austin community. Clients in this program have direct access to transportation and Follow Along services to maintain employment.
• Audiology Services—At Easter Seals Central Texas, clients receive a diagnostic hearing evaluation, an assessment of communication needs, and a plan which may include referral for other rehabilitative services (e.g. speech therapy), medical evaluation, and/or assistive device fitting (including hearing aids). Easter Seals Central Texas offers state of the art hearing aids at a reasonable cost. All Audiology services are performed by licensed audiologists.

System for Collecting and Reporting Program Data

Created 3/27/2015 10:48:00 AM *Last Modified, If Applicable* 3/31/2015 4:17:00 PM

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

ESCT requires all clients complete intake forms to determine eligibility per City of Austin requirements. All ECI clients must have either a documented medical diagnosis on file or a documented developmental delay as determined by an inter-disciplinary team which includes a licensed therapist. Administrative support staff enters client information into a digital database and/or maintains a hard copy of the file. Client progress towards outcome goals is documented in the client files to be used during reporting periods.

Performance Evaluation

The Executive Team and the Board of Directors have agreed upon metrics for which the organization and each program should be measured against. These metrics are based on grants and contracts as well as well as our different program models. Metrics are gathered from program staff and turned in to the Executive Team each month to be input into our balanced scorecard template. The scorecard is updated monthly to show successes, progress, and areas in need of improvement. The current and all past scorecards are available for staff to view at any time. The executive team updates the Board of Directors quarterly on the progress of the organization and the board is able to address concerns and make recommendations at their meetings. Board recommendations are implemented by program staff with the support of the executive team.

Quality Improvement

Easter Seals Central Texas operates a Quality Improvement program that consists of utilization review, peer review, quality assurance, and quality improvement. As soon as any issues in strategy or service delivery are noted, they are taken to the Utilization Review Committees, Executive Team, or Board of Directors. Any of the aforementioned groups will review issues, make recommendations in order to overcome the problem, and evaluate effectiveness of corrective actions.

Service Coordination with Other Agencies

Easter Seals Central Texas participates in many informal partnerships with other organizations such as Any Baby Can, Safe Place, local school districts, People's Community Clinic, Austin Transition Center, the Basic Needs Council, and other local agencies that provide on-going supports to better coordinate services for our clients and their families.

Easter Seals Central Texas has contracted with local, state, and federal government entities and local agencies including DARS, City of Austin, Travis County, Texas Councils for Developmental Disabilities, Accessible Housing Austin!, Texas Department of Housing and Community Affairs, TIBH (Texas Industries of the Blind and Handicapped), Texas Parks and Wildlife, UT Technology program and Capital Metro Transit Authority.

Service Collaboration with Other Agencies

N/A

Community Planning Activities

Easter Seals Central Texas Staff serve on a number of councils and committees including but not limited to: The Ending Community Homelessness Coalition (ECHO), Texas Nonprofit Council, Community Advancement Network, Intellectual & Developmental Disabilities Alliance of Central Texas, One Voice Central Texas, Health Benefits Task Force, Greater Austin Chamber of Commerce, Coalition of Texans with Disabilities, Greater Austin Hispanic Chamber of Commerce, Intellectual & Developmental Disabilities Work Group, Integrated Care Collaboration Travis-Williamson Service Committee, People's Community Clinic, GOALS Advisory Committee, Trauma –Informed Care Consortium, United Way Family Support Network, Connections Networking Austin, Williamson County Chamber of Commerce, Employment First Task Force, InterAgency Council.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2	Period 3	Contract Term
1	Total Number of Unduplicated Clients Served	1856	1025	1014	3695

Outcomes

ID	Outcome Measure Description	Period 1	Period 2	Period 3	Contract Term
	Number of households at risk of homelessness that maintain housing	77	77	77	231
1A	Number of households receiving assistance	85	85	85	255
	Percent of households at risk of homelessness that maintain housing	90.59	90.59	90.59	90.59
	Number of individuals increasing employment income	180	180	180	540
2Aii	Number of individuals exiting the program	225	225	225	675
	Percent of individuals increasing employment income	80	80	80	80
	Number of individuals making progress on their treatment plan goal(s)	1223	1223	1223	3669
3B	Number of individuals evaluated for progress on treatment plan goals(s)	1380	1380	1380	4140
	Percent of individuals making progress toward their treatment plan goals	88.62	88.62	88.62	88.62
	Number of individuals demonstrating improved life skill(s)	138	138	138	414
5B	Number of individuals participating in the activity	166	166	166	498
	Percent of individuals who demonstrate improved life skills	83.13	83.13	83.13	83.13

Created: 3/31/2015 1:42:00 PM *Last Modified, If Applicable:*

City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:
(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:
(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$334,245.00	$334,245.00	$334,245.00	$1,002,735.00
General Operations Expenses	$0.00	$0.00	$0.00	$0.00
Program Subcontractors	$0.00	$0.00	$0.00	$0.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$0.00	$0.00	$0.00	$0.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$0.00	$0.00	$0.00	$0.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$334,245.00	$334,245.00	$334,245.00	$1,002,735.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

Partial salaries for the following positions are included: Housing Program Director, Housing Program Manager, Parenting Program Manager, Parenting Bilingual Program Coordinator, Program Director, Employment Program Specialist, Community Program Manager, Community Program Specialist, Community Program Coordinator, ECI Service Coordinator and Audiologist

General Op Expenses

Program Subcontractors

Staff Travel

Conferences

Food and Beverage

Financial Assistance

Other Assistance

Capital Outlay

Created 3/31/2015 1:35:00 PM Last Modified, If Applicable

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

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(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

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(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

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City of Austin
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Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

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Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 2nd day of June, 2015

CONTRACTOR EASTER SEALS - Central Texas Inc.

Authorized Signature

Title CEO

Program Work Statement

Contract Start Date	9/1/2015	*Contract End Date*	9/30/2018

Program Goals And Objectives

Money Management:

The primary goal of the Money Management program is to ensure that all clients' basic needs, such as food, clothing, housing, health and behavior health care, are met. Another important goal is to ensure that all clients are free from abuse, neglect and exploitation. The objectives of the Money Management program are to screen and assess potential clients basic needs, help clients apply for and maintain benefits and entitlements and provide ongoing case management including budgeting, advocacy and coordination of services.

Counseling:

The goal of the Counseling program is to improve or maintain clients' mental health functioning. The objective of the program is to provide therapeutic counseling to seniors and their families.

Living Well! Collaboration:

The primary goal of the Living Well! collaboration is to help seniors and adults with disabilities maintain their dignity, independent living and housing stability and to ensure that they have their basic needs met. The objectives of the program are to provide a continuum of on-site services and supports, including service coordination and transportation, for residents at 9 properties housing seniors and adults with disabilities. Additionally, problem prevention will be addressed through the evidence-based fall prevention classes and fitness and nutrition classes offered on-site are included as a preventive physical health program.

Program Clients Served

Money Management:

The target population for the Money Management program is seniors, defined as age 55+, and persons over the age of 18 with disabilities who are at risk for abuse, exploitation, homelessness and premature institutionalization. The Money Management program specifically offers representative payee and fiduciary services to individuals who have been determined by a physician to be unable to manage their own finances. These are typically individuals who have developmental disabilities, chronic mental illness, traumatic brain injuries or dementia. They are vulnerable to financial exploitation or self-neglect and have a history of mismanagement of their benefits.

Counseling:

The target population for counseling services is seniors with mental health care needs or individuals who are Medicare-eligible that are unable to access counseling services in the community due to lack of mobility, lack of transportation and/or lack of funds.

Living Well! Collaboration:

The target population for this project is seniors, defined as persons age 55 and older, and adults with disabilities living in 9 residential communities in Austin specifically for older adults and persons with disabilities. These properties include four of the Housing Authority of the City of Austin's (HACA) public housing communities (Gaston Place Apartments, Lakeside Apartments, North Loop and Salina Apartments) as well as Lyons Gardens, St. George's Court, Oak Springs Villas and the Rebekah Baines Johnson (RBJ) Center. In addition, residents of Rosewood Courts, a property adjacent to Salina Apartments, will also participate in activities at Salina Apartments.

Program Services And Delivery

Money Management:

The Money Management program utilizes Case Managers who work with clients and other service providers to develop an individualized service plan that includes long and short term goals to maintain stability. Through service provision, the primary

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

focus is to receive and manage benefits, stabilize the budget and ensure basic needs are met. Money Management services including case management, bill paying, representative payee and fiduciary services.

When a client is referred to the Money Management program, a Case Manager conducts a needs assessment to determine the client's needs and goals, including determining eligibility for benefits and services, determining medical and behavioral health needs and determining if the client has safe and affordable housing. The Case Manager then develops a plan of care with the client which includes establishing and maintaining benefits that will improve their quality of life, linking the client with the appropriate health resources (medical care, behavioral health, vision, dental) and finding and maintaining appropriate housing for the client.

The Money Management program provides two levels of services: representative payee/fiduciary services and bill payer services. The difference between representative payee/fiduciary and bill payer services is that with representative payee/fiduciary services Family Eldercare is appointed by a governmental agency to receive benefits on behalf of the client. Bill payer services are voluntary and assist the client with managing and paying bills out of their bank account. Family Eldercare is authorized to receive and manage governmental benefits issued by the Social Security Administration, the Veteran's Administration and the Office of Personnel Management. Family Eldercare establishes and maintains representative payee accounts on behalf of the individual client in the name of the agency. Each client account is established separately. This service ensures that individuals with no other regular source of income receive a monthly stipend to pay for their personal needs and have their basic living expenses paid in a timely fashion, thus supporting their housing stability.

The program also provides bill payer services for clients who do not need a representative payee. Bill payer services help older and disabled individuals with tasks such as sorting bills, writing checks, mailing payments on time and balancing their checkbook.

Counseling:

Through the Counseling program, Licensed Clinical Social Workers provide individual in-home therapy for older adults at no out-of-pocket cost and to low-income clients.
Priority is given to those clients who need in-home counseling because they do not have the ability to go out into the community for appointments due to medical or transportation issues.

Interventions are designed based on a client's specific issues. The most common issues Family Eldercare counselors see are depression, anxiety and unresolved grief. Some clients also present with serious, persistent mental illness (e.g. bipolar disorder, PTSD, OCD) as well as mild cognitive impairment.
Counselors use assessment tools, treatment plans and assign independent activities (such as journaling) to help clients progress in their therapy. Family members may participate in counseling either with or without the client if it is deemed to be beneficial to the client.

Counselors generally see a client twice a month but this is variable; some clients have weekly sessions and some clients have sessions once a month. A typical session is 60 minutes.

Living Well! Collaboration:

The Living Well! collaboration will provide a continuum of on-site services and supports for 9 residential properties housing seniors and adults with disabilities. Service Coordinators assigned to each property, and supervised by Family Eldercare, will coordinate the various services and supports provided on-site through each collaboration partner. Full time service coordination will be provided on-site by Family Eldercare at 6 properties, Gaston Place, Salina/Rosewood and Oak Springs Villas will be staffed part time. Service Coordinators provide information and referrals and advocacy to residents at the properties, and coordinate activities and services provided on-site by collaboration properties. Service Coordinators provide case management, service coordination, and other services which facilitate senior independence and ability to age in place. Service Coordinators also coordinate with property staff and provide sensitivity training and training on other topics related to working with the senior and adults with disabilities population.

The menu of programs and services included in the Living Well! collaborative include art classes, creative writing classes, exercise and nutrition program, fall prevention program, aging and mental health education programs, transportation services, health care education and services. Living Well! programming at each of the sites will be organized in response to the needs and interests of residents, while also including a minimum of evidence-based classes and activities to address factors that impact premature institutionalization such as falls and mobility. These programs will be supplemented with regularly scheduled classes and activities that promote health and wellness, encourage learning and offer opportunity for socialization and recreation.

System for Collecting and Reporting Program Data

The Money Management program utilizes an Access database to capture program related data and demographic information for all clients. A series of queries have been created to extract data for output/outcome measures as well as demographics. Case Managers input data into the Access database and the Director of Money Management extracts the data for reporting to funding sources as well as to the Executive Director and Board of Directors. Program data is reported to the Chief Operating Officer and Board of Directors at least quarterly.

The Counseling program, as it is much smaller in scope, utilizes an excel spreadsheet to capture all demographic and programmatic data, including output measures. Counselors measure a client's progress using a number of standardized tools geared toward the needs of the older adult population. Some tools help assess the social, occupational and psychological functioning of a client. Other tools assess levels of depression. Some evaluation tools are adapted for use with clients with memory loss.
Outcome measures are reported from client case notes by counselors and aggregated by the Director of Housing and Community Services. The Director of Housing and Community Services reports the aggregated data to the Chief Executive Officer and Board of Directors at least quarterly.

The Living Well! Collaboration will utilize AASCOnline, a data management tool developed by the American Association of Service Coordinators that tracks all participant demographic information, needs assessments and activities. Outcome measures specific to a sub-contracted activity will be measured by the subcontracting agency and data will be submitted to Family Eldercare for incorporation in the overall program outcome reporting. Service Coordinators input data into the AASCOnline database and the Director of Housing and Community Services extracts and compiles the data for reporting purposes quarterly; these compilations of data are also reported to the Chief Executive Officer and Board of Directors at least quarterly.

Performance Evaluation

Family Eldercare has systems in place to measure program outputs and outcomes. Client outputs and outcomes are typically measured as part of the service planning process. Case Managers, Care Managers and Service Coordinators work with the client to develop an individualized service plan that includes long and short term goals. Staff visits with clients on a regular basis to review their progress with their individual service plan or resident care and community coordination plan. Most client service plans are reviewed quarterly.

Outcome data are kept in the client file and captured in agency client databases. Care managers and case managers participate in monthly case review meetings with their supervisor and also provide monthly reports to the Program Director. The Program Director is responsible for monitoring program results, implementing corrective action and keeping the Chief Executive Officer informed.

Additional data on client outcomes are collected through surveys of clients conducted annually. These surveys measure client satisfaction and the degree to which clients have gained knowledge or skills from the services provided. Surveys are conducted by both mail and telephone.

Quality Improvement

Family Eldercare utilizes data collected and analyzed by electronic data systems to identify problems in strategies and service delivery. Program data are provided to program directors who then review the data with the CEO so that corrective actions can be taken if necessary. Family Eldercare will ensure that the corrective actions are effective by continuing to measure the same outputs and outcomes to determine if an improvement has been made, and, if not, additional program modifications will be made.

Family Eldercare also identifies problems or other issues with service delivery through annual client surveys. All active clients are either provided with a written survey or are contacted by telephone and asked about client satisfaction. Survey results are used to identify any problems and ensure clients are receiving quality care from staff.

The Money Management program has independent volunteer monitors that monitor representative payee bank accounts every month to identify any irregularities. In addition, the Money Management program audits files for complete client information and appropriate case notes; approximately 10% of files are audited every month. Finally, the Director of Money Management provides intense supervision for all Case Managers once a month and provides ongoing, sometimes daily supervision to Case Managers for clients that are not stable. Problems or other issues in service delivery are identified and discussed in supervision and solutions to the issues are recommended. The Director of Money Management follows up with the Case Managers in order to ensure that the problems or other issues are appropriately addressed.

Service Coordination with Other Agencies

Money Management:

Family Eldercare coordinates with other agencies to provide comprehensive services to Money Management Program clients. Other agencies working with seniors and adults with disabilities such as Meals on Wheels and More and the Mary Lee Foundation provide client referrals to the Money Management program; Family Eldercare in turn refers Money Management clients for appropriate services provided by Meals on Wheels and the Mary Lee Foundation. The Money Management Program also receives referrals from and works cooperatively with agencies including but not limited to Austin Travis County Integral Care (ATCIC), Austin State Hospital, Department of Family and Protective Services, Social Security Administration, Veterans Affairs-Mental Health Intensive Case Management and Primary Home Care Program, Travis County Mental Health Public Defenders, Foundation Communities, Travis County Criminal Justice Planning, Downtown Austin Community Court, Front Steps, Aids Services of Austin and Caritas.

For clients who are co-enrolled with multiple service providers, Money Management Case Managers work closely with other providers involved to ensure client goals are achieved without duplication of efforts. This is accomplished by regular communication regarding client needs via phone, email and care plan meetings.

Counseling:

The Counseling program provides outreach to several agencies and organizations which make referrals to the Counseling program. These include Independent Living Centers and some Assisted Living Centers that do not have psychological staff on-site. They also include counseling providers such as The Samaritan Center, Senior Adults Specialty Health Care and Seton Mind Institute Behavioral Health Services. Family Eldercare also provides outreach to residential communities for seniors and adults with disabilities through Family Eldercare Service Coordinators. Organizations that serve homebound older adults and persons with disabilities such as Meals on Wheels and More also provide referrals to the Counseling program.

Service Collaboration with Other Agencies

Family Eldercare is the primary contractor for the Living Well! Collaboration. Family Eldercare will provide Service Coordination to clients at the participating residential properties and will provide financial and programmatic oversight of the project as well.

Family Eldercare will coordinate the project activities with the collaboration partners, ensuring that the activities are scheduled at appropriate times. Participating residents will access services from Family Eldercare and collaboration partners onsite at the residential properties.

Family Eldercare will subcontract with the following agencies to provide the service(s) listed:

•AGE of Central Texas (d/b/a Austin Groups for the Elderly) will provide "A Matter of Balance" evidence-based fall prevention classes at the properties.
•WeViva will provide exercise classes, nutritional classes and nutrition education activities at the grocery store for residents.
•Badgerdog, a project of the Austin Public Library Friends Foundation, will provide 8-week creative writing workshops at the residential properties. Workshops are led by professional writers trained as teaching artists to empower participants in the following ways: strengthening writing skills; creating original works of poetry, fiction and nonfiction; strengthening bonds between community members; and articulating and recording personal experience in meaningful ways.

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

•The Mobile Art Program will provide art activities and classes in a variety of mediums. The process of creating 'art' can reduce anxiety, allay fears, combat isolation and boredom--and most importantly, help people who are often viewed as representatives of their age and/or disease, rather than the unique individuals they are.
•HAND will provide transportation to each property based on resident need. A total of 16 hours of service will be provided each week and will be divided between the properties.

The National Alliance on Mental Illness (NAMI) will provide at no cost to the City educational trainings for staff working at the residential properties as well as educational presentations for residents.

Community Planning Activities

Agency program directors are members of various planning groups including the Intellectual and Developmental Disabilities Planning Partnership, the Indigent Care Coalition, the Aging Services Council of Central Texas and the task force for the Aging and Disability Resource Center. Family Eldercare also is a member of the Ending Community Homelessness Coalition and One Voice Central Texas.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	308	332	336	382

Outcomes

ID	Outcome Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
	Number of individuals obtaining or maintaining public benefits	407	451	497	497
2B	Number of individuals in program	428	475	523	523
	Percent of individuals who obtain or maintain public benefits	95.09	94.95	95.03	95.03
	Number of individuals who complete an educational program that improves their knowledge	262	262	262	341
5A	Number of individuals participating in the educational program	403	403	403	525
	Percent of individuals who complete an educational program and demonstrate improved knowledge	65.01	65.01	65.01	64.95
	Number of individuals with improved mental health status as measured on a standardized assessment	12	12	12	16
3A	Number of individuals "initially" evaluated with a standardized assessment	13	13	13	18
	Percent of individuals whose mental health status as measured on a standardized assessment improves	92.31	92.31	92.31	88.89

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$288,533.00	$288,533.00	$288,533.00	$865,599.00
General Operations Expenses	$0.00	$0.00	$0.00	$0.00
Program Subcontractors	$62,640.00	$62,640.00	$62,640.00	$187,920.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$62,640.00	$62,640.00	$62,640.00	$187,920.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$0.00	$0.00	$0.00	$0.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$351,173.00	$351,173.00	$351,173.00	$1,053,519.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

2.5 Money Management Case Managers; 0.2 FTE Director of Money Management; 2.0 FTE Service Coordinators; 1.0 FTE LCSW Counselor; 0.1 FTE Accounting Manager; benefits include health, vision, AD&D, limited life insurance, retirement, workers compensation and taxes such as social security, medicare and state unemployment taxes.

General Op Expenses

Program Subcontractors

Subcontracting partners are AGE of Central Texas, WeViva, HAND, Mobile Arts Project and Badgerdog. Each partner will be providing specific activities and services.

Staff Travel

Conferences

Food and Beverage

Financial Assistance

Other Assistance

Capital Outlay

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Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

AGE of Central Texas

	1	2	3	Contract Term
Unduplicated Count	30	30	30	90
Amount	$8,222.00	$8,222.00	$8,222.00	$24,666.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Evidence-based fall prevention classes.

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

WeViva

	1	2	3	Contract Term
Unduplicated Count	176	176	176	226
Amount	$14,000.00	$14,000.00	$14,000.00	$42,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Exercise classes, nutrition classes and nutrition education activities.

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Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Badgerdog (Austin Public Library Friends Foundation)

Unduplicated Count	70	70	70	110
Amount	$10,080.00	$10,080.00	$10,080.00	$30,240.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

creative writing workshops.

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Mobile Art Program

	1	2	3	Contract Term
Unduplicated Count	72	72	72	116
Amount	$11,438.00	$11,438.00	$11,438.00	$31,314.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Art classes and activites in a variety of media.

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

HAND

	1	2	3	Contract Term
Unduplicated Count	189	189	189	239
Amount	$18,900.00	$18,900.00	$18,900.00	$56,700.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Transportation for residents.

Created: 5/6/2015 12:58:00 PM *Last Modifed, If Applicable:* 5/6/2015 2:35:00 PM

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 25 day of July, 2015

CONTRACTOR Family Eldercare

Authorized Signature [signature]

Title CEO

Kent Herring

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

Program Goals And Objectives

Goodwill will address the primary self-sufficiency goal of Transition out of Poverty by increasing employment opportunities for disadvantaged persons to further self-reliance. The secondary self-sufficiency goal that will be addressed is Universal Support Services—counseling, education, and other support services that facilitate the ability to secure and maintain work. Collaborators Austin Community College and Capital Area Counseling will offer educational and mental health services to maximize the potential for employment success.

The primary Life Continuum category is Adults and Families. The Ready to Work Collaborative will improve the quality of life for low-income adults, many of whom have additional barriers such as criminal convictions, or are lacking skills, education, or literacy. Wraparound workforce development services facilitate placement and employment retention. Services include job readiness training, case management, skills training, mental health counseling, job placement and retention services.

Persons with Disabilities will increase their independence, dignity, housing stability, ability to meet basic needs, and self-reliance through employment through the Ready to Work Collaborative. The program will support jobseekers with disabilities with placement assistance, case management and connection with needed resources, job coaching, and counseling.

Program Clients Served

Goodwill's target population is people with barriers to employment who are living at or below 200% of Federal Poverty Income Guidelines (FPIG). Goodwill focuses on four populations within those income guidelines: people who are homeless or experiencing housing instability, people with disabilities, ex-offenders, and those lacking skills or education. The populations are Goodwill's identified organization priority populations, and the majority of the organization's current service population is composed of individuals within these groups.

More than half of the clients we will serve with these funds are anticipated to have a criminal history. Goodwill will leverage our established presence at the Travis County Correctional Complex, where many ex-offenders have participated in pre-release Job Readiness Training.

Goodwill maintains an electronic record of client eligibility, including initial and annual certifications, in the agency's Empowered Case Management (ECM) database as well as a hard copy file. Client files include initial and annual certifications, intake assessments and service plans, services provided to the client, demographics, employer/placement details, barriers, outcomes, and other relevant data.

Upon recertification for program eligibility, clients determined to have family/household income above 200% of FPIG, but equal to or less than 250% of FPIG, will be allowed to complete the services outlined in their current Individual Employment Plan as long as income does not rise above 250% of FPIG. No additional services or objectives may be added to the IEP after it is determined that the client is above 200% of FPIG. However, clients remaining under 250% of FPIG may be provided with post-employment follow-up services and employment incentives up to the maximum defined by the program. Clients determined to be above 250% of FPIG must be transferred to another funding source or released immediately at the time of determination.

Program Services And Delivery

tThe Ready to Work Collaborative will use the following strategies to generate lifelong connections to work:

•A comprehensive array of employment-related services supporting Central Texans to prepare for, secure, and maintain steady jobs.

•A family-strengthening model serving multiple life continuums provides holistic, wraparound supports.

•Client ease of access is maximized through co-located service provision embedded within other community nonprofits.

•Utilizes key collaborators and partners to achieve ambitious goals and best meet need.

•Provides individualized, highly-customized services that "meet clients where they are".

•Leveraging Goodwill resources, including infrastructure, social enterprise model, robust community networks and partnerships. Resources include educational opportunities such as vocational education through the Goodwill Career Academy and The Excel Center, Goodwill's adult dropout recovery charter school, which will allow individuals up to age 50 to earn a high school diploma.

•Focus not on only a job but a sustainable career—Goodwill's mission is to generate lifelong connections to work.

Services include: Assessment/Intake, Case Management, Career Readiness Training, Job Placement, Occupational Skills Training, Job Coaching, Mental Health Counseling, Work Experience, Financial Literacy, and Job Retention.

Goodwill will work with six (not directly funded) partners to implement Ready to Work:

Agency/EntityTarget Client Population

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

Foundation CommunitiesLow-income permanent supportive housing
Austin Resource Center for the HomelessHomeless shelter (males)
Salvation ArmyHomeless services (women and families)
SafepPlaceFamilies affected by domestic violence
Austin/Travis County Integral CarePeople with disabilities

Each of these agencies will offer space and resources to the Ready to Work Collaborative to house a Goodwill Case Manager/Employment Specialist who will assist clients of the host agency with completing training and preparing for, securing, and maintaining employment.
Goodwill will collaborate with two subcontracted agencies to ensure the needs of clients are holistically addressed: Austin Community College (ACC), and Capital Area Counseling. Goodwill's community-based approach to service provision emphasizes easy access for our clients, many of whom have transportation, child care, or other barriers.

Project activities:
Assessment/IntakeEnsures that clients are linked to the most appropriate services to meet their needs depending on eligibility requirements, client location, etc. A dedicated Intake phone line streamlines client access.
Case ManagementAssists participants with connection to necessary community resources, as well as resolving potential barriers to employment. Goodwill Case Manager/Employment Specialists develop the Individual Service Plan, a comprehensive analysis of each individual's knowledge, skills, and abilities, and potential career interests.
Career Readiness TrainingResume development, interviewing practice, career exploration, job seeking skills will prepare youth and adult participants for work. The Career Readiness Training (CRT) Boot Camp model was implemented in 2012 and includes modules on Career Guidance, Interviewing, Job Searching, Work Ethic, and Work Safety. As part of CRT, technology skills training will equip the client with marketable skills in computer applications such as Word, Excel, PowerPoint, email and internet. Career Readiness Training supports job retention by increasing client awareness of employer expectations such as appropriate attire, behavior, and communication styles.
Job PlacementLeverages Goodwill's employer network, consisting of thousands of local businesses, to help clients secure work. The Ready to Work Collaborative budget includes an Employer Developer position, who will establish employer hiring relationships. Goodwill also works closely with local employers to develop training to fill unmet workforce needs.
Occupational Skills TrainingSkills training through the Goodwill Career Academy equips participants with a marketable credential in a demand industry. Currently available credentials include PC Technician, Certified Nursing Assistant, Certified Apartment Maintenance Technician, HVAC Technician, Accounting/Bookkeeping, Administrative Assistant, Machinist, and Commercial Driver's License (CDL). In the next two years, Goodwill anticipates adding additional credentials based on industry demand and skill sets required by specific employers.
Job CoachingOne-on-one assistance offered to individuals who may require extra time and support to learn job duties, especially people with disabilities.
Mental Health CounselingAssists clients with addressing mental health issues that could affect employment. Capital Area Counseling has been providing low-cost, no-session limit psychotherapy for more than thirty years for adults, children, couples, and families. Issues addressed with Ready to Work clients through group and individual therapy will include depression, stress/anxiety, substance abuse treatment referral, trauma, and grief/loss.

Financial LiteracyCase Managers assist clients with completing the FDIC MoneySmart curriculum which includes modules in budgeting, saving, using credit wisely, avoiding predatory lending practices. These are crucial skills necessary to learning how to manage newly-earned paychecks and increase the financial stability of the family.
Job RetentionIncludes counseling and support for staying on the job and planning career advancement and educational goals. Maximizes the potential for success by assisting clients with resolving issues that could adversely affect employment retention.

Barriers that Goodwill expects to mitigate include:

• Difficulty placing people with criminal histories: Although Ready to Work has demonstrated success placing clients with criminal histories, this population still faces very limited employment options. This barrier will be addressed by working with participants to be able to effectively explain criminal histories, develop letters of explanation, and educate employers about available tax credits and bonding. Other Goodwill programs serving this population will be leveraged, including Fatherhood Works (funded by U.S. Health and Human Services) and Re-Integration Services for Ex-Offenders (RISE), funded by the U.S. Department of Labor.
•Significant disabilities may be a barrier for clients. For someone who may have never successfully held competitive

employment, placement will be challenging to obtain. For individuals with significant disabilities, accepting an entry-level position may not immediately result in raising the family out of poverty, but may be a very important milestone for that person. The individual can then build a work history, learn hard and soft skills, and be introduced to career options. For any client enrolled in the program, retention services will include planning for advancement and long-term career options, with a focus on professional growth. The proposed Bridge program, which is embedded within the Ready to Work Collaborative strategy, will provide the intensive support clients need to get connected to the Department of Assistive and Rehabilitative Services (DARS) and other service to support the long-term goal of attachment to work and, eventually, a career.
•Lack of education/marketable skills is also a significant barrier faced by many clients. This barrier will be addressed through the provision of the accessibility of Goodwill's charter school, and the collaboration with Austin Community College that will offer clients the opportunity to earn a marketable certification

System for Collecting and Reporting Program Data

Goodwill has used the sophisticated, cloud-based Empowered Case Management (ECM) database since 2012. A key success is ECM's robust database design that allows custom reports to be developed that can access any data field relevant to the client's success. An identified challenge is keeping up with constantly changing needs; Goodwill has an Information Technology staff member specifically dedicated to ECM updates, technical support, and database management.
Each collaborator will be provided with a monthly report template, from which data will be reviewed and then entered by Goodwill staff into ECM on a weekly basis. Financial reports and reimbursement requests will also be submitted monthly. Project Coordinator will provide leadership and have reporting responsibilities.

Performance Evaluation

•Performance evaluation:
Goodwill uses ECM to generate daily, weekly, monthly, and annual reports, which are analyzed to ensure that program and service objectives are on track. Goals tracked by ECM are carried over to Goodwill's most critical performance management tool, our Balanced Scorecard (BSC) which is assessed by Goodwill's Board and leadership on a monthly basis. Goals are color-coded to indicate whether they have achieved target, have not achieved target, or are in danger of not meeting target. Goodwill also identifies and tracks progress on Forward Thinking Metrics (FTM) and an Outcomes Management Report (OMR). If any metrics are in danger of not being attained, a corrective action plan is implemented and results are reported back to the group by the responsible party.

Quality Improvement

•Quality improvement:
Program fidelity is ensured through strong reliance upon Goodwill's strategic plan, which outlines tenets of program design and the agency's long-term vision and action plan. Goodwill's highly-trained staff are familiar with all aspects of the program and complete refresher training on a regular basis. Goodwill's Empowered Case Management (ECM) client database also guides workflow controls to ensure systematic and consistent service delivery methodology.
Services are client-driven—programs are developed based on local needs assessments and client feedback, and continuously improved based on input from focus groups and other feedback.

Service Coordination with Other Agencies

•Service Cooperation with Other Agencies:
The co-located service strategy proposed through the Ready to Work Collaborative maximizes the strengths of other agencies and minimizes service duplication. All of the proposed relationships are synergistic, capitalizing on the strengths of both agencies for the benefit of participants. Goodwill is also a member of the Best Single Source (BSS) Plus Collaborative. BSS Plus provides basic needs assistance which is critical for clients after a period of unemployment.

Goodwill currently has myriad formal and informal relationships with other agencies for mutual referrals and comprehensive services provision. Examples include Caritas, Safeplace, Foundation Communities, Austin/Travis County Integral Care, Any Baby Can, the Texas Department of Assistive and Rehabilitative Services, Travis County Correctional Complex at Del Valle, Capital Area Food Bank, Austin Transitional Center, Dress for Success, and Austin Freenet. Our relationships are client-driven, and as such, these relationships are continuously evolving to best meet client need.
Goodwill staff are experienced with assisting clients with connecting to mainstream resources and public benefits. These

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

needs are identified in the Individual Service Plan, along with a strategy for meeting each need. These connections may include referral, assistance with obtaining, completing, and submitting applications for benefits, and follow-up to ensure the client's needs have been met. Goodwill staff also receive regular training (such as through 211 Texas) regarding the benefits and resources that may be available for clients.

Service Collaboration with Other Agencies

•Service Collaboration with Other Agencies:
Goodwill will collaborate with two subcontracted agencies to ensure the needs of clients are holistically addressed. Subcontracted collaborators include Austin Community College (ACC) and Capital Area Counseling. These relationships are necessary and appropriate for the strategies proposed—Capital Area Counseling will offer mental health counseling that will stabilize participants and increase their ability to maintain employment, and ACC will provide training and curriculum leading to certifications in demand industries.

Community Planning Activities

Goodwill has taken an active role in numerous community planning entities and events. These include the Ending Community Homelessness Coalition (ECHO) since 2005, the Austin/Travis County Re-Entry Roundtable since 2005, the Social Services Case Management Network (Goodwill sponsors trainings and have had staff serve as officers in recent years), the Ready by 21 Coalition (since 2005) and the Austin Mayor's Committee for People with Disabilities (AMCPD) for over a decade.

In 2014, Goodwill was accepted as a member of the Austin Community Advancement Network (CAN), a partnership of key governmental, non-profit, private and faith-based organizations which leverage mutual resources to collectively improve social, health, educational and economic opportunities for the Austin Community. Additionally in 2014, Goodwill's President Gerald L. Davis was elected to the Board of the Austin Chamber of Commerce.

Other related community planning activities of which Goodwill is a participant or a supporter include the Literacy Coalition, Restore Rundberg, Housing Authority of the City of Austin (HACA) Rosewood Choice Neighborhood Initiative, Alliance for Economic Inclusion and the Point in Time Homeless Count.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	*Output Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	285	276	276	837

Outcomes

ID	*Outcome Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
	Number of individuals obtaining employment	191	185	185	561
2Ai	Number of individuals exiting the program	285	276	276	837
	Percent of individuals obtaining employment	67.02	67.03	67.03	67.03
	Number of individuals who complete an educational program that improves their knowledge	19	16	16	51
5A	Number of individuals participating in the educational program	28	24	24	76
	Percent of individuals who complete an educational program and demonstrate improved knowledge	67.86	66.67	66.67	67.11

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	**9/1/2015**	**10/1/2016**	**10/1/2017**	
Period End Date	**9/30/2016**	**9/30/2017**	**9/30/2018**	***Total***
Salary plus Benefits	**$503,569.00**	**$520,495.00**	**$520,495.00**	**$1,544,559.00**
General Operations Expenses	$47,200.00	$38,274.00	$38,274.00	$123,748.00
Program Subcontractors	$47,500.00	$47,500.00	$47,500.00	$142,500.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	**$94,700.00**	**$85,774.00**	**$85,774.00**	**$266,248.00**
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$77,700.00	$77,700.00	$77,700.00	$233,100.00
Other Assistance Amount	$22,690.00	$14,690.00	$14,690.00	$52,070.00
Direct Assistance SubTotal	**$100,390.00**	**$92,390.00**	**$92,390.00**	**$285,170.00**
Capital Outlay Amount	**$0.00**	**$0.00**	**$0.00**	**$0.00**
Total	**$698,659.00**	**$698,659.00**	**$698,659.00**	**$2,095,977.00**
Total Period Percentage	33.33	33.33	33.33	

Created *4/28/2015 10:59:00 AM* ***Last Modified, If Applicable***

Program Budget and Narrative

	Detailed Budget Narrative
Salaries plus Benefits	*Salaries for 9.05 FTEs including Placement Specialist II/III, Bridge Placement Specialist II, Program Coordinator/Grant Manager, Job Readiness Trainer, WDS Intake Specialist, WDS Job Readiness Trainer, Quality Assurance/Eligibility Specialist, Grant Accountant. Benefits include Leave, Medical, FICA, Workman's Comp/Life/Disability, 403b match.*
General Op Expenses	*Includes Telephones, Utilities, Printing, Postage, Staff Travel WITHIN Travis County, General Office Supplies and Equipment, Employment Verification, General Insurance, Audit Fees, Drug Screens and Laptop Computers for 9 FTEs, Rent (North-Goodwill Community Center, South-Goodwill Resource Center, Central- Goodwill Career Academy)*
Program Subcontractors	*Subcontractors include Austin Community College and Capital Area Counseling.*
Staff Travel	
Conferences	
Food and Beverage	
Financial Assistance	*Includes Support Services: Distributed based on clients immediate needs that are vital in order to obtain and maintain employment. This includes but is not limited to transportation, books/supplies, work clothing, work supplies, interview clothing and work tools.* *Incentives: Connected to Individual Service plans for GED/Credential, Goal Attainment, Job Placement, Job Promotion, Job Retention, Post Sec. Education and Completion of Job Readiness Boot Camp.*
Other Assistance	*Occupational Training: PC Technician, CNA, Maintenance Technician, Accounting and Bookkeeping, HVAC, Electrical, Apartment Maintenance etc.*
Capital Outlay	

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Capital Area Counseling

	Period 1	Period 2	Period 3	Contract Term
Unduplicated Count	50	50	50	150
Amount	$7,500.00	$7,500.00	$7,500.00	$22,500.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Mental health counseling services: including group and individual counseling for Depression, Stress and Anxiety, Trauma and Grief and Loss.

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Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Austin Community College - Continuing Education

	1	2	3	Contract Term
Unduplicated Count	18	18	18	54
Amount	$40,000.00	$40,000.00	$40,000.00	$120,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Services include enrollment into occupational training (i.e. PC Tech, CNA, Accounting/Bookkeeping etc.), exam fees and books.

Created: 4/28/2015 11:05:00 AM *Last Modifed, If Applicable:*

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 1st day of June, 2015

Goodwill Industries of Central Texas

CONTRACTOR [signature]

Authorized Signature Gerald L. Davis

Title President and CEO

Program Work Statement

Contract Start Date 9/1/2015 Contract End Date 9/30/2018

Program Goals And Objectives

The Meals on Wheels Program helps homebound seniors and disabled adults achieve self-sufficiency through the provision of home-delivered meals and social services.

Program Clients Served

The MOW program serves homebound older and disabled adults who, because of frailty, increased level of physiological disability, and limited income, often struggle with food insecurity and hunger in their lives. Seniors and persons with disabilities enrolled have difficulty preparing nutritious meals; are primarily homebound and do not have support of friends or family to help them during the day. A standardized functional screen is administered during the initial home visit to help determine if meals are needed by a potential client. A score of 20 or above serves as an indicator of need.

Program Services And Delivery

MOW employ three main strategies to ensure that homebound seniors and adults with disabilities are not without basic necessities of food, clothing, health, shelter, and in some cases, behavioral care or constitutionally-guaranteed legal rights. These three strategies are delivering nutritious meals, providing case management services, and offering clients the chance to connect socially with others. To help older and disabled adults stay healthy, we provide quality meals that are nutrient dense and satisfy their nutritional requirements. Case management connects our clients to the other basic services that our agency may not provide.

Prospective clients go through a telephone intake process that collects information including age, living situation, mental and physical health, and whether or not the individual has access to nutritious, lunch time meals.Intake specialists in our Client Services Department provide the initial assessment for those who apply for meal delivery. The intake process occurs over the phone and is an extensive screening process through which the intake specialists collect detailed information about the client's living situation, physical and mental health condition, financial and legal issues.

After the initial phone interview, the intake specialists match clients with case managers according to the severity of the client's case. Clients with a high risk of moving into a more restricted living arrangement, such as nursing homes, receive comprehensive case management from our most experienced case managers—our CARE (Comprehensive Assessment for Resources and Empowerment) Team. The CARE Team members conduct face-to-face, in-home, bio-psychosocial assessments to identify the strengths and weaknesses of each client by using a standardized, evaluative assessment tool which offers a holistic review of needed services while focusing on the medical, cognitive, nutrition, and functional deficits or strengths of each client.

The CARE Team identifies individualized social services for those clients with complicated situations that may lead to a loss of independence if not addressed, such as an unsafe living situations, pending evictions or unmet medical and mental health needs. Ultimately, the goal is for the case manager to provide resources necessary to help the client solve complicated problems that, if left unsolved, could lead to premature institutionalization. Lower-risk clients are served by members of our Supportive case management team who visit and receive calls from clients, their friends, and family members and ensure that the clients' basic needs are met. In addition to the meal program, both CARE Team members and Supportive case managers refer clients to Meals on Wheels and More's internal programs such as the Medi Wheels program, the Handy Wheels program, the Home Repair program, Care Calls, and Groceries to Go. When Meals on Wheels and More's internal programs are not enough, case managers refer clients to programs offered by the City, County, and other community-based organizations throughout the Central Texas region. Through this two-tiered team approach to case management, we are better able to ensure that clients are aware of the resources available to them so that they have optimal physical and mental health and live in safe and stable environments.

Volunteer or staff delivery provides a social connection for our clients and ensures that those delivering the meals get to know the clients on their weekly deliveries. Volunteers are are instructed in a one hour training how critical it is see the clients each delivery day and check on the welfare of each person who is on their route for the day. Bolded instructions on the route delivery sheets reinforce the importance of this message to see each client on the assigned route. The volunteers help keep case managers informed and alerted to situations that call for immediate attention.

System for Collecting and Reporting Program Data

Meals on Wheels and More uses Microsoft SQL Server data management system. This database, with over 26,000 unique client entries, is used daily to record client information, schedule volunteer assignments, track meal deliveries, and report on services. Client information is entered into the Client Database by both intake personnel and staff social workers. Daily delivery records are recorded by the Customer Service Team. Volunteer delivery records are entered into a Volunteer Database by the volunteers checking in and delivering each day. The Software Database Manager designs and modifies the database, creates reports, and maintains the system's accuracy and effectiveness.

Performance Evaluation

The Information Technology Department of Meals on Wheels and More supports the operations and objectives of the organization with respect to the collection, storage, manipulation and presentation of data. Our Software Database Manager has either designed and/or modified 5 specialized databases to enhance our overall operations; including distribution of meals, the recruitment and retention of volunteers, client services and supportive "and More" Programs. Front line staff and direct supervisors have designated access to data.

Data is used on a regular basis to review the status of program operations and identify potential problems. We use monthly reports that address demographic and program statistics. In addition, we regularly run reports to determine the location of our routes and how many are covered by volunteer.

Any trend changes identified through these reports are discussed among the Senior Staff.

The Vice President for Client Services has been responsible for contract and reporting compliance for 17 years and reviews data, reports and client surveys on a monthly, quarterly and semi-annual basis and oversees the Client Services. She also runs the reports and analyzes data and statistical relevance looking for changes and trend lines based on a historical perspective of outputs and outcomes.

The Vice President, managers and members of the Client Services Department are responsible for ensuring that the team meets our performance projections. All staff are engaged and asked for process feedback in weekly and staff meetings, and management meetings. Managers review the productivity of their individual teams to ensure that goals are being met.

Quality Improvement

Data is used on a regular basis to review the status of program operations and identify potential problems. We use monthly reports that address demographic and program use statistics. We also conduct annual surveys to monitor client satisfaction with our meals and with our services.

A management report that highlights important statistics and program activities is sent to the board every month. They also receive a monthly Treasurer's Report that looks at the Statement of Revenue and Expenditures as well as trends of revenue, expenses and operating reserves. These monthly reports allow our Board to conduct their oversight of our organization. All of our Board Members are also volunteer meal drivers so they know the challenges faced by our clients. Our Board will suggest opportunities to the President and C.E.O. and he will discuss and develop a plan with all Senior Staff potentially involved in the new opportunity to determine if it is feasible to go forward.

Service Coordination with Other Agencies

The MOW program partners with churches to serve as geographically-diverse meal pick-up sites, so volunteers collect and deliver meals efficiently all over Austin. Our case managers also work very closely with the variety of social service agencies like Family Eldercare, Helping the Needy and Disabled, AGE of Central Texas, City of Austin Customer Assistance Program/Plus 1 Funding (CAP), Best Single Source Plus, Capital Area Food Bank and many other service providers to help clients navigate services in the community essential to their well-being. Our case managers regularly refer MOW clients to the following local agencies and also receive referrals from them.

We also work with Seton Hospital to provide meal services to patients who have just been released from the hospital or have

chronic issues, helping keep readmissions low and people out of the emergency room. Finally, our most important partnerships are with the community, specifically with the more than 7,500 volunteers who deliver our meals, allowing us to put more than $2 million dollars in savings back into providing services.
(A). The Best Single Source Plus Program: was designed as a way to assist low-income individuals with rent and utility assistance based on the concept of "no wrong door." Any
prospective client would be matched with the agency best equipped to meet the unique needs of the individual.

The City of Austin Health and Human Services Department has supported this innovative model to assist low-income residents by providing case management, budgetary assistance and financial support to help the client move towards self-sufficiency. Meals on Wheels and More is involved in this project because we have access to homebound older and disabled adults who fit the criteria for the BSS Plus. Our CARE Team case managers identify clients during the in-home assessment process who will benefit from financial assistance to pay their utility bills and also will benefit from our intensive case management program which will work with them to establish self-sufficiency over a three month period of time.

CARE Team case managers also refer eligible BSS clients to other City of Austin Discount Programs for enrollment.

(B). The Austin Housing Repair Coalition (AHRC) is an impactful coalition that leverages funding, resources and social services to ensure that low-income homeowners can live in a healthy, safe, and energy efficient home. AHRC is a collaboration of 12 organizations that provide housing, housing repairs, social services, and advocacy for individuals and families. Meals on Wheels and More was an early partner of the coalition because clients on our meal program are often low-income homeowners whose homes were in need of repair and modification. The Director of our internal Home Repair Program serves as Chair of the Coalition.

Service Collaboration with Other Agencies

There is no collaboration funded through this program.

Community Planning Activities

As an appointee to the Commission on Seniors, Dan Pruett, MOWAM President & CEO helps focus ways that Austin can better address the needs of low-income, food insecure seniors, including a recommendation by the commission to expand the availability of food to seniors.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	*Output Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	305	312	320	320
2	Number of 1st meals prepared during the 12 month period	53550	53550	53550	160650

Outcomes

ID	*Outcome Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
	Number of households receiving services that maintain housing due to receiving essential services	1129	1129	1129	1614
1C	Number of households receiving essential services	1441	1441	1441	2063
	Percent of households that maintain housing due to receiving essential services	78.35	78.35	78.35	78.24

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
    - Annual certification of client eligibility
    - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
    - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
    - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
    - Clients in programs serving victims of violence are not subject to residency or income requirements
    - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
    - A government –issued identification; or
    - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
    - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
    - Residency eligibility must be verified by one or more of the following sources:
        - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
        - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$109,141.00	$109,141.00	$109,141.00	$327,423.00
General Operations Expenses	$65,142.00	$65,142.00	$65,142.00	$195,426.00
Program Subcontractors	$0.00	$0.00	$0.00	$0.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$65,142.00	$65,142.00	$65,142.00	$195,426.00
Food and Beverages for Clients	$260,000.00	$260,000.00	$260,000.00	$780,000.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$260,000.00	$260,000.00	$260,000.00	$780,000.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$434,283.00	$434,283.00	$434,283.00	$1,302,849.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits	Salaries and benefits relating to administration and operation of the Meals on Wheels program. Benefits include payroll taxes, retirement plan, and health insurance.
General Op Expenses	Building maintenance, utilities, printing, office supplies, telephone, security, janitorial, postage, food transportation, insurance, employee training,audit, mortgage interest.
Program Subcontractors	
Staff Travel	
Conferences	
Food and Beverage	Purchasing, preparation, and packaging of meals.
Financial Assistance	
Other Assistance	
Capital Outlay	

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City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 26 day of May, 2015

CONTRACTOR Meals on Wheels and More

Authorized Signature [signature]

Title President + CEO

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

Program Goals And Objectives

Number of Shelter Beds: 105

SafePlace's mission is to end sexual and domestic violence through safety, healing, prevention and social change. The goals of the program are to provide safety and healing services to people in Austin and Travis County who have experienced rape, sexual abuse and/or domestic violence. The objectives are to: meet victims' immediate needs for safety; help them heal from the trauma they have experienced; and support their efforts to build healthy, self-sufficient lives free of violence.

Program Clients Served

SafePlace serves women, children and men who have experienced rape, sexual abuse and/or domestic violence. Clients served are any age and are primarily from the City of Austin and Travis County. Clients include members of traditionally-underserved populations, among which are low-income persons, people with disabilities, persons who have been homeless, and people of color. Priority for emergency shelter is given to people who are at higher levels of danger as staff assess safety and risk. Counseling services prioritizes those seeking individual and family counseling based on level of danger (high level of lethality), trauma symptoms that impact work, school or care for children, and recent sexual assault/abuse survivors who are children/youth. Most individuals are given the option of immediately joining a support group.

Program Services And Delivery

SafePlace provides comprehensive services to address the safety, economic, emotional, physical and other basic needs of domestic/sexual violence survivors. Our successes with the target population include providing services addressing safety, healing, and violence prevention.

Emergency Shelter – The Kelly White Family Shelter (Family Shelter)
A woman, man or family in need of emergency shelter to escape a domestic violence situation may request admission into the Kelly White Family Shelter. The Family Shelter accommodates up to 25 families (adult domestic violence survivors with their children) and ten adults unaccompanied by children at a time, with a total capacity of approximately 105 people. We typically provide shelter to men in local motels, although there have been circumstances where we have provided emergency shelter to men and their children in the Family Shelter.

At the shelter, we conduct safety planning with residents, and provide for their basic needs, including food, clothing, personal care and household items. We also offer counseling, case management and advocacy. Specially-designed services for youth living in shelter (described below) are provided. Services offered to Family Shelter residents are also available to men who may be sheltered onsite or sheltered offsite in motels.

An individual or family entering shelter first meets with a SafePlace Resident Advisor for intake, orientation, and assessment of immediate basic needs for which we can provide. Within a few days of arrival, SafePlace staff will help the resident prepare a safety plan for the immediate future, including scenarios involving the client staying or leaving the shelter.

Each adult shelter resident who chooses to receive case management services will work with a SafePlace Case Manager (Survivor Support Specialist) to identify and access resources to help them leave shelter to a safe situation. These resources may include housing, legal, employment, transportation, medical and educational services, financial assistance, and referrals. Support for children's medical, educational and related needs is also provided. Case Managers help clients develop and implement a plan for successfully taking the next step in their lives toward building self-sufficiency.

Individual and group counseling is available to help clients in shelter begin to cope with and heal from the abuse and trauma they have experienced. On-site medical and psychiatric services, and off-site well-woman services are also available, via a collaboration with local health care providers.

At any time, there may be 50 or more children and teens living in the Family Shelter. SafePlace offers therapeutic, educational and recreational programming for youth. We provide a licensed, on-site child care center and a K-12 charter school. After school and in the evenings, SafePlace also provides structured and creative activities, support groups, and educational enrichment services. All of these services are designed to help youth build communication, relationship and other key skills, enhance self-esteem, and learn and have fun with caring adults who serve as mentors.

Counseling for adult and child victims of sexual assault or domestic violence
For victims of domestic violence or sexual assault, including adults who were sexually abused as children, SafePlace offers therapeutic counseling services at our Resource Center facility. Services are confidential and free of charge, and include: individual, group and family counseling; play therapy; trauma symptom management; assessment and referral for psychiatric services; safety planning; and crisis intervention. Phone counseling is also available for abuse survivors who are unable to leave their homes to come to SafePlace. Program staff are master's degree-level counselors experienced in working with people hurt by violence and trauma, and include individuals fluent in Spanish and American Sign Language. Many have advanced licensure and/or specialized training in evidence based trauma treatment modalities such as Somatic Experiencing (SE), Eye Movement Desensitization Reprocessing (EMDR), and Trauma Focused Cognitive Behavioral Therapy.

To request counseling services, people call SafePlace's 24-hour hotline. We offer walk-in intakes on Wednesdays, where people can come to SafePlace without an appointment and meet individually with a counselor for intake, safety planning, and information and referral. We also offer scheduled intakes on other days. People who seek phone counseling services complete an intake via telephone. We receive referrals from external agencies and staff of other SafePlace programs as well as friends, family members, attorneys, faith communities, hospitals, schools, and law enforcement. During the intake, an assessment of client needs is completed to better connect the survivor with appropriate services. Information is given on SafePlace services, client rights, the dynamics of domestic violence and sexual assault, and community resources.

SafePlace offers 15-20 crisis stabilization sessions per week for survivors who need immediate safety planning or assistance with trauma symptom management. We also offer from 10 to 27 counseling groups per week. This currently includes specialty groups, such as: a male survivor group, a parenting group in Spanish, domestic and sexual violence support groups; foundations of healing; next step (moving beyond trauma), children's groups and teen groups. We also offer an offsite Seeking Safety group for domestic/sexual violence survivors with substance abuse issues and an offsite group for incarcerated survivors. Closed groups for 5-7 participants are also offered and held for 10 weeks. In these groups, clients can work on individual goals, while receiving support from group members. This provides a healing experience that helps move clients out of isolation and shame that often results from abuse and trauma.

Counseling helps abuse survivors heal by rebuilding a sense of security, confidence, safety and personal power, which may have been eroded or lost as a result of abuse. Counseling helps survivors increase their level of functioning and build self-sufficiency by understanding the effects of abuse, learning ways to manage the impacts of trauma, and not blaming themselves for the violence. Since so much of the abuse has occurred within trusted relationships, counseling focuses on rebuilding trust and learning skills so that survivors can develop safe, healthy relationships.

System for Collecting and Reporting Program Data

SafePlace uses a comprehensive database (Apricot) to track, maintain and analyze data on services provided. Direct service staff enter data into Apricot on a daily basis. Upon intake, direct service staff enter client demographic and service data (type/length of services, enter/exit date, case notes, etc.) into Apricot. SafePlace tracks demographic information, such as race/ethnicity, city, zip code and age, among other data, through a service registration form at intake.

SafePlace uses shelter client exit surveys to collect information on households that move to a safe location without the abuser (households that transition from homelessness to housing). Our Shelter and Counseling Services programs also employ anonymous client surveys to collect data on outcomes such as increased sense of safety, increased awareness of resources and/or increased ability to manage the effects of trauma. Through Apricot, we run program data reports regularly for agency staff, funders, and our Board of Directors.

As mandated by the federal Violence Against Women Act (VAWA) and HUD guidance, victim service providers cannot enter data directly into HMIS, and must use a comparable internal database. SafePlace thus does not participate in HMIS, and uses a comparable internal database that collects client-level data over time and generates unduplicated aggregate reports based on this data.

Performance Evaluation

Data on agency clients and services is tracked and maintained in SafePlace's comprehensive database, through which reports are regularly generated for agency administrators, Program Directors, funders, and our Board of Directors. Performance related to program output measures is reviewed by Program Directors at least quarterly. Outcomes are measured in several ways: a) clients exiting shelter are asked to complete an exit survey, which asks them to identify where they are going and if that location includes their abusive partner, among other questions; and, b) adult counseling clients are asked to fill out anonymous surveys after completing three or more counseling sessions.

Quality Improvement

SafePlace works to ensure the continual improvement of the quality of our services through using evaluative measures in program and strategic planning. SafePlace is committed to program evaluation and continual improvement of client service quality. Supervisors review client files and discuss caseloads regularly with staff. Written process recordings and direct observation by supervisors are used for training purposes. Directors/managers also use reports from our database to identify problems, trends and make decisions for service delivery enhancements. Monthly, SafePlace staff report on governmental grant performance to the Board of Director's Program Committee so that Board members can monitor progress toward achieving target performance measures.

In addition, SafePlace has a client grievance procedure to ensure accountability for the quality of services offered to clients, and provides clients with a clear and equitable avenue for making complaints. Clients are given information about the client grievance process during the first appointment. Clients who have questions/complaints about SafePlace policies, procedures, or operations are encouraged to discuss these with their primary staff contact. If a satisfactory explanation/resolution is not reached, the client can discuss the matter with the appropriate Program Director, then on to the appropriate Senior Director (if applicable). If a satisfactory explanation or resolution is not reached, the client/person may submit a written grievance to the agency's Chief Quality Officer (CQO). The CQO will investigate the grievance, confer with at least one Senior Director who does not directly supervise the program in which the incident(s) occurred, and the Executive Director. The CQO will respond in writing to the client/person, unless the client/person has requested a personal interview. In either case, a response will be made within 48 hours of receiving the grievance. If resolution is not achieved, the client/person may request that their written grievance be submitted to a duly-appointed member of the agency's Board of Directors' Executive Committee through a letter to the Executive Director. The Board member will ensure appropriate review of the information, and return a decision within three working days of receiving the grievance. This decision will be final and binding. If the grievance involves the Executive Director, the individual should appeal directly to the Chair of the Board of Directors.

SafePlace also uses staff expertise and experience to improve service quality via regularly-held meetings of program staff. At these meetings, program delivery challenges, programming needs, and other issues affecting clients and services are addressed. Further, we distribute client satisfaction surveys on an ongoing basis and use this information to make agency improvements. We also conduct focus groups with clients for specific program development needs.

Service Coordination with Other Agencies

When our Family Shelter is full, we coordinate accommodations for emergency shelter with shelters in surrounding counties. The Salvation Army and other local agencies offer shelter to homeless persons, and there are other organizations that offer mental health counseling.

Service coordination occurs in many ways. Through a collaboration with People's Community Clinic, Austin Travis County Integral Care and Planned Parenthood, SafePlace clients receive medical, psychiatric and well-woman care and health education. SafePlace collaborates with Communities in Schools and LifeWorks (lead agency) in the Shared Psychiatric Project, which offers contracted psychiatric services, clinical care management and psychotropic medications at SafePlace and LifeWorks. Our agency coordinates with local hospitals and Sexual Assault Nurse Examiners to serve rape survivors at local emergency rooms. Also, there are SafePlace staff co-located at places where people typically seek assistance (i.e., Child Protective Services, the Travis County District Attorney's Office and the Travis County Attorney's Office). In these circumstances, we are able to train those organizations' staff on recognizing and responding appropriately to abuse survivors.

SafePlace receives referrals from local law enforcement, health care professionals, school personnel and other social service providers, some of which are received via the 2-1-1 Texas helpline. Through our Hotline and case management services, SafePlace provides individuals with referrals to community organizations to obtain assistance with legal, substance abuse, and other matters.

SafePlace is involved in multiple community collaborations that involve shared decision-making and shared resources. The list of such formal collaborative agreements in long and diverse; below please find a few examples of our current partnerships:

Best Single Source (BSS) Plus project: This collaborative financial assistance project (led by Caritas of Austin and involving multiple local agencies) helps people find the agency that is best suited to address their rapid rehousing and other key needs (shelter, food, utility assistance, transportation, child care, education, legal, and medical needs) in order to prevent homelessness. SafePlace is a founding partner of BSS.

PASSAGES: This multi-agency collaborative program offers case management and financial assistance to families at risk of homelessness to help enhance their self-sufficiency. SafePlace provides services to survivors of violence, assisting clients in their efforts to end economic dependence on their batterers and to build safe and stable lives.

Sexual Assault Response and Resources Team (SARRT) and the Family Violence Protection Team (FVPT): The SARRT and FVPT include various law enforcement, victim services, criminal justice, health care and/or other partner agencies, including SafePlace. These agencies provide services and give and receive referrals to best meet the needs of sexual violence victims and family violence victims, respectively, in Austin and Travis County. Central purposes of the SARRT and FVPT include: ongoing coordination of services and referrals among partner agencies to ensure a skillful and compassionate response to victims, and effective investigation and prosecution of offenders.

SafePlace and Child Protective Services (CPS): SafePlace and CPS have a formal relationship through a Memorandum of Understanding (MOU) that outlines practices of each agency in child abuse cases. SafePlace has a designated staff person who is co-located at a local CPS office, works with CPS investigators when cases involve family violence and child abuse, and provides direct services to families. While domestic/sexual violence agencies across Texas work with CPS, few (if any) have collaborations akin to that of SafePlace and CPS.

SafePlace and Goodwill Industries of Central Texas: Goodwill's Employment Specialist staff provide job readiness, placement and retention services at SafePlace to our clients. Goodwill also provides vouchers for use by SafePlace clients at its stores.

LIFT: An Alliance to End Abuse (LIFT Alliance): SafePlace is a founding partner, along with the Austin Children's Services, of the LIFT Alliance. The mission of the LIFT Alliance is: to eliminate child, sexual and domestic violence and abuse through the power of our combined voices and actions. It addresses the reality that families can experience all these forms of violence, and combines our efforts to improve services for survivors. The three primary goals of the LIFT Alliance are to: provide better-coordinated services; allow its partner agencies to advocate for more responsive and intelligent systems to help stop these interconnected crimes; and use scarce resources more efficiently. This model provides additional opportunities to provide coordinated and responsive services to youth and adults experiencing victimization; and utilize administrative resources more efficiently, including human resources, finance, facilities, technology, communications and fundraising functions.

Service Collaboration with Other Agencies

There are no collaborations funded by this project.

Community Planning Activities

SafePlace participates in many planning activities with public and private agencies (e.g., law enforcement, prosecutors, victim service providers, etc.). SafePlace is a member of the Family Violence Protection Team and the Sexual Assault Response and Resources Team, which involve law enforcement, healthcare, legal and other agencies. Both help ensure effective service planning, coordination, investigation and prosecution of offenders. SafePlace is also a member of the Continuum of Care (CoC), a community-wide commitment to ending homelessness, optimizing self-sufficiency and supporting nonprofits and State and local governments to quickly rehouse families while minimizing the trauma and dislocation caused by it.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	*Output Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	602	602	602	1510

Outcomes

ID	*Outcome Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
	Number of case-managed households that transition from homelessness into housing	131	131	131	325
1B	Number of households that exit the program	165	165	165	411
	Percent of case-managed households that transition from homelessness into housing	79.39	79.39	79.39	79.08
	Number of Homeless Households residing in Shelter programs receiving HHSD-funding who receive case management services	149	149	149	370
	Number of Homeless Households residing in Shelter programs receiving HHSD-funding	165	165	165	411
	Percent of Homeless Households residing in Shelter programs that receive case management services	90.3	90.3	90.3	90.02

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	***Total***
Salary plus Benefits	$559,694.00	$559,694.00	$559,694.00	$1,679,082.00
General Operations Expenses	$117,306.00	$117,306.00	$117,306.00	$351,918.00
Program Subcontractors	$0.00	$0.00	$0.00	$0.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$117,306.00	$117,306.00	$117,306.00	$351,918.00
Food and Beverages for Clients	$20,000.00	$20,000.00	$20,000.00	$60,000.00
Financial Direct Assistance to Clients	$25,000.00	$25,000.00	$25,000.00	$75,000.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$45,000.00	$45,000.00	$45,000.00	$135,000.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$722,000.00	$722,000.00	$722,000.00	$2,166,000.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits	*Staff working in the program include Counseling Director, Counseling Manager (2), Counselor (8), Shelter Counselor, Survivor Support Specialist (3), Resident Advisor (8), Resident Advisor Program Manager, Shelter Advocacy Manager, Food Services Coordinator, Vice President of SafePlace; Residential and Survivor Support Services, Shelter and Children's Services Director, Children's Activity Manager, Children's Advocate (5). Administrative staff include Chief Financial Officer, Grants Financial Manager, Chief Quality Officer, AP/AR Coordinator, Accounting Coordinator, Payroll Manager, Information Systems Database Director, Information Systems Database Specialist. Benefits for funded staff include Social Security, Medicare, Unemployment Insurance, Health, Dental, Life, Work Comp Insurance, Retirement, Vision and Short Term Disability Insurance.*
General Op Expenses	*Fiscal Audit, Program/General Office Supplies, Janitorial Supplies/Services, Maintenance/Building/Grounds Supplies, Telephone/Telecommunications, Utilities, Lawn Maintenance, Pest Control, Security Services, Security Maintenance and Monitoring, Trash Disposal, Facilities Maintenance/Repair Services, Facility Inspections, Equipment Rental, Postage, Printing, Copier, Property/Liability Insurance.*
Program Subcontractors	*Not applicable*
Staff Travel	*Not applicable*
Conferences	*Not applicable*
Food and Beverage	*Shelter food and beverages.*
Financial Assistance	*Financial assistance to clients for Housing, Hotel Shelter, Utility, Legal, Medical, Translation, Transportation, Food, Identification Assistance, Child Care, Education, Employment Assistance and Other direct client assistance.*
Other Assistance	*Not applicable*

Created 4/21/2015 11:55:00 AM *Last Modified, If Applicable*

Program Budget and Narrative

Capital Outlay — Not applicable

Created 4/21/2015 11:55:00 AM — Last Modified, If Applicable

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 28th day of May, 2015

CONTRACTOR Safe Place

Authorized Signature Julia E Spann

Title Executive Director

Program Work Statement

Contract Start Date	9/1/2015	*Contract End Date*	9/30/2018

Program Goals And Objectives

WERC Helps Austin and Travis County Adults and Families Transition Out of Poverty:
WERC prepares Austin and Travis County residents with the skills and supports they need to increase their economic prosperity and achieve self-sufficiency by providing wrap-around education and workforce development services tailored to their current needs and long-term goals.

WERC Removes Cultural and Language Barriers: WERC is committed to serving clients no matter their level of education and work-ready progression. This includes limited English proficiency and/or other communications needs.

WERC Mitigates Barriers and Challenges to Client Access:WERC makes it easy for Austin and Travis County residents to find the services they need. With ECM, a shared client database system that all WERC partners use, and service locations all over the city, career counselors are able to provide a "one-stop shop" to eligible clients. The locations that offer direct client services are:

American Youthworks:1901 E Ben White Blvd
Austin Area Urban League:8011 Cameron Rd
City of Austin Rosewood-Zaragosa (RZ) Neighborhood Center:2800 Webberville Rd
City of Austin South Austin Neighborhood Center:2508 Durwood St
City of Austin St. John Community Center:7500 Blessing Ave
El Buen Samaritano:7000 Woodhue Dr
Foundation Communities Sierra Ridge Apts Learning Center:201 W St Elmo Rd
Foundation Communities Sierra Vista Apts Learning Center:4320 S Congress Ave
Foundation Communities Trails at Vintage Creek Apts Learning Center: 7224 Northeast Dr
Foundation Communities Community Financial Center: 2600 Stassney Ln
Foundation Communities Trails at the Park Apts Learning Center:815 W Slaughter Ln
Foundation Communities Trails at the M-Station Apts Learning Center:2906 E MLK Blvd
Goodwill Community Center:1015 Norwood Park Blvd
Goodwill Career Academy:1814 E 6th St
Goodwill Resource Center:6505 Burleson Rd
Literacy Coalition of Central Texas Ascend:1640 E 2nd St
Literacy Coalition of Central Texas LifeWorks East:835 N Pleasant Valley Rd
Literacy Coalition of Central Texas Lifeworks North:8913 Collinfield Dr
Literacy Coalition of Central Texas Downtown:700 San Jacinto Blvd
Literacy Coalition of Central Texas Querencia:2500 Barton Creek Blvd
Manos de Cristo:4911 Harmon Ave
Travis County Palm Square Community Center:100 N IH-35
Workforce Solutions North Career Center:6505 Airport Blvd

Program Clients Served

City of Austin or Travis County residents, 16 years old or older, at or below 200% of poverty who demonstrate one or more barriers to self-sufficiency such as low literacy, low English proficiency, lack of basic education, and/or limited work skills. Clients are deemed eligible according to the City of Austin Health and Human Services Social Service Contract Client Eligibility Requirements with the following deviations:

GENERAL
If client is claiming homeless status, they do not need Proof of Residency or Income. Homeless status will be indicated on the Intake Form and documented by a Certification of Homeless Status. WERC partners will not utilize HMIS.

Documentation receipt dates are attested to by WERC staff signature and date on Intake Form.

RESIDENCY
Accepted documentation of Proof of Residency will also include a piece of mail showing client's name and address

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

INCOME
Income eligibility determination is based on 30 days of gross calculated income within the 45 days prior to intake

If gross pay, pay date, and/or frequency of pay is not clearly indicated on a paycheck/paystub documentation, the client or case manager may attest to gross pay, pay date and/or frequency of pay by writing a note on the pay stub and dating and initialing the note, which can then be uploaded to ECM.

Self-Certification of Income for Client or Client's family member may be attested to and signed by the Client if the Client is not receiving direct financial assistance

Self-Certification of No Income for Client or Client's family member may be attested to and signed by the Client

Acceptable documentation of Proof of Income will also include an Attestation of Self-Employment Form and/or an Employer Certification of Income Form

RECERTIFICATION
For a client whose family income has changed and is less than 250% of FPIG, services outlined in their current Individual Employment or Education Plan, including post- employment follow-up services and employment and retention incentives, can be completed, but no additional services or objectives may be added to the IEP.

Clients determined to be above 250% of FPIG can no longer receive City funded services and must be exited from all WERC programs. Post-employment retention follow-up services can continue in order to track retention, but no retention incentives can be offered to the client.

Outreach will be targeted to members of one or more of the following sub-groups: African-American male, Hispanic/Latina female, individuals who can benefit from educational services, individuals who have been historically under-employed, families with young children, and ex-offenders.

Program Services And Delivery

ASSESSMENT: Provided by all partner agencies
Partners providing direct services to clients may use the WERC Common Intake Form to assess clients for eligibility and suitability based on agreed-upon standards, such as client-reported need and barriers. Some agencies may choose to use a variation of the Intake Form, but all agencies collect the same information for all clients.

INDIVIDUAL EMPLOYMENT OR EDUCATION PLAN: Provided by all partner agencies
Case managers help clients develop an Individual Education or Employment Plan which includes an outline of the client's goals, past experience, strengths & barriers, and schedule of future services and activities. It both keeps the client accountable and helps the case manager track progress. In addition, if the client transfers to another agency, an IEP on file keeps the continuity of service intact.

FOUNDATIONAL EDUCATION AND LITERACY: Available to clients who are given a pre- and post-test to assess their need and measure their performance.

Provided by El Buen Samaritano, Manos de Cristo, and Foundation Communities-English as a Second Language: Speaking, Listening, Reading, and Writing instruction in English to non-native English speakers

Provided by Literacy Coalition of Central Texas-Adult Basic Education: Reading, Math, and Language instruction in English to students who score lower than 9th grade level on their pre-test

Provided by Literacy Coalition of Central Texas-GED Preparation: Reading, Math, and Language instruction in English to

Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

students who score higher than 9th grade level on their pre-test and are preparing for the GED test

Provided by Manos de Cristo-Spanish Language Literacy: Reading, Math, and Language instruction in Spanish to students who need these basic skills before learning English

Provided by El Buen Samaritano, Manos de Cristo, and Foundation Communities-Computer Literacy: Basic Computer Skills instruction in English or Spanish to students who need additional computer skills for employment

Embedded in the curriculum of all partners and as a stand-alone service at Austin Area Urban League and Foundation Communities-Financial Literacy: Instruction in English or Spanish covering topics such as How to Open a Bank Account, How to Develop a Budget, What Does Your Credit Score Mean?

JOB TRAINING: Available to clients who complete pre- training assessment to ensure they are an appropriate candidate for a training program that will lead to employment

Provided by Austin Area Urban League, American Youthworks, Literacy Coalition of Central Texas, Foundation Communities, Goodwill Industries, and Workforce Solutions (including those locations at the South Austin Community Center, St John Community Center, Palm Square, and the Rosewood-Zaragosa Neighborhood Center)- Instruction in approved low-, medium-, and high-skill industries such as truck driving, bookkeeping, network administrators, paralegal, HVAC installation, computer information systems, and registered nursing

WORKFORCE DEVELOPMENT:Available to clients who have expressed an interest in obtaining employment or increasing their income

Provided by Austin Area Urban League, American Youthworks, Literacy Coalition of Central Texas, Foundation Communities, Goodwill Industries, and Workforce Solutions (including those locations at the South Austin Community Center, St John Community Center, Palm Square, and the Rosewood-Zaragosa Neighborhood Center)-Customized job search assistance, retention follow-up, one-on-one case management, and job search tools and workshops such as How to Build a Resume, How to Interview, and Goal Setting

SUPPORT SERVICES: Clients who are actively enrolled in and participating in WERC services may also receive the following supportive services to assist them in continuing their training program or finding or maintaining employment

May be provided by all partner agencies as long as clients meet additional eligibility requirements; specifically, they must be able to provide income documentation (i.e. they cannot use a Self-Certification of Income as Proof of Income) and demonstrate need-Identification Assistance: Financial assistance for a driver's license or copy of a birth certificate is provided to help clients obtain identification documentation needed for employment; Placement/Retention Incentives: Clients receive incentives for reaching employment milestones as a "funding bridge" before first paychecks and during the first 6 months of employment. Proof of milestones is required; Work Preparation Assistance: Clients receive assistance to obtain items necessary for interviewing or employment, such as uniforms, tools, work-appropriate attire, or a TABC/OSHA/Food Handler's Certificate. Proof of an impending interview or job offer is required.

Provided by all partner agencies-Emergency Assistance: Clients receive assistance for emergency housing costs, basic and essential utilities, and car expenses. Extensive documentation that demonstrates need for service is required

Provided by all partner agencies to clients eligible for childcare services-Childcare Assistance: WERC clients are considered part of Priority Group 3 to access federal childcare funds without expending any WERC funds. Priority Group 3 allows for preferential placement over non-prioritized individuals.

TRANSITION AND TRACKING:Provided by all partner agencies-Partners assist clients in transitioning into the next phase of the client's Individual Employment or Education Plan. WERC clients placed in employment are tracked for 6 months in order to ensure that clients reach self-sufficiency goals. The shared database, ECM, and agencies' access to other databases assist in client tracking.

System for Collecting and Reporting Program Data

Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

A key component of WERC's collaborative structure is ECM, a shared client data management system which includes eligibility documentation and allows partners to track clients, services, referrals, expenditures, and outcomes. ECM includes, at minimum, the following components: Client Intake / Eligibility, Case Notes, Priority Sub-Group Identification, Needs Assessment, Service / Employment Planning, Service Tracking (types of service provided, dates, provider, outcomes, etc.), Scheduling, Performance Reports, Management Reports, Referrals and Service Tracking, Information Security, and Privacy Support. As soon as data is entered into ECM, it is available to anyone in the collaborative who needs access to it. Managers can run reports on caseloads or performance at any time and case managers receiving referrals from other agencies have access to eligibility documentation and service plans. ECM also allows the WERC Contract manager and the WFS Data Analyst to run reports for the Quarterly Reports entered in CTK, performance reports presented to the Board of Directors, and any other ad hoc reports.

Performance Evaluation

Performance is continuously evaluated to ensure WERC is meeting its goals:

Monthly: WERC Contract Manager analyzes individual agency performance pulled from ECM and expenditure reports prepared by Workforce Solutions' accounting team.

Monthly: Individual and project-wide program performance data and information from the month is compiled and communicated to Deputy Executive Director.

Monthly: WERC performance data and any outstanding issues are relayed to the Board of Directors for discussion if needed.

Quarterly, partners who do not produce reasonable results or who are under- or over-expended may be placed on a Performance Improvement Plan (PIP). ECM data is used to determine where performance issues originate (intake, retention, completion rates, etc.) and can help drive the corrective actions in the PIP.

In addition, the WERC definition for denominator of the outcome indicating the percent of individuals who complete an educational program and demonstrate improved knowledge, is the number of clients completing an educational program.

Quality Improvement

All partners participate in refining every aspect of WERC, from outreach to retention tracking. Partners have multiple opportunities to provide quality improvement feedback that improves service delivery. These meetings address every level of program administration to guarantee feedback from everyone involved in WERC. Constant communication between management and staff ensure continuous quality improvement.

WERC Contract Management Team: weekly meeting with WERC Contract Manager and Quality Assurance Specialist to discuss internally any issues or concerns that may have surfaced during the previous week.

One-on-One Performance Meeting: monthly meeting between Workforce Solutions' WERC contract manager and the program manager of an agency to discuss performance, budget, improvement strategies, and any concerns specific to that agency.

Frontline Staff: monthly meeting with Workforce Solutions' WERC Contract Manager, Quality Assurance Specialist and direct service staff from all agencies to discuss issues or concerns that are common throughout the Continuum.

Advisory Council: quarterly meeting with Workforce Solutions' management team and the executive directors of each agency to discuss the "big picture" and future of the project.

ECM and Data Entry Training: monthly training with ECM staff and WERC Quality Assurance Specialist for all new employees to ensure they are fully trained and the correct eligibility policies are being followed.

Service Coordination with Other Agencies

WERC actively encourages partners to co-enroll WERC clients into non-WERC programs when appropriate. Austin Community College, Skillpoint, and the agencies in the BSS+ Coalition do not have a WERC budget but have agreed to provide assistance to WERC staff to ease the transition of clients into their services. In addition, some WERC agencies also administer the federal funds for the Workforce Investment Act (WIA), the Supplemental Nutrition Assistance Program (SNAP), Choices (formally the Temporary Assistance for Needy Families -TANF), and subsidized childcare services in Austin and Travis County. As such, WERC can ensure co-enrollment for eligible and suitable clients into those public benefit programs, leveraging City funds to maximize client access to services not available through the WERC Continuum.

Service Collaboration with Other Agencies

There will be a formal agreement between each WERC partner and Workforce Solutions that specifies the vital role each play as part of the Workforce and Education Readiness Continuum. This agreement includes an assurance that each WERC agency will accept referrals from another WERC agency as resources allow. This allows clients who choose to move through the Continuum to take advantage of the wide variety of services available. Moving through the continuum may not be appropriate for everyone, but WERC staff encourages clients to take advantage of the wide variety of services available at different partner agencies.

The partners in WERC share a client database management system (ECM) as the backbone to the referral system infrastructure. ECM promotes and strengthens collaboration through data sharing, coordination, and service delivery, while supporting the transition of clients along the continuum of services. Clients no longer have to collect the same documentation as they move between providers and programs within the Continuum. ECM also allows partners to ensure they are not duplicating services, including support services, for any one client.

Community Planning Activities

Workforce Solutions' Executive Director serves on the Community Action Network (CAN) Board of Directors, and is the past-chair. Further, Workforce Solutions is a board member for the Capital Area Economic Development District affiliated with CAPCOG. In addition, WFS is strategically linked to the following key community plans that impact WERC's proposed services:

Two-Gen Advisory Committee: The Two-Gen Advisory Committee is comprised of planners and funders, including the City of Austin, Travis County, and Workforce Solutions. The committee seeks to support policy and funding decisions that expand access to dual generational education and child development programming. WERC benefits from participation because it can improve its services to families through best practices it adopts from this committee's work.

ReadyBy21(RB21):Workforce Solutions provides contractual funding that allows RB21 to maintain dedicated staff and resources to support the community's efforts to prepare our next generation for school and work. Workforce Solutions brings strategic value by sitting in the middle of efforts between RB21 and WERC's activities and planning efforts.

Austin Opportunity Youth Collaborative (AOYC):Workforce Solutions serves as the backbone entity for this collective impact model that seeks to re-engage opportunity youth (defined as young adults between the ages of 16-24) in career pathways. Most WERC partners are also members of AOYC, with direct alignment between planning efforts.

Workforce Strategic Plan: Workforce Solutions has assembled other planners and funders, including the City of Austin and Travis County, to adopt workforce system standards with the goal of preparing skilled job seekers for employment in a competitive business community. Workforce Solutions commits to aligning all it does, most notably WERC, with the community system standards that are adopted out of this community planning process.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	1500	1500	1500	2710
2	Total number of unduplicated clients served in Adult Basic Education	45	45	45	108
3	Total number of unduplicated clients served in English-as-a-Second Language	350	350	350	678
4	Total number of unduplicated clients served in Occupational Training	260	260	260	569

Outcomes

ID	Outcome Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
	Number of individuals obtaining employment	315	284	256	855
2Ai	Number of individuals exiting the program	469	422	380	1271
	Percent of individuals obtaining employment	67.16	67.3	67.37	67.27
	Number of individuals who complete an educational program that improves their knowledge	404	364	328	1096
5A	Number of individuals participating in the educational program	622	560	504	1686
	Percent of individuals who complete an educational program and demonstrate improved knowledge	64.95	65	65.08	65.01

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
    - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
    - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$151,496.00	$155,782.00	$160,069.00	$467,347.00
General Operations Expenses	$174,386.00	$170,100.00	$165,813.00	$510,299.00
Program Subcontractors	$2,181,107.00	$2,181,107.00	$2,181,107.00	$6,543,321.00
Staff Travel	$0.00	$0.00	$0.00	$0.00
Conferences	$0.00	$0.00	$0.00	$0.00
Operations SubTotal	$2,355,493.00	$2,351,207.00	$2,346,920.00	$7,053,620.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$0.00	$0.00	$0.00	$0.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$2,506,989.00	$2,506,989.00	$2,506,989.00	$7,520,967.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits — *Workforce Solutions direct line staff needed for oversight, coordination, quality control, and technical assistance.*

General Op Expenses — *Workforce Solutions will contract with Goodwill to provide the ECM, the shared client data management system. We will also contract with WIN Learning to provide an online learning system delivering foundation/basic skill and "soft" skills training. This line will also be used for supplies; staff travel and training (all in Travis County); printing and duplicating; postage and shipping; telephone and communications; insurance other than benefits needed to operate a program for the City of Austin; equipment lease; equipment repair and maintenance; facility costs which include building rent and utilities; auditing services and other professional services; and other operating expenses needed by the direct line staff. This line will also support general management and administrative staff at the board who oversee the project, accomplish the fiscal requirements of the project, and support the direct line staff.*

Program Subcontractors — *8 community partners working directly with the clients to provide Occupational Skills Training, Adult Basic Education, and/or other programs. These partners will provide intake, case management, training, emergency support services, and follow up to make sure the clients coming through this program are as successful as possible. Child Care will be provided to some clients in conjunction with the Child Care program that Workforce Solutions operates under the Child Care Development Funds.*

Staff Travel — *N/A*

Conferences — *N/A*

Food and Beverage — *N/A*

Financial Assistance — *N/A*

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Program Budget and Narrative

Other Assistance	N/A
Capital Outlay	N/A

Program Subcontractors

	Period 1	2	3	*Contract Term*
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

American Youthworks

	1	2	3	Contract Term
Unduplicated Count	45	40	36	121
Amount	$124,200.00	$124,200.00	$124,200.00	$372,600.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Occupational Training, Case Management, Job Readiness Instruction, Resume & Interviewing Workshops, Job Search Assistance, Support Services, Job Retention Support

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Austin Area Urban League

	1	2	3	Contract Term
Unduplicated Count	162	145	130	437
Amount	$235,000.00	$235,000.00	$235,000.00	$705,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Financial Literacy, Occupational Training, Case Management, Job Readiness Instruction, Resume & Interviewing Workshops, Job Search Assistance, Support Services, Job Retention Support

Program Subcontractors

	Period 1	*2*	*3*	*Contract Term*
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

El Buen Samaritano

	1	*2*	*3*	*Contract Term*
Unduplicated Count	90	81	73	244
Amount	$74,373.00	$74,373.00	$74,373.00	$223,119.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

English as a Second Language, Computer Literacy, Support Services

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Foundation Communities

	1	2	3	Contract Term
Unduplicated Count	171	154	139	464
Amount	$132,000.00	$132,000.00	$132,000.00	$396,000.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

English as a Second Language, Computer Literacy, Financial Literacy, Case Management, Job Readiness Instruction, Resume & Interviewing Workshops, Job Search Assistance, Support Services, Job Retention Support

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Goodwill Industries of Central Texas

	1	2	3	Contract Term
Unduplicated Count	165	149	134	448
Amount	$487,200.00	$487,200.00	$487,200.00	$1,461,600.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Occupational Training, Case Management, Job Readiness Instruction, Resume & Interviewing Workshops, Job Search Assistance, Support Services, Job Retention Support

Program Subcontractors

	Period 1	2	3	*Contract Term*
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Literacy Coalition of Central Texas

Unduplicated Count	90	81	73	244
Amount	$317,850.00	$317,850.00	$317,850.00	$953,550.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

English as a Second Language, Adult Basic Education, GED Preparation, Occupational Training, Case Management, Job Readiness Instruction, Resume & Interviewing Workshops, Job Search Assistance, Support Services, Job Retention Support

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

Manos de Cristo

Unduplicated Count	153	138	124	415
Amount	$76,173.00	$76,173.00	$76,173.00	$228,519.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

English as a Second Language, Computer Literacy, Spanish Literacy, Support Services

Program Subcontractors

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information

Name

C2GPS

	1	2	3	Contract Term
Unduplicated Count	120	106	84	310
Amount	$734,311.00	$734,311.00	$734,311.00	$2,202,933.00

Length of Term

Start Date 10/1/2015

End Date 9/30/2018

Services to be subcontracted

Occupational Training, Case Management, Job Readiness Instruction, Resume & Interviewing Workshops, Job Search Assistance, Support Services, Job Retention Support

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City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 3RD day of June, 2015

CONTRACTOR Workforce Solutions

Authorized Signature [signature]

Title Executive Director

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

Program Goals And Objectives

LifeWorks' Collective Impact Continuum (CIC) contract provides a safety net infrastructure to ensure that basic needs are met, including food, clothing, health, shelter, and behavioral health care. LifeWorks serves more than 6,000 area families annually through a network of twenty Housing, Counseling, Education/Workforce and Youth Development programs which are aligned in a collective impact continuum to support youth, young adults and families in their efforts to achieve measurable increases in self-sufficiency.

The Housing - CIC program provides provide safe and stable housing, support and assistance with basic needs for high-risk youth, with a long term focus on increasing their self-sufficiency. These programs include: Emergency Shelter, Street Outreach, Transitional Living Program, and Supportive Housing Program.

Program Clients Served

LifeWorks' Housing and Homeless Services division targets youth and young adults, ages 10 to 23, in high-risk situations including homelessness, runaway, abandoned, and abused youth, and youth at risk of imminent homelessness and youth who have experienced violence or abuse, substance abusers, youth involved with the criminal justice system, economically disadvantaged youth, pregnant and parenting teens, youth with physical or mental health problems and youth who engage in survival sex.

The Emergency Shelter provides services to homeless, abandoned, runaway and abused youth up to age 19 and their children as well as youth who are about to age out Foster Care. Income documentation is not collected for these clients due to homeless status and/or status as a youth in foster care system.

The Transitional Living Program (TLP) offers transitional housing to clients who are homeless, ages 18 to 23 years old. Income documentation is collected for these clients.

Street Outreach targets runaway, homeless, and at-risk street dependent youth and young adults ages 10-23. Income eligibility data is not collected for these clients due to their homeless status.

Supportive Housing provides semi-supervised apartment living to formerly homeless youth and their families. Income eligibility data is collected for clients (excluding the children whose parents are receiving these services) in this program.

Proof of residency will not be required for clients in LifeWorks' residential programs (Emergency Shelter, Transitional Living Program, and Supportive Housing Program) based on clients' homeless status, no for the (non-residential) Street Outreach program.

Program Services And Delivery

Comprehensive individualized service plans are developed as a result of systematically assessing self-sufficiency needs at intake (utilizing a modified version of the Arizona Self-Sufficiency Matrix). The plans may involve one or several LifeWorks (and other community) programs and can involve multiple family members.

Emergency Shelter is a licensed 20-bed facility, which has awake-staff in place 24-hours a day to ensure immediate access to services. Food, clothing, medical screening (and medical care, when needed), case management, constructive recreation, employment coaching, as well as individual, group and family counseling are provided. Building on family strengths, counseling and case management services work to help the youth move toward family reunification or ensure other safe living arrangements. Youth may remain in the shelter for up to 90 days.

Transitional Living Program (TLP) offers transitional housing to clients in a 6-room facility for up to seven youth. The facility has awake-staff in place 24 hours a day. Youth receive education and employment assistance, independent living skills training, case management and counseling. Youth are also assisted to prepare financially (through the client savings program), as well as socially and emotionally to live independently. Youth may remain at TLP for up to 18 months.

Street Outreach is based at the Congregational Church at 408 W. 23rd Street. Outreach is conducted in the "Drag" area around UT and in areas of Northeast, East and downtown Austin. The program provides case management services to street youth and assists them in getting off the street and accessing safe housing. In addition, the program provides mobile outreach to enhance access to critical services to meet basic survival needs. Services include HIV education and prevention, HIV testing and counseling, drug/alcohol counseling, drug/alcohol assessments, mental health counseling, groups, activities, GED preparation, employment assistance, immunizations, STD screenings, Acu-Detox services, a drop-in center, washer and dryer services, family reunification, clothing, medical care, hygiene supplies, food, and nutrition services. Meals are provided twice a week through area churches, and the program operates a clinic out of the field station that provides full medical services once a week.

Supportive Housing provides semi-supervised apartment living. Services include case management, life and parenting skills training, subsidized rent and utility payments, transportation, referral for child care, medical and other needs that are identified through service planning and assessment.

In all housing programs (with the exception of clients who receive only basic support such as meals and hygiene supplies through Street Outreach), staff conduct a comprehensive intake and develop a Service Plan with all clients.

System for Collecting and Reporting Program Data

Along with implementation of the Self-Sufficiency Matrix across most programs in the agency to assess and measure client progress toward self-sufficiency goals, LifeWorks has recently moved to a common intake process in order to strengthen alignment of services across the agency and to better gauge the broader impact of services. Nearly all clients participate in the same intake and assessment process, regardless of which services they are originally seeking. If clients are assessed to have needs in other areas as identified at intake or during quarterly follow up meetings, they can receive immediate linkage and referral to appropriate LifeWorks programs or other services in the community. This process encourages LifeWorks program staff to work more closely across the four service divisions, and results in concerns being addressed in a timelier manner.

To ensure quality and efficiency, the agency has implemented Efforts to Outcomes (ETO™) software for data management and reporting. In addition to tracking basic demographic and outcome information, ETO has allowed LifeWorks to compare outcomes more efficiently across programs and the agency. The software also allows programs to analyze trends and make adjustments to services as needed, in order to relate service delivery efforts to desired outcomes.

Implementation of the Self-Sufficiency Matrix across the services gives LifeWorks the ability to track clients' movement across programs and measure the collective impact of a full continuum of services. Progress on the needs of each client identified by the Self-Sufficiency Matrix is measured every three months. Monthly data integrity reviews help to ensure accuracy and completeness of data. Multiple measures are in place to maintain high quality standards. The Chief Compliance Officer reviews a random sample of client files and corresponding ETO data quarterly and documents any findings, which are forwarded to program managers for action. Program Managers are responsible for any required follow-up or corrective action as a result of the data integrity checks.

The Emergency Shelter program is required to input data into HMIS and submit the monthly HMIS report to the City of Austin.

Performance Evaluation

A Board-approved Performance and Quality Improvement Plan provides the process framework to ensure that the agency continuously assesses and improves performance. LifeWorks Chief Compliance Officer oversees implementation of quality and compliance issues for the agency. A Quality Improvement (QI) Committee comprised of LifeWorks' employees as well as community and Board representatives meets quarterly and has responsibility for ensuring that LifeWorks: 1) designs programs that address community needs, 2) delivers services with administrative efficiency and an emphasis on customer satisfaction, 3) collects and evaluates data regarding program effectiveness, and 4) uses feedback received from evaluation activities to enhance and improve service delivery. The Quality Improvement Committee accomplishes this through the review of multiple data sources, including: records review findings, critical incident reports, client and employee satisfaction, program outcomes, employee turnover, and feedback from outside monitoring visits. In addition to Board representation at quarterly QI Committee meetings, LifeWorks Board of Governors also reviews a summary of program performance twice a year and an overall QI Summary annually.

Quality Improvement

Program Work Statement

Annual monitoring of many of the agency's programs by state or federal funders provides valuable feedback and recommendations, which are then used to improve services through the development and implementation of quality improvement plans.

Service Coordination with Other Agencies

LifeWorks Housing division staff is in daily communication with other residential service providers (Settlement Home, Austin Children's Shelter, SafePlace) regarding coordination of services for individual clients.
Formal service linkages include:

Mental Health Services: LifeWorks has a very effective collaborative relationship with Austin-Travis County Integral Care with two-way referrals to ensure appropriate mental health care and services for families in need. LifeWorks also maintains contracts with individual mental health providers who are able to serve LifeWorks clients upon referral.

Law Enforcement and Legal Services: LifeWorks has a formal collaboration with TCJC and works closely with the Austin Police Department and the Travis County Sheriff's Office to divert apprehended runaways from juvenile detention to LifeWorks. Law enforcement officers in Travis County are familiar with LifeWorks and are able to direct youth who need services to youth and family counseling and emergency shelter services.

Educational and Vocational Services: LifeWorks has links with vocational centers as well as relationships with American YouthWorks and Austin Community College so that older youth can access training and develop skills to support themselves as they transition to adulthood and independence.

Social Service and Welfare Agencies: LifeWorks has formal linkages with the Texas Department of Family and Protective Services (TDFPS), Austin/Travis County Health and Human Services Department, and the Community Resources Collaboration Group, which meets regularly to coordinate care for youth requiring multiple services. Staff works closely with TDFPS in cases where youth have been abused and/or abandoned.

Drug Treatment: LifeWorks Housing & Homeless Services staff are members of the Clinical Resource Exchange for drug and alcohol treatment for indigent clients. Exchange members visit treatment programs and share information on services.

Health and Treatment Services: People's Community Clinic is a formal and active collaborator in LifeWorks' Street Outreach program and provides general medical services weekly at the Street Outreach office, as well as a wide range of services to street youth at their clinic.

Domestic Violence Services: The Resolution Counseling program is part of the Coordinated Community Response to domestic violence in Austin-Travis County; has a cooperative agreement with SafePlace; and meets on a monthly basis with other agency representatives who are involved in domestic violence intervention and prevention. In addition, staff is members of the Texas Council on Family Violence, the Austin/Travis County Family Violence Task Force, the Travis County Battering Intervention and Prevention Program Advisory Committee, and the Travis County Domestic Violence Fatality Review Team.

Service Collaboration with Other Agencies

There are no collaborations in this contract with the City of Austin.

Community Planning Activities

LifeWorks staff currently hold leadership roles and participate in more than a dozen coalitions that involve multiple service providers and/or multiple client populations. Leadership roles include the Vice Chair ECHO Membership Council, Executive Committee of One Voice Central Texas, Board of the Texas Network of Youth Services, Board of Children's Optimal Health, Steering Committee of Austin Opportunity Youth Collaborative, Advisory Committee to the Downtown Austin Community Court, Board of the University Area Partners, Austin CHDO Roundtable, member of the Community Advancement Network Community Council, and Chair of the Child and Youth Mental Health Planning Partnership. LifeWorks staff also participate in the following planning committees: Austin Healthy Adolescent Initiative, Healthy Youth Partnership, Austin ISD School Health Advisory Committee, Ready by 21 Coalition, UW Success by 6 Stakeholder and Family Support Network, ECHO Continuum of Care and HMIS subcommittees, Austin Homeless Task Force, and Integrated Care Collaboration's Community Based Organizations Workgroup.

In addition to the above formal service linkages, LifeWorks maintains close working relationships with United Way, the Texas Network of Youth Services, the National Network for Youth, The University of Texas School of Social Work, local school districts within Travis County, and various state and local officials. These associations enable staff to continue professional development and the agency to advocate for the needs of the youth and families we serve.

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

Program Goals And Objectives

LifeWorks' Collective Impact Continuum (CIC) contract provides a safety net infrastructure to ensure that basic needs are met, including food, clothing, health, shelter, and behavioral health care needs are met. LifeWorks serves more than 6,000 area families annually through a network of twenty Housing, Counseling, Education/Workforce and Youth Development programs which are aligned in a collective impact continuum to support youth, young adults and families in their efforts to achieve measurable increases in self-sufficiency.

The Counseling program promotes self-sufficiency for youth and their families as well as safe, non-violent and healthy relationships. Programs include: Youth and Adult Counseling, and Resolution Counseling.

Program Clients Served

Youth and Adult Counseling clients are youth (ages 0-17) and their families who are experiencing problems with family conflict, truancy, delinquency, or runaway behavior, individual adults who experience transitional challenges (divorce, death of a loved one, aging, new child, etc.), and/or adults with mental health related issues (depression, anxiety, etc.). Entry into the program happens through self-referrals, agency referrals, and referrals from schools, juvenile court, and the general public.

Resolution Counseling clients are adults ages 18 and older who have been identified as domestic violence offenders by: 1) an arrest, 2) issuance of a protective order for domestic violence, 3) referral by another community partner, such as the Domestic Relations Office, or 4) by having voluntarily acknowledged use of control and/or abuse against their partner. Clients in the program are self-referred and referred from agencies within the criminal justice system and other social services.

Program Services And Delivery

Comprehensive individualized service plans are developed as a result of systematically assessing self-sufficiency needs at intake (utilizing a modified version of the Arizona Self-Sufficiency Matrix). The plans may involve one or several LifeWorks (and other community) programs and can involve multiple family members.

Youth and Adult Counseling staff assist individuals, youth and families in creating effective solutions for issues ranging from every day stress to family crisis or trauma. An intake/assessment is completed on every family or individual seen. Counselors provide weekly individual, couples and family counseling sessions at one of LifeWorks' three multi-service centers (South, East Central and North Austin), and evening and Saturday hours are available. Services are provided for up to three months and can be extended for an additional 90 days if the counselor and the family determine the need.

Skills-based groups for youth and their families are also available with increased services during the summer months. In crisis situations, a family is seen by LifeWorks staff within 24 hours. Ideally, family counseling sessions include all family members; however, parents and/or children are seen individually when necessary. The client or family determines goals for counseling and participates in weekly progress reviews throughout the counseling process. When the client is satisfied with their progress, services are terminated. Clients may return to address future issues if needed. Files are closed out on the last day of contact with the client. Files will also be closed when there is no contact for 30 days after the last session.

The Resolution Counseling program helps clients build healthy relationships and end partner abuse. The primary approach is a gender-specific group format; however, clients may be identified as needing individual services based on appropriateness for groups. There are two levels of intervention provided which include a 21-week program (42 hours of counseling) and a 30-week program (60 hours of counseling). Resolution Counseling also offers an alternate program for young fathers (ages 18-26) that includes 26 weekly sessions (52 hours of counseling).

All groups meet weekly for two-hour sessions. Groups are facilitated by Masters-level counselors, are provided separately for men and women, and are available in English and Spanish. Counselors determine level of intervention for clients based on risk level as assessed by the lethality or severity of the client's offense, the history of previous offenses, and other factors. Resolution Counseling staff provide an initial group orientation session for all clients including an explanation of the program structure, expectations and benefits. Counselors complete an individual assessment with each client. Once clients complete the orientation and assessment, they are placed in a group at one of LifeWorks' three main service sites (South, East and North Austin). When individual sessions are deemed necessary, the program length is based on client need and demonstration of changed behaviors and cognition. In order to complete Resolution Counseling, clients must meet

Program Work Statement

Contract Start Date 9/1/2015 **Contract End Date** 9/30/2018

attendance and fee payment requirements, participate constructively in group sessions, demonstrate accountability for their abusive and/or controlling behaviors, and discuss and demonstrate the use of alternatives to violence. Resolution Counseling staff are also available to provide aftercare support and services for clients.

Resolution Counseling offers a sliding fee scale for services ranging from $25.00 to $80.00 weekly. Participants earning less than $26,000 will be assessed at our lowest weekly fee of $25.00. If clients are seeking an 18 or 24 session program (low or moderate level) and a father, or serving as a primary father figure to a child, then clients may also qualify for free weekly sessions.

Fees are required as part of maintaining accreditation through the Batterer's Intervention and Prevention Program, whose guidelines state the accredited programs must have "a process for clearly communicating to batterers that financial consequences are a method of being accountable for their behavior." If clients are unable to pay for services they are encouraged to talk with their referral source to negotiate entering the program when it is easier for them to afford the program fees.

System for Collecting and Reporting Program Data

Along with implementation of the Self-Sufficiency Matrix across most programs in the agency to assess and measure client progress toward self-sufficiency goals, LifeWorks has recently moved to a common intake process in order to strengthen alignment of services across the agency and to better gauge the broader impact of services. Nearly all clients participate in the same intake and assessment process, regardless of which services they are originally seeking. If clients are assessed to have needs in other areas as identified at intake or during quarterly follow up meetings, they can receive immediate linkage and referral to appropriate LifeWorks programs or other services in the community. This process encourages LifeWorks program staff to work more closely across the four service divisions, and results in concerns being addressed in a timelier manner.

To ensure quality and efficiency, the agency has implemented Efforts to Outcomes (ETO™) software for data management and reporting. In addition to tracking basic demographic and outcome information, ETO has allowed LifeWorks to compare outcomes more efficiently across programs and the agency. The software also allows programs to analyze trends and make adjustments to services as needed, in order to relate service delivery efforts to desired outcomes.

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Youth and Adult Counseling: The program uses the following evaluation forms: 1) Caretaker Assessment of Youth and Self with clinician's evaluation/comment; 2) Initial Action Plan, with scale scores identifying individualized goals and the clinician's assignment of current coping skills measure; 3) Action Review Plan, with scale scores identifying progress on goals and the clinician's assessment of progress on coping skills; 4) Closing Summary, measuring progress or completion of goals, success in overcoming the client's presenting problem and the clinician's assessment of coping skills. Hard copies of data are maintained in client files and group charts.

Resolution Counseling: Pre- and post-tests are used to gauge clients' progress and change during their time in the program. Intake assessments are completed to determine individual treatment plans and counselor feedback is documented at the end of group sessions to evaluate a client's participation and progress. Group session forms provide clients with a tool to inform staff how the groups are meeting their needs. Monthly reports are sent to referral sources to inform them of the client's participation, compliance, and progress toward goals.

Performance Evaluation

A Board-approved Performance and Quality Improvement Plan provides the process framework to ensure that the agency continuously assesses and improves performance. LifeWorks Chief Compliance Officer oversees implementation of quality and compliance issues for the agency. A Quality Improvement (QI) Committee comprised of LifeWorks' employees as well as community and Board representatives meets quarterly and has responsibility for ensuring that LifeWorks: 1) designs programs that address community needs, 2) delivers services with administrative efficiency and an emphasis on customer satisfaction, 3) collects and evaluates data regarding program effectiveness, and 4) uses feedback received from evaluation activities to enhance and improve service delivery. The Quality Improvement Committee accomplishes this through the review of multiple data sources, including: records review findings, critical incident reports, client and employee satisfaction, program outcomes, employee turnover, and feedback from outside monitoring visits. In addition to Board representation at quarterly QI Committee meetings, LifeWorks Board of Governors also reviews a summary of program performance twice a year and an overall QI Summary annually.

Quality Improvement

Annual monitoring of many of the agency's programs by state or federal funders provides valuable feedback and recommendations, which are then used to improve services through the development and implementation of quality improvement plans.

Service Coordination with Other Agencies

LifeWorks Housing division staff is in daily communication with other residential service providers (Settlement Home, Austin Children's Shelter, SafePlace) regarding coordination of services for individual clients. The agency's Education and Workforce Development staff participates in the Workforce Investment Act (WIA) Youth Employment Program collaboration to ensure that young adults seeking education and workforce training receive services from the appropriate provider. LifeWorks is also a member of the Literacy Coalition of Central Texas, which enables our educational services to be well-coordinated with other area providers. Through its Youth Development division, staff participate in the Youth Substance Abuse Prevention Coalition, the TANDEM collaboration (which provides wraparound services for teen mothers), and the Infant Mental Health coalition, while Counseling program staff are actively engaged in the Children and Youth Mental Health Planning Partnership, the Adult Behavioral Health Planning Partnership, and the Community Resources Coordination Group (CRCG).

Formal service linkages include:

Mental Health Services: LifeWorks has a very effective collaborative relationship with Austin-Travis County Integral Care with two-way referrals to ensure appropriate mental health care and services for families in need. LifeWorks also maintains contracts with individual mental health providers who are able to serve LifeWorks clients upon referral.

Law Enforcement and Legal Services: LifeWorks has a formal collaboration with TCJC and works closely with the Austin Police Department and the Travis County Sheriff's Office to divert apprehended runaways from juvenile detention to LifeWorks. Law enforcement officers in Travis County are familiar with LifeWorks and are able to direct youth who need services to youth and family counseling and emergency shelter services.

Educational and Vocational Services: LifeWorks has links with vocational centers as well as relationships with American YouthWorks and Austin Community College so that older youth can access training and develop skills to support themselves as they transition to adulthood and independence.

Social Service and Welfare Agencies: LifeWorks has formal linkages with the Texas Department of Family and Protective Services (TDFPS), Austin/Travis County Health and Human Services Department, and the Community Resources Collaboration Group, which meets regularly to coordinate care for youth requiring multiple services. Staff works closely with TDFPS in cases where youth have been abused and/or abandoned.

Drug Treatment: LifeWorks Housing & Homeless Services staff are members of the Clinical Resource Exchange for drug and alcohol treatment for indigent clients. Exchange members visit treatment programs and share information on services.

Health and Treatment Services: People's Community Clinic is a formal and active collaborator in LifeWorks' Street Outreach program and provides general medical services weekly at the Street Outreach office, as well as a wide range of services to street youth at their clinic.

Domestic Violence Services: The Resolution Counseling program is part of the Coordinated Community Response to domestic violence in Austin-Travis County; has a cooperative agreement with SafePlace; and meets on a monthly basis with other agency representatives who are involved in domestic violence intervention and prevention. In addition, staff is members of the Texas Council on Family Violence, the Austin/Travis County Family Violence Task Force, the Travis County Battering Intervention and Prevention Program Advisory Committee, and the Travis County Domestic Violence Fatality Review Team.

Service Collaboration with Other Agencies

There are no collaborations in this contract with the City of Austin.

Community Planning Activities

LifeWorks staff currently hold leadership roles and participate in more than a dozen coalitions that involve multiple service providers and/or multiple client populations. Leadership roles include the Vice Chair ECHO Membership Council, Executive Committee of One Voice Central Texas, Board of the Texas Network of Youth Services, Board of Children's Optimal Health, Steering Committee of Austin Opportunity Youth Collaborative, Advisory Committee to the Downtown Austin Community Court, Board of the University Area Partners, Austin CHDO Roundtable, member of the Community Advancement Network Community Council, and Chair of the Child and Youth Mental Health Planning Partnership. LifeWorks staff also participate in the following planning committees: Austin Healthy Adolescent Initiative, Healthy Youth Partnership, Austin ISD School Health Advisory Committee, Ready by 21 Coalition, UW Success by 6 Stakeholder and Family Support Network, ECHO Continuum of Care and HMIS subcommittees, Austin Homeless Task Force, and Integrated Care Collaboration's Community Based Organizations Workgroup.

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Program Work Statement

Contract Start Date 9/1/2015 *Contract End Date* 9/30/2018

Program Goals And Objectives

LifeWorks' Collective Impact Continuum (CIC) contract provides a safety net infrastructure to ensure that basic needs are met, including food, clothing, health, shelter, and behavioral health care. LifeWorks serves more than 6,000 area families annually through a network of twenty Housing, Counseling, Education/Workforce and Youth Development programs which are aligned in a collective impact continuum to support youth, young adults and families in their efforts to achieve measurable increases in self-sufficiency.

The Education - CIC Program helps youth achieve self-sufficiency. Programs include: GED and Literacy Programs.

Program Clients Served

GED and Literacy serves youth and young adults between the ages of 16 and 26 who have dropped out of school or who are parenting.

Program Services And Delivery

Comprehensive individualized service plans are developed as a result of systematically assessing self-sufficiency needs at intake (utilizing a modified version of the Arizona Self-Sufficiency Matrix). The plans may involve one or several LifeWorks (and other community) programs and can involve multiple family members.

GED and Literacy: Before enrolling in classes, students are required to participate in an orientation and intake. The information acquired through orientation provides staff with the necessary information to evaluate the student's academic and motivational levels. Orientation meetings are offered once a month. Intakes are scheduled individually between staff and perspective students as space becomes available in the program. Classes are provided on an open entry, open exit basis. Each student receives an individualized service plan, which assists in monitoring his or her educational progress. Students are also given instruction on skills needed to live independently, concentrating heavily on job training. Students are placed in one of two educational tracks upon entering the program. If a student is functioning between a fourth and ninth grade academic level, he/she will be placed in the Literacy Training track. If a student is functioning at a tenth grade level or higher, he/she is placed in the GED Training track. Students are able to move from one track to the next to meet their educational goals.

System for Collecting and Reporting Program Data

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To ensure quality and efficiency, the agency has implemented Efforts to Outcomes (ETO™) software for data management and reporting. In addition to tracking basic demographic and outcome information, ETO has allowed LifeWorks to compare outcomes more efficiently across programs and the agency. The software also allows programs to analyze trends and make adjustments to services as needed, in order to relate service delivery efforts to desired outcomes.

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Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2018

GED and Literacy: Each client's academic progress is assessed on a monthly basis utilizing the TABE (Test of Adult Basic Education). Staff also review each client's service plan quarterly to monitor individualized goals, and complete the Self-Sufficiency Matrix at intake, every three months during services, and at case closure.

Performance Evaluation

A Board-approved Performance and Quality Improvement Plan provides the process framework to ensure that the agency continuously assesses and improves performance. LifeWorks Chief Compliance Officer oversees implementation of quality and compliance issues for the agency. A Quality Improvement (QI) Committee comprised of LifeWorks' employees as well as community and Board representatives meets quarterly and has responsibility for ensuring that LifeWorks: 1) designs programs that address community needs, 2) delivers services with administrative efficiency and an emphasis on customer satisfaction, 3) collects and evaluates data regarding program effectiveness, and 4) uses feedback received from evaluation activities to enhance and improve service delivery. The Quality Improvement Committee accomplishes this through the review of multiple data sources, including: records review findings, critical incident reports, client and employee satisfaction, program outcomes, employee turnover, and feedback from outside monitoring visits. In addition to Board representation at quarterly QI Committee meetings, LifeWorks Board of Governors also reviews a summary of program performance twice a year and an overall QI Summary annually.

Quality Improvement

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Service Coordination with Other Agencies

Service Cooperation with Other Agencies: LifeWorks Housing division staff is in daily communication with other residential service providers (Settlement Home, Austin Children's Shelter, SafePlace) regarding coordination of services for individual clients. The agency's Education and Workforce Development staff participates in the Workforce Investment Act (WIA) Youth Employment Program collaboration to ensure that young adults seeking education and workforce training receive services from the appropriate provider. LifeWorks is also a member of the Literacy Coalition of Central Texas, which enables our educational services to be well-coordinated with other area providers. Through its Youth Development division, staff participate in the Youth Substance Abuse Prevention Coalition, the TANDEM collaboration (which provides wraparound services for teen mothers), and the Infant Mental Health coalition, while Counseling program staff are actively engaged in the Children and Youth Mental Health Planning Partnership, the Adult Behavioral Health Planning Partnership, and the Community Resources Coordination Group (CRCG).

Formal service linkages include:

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Social Service and Welfare Agencies: LifeWorks has formal linkages with the Texas Department of Family and Protective Services (TDFPS), Austin/Travis County Health and Human Services Department, and the Community Resources Collaboration Group, which meets regularly to coordinate care for youth requiring multiple services. Staff works closely with TDFPS in cases where youth have been abused and/or abandoned.

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Service Collaboration with Other Agencies

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Community Planning Activities

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The Youth Development program promotes increase self-sufficiency for young parents and positive youth development. Programs include: Teen Parent Services and Next Step Program.

Program Clients Served

Teen Parent Services assists pregnant and parenting youth, between the ages of 11 and 19, who need assistance staying in or returning to school, and who want to increase their knowledge and skills in order to promote the positive and healthy development of their child.

Next Step serves youth in grades Pre-K through 8th grade who attend schools in either Austin ISD or Manor ISD. Schools selected for participation in the program have been identified by LifeWorks as existing in communities that possess multiple factors that place the youth at high risk for substance use and/or violence. Community risk factors include areas with high rates of crime related to illegal substances (sales, possession, use); low community attachment due to high rates of mobility among families; and high rates of families living in poverty. Additional factors that are considered include high rates of academic failure as evidenced by student retention rates, and the data collected through the Student Substance Use and Safety Survey, which is administered by Austin ISD biannually. The data collected through this survey provides information about several individual, peer, and school risk factors that youth experience at their schools, such as lack of behavioral self-control, gang involvement and activities, antisocial behavior, alienation and rebelliousness, aggressive behavior at school, academic failure and school violence.

LifeWorks' clients receiving services funded by the City of Austin must meet eligibility requirements, with the following exceptions:

Clients under the age of 18 who are referred for services by the Department of Family Protective and Regulatory Services will not be required to produce additional eligibility documentation. This includes students in LifeWorks' Preparation for Adult Living Classes, and who participate in case management services through the After Care Transitional Services program.

LifeWorks' programs providing group services to youth in AISD elementary, middle and high schools will collect basic demographic information (including name, age, gender, race and ethnicity) on all clients. Location and date of services as well as types of services provided will also be documented. No additional eligibility documentation will be required under this contract. A majority of the schools where LifeWorks provides services have a high percentage (90%+) of economically disadvantaged youth. City funds will not be used to provide services to students outside of Austin or Travis County. Programs providing group services include: Next Step (Substance Abuse & Violence Prevention), Teen Parent Services (Pregnancy/Parenting), and Youth Empowerment Services (Skills-Based Groups).

Program Services And Delivery

Comprehensive individualized service plans are developed as a result of systematically assessing self-sufficiency needs at intake (utilizing a modified version of the Arizona Self-Sufficiency Matrix). The plans may involve one or several LifeWorks (and other community) programs and can involve multiple family members.

Teen Parent Services offers comprehensive case management and group services. Through these services young parents receive support, education, information, linkage and referral to additional community resources, and assistance with meeting the basic needs of their child.

Case management services help teens to identify and access needed resources. Case managers work with teen parents to develop service plans at the initiation of services that outline the client's areas of concern, and to establish goals for addressing them. Each youth must show progress toward the individualized educational and/or employment goals that are established at intake in order to continue with the program. Case management services are offered through meetings at the participant's home or school, agency offices, or other community locations. Case managers are required to have at least two contacts a month with each client, but the amount of contact may be much higher depending on the clients' needs.

Support groups held in school or community settings help build a support structure in the lives of teen parents. Support group services generally consist of ten weekly meetings of approximately one hour in length. Groups generally take place in school locations, take place during or after school hours. Teens that are unable to consistently attend support group meetings may elect to participate in specific informational presentations, to increase their knowledge in areas critical to parenting and life skills development.

Next Step program provides substance abuse and violence prevention education Core components include weekly curriculum-based classroom instruction as well as support groups, activities to promote family bonding, and social, recreational, cultural, and educational activities that promote a no-use message. Lessons are facilitated by LifeWorks Prevention Specialists who have received extensive training in the evidence-based programs that they are implementing. Classroom lessons take place during the fall and spring academic semesters, and are 12 sessions in length. Support groups occur year round, and consist of 10 sessions each.

System for Collecting and Reporting Program Data

Along with implementation of the Self-Sufficiency Matrix across most programs in the agency to assess and measure client progress toward self-sufficiency goals, LifeWorks has recently moved to a common intake process in order to strengthen alignment of services across the agency and to better gauge the broader impact of services. Nearly all clients participate in the same intake and assessment process, regardless of which services they are originally seeking. If clients are assessed to have needs in other areas as identified at intake or during quarterly follow up meetings, they can receive immediate linkage and referral to appropriate LifeWorks programs or other services in the community. This process encourages LifeWorks program staff to work more closely across the four service divisions, and results in concerns being addressed in a timelier manner.

To ensure quality and efficiency, the agency has implemented Efforts to Outcomes (ETO™) software for data management and reporting. In addition to tracking basic demographic and outcome information, ETO has allowed LifeWorks to compare outcomes more efficiently across programs and the agency. The software also allows programs to analyze trends and make adjustments to services as needed, in order to relate service delivery efforts to desired outcomes.

Implementation of the Self-Sufficiency Matrix across the services gives LifeWorks the ability to track clients' movement across programs and measure the collective impact of a full continuum of services. Progress on the needs of each client identified by the Self-Sufficiency Matrix is measured every three months. Monthly data integrity reviews help to ensure accuracy and completeness of data. Multiple measures are in place to maintain high quality standards. The Chief Compliance Officer reviews a random sample of client files and corresponding ETO data quarterly and documents any findings, which are forwarded to program managers for action. Program Managers are responsible for any required follow-up or corrective action as a result of the data integrity checks.

Teen Parent: Clients who receive case management services are evaluated using the Self Sufficiency Matrix and service plans, which are updated at least quarterly. For group services, clients who have consistently attended group meetings are evaluated using a Retrospective Test at the end (completion) of the group sessions and also complete a client satisfaction survey.

Next Step: Clients who participate in at least 3 classes or group meetings complete pre- and post-surveys. Surveys were developed by the curriculum developers of Too Good for Drugs, and by Rainbow Days Inc. and assess whether students' social-emotional behaviors have improved or have been maintained at a high level.

Performance Evaluation

A Board-approved Performance and Quality Improvement Plan provides the process framework to ensure that the agency continuously assesses and improves performance. LifeWorks Chief Compliance Officer oversees implementation of quality and compliance issues for the agency. A Quality Improvement (QI) Committee comprised of LifeWorks' employees as well as community and Board representatives meets quarterly and has responsibility for ensuring that LifeWorks: 1) designs programs that address community needs, 2) delivers services with administrative efficiency and an emphasis on customer satisfaction, 3) collects and evaluates data regarding program effectiveness, and 4) uses feedback received from evaluation activities to enhance and improve service delivery. The Quality Improvement Committee accomplishes this through the review of multiple data sources, including: records review findings, critical incident reports, client and employee satisfaction, program outcomes, employee turnover, and feedback from outside monitoring visits. In addition to Board representation at quarterly QI Committee meetings, LifeWorks Board of Governors also reviews a summary of program performance twice a year and an overall QI Summary annually.

Quality Improvement

Annual monitoring of many of the agency's programs by state or federal funders provides valuable feedback and recommendations, which are then used to improve services through the development and implementation of quality improvement plans.

Service Coordination with Other Agencies

Service Cooperation with Other Agencies: LifeWorks Housing division staff is in daily communication with other residential service providers (Settlement Home, Austin Children's Shelter, SafePlace) regarding coordination of services for individual clients. The agency's Education and Workforce Development staff participates in the Workforce Investment Act (WIA) Youth Employment Program collaboration to ensure that young adults seeking education and workforce training receive services from the appropriate provider. LifeWorks is also a member of the Literacy Coalition of Central Texas, which enables our educational services to be well-coordinated with other area providers. Through its Youth Development division, staff participate in the Youth Substance Abuse Prevention Coalition, the TANDEM collaboration (which provides wraparound services for teen mothers), and the Infant Mental Health coalition, while Counseling program staff are actively engaged in the Children and Youth Mental Health Planning Partnership, the Adult Behavioral Health Planning Partnership, and the Community Resources Coordination Group (CRCG).

Formal service linkages include:

Mental Health Services: LifeWorks has a very effective collaborative relationship with Austin-Travis County Integral Care with two-way referrals to ensure appropriate mental health care and services for families in need. LifeWorks also maintains contracts with individual mental health providers who are able to serve LifeWorks clients upon referral.

Law Enforcement and Legal Services: LifeWorks has a formal collaboration with TCJC and works closely with the Austin Police Department and the Travis County Sheriff's Office to divert apprehended runaways from juvenile detention to LifeWorks. Law enforcement officers in Travis County are familiar with LifeWorks and are able to direct youth who need services to youth and family counseling and emergency shelter services.

Educational and Vocational Services: LifeWorks has links with vocational centers as well as relationships with American YouthWorks and Austin Community College so that older youth can access training and develop skills to support themselves as they transition to adulthood and independence.

Social Service and Welfare Agencies: LifeWorks has formal linkages with the Texas Department of Family and Protective Services (TDFPS), Austin/Travis County Health and Human Services Department, and the Community Resources Collaboration Group, which meets regularly to coordinate care for youth requiring multiple services. Staff works closely with TDFPS in cases where youth have been abused and/or abandoned.

Drug Treatment: LifeWorks Housing & Homeless Services staff are members of the Clinical Resource Exchange for drug and alcohol treatment for indigent clients. Exchange members visit treatment programs and share information on services.

Health and Treatment Services: People's Community Clinic is a formal and active collaborator in LifeWorks' Street Outreach program and provides general medical services weekly at the Street Outreach office, as well as a wide range of services to street youth at their clinic.

Domestic Violence Services: The Resolution Counseling program is part of the Coordinated Community Response to domestic violence in Austin-Travis County; has a cooperative agreement with SafePlace; and meets on a monthly basis with other agency representatives who are involved in domestic violence intervention and prevention. In addition, staff is members of the Texas Council on Family Violence, the Austin/Travis County Family Violence Task Force, the Travis County Battering Intervention and Prevention Program Advisory Committee, and the Travis County Domestic Violence Fatality Review Team.

Service Collaboration with Other Agencies

There are no collaborations in this contract with the City of Austin.

Community Planning Activities

LifeWorks staff currently hold leadership roles and participate in more than a dozen coalitions that involve multiple service providers and/or multiple client populations. Leadership roles include the Vice Chair ECHO Membership Council, Executive Committee of One Voice Central Texas, Board of the Texas Network of Youth Services, Board of Children's Optimal Health, Steering Committee of Austin Opportunity Youth Collaborative, Advisory Committee to the Downtown Austin Community Court, Board of the University Area Partners, Austin CHDO Roundtable, member of the Community Advancement Network Community Council, and Chair of the Child and Youth Mental Health Planning Partnership. LifeWorks staff also participate in the following planning committees: Austin Healthy Adolescent Initiative, Healthy Youth Partnership, Austin ISD School Health Advisory Committee, Ready by 21 Coalition, UW Success by 6 Stakeholder and Family Support Network, ECHO Continuum of Care and HMIS subcommittees, Austin Homeless Task Force, and Integrated Care Collaboration's Community Based Organizations Workgroup.

In addition to the above formal service linkages, LifeWorks maintains close working relationships with United Way, the Texas Network of Youth Services, the National Network for Youth, The University of Texas School of Social Work, local school districts within Travis County, and various state and local officials. These associations enable staff to continue professional development and the agency to advocate for the needs of the youth and families served.

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	*Output Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	64	64	64	160

Outcomes

ID	*Outcome Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
	Number of households at risk of homelessness that maintain housing	149	149	149	363
1A	Number of households receiving assistance	198	198	198	484
	Percent of households at risk of homelessness that maintain housing	75.25	75.25	75.25	75

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

Created: 4/24/2015 4:52:00 PM *Last Modified, If Applicable:* 5/27/2015 4:33:00 PM

Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	180	203	217	481

Outcomes

ID	Outcome Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
	Number of individuals making progress on their treatment plan goal(s)	600	673	696	1710
3B	Number of individuals evaluated for progress on treatment plan goals(s)	750	841	870	2137
	Percent of individuals making progress toward their treatment plan goals	80	80.02	80	80.02

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	Output Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	66	82	99	194

Outcomes

ID	Outcome Measure Description	Period 1	Period 2*	Period 3*	Contract Term **
	Number of youth served who progress to the next academic level	90	114	137	274
4B	Total number of youth who received services	165	207	249	489
	Percent of youth who progress to the next academic level	54.55	55.07	55.02	56.03

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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Program Performance Measures

	Period 1	Period 2	Period 3	Contract Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

ID	*Output Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
1	Total Number of Unduplicated Clients Served	53	53	53	119

Outcomes

ID	*Outcome Measure Description*	Period 1	Period 2*	Period 3*	Contract Term **
	Number of individuals who complete an educational program that improves their knowledge	588	588	588	1638
5A	Number of individuals participating in the educational program	920	920	920	2560
	Percent of individuals who complete an educational program and demonstrate improved knowledge	63.91	63.91	63.91	63.98

** Goal Served May Include Carry-Over From Previous Period*

*** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)*

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City of Austin Health and Human Services
Social Service Contracts
Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - Annual certification of client eligibility
  - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - Clients in programs serving victims of violence are not subject to residency or income requirements
  - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - A government –issued identification; or
  - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (http://www.austintexas.gov/gis/JurisdictionsWebMap/)
    - Travis County Appraisal District website (http://www.traviscad.org)

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

(A) Temporary Assistance for Needy Families (TANF);
(B) Money, wages and salaries before any deductions;
(C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
(D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
(E) Railroad retirement;
(F) Unemployment compensation;
(G) Strike benefits from union funds;
(H) Worker's compensation;
(I) Training stipends;
(J) Alimony;
(K) Military family allotments;
(L) Private pensions;
(M) Government employee pensions (including military retirement pay);
(N) Regular insurance or annuity payments; and
(O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

(A) Capital gains; any assets drawn down as withdrawals from a bank;
(B) The sale of property, a house, or a car;
(C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

(D) Tax refunds, gifts, loans, and lump-sum inheritances;
(E) One-time insurance payments or compensation for injury;
(F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
(G) Food or housing received in lieu of wages;
(H) The value of food and fuel produced and consumed on farms;
(I) The imputed value of rent from owner-occupied non-farm or farm housing;
(J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
(K) Housing assistance and combat zone pay to the military;
(L) Veterans (VA) Disability Payments;
(M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
(N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$219,096.00	$219,096.00	$219,096.00	$657,288.00
General Operations Expenses	$50,315.00	$50,315.00	$50,315.00	$150,945.00
Program Subcontractors	$0.00	$0.00	$0.00	$0.00
Staff Travel	$139.00	$139.00	$139.00	$417.00
Conferences	$500.00	$500.00	$500.00	$1,500.00
Operations SubTotal	$50,954.00	$50,954.00	$50,954.00	$152,862.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$0.00	$0.00	$0.00	$0.00
Direct Assistance SubTotal	$0.00	$0.00	$0.00	$0.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$270,050.00	$270,050.00	$270,050.00	$810,150.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits	Salary and benefits for Counseling services positions. Benefits include: Health Insurance; Health Savings Accounts; FICA (Agency percentage of tax on total salaries); Unemployment Compensation Insurance; Worker's Compensation Insurance; Retirement; and Life Insurance and EAP services
General Op Expenses	Office and Program Supplies; Local Travel and Training; Purchased Equipment: replacement of laptops and printers under $5,000; Occupancy: (utilities, facilities maintenance and repair at eight LifeWorks sites); Equipment Rental and Maintenance; Contractual and Professional Fees (not direct client services); Communications; Vehicle Maintenance (of agency-owned vehicles); General Liability Insurance and Dishonesty Bonding; Postage, Printing, and Advertising; Software Support and Licensing; and Building and Equipment Depreciation
Program Subcontractors	
Staff Travel	Staff travel to training or conferences offered in San Marcos, San Antonio, or other communities in Texas
Conferences	Registration fees and costs associated with counseling program staff attending trainings required to maintain licensure or certification, as well as the annual Texas Network of Youth Services conference
Food and Beverage	
Financial Assistance	
Other Assistance	
Capital Outlay	

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Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$205,612.00	$205,612.00	$205,612.00	$616,836.00
General Operations Expenses	$62,091.00	$62,091.00	$62,091.00	$186,273.00
Program Subcontractors	$0.00	$0.00	$0.00	$0.00
Staff Travel	$554.00	$554.00	$554.00	$1,662.00
Conferences	$500.00	$500.00	$500.00	$1,500.00
Operations SubTotal	$63,145.00	$63,145.00	$63,145.00	$189,435.00
Food and Beverages for Clients	$6,618.00	$6,618.00	$6,618.00	$19,854.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$5,548.00	$5,548.00	$5,548.00	$16,644.00
Direct Assistance SubTotal	$12,166.00	$12,166.00	$12,166.00	$36,498.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$280,923.00	$280,923.00	$280,923.00	$842,769.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

Salary and benefits for Housing services (emergency shelter, transitional living, supportive housing, street outreach) positions. Benefits include: Health Insurance; Health Savings Accounts; FICA (Agency percentage of tax on total salaries); Unemployment Compensation Insurance; Worker's Compensation Insurance; Retirement; and Life Insurance and EAP services

General Op Expenses

Office and Program Supplies; Local Travel and Training; Purchased Equipment: replacement of laptops and printers under $5,000; Occupancy: (utilities, facilities maintenance and repair at eight LifeWorks sites); Equipment Rental and Maintenance; Contractual and Professional Fees (not direct client services); Communications; Vehicle Maintenance (of agency-owned vehicles); General Liability Insurance and Dishonesty Bonding; Postage, Printing, and Advertising; Software Support and Licensing; and Building and Equipment Depreciation

Program Subcontractors

Staff Travel

Case Manager travel to training conferences or information fairs offered in San Marcos, San Antonio, or other communities in Texas

Conferences

Costs of program staff to attend the annual Texas Network of Youth Services conference and other relevant conferences or trainings

Food and Beverage

Client meals provided through LifeWorks residential services (emergency shelter and transitional living program) and food purchased for distribution through the street outreach program

Financial Assistance

Other Assistance

Other direct client assistance to cover expenses such as bus passes, documentation and I.D. costs, clothing, rental and utility assistance, medication, housing start up supplies, etc.

Capital Outlay

Created 4/24/2015 4:38:00 PM   Last Modified, If Applicable 4/29/2015 4:49:00 PM

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$94,843.00	$94,843.00	$94,843.00	$284,529.00
General Operations Expenses	$50,146.00	$50,146.00	$50,146.00	$150,438.00
Program Subcontractors	$0.00	$0.00	$0.00	$0.00
Staff Travel	$50.00	$50.00	$50.00	$150.00
Conferences	$61.00	$61.00	$61.00	$183.00
Operations SubTotal	$50,257.00	$50,257.00	$50,257.00	$150,771.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$10,000.00	$10,000.00	$10,000.00	$30,000.00
Direct Assistance SubTotal	$10,000.00	$10,000.00	$10,000.00	$30,000.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$155,100.00	$155,100.00	$155,100.00	$465,300.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

Salary and benefits for Education services (GED and Literacy Instruction) positions. Benefits include: Health Insurance; Health Savings Accounts; FICA (Agency percentage of tax on total salaries); Unemployment Compensation Insurance; Worker's Compensation Insurance; Retirement; and Life Insurance and EAP services

General Op Expenses

Office and Program Supplies; Local Travel and Training; Purchased Equipment: replacement of laptops and printers under $5,000; Occupancy: (utilities, facilities maintenance and repair at eight LifeWorks sites); Equipment Rental and Maintenance; Contractual and Professional Fees (not direct client services); Communications; Vehicle Maintenance (of agency-owned vehicles); General Liability Insurance and Dishonesty Bonding; Postage, Printing, and Advertising; Software Support and Licensing; and Building and Equipment Depreciation

Program Subcontractors

Staff Travel

Staff travel to training conferences or information fairs offered in San Marcos, San Antonio, or other communities in Texas

Conferences

Costs associated with Education program staff attending the annual Texas Network of Youth Services conference or other relevant conferences/trainings

Food and Beverage

Financial Assistance

Other Assistance

Other direct client assistance to cover expenses for GED students that are necessary for them to be able to attend class (such as bus passes), and/or to take the GED exam (documentation and I.D. costs, costs associated with testing fees, etc.)

Capital Outlay

Created 4/24/2015 6:46:00 PM *Last Modified, If Applicable* 4/29/2015 4:51:00 PM

Program Budget and Narrative

	Period 1	Period 2	Period 3	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total
Salary plus Benefits	$82,267.00	$82,267.00	$82,267.00	$246,801.00
General Operations Expenses	$20,659.00	$20,659.00	$20,659.00	$61,977.00
Program Subcontractors	$0.00	$0.00	$0.00	$0.00
Staff Travel	$50.00	$50.00	$50.00	$150.00
Conferences	$51.00	$51.00	$51.00	$153.00
Operations SubTotal	$20,760.00	$20,760.00	$20,760.00	$62,280.00
Food and Beverages for Clients	$0.00	$0.00	$0.00	$0.00
Financial Direct Assistance to Clients	$0.00	$0.00	$0.00	$0.00
Other Assistance Amount	$500.00	$500.00	$500.00	$1,500.00
Direct Assistance SubTotal	$500.00	$500.00	$500.00	$1,500.00
Capital Outlay Amount	$0.00	$0.00	$0.00	$0.00
Total	$103,527.00	$103,527.00	$103,527.00	$310,581.00
Total Period Percentage	33.33	33.33	33.33	

Detailed Budget Narrative

Salaries plus Benefits

Salaries and benefits of Youth Development positions, specifically case management and support group services to teen parents, and prevention education classes and groups to elementary and middle school youth. Benefits include: Health Insurance; Health Savings Accounts; FICA (Agency percentage of tax on total salaries); Unemployment Compensation Insurance; Worker's Compensation Insurance; Retirement; and Life Insurance and EAP services

General Op Expenses

Office and Program Supplies; Local Travel and Training; Purchased Equipment: replacement of laptops and printers under $5,000; Occupancy: (utilities, facilities maintenance and repair at eight LifeWorks sites); Equipment Rental and Maintenance; Contractual and Professional Fees (not direct client services); Communications; Vehicle Maintenance (of agency-owned vehicles); General Liability Insurance and Dishonesty Bonding; Postage, Printing, and Advertising; Software Support and Licensing; and Building and Equipment Depreciation

Program Subcontractors

Staff Travel

Costs associated with staff travel to training or conferences offered in San Marcos, San Antonio, or other communities in Texas

Conferences

Registration fees and costs associated with counseling program staff attending trainings required to maintain licensure or certification, as well as the annual Texas Network of Youth Services conference

Food and Beverage

Financial Assistance

Other Assistance

Other direct client assistance to cover emergency expenses for teen parents, such as bus passes, documentation and I.D. costs, diapers, infant formula, car seats, etc.

Capital Outlay

Created 4/24/2015 7:06:00 PM *Last Modified, If Applicable* 4/29/2015 4:51:00 PM

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

(B) (1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:
Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this fifth day of June, 2015

CONTRACTOR LifeWorks

Authorized Signature

Title Executive Director