ATTACHMENT A: NEEDS ASSESSMENT ADDRESSING TOP FIVE NEEDS
2017 Community Action Plan

Subrecipient: City of Austin, Health and Human Services Department

(1)	(2)	(3)	(4)	(5)	(6)	(7)
#	**Top Five Needs**	**Need Addressed by Subrecipient through a Direct Service (excluding referrals)? Yes or No**	**Description of Direct Service (excluding referrals) Provided by Subrecipient**	**Need Addressed By Referral to Coordinating Partner Organizations? Yes or No**	**Name of Coordinating Partner Organizations** (itemize each partner 1, 2, 3, etc.)	**Description of Service Provided by Coordinating Partner Organizations** (include the applicable item # referenced in column (7))
1	Employment	Yes	Provision of services is through the Employment Support program which is staffed by a job counselor who works in coordination with the social workers. Personnel and services are funded through the City's general operating budget and CSBG. Clients who are unemployed or underemployed are referred to the job counselor by the social worker for job readiness training, job placement assistance and job retention services. The program serves the underserved population such as the unemployed/ underemployed, those with criminal backgrounds, or homeless. Staff participate in area job fairs with the City of Austin, Workforce Solutions and other organizations	Yes	Workforce Solutions and Austin Free-Net	Workforce and Education Readiness Continuum – provides an array of services which include connecting people to job training, job search assistance and education in the community including Workforce Investment Act programs. Austin Free-Net provides free computer access to people which enables them to conduct job searches, submit online applications, work on their resumes and improve their computer skills.
2	Housing Services	Yes	1. Direct financial assistance with rent and utility bills is provided to clients receiving self-sufficiency case management to help stabilize clients to obtain/maintain	Yes	1. Housing Authority of the City of Austin and Travis County Housing Authority 2. ECHO and Coordinated Assessment Partners	1. Public Housing, Housing Choice Voucher Program 2. Assessment and Access to Housing Assistance

			employment. 2. Direct financial assistance with rent and utility bills is provided to Neighborhood Center clients who are renters and whose housing is at risk through a social service contract with a local non-profit. Clients must be City of Austin or Travis County residents, who are at or below 200% FPIL. 3. Through other social service contracts, the City of Austin HHSD provides several types of housing assistance ranging from emergency shelter to permanent supportive housing.		3. Austin's Resource Center for the Homeless, Salvation Army, Safe Alliance, Interfaith Hospitality Network 4. Foundation Communities, St. Louise House	3. Emergency Shelter 4. Permanent Supportive Housing
3	Education	Yes	GED Classes are offered by Austin Community College at the Rosewood-Zaragosa Neighborhood Center	Yes	Austin Community College, Goodwill, Capital Idea, Workforce Solutions	GED, ESL, Job training and educational programs
4	Basic Needs	Yes	Provision of services is through the Basic Needs program which is staffed by community workers and social workers. Personnel and services are funded through the city's general operating budget and CSBG. Food assistance is primarily provided through a partnership with the Central Texas Food Bank which provides food for our pantries, the Fresh Food for Families produce program, Healthy Options Program for the Elderly (HOPE), Mobile Food Pantry and Shop For. Staff have also been trained to assist clients with applying for SNAP (food stamps) to help clients connect to additional benefits which may assist them in obtaining food. Other basic needs addressed are clothing through clothes closet and distribution events; assistance with bus	Yes	1. Central Texas Food Bank 2. Wheatsville Food Coop 3. St. John and Resurrection Episcopal Churches 4. WIC 5. Feed the Hungry/Keep Austin Fed 6. HHSC Community Partner Program 7. Sustainable Food Center	1 Emergency Food Pantries, Fresh Food for Families, HOPE, Mobile Food Pantry and Kids Café; 2. Donations of Bread and Produce 3. Donations and Support for the St. John Emergency Food Pantry, Holiday Food Baskets 4. Supplemental Nutrition Program; Farmer's Market Nutrition Program 5. Surplus Food Donations 6. Supplemental Nutrition Assistance Program, TANF 7. Education, Farmer's Markets

			passes, and seasonal programs such as fan distribution.			
5	Health	Yes	Provision of services is through the Public Health program staffed with registered nurses. Personnel and services are funded through the City's general operating budget and a local public health grant from DSHS. Services range from screenings (blood pressure, blood sugar, cholesterol); pregnancy testing; health education presentations; immunizations; information and referral to medical, health and social service providers. The program serves the underserved population such as the youth, elderly, families with multiple crises, disabled, unemployed/ underemployed. Staff have also now been trained to assist clients in applying for CHIP and Medicaid.	Yes	1. Central Health and CommunityCare 2. El Buen Samaritano, People's Community Clinic, Seton, Volunteer Healthcare Clinic 3. Austin Travis County Integral Care 4. SafeKids 5. Sendero, United Healthcare, Blue Cross, Blue Shield, Superior 6. HHSC 7. WIC	1. Medical Assistance Program and Primary Care 2. Primary Care Clinics 3. Mental/Behavioral Health Services 4. Injury Prevention Programs 5. Health Insurance 6. CHIP, Medicaid 7. Health Assessment, nutrition education, breastfeeding support

Background: Every 3 years, Subrecipients must conduct a Community Needs Assessment. CSBG eligible entities are expected to utilize CSBG funds to address the needs identified by the community. The needs can be addressed either directly by the Subrecipient or through coordination and referrals with partner organizations.
Guidance: The questions in the form distinguish between the need being met by the provision of a direct service by the Subrecipient or through a referral to a coordinating partner organization. If the need is addressed by a referral to another organization (referred to as "coordinating partner organization"), then complete columns (5)-(7). If the need is met by both a direct service from the Subrecipient and by a service provided by the coordinating partner organization, complete all columns.
Instructions: Limit responses to the counties in the CSBG service area. (2) List the top five needs for the service area based on results from the current Community Needs Assessment. (3) Indicate, with a yes or no, if the need will be addressed directly by the Subrecipient through the provision of a direct service (excluding referral). (4) Briefly describe the direct service that will be provided by Subrecipient to address the need. (5) Indicate with a Yes or No, whether the need is met by providing a referral to a coordinating partner. (6) Identify the names of the coordinating partner organization including, but not limited to, a city, county, educational institution, church, non-profit, or for profit organization. (7) Briefly describe the service that the coordinating partner organization(s) will provide to address the need.

ATTACHMENT B: PROVISION OF NUTRITIOUS FOODS AND INITIATIVES
2017 Community Action Plan

Subrecipient: City of Austin, Health and Human Services Department

Provision of Nutritious Foods: Describe how the Subrecipient will provide, *on an emergency basis*, such supplies and services, nutritious foods, and related services, as may be necessary to counteract the conditions of starvation and malnutrition among low-income individuals.

The City of Austin's Neighborhood Centers provide nutritious foods primarily through a partnership with the Central Texas Food Bank which provides food for our emergency food pantries, the Fresh Food for Families produce program, Healthy Options Program for the Elderly (HOPE), Mobile Food Pantries and Shop For. The program serves the underserved population such as youth, persons who are elderly and/or disabled, homeless, unemployed and under-employed and families with multiple crises. Staff have also been trained to assist clients with applying for SNAP (food stamps) to help clients connect to additional benefits which may assist them in obtaining food. Finally, the City of Austin works closely with the Women, Infants and Children (WIC) program, which is co-located at many of the Neighborhood Centers. Clients who are interested and may benefit are referred for WIC services. WIC Services include nutritious foods and Farmer's Market Nutrition Program.

Reference: CSBG Act, Sec. 676(b)(4). The assistance only needs to be provided on an emergency basis, until the need is met. If a referral source can meet the need, that is acceptable; otherwise, CSBG funds must be used to meet the need.

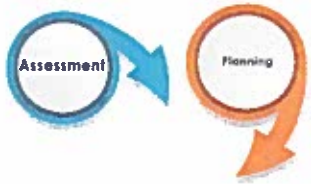
Initiatives: Describe the use of CSBG funds to "*support* innovative community and neighborhood-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.

The City of Austin Neighborhood Centers have a long standing partnership with Safe Kids Austin, led by Dell Children's Medical Center of Central Texas, whose mission is to reduce childhood injury and death in children ages 14 and under. Through this partnership, the City of Austin provides mobile fitting stations at the neighborhood centers and field offices. Families receive child passenger safety education, as well as assistance with car seats and proper installation. In addition, the public health nurses in the Neighborhood Centers provide nutrition classes in partnership with the Capital Area Food Bank and other organizations, to encourage healthy eating for parents and their children. WIC is co-located in many of the City of Austin Neighborhood Centers and provides educational classes for parents, breastfeeding support, and mother friendly work-site programs.

Child Inc. is co-located in two Neighborhood Centers, and works with parents to provide quality child care and encourage effective parenting. We work with Child Inc. to support their services and provide CSBG direct funded services to the parents and families that use these programs. In 2017, we plan to partner with Child, Inc. on their radio program "The Dad Show" to promote car seat safety and nutrition programs as part of our fatherhood initiatives.

Guidance: Support means that either CSBG funds can directly fund such an initiative or support an organization that provides such. If CSBG funds do not currently support initiatives to strengthen families or encourage effective parenting, describe efforts that will be undertaken in the upcoming program year to either provide or support such efforts.
Reference: CSBG Act, Sec. 676 (b)(3)(D) requires CSBG funds be used for this purpose and that such efforts be described.

ATTACHMENT C:
GAPS IN SERVICES & STRATEGY TO ADDRESS GAPS IN SERVICES
2017 Community Action Plan



Subrecipient: City of Austin, Health and Human Services Department

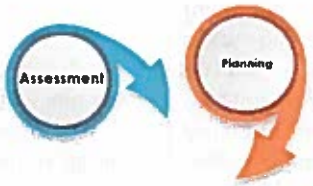
(1)	(2)	(3)	(4)
County	**Describe Gaps in Services**	**Describe how the Subrecipient will address the gaps in services**	**Identify the Coordinating Partner Organization(s) and how they will help address the gaps in services.**
Travis	Housing	As CSBG funding levels allow, the City of Austin provides direct rent assistance for case management clients through a fiscal agent. We have also started a new social service contract with a local non-profit for other clients of the Neighborhood Centers, but the demand for these services continues to be great. We also refer to Travis County but clients frequently face a waiting list for assistance. Referrals are also made to non-profit agencies who are funded by the City of Austin to provide these services.	Our social service contractor, Catholic Charities, is providing rent assistance and case management to eligible clients. Travis County offers rent and utility assistance to eligible families. Several area non-profits provide rent assistance through ECHO and a coordination assistance collaboration which uses a common intake and case management program to enable clients to receive this support.
Travis	Affordable Child Care	Child, Inc. currently has two child care programs located in the City of Austin's Neighborhood Centers which are designed to assist low income families with child care. Workforce Solutions Child Care program provides child care assistance to low income families throughout Travis County. In the past year, we have built stronger partnerships with both organizations to provide priority slots for Neighborhood Center clients and will be training staff on programs available to clients.	Workforce Solutions has an existing child care program through which eligible families are provided affordable child care and coordinates with the City of Austin. Child Inc. also has several locations providing affordable child care throughout the community and has a long standing relationship with the City of Austin's Neighborhood Centers.
Travis	Employment for persons with criminal backgrounds or other barriers	The City of Austin has worked with Workforce Solutions and Goodwill, as well as the Department of Assistive and Rehabilitative Services to help people obtain employment, even though they may have barriers that make finding work difficult. Several of our social workers have completed an Offender Employment Specialist training to better assist our clients.	Workforce Solutions routinely sends our social workers job openings for which our clients may qualify and apply. The City of Austin has an employment program for youth called Austin Youth Development which employs youth who may have a criminal background. The City's Day Labor program helps provide those with barriers to employment an opportunity to find work. Both

			Goodwill and the Department of Assistive and Rehabilitative Services assist with placing clients who may have multiple barriers to employment.
Travis	Mental and Behavioral Health Care	The City of Austin has initiated a crisis intervention team that works with clients experiencing crises, including mental and behavioral health issues. We partner closely with Austin Travis County Integral Care to ensure that clients are linked to appropriate services.	Austin Travis County Integral Care (ATCIC) works with clients who have mental and behavioral health issues. In 2017, we are piloting a joint effort with ATCIC to offer a support group for clients at the South Austin Neighborhood Center.

Reference: CSBG Act, Sec. 676(b)(3)(B-(C) requires that eligible entities provide information on how linkages will be developed to fill identified gaps in the services through the provision of information, referrals, and follow-up consultation. CSBG Act, Sec. 676(b)(5)(6)(9) requires that CSBG eligible entities develop linkages with governmental and other social service programs to assure the effective delivery of services and requires that eligible entities establish linkages with other organizations to fill identifies gaps in services through the provision of information, referrals, case management, and follow-up consultations.

Guidance: Gaps in Services are needs for services or assistance that have not been met or are not being sufficiently addressed in the community either by the Subrecipient or other service providers, due to lack of staff, funding, or resources. One of the key purposes of the CSBG grant is to establish linkages with other organizations to fill identified gaps in services. Subrecipients are to work with partner organizations to address gaps in services. For example, a gap in service may be insufficient ESL classes in the community. A strategy could be for the Subrecipient to meet with community organizations and develop strategy to provide additional ESL classes. The partner will provide the space and the Subrecipient will provide volunteers to conduct classes.

Instructions: Limit responses to the counties in the CSBG service area. (1) Identify the county (ies) where gaps in services have been identified. (2) Describe the the gaps in services. (3) Describe how the Subrecipient will address the gap in service either through the provision of a direct service, referrals, or the development of a strategy to develop a plan to address the gap. (4) Identify the coordinating partner and how they will help address the gaps in services.



ATTACHMENT D: REFERRAL ORGANIZATIONS

2017 Community Action Plan

Subrecipient: City of Austin, Health and Human Services Department

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Name of Referral Organization	**City and County of Referral Organization**	**Referral Services Provided**	**Method of Referral (verbal, written, call, email)**	**Methods of Client Follow-Up (meeting, phone, e-mail, etc.)**	**Method of Follow-Up with Referral Organization (phone, e-mail, etc.)**	**Describe System Used to Obtain Enrollment & Outcome Data from Organizations (form, email, etc.)**	**Funding coordination partner? Yes or NO**
Travis County Family Support Services	Austin, Travis	Rent and Utility Assistance	Verbal, written	Staff contacts clients they have referred for rent and utility assistance by phone to	If a release of information has been completed by the client, Travis County can be contacted	If a release of information has been completed by the client, Travis County can be contacted by phone to determine if a client has been enrolled and has received the assistance. We	Yes. We continue to meet with Travis County to improve

				determine the outcome of the referral.	by phone to follow-up on referrals made.	continue to work with Travis County to improve the coordination of these services with the City of Austin which will enable better tracking and reporting of this data.	coordination of funding for clients and cross-refer.
ECHO - Coordinated Assessment	Austin, Travis	Rent and Utility Assistance	Verbal, written	Staff contacts clients they have referred by phone to determine the outcome of the referral.	If a release of information has been completed by the client, Caritas or ECHO can be contacted by phone to follow-up on referrals made.	If a release of information has been completed by the client, Caritas or ECHO can be contacted by phone to determine if a client has been enrolled and has received the assistance.	Yes. The City of Austin has social service contracts with ECHO and we work closely with these partners.
Women's Infant and Children Program	Austin, Travis	Supplemental Nutrition	Verbal, email, phone call	Staff contacts clients they have referred by phone to determine the outcome of the referral.	If a release of information has been completed by the client, WIC can be contacted by phone or in person to follow-up on referrals made	If a release of information has been completed by the client, WIC can be contacted by phone or in person to determine if a client has been enrolled and has received the assistance.	No. WIC is a co-located grant funded program, and we partner on serving clients but funding is specific to their grant.
CommUnity Care	Austin, Travis	Medical Assistance Program, Primary Care	Verbal, written, phone call	Staff contacts clients they have referred by phone to determine the outcome of the referral.	If a release of information has been completed by the client, CommUnity Care can be contacted by phone or in person to follow-up on referrals made	If a release of information has been completed by the client, CommUnity Care can be contacted by phone or in person to determine if a client has been enrolled and has received the assistance.	No. Central Health funds most of these programs and although we cross-refer, we do not directly coordinate funding.
Catholic Charities	Austin, Travis	Rent and Utility Assistance	Email, phone call	Staff contacts clients they have referred by phone to determine the outcome of the referral.	Catholic Charities replies via email or phone	Catholic Charities lets Neighborhood Center staff know if a client has been enrolled and will receive assistance or has been denied via email.	Yes. The City of Austin has several social service contracts with this agency.

Foundation Communities	Austin, Travis	Affordable Housing	Written, phone call, email	Staff contacts clients they have referred by phone to determine the outcome of the referral.	If a release of information has been completed by the client, Foundation Communities can be contacted by phone or in person to follow-up on referrals made	If a release of information has been completed by the client, Foundation Communities can be contacted by phone or in person to determine if a client has been enrolled and has received the assistance.	Yes. The City of Austin has had social service contracts with Foundation Communities and we cross-refer clients.
Austin and Travis County Housing Authorities	Austin, Travis	Affordable Housing	Verbal or written referral or application	Staff contacts clients they have referred by phone to determine the outcome of the referral.	If a release of information has been completed by the client, the Housing Authorities can be contacted to determine if the client's application has been accepted and if they have been placed on the waiting list.	If a release of information has been completed by the client, Housing Authorities can be contacted by phone to determine if a client's application has been accepted and if they are on the waiting list or have obtained housing.	No. The Austin Housing Finance Corporation and other funders support these efforts.
Salvation Army, Safe Alliance, Foundation for the Homeless	Austin, Travis	Emergency Shelter	Verbal, phone call	Staff contacts clients they have referred by phone to determine the outcome of the referral.	If a release of information has been completed by the client, these organizations can be contacted by phone to follow-up on referrals made.	If a release of information has been completed by the client, these organizations can be contacted by phone to determine if a client has been placed on a waiting list and then has gotten into emergency shelter.	Yes. The City of Austin has social service contracts with these agencies and we cross-refer.
Child, Inc.	Austin, Travis	Child Care	Verbal, email	Staff contacts clients they have referred by phone to determine the outcome of the referral.	If a release of information has been completed by the client, Child Inc. can be contacted by phone or in person to follow-up on referrals	If a release of information has been completed by the client, Child, Inc. can be contacted by phone or in person to determine if a client has been enrolled and has received the assistance.	Yes. The City of Austin has social service contracts with this agency and we cross-refer.

					made		
Texas Health and Human Services Commission	Austin, Travis	Supplemental Nutrition Assistance Program, TANF, Medicaid/CHIP	Verbal, written referral, written application	Staff follows-up with clients by phone to determine the outcome of the referral or application	If a release of information has been completed by the client, the City of Austin can generate reports on the number of clients who have been enrolled in benefits programs, or who have begun receiving services	The City of Austin can generate reports from HHSC's database on enrollment and outcomes.	No. The City of Austin supports people applying for these services but funding comes from other sources
El Buen Samaritano, People's Community Clinic, Seton, Planned Parenthood	Austin, Travis	Primary Care	Verbal, written referrals, phone calls	Staff follows-up with clients by phone to determine the outcome of the referral	If a release of information has been completed by the client, these organizations can be contacted by phone to follow-up on referrals made.	If a release of information has been completed by the client, these organizations can be contacted by phone to determine if a client has been enrolled in services or received medical care.	Yes. The City of Austin has social service contracts with these agencies and we cross-refer.
Austin Travis County Integral Care (ATCIC)	Austin, Travis	Behavioral/mental health care	Verbal, written referrals, phone calls	Staff follows-up with clients by phone to determine the outcome of the referral	If a release of information has been completed by the client, ATCIC can be contacted by phone to follow-up on referrals made.	If a release of information has been completed by the client, ATCIC may provide information by phone on whether a client has been enrolled in services, placed on a waiting list or is receiving care.	Yes. The City of Austin has social service contracts with this agency and we cross-refer.
Austin Community College (ACC)	Austin, Travis	GED, ESL	Verbal	Staff follows-up with clients by phone, email to determine the outcome of the referral.	A revision of the agreement with Austin Community College is still being pursued to better enable follow-up those clients who are	Currently, we receive GED enrollment data from the ACC program housed at a City of Austin Neighborhood Center. However, outcome data has been more difficult to obtain, due to the length of services required for clients to obtain a GED or complete an ESL course.	No. While we host a class, we do not currently coordinate funding with this agency

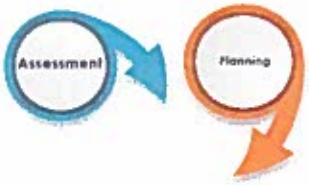
					enrolled in ACC programs.		

Reference: CSBG Act, Sec. 676 (b)(3)(C), Sec. 676 (5),(6) and (9), requires that eligible entities coordinate CSBG funds with other public and private resources and establish linkages between governmental and other social service programs.
Instructions: (1) Identify organizations to which applicants and clients are referred. Include other non-profits, for-profits, churches, food pantries/food banks, school districts, colleges, universities, health clinics, Salvation Army, housing authorities, state and federal assistance agencies (excluding Texas Workforce Commission and Attorney General's Child Support Office that are included in other attachments). Complete columns (1)-(8)

ATTACHMENT E: REFERRALS TO CHILD SUPPORT OFFICES

2017 Community Action Plan

Subrecipient: City of Austin, Health and Human Services Department



Are custodial parents in single-parent families referred to the State Child Support Office for services ■ Yes □ No

If no, explain why not? _____

CHILD SUPPORT OFFICES:

County in CSBG Service Area	County Where Child Support Office is Located	City Where Child Support Office is Located	Address	Phone Number or E-Mail of Contact	Method of Referral (oral, written, call, e-mail)	Is Follow-Up Conducted to Determine if Client Received Child Support Payment? Yes or No	Is Documentation Obtained on Receipt of Child Support to Report in NPI 1.3B? Yes or No
Travis	Travis	Austin	2101 E Saint Elmo Rd Ste 225, Austin, TX 78744	1-800-252-8014	Verbal, Written, Online Application	Staff have been trained on how to help link clients to child support and follow-up on the referrals or applications with clients by phone or at in person meetings.	If a client has begun receiving child support, and they are willing to log into their account and print out evidence they are receiving the support, we report this on 1.3B.

Reference: The CSBG Act, Sec. 676 (b)(5) requires that CSBG eligible entities to inform custodial parents in single-parent families about the availability of child support services and refer eligible parents to the Child Support Offices of State and local governments.
Instructions: Identify each county in the CSBG service area and identify the Attorney General's Office Child Support Office that serves the county. If a county has multiple offices, identify each office. If a county does not have a Child Support Office, then identify the closest office where client would seek assistance.

ATTACHMENT F: COORDINATION AND REFERRALS TO WORKFORCE
2017 Community Action Plan

Subrecipient: City of Austin, Health and Human Services Department

Does the Subrecipient coordinate the provision of employment and training activities with Workforce Act programs for services?
☒ **Yes** ☐ **No. If no, explain why not?**

Texas Workforce Commission (TWC) Offices:

County in CSBG Service Area	County Where TWC Office is Located	City Where TWC Office is Located	Address	Phone Number or E-Mail of Contact	Method of Referral (oral, written, call, email)	Is Follow-Up Conducted to Determine if Client Received Assistance from TWC Office? Yes or No	Is Documentation Obtained to Report Enrollment or Outcomes in NPI's 1.1 or 1.2? Yes or No
Travis	Travis	Austin	3401 Webberville Road	(512) 223-5400	Oral, Written, Call, Email	Yes	Yes
Travis	Travis	Austin	6505 Burleson Road	(512) 381-4200	Oral, Written, Call, Email	Yes	Yes
Travis	Travis	Austin	6505 Airport Blvd. Suite 101	(512) 454-9675	Oral, Written, Call, Email	Yes	Yes

Reference: The CSBG Act, CSBG Act requirement, CSBG Act, Sec. 676(b)(5), requires that CSBG eligible coordinate the provision of employment and training activities with Workforce Act programs.

Instructions: Identify each county in the CSBG service area and identify the Workforce Investment Act/Texas Workforce Commission Office that serves the county. If a county has multiple office, identify each office. If a county does not have a TWC Office, then identify the closest office where client would seek assistance.

ATTACHMENT G: SOCIAL SERVICE COALITIONS
2017 Community Action Plan

Subrecipient: City of Austin, Health and Human Services Department

Name of Existing Coalitions in Service Area	Members/Organizations Represented	How does coalition coordinate services?	Is your agency a member? If not, explain why not.	City & County where coalition meets	How often does the Coalition meet?
Community Advancement Network	Austin Chamber of Commerce Austin Community College Austin Independent School District Austin Travis County Integral Care Capital Metro Central Health City of Austin City of Pflugerville Community Justice Council Del Valle Independent School District Greater Austin Asian Chamber of Commerce Greater Austin Black Chamber of Commerce Greater Austin Hispanic Chamber of Commerce Goodwill Industries of Central Texas Huston-Tillotson University Interfaith Action of Central Texas Manor Independent School District One Voice Central Texas St. David's Foundation St. Edward's University Seton Healthcare	CAN partners develop an annual work plan that focuses collaborative efforts to meet community needs. CAN also supports the work of several Area Issue Groups, which include: ◦Aging Services Council ◦Capital Area Regional Transit Coordinating Committee ◦Central Texas Afterschool Network ◦Child and Youth Mental Health Planning Partnership ◦Early Education and Care ◦Ending Community Homelessness Coalition ◦HousingWorks ◦Intellectual and Developmental	Yes	Austin, Travis	The CAN Board of Directors generally meets monthly. The various issue area groups also generally meet on a monthly basis.

	Travis County United Way University of Texas Workforce Solutions	Disabilities Coalition •The Literacy Coalition of Central Texas •Ready by 21 Coalition •Reentry Roundtable			

Reference: The CSBG Act, Sec. 676 (b)(3)(A-C), (b)(5-6) requires CSBG eligible entities to coordinate services between anti-poverty programs and establish linkages.
Guidance: An effective avenue to coordinate services is through community coalitions such as the Community Resource Coordination Groups (CRCGs). CRCG information can be found at http://www.hhsc.state.tx.us/crcg/crcg.htm. Other coordinating coalitions that Subrecipients should participate in are local Continuum of Care homeless coalitions, coalition of social service providers, ministerial alliance organizations, etc.

ATTACHMENT H: CSBG SERVICE AREA, POPULATION, POVERTY & UNEMPLOYMENT RATES, AND SERVICE LOCATIONS
2017 Community Action Plan

Subrecipient: City of Austin, Health and Human Services Department

Counties in CSBG Service Area: Travis

County	Number of Households in Poverty	Poverty Rate	Unemployment Rate	Address Of Facilities	Main Site Y or N	Service Center Y or N	Outreach Site Y or N
Travis	12.2%	17.5%	3.5%	7201 Levander Loop, Buildings C, E, H	Y	N	N
				Blackland Neighborhood Center, 2005 Salina, Austin 78722	N	Y	N
				East Austin Neighborhood Center 211 Comal, Austin	N	Y	N
				Montopolis Neighborhood Center, 1416 Montopolis Drive, Austin (78741)	N	Y	N
				Rosewood Zaragosa Neighborhood Center; 2800 Webberville Road, Austin (78702)	N	Y	N
				St. John Community Center 7500 Blessing Avenue, Austin (78752)	N	Y	N
				South Austin Neighborhood Center 2508 Durwood, Austin (78704)	N	Y	N
				Turner Roberts Recreation Center 7201 Colony Park Loop Drive, Austin (78724)	N	N	Y
				Dove Springs Recreation Center, 5801 Ainez Drive, Austin (78744)	N	N	Y
				Santa Barbara Catholic Church, 13713 FM 969 Austin (78724)	N	N	Y

Instructions: For data on Population and Poverty Population go to the Community Action Partnership website http://www.communitycommons.org/register/
From the referenced website, select the data indicators "Population Profile" for population and poverty data and select "Employment" for the unemployment data and create the report. Utilize the data from the report to complete this attachment. The website is updated regularly and utilizes the most recently available data sets. Subrecipients should download data annually. The referenced website has other data indicators related to education, housing, income, nutrition, and health care, which may inform the development of the CAP Plan. **Resource: Community Commons- Community Maps and Population Data Reports:** http://www.communitycommons.org/maps-data/

Additional question:

How are services provided to persons that are unable to apply for services in person?

☐ On-line application ☐ Mail In Application ☒ Home Visit ☐ Other, explain

ATTACHMENT I: (p. 1 of 2)

STAFF PROVIDING CASE MANAGEMENT SERVICES AND CASELOAD
2017 COMMUNITY ACTION PLAN

Guidance: Subrecipients are encouraged to establish evaluation systems. Part of the system is to review past performance data and determine the "success rate" and time period it takes to transition a person/household out of poverty and use this information to assign staff goals to meet TDHCA established targets. Then assign staff goals, monitor progress, and continually improve systems and services. For example, if the TOP goal is 10 persons and the success rate is that 25% of those working to TOP actually TOP annually, then at least 40 persons /16 households would need to be working to TOP to achieve the goal of 10 TOP.

Additional question:

1. **Have all of the case managers completed the case management training video series through the TDHCA website?**
   http://www.tdhca.state.tx.us/community-affairs/csbg/case-management-training-series.htm
   YES ☒ NO ☐

2. **Do the case managers have appropriate documentation of their case management process in their client files?**
   YES ☒ NO ☐

3. **How often are the case managers evaluated, by supervisors, towards their TOP goals?** Weekly ☐ Monthly ☒ Quarterly ☐ Other:

For Attachment I (p. 2 of 2):

Instructions: (1)-(4) self-explanatory. (5) For caseworker staff, indicate the percentage of time paid with CSBG funds as per the CSBG budget. (6) Provide the approximate number of hours that the staff person will dedicate each month to provide case management to persons working to transition out of poverty (TOP). (7) Provide the number of persons that are projected to be working towards TOP that are assigned to the case worker. (8) Provide the number of households that are projected to be working towards TOP that are assigned to the case worker. (9) Provide the number of persons projected to TOP that are assigned to each case worker. (10) Provide the number of households projected to TOP that are assigned to each case worker.

ATTACHMENT I: (P. 2 OF 2)
STAFF PROVIDING CASE MANAGEMENT SERVICES AND CASELOAD
2017 COMMUNITY ACTION PLAN

Subrecipient: City of Austin, Health and Human Services Department

(1)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Position	**Case Management Duties**	**Location (city and county) and Contact Information (email, phone #)**	**% of Time Paid with CSBG Funds**	**Approximate Number of Hours Per Month Dedicated to Case Management**	**Number of Persons Projected to be Working towards TOP**	**Number of Households Projected to be Working towards TOP**	**Number Persons Projected to TOP**	**Number Households Projected to TOP**
Social Worker	See duties below	Austin, Travis laura.candelas@austintexas.gov (512) 972-4465	0%	30+	40	20	9	5
Social Worker	See duties below	Austin, Travis cliff.chong@austintexas.gov (512) 972-6851	100%	30+	40	20	9	5
Social Worker	See duties below	Austin, Travis john.gaytan@austintexas.gov, (512)972-5188	100%	30+	40	20	9	5
Social Worker	See duties below	Austin, Travis jenelle.martinez@austintexas.gov (512) 972-6664	100%	30+	40	20	9	5
Social Worker	See duties below	Austin, Travis Sandi.valdespino@austintexas.gov (512)972-4465	100%	30+	40	20	9	5

Social worker duties are as follows:

- Receives referrals of potential clients for case-management services
- Conducts assessment of clients' problems and needs
- Develops individual service plans, with stated goals, for clients/households
- Provides counseling, referrals, assistance in obtaining needed resources, accompaniment to required or beneficial appointments, as needed, and support and encouragement, to client/client's household members, per established service plan
- Follows policies and procedures and maintains required documentation per the Unit's established Case Management Model.
- Provide basic needs assistance-requested to eligible clients.

• Assist clients needing employment or an increased income with job search assistance, linkages to Workforce Solutions programs and/or education programs, transportation and other assistance which removes barriers to self-sufficiency.
• Assess overall client needs and make appropriate referrals for other relevant services, including case-management services.
• Complete and maintain required intake/eligibility determination forms and documentation, and service- provision information for clients served, in client file.
• Follows-up with case management clients to achieve service plan goals, and to obtain necessary documentation to report a transition out of poverty

2017 Goals for TOP Program		
#	Goal Criteria	ANSWER
1A	State assigned Top Goal PY 16	45
1B	Agency set Top Goal PY 16 (can be greater than state goal, or same as state goal, but not less than):	45
2	Number of case managers	5
3	Estimated Average # of persons Working Towards TOP assigned to each caseworker (divide #1 by #2)	9
4	Average household size	2
5	# of households per caseworker to meet TOP goal (divide #3 by #4)	4
6	Total # of households on caseworkers' caseloads (this includes those working towards TOP and those who will TOP in future years	60 per year
Reference: CSBG Act, Sec. 672 (1) one of the primary purposes of the CSBG grant is to empower low-income families and individuals to become fully self-sufficient.		
Guidance: Subrecipients are highly encouraged to establish systems where the Subrecipients look at past performance data to determine the "success rate" and time period it takes to transition a person/household out of poverty and use this information take the TDHCA assigned goal and establish individual goals for each case worker. The purpose of the form is to assist in this process.		

ATTACHMENT J: PERFORMANCE STATEMENT AND TARGETS
2017 Community Action Plan

Subrecipient: **City of Austin, Health and Human Services Department**

Instructions: USHHS is also strongly encouraging Subrecipients to use CSBG funds for community improvement and revitalization and to improve community quality of life and assets, the 2.1 and 2.2 NPI series along with self-sufficiency efforts. All Subrecipients are to establish and enter targets for 1.1A and 1.1B and those should align with TOP targets and consider having some targets for 1.1C-D. Targets must also be provided for 1.3B. Subrecipients are encouraged to establish targets for 1.3C and 1.3D and some targets in the 6.3 series.
Number the performance statements sequentially, that is, if the performance statements for NPI 1.1 series (1.1s) end at #3, begin with #4 in the 1.2 series, and continue numbering sequentially.

1.1s EMPLOYMENT

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
1	1	CSBG	Assist persons to obtain employment	1.1A	75	53	68
2	1	CSBG	Assist persons to maintain employment	1.1B	25	26	11
3	1	CSBG	Assist persons to obtain an increase in employment income and/or benefits	1.1C	75	30	58
4	1	CSBG	Assist persons to achieve a living wage	1.1D	10	11	17

1.2s EMPLOYMENT SUPPORT (For services to persons who are able to work, whether employed or unemployed.)

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
5	1,3	CSBG	Employment and Education Supports	1.2A, 1.2B, 1.2C, 1.2E			
6	4	CSBG	Transportation – bus passes, gas cards	1.2F			
7	5	Regional and Local Services, Local Public Health Services	Adult Immunizations	1.2G			
8	2	CSBG	Housing Assistance	1.2H			
9	4	CSBG	Food Assistance (food pantry, Fresh Food for Families, Healthy Option Program for the Elderly, Mobile Food Pantry, Shop For, SNAP application assistance)	1.2I			
10	2	CSBG	Utility Assistance	1.2J, 1.2L			

1.3s ECONOMIC ASSET ENHANCEMENT AND UTILIZATION

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.3s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
11	1	CSBG	Income Tax Assistance	1.3A	125	114	136
12	4	CSBG	Child Support Referrals and Application Assistance	1.3B	2	0	0
13	3	CSBG	Assist persons to create a budget and provide financial counseling	1.3D	10	15	4

2.1s COMMUNITY IMPROVEMENT AND REVITALIZATION

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
N/A	N/A	N/A	N/A	N/A			

2.2s COMMUNITY QUALITY OF LIFE AND ASSETS

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
14	N/A	N/A	Continued planning /implementation of expansion and/or renovation of Neighborhood Center facilities in areas where low-income residents reside.	2.2B, 2.2C, 2.2E			

2.3s, 3.1s, 3.2s COMMUNITY ENGAGEMENT, ENHANCEMENT, AND EMPLOYMENT

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
15	N/A	CSBG	Community Meetings	2.3A, 2.3B, 3.1A, 3.2A, 3.2D			
16	N/A	CSBG	Volunteers	2.3A, 2.3B, 3.1A, 3.2A, 3.2D			

4.1s COMMUNITY WIDE PARTNERSHIPS

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
17	1 thru 5	CSBG	Coordination of services with partner organizations	4.1A, 4.1B, 4.1C, 4.1D, 4.1E, 4.1F, 4.1G, 4.1H, 4.1I, 4.1J, 4.1K, 4.1L, 4.1M			

5.1s AGENCY DEVELOPMENT

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
18	N/A	CSBG	Staff and Board Member Trainings	5.1E, 5.1F, 5.1G, 5.1H			

6.1s INDEPENDENT LIVING

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
19	5	Regional and Local Services, Local Public Health Services	Adult Immunizations	6.1A, 6.1B			
20	5	Regional and Local Services, Local Public Health Services	Health Screenings – blood pressure, blood sugar and cholesterol, pregnancy testing	6.1A, 6.1B			
21	3,4	CSBG	Fans, Utility Referrals	6.1A, 6.1B			
22	3	CSBG	Food Assistance (food pantry, Fresh Food for Families, Healthy Option Program for the Elderly, Mobile Food Pantry, Shop For, SNAP application assistance)	6.1A, 6.1B			

6.2s EMERGENCY ASSISTANCE (For crisis assistance.)

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
23	4	CSBG	Food Assistance (food pantry, Fresh Food for Families, Healthy Option Program for the Elderly, Mobile Food Pantry, Shop For, SNAP application assistance)	6.2A			
24		CEAP	Utility Assistance	6.2B			

25		ESG, HHSP	Housing Assistance	6.2C, 6.2E			
26		Regional and Local Services, Local Public Health Services	Adult Immunizations	6.2F			
27		Regional and Local Services, Local Public Health Services	Health Screenings – blood pressure, blood sugar and cholesterol, pregnancy testing	6.2F			
28		CSBG	Transportation – bus passes	6.2I			
29		CSBG	Disaster Relief Assistance	6.2J			
30		CSBG	Clothes Closet	6.2K			

6.3s CHILD AND FAMILY DEVELOPMENT

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 6.3s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
31	5	Regional and Local Services, Local Public Health Services	Child Immunizations	6.3A	65	65	4
32	3	Regional and Local Services, Local Public Health	Provide educational classes for parents on nutrition, other parenting topics and child passenger safety information.	6.3J, 6.3K	6.3J = 50	50	36

		Services					
33	3	Regional and Local Services, Local Public Health Services	Provide educational classes for other adults and provide counseling to assist adults improve and exhibit an increase in family functioning skills.	6.3J, 6.3K	6.3K = 100	197	104

6.4s FAMILY SUPPORTS (For services to persons that are unable to work, especially Seniors, Disabled, and Caregivers.)

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
34	5	CSBG	Transportation – bus passes, gas cards	6.4C			
34	4	Regional and Local Services, Local Public Health Services	Adult Immunizations – Flu and other vaccines	6.4D			
35	4	CSBG	Housing Assistance	6.4E			
36	4	CSBG	Food Assistance (food pantry, Fresh Food for Families, Healthy Option Program for the Elderly, Mobile Food Pantry, Shop For, SNAP application assistance)	6.4F			
37	3	CSBG	Fans, Utility Assistance	6.4G, 6.4I			

6.5s SERVICE COUNTS (Service counts are to be reported in 6.5 and the persons served in related NPIs such as 1.2s, 6.2s, or 6.4s.)

Performance Statement #	Top Five Need Addressed	Grant Name	Service or Activity	NPIs (list all NPIs applicable to activity)	**Target (for NPIs 1.1s, 1.1s 1.1s)**	Previous Year's Outcomes (PY 2015) for NPIs Requiring Target	Current Year to Date Outcomes as of August 2016 for NPIs Requiring Target
38	4	CSBG	Food Assistance (food pantry, Fresh Food for Families, Healthy Option Program for the Elderly, Mobile Food Pantry, Shop For, SNAP application assistance)	6.5A			
39	4	CSBG	Transportation – bus passes	6.5D			
40	1 thru 5	CSBG	Information and Referral Calls	6.5E			

ATTACHMENT K:
ACTIVITIES AND SERVICES NOT CAPTURED BY NPIs
2017 Community Action Plan

Subrecipient: City of Austin, Health and Human Services Department

Instructions: Identify and describe services, programs, activities, and assistance that are **not** reported in NPIs due to lack of an NPI code to capture activity.

#	Description of Services, Programs, Activities and Assistance Not Captured by NPI's	Name of Grant or Program	Funding Source (identify the Federal, State, local, or private fund source)
1	Christmas application assistance	Blue Santa	Austin Police Department, Donations
2	Notary services	Notary Services	TDHCA, City of Austin
3	Pampers and Toiletries	Hygiene Assistance	City of Austin, Capital Area Food Bank, Donations