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TO: Mayor and Council

FROM: Asian American Quality of Life Advisory Commission

DATE: June 28, 2017

SUBJECT: FY 2018 Budget Request

Asian Americans are currently the fastest growing community in Austin, surging from three percent of Austin's population in 2000 to seven percent in 2014. In recognition of these changing demographics, the Austin City Council, in consultation and coordination with Asian American community organizations, initiated studies and surveys designed to better understand the needs of this fast growing population.

NEED TO INCLUDE ASIAN AMERICANS IN 2018 BASE BUDGET

Subsequent to these studies and at the urging of this Advisory Commission, City Council approved specific budget items in the FY 2017 budget for programs providing services targeted to the unmet needs of the Asian American community. This marked the first time that the City of Austin provided specific funding for access to services for the Asian American community in Austin. Unfortunately, the approved budget items were only awarded for FY 2017 with no assurance of inclusion in the FY 2018 base budget or beyond. This Advisory Commission would like to emphasize that without continued funding for these programs, any momentum gained in addressing the long unmet needs of the Asian American community will be lost. Therefore, the Asian American Quality of Life Commission requests that the City of Austin **continue its commitment to serve the unmet and undermet needs of the growing Asian American community**. The attached budget recommendations would help address the current gap that exists in services to the Asian American community and lay the groundwork for meeting future needs. Each item in the list also includes a description of how it addresses the goals of the Council Strategic Outcomes and Indicators adopted by Council on April 5, 2017.

The recommendations continue the initial investment from 2017, address the increased demand that has been identified and establishes City positions that can support needed services. The poverty rate for Asian Americans is comparable to the general population and cultural/language limitations provide additional barriers, but that isn't addressed in the services currently provided.



INSTITUTIONAL RACISM AND SYSTEMIC INEQUITY WORKS TO EXCLUDE ASIAN AMERICANS

A survey of various departments has shown that Asian American, limited English proficiency populations have often never received City services and that the City and the traditional non-profits that receive grants from the City have historically failed to serve these residents. This is an inherent structural inequity that must be addressed. The Mayor's Task Force on Institutional Racism and Systemic Inequities was formed to help identify and address exactly these types of issues, and a member of our Commission who is on the Task Force has helped us to do just that. To be clear, Asian Americans pay taxes in the City of Austin, but many Asian Americans with limited English proficiency, including seniors and low-income residents, are not receiving services directly or indirectly from the City through the base budget. Our Commission believes that this must change and the change must occur with this budget cycle. The attached budget recommendations can begin to help address these inequities and the barriers to service faced by Asian American residents and continue the movement toward a more inclusive City.

We thank you for your consideration and ongoing support of the Asian American and Pacific Islander community.

Attachment: FY 2018 base budget recommendations

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Asian American Quality of Life Advisory Commission

FY 2018 Budget Recommendations

Recommendation	Area	FTE	Amount
Health Equity Contract – For services to Asian American and Pacific Islander (AAPI) individuals affected by domestic or sexual violence. Mainstream providers don't have the cultural and linguistic sensitivity to serve the AAPI community. One-time funding of \$75,000 in FY 2017. Requested amount reflects continued funding for one advocate in an Economic Empowerment Program. Strategic Outcomes 1. Having economic opportunities and resource advocacy and life skills that enable survivors to lead sustainable lives in our community a. Social Services programming that targets Asian American and Pacific Islander (AAPI) residents b. No other Health Equity contract in Austin Public Health targets culturally appropriate services to Asian American residents, although other minority groups are targeted. 2. Maintaining a healthy life, both physically and mentally a. Provide access to culturally appropriate health options for AAPI individuals to overcome trauma, expedite emotional healing from physical and mental trauma, and ensure overall physical and mental health for survivors and their dependents	APH	-	\$85,000
Community Health Navigator (CHN) Program – Links Korean, Vietnamese, and Burmese residents to health-related services and benefits. 92 clients were served in the first 6 months of 2017, already exceeding the annual goal of 75 clients, with significant increases in client knowledge and self-sufficiency. The FY 2018 funding would increase program staff hours for employees, including benefits (one full-time Program Manager, one full-time Navigator, two 30 hour/week Navigators, one part-time Navigator) at a cost of \$274,945. The request also includes \$39,583 to cover operating expenses, including technology, training, classes, and translation services, and \$1,800 to fund direct services for clients. One-time funding of \$137,775 was provided for CHN in FY 2017. Strategic Outcomes 1. Having economic opportunities and resources that enable us to lead sustainable lives in our community a. Increase access to benefits and resources for Asian American clients 2. Maintaining a healthy life both physically and mentally a. Arrange appointments with medical and social services providers and arrange for language interpreters b. Assist with enrollment in health insurance, Medicaid, Medicare, and Social Security benefits c. Advocate for culturally and linguistically appropriate health education and disease prevention information 3. Being enriched by Austin's unique civic, cultural, ethnic, and learning opportunities a. Educate the City and other service providers about the cultures and needs of the Asian American communities served b. Improve clients' understanding of American culture and English language communication	HHSD	-	\$316,328



Recommendation		Area	FTE	Amount
Enhance business development opportunities through the Asian Chamber – Funding is requested to achieve parity with other minority business chambers. As a result of high demand and visibility, the Greater Austin Asian Chamber has more than tripled their monthly activity goal in the first five months of 2017. - Being enriched by Austin's unique civic, cultural, ethnic, and learning opportunities - Assist Asian American businesses thrive in Austin/Travis County through education and networking opportunities - Increase support for businesses based in Asia and for U.S. companies interested in doing business in Asian countries by providing information (briefings and links thru the GAACC website), connections (e.g. referrals to attorneys, CPAs, trade agencies), networking and follow up to maintain interest/encouragement - Believing that City government works for all of us, that it is fair and equitable, and serves as a good, continuously improving, and innovating steward of its resources - City resource allocation to minority Chambers of Commerce should be equitable for like services - Outreach to Asian countries are extremely complex and requires extensive follow up		Eco Dev	-	\$60,000
AARC Master Plan update for Phase II and Phase III construction - Requesting funding to hire a master planner or architect to update the AARC Master Plan for Phase II and Phase III. This work must be completed by early 2018 so that funding for these phases can be included in the 2018 Bond package for voter approval. It will be five years before the next opportunity and the political climate may change by then. Strategic Outcomes - Having economic opportunities and resources that enable us to lead sustainable lives in our community - Center expansion will incorporate economic development components that will help meet some of the Center functions, making this resource economically sustainable - Maintaining a healthy life both physically and mentally - Center expansion will improve opportunities for health improvement through exercise, martial arts, and social gatherings - Being enriched by Austin's unique civic, cultural, ethnic, and learning opportunities - Center expansion: - Enhances facility and services for Asian American residents of the City - Further promotes Asian culture, community engagement, and educational opportunities - Promotes the City's theme of "Government works for all"		PARD/ AARC		\$200,000 one-time



Improve availability of translated documents – In 2017, one-time funding of \$250,000 was provided to increase access to translation and interpretation services. CPIO developed staff training and an RFQ for translation services. Some funding was spent to translate documents most in need. In order to continue the Language Access Initiative, funding is needed for a Language Access Coordinator (FTE). The Commission is also recommending that non-profit agencies funded by the City have access to the vendors and pricing being identified in the current RFQ process. There would be no budget impact for providing access to the pre-screened vendors and pricing. The non-profit agencies would pay vendors directly. Strategic Outcomes 1. Believing that City government works for all of us, that it is fair and equitable, serves as a good, continuously improving and innovating steward of its resources, recruits and retains a high-performing, ethical workforce, effectively collaborates with the public, and delivers the results we expect and an experience we welcome. a. Providing language access services is necessary to ensure that all City residents have the ability and an equal opportunity to utilize city services b. Providing dedicated staff for language access ensures the necessary focus and coordination between city departments to successfully deliver these services 2. Being enriched by Austin's unique civic, cultural, ethnic, and learning opportunities a. Expanding access to non-profit contractors improves the consistency for all translated services so citizens and their culture are fully incorporated into all City-funded services b. Non-profit service providers are required to comply with the same language access standards as the City departments	CPIO	1.00	\$110,156
AARC Facility Services Representative Lead (1 FTE) – One time funding was provided in 2017, but no FTE was approved. The position is needed to service the significant increase in use of the facility from 302 reservations/ rentals in 2014 to 552 in 2016. This position supports event logistics, set-up, audio/visual support and ongoing interface with event organizers. Without this position, AARC would have to limit availability of the facility for reservations/rentals/classes and reduce evening business hours. Strategic Outcomes 1. Being enriched by Austin's unique civic, cultural, ethnic, and learning opportunities a. Improve the quality, accessibility, and diversity of civic and cultural events and programs at AARC b. Provide extended hours and additional programming at AARC (e.g. ESL evening classes) 2. Believing that City government works for all of us, that it is fair and equitable a. Creating additional innovative programming at AARC and in the community (such as Artists in Residence Program thru local Asian American Theater Company) b. Propose expansion of existing programs (i.e. Senior Meal Program)	PARD/ AARC	1.00	\$66,651



AARC Marketing Representative A (FTE) – This position works with community groups to promote programs/events (including Senior Meals, ESL, Youth Programs), provide marketing consultation and strategies to reach AAPI populations, develop and evaluate marketing strategies, liaison between City Departments/external organizations and the AAPI community. The function is currently provided by temporary staff in a limited way, but consistency and stability is needed to develop strong community relationships and engage underserved populations. Strategic Outcomes 1. Being enriched by Austin's unique civic, cultural, ethnic and learning opportunities a. Marketing will result in a greater number of Austin residents engaging with and participating in AARC's programs, special events, classes, etc. b. Austin residents will learn more about Asian Pacific American history, identity, and cultural heritage 2. Believing that City government works for all of us, that it is fair and equitable a. Conduct outreach to an underserved minority population in order to provide a stronger connection between community and government b. Enhance awareness and service for the fastest growing ethnic demographic in Austin	PARD/ AARC	1.00	\$87,141
AARC Transportation (FTE) – In 2017, a passenger van was purchased to augment the rented van. The kitchen was renovated to support expansion of the Senior Meal program. The community is demanding more transportation to pickup seniors in more locations throughout the City of Austin and support future youth programs such as field trips and after school care. FY 2018 request would fund a .75 FTE shuttle driver. Without this position, the AARC is unable to serve more people in these programs. Strategic Outcomes 1. Getting us where we want to go, when we want to get there, safely and cost effectively a. Improve efficiency of transportation to/from AARC b. Increase the availability of transportation for Senior Meal program and other activities 2. Being enriched by Austin's unique civic, cultural, ethnic and learning opportunities a. Provide transportation options for program expansion and innovative opportunities 3. Maintaining a healthy life both physically and mentally a. Reduce isolation of house-bound seniors to engage in social, cultural, and wellness activities (For example, Tai Chi and Yoga classes)	PARD/ AARC	0.75	\$41,736



AARC Nonprofit Funding – Since the opening of the Asian American Resource Center in the Fall of 2013, the AARC Nonprofit has played a key role for the community by advocating for the needs of Asian Americans and has been instrumental in creating the culturally appropriate programming the center is known for; including the Senior Meal Program, ESL classes, computer classes and securing funding for the commercial kitchen. Additionally, the AARC Nonprofit has worked closely with facility staff to support marketing, cultural protocols and continued programming at the center. Last year, the Nonprofit expanded its scope to provide direct services for the Asian community and are one of only two organizations in Austin exclusively servicing the Asian population. In order to maintain and grow the agency and continue to be a direct service provider while supporting the AARC Facility with responsibilities we have maintained in the past, additional funding is requested. (1) This assumes continuing existing 2017 partial funding at PARD for 1.0 FTE plus about \$34k benefits.	AARC	-	\$65,000 (1)
Strategic Outcomes 1. Having economic opportunities and resources that enable us to lead sustainable lives in our community a. Create programs to support Asian Americans bettering their knowledge to help support better getting better jobs and pay 2. Maintaining a healthy life both physically and mentally a. Create programming to provide culturally sensitive mental health care b. Ensure continued success of existing direct service programs and researching in conjunction with the AAQOL commission on other community needs c. Can serve as the execution arm of the city and commission to implement needed programs for the community 3. Being enriched by Austin's unique civic, cultural, ethnic and learning opportunities a. As a historically under-represented minority group in Austin, advocating for the needs of Asians and communicating our unique cultural differences b. Investment in the fastest growing minority population in the city, shows a commitment from the City of Austin to recognize and honor the diversity of the community.			



Immigrant Legal Services for Asians – With the current climate on immigration at the state and federal levels, the need for immigrant legal services is more important than ever. With the number of individuals seeking services for deportation defense and consultations on the rise, FY 2018 funding is requested to provide dedicated immigrant legal services to low-income Asians in Austin. The immigrant Asian population in Austin is diverse and has specific language access needs, and without additional funding, low-income individuals and families will not be able to access the protection and services they need. Funding in the amount of \$100,000 would allow the city to contract with a nonprofit legal services organization to serve the Asian Immigrant population. This funding would enable a nonprofit to provide 25 one-on-one consultations a month to Austin immigrants as well as take on full representation of four to six new immigrant cases. Strategic Outcomes 1. Believing that City government works for all of us, that it is fair and equitable, serves as a good, continuously improving and innovating steward of its resources, recruits and retains a high-performing, ethical workforce, effectively collaborates with the public, and delivers the results we expect and an experience we welcome. a. Ensures access to immigrant legal services for Austin’s most vulnerable residents, regardless of income or language 2. Being safe in our home, at work, and in our community a. Without funding, the Austin Asian immigration population would not be able to access the legal protection and services needed	APH	-	\$100,000
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