Attachment A1: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Needs Assessment				
Need	**Rank**	**Outcome**	**Level of Need**	**Domain**
Individuals need employment	1	Individuals obtain and maintain employment.	Family	FNPI1 Employment
Range of NPIs:			**FNPI 1a - FNPI 1h, FNPI 1z.1**	
Organization Providing Services/Strategies	**Is there a method for tracking outcomes? Yes or No**	**Service(s) or Strategies Provided**	**NPIs**	**County(ies)**
Austin HHS	Yes	SRV 1f, SRV 1h, SRV 1i, SRV 1j, SRV 1k, SRV 1l, SRV 1o, SRV 1q, SRV 7a, SRV 7b, SRV 7c, SRV 7d, SRV 7n	FNPI 1b, FNPI 1c, FNPI 1e, FNPI 1f, FNPI 1h, FNPI 1h.1, FNPI 1h.2, FNPI 1h.3, Employment Indicators (FNPI 1), FNPI 1z.1	Travis
Workforce Solutions	Yes	SRV 1a, SRV 1b, SRV 1d, SRV 1f, SRV 1g, SRV 1h, SRV 1j, SRV 1k, SRV 1l, SRV 1m, SRV 1n, SRV 1o, SRV 1q	FNPI 1b, FNPI 1c, FNPI 1e, FNPI 1f, FNPI 1h, FNPI 1h.1, FNPI 1h.2, FNPI 1h.3	Travis
Goodwill	No	SRV 1a, SRV 1b, SRV 1d, SRV 1e, SRV 1f, SRV 1h, SRV 1i, SRV 1j, SRV 1k, SRV 1l, SRV 1m, SRV 1o, SRV 1q		Travis
Austin Free-Net	No	SRV 1i, SRV 1j, SRV 1l		Travis
Department of Assistive and Rehabilitative Services	No	SRV 1a, SRV 1b, SRV 1f, SRV 1h, SRV 1i, SRV 1k, SRV 1n, SRV 1m, SRV 1o		Travis

Attachment A1: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Gaps in Services				
Describe the Gaps in Services	**County where Gap exists**	**How will the Subrecipient address the Gaps in Services?**	**Who is the Coordinating Partner?**	**How will the Coordinating Partner address the Gaps in Services?**
Employment for perseons with criminal backgrounds or other barriers	Travis	The City of Austin has worked withWorkforce Solutions and the DARS 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, Goodwill, DARS	Workforce Solutions works closely with our social workers to identify 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. Goodwill employs people with criminal backgrounds and DARS works with individuals who may have a disability which would otherwise make it difficult to find work.
Lack of affordable childcare which prevents parents from obtaining or maintaining employment	Travis	Child Inc. currently has two child care programs locted 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 c hild care assistance to low income families throughout Travis County. We have continued to build on our partnerships with both organizations to provide priority slots for Neighborhood Center clients.	Child, Inc.; Workforce Solutions	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.

Attachment A2: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Needs Assessment				
Need	**Rank**	**Outcome**	**Level of Need**	**Domain**
Individuals need access to safe and affordable housing	2	Individuals obtain access or maintain safe and affordable housing	Family	FNPI4 Housing
		Range of NPIs:	**FNPI 4a - FNPI 4h**	
Organization Providing Services/Strategies	**Is there a method for tracking outcomes? Yes or No**	**Service(s) or Strategies Provided**	**NPIs**	**County(ies)**
Austin HHS	Yes	SRV 4b, SRV 4c, SRV 4d, SRV 4f, SRV 4g, SRV 4i, SRV 4j, SRV 4k, SRV 4p, SRV 4t, SRV 7a, SRV 7b, SRV 7c	FNPI 4a, FNPI 4b, FNPI 4e, FNPI 4h, FNPI 5f, FNPI 5g, FNPI 5h	Travis
Travis County HHS	Yes	SRV 4c, SRV 4i, SRV 4l, SRV 4q, SRV 4r, SRV 4s, SRV 4t	FNPI 4a, FNPI 4b, FNPI 4g, FNPI 4h	Travis
Housing Authority of the City of Austin	No	SRV 4o		Travis
Travis County Housing Authority	No	SRV 4o		Travis
Austin Resource Center for the Homeless	No	SRV 4m		Travis
Salvation Army	No	SRV 4m		Travis
Catholic Charities	Yes	SRV 4b, SRV 4c, SRV 4d, SRV 4i, SRV 4j, SRV 4k	FNPI 4b, FNPI 4e	Travis
Austin Tenants Council	No	SRV 4f, SRV 4g, SRV 4h		Travis

Attachment A2: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Gaps in Services				
Describe the Gaps in Services	**County where Gap exists**	**How will the Subrecipient address the Gaps in Services?**	**Who is the Coordinating Partner?**	**How will the Coordinating Partner address the Gaps in Services?**
Lack of safe and affordable housing	Travis	As CSBG funding levels allow, the City of Austin provides direct rent assistance for case management clients through a fiscal agent. We are also providing rental assistance through a social service contract with Catholic Charities for other clients of the Neighborhood Centers, but the demand for these services continues to outpace the available resources. We also refer clients to Travis County, but clients frequently face waiting lists for assistance. Referrals are also made to emergency shelters and other non-profit agencies who are funded by th eCity of Austin to provide these services.	Catholic Charities, Housing Authority of the City of Austin, Travis County Housing Authority, Salvation Army, ARCH, EHCO	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, a coordinated assessment process helps clients connect to housing through a common intake and case management program.

Attachment A3: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Needs Assessment				
Need	**Rank**	**Outcome**	**Level of Need**	**Domain**
Individuals need access to education which will allow them to finish their GED, complete vocational training or college level courses.	3	Individuals obtain their GED, vocational training certification or college level courses.	Family	FNPI2 Education and Cognitive Development
		Range of NPIs:	**FNPI 2a - FNPI 2j**	
Organization Providing Services/Strategies	**Is there a method for tracking outcomes? Yes or No**	**Service(s) or Strategies Provided**	**NPIs**	**County(ies)**
Workforce Solutions	Yes	SRV 1a	FNPI 2h	Travis
Austin Community College	No	SRV 2t	FNPI 2f	Travis
Goodwill	No	SRV 1a, SRV 2u		Travis
Capital Idea	No	SRV 2x, SRV 2y		Travis
Austin HHS	Yes	SRV 7a, SRV 7c	FNPI 2h	Travis

Attachment A3: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Gaps in Services				
Describe the Gaps in Services	**County where Gap exists**	**How will the Subrecipient address the Gaps in Services?**	**Who is the Coordinating Partner?**	**How will the Coordinating Partner address the Gaps in Services?**
Lack of educational opportunities for persons with low incomes	Travis	ABE classes are offered by Austin Community College at the Rosewood-Zaragosa Neighborhood Center. Clients are referred to a variety of educational resources in the community, including vocational education through Workforce Solutions	Austin Community College, Goodwill, Capital Idea, Workforce Solutions	These organizations provide GED, ESL, job training and access to assistance with higher education.

Attachment A4: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Needs Assessment				
Need	**Rank**	**Outcome**	**Level of Need**	**Domain**
Individuals need access to nutritious food, clothes, transportation and other services to obtain and maintain family stability.	4	Individuals obtain nutritious food, clothing, transportation or other services to help obtain and/or maintain family stability.	Family	FNPI5 Health and Social/Behavioral
		Range of NPIs:	**FNPI 5a - FNPI 5i**	
Organization Providing Services/Strategies	**Is there a method for tracking outcomes? Yes or No**	**Service(s) or Strategies Provided**	**NPIs**	**County(ies)**
Austin HHS	Yes	SRV 5jj, SRV 7b, SRV 7c, SRV 7d, SRV 7n, SRV 3l, SRV 5nn	FNPI 5f, FNPI 5g, FNPI 5h	Travis
Central Texas Food Bank	Yes	SRV 5jj, SRV 5ff	FNPI 5f, FNPI 5h, FNPI 5g	Travis
Wheatsville Food Coop	No	SRV 5ll		Travis
St. John and Resurrection Episcopal Churches	No	SRV 5jj		Travis
WIC	No	SRV 5jj		Travis
HHSC Community Partner Program	Yes	SRV 5jj, SRV 3l	FNPI 5f, FNPI 5g, FNPI 5h	Travis

Attachment A4: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Gaps in Services				
Describe the Gaps in Services	**County where Gap exists**	**How will the Subrecipient address the Gaps in Services?**	**Who is the Coordinating Partner?**	**How will the Coordinating Partner address the Gaps in Services?**
Lack of access to nutritious food, transportation and other services to help individuals maintain/obtain family stability	Travis	Provision of services is through the Basic Needs program staffed by community workers an dsocial workers. Staff and services are funded through the City's general operating budget and CSBG. Food assistance is provided through a partnership with the Central Texas Food Bank which provides the food for our pantries, the Fresh Food for Families produce program, the Healthy Option Program for the Elderly (HOPE) and the Mobile Food Pantry and Shop For programs. Staff have also been trained in assisting clients to apply for SNAP benefits to help them connect to ongoing assistance with food. Other basic needs addressed include help with bus passes and clothing.	Central Texas Food Bank, Wheatsville Food Coop, St. John and Resurrection Episcopal Churches, WIC, HHSC Community Partner Program, Transit Empowerment Fund, Capital Metro Discount Pass Program	Emergency food pantries, mobile food pantries, Fresh Food for Families, HOPE, Kids Cafe; food recovery programs, donations to food pantries, holiday food baskets, Supplemental Nutrition Program; Farmer's Market Nutrition Program; SNAP and TANF. Discounted bus passes are offered through the Transit Empowerment Fund and Capital Metro.

Attachment A5: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Needs Assessment				
Need	**Rank**	**Outcome**	**Level of Need**	**Domain**
Individuals lack access to affordable health care services.	5	Individuals obtain access to preventive health services, health insurance and connections to primary care.	Family	FNPI5 Health and Social/Behavioral
		Range of NPIs:	**FNPI 5a - FNPI 5i**	
Organization Providing Services/Strategies	**Is there a method for tracking outcomes? Yes or No**	**Service(s) or Strategies Provided**	**NPIs**	**County(ies)**
Austin HHS	Yes	SRV 3h, SRV 5a, SRV 5d, SRV 5h, SRV 5j, SRV 5g, SRV 5k, SRV 5m, SRV 5n, SRV 5o, SRV 5p, SRV 5q, SRV 5w, SRV 7a, SRV 7c	FNPI 5b, FNPI 5f, FNPI 5g, FNPI 5h	Travis
Central Health/CommunityCare	Yes	SRV 3h, SRV 5a, SRV 5b, SRV 5d, SRV 5g, SRV 5h, SRV 5k	FNPI 5b, FNPI 5c, FNPI 5f, FNPI 5g, FNPI 5h	Travis
Austin Travis County Integral Care	No	SRV 5r, SRV 5s, SRV 5t, SRV 5u, SRV 5v, SRV 5w, SRV 5y, SRV 5aa, SRV 7a, SRV 7c		Travis
WIC	No	SRV 5g, SRV 5ff, SRV 5jj, SRV 5mm, SRV 7b, SRV 7c		Travis
Safekids	Yes	SRV 5g, SRV 5kk	FNPI 5d	Travis
HHSC	Yes	SRV 3h, SRV 7b, SRV 7c	FNPI 5g, FNPI 5h, FNPI 5f	Travis

Attachment A5: Needs Assessment - Addressing Top Five Needs and Gaps in Services

Subrecipient:	Austin HHS			
Gaps in Services				
Describe the Gaps in Services	**County where Gap exists**	**How will the Subrecipient address the Gaps in Services?**	**Who is the Coordinating Partner?**	**How will the Coordinating Partner address the Gaps in Services?**
Lack of affordable health and mental health care services	Travis	Services are provided through the Preventive Health program which is staffed by registered nurses. Staff 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 underserved populations including the elderly, families with multiple crises, persons with disabilities and unemployed or underemployed adults who may lack access to healthcare. Staff have also been trained to assist clients in applying for Medicaid and CHIP.	1. Central Health/CommUnity Care 2. Austin Travis County Integral Care 3. WIC 4. Safekids 5. HHSC 6. El Buen Samaritano, People's Community Clinic, Seton , Volunteer Healthcare Clinic 7. Sendero, United Healthcare, Blue Cross, Blue Shield, Superior	1. Medical Assistance Program and Primary Care 2. Mental/Behavioral Health Services 3. Health Assessment, nutrition education, breastfeeding support 4. Injury Prevention Program 5. CHIP, Medicaid 6. Primary care clinics 7. Health Insurance

Attachment B: Provision of Nutritious Foods and Initiatives, Case Management Services, Caseload and Referral Organizations

Subrecipient:	Austin HHS

Section B1: Provision of Nutritious Foods and Initiatives

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.

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 Central Texas 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 2018, we plan to continue exploring a partnership with Child, Inc. on their radio program "The Dad Show" to promote car seat safety and nutrition programs as part of our fatherhood initiatives.

Attachment B: Provision of Nutritious Foods and Initiatives, Case Management Services, Caseload and Referral Organizations

Subrecipient:	Austin HHS

Section B2: Case Management Services and Caseload	
1. Have all 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
2. Do the case managers have appropriate documentation of their case management process in their client files?	Yes
3. How often are the case managers evaluated, by supervisors, towards their TOP goals?	Monthly

Number of Case Managers	5	Average Household Size	2
Agency TOP Goal assigned by State	44	Clients per Case Manager	4

Section B3: Referral Organizations	
Referral Organizations	Social Service Coalitions
Child Support Offices	Texas Workforce Commission Offices
Combine all four groups into one excel worksheet - template provided in Tab: Referrals	

Attachment D2: Performance Statement and Targets
Module 2: Agency Level

Subrecipient:	Austin HHS	
Section B: CSBG Eligible Entity Capacity Building - Data Entry Form		**Number**
B.2	**Hours of Agency Capacity Building (e.g. training, planning, assessment):**	
B.2a	Hours of Board Members in capacity building activities	
B.2b	Hours of Agency Staff in capacity building activities	
B.3	**Volunteer Hours of Agency Capacity Building (e.g. program support, service delivery, fundraising):**	
B.3a	Total number of volunteer hours donated to the agency	
B.3a.1	Of the above, the total number of volunteer hours donated by individuals with low-incomes	
B.4	**The number of staff who hold certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:**	
B.4a	Number of Nationally Certified ROMA Trainers	0
B.4b	Number of Nationally Certified ROMA Implementers	0
B.4c	Number of Certified Community Action Professionals (CCAP)	0
B.4d	Number of Staff with a child development certification	0
B.4e	Number of Staff with a family development certification	0
B.4f	Number of Pathways Reviewers	0
B.4g	Number of Staff with Home Energy Professional Certifications	0
B.4g.1	Number of Energy Auditors	0
B.4g.2	Number of Retrofit Installer Technicians	0
B.4g.3	Number of Crew Leaders	0
B.4g.4	Number of Quality Control Inspectors (QCI)	0
B.4h	Number of LEED Risk Certified assessors	0
B.4i	Number of Building Performance Institute (BPI) certified professionals	0
B.4j	Number of Classroom Assessment Scoring System (CLASS) certified professionals	0
B.4k	Number of Certified Housing Quality Standards (HQS) Inspectors	0
B.4l	Number of American Institute of Certified Planners (AICP)	0
B.4m	Other *(Please specify others below):*	0
B.5	**Number of organizations, both public and private, that the CSBG Eligible Entity actively**	
B.5a	Non-Profit	19
B.5b	Faith Based	4
B.5c	Local Government	2
B.5d	State Government	3
B.5e	Federal Government	1
B.5f	For-Profit Business or Corporation	1
B.5g	Consortiums/Collaborations	5
B.5h	School Districts	1
B.5i	Institutions of Post-Secondary Education/Training	3
B.5j	Financial/Banking Institutions	1
B.5k	Health Service Organizations	1
B.5l	Statewide Associations or Collaborations	5

Attachment E.4: Performance Statement and Targets
Module 4: Individual and Family Services

OLD NPIs	Subrecipient:	Austin HHS				
	NPIs	Counts of Change for Indicators	Identify Need (Attachment A1-A5)	PY 2016 Results	PY 2017 Results	2018 Target
	FNPI 1	Employment Indicators (FNPI 1)				
NEW	FNPI 1a	The number of unemployed youth who obtained employment to gain skills or income.				
1.1A	FNPI 1b	The number of unemployed adults who obtained employment (up to a living wage).		101	45	75
1.1B	FNPI 1c	The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).		42	15	25
NEW	FNPI 1d	The number of unemployed adults who obtained and maintained employment for at least 180 days (up to a living wage).				
	FNPI 1e	The number of unemployed adults who obtained employment (with a living wage or higher).		24	2	8
	FNPI 1f	The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher).				
NEW	FNPI 1g	The number of unemployed adults who obtained and maintained employment for at least 180 days (with a living wage or higher).				
1.1C	FNPI 1h	The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.		97	35	75
NEW	FNPI 1h.1	Of the above, the number of employed participants who increased income from employment through wage or salary amount increase.				
NEW	FNPI 1h.2	Of the above, the number of employed participants who increased income from employment through hours worked increase.				
NEW	FNPI 1h.3	Of the above, the number of employed participants who increased benefits related to employment.				
	FNPI 1	Other Employment Outcome Indicator (FNPI 1)				
TOP	FNPI 1z.1	The number of unduplicated persons who achieved a household income above 125% transitioning to self-sufficiency (Must be State assigned TOP goal or higher)		76	23	44
	FNPI 2	Education and Cognitive Development (FNPI 2)				
NEW	FNPI 2a	The number of children (0 to 5) who demonstrated improved emergent literacy skills.				
NEW	FNPI 2b	The number of children (0 to 5) who demonstrated skills for school readiness.				
NEW	FNPI 2c	The number of children and youth who demonstrated improved positive approaches toward learning, including improved		0	0	0
NEW	FNPI 2c.1	Early Childhood Education (ages 0-5)				
NEW	FNPI 2c.2	1st grade-8th grade				
NEW	FNPI 2c.3	9th grade-12th grade				
NEW	FNPI 2d	The number of children and youth who are achieving at basic grade level (academic, social, and other school success skills).		0	0	0
NEW	FNPI 2d.1	Early Childhood Education (ages 0-5)				
NEW	FNPI 2d.2	1st grade-8th grade				

Attachment E.4: Performance Statement and Targets
Module 4: Individual and Family Services

OLD NPIs	Subrecipient:	Austin HHS				
	NPIs	Counts of Change for Indicators	Identify Need (Attachment A1-A5)	PY 2016 Results	PY 2017 Results	2018 Target
NEW	FNPI 2d.3	9th grade-12th grade				
NEW	FNPI 2e	The number of parents/caregivers who improved their home environments.				
NEW	FNPI 2f	The number of adults who demonstrated improved basic education.				5
1.2B	FNPI 2g	The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.				
1.2A	FNPI 2h	The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.		7	5	5
1.2C	FNPI 2i	The number of individuals who obtained an Associate's degree.				
1.2C	FNPI 2j	The number of individuals who obtained a Bachelor's degree.				
	FNPI 3	Income and Asset Building (FNPI 3)				
NEW	FNPI 3a	The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.				
NEW	FNPI 3b	The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.				
NEW	FNPI 3c	The number of individuals who opened a savings account or IDA.				
NEW	FNPI 3d	The number of individuals who increased their savings.				
1.3 I, J	FNPI 3e	The number of individuals who used their savings to purchase an asset.				
1.3 I, J	FNPI 3e.1	Of the above, the number of individuals who purchased a home.				
NEW	FNPI 3f	The number of individuals who improved their credit scores.				
NEW	FNPI 3g	The number of individuals who increased their net worth.				
NEW	FNPI 3h	The number of individuals engaged with the Community Action Agency who report improved financial well-being.				
	FNPI 4	Housing (FNPI 4)				
6.2E	FNPI 4a	The number of households experiencing homelessness who obtained safe temporary shelter.				
1.2H, 6.4E	FNPI 4b	The number of households who obtained safe and affordable housing.		139	94	5
NEW	FNPI 4c	The number of households who maintained safe and affordable housing for 90 days.				
NEW	FNPI 4d	The number of households who maintained safe and affordable housing for 180 days.				
6.2C	FNPI 4e	The number of households who avoided eviction.		238	203	300
NEW	FNPI 4f	The number of households who avoided foreclosure.				
2.1D	FNPI 4g	The number of households who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc).				
1.2K, 6.4H	FNPI 4h	The number of households with improved energy efficiency and/or energy burden reduction in their homes.				
	FNPI 5	Health and Social/Behavioral Development (FNPI 5)				

Attachment E.4: Performance Statement and Targets
Module 4: Individual and Family Services

OLD NPIs	Subrecipient:	Austin HHS				
	NPIs	Counts of Change for Indicators	Identify Need (Attachment A1-A5)	PY 2016 Results	PY 2017 Results	2018 Target
NEW	FNPI 5a	The number of individuals who demonstrated increased nutrition skills (e.g. cooking, shopping, and growing food).				
NEW	FNPI 5b	The number of individuals who demonstrated improved physical health and well-being.				
6.4E	FNPI 5c	The number of individuals who demonstrated improved mental and behavioral health and well-being.				
6.3J	FNPI 5d	The number of individuals who improved skills related to the adult role of parents/ caregivers.		55	37	60
6.3K	FNPI 5e	The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.		235	293	
6.4E	FNPI 5f	The number of seniors (65+) who maintained an independent living situation.		3	0	
6.4E	FNPI 5g	The number of individuals with disabilities who maintained an independent living situation.		3	0	
6.4E	FNPI 5h	The number of individuals with chronic illness who maintained an independent living situation.		3	0	
NEW	FNPI 5i	The number of individuals with no recidivating event for six months.				
NEW	FNPI 5i.1	Youth (ages 14-17)				
NEW	FNPI 5i.2	Adults (ages 18+)				
	FNPI 6	Civic Engagement and Community Involvement Indicators (FNPI 6)				
NEW	FNPI 6a	The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.				
NEW	FNPI 6a.1	Of the above, the number of Community Action program participants who improved their leadership skills.				
NEW	FNPI 6a.2	Of the above, the number of Community Action program participants who improved their social networks.				
NEW	FNPI 6a.3	Of the above, the number of Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.				
	FNPI 7	Outcomes Across Multiple Domains (FNPI 7)				
NEW	FNPI 7a	The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.				

County Served	Organization Name	Address	City/Town	Zip	Phone	Employment	Job Skills/Training	Education	Income	Housing	Food	Utilities	Child Care	Transportation	Healthcare	State Organization	Additional Services
Travis	ACC Adult Basic Education	5930 Middle Fiskville Rd.	Austin		5122237528	N	Y	Y	N	N	N	N	N	N	N	N	
Travis	All Saints Episcopal	209 W. 27th St.	Austin		5124763589	N	N	N	N	N	N	Y	N	N	N	N	
Travis	Any Baby Can	1121 E. 7th St.	Austin		5124771130	N	N	Y	N	Y	Y	Y	Y	N	N	N	
Travis	APS	701 W. 51st	Austin		8002525400	N	N	N	N	N	N	N	N	N	N	Y	
Travis	ARCH	500 E. 7th	Austin		5123054100	Y	Y	N	N	Y	Y	N	N	Y	Y	N	
Travis	Austin Area Urban League	8011 Cameron Rd. Ste 100	Austin		5124787176	Y	Y	Y	N	Y	N	N	N	N	N	N	
Travis	Austin Child Guidance	810 W. 45th	Austin		5124512242	N	N	N	N	N	N	N	N	N	Y	N	
	Austin ISD Parent Support	4900 Gonzales	Austin		5124143196	N	N	Y	N	N	N	N	N	N	N	N	
Travis	Austin Tenant's Council	1640-B E. 2nd Ste 150	Austin		5124747006	N	N	Y	N	N	N	N	N	N	N	N	
	Austin Travis County Integral Care		Austin			N	N	N	N	N	N	N	N	N	Y	N	
Travis	Baptist Community Ctr	2000 E. 2nd St.	Austin		5124787243	N	N	N	N	N	N	Y	N	N	N	N	
Travis	Cap Metro Access	2910 E. 5th	Austin		5128527272	N	N	N	N	N	N	N	N	Y	N	N	
Travis	Capital Area Counseling	2824 Real St.	Austin		5123021000	N	N	N	N	N	N	N	N	N	Y	N	
Travis	Capital Idea	PO Box 1784	Austin		5124578610	Y	Y	Y	N	N	N	N	N	N	N	N	
Travis	Caritas of Austin	611 Neches	Austin		5124724135	N	N	N	N	Y	Y	Y	N	N	N	N	
Travis	Child Inc.	818 E. 53rd St.	Austin		5124517361	N	N	Y	N	N	N	N	Y	N	N	N	
Travis	CHIP	PO Box 149024	Austin		8006476558	N	N	N	N	N	N	N	N	N	Y	N	
Travis	Christian Service Ctr	1903 University Ave	Austin		5124769584	N	N	N	N	N	N	N	Y	N	N	N	
Travis	CPS	701 W. 51st	Austin		8002525400	N	N	N	N	N	N	N	N	N	N	Y	
Travis	East Austin Clinic	211 Comal	Austin			N	N	N	N	N	N	N	N	N	Y	N	
Travis	EL Buen Samaritano	7000 Woodhue	Austin		5124390700	N	N	N	N	N	Y	N	N	N	Y	N	
Travis	Family Eldercare	1700 Rutherford Ln.	Austin		5124676168	N	N	N	N	Y	N	Y	N	N	Y	N	
Travis	Family Resource Centers	Various Locations	Austin		5127974847	N	N	Y	N	N	Y	N	N	N	N	N	
Travis	First Baptist Church Austin	901 Trinity St.	Austin		5124762625	N	N	N	N	N	N	Y	N	N	N	N	
Travis	First Workers	4916 IH-35	Austin		5124533776	Y	Y	N	N	N	N	N	N	N	N	N	
Travis	Food Stamps/Med/TANF #1	1601 Rutherford Ln.	Austin		5123398868	N	Y	N	Y	N	N	Y	N	N	Y	Y	
Travis	Food Stamps/Med/TANF #2	724 Eberhart	Austin		5124450022	N	Y	N	Y	N	N	Y	N	N	Y	Y	
Travis	Foundation for the Homeless	PO Box 28006, Austin, TX 78755	Austin		512-453-6570	N	N	N	N	Y	N	N	N	N	N	N	
Travis	Gethsemane Lutheran Church	200 W. Anderson Ln.	Austin		5128368560	N	N	N	N	N	Y	Y	N	N	N	N	

Travis	Goodwill	1015 Norwood Park	Austin		5126377100	Y	Y	Y	Y	Y	N	Y	N	N	N	N
Travis	Grace Covenant Church	9501 Jollyville Rd. Ste 200	Austin		5123457840	N	N	N	N	N	Y	Y	N	N	N	N
Travis	Greater Mt. Zion Church	1801 Pennsylvania Ave.	Austin		5124699020	N	N	N	N	N	N	Y	N	N	N	N
Travis	Hope Food Pantry	600 E. 50th St.	Austin		5124200710	N	N	N	N	N	Y	N	N	N	N	N
Travis	Housing Authority-Austin	1124 S. IH-35	Austin		5124774488	N	N	N	N	Y	N	N	N	N	N	N
Travis	Legal Aid	4920 N. IH-35	Austin		5123742700	N	N	Y	N	N	N	N	N	N	N	N
Travis	LifeCare Pregnancy	1215 W. Anderson Ln.	Austin		5123740055	N	N	N	N	N	N	N	N	N	Y	N
Travis	LifeWorks- North	8913 Collinfield	Austin		5127352400	Y	Y	Y	N	N	N	N	N	N	Y	N
Travis	LifeWorks	3700 S 1st St, Austin, TX 78704	Austin		(512) 735-2400	N	Y	Y	N	Y	N	Y	Y	N	Y	N
Travis	Manos de Cristo Dental	4911 Harmon Ave.	Austin		5124729251	N	N	N	N	N	N	N	N	N	Y	N
Travis	Meals on Wheels	3227 E. 5th St.	Austin		5124766325	N	N	Y	N	Y	Y	Y	N	Y	N	N
Travis	MAP-Medical Access Program	PO Box 300489	Austin		5129788130	N	N	N	N	N	N	N	N	N	Y	N
Travis	Messiah Lutheran Church	5701 Cameron Rd.	Austin		5124522963	N	N	N	N	N	N	Y	N	N	N	N
Travis	Our Lady of Guadalupe	1206 E. 9th St.	Austin		5124787955	N	N	N	N	N	N	Y	N	N	N	N
Travis	People's Clinic		Austin		5124784939	N	N	Y	N	N	N	N	N	N	Y	N
Travis	Planned Parenthood-Dwtn	1823 E. 7th	Austin		5124775846	N	N	Y	N	N	N	N	N	N	Y	N
Travis	RBJ Dental Clinic	15 Waller St.	Austin		5129724820	N	N	N	N	N	N	N	N	N	Y	N
Travis	Redeemer Lutheran Church	1500 W. Anderson Ln.	Austin		5124591500	N	N	N	N	N	N	Y	N	N	N	N
Travis	Safe Alliance	1515A Grove	Austin		5122677233	N	N	Y	N	Y	Y	Y	Y	Y	Y	N
Travis	Salvation Army	501 E. 8th St. / PO Box 1000	Austin		5124761111	N	Y	Y	N	Y	Y	Y	Y	N	Y	N
Travis	Seton Topfer Clinic	8913 Collinfield Rd.	Austin		5123246850	N	N	Y	N	N	N	N	N	N	Y	N
Travis	SFT/Big Shots-North	7500 Blessing Ave.	Austin		5129725520	N	N	N	N	N	N	N	N	N	Y	N
Travis	SFT/Big Shots-South	405 W. Stassney	Austin		5129725520	N	N	N	N	N	N	N	N	N	Y	N
Travis	Social Security	1029 Camino La Costa	Austin		8666276991	N	N	N	Y	N	N	N	N	N	N	N
Travis	South Austin Clinic	2529 S. 1st St.	Austin		5129789500	N	N	Y	N	N	N	N	N	N	Y	N
Travis	St. Ignatius Church	126 W. Oltorf St.	Austin		5124423602	N	N	N	N	N	Y	Y	N	N	N	N
Travis	St. Julia Catholic Church	3010 Lyons Rd.	Austin		5129288629	N	N	N	N	N	Y	Y	N	N	N	N
Travis	St. Louis Church	7601 Burnet Rd.	Austin		5124540384	N	N	N	N	N	Y	Y	N	N	N	N
Travis	St. Mark's Methodist Church	601 W. Braker Ln.	Austin		5128365747	N	N	N	N	N	Y	Y	N	N	N	N
Travis	St. Mary's Cathedral	203 E. 10th St.	Austin		5124766182	N	N	N	N	N	Y	Y	N	N	N	N
Travis	Travis Cty-71 West Rural	8656 W. Hwy 71	Austin		5128542130	N	N	N	N	Y	Y	Y	N	N	N	N
Travis	Travis Cty-Del Valle	3518 FM 973 S.	Austin		5128541520	N	N	N	N	Y	Y	Y	N	N	N	N
Travis	Travis Cty-Jonestown	18649 FM 1431 Ste 6A	Austin		5128541500	N	N	N	N	Y	Y	Y	N	N	N	N
Travis	Travis Cty-Manor	600 W. Carrie Manor St.	Austin		5128541550	N	N	N	N	Y	Y	Y	N	N	N	N
Travis	Travis Cty-Oak Hill	8656 W. Hwy 71	Austin		5128542130	N	N	N	N	Y	Y	Y	N	N	N	N
Travis	Travis Cty-Palm Square	100 N. IH-35 Ste 2000	Austin		5128544120	N	N	N	N	Y	Y	Y	N	N	N	N
Travis	Travis Cty-Pflugerville	15822 Foothills Farm Loop	Austin		5128541530	N	N	N	N	Y	Y	Y	N	N	N	N
Travis	Travis Cty-Post Road	2201 Post Rd. Ste 101	Austin		5128549130	N	N	N	N	Y	Y	Y	N	N	N	N
Travis	Travis Cty-Housing Authority	502 E. Highland Mall Blvd.	Austin		5124807825	N	N	N	N	Y	N	N	N	N	N	N
Travis	Volunteer Healthcare	4215 Medical Parkway	Austin		5124596002	N	N	Y	N	N	N	N	N	N	Y	N

Travis	WERC-RZ	Rosewood Zaragosa NC	Austin		512-972-6743	Y	Y	Y	N	Y	N	Y	Y	Y	N	N	
Travis	WERC-SANC	South Austin NC	Austin		512)972-6655.	Y	Y	Y	N	Y	N	Y	Y	Y	N	N	
Travis	WERC-SJCC	St. John CC	Austin		512-972-5159	Y	Y	Y	N	Y	N	Y	Y	Y	N	N	
Travis	WIC	211 Comal	Austin		5129724942	N		Y	N	N	N	Y	N	N	Y	N	
Travis	WorkForce-East	3401 Webberville	Austin		5122235400	Y	Y	Y	N	N	N	N	Y	N	N	Y	
Travis	WorkForce-North	6505 Airport Ste 101	Austin		5124549675	Y	Y	Y	N	N	N	N	Y	N	N	Y	
Travis	WorkForce-South	6505 Burleson Rd.	Austin		5123814200	Y	Y	Y	N	N	N	N	Y	N	N	Y	
Travis	Foundation Communities	Various Locations	Austin		(512) 447-2026	N	N	Y	Y	Y	Y	N	Y	N	Y	N	
Travis	Austin Youth Development	7201 Levander Loop	Austin			Y	Y	Y	Y	N	N	N	N	N	N	N	
Travis	Catholic Charities	1625 Rutherford Ln	Austin		5126516100	N	N	Y	N	Y	Y	Y	N	N	N	N	
Travis	St. Vincent De Paul	Multiple locations	Austin			N	N	N	N	N	Y	Y	N	N	N	N	
Travis	Child Support Office	2101 E. Saint Elmo Rd. Ste 225	Austin		1-800-252-8014	N	N	N	Y	N	N	N	N	N	N	Y	
Travis	Community Advancement Network	4900 Gonzales St #111	Austin		4900 Gonzales St #111												Social Service Coalition
Travis	Ending Community Homelessness Organization	300 E Highland Mall Blvd	Austin		(512) 963-7630												COC
Travis	CRCG	8011 Cameron Rd., Suite 106	Austin		(512) 854-5619												CRCG

Attachment E: Strategic Plan Update

Subrecipient:	Austin HHS			
Time Period (years) covered by the Strategic Plan:			2015-2018	
Topic	2016 Baseline	2017	2018 Planned	2018 Adjusted
Goal #1	Low-income persons obtain/maintain employment, better paying or living wage jobs, and/or jobs with benefits.	Low-income persons obtain/maintain employment, better paying or living wage jobs, and/or jobs with benefits.	Low-income persons obtain/maintain employment, better paying or living wage jobs, and/or jobs with benefits.	
Objective	Through the provision of case management, to link low income persons to employment/education opportunities and decrease barriers to stability which will help them attain self-sufficiency.	Through the provision of case management, to link low income persons to employment/education opportunities and decrease barriers to stability which will help them attain self-sufficiency.	Through the provision of case management, to link low income persons to employment/education opportunities and decrease barriers to stability which will help them attain self-sufficiency.	
Strategy	Continue partnership with Workforce Solutions, Goodwill, Austin Free-Net, ACC, private employers and others to connect persons to employment and education opportunities which will help them achieve self-sufficiency.	Continue partnership with Workforce Solutions, Goodwill, Austin Free-Net, ACC, private employers and others to connect persons to employment and education opportunities which will help them achieve self-sufficiency.	Continue partnership with Workforce Solutions, Goodwill, Austin Free-Net, ACC, private employers and others to connect persons to employment and education opportunities which will help them achieve self-sufficiency.	
Measure	101 out of 146 persons enrolled in self-sufficiency case management obtained jobs. 24 out of 136 persons enrolled in self-sufficicency case management obtained a living wage job. 76 persons transitioned out of poverty.	As of July 31, 2017, 45 out of 86 persons enrolled in self-sufficiency case management have obtained jobs. 2 persons out of 86 persons have obtained a living wage job. 23 persons have transitioned out of poverty.	70 out of 100 persons enrolled in self-sufficiency case management will obtain jobs. 8 out of 100 persons enrolled in self-sufficicency case management will obtain a living wage job. At least 44 persons will transition out of poverty.	

Attachment E: Strategic Plan Update

Goal #2	Eligibility will be determined correctly for all clients receiving CSBG services.	Eligibility will be determined correctly for all clients receiving CSBG services.	Eligibility will be determined correctly for all clients receiving CSBG services.	Per TDHCA ROMA Trainer guidance, this goal will be discontinued as part of the strategic plan.
Objective	To ensure compliance with CSBG requirements and serve only eligible clients with CSBG funded services.	To ensure compliance with CSBG requirements and serve only eligible clients with CSBG funded services.	To ensure compliance with CSBG requirements and serve only eligible clients with CSBG funded services.	Per TDHCA ROMA Trainer guidance, this goal will be discontinued as part of the strategic plan.
Strategy	Continue twice yearly eligibility training for all staff, and the peer review process to ensure eligibility is being determined correctly at the time of service. Continue chart audits and monitoring at the supervisor and Unit office level.	Continue twice yearly eligibility training for all staff, and the peer review process to ensure eligibility is being determined correctly at the time of service. Continue chart audits and monitoring at the supervisor and Unit office level.	Continue twice yearly eligibility training for all staff, and the peer review process to ensure eligibility is being determined correctly at the time of service. Continue chart audits and monitoring at the supervisor and Unit office level.	Per TDHCA ROMA Trainer guidance, this goal will be discontinued as part of the strategic plan.
Measure	CSBG services were determined to have been provided to 3 clients who were not eligible for the service. In 2 instances, the Unit office review determined that an ineligible client was served, and in 1 instance, the worker reported the error to the supervisor. Staff performance reviews will reflect the need for improvement in eligibility determination. TDHCA will be reimbursed the cost of these services.	As of August 31, 2017, supervisor and Unit office monitoring have not identified any ineligible clients served. Bi-annual eligibility trainings continue and a new operations manual has been developed to assist with staff training.	Per TDHCA ROMA Trainer guidance, this goal will be discontinued as part of the strategic plan.	Per TDHCA ROMA Trainer guidance, this goal will be discontinued as part of the strategic plan.

Attachment E: Strategic Plan Update

Goal #3	The City of Austin's Neighborhood Centers will be known throughout the community for the services we provide.	The City of Austin's Neighborhood Centers will be known throughout the community for the services we provide.	The City of Austin's Neighborhood Centers will be known throughout the community for the services we provide.	
Objective	To increase awareness of services and programs available to people with low-incomes and the community at large offered by the City of Austin's Neighborhood Centers.	To increase awareness of services and programs available to people with low-incomes and the community at large offered by the City of Austin's Neighborhood Centers.	To increase awareness of services and programs available to people with low-incomes and the community at large offered by the City of Austin's Neighborhood Centers.	
Strategy	Project teams will be created to review marketing/outreach materials currently in use. These teams will review print and electronic media in use and recommend improvements to increase awareness of services.	Project teams will review the implementation of recommended print and electronic materials and make suggestions for ongoing quality improvement. Teams will develop specific outreach strategies to connect to target audience(s).	Project teams will continue review of print and electronic media and make recommendations for updating as needed. Outreach strategies will be reviewed and updated.	
Measure	Improvements to brochures were made and new promotional materials developed.	All Center brochures and materials have been reviewed to ensure they meet Cultural and Linguistic Materials (CLAMs) standards. Updates have been implemented or are in progress to ensure all materials meet these standards. Specific outreach strategies have been developed and are being reviewed.	Neighborhood Services website will be updated and the primary brochure will be finalized with changes to meet CLAMS standards. At least two additional outreach strategies will be developed to reflect any community changes.	

Attachment E: Strategic Plan Update

Goal #4	The City of Austin's Neighborhood Centers will demonstrate an ongoing commitment to employee career development and retention.	The City of Austin's Neighborhood Centers will demonstrate an ongoing commitment to employee career development and retention.	The City of Austin's Neighborhood Centers will demonstrate an ongoing commitment to employee career development and retention.	
Objective	To increase the knowledge, skills and abilities of all staff working in the Neighborhood Centers.	To increase the knowledge, skills and abilities of all staff working in the Neighborhood Centers.	To increase the knowledge, skills and abilities of all staff working in the Neighborhood Centers.	
Strategy	Project teams were created to review current staff development training efforts, including the existing operations manual and new employee orientation and training, and make recommendations for improvements.	Project teams will review current job descriptions and determine if changes should be made. Recommendations for any changes will be made and sent forward for review and consideration by Department management.	Project teams will review the operations manual and new employee orientation and training and determine if any updates are needed. Progress on suggested changes to job descriptions will be reviewed and adjusted as needed.	
Measure	Staff development efforts included a successful employee appreciation event, staff attendance at the National Community Action Partnership Conference, Mental Health First Aid and Customer Service training.	Review of at least two position job descriptions are in process and will be forwarded to Department management for review and consideration. Market and management studies were completed which resulted in salary increases and title changes for most staff. A staff operations manual has been completed and staff development efforts have included an employee appreciation event and a focus on health and wellness activities.	Operations manual and new employee orientation and training plan will be updated. Job descriptions will be updated as agreed based on collaboration with Department management.	

Attachment E: Strategic Plan Update

Goal #5	The City of Austin's Neighborhood Centers will strengthen relationships with community partners to benefit the clients and community we serve.	The City of Austin's Neighborhood Centers will strengthen relationships with community partners to benefit the clients and community we serve.	The City of Austin's Neighborhood Centers will strengthen relationships with community partners to benefit the clients and community we serve.	
Objective	To increase our mutual understanding of services available and develop stronger linkages to better serve the community.	To increase our mutual understanding of services available and develop stronger linkages to better serve the community.	To increase our mutual understanding of services available and develop stronger linkages to better serve the community.	
Strategy	The Neighborhood Center leadership team will review existing partnerships and meet with key partners to review existing agreements and processes, with particular emphasis on how to improve client access to needed services and gather follow-up data needed to report outcomes.	The Neighborhood Center leadership team will review existing partnerships and meet with key partners to review existing agreements and processes, with particular emphasis on how to improve client access to needed services and gather follow-up data needed to report outcomes.	Based on prior experience, the Neighborhood Center leadership team will develop an evaluation tool to review existing partnerships and determine if they should continue, and what new partnerships may need to be added to better serve the community.	
Measure	The City of Austin held meetings with Workforce Solutions and Child Inc. staff to review current agreements and/or processes to begin increasing client access to services and data need to report outcomes.	A review of the agreement and processes with Child Inc. continues and the agreement with Austin Community College is being updated to increase client access to services and data needed to report outcomes. Agreements and processes with the Central Texas Food Bank, Transit Empowerment Fund, Catholic Charities and Easter Seals have also been reviewed and updated.	An evaluation of existing partnerships will be completed and recommendations for any new partnerships will be made and initiated.	