

Attachment – AAQoL Initiative Recommendations/Strategic Direction 2023 Mapping

Strategic Direction Outcome	AAQoL Initiative Recommendation	Applicable Strategy	Applicable Metric
Government that Works for All	Create and execute an outreach strategy for the Human Resources Department to improve diversity of City staff at all levels	#11: Improve our competitiveness as an employer to attract, efficiently hire, and retain a diverse, highly skilled workforce across the entire City organization	F.2: Difference between the percentage of community members of a particular race represented on City Board and Commissions compared to the percentage of that race in the overall community population (See NOTE 1)
	Provide funding and resources to support the Language Access Program with an easy one-stop location to request assistance. Ensure that the program includes local, commonly used Asian languages.	#6: Engage community members on the matters that impact them in ways that are timely, convenient, meaningful, and honor their communication preferences; and equip employees to better engage vulnerable and historically marginalized communities	N/A

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Government that Works for All	Require City departments providing services or engaging with the community to draft multicultural outreach and engagement plans to improve access, participation, and awareness of the services provided.	<p>#3: Increase equity in our community by allocating City resources based on greatest need and in ways that have the highest impact, consistent with recommendations from existing City reports and studies</p> <p>#6: Engage community members on the matters that impact them in ways that are timely, convenient, meaningful, and honor their communication preferences; and equip employees to better engage vulnerable and historically marginalized communities</p>	<p>E.4. Number of engagement/ outreach activities by department, Council district, time, and type of activity (See NOTE 2)</p> <p>F.1: Percent variation of residents' satisfaction rates with City services based on race, sex, religion, ethnicity, age, and availability</p>
	Require that any contract awarded for outreach includes a meaningful plan to engage with the diverse Asian American community in Austin	<p>#3: Increase equity in our community by allocating City resources based on greatest need and in ways that have the highest impact, consistent with recommendations from existing City reports and studies</p> <p>#12: Increase the use of departmental equity assessments and cultural competency training to make better informed decisions that advance equity in our community</p>	F.1: Percent variation of residents' satisfaction rates with City services based on race, sex, religion, ethnicity, age, and availability

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Economic Opportunity and Affordability	Create and implement culturally relevant business programs and services that support and assist Asian American owned businesses to grow and expand to all areas of the city	#3: Assess outcomes of our programs that support entrepreneurship and designated small, minority-owned, women-owned, and disadvantaged businesses and optimize for participant success (e.g. business expansion, revenue, profitability)	A.5: Number and percentage of City of Austin contracts meeting Small & Minority Business Resource goals A.6: Number of small businesses supported by City of Austin programs
Health and Environment	Continue health education, assessments, and consulting practices; train service providers in culturally and linguistically accepted practices to engage with diverse communities; hire diverse health navigators to service the community	#2: Provide and/or support initiatives that can connect those seeking wellness and medical care with the appropriate providers, and help them navigate and overcome critical barriers to obtaining health and mental health services #4: Adjust our contracts with social service providers to include accountability for outcome-based results and determine the best approach to award multi-year contracts so that each funding category can be independently reviewed on a regular cycle	A.5: Number and percentage of clients served through the City's health equity contracts who achieve intended healthy outcomes

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Culture and Lifelong Learning	Provide cultural awareness training to City staff, vendors, and other service providers receiving any type of funding from the City	<p>#1: Regularly inventory and evaluate culture and lifelong learning programs and facilities provided by the City and our community partners, with a focus on identifying gaps, shortcomings, and opportunities that may have an impact on equity and quality</p> <p>#2: Implement a standardized interdepartmental process to collect, analyze, and share demographic participation and satisfaction levels with our culture and lifelong learning offerings to evaluate and improve programs and facilities</p>	C.5: Percentage of participants in City-supported events or programs who report that they increased their knowledge and understanding of culture, history, and/or art (See NOTE 3)
Mobility	Improve public transit information, convenience, and accessibility; prioritize neighborhoods with limited or no access to public transportation and provide shuttle/door-to-door services for seniors to connect to mass transit	Austin Strategic Mobility Plan	Austin Strategic Mobility Plan

NOTE 1: We would like “city staff” to be referenced here along with the Boards and Commissions

NOTE 2: We would like this metric to include outreach activities to minority groups

NOTE 3: We believe that this Initiative recommendation could also be mapped to metrics in Government that Works for All section: F.3 “Percentage of City departments implementing the equity assessment tool” and F.4 “Percentage of City employees who have completed diversity / anti-racism/ implicit bias training”