

## AAQOL FY 2019 Budget Recommendations Work Sheet

Rank	Category	Initiative Recommendation Alignment	Recommendation	One-Time or Ongoing	Area	FTE	Amount	Strategic Alignment(s)
H-01	Health & Environment	<p>Health &amp; Human Services Pillar: Continue health education, assessments and counseling practices. Train service providers in culturally and linguistically accepted practices to engage with diverse communities. Hire diverse health navigators to service the community.</p> <p>Health &amp; Human Services Pillar: Improve readability of documents taking into consideration appropriate graphics, font size, and addressing a variety of reading proficiencies.</p>	<p><b>Community Health Navigator (CHN) Program</b> – This program links Korean, Vietnamese, and Burmese residents to health-related services and benefits.</p> <p>Evidence: 160 clients were served in 2017, exceeding the goal of 152 clients. 85% (130) clients demonstrated improved life skills which is way above the expected goal of 66.7% (50). Additional hours, increased hourly rate, additional staff, and staff benefits would allow the AARC Nonprofit to meet the mounting demand for CHN Program services and reduce the costs associated with staff turnover, enhancing the city's ability to meet the needs of the Asian American communities.</p> <p>The FY 2018 funding would increase program staff hours for employees (one full-time Navigator, two 30-hour/week Navigators), including benefits (\$350/month healthcare stipend), personnel (one full-time Program Manager), technology, training, classes, and translation services.</p> <p><i>Previous Result: Partially funded at \$155,000 (one-time)</i></p>	Ongoing	HHSD	-	\$236,187	Strategic Outcome Area: Health & Environment
H-02	Health & Environment	<p>Health &amp; Human Services Pillar: Continue health education, assessments and counseling practices. Train service providers in culturally and linguistically accepted practices to engage with diverse communities. Hire diverse health navigators to service the community.</p>	<p><b>Health Equity Contract</b> – For services to Asian American and Pacific Islander (AAPI) individuals, including immigrants, affected by physical and mental health disparities.</p> <p>Evidence: Mainstream providers don't have the cultural and linguistic sensitivity to serve the AAPI Community. Since January 2017, 36 Asian American individuals were provided with services under an Economic Empowerment program, including life skills training and direct support. Recommended funding should support the growing need to address physical and mental health disparities in these communities.</p> <p><i>Previous Result: \$60,000 one-time funding</i></p>	Ongoing	APH	-	\$75,000	Strategic Outcome Area: Health & Environment

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H-03	Health & Environment	Health & Human Services Pillar: Continue health education, assessments and counseling practices. Train service providers in culturally and linguistically accepted practices to engage with diverse communities. Hire diverse health navigators to service the community.	<p><b>Community Health Worker Training Program</b> – Funding is requested develop the skills and knowledge of community members to serve as part of the region’s health workforce. The training will adhere to the Department of State Health Services approved CHW certification course covering 8 core competencies: communication, interpersonal, service coordination, capacity-building, advocacy, teaching, organizational skills, and knowledge based on specific health issues. Upon training completion, the CHWs will be deployed to areas that have the highest healthcare needs. The CHWs will work in underserved communities by providing culturally-appropriate community health education, promoting awareness and understanding of healthcare disparities, and improving cultural competency within the healthcare system.</p> <p>Evidence: Tremendous disparities exist in health outcomes and indicators among the Asian American and Latino community. Disproportionate burdens of health conditions affecting the Asian American population include cancer, cardiovascular disease, diabetes, hepatitis B, and osteoporosis. Heart disease and cancer in Latinos are the two leading causes of death. Latinos have more deaths from diabetes and chronic liver disease, and similar numbers of deaths from kidney diseases. Latinos health risks differ from Whites with 24% more poorly controlled high blood pressure; 23% more obesity; and 28% less colorectal screening. Studies employing CHWs to improve health outcomes have been found efficacious, especially in minority communities.</p> <p><i>Previous Result: N/A (NEW)</i></p>	Ongoing	APH	-	\$275,000	<p>Strategic Outcome Area: Health &amp; Environment</p> <p>Primary Indicator: Healthy conditions among individuals (absence of unhealthy conditions)</p> <p>Secondary Indicator: Accessibility to quality healthcare services, both physical and mental</p>

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H-04	Health & Environment	<p>Health &amp; Human Services Pillar: Continue health education, assessments and counseling practices. Train service providers in culturally and linguistically accepted practices to engage with diverse communities. Hire diverse health navigators to service the community.</p> <p>Health &amp; Human Services Pillar: Improve readability of documents taking into consideration appropriate graphics, font size, and addressing a variety of reading proficiencies.</p>	<p><b>Insurance Outreach/Enrollment Program:</b> Provide funding for an insurance outreach and enrollment program and campaign to get “hard-to-reach” Asian and Hispanic populations to enroll in health insurance coverage –With Federal funding for outreach and enrollment into the ACA Marketplace virtually eliminated, it is imperative that local governments take these tasks to achieve continued coverage gains. Moreover, outreach and enrollment strategies are the key to successful enrollment. Outreach and enrollment strategies include marketing /outreach campaigns, promoting expansion through leadership and collaboration, establishing a coordinated and diverse network of navigators, developing effective eligibility and enrollment systems that coordinate with Marketplace coverage, and planning to translate coverage gains into improved access to care.</p> <p>Evidence: (source: Travis County, Central Health) As Travis County’s total population has grown, the number of individuals without health insurance coverage has decreased from 234,453 individuals (23%) in 2009 to 168,371 individuals (14%) in 2015. In 2018, preliminary figures show that Travis County’s enrollment was lower than the previous year by 14%, primarily because of barriers imposed by the Federal Government in defunding outreach and enrollment activities for the ACA. However, certain sub-populations like Latinos continue to have higher uninsured rates than the rate for Travis County at upwards of 30%. The uninsured rate for foreign-born noncitizens is 46%. Detailed data is available <a href="#">here</a>.</p> <p><i>Previous Result: Funded at \$200,000 (ongoing)</i></p>	One-time	APH	-	\$200,000	<p>Strategic Outcome Area: Health &amp; Environment</p> <p>Primary Indicator: Accessibility to quality healthcare services, both physical and mental</p> <p>Secondary Indicator: Healthy conditions among individuals (absence of unhealthy conditions)</p>
C-01	Culture and Lifelong Learning	Arts & Culture Pillar: Create learning opportunities for Austinites to expand multicultural knowledge with a goal of developing appreciation for diverse cultural groups.	<p><b>AARC Public Event Leader</b> – Establish 1.0 FTE and ongoing funding for a Public Event Leader at AARC. One-time funding was provided in FY 2017, but no FTE was approved.</p> <p>Evidence: The position is needed to service the significant increase in use of the facility from 302 reservations/ rentals in 2014 to 676 in 2017 (More than double). 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.</p> <p><i>Previous Result: One-time funding, but no ongoing funding or FTE</i></p>	Ongoing	PARD/ AARC	1.0	59,771	Strategic Outcome Area: Culture and Lifelong Learning

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Rank	Category	Initiative Recommendation Alignment	Recommendation	One-Time or Ongoing	Area	FTE	Amount	Strategic Alignment(s)
C-02	Culture and Lifelong Learning	<p>Arts &amp; Culture Pillar: Create learning opportunities for Austinites to expand multicultural knowledge with a goal of developing appreciation for diverse cultural groups.</p> <p>Civic Engagement Pillar: Increase trust in government by building meaningful relationships with diverse representatives in the community.</p>	<p><b>AARC Marketing Representative A</b> – Establish 1.0 FTE and ongoing funding for a Marketing Representative A at the AARC. 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.</p> <p>Evidence: The function is currently provided by temporary staff in a limited way, but consistency and stability are needed is needed to develop strong community relationships and engage underserved populations.</p> <p><i>Previous Result: Not funded</i></p>	Ongoing	PARD/AARC	1.0	\$90,140	Strategic Outcome Area: Culture and Lifelong Learning
C-03	Culture and Lifelong Learning	Arts & Culture Pillar: Create learning opportunities for Austinites to expand multicultural knowledge with a goal of developing appreciation for diverse cultural groups.	<p><b>Provide funding for an AARC Exhibit Specialist</b> – in response to growing demand for exhibits to match the growing popularity of the AARC for this purpose. The growing popularity of the AARC facility has attracted increased demand for exhibits. The Smithsonian Museum has sponsored top quality exhibits at the AARC for the past 2 years, but an extraordinary amount of AARC staff time and coordination is required for this and other exhibits. Existing staff are already overwhelmed with regularly assigned tasks. AARC is unable to continue procuring major exhibits like the Smithsonian without some level of dedicated staff.</p> <p>Evidence: Dougherty Arts Center, the Mexican American Cultural Center and the Carver museum all have Exhibit Specialists funded as regular employees. The AARC needs a similarly funded position in order to continue to procure major exhibits.</p> <p><i>Previous Result: N/A (NEW)</i></p>	Ongoing	PARD/AARC	TBD	\$66,513	Strategic Outcome Area: Culture and Lifelong Learning

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S-01	Safety	Civic Engagement Pillar: Require that any contract awarded for outreach includes a meaningful plan to engage with the diverse Asian American community in Austin.	<p><b>Immigrant Legal Services for Asians</b> – Funding is requested to provide dedicated immigrant legal services to low-income Asian immigrants and others in Austin to address the rising number of individuals seeking services for deportation defense and consultations.</p> <p>Evidence: With the current climate on immigration at the state and federal levels, the need for immigrant legal services is more important than ever. The immigrant Asian population in Austin is diverse and has specific language access needs, and, without additional funding, low-income individuals will not be able to access the protection and services they need. Additional ongoing funding in the amount of \$100,000 would provide 25 one-on-one consultations a month to Asian immigrants as well as take on full representation of four to six new immigrant cases.</p> <p><i>Previous Result: Funded at \$135,000 (\$60,000 ongoing; \$75,000 one-time); base level 2019 funding unknown</i></p>	Ongoing	APH	-	\$100,000	Strategic Outcome Area: Safety
M-01	Mobility	Housing & Community Development Pillar: 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.	<p><b>Senior/AAPI Transportation Funding</b> – With the number of Asian American seniors rising and the known issues of social isolation among older adults, funding is requested to provide transportation for Asian American older adults to recreational, cultural, and community activities in Austin. The amount requested would fund 125 Asian older adults (50% of seniors in RICE program served per week) being provided a total of 10,000 rides for the first year (once a week to AARC, once a quarter to a cultural activity, and twice a month to grocery/social visits). An assumption was made that the average ride would cover 12 miles and 30 minutes. At a rideshare company's non-profit rate, the cost would be \$19.38 per ride for a total of \$193,800.</p> <p>Evidence: The Asian American Quality of Life Survey data shows a rate of social isolation of 18.9% of the sample on page 39. The sample rated the City of Austin as a place to retire the least among the mean scores of 2.9/4 on page 50. Challenges related to language, physical &amp; mental health access are noted. The Executive Summary lists transportation to seniors and engagement of various community groups as a recommended priority.</p> <p><i>Previous Result: N/A (NEW)</i></p>	Ongoing	PARD	-	\$193,800	Strategic Outcome Area: Mobility

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<b>M-02</b>	Mobility	Housing & Community Development Pillar: 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.	<p><b>AARC Shuttle Driver</b> – Continue and increase funding for Temporary Shuttle drivers at AARC. A van for the AARC is currently in process and should be received before FY 2019. Temporary Shuttle Drivers are currently used for a van rented from Fleet Services and the purchased van will provide for expansion.</p> <p>Evidence: The community is demanding more transportation to pick up seniors in more locations throughout the City of Austin and support future youth programs such as field trips and after school care. Senior rides increased from 1,870 in 2015 to 3,398 in 2017. Without this position, the AARC is unable to serve more people in these programs. When the new van is operational we can determine the level of Shuttle Driver support needed. Other senior transportation options are also under consideration.</p> <p><i>Previous Result: Currently using temporary funds</i></p>	Ongoing	PARD/AARC	Temp	\$43,250	Strategic Outcome Area: Mobility
<b>G-01</b>	Government that Works for All	<p>Health &amp; Human Services Pillar: Improve readability of documents taking into consideration appropriate graphics, font size, and addressing a variety of reading proficiencies.</p> <p>Civic Engagement Pillar 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.</p>	<p><b>Improve availability of language interpreters and translated documents for City Departments.</b></p> <p>Evidence: With one-time funding from 2016, a language access coordinator position was funded and an RFP developed to provide translation services. Departments are completing an equity assessment tool which identifies their need for language interpretation and translation services. However, very little funding is still available to pay for those services being identified by Departments. The previous one-time funding helped establish the infrastructure for providing these services, but ongoing funding is needed to pay for those services.</p> <p><i>Previous Result: one-time funding of \$250,000 in 2016 that was used to establish the infrastructure and hire a coordinator</i></p>	Ongoing	CPIO	-	\$180,000	Strategic Outcome Area: Government that Works for All

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<b>G-02</b>	Government that Works for All	Civic Engagement Pillar: Increase trust in government by building meaningful relationships with diverse representatives in the community.	<p><b>Quality of Life Staff Liaison</b> - Funding is requested to provide a paid staff liaison or liaisons to support the four QoL advisory commissions. The staff would be located within the Equity Office. Funding for 1 FTE Neighborhood Liaison position is requested.</p> <p>Evidence: There are many efforts to increase collaboration across the Quality of Life Commissions. If the liaisons for these Commission are in the same office, communications would improve and the synergy across the Commissions would increase.</p> <p><i>Previous Result: N/A (NEW)</i></p>	Ongoing	Equity	1.0	\$83,345	Strategic Outcome Area: Government That Works for All
<b>G-03</b>	Government That Works for All	<p>Health &amp; Human Services Pillar: Improve readability of documents taking into consideration appropriate graphics, font size, and addressing a variety of reading proficiencies.</p> <p>Civic Engagement Pillar: 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.</p>	<p><b>Translation/Interpretation Web Hub</b> – Establish a web hub and provide funding to support translation/ interpretation services for city-funded nonprofit agencies</p> <p>Evidence: The City Is addressing cultural and linguistic equity by providing a template and asking each Department to complete an Equity Assessment to identify translation/interpretation needs. This proposal would provide seed money for a non-profit to establish a web site to provide similar support system for CAN partners and nonprofits. ATCIC, Cap Metro, AISD, COA, Central Health, and others can post their Language Access plan so that entities can learn from each other's examples. This web site could eventually be a host for non-profits to access trained interpreters and pre-screened translation companies.</p> <p><i>Previous Result: N/A (NEW)</i></p>	One-Time	Nonprofit via CPIO	-	\$10,000	Strategic Outcome Area: Government That Works for All

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G-04	Government that Works for All	Health & Human Services Pillar: Continue health education, assessments and counseling practices. Train service providers in culturally and linguistically accepted practices to engage with diverse communities. Hire diverse health navigators to service the community.	<p><b>AARC Nonprofit Capacity Funding</b> – \$37,500 is requested to support the dual role of Agency oversight and Community Health Navigator (CHN) Program Management. PARD has \$37,500 in ongoing funding for this purpose, which would be matched with this action.</p> <p>Evidence: 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. In 2016, the AARC Nonprofit expanded its scope to provide “culturally specific” basic needs services for the Asian community through a Community Health Navigator program. This dual role increases community awareness of the AARC and AARC programming while also providing direct services to at-risk communities.</p> <p><i>Previous Result: Partial funding from PARD</i></p>	Ongoing	PARD/APH	-	\$37,500 increase	Strategic Outcome Area: Government that Works for All