

STRATEGIC PLAN UPDATE

Subrecipient: City of Austin, Health and Human Services Department

Time Period (years) covered by the Strategic Plan:

PY 16 Strategic Planned Goals	Projected Outcome	Outcome Success Rate	PY 17 Strategic Plan Projected Outcome	Applicable Revisions to Outcome Measure
<p>Low-income persons obtain/maintain employment, better paying or living wage jobs, and/or jobs with benefits.</p>	<p>60 out of 100 persons enrolled in self-sufficiency case management will obtain jobs. 7 out of 100 persons enrolled in self-sufficiency case management will obtain a living wage job. At least 45 persons will transition out of poverty.</p>	<p>101 out of 146 persons enrolled in self-sufficiency case management have obtained a job. 24 persons enrolled in self-sufficiency case management have obtained a living wage job. 76 persons have transitioned out of poverty.</p>	<p>65 out of 100 persons enrolled in self-sufficiency case management will obtain jobs. 8 out of 100 persons enrolled in self-sufficiency case management will obtain a living wage job. At least 45 persons will transition out of poverty.</p>	<p>We are on track with meeting the projected outcome for 2017 and this goal will remain the same.</p>
<p>Eligibility will be determined correctly for all clients receiving CSBG services.</p>	<p>No ineligible clients will be served. 100% of CSBG funded services will have a peer review completed at the time of service. Upon supervisor and/or Unit office review, all CSBG funded services will show evidence eligibility was determined correctly by the worker in conjunction with the peer reviewer.</p>	<p>CSBG services were provided to 3 clients who were not eligible for them found through internal controls and staff reports. TDHCA was reimbursed a total of \$126 for the cost of these services. Staff performance reviews reflected the need for improvement in eligibility determination and additional training was provided to employees.</p>	<p>No ineligible clients will be served. 100% of CSBG funded services will have a peer review completed at the time of service. Upon supervisor and/or Unit office review, all CSBG funded services will show evidence eligibility was determined correctly by the worker in conjunction with the peer reviewer.</p>	<p>We will continue this goal in 2017, and continue to work to improve our training, audits and monitoring to ensure this goal is met.</p>

<p>The City of Austin's Neighborhood Centers will be known throughout the community for the services we provide.</p>	<p>Improvements to both print and electronic materials will be implemented.</p>	<p>All materials were evaluated according to the Cultural and Linguistic Assessment of Materials standards and improvements made to Neighborhood Center brochures. New promotional materials developed.</p>	<p>At least two new outreach strategies will be developed and implemented to ensure target audiences are made aware of Neighborhood Center services.</p>	<p>We will continue this goal in 2017 as planned.</p>
<p>The City of Austin's Neighborhood Centers will demonstrate an ongoing commitment to employee career development and retention.</p>	<p>Improvements to existing staff development efforts will be implemented.</p>	<p>Staff development efforts included staff attendance at the National Community Action Partnership Conference, Mental Health First Aid and Customer Service training.</p>	<p>Review of at least two position job descriptions will be completed and forwarded to Department management for review and consideration.</p>	<p>We will continue this goal in 2017 as planned.</p>
<p>The City of Austin's Neighborhood Centers will strengthen relationships with community partners to benefit the clients and community we serve.</p>	<p>Agreements and processes with at least two key partners will be updated to increase client access to services and data needed to report outcomes.</p>	<p>Meetings were held with Workforce Solutions and Child Inc. staff to review current agreements and/or processes to begin increasing client access to services and data needed to report outcomes.</p>	<p>Agreements and processes with at least two additional key partners will be updated to increase client access to services and data needed to report outcomes.</p>	<p>We will continue this goal in 2017 as planned.</p>
<p>Instructions: Populate the goals set in your strategic plan for program years 2016 and 2017. Enter outcomes you projected for each. Based upon your August performance report, what is your current success rate? Indicate the outcomes you projected for PY17 for each goal. Make any applicable revisions to the PY17 targets based upon your data analysis from this year.</p> <p>REQUIREMENT-Organizational Standards: 4.4 The governing board receives an annual update on the success of specific strategies included in the Community Action plan. 6.5 The governing board has received an update(s) on progress meeting the goals of the strategic plan within the past 12 months.</p>				