

**Community Services Block Grant
Programmatic/Financial Report
December 10, 2019**

The Community Services Block Grant funds the delivery of services to low income Texas residents in all 254 counties. These funds support a variety of direct services in addition to helping maintain the core administrative elements of community action agencies.

For the City of Austin, the grant provides funding for the delivery of basic needs, case management, preventive health and employment support services through the City's six (6) Neighborhood Centers and the three (3) Outreach Sites.

- **Basic Needs** (food, clothing, information and referral, notary services, transportation, car safety education and car seats, tax preparation, Blue Santa applications, fans, Thanksgiving food baskets and other seasonal activities);
- **Preventive Health** (screenings for blood pressure, blood sugar including a1C, and cholesterol; pregnancy testing; health promotion presentations, coordination and participation in health fairs, immunizations, coordination of wellness activities, linkages to medical home providers and diabetes case management);
- **Case Management** (individual/family support counseling, advocacy, self-sufficiency case management, crisis intervention, linkages with employers, educational opportunities and training, and working with individuals on quality of life issues);
- **Employment Support** (intake, assessment and goal setting, job readiness training, job placement assistance, and job retention services)

Expenditures Categories	2018 Contract Budget	Cumulative Expenditures as of 10/31/19	% of Total
Personnel	\$702,685.00	\$515,926.93	73.4%
Fringe Benefits	\$386,878	\$301,696.40	78%
Other	\$12,543.00	\$5,000	40%
Total	\$1,102,106	\$822,623.33	74.6%

Austin Public Health Report on PY19 Community Action Plan

MISSION: To prevent disease, promote health, and protect the well-being of our community.

TOP 5 NEEDS: Housing; Health; Employment; Basic Needs; Education

Report Date September 30, 2019

FNPI	Outcome Description	Target	#Enrolled	#Achieved	Success Rate %
1	Employment				
1B	Unemployed adults who obtained a job up to a living wage	55	85	48	87.3% Efficacy Rate: 56.5%
1C	Unemployed adults obtained and maintained a job for at least 90 days (up to a living wage)	20	84	12	60%
1E	Unemployed adults who obtained a job with a living wage	10	73	15	150% Efficacy Rate: 21%
1H	Employed participants in a career-advancement related program who entered or transitioned into a position with increased income and/or benefits	55	89	36	65.5% Efficacy Rate: 40.4%
2	Education and Cognitive Development	Target	#Enrolled	#Achieved	Success Rate %
2F	Adults who demonstrated improved basic education	5	34	12	240%
2H	Individuals who obtained a recognized credential, certificate or degree relating to the achievement of educational or vocational skills	5	17	6	120%
4	Housing				
4B	Households who obtained safe and affordable housing	25	31	10	40% Efficacy Rate: 32.3%
4E	Households who avoided eviction	375	745	523	140% Efficacy Rate: 70.2%
5	Health and Social/Behavioral Development		#Enrolled	#Achieved	Success Rate %
5B	Individuals who demonstrated improved physical health and well being	10	14	8	80%
5D	Individuals who improved skills related to the adult role of parents/caregivers	50	55	40	80%
SRV	Service Description	Number Served			
3O	Tax Preparation Programs	516			
4C	Rent Payments	318			
4D	Deposit Payments	0			
4I	Utility Payments	285			
5A	Immunizations	0			
5J	Food Distribution	29,275			
7A	Case Management	112			
7B	Eligibility Determinations	1,725			

7D	Transportation	232		
7N	Emergency Clothing	1,871		

Transition Out of Poverty Goal		Goal	Achieved		Success Rate%
TOP	Individuals who transitioned out of poverty	43	50		116.3%

Programmatic/Administrative Updates

1. **Neighborhood Services Unit Vacancies** – One Community Worker vacancy at the East Austin Neighborhood Center.
2. **Austin Energy Plus 1 Program** – Serious illness, a recent job loss, or other emergencies can make it difficult for some customers to pay their utility bills. The Plus 1 fund helps by providing emergency financial aid to customers who are having a temporary problem paying their utility bills. So far, in FY20, 13 families have been assisted with their past due utilities bills for a total of \$5,154.74.
3. **Immunizations** – The Neighborhood Services Unit public health nurses have been busy this Fall with the administration of flu shots at events such as Boo the Flu, Harvest Fest, Hope Fest, the Rosewood Zaragosa Thanksgiving Luncheon, and at the Neighborhood Center’s Health Hubs.
4. **Neighborhood Center Improvements** – New roof being installed at the **East Austin Neighborhood Center** and request to paint the Neighborhood Center has been approved.

The construction of the new **Montopolis Recreation and Community Center** continues to make progress. Highlights in **November** include Demolition of existing recreation center and creation of drainage pond. The goal is to align these projects with the Strategic Direction 2023 of improving the condition of city owned facilities and supporting customer satisfaction with City services. Anticipated Grand Opening – **Summer 2020**.



Lobby staircase/sitting steps concrete poured

The City of Austin voters approved a proposition by Austin Public Health (APH) as part of the 2018 Bond Election to build a new neighborhood center with public health services. The **Dove Springs Public Health Facility** will house a fully staffed Neighborhood Center. The NC will be operated by APH staff including a program manager, community workers, social worker, and a full time nurse. Services will include self-sufficiency case management, food pantry and other food distributions, assistance applying for benefits, health screenings, flu shots, clothes closet, referrals to other services, and baskets for special events like Thanksgiving and Christmas.

It is a goal of the project team to incorporate as many green features as possible including solar panels, rainwater collection, pervious parking and sidewalks, grass-pave

pervious fire lane, rain gardens and collection of condensate water. Council approved a resolution requiring that LEED-Silver certification is achieved using the latest applicable version of LEED.

Success Story

In Social Worker's own words:

"CL is a single mother of 3, all under 12 years of age. In recent months the client was diagnosed with cancer of the mouth, had tumors removed, was in the process of having the majority of her teeth extracted and underwent chemo therapy. She could not maintain her employment during this time and was let go to her inability to meet her required hours.

CL's apartment manager signed the Land Lord agreement and noted that they will only accept the full amount past due. Our office, in combination with other pledges, was offering to complete the full amount due. They were slow to respond with other required documents and were only communicating via fax. Without all the required documents, a check could not be processed.

The Apartment Manager stated in her fax that they would not forgo filing for eviction and, in fact, they did file for the eviction even though the LL agreement was signed and legally binding. I could not move forward with a check request as the W9 was never remitted. I contacted the Supervisor of the apartment manager to discuss the situation. The Eviction Court date was looming and the apartment manager was no longer responding.

I assisted the client in contacting the Austin Tenants Council for advice on her rights and the client was told to attend all court dates, maintain all paperwork, and keep good records of all interactions. Together she and I did just that.

I contacted the regional office to make them aware of the written agreement signed by their employee and the lack of communication and follow up. The regional manager said that she would call me back but did not. I continued to seek a response and reiterate that they signed a binding legal agreement not to evict this client for 30 days.

I appealed to the Apartment Manager, the Supervisor, and the regional manager. This client was about to be homeless and had no other options. I discussed our attempts to work with them to keep this family housed, especially during this difficult time. The client also made the apartment manager aware of her illness and attempts to cover the rent.

I requested permission to meet the client at Eviction Court as she does not speak English well and I wanted to bring all of the documentation of the interactions with the apartment staff to present to the judge. When we arrived and checked in at court, we were notified that the case was dropped and there would be no hearing. Upon return to the office I had the W9 in my email and a message from the regional manager that they were willing to work with the client on the next month's rent.

We, at the Neighborhood Services Unit, were so thrilled to help this family maintain housing during this difficult time. Many additional resources were provided for the client and linkages to assistance for persons with Cancer as well as for single parents seem to be a great safety net moving forward."