

City of San Antonio
Department of Human Services
2023
Community Service Block Grant (CSBG)
Community Action Plan(CAP)

Subrecipient:		City of San Antonio, Department of Human Services			
Needs Assessment					
Need #	Need	Level of Need	Outcome	Organization(s)/Program Providing Services or Strategies	County(ies) where provided
1	Affordable Stable Housing	Family	Families maintain affordable housing	City of San Antonio, DHS Homeless Program: City's TOP program	Bexar
2	Food	Family	Families obtain food	San Antonio Food Bank; Faith Based Programs; TOP Program	Bexar
3	Utility Assistance	Family	Families maintain electricity in home	City Public Service; City's Emergency Assistance Program	Bexar
4	Employment/Education	Family	Individuals obtain education/employment	City of San Antonio TOP Program; and Ready to Work SA Program	Bexar
5	Financial Assistance	Family	Individuals receive financial education, budgeting classes, and credit counseling	City of San Antonio Financial Empowerment Center	Bexar
Gaps in Services					
Need #	Gaps in Services				
1	Awareness of resources available to prevent eviction & assist with rent arrears,forward				
2	Transportation to San Antonio Food Bank				
3	Awareness of resources available to assist with utility bill				
4	Unable to afford higher education, debt or other barriers				
5	Lack of financial skills and resources to maintain financial self sufficiency due to barriers				
				Bridging the Gaps in Service and what the Subrecipient or partner organizations can do.	
				City of SA will continue to promote available resources available through social media outlets	
				City of SA will continue to educate families of available food pick up tents throughout the City	
				City of SA has a online portal to assist families to apply for utility assistance & office location at Willie Velasquez Community Center	
				City of SA will partner with Economic Development -Ready to Work SA Program	
				City of SA will partner with the City's Financial Empowerment Program to provide services and direct referrals	

Outcomes				Services			
FNPI 1	Employment Outcomes	Identify Need	Target	SRV 1	Employment Services	Identify Need	Estimate
FNPI 1a	The number of unemployed youth who obtained employment to gain skills or income.			SRV 1a-f	Skills Training and Opportunities for Experience		
FNPI 1b	The number of unemployed adults who obtained employment (up to a living wage).	4	20	SRV 1a	Vocational Training	4	125
FNPI 1c	The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	4	20	SRV 1b	On-the-Job and other Work Experience		
FNPI 1e	The number of unemployed adults who obtained employment (with a living wage or higher).	4	15	SRV 1c	Youth Summer Work Placements		
FNPI 1f	The number of unemployed adults who obtained and maintained employment for at least 90 days (with a living wage or higher).	4	15	SRV 1d	Apprenticeship/Internship		
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.	4	30	SRV 1e	Self-Employment Skills Training		
FNPI 1h.1	Of the above, the number of employed participants who Increased income from employment through wage or salary amount increase.	4	15	SRV 1f	Job Readiness Training		
FNPI 1h.2	Of the above, the number of employed participants who increased income from employment through hours worked increase.	4	10	SRV 1g-h	Career Counseling		
FNPI 1h.3	Of the above, the number of employed participants who increased benefits related to employment.	4	15	SRV 1g	Workshops		
FNPI 1z.1	The number of unduplicated persons who achieved a household income above 125% transitioning to self-sufficiency	4	100	SRV 1h	Coaching		
done				SRV 1i-n	Job Search		
				SRV 1i	Coaching	4	30
				SRV 1j	Resume Development	4	30
				SRV 1k	Interview Skills Training	4	30
				SRV 1l	Job Referrals	4	10
				SRV 1m	Job Placements		
				SRV 1n	Pre-employment physicals, background checks, etc.		
				SRV 1o-p	Post Employment Supports		
				SRV 1o	Coaching		
				SRV 1p	Interactions with employers		
				SRV 1q	Employment Supplies		
				SRV 1q	Employment Supplies	4	30

Outcomes				Services			
FNPI 2	Education and Cognitive Development Outcomes	Identify Need	Target	SRV 2	Education and Cognitive Development Services	Identify Need	Estimate
FNPI 2a	The number of children (0 to 5) who demonstrated improved emergent literacy skills.	Other	775	SRV 2a-j	Child/Young Adult Education Programs		
FNPI 2b	The number of children (0 to 5) who demonstrated skills for school readiness.	Other	3,664	SRV 2a	Early Head Start	Other	246
FNPI 2c	The number of children and youth who demonstrated improved positive approaches toward learning, including	Other	3,664	SRV 2b	Head Start	Other	148
FNPI 2c.1	Early Childhood Education (ages 0-5)			SRV 2c	Other Early-Childhood (0-5 yr. old) Education	Other	3,270
FNPI 2c.2	1st grade-8th grade			SRV 2d	K-12 Education		
FNPI 2c.3	9th grade-12th grade			SRV 2e	K-12 Support Services		
FNPI 2d	The number of children and youth who are achieving at basic grade level (academic, social,			SRV 2f	Financial Literacy Education		
FNPI 2d.1	Early Childhood Education (ages 0-5)	Other	775	SRV 2g	Literacy/English Language Education		
FNPI 2d.2	1st grade-8th grade			SRV 2h	College-Readiness Preparation/Support		
FNPI 2d.3	9th grade-12th grade			SRV 2i	Other Post Secondary Preparation		
FNPI 2e	The number of parents/caregivers who improved their home environments.	Other	1,380	SRV 2j	Other Post Secondary Support		
FNPI 2f	The number of adults who demonstrated improved basic education.	A4	240	SRV 2k	School Supplies		
FNPI 2g	The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.	A4	295	SRV 2k	School Supplies	4	125
FNPI 2h	The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	A4	130	SRV 2l-q	Extra-curricular Programs		
FNPI 2i	The number of individuals who obtained an Associate's degree.	A4	75	SRV 2l	Before and After School Activities		
FNPI 2j	The number of individuals who obtained a Bachelor's degree.	A4	44	SRV 2m	Summer Youth Recreational Activities		
				SRV 2n	Summer Education Programs		
				SRV 2o	Behavior Improvement Programs (attitude, self-esteem, Dress-for-Success, etc.)		
				SRV 2p	Mentoring		
				SRV 2q	Leadership Training		
				SRV 2r-z	Adult Education Programs		
				SRV 2r	Adult Literacy Classes		
				SRV 2s	English Language Classes		
				SRV 2t	Basic Education Classes	4	240
				SRV 2u	High School Equivalency Classes	4	295
				SRV 2v	Leadership Training		
				SRV 2w	Parenting Supports (may be a part of the early childhood programs identified above)	Other	1,380
				SRV 2x	Applied Technology Classes		
				SRV 2y	Post-Secondary Education Preparation		
				SRV 2z	Financial Literacy Education	5	1,400
				SRV 2aa	Post-Secondary Education Supports		
				SRV 2aa	College applications, text books, computers, etc.	4	125
				SRV 2bb	Financial Aid Assistance		
				SRV 2bb	Scholarships	4	125
				SRV 2cc	Home Visits		
				SRV 2cc	Home Visits		

Outcomes				Services			
FNPI 3	Income and Asset Building Outcomes	Identify Need	Target	SRV 3	Income and Asset Building Services	Identify Need	Estimate
FNPI 3a	The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	4,3,2,1	100	SRV 3a-f	Training and Counseling Services		
FNPI 3b	The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.			SRV 3a	Financial Capability Skills Training		
FNPI 3c	The number of individuals who opened a savings account or IDA.			SRV 3b	Financial Coaching/Counseling	4	1,400
FNPI 3d	The number of individuals who increased their savings.	4	160	SRV 3c	Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	4	1,400
FNPI 3e	The number of individuals who used their savings to purchase an asset.			SRV 3d	First-time Homebuyer Counseling		
FNPI 3e.1	Of the above, the number of individuals who purchased a home.			SRV 3e	Foreclosure Prevention Counseling		
FNPI 3f	The number of individuals who improved their credit scores.	4	100	SRV 3f	Small Business Start-Up and Development Counseling Sessions/Classes		
FNPI 3g	The number of individuals who increased their net worth.			SRV 3g-l	Benefit Coordination and Advocacy		
FNPI 3h	The number of individuals engaged with the Community Action Agency who report improved financial well-being.	4	2,500	SRV 3g	Child Support Payments		
				SRV 3h	Health Insurance		
				SRV 3i	Social Security/SSI Payments		
				SRV 3j	Veteran's Benefits		
				SRV 3k	TANF Benefits		
				SRV 3l	SNAP Benefits		
				SRV 3m-r	Asset Building		
				SRV 3m	Saving Accounts/IDAs and other asset building accounts	4	160
				SRV 3n	Other financial products (IRA accounts, MyRA, other retirement accounts, etc.)		
				SRV 3o	VITA, EITC, or Other Tax Preparation programs	4, Other	28,000
				SRV 3p	Loans And Grants		
				SRV 3q	Micro-loans		
				SRV 3r	Business incubator/business development loans		

Outcomes				Services			
FNPI 4	Housing Outcomes	Identify Need	Target	SRV 4	Housing Services	Identify Need	Estimate
FNPI 4a	The number of households experiencing homelessness who obtained safe temporary shelter.	1	25	SRV 4a-e	Housing Payment Assistance		
FNPI 4b	The number of households who obtained safe and affordable housing.	1	10	SRV 4a	Financial Capability Skill Training		
FNPI 4c	The number of households who maintained safe and affordable housing for 90 days.			SRV 4b	Financial Coaching/Counseling		
FNPI 4d	The number of households who maintained safe and affordable housing for 180 days.			SRV 4c	Rent Payments (includes Emergency Rent Payments)	1	50
FNPI 4e	The number of households who avoided eviction.	1	50	SRV 4d	Deposit Payments		
FNPI 4f	The number of households who avoided foreclosure.			SRV 4e	Mortgage Payments (includes Emergency Mortgage Payments)		
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.).			SRV 4f-h	Eviction Prevention Services		
FNPI 4h	The number of households with improved energy efficiency and/or energy burden reduction in their homes.			SRV 4f	Eviction Counseling	1	50
				SRV 4g	Landlord/Tenant Mediations		
				SRV 4h	Landlord/Tenant Rights Education		
				SRV 4i-i	Utility Payment Assistance		
				SRV 4i	Utility Payments (LIHEAP-includes Emergency Utility Payments)	3	34,000
				SRV 4j	Utility Deposits		
				SRV 4k	Utility Arrears Payments		
				SRV 4l	Level Billing Assistance		
				SRV 4m-p	Housing Placement/Rapid Re-housing		
				SRV 4m	Temporary Housing Placement (includes Emergency Shelters)	1	25
				SRV 4n	Transitional Housing Placements		
				SRV 4o	Permanent Housing Placements		
				SRV 4p	Rental Counseling		
				SRV 4q	Housing Maintenance & Improvements		
				SRV 4q	Home Repairs (e.g. structural, appliance, heating systems, etc.) (Including Emergency Home Repairs)		
				SRV 4r-t	Weatherization Services		
				SRV 4r	Independent-living Home Improvements (e.g. ramps, tub and shower grab bars, handicap accessible modifications, etc.)		
				SRV 4s	Healthy Homes Services (e.g. reduction or Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)		
				SRV 4t			

Outcomes				Services			
FNPI 5	Health and Social/Behavioral Development Outcomes	Identify Need	Target	SRV 5	Health & Social/Behavioral Development Services	Identify Need	Estimate
FNPI 5a	The number of individuals who demonstrated increased nutrition skills (e.g. cooking, shopping, and growing food).			SRV 5a-j	Health Services, Screening and Assessments		
FNPI 5b	The number of individuals who demonstrated improved physical health and well-being.	Other	745	SRV 5a	Immunizations		
FNPI 5c	The number of individuals who demonstrated improved mental and behavioral health and well-being.			SRV 5b	Physicals		
FNPI 5d	The number of individuals who improved skills related to the adult role of parents/caregivers.			SRV 5c	Developmental Delay Screening		
FNPI 5e	The number of parents/caregivers who demonstrated increased sensitivity and responsiveness in their interactions with their children.			SRV 5d	Vision Screening		
FNPI 5f	The number of seniors (65+) who maintained an independent living situation.			SRV 5e	Prescription Payments		
FNPI 5g	The number of individuals with disabilities who maintained an independent living situation.			SRV 5f	Doctor Visit Payments		
FNPI 5h	The number of individuals with chronic illness who maintained an independent living situation.			SRV 5g	Maternal/Child Health		
FNPI 5i	The number of individuals with no recidivating event for six months.			SRV 5h	Nursing Care Sessions		
FNPI 5i.1	Youth (ages 14-17)			SRV 5i	In-Home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)		
FNPI 5i.2	Adults (ages 18+)			SRV 5j	Health Insurance Options Counseling		
done				SRV 5k-o	Reproductive Health Services		
				SRV 5k	Coaching Sessions		
				SRV 5l	Family Planning Classes		
				SRV 5m	Contraceptives		
				SRV 5n	STI/HIV Prevention Counseling Sessions		
				SRV 5o	STI/HIV Screenings		
				SRV 5p-q	Wellness Education		
				SRV 5p	Wellness Classes (stress reduction, medication management, mindfulness, etc.)		
				SRV 5q	Exercise/Fitness		
				SRV 5r-x	Mental/Behavioral Health		
				SRV 5r	Detoxification Sessions		
				SRV 5s	Substance Abuse Screenings		
				SRV 5t	Substance Abuse Counseling		
				SRV 5u	Mental Health Assessments		
				SRV 5v	Mental Health Counseling		
				SRV 5w	Crisis Response/Call-in Responses		
				SRV 5x	Domestic Violence Programs		
				SRV 5y-aa	Support Groups		
				SRV 5y	Substance Abuse Support Group Meetings		
				SRV 5z	Domestic Violence Support Group Meetings		
				SRV 5aa	Mental Health Support Group Meeting		
				SRV 5bb-ee	Dental Services, Screenings and Exams		
				SRV 5bb	Adult Dental Screening/Exams		
				SRV 5cc	Adult Dental Services (including Emergency Dental Procedures)		
				SRV 5dd	Child Dental Screenings/Exams	Other	745
				SRV 5ee	Child Dental Services (including Emergency Dental Procedures)	Other	745
				SRV 5ff-ji	Nutrition and Food/Meals		
				SRV 5ff	Skills Classes (Gardening, Cooking, Nutrition)		
				SRV 5gg	Community Gardening Activities		
				SRV 5hh	Incentives (e.g. gift card for food preparation, rewards for participation, etc.)	4	20
				SRV 5ii	Prepared Meals		
				SRV 5jj	Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	2	1,700
				SRV 5kk-mm	Family Skills Development		
				SRV 5kk	Family Mentoring Sessions		
				SRV 5ll	Life Skills Coaching Sessions		
				SRV 5mm	Parenting Classes		
				SRV 5nn-oo	Emergency Hygiene Assistance		
				SRV 5nn	Kits/boxes		
				SRV 5oo	Hygiene Facility Utilizations (e.g. showers, toilets, sinks)		

Outcomes				Services			
FNPI 6	Civic Engagement and Community Involvement Outcomes	Identify Need	Target	SRV 6	Civic Engagement and Community Involvement Services	Identify Need	Estimate
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.	Other	40	SRV 6a	Voter Education and Access		
FNPI 6a.1	Of the above, the number of Community Action program participants who improved their leadership skills.	Other	40	SRV 6b	Leadership Training	Other	40
FNPI 6a.2	Of the above, the number of Community Action program participants who improved their social networks.	Other	40	SRV 6c	Tri-partite Board Membership	Other	15
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.	Other	40	SRV 6d	Citizenship Classes		
				SRV 6e	Getting Ahead Classes		
				SRV 6f	Volunteer Training		

Outcomes			Services		
FNPI 7	Outcomes Across Multiple Domains	Identify Need	SRV 7	Services Supporting Multiple Domains	Identify Need Estimate
FNPI 7a	The number of individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains.	1,2,3,4,5	SRV 7a	Case Management	4
		7,000	SRV 7b	Eligibility Determinations	125
			SRV 7c	Referrals	1,2,3,4,5
			SRV 7d	Transportation Services	5,000
			SRV 7e-f	Childcare	
			SRV 7g	Child Care subsidies	
			SRV 7h	Child Care payments	Other
			SRV 7i	Day Centers	300
			SRV 7j	Identification Documents	
			SRV 7k	Birth Certificate	
			SRV 7l	Social Security Card	
			SRV 7m	Driver's License	
			SRV 7n	Re-Entry Services	
			SRV 7o	Criminal Record Expungements	
			SRV 7p	Immigration Support Services	
			SRV 7q	Legal Assistance (includes emergency legal assistance)	
			SRV 7r	Emergency Clothing Assistance	
			SRV 7s	Emergency Clothing Assistance	
			SRV 7t	Mediation/Customer Advocacy Interventions	
			SRV 7u	Mediation/Customer Advocacy Interventions	1, 4
			SRV 7v		50

Module 2, 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,	
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-	
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	1
B.4b	Number of Nationally Certified ROMA Implementers	
B.4c	Number of Certified Community Action Professionals (CCAP)	
B.4d	Number of Staff with a child development certification	10
B.4e	Number of Staff with a family development certification	87
B.4f	Number of Pathways Reviewers	
B.4g	Number of Staff with Home Energy Professional Certifications	
B.4g.1	Number of Energy Auditors	
B.4g.2	Number of Retrofit Installer Technicians	
B.4g.3	Number of Crew Leaders	
B.4g.4	Number of Quality Control Inspectors (QCI)	
B.4h	Number of LEED Risk Certified assessors	
B.4i	Number of Building Performance Institute (BPI) certified professionals	
B.4j	Number of Classroom Assessment Scoring System (CLASS) certified professionals	
B.4k	Number of Certified Housing Quality Standards (HQS) Inspectors	
B.4l	Number of American Institute of Certified Planners (AICP)	
B.4m	Other (Please specify others below):	
B.5	Number of organizations, both public and private, that the CSBG Eligible Entity actively works	
B.5a	Non-Profit	33
B.5b	Faith Based	12
B.5c	Local Government	11
B.5d	State Government	3
B.5e	Federal Government	3
B.5f	For-Profit Business or Corporation	4
B.5g	Consortiums/Collaborations	2
B.5h	School Districts	8
B.5i	Institutions of Post-Secondary Education/Training	2
B.5j	Financial/Banking Institutions	0
B.5k	Health Service Organizations	1
B.5l	Statewide Associations or Collaborations	2

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.			
<p>The City of SA partners with the San Antonio Food Bank for food assistance through various programs:</p> <p>Drive-Thru Mega Food Distributions and Pop-Up Markets</p> <p>Curbside Pick-up at our San Antonio Food Bank campus</p> <p>Home Delivery for seniors and other mobility-challenged neighbors</p> <p>A network of over 200 local food pantries to find suitable nearby assistance to include TOP program participants</p>			
Initiatives: Describe the use of CSBG funds to support <i>innovative community and neighborhood-based initiatives</i> related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.			
<p>The City's Financial Empowerment Center provides benefits Counseling & Benefit Navigators are available to help address & assist individuals with completing applications for benefits such as: unemployment, TANF, SNAP food stamps, Medicaid, utility assistance, rent, etc.</p>			
Section B2: Case Management Services and Caseload			
1. Do the case managers have appropriate documentation of their case management process in their client files?	Yes		
2. How often are the case managers evaluated, by supervisors, towards their TOP goals?	Monthly		
Number of Case Managers	7	Average Household Size	3
Agency TOP Goal assigned by State	80	Minimum Number of Clients per Case Manager to TOP	5
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			

CSBG Service Area County/Zip Code	Number of HH in Poverty by County/Zip Code	% of HH in Poverty	Main Office (Choose Yes or leave blank)	Service Center (Choose Yes or leave blank)	Outreach (Choose Yes or leave blank)
Bexar		17%	Y	Y	Y
78207		41%	Y	Y	Y
78202		48%	Y	Y	Y
78204		34%	Y	Y	Y
78214		33%			Y
78225		31%			Y
78226		33%			Y
78237		34%			Y
78227		29%			Y
78242		29%			Y
78228		29%			Y
78242		29%			Y
78229		25%			Y
78201		22%	Y	Y	Y
78212		20%			Y
78215		31%			Y
78219		22%			Y
78220		28%			Y
78222		22%			Y
78210		26%			Y
78223		24%			Y
78221		24%			Y
78224		21%			Y
78211		24%			Y
78264		24%			Y
78218		20%			Y
78073		19%			Y

How are services provided to persons that are unable to apply for services in person?	Online Application	Y
	Mail Application	Y
	Home Visit	Y
	Other - explained to client the application is online and can be returned by mail, email or fax.	Y

Subrecipient:

City of San Antonio, Department of Human Services

Date of Public Hearing:

9-Sep-21

City of San Antonio,
Department of Human
Services

held a public hearing, on the date listed above, where the proposed estimated **PY 2021 CSBG Budget** was distributed and public comment was solicited. The proposed Budget aligns with the Community Action Plan and is in accordance with the Community Services Block Grant Act.

Signature of the Executive Director

Date