City of Austin's Annual Customer Assistance Program

AFFORDABLE ENERGY SUMMIT

City Service Design & Affordability

Austin i-team presents to the Austin Energy Summit

Agenda

1. Introductions
2. i-team aim
3. Designing effective service delivery models
    a) Services are human-centered
    b) Services are based in reality
    c) Services are sequential

Our aim

An Austin with low displacement is a place where

people have the **ability to stay, leave, or return** to their neighborhood **as they choose,**

because they have:

- **no disadvantages** produced by historical racial inequity & segregation
- **agency and capacity** to architect changes in their neighborhood
- **financial resilience** and economic opportunity
- enough **housing stock options** for all levels of income

Austin i-team:
Catalyzing innovation that turns our social safety net into a trampoline

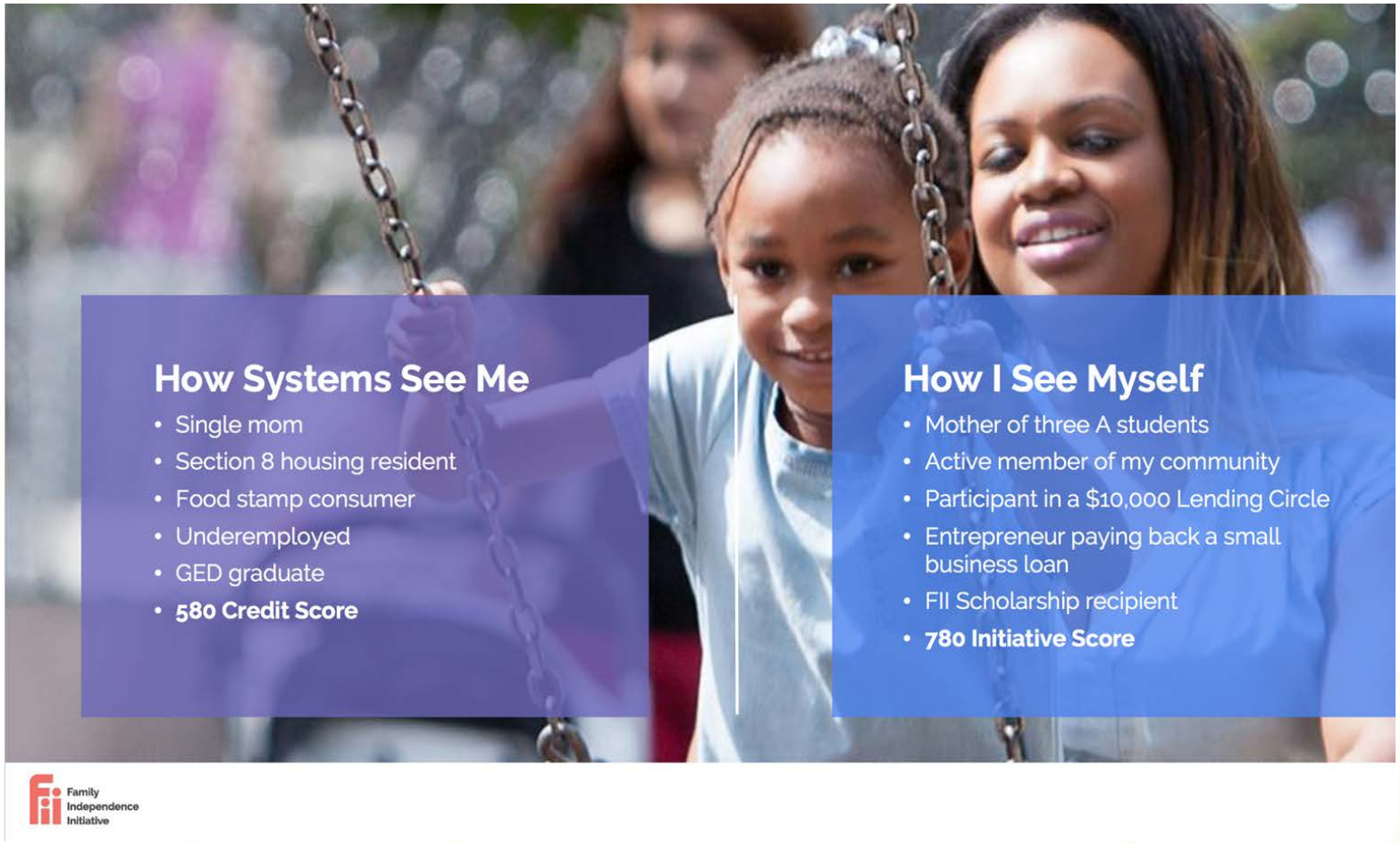
Deteriorating Path

People are deteriorating in a complex system.

Resilient Path

Despite barriers, people are resilient.

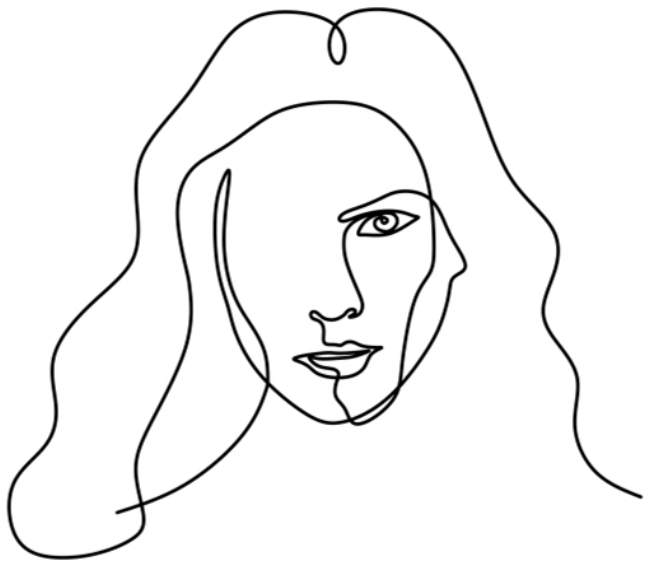
Agency


How Systems See Me
• Single mom
• Section 8 housing resident
• Food stamp consumer
• Underemployed
• GED graduate
• 580 Credit Score
How I See Myself
• Mother of three A students
• Active member of my community
• Participant in a $10,000 Lending Circle
• Entrepreneur paying back a small business loan
• FII Scholarship recipient
• 780 Initiative Score
Family Independence Initiative

Designing effective service delivery models

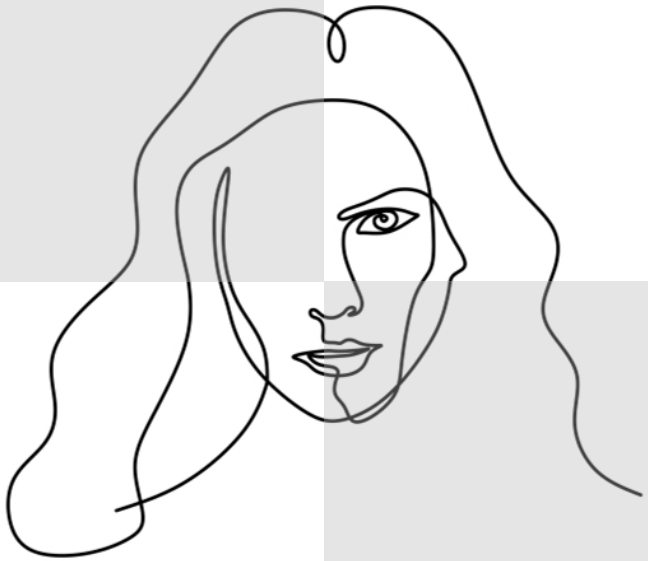
Services are human-centered

They put the people who they serve at the center of their decisions



What are they thinking?

What are they saying?



What are they feeling?

What are they doing?

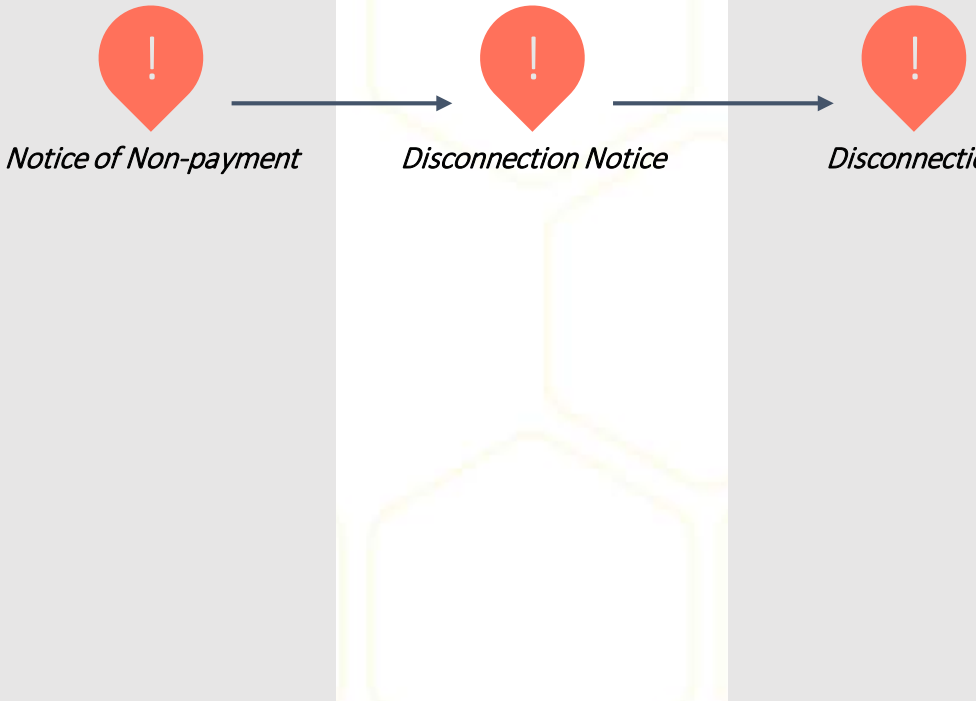
Services are based in reality

They draw from the perspective of all stakeholders to find harmonious outcomes

Notice of Non-payment

Notice of Non-payment

Disconnection Notice


Notice of Non-payment
Disconnection Notice
Disconnection

Notice of Non-payment
Disconnection Notice
Disconnection
Eviction Notice

Notice of Non-payment
Disconnection Notice
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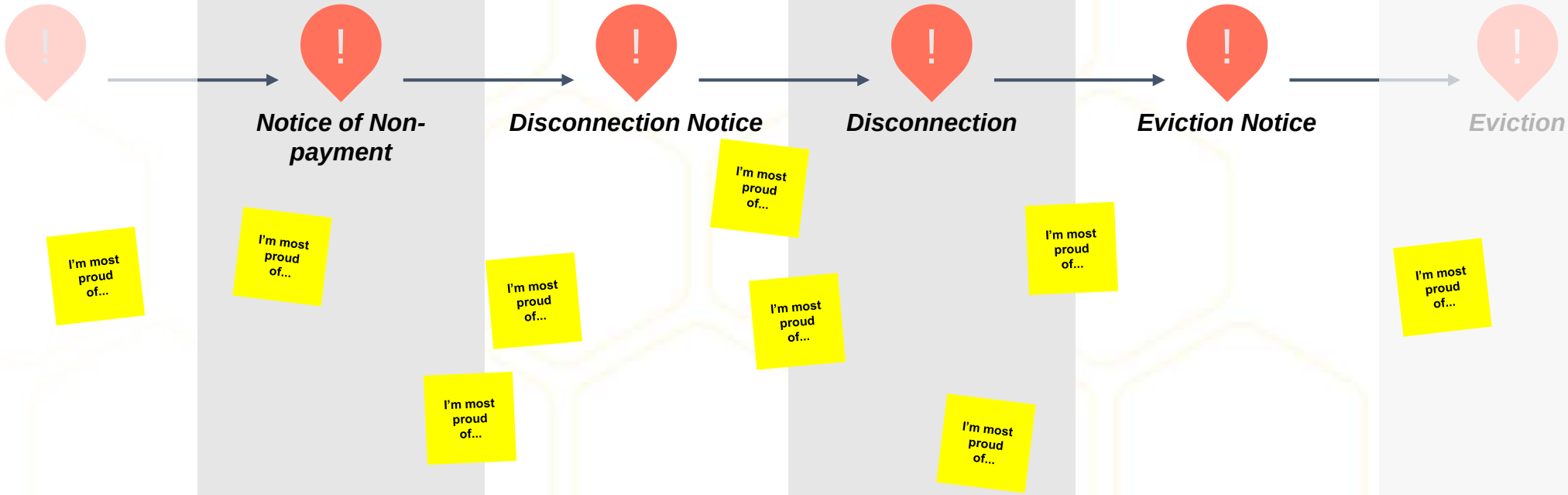
Eviction

I'm most proud of helping...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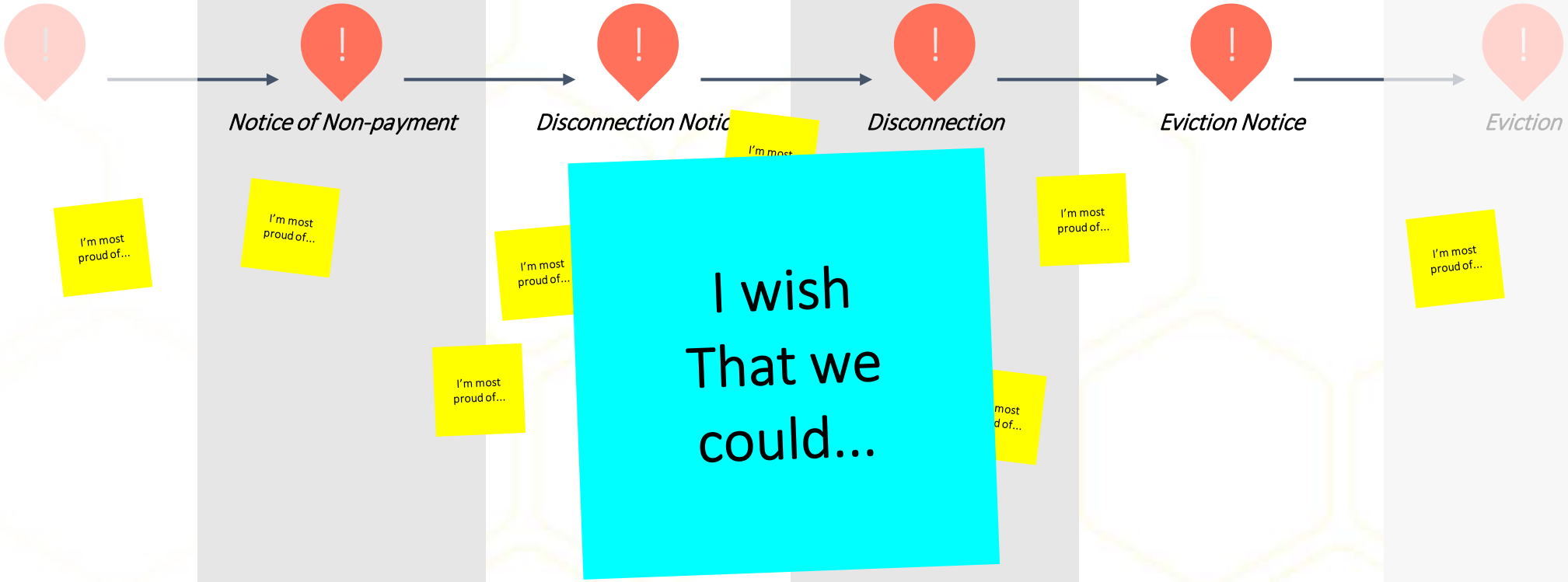
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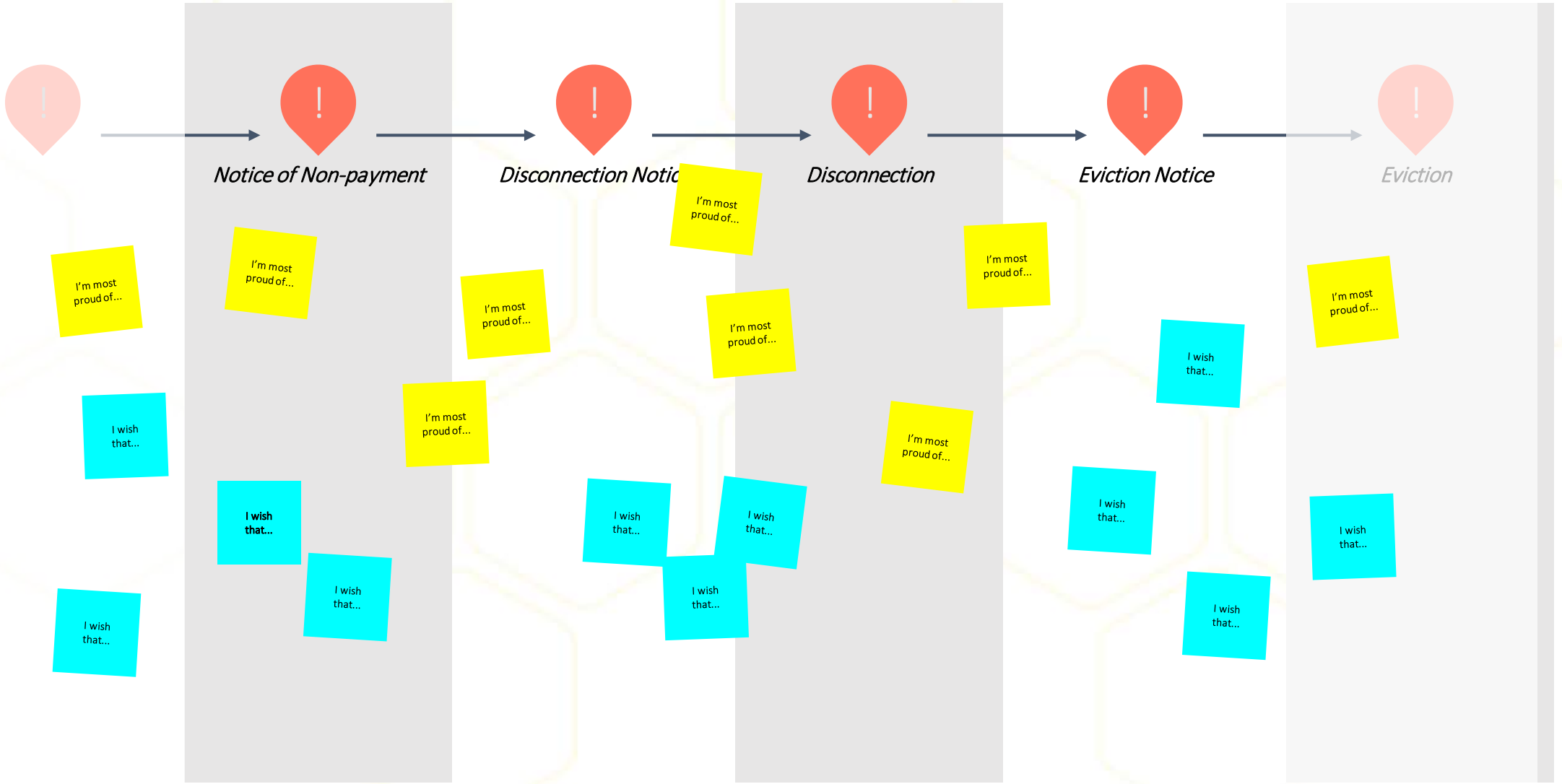
I'm most proud of...
I'm most proud of...
I'm most proud of...
I wish
That we
could...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I'm most proud of...
I wish that...

Services are sequenced

They take place over time and through a series of predictable interactions

Before Help

During Help

After Help

Misses Payment

Receives Notice of nonpayment

CAlls 311 for help

Comes in to ask for help

Learns about program

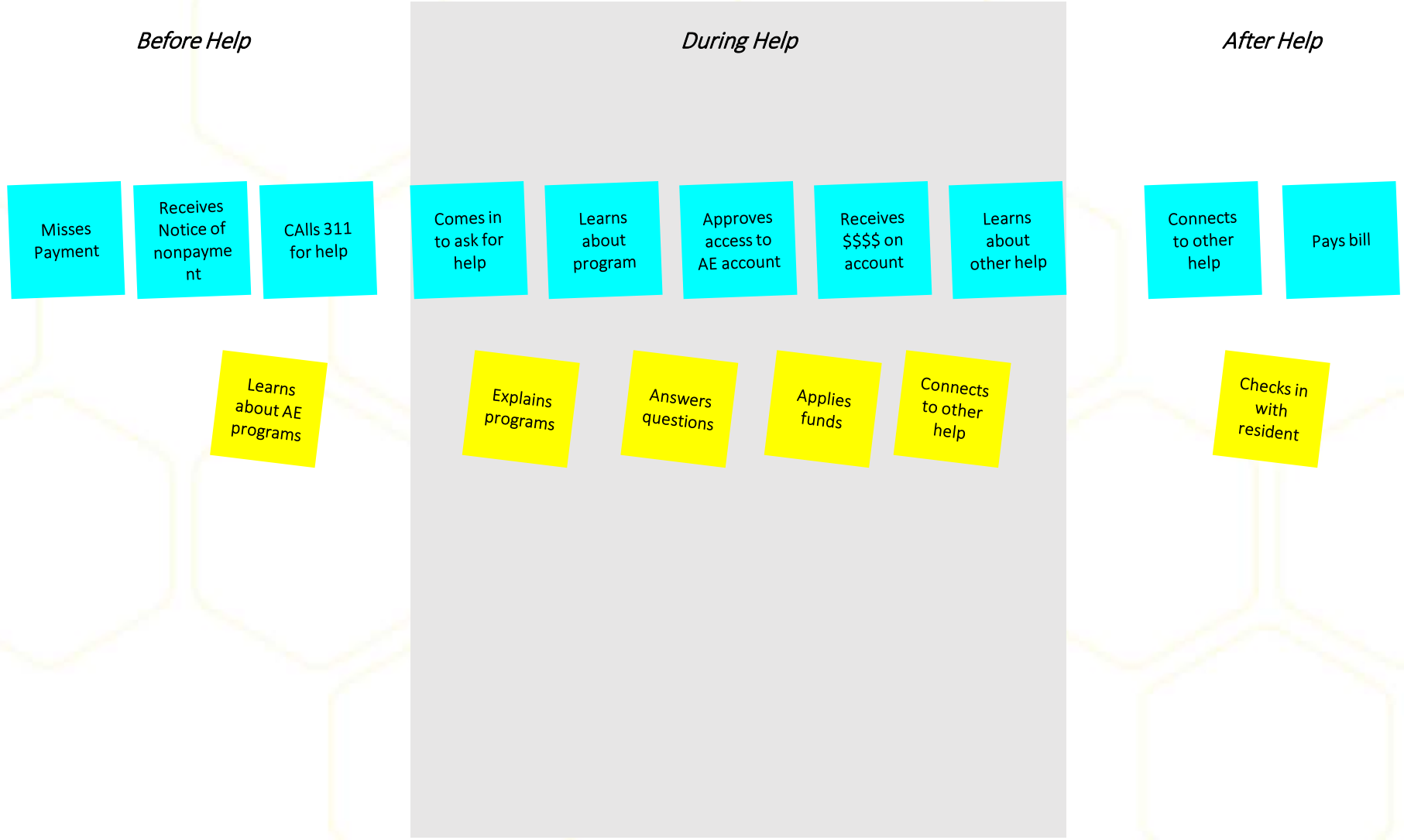
Approves access to AE account

Receives $$$$ on account

Learns about other help

Connects to other help

Pays bill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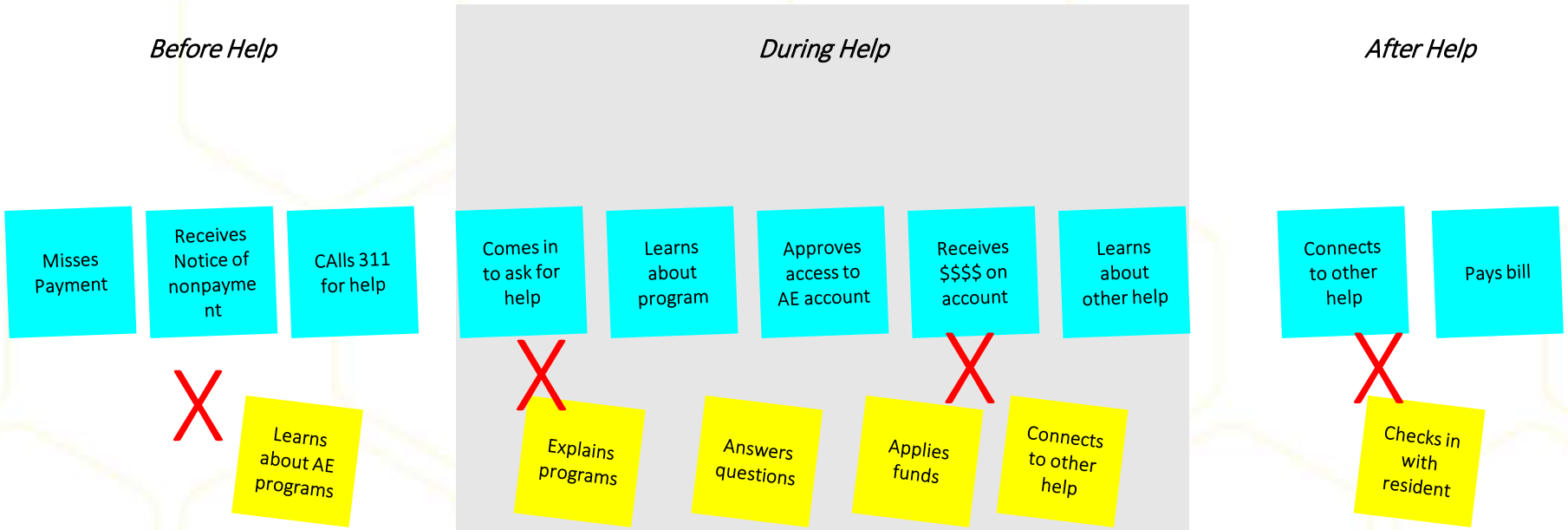
Pays bill
Learns about AE programs
Explains programs
Answers questions
Applies funds
Connects to other help
Checks in with resident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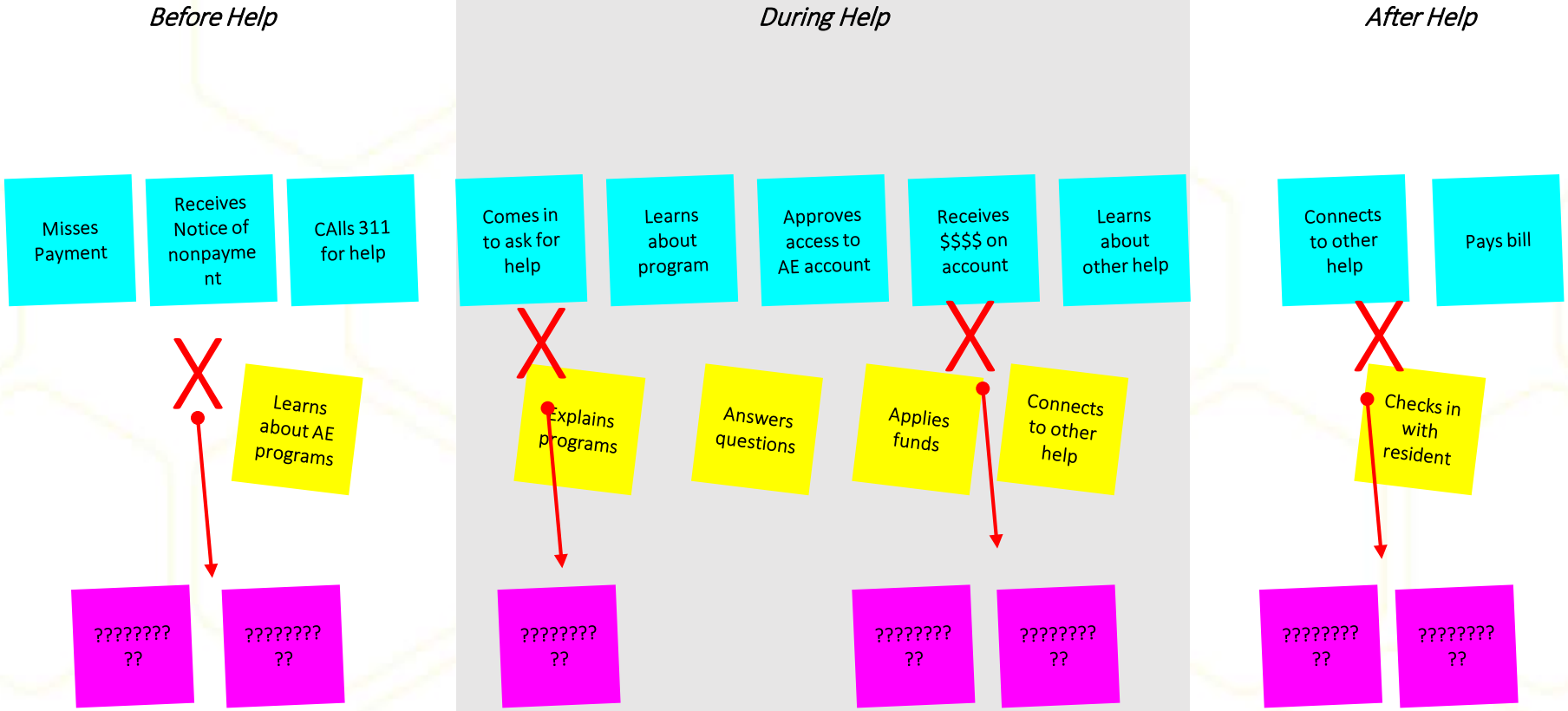
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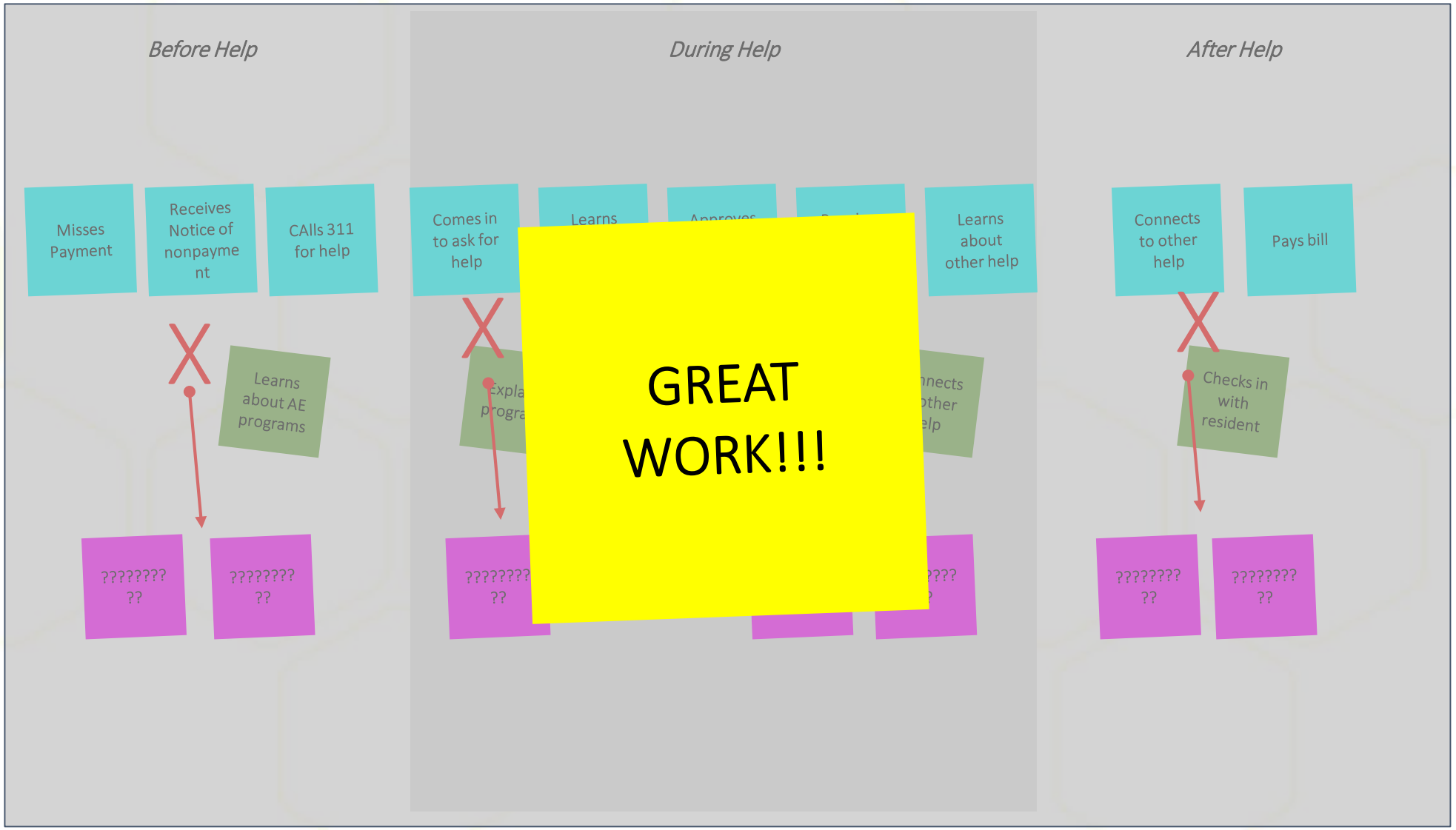
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GREAT WORK!!!
????????
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Summary

When designing effective service delivery models, remember that:

- **Services are human-centered**
  - They put the people who they serve at the center of their decisions
- **Services are based in reality**
  - They draw from the perspective of all stakeholders to find harmonious outcomes
- **Services are sequenced**
  - They take place over time and through a series of predictable interactions

Example: United Way Thrive

Human-centered

- assign people a coach for their entire situation and work together in the background to make sure everything is aligned for the person/family

Based in reality

- Share a common intake with 20 nonprofit partners and partnerships

Sequenced

- build stronger financial futures by acquiring skills and education, obtaining better jobs, developing good financial habits and building savings

Results for United Way THRIVE - 10th year

10:1 return on investment

- 62,385 families put on the path to financial stability
- 35,000 tax returns completed; over $46 million in net refunds returned
- 16,575 families benefited from financial education and coaching
- 14,700 families received workforce development services
- 3,000 new or better jobs obtained

More info: https://www.unitedwayhouston.org/thrive10

Questions