



**DRAFT** CAN 2010 Work Plan



# 2010 CAN Initiatives

- ***CAN Dashboard***

- Launch Dashboard
- Drill Down in 2010

CAN Board

Dashboard Steering  
Committee

- ***Stable Families, Health Community***

- Advocacy & Policy
- Case Manager University
- Common Eligibility

CAN Board

CAN IAG Leadership

Common Eligibility Team



# DRAFT Community Dashboard 2010 Work Plan

## Goal:

- Launch initial community dashboard report
- Identify key information and status for each indicator

## Scope of Work

- Establish the Dashboard Steering Committee as a CAN Implementation Team.
- Engage Dashboard Steering Committee to chair stakeholder meetings for indicator “drill-down.”
- Utilize Community Council Forums to share information on each indicator with community.

## Deliverables

- Community dashboard 2010 report
- Dashboard drill-down for review at 2010 CAN Retreat

# Indicator “drill-down”

Chaired by DSC  
members

Participants:  
key stakeholders  
Retreat volunteers

- Review indicator data
  - Trends in comparison to state and nation
  - Demographic and geographic disparities
- What story does data tell?  
Pick 2 key disparities to highlight.
- What is our “status” for this indicator?



# DRAFT Community Dashboard 2010 Work Plan Q1

Jan-Feb	CAN Leaders	CAN releases community dashboard and shares plan to evaluate, update and release data annually
Jan 4	DSC/ Stakeholders	Drill-Down: Poverty & food security
Jan 18	Community Council	Forum : BNC FAQ, report on indicator drill down for poverty & food security
Feb ?	DSC/ Stakeholders	Drill-Down: Kinder ready, high school graduation rates, college ready
Feb 15	Community Council	Forum: education indicator drill down
March ?	DSC/ Stakeholders	Drill-Down: Housing cost burdened, homeless services
March 15	Community Council	Forum: Housing cost burdened, homeless services



# DRAFT Community Dashboard 2010 Work Plan Q2

April 5	DSC Quarterly Meeting	Meet to review Q1 drill-down and to approve report to CAN Board of Directors
April 9	CAN Board	Receive Update on Q1 drill-down
April ?	DSC/ Stakeholders	Drill-down: air quality & transportation
April 19	Community Council	Forum: air quality & transportation
May ?	DSC/ Stakeholders	Drill-down: obesity, smoking
May 17	Community Council	Forum: obesity, smoking
June ?	DSC/ Stakeholders	Drill-down: mental health, % insured
June 21	Community Council	Forum: mental health, % insured



# DRAFT Community Dashboard 2010 Work Plan Q3

June 28	DSC Quarterly Meeting	Meet to review Q2 drill-down and to approve report to CAN Board of Directors
July 9	CAN Board	Receive Update on Q2 drill-down
July ?	DSC/ Stakeholders	Drill-down: safe from violence, arrest demographics
July 19	Community Council	Forum: safe from violence, arrest demographics
Sept ?	DSC/ Stakeholders	Drill-down: voter turnout Consider: new indicators for community engagement
Sept 20	Community Council	Forum: voter turnout, community engagement indicators



# DRAFT Community Dashboard 2010 Work Plan Q4

Oct 4	DSC Quarterly Meeting	Meet to review Q3 drill-down and to approve report of all indicator drill-down to CAN Board of Directors
Oct ?	CAN Retreat & CAN Board	Receive update on drill-down for all indicators
Oct 18	Community Council	Receive update on drill-down for all indicators
Nov ?	All CAN Stakeholders	Annual Retreat: Report on drill-down for all indicators –
Dec ?	staff	Begin draft of “Check Austin 2011”

Where are opportunities for collective attention & collaborative action?

# *Stable Families, Healthy Community: 5-year plan to connect families to all available resources while maximizing public assistance enrollment.*

## **Advocacy and Policy:**

1. Change message to “stable families, healthy communities.”
2. Remain engaged with state-wide efforts to improve systems.
3. Advocate for stimulus funding that helps connect families to assistance.
4. Advocate for electronic submission of applications to expedite assistance.

## **Case Manager University:**

1. Train agency case managers on how to connect families to resources.
2. Enhance community’s awareness of available assistance.
3. Expand community capacity to assist with outreach on range of resources.

## **Common Eligibility:**

1. Conduct inventory of criteria and customer records used across agencies to determine eligibility for services.
2. Identify customer information & documents commonly used by agencies to determine eligibility.
3. Establish virtual access to information commonly used by agencies while protecting privacy (virtual portfolio).
4. Use virtual system to auto-populate application forms (e.g. food stamps) and expedite eligibility determination.
5. Develop tools for customers and case managers to self-determine potential eligibility for range of services.

**Measure the Impact**





# Stable Families, Healthy Community *Advocacy & Policy*

## Goal

- Connect and leverage CAN Partner and Issue Area Group advocacy efforts to enhance funding and improve systems to better connect those in need to available resources and assistance.

## Scope of Work

- Utilize CAN Board meetings to identify the legislative priorities of CAN Partner and CAN Issue Area Groups.
- Work with Intergovernmental Stimulus Steering Committee structure to identify stimulus funding that helps connect families to assistance.

## Deliverables

- CAN Partners convened to share legislative priorities and opportunities to leverage each other's advocacy efforts.
- Presentations from Intergovernmental Stimulus Steering Committee to CAN Board on intergovernmental coordination of stimulus funding.
- Summary of CAN Partner and CAN Issue Area Group legislative priorities linked on [caction.org](http://caction.org).



# Stable Families, Healthy Community: *Advocacy & Policy*

<p><b>Jan. 8</b> 1 to 3 pm City Hall</p>	<p>CAN Board - Legislative Forum</p>	<p>Travis County delegates discuss key legislative issues and address statewide efforts for improving access to public assistance programs and stimulus funding to connect families to resources.</p>
<p><b>Feb. 12</b> 1 to 3 pm City Hall</p>	<p>CAN Board</p>	<p>Follow-up on Legislative Forum. Partners discuss key issues and opportunities for 2011 Legislative Session. Partners discuss process for connecting their advocacy efforts in 2010 &amp; 2011.</p>
<p><b>June 11, Sept. 10, Nov. 12</b> 1 to 3 pm City Hall</p>	<p>CAN Board</p>	<p>CAN Partners share legislative priorities and identify key advocacy organizations with similar platforms. Issue Area Groups asked to present on legislative priorities. Intergovernmental Stimulus Steering Committee presents (6/11, 9/10) on needed action to access stimulus funding that will help connect families to resources.</p>
<p><b>Nov. 15</b> 5:30 - 7:30 pm City Hall</p>	<p>CAN CC</p>	<p>Summary of CAN Partner and IAG legislative priorities compiled and shared with CAN Community Council (CAN CC) for feedback.</p>
<p><b>Dec. 10</b> 1 to 3 pm City Hall</p>	<p>CAN Board</p>	<p>Summary shared with CAN Board. Summary of legislative priorities and other advocacy organizations linked on caction.org. Partners discuss how they may want to connect advocacy efforts in 2011.</p>



# Stable Families, Healthy Community

## *Case Manager University*

### Goal

- Create a Case Manager University to enhance the awareness of agency case managers on available community resources and expand community's capacity to connect families to assistance.

### Scope of Work

- Utilize existing Issue Area Group (IAG) Leadership Team to draft plan for developing, implementing & sustaining Case Manager University.
- Incorporate information gathered by *Common Eligibility Team* to training curriculum.

### Deliverables

- Proposed plan for developing, implementing and sustaining Case Manager University.



# Stable Families, Healthy Community: *Case Manager University*

<p><b>Jan 20</b> 1:30 to 3pm at United Way (same location &amp; time all year)</p>	<p>IAG Lead Team</p>	<p>Issue Area Group Leadership Team (IAG Lead Team) reviews scope of work, begins identifying process for creating and sustaining case manager university, and considers additional partners to include in process.</p>
<p><b>March 10</b></p>	<p>IAG Lead Team</p>	<p>Process finalized for approval by the CAN Board.</p>
<p><b>March 12 - 1 to 3 pm City Hall for 2010</b></p>	<p>CAN Board</p>	<p>CAN Board of Directors considers for approval proposed process for creating <i>Case Manager University</i>.</p>
<p><b>May 19; July 21</b></p>	<p>IAG Lead Team</p>	<p>Team meets to draft development, implementation and sustainability plan.</p>
<p><b>Aug. 13</b></p>	<p>CAN Board</p>	<p>IAG CM University Team presents draft plan including resource needs to CAN Board .</p>
<p><b>Sept. 15: Nov. 17</b></p>	<p>IAG Lead Team</p>	<p>Team refines plan.</p>
<p><b>Dec. 10</b></p>	<p>CAN Board</p>	<p>IAG CM University Team presents proposed plan for creating and sustaining case manager university. Board considers implementation.</p>



# Stable Families, Healthy Community

## *Common Eligibility*

### Goal

- Connect families and individuals to all available resources by streamlining eligibility determination for services.

### Scope of Work

- Establish Common Eligibility Team as a CAN Implementation Team to work together to streamline eligibility determination across agencies using existing technology that provides virtual access to customer information.
- Conduct inventory of criteria and customer information commonly used by agencies to determine eligibility.
- Develop plan for establishing virtual access to information that can be used by local agencies to determine eligibility and auto-populate application forms.
- Consider tools that case managers and customers can use to self-determine potential eligibility for range of services.

### Deliverables

- Inventory of eligibility criteria and customer information used by organizations that determine eligibility with analysis of commonalities.
- Plan for developing virtual access to information for eligibility determination.



# Stable Families, Healthy Community:

## *Common Eligibility*

<b>Feb 1</b> *3 to 4:30 pm at United Way	CE Team	<i>Common Eligibility (CE)</i> work group reviews goals, scope of work, and deliverables; begins determining process ; and identifies additional organizations to include in process.
<b>March 1*</b>	CE Team	Team meets to finalize process for approval by the CAN Board.
<b>March 12 - 1 to 3 pm</b> at City Hall	CAN Board	CAN Board considers for approval proposed process.
<b>May 3*; June 7*</b>	CE Team	Team meets to review data and work on next steps.
<b>July 9</b>	CAN Board	Update on inventory.
<b>August 2*</b>	CE Team	Team meets to follow-up/prepare for progress report to Board.
<b>Sept. 10</b>	CAN Board	CE Team presents progress report to Board.
<b>October ?</b>	Retreat	Progress and/or draft plan shared at CAN Retreat.
<b>Nov. 1*</b>	CE Team	Team meets to refine plan based on retreat feedback.
<b>Dec. 8*</b>	CE Team	Team meets to finalize plan to propose to Board.
<b>Dec. 10</b>	CAN Board	CE Team presents plan. Next steps considered, e.g. joint board resolutions, implementation, etc.