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

- **Survival**
  - Deteriorating Path: People are deteriorating in a complex system.
  - Resilient Path: Despite barriers, people are resilient.
- **Crisis**
- **Living on the edge**
- **Stable**
- **Thriving**
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
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
I’m most proud of helping...
I wish
That we could...
Services are sequenced

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

- Misses Payment
- Receives Notice of nonpayment
- Calls 311 for help

During Help

- Comes in to ask for help
- Learns about program
- Approves access to AE account
- Receives $555 on account
- Learns about other help

After Help

- Connects to other help
- Pays bill
GREAT WORK!!!
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
- Sequenced: Share a common intake with 20 nonprofit partners and partnerships
- 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