



BakerRipley

BAKERRIPLEY PROGRAM PERFORMANCE REPORT

2024 Q2 Program Performance Report

*Community Initiatives
Health & Wellness Initiatives
Regional Initiatives
Workforce Initiatives*



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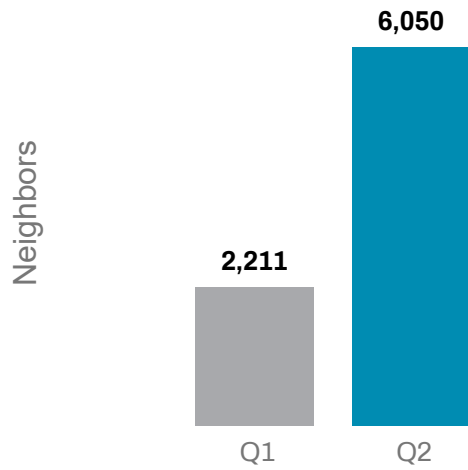
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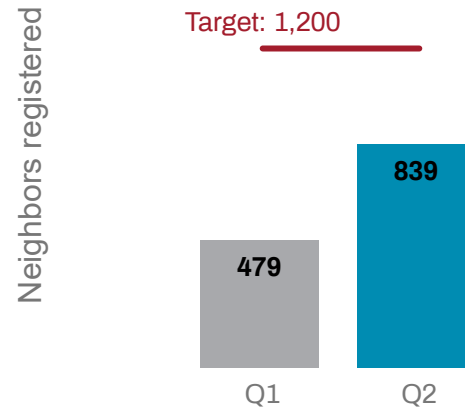
PERFORMANCE METRICS

Community Initiatives

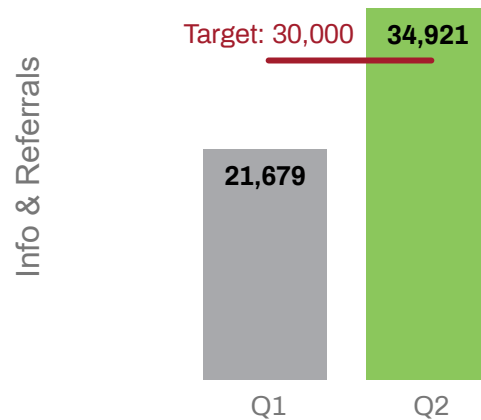
Immigration Services helped neighbors increase their knowledge of available immigration services, their immigration rights, and/or relief options



Civic Engagement helped register neighbors to vote



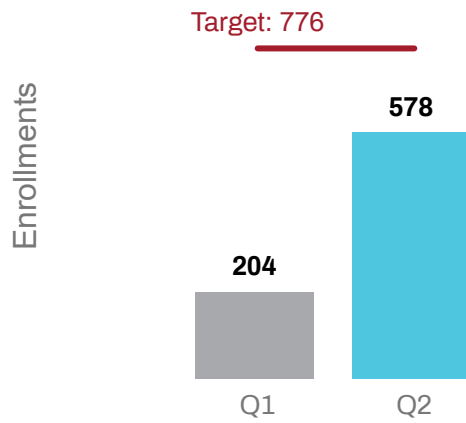
Community Centers provided neighbors with information and referrals



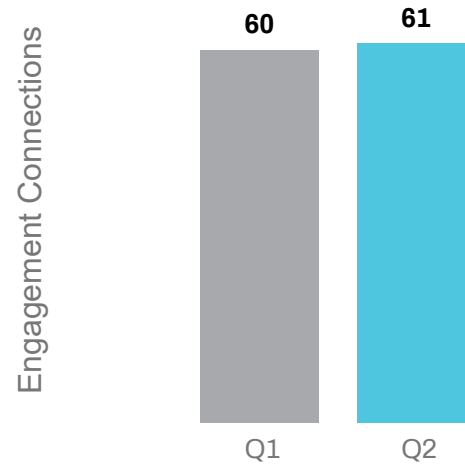
PERFORMANCE METRICS

Community Initiatives

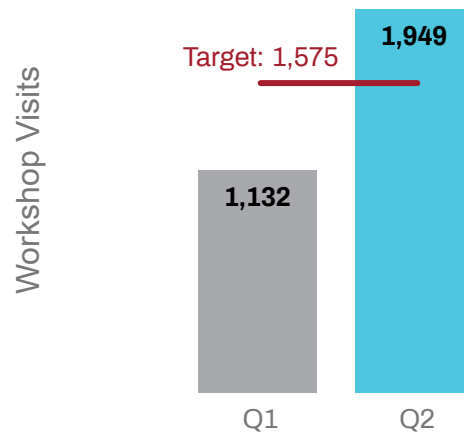
Neighbors enrolled in Adult Education



Learning & Engagement Centers made connections with youth through community engagement activities



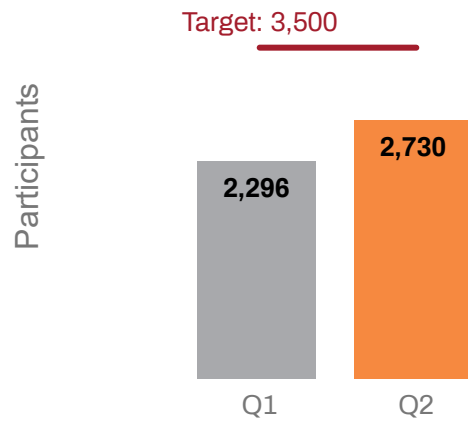
Small Business offered workshops and classes focused on knowledge-building around trending needs



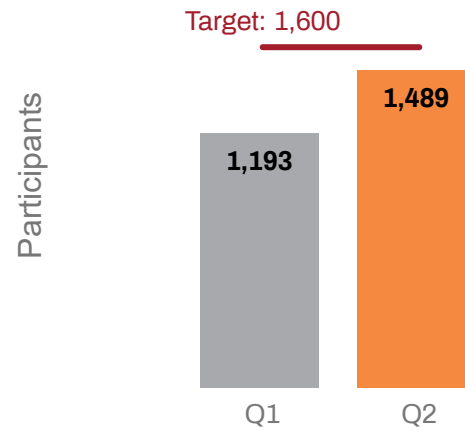
PERFORMANCE METRICS

Health & Wellness Initiatives

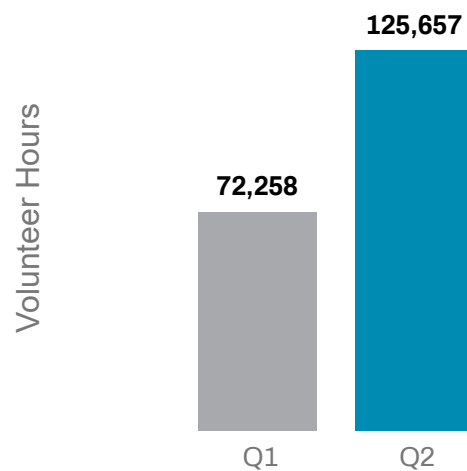
Seniors participated in programming across 8 domains of wellness



Seniors participated in health promotion classes



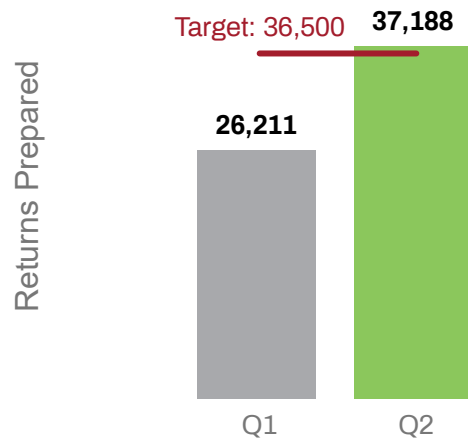
Volunteers across the agency helped offset costs



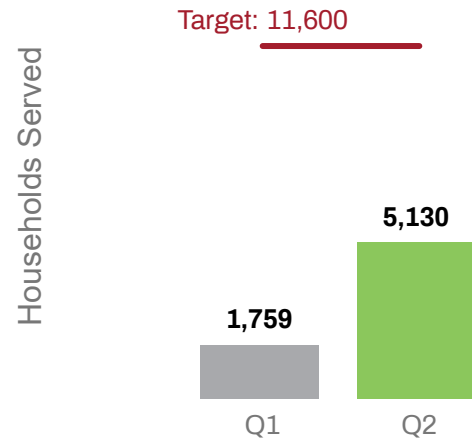
PERFORMANCE METRICS

Regional Initiatives

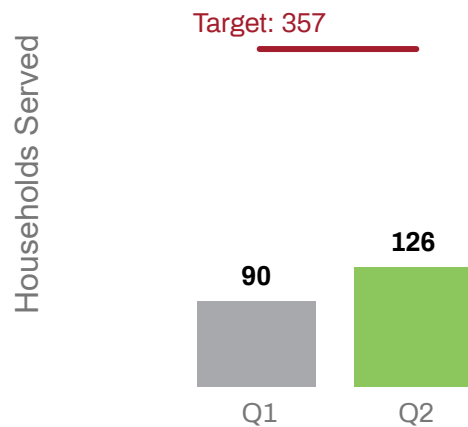
Tax Centers helped generate higher net tax refunds for neighbors



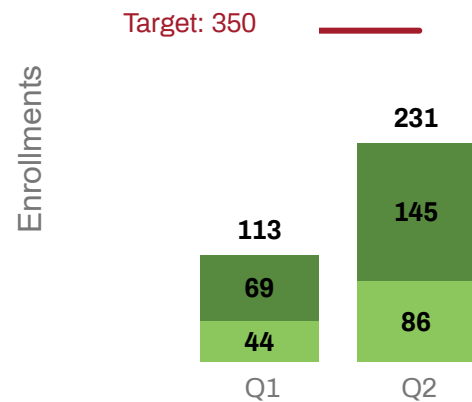
Utility Assistance helped neighbors pay yearly utility bills



Weatherization performed energy updates on neighbors' homes



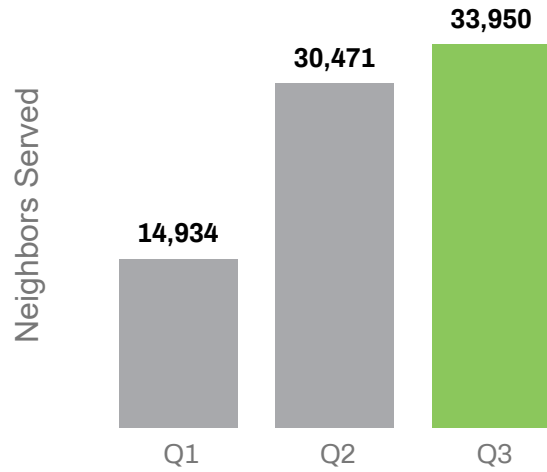
Veteran Services enrolled neighbors in **Homelessness Prevention** and **Rapid Rehousing**



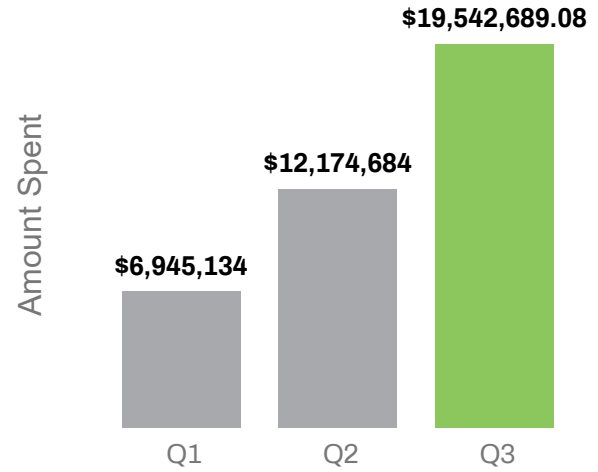
PERFORMANCE METRICS

Workforce Initiatives

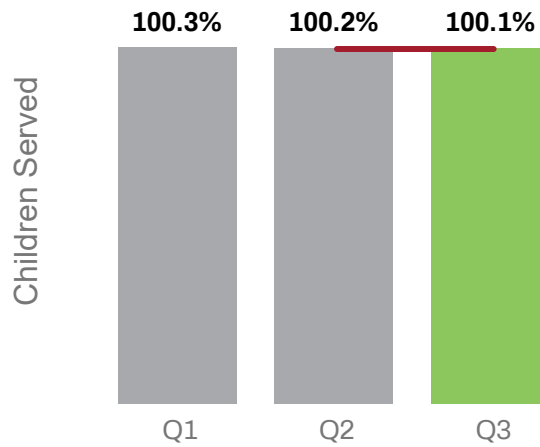
Career Offices helped neighbors find new careers and increased wages



The Financial Aid Payment Office contributed toward education/training and work support for neighbors

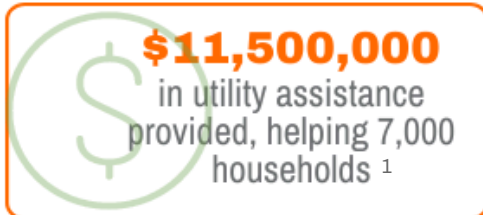


Children were served by Child Care Services



NEW & NOTABLE

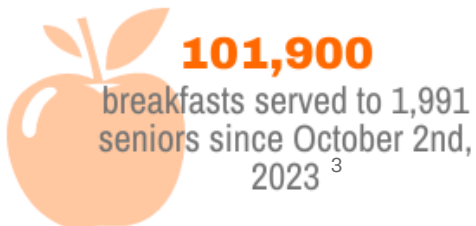
EARN



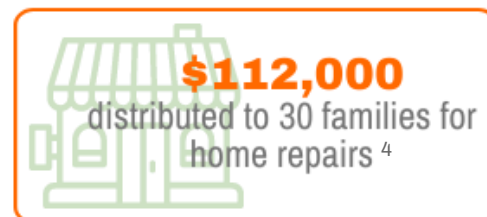
EARN



BE WELL



EARN



LEADERSHIP COMMENTS

¹ The Utility Assistance Program launched its new database, "HEMii," on Salesforce in January 2024. Since then, UAP has committed \$11.5M in utility assistance, helping 7,000 households across Brazoria, Galveston, and Harris Counties.

² This is the highest number of children ever served by BakerRipley Childcare Services in the Coastal Bend region.

³ As of June 30, 2024, we have served 1991 unduplicated seniors over 101,900 meals since starting the Senior Breakfast Initiative on October 2, 2023.

⁴ Department of Energy added Repair Funds to the Weatherization Program's standard budget. Homes that in the past were denied weatherization because the home was in disrepair were able to be weatherized. Thirty families received a total of \$112,000 in home repairs in the last 12 months,



COMMUNITY CENTERS

Reporting Period: Calendar Year

Division: Community Initiatives

BakerRipley Goals:

- **BELONG:** Encouraging Connections and Engagement
- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **LEARN:** Developing Knowledge and Skills
- **BE WELL:** Improving Social Drivers of Health & Wellness

Program Goals¹:

- Neighbors meet their basic needs.
- Families have multiple opportunities to access health services and healthy living activities.
- Residents connect with their neighbors and the community via engagement and enrichment activities.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
BELONG OUTPUTS²					
1. Community Event Participants	--	11,100	20,010	--	6,120
2. Enrichment class enrollments	--	2,438	3,506	--	1,210
LEARN OUTCOMES					
3. Enrichment course participants who report they developed or improved a skill	75.0%	100.0%	98.5%	75.0%	50.0%
EARN OUTPUTS					
4. Basic need services and resources provided to community members	44,000	19,949	54,779	33,000	26,971
5. Information and referrals provided to community members	35,000	22,691	39,491	30,000	34,921
EARN OUTCOMES					
6. Resource event attendees who report the event helped connect them to resources helpful to their family's wellbeing	75.0%	99.3%	99.1%	75.0%	100.0%
BE WELL OUTPUTS					
7. Community members receiving health information or resources	14,000	5,492	9,487	8,000	3,458

LEADERSHIP COMMENTS

¹ In 2022 the Community Centers reorganized their goals to fit into four overarching strategies that focus on: 1) Enrichment and Engagement; 2) Health and Wellness; 3) Basic Needs; and 4) Integrated Referrals and Services. Moving forward, Community Center outputs and outcomes will be tracked based on these four strategies.

² The combined target for outputs #1 & #2 is 16,000.



CIVIC ENGAGEMENT

Reporting Period: Calendar Year

Division: Community Initiatives

BakerRipley Goals:

- **BELONG:** Encouraging Connections and Engagement
- **LEARN:** Developing Knowledge and Skills

Program Goals:

- Neighborhoods are welcoming and have a strong civic presence.
- Residents stay informed about key community challenges and are empowered to work together in fulfilling their community visions and aspirations.
- Neighbors understand their voting rights and are motivated to vote in local and federal elections.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
BELONG OUTPUTS 1					
1. Voter registrations	1,500	507	1,595	1,200	839
2. Voter education and GOTV event touchpoints	150,000	80,371	285,660	150,000	19,139
3. Community Engineers trained and/or active	130	82	147	80	42
BELONG OUTCOMES 2, 3					
4. Opportunities for direct action initiated by Community Engineers (i.e. signatures on letters, public testimony, meeting with elected officials)	15	24	48	15	8
5. New citizens naturalized through the program who register to vote within one year of obtaining U.S. citizenship	75.0%	--	39.0%	75.0%	--
LEARN OUTCOMES					
6. Community Engineers reporting an increased connection and knowledge on how to build base of support in their community	75.0%	83.9%	78.0%	75.0%	75.0%

LEADERSHIP COMMENTS

1 The number of Community Engineers includes 9 newly trained engineers. 35 of the total number of engineers were active in cohorts.

2 Outcome #5 is supported by both the Civic Engagement and Immigration teams and is reported in Q4.

3 These opportunities for direct action came through 18 attendances by Community Engineers.



IMMIGRATION & CITIZENSHIP SERVICES

Reporting Period: Calendar Year

Division: Community Initiatives

BakerRipley Goals:

- **BELONG:** Encouraging Connections and Engagement
- **LEARN:** Developing Knowledge and Skills
- **EARN:** Enhancing Financial Well-Being and Access to Resources

Program Goals:

- Houston immigrants know their rights and relief options.
- Houston immigrants have access to free or low-cost legal representation to successfully change their legal and/or work status or halt their deportation.
- Lawful Permanent Residents prepare for and achieve U.S. Citizenship.
- BakerRipley leads Houston-wide efforts to best support immigrants and immigration service providers through innovative strategies, capacity-building efforts, special projects, and collaborative leadership.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
BELONG OUTPUTS					
1. Legal cases opened	900	482	865	900	962
2. Legal consultations	1,300	452	1,081	1,300	676
3. Holistic services	200	204	361	600	1,047
BELONG OUTCOMES					
4. Forum attendees who report the event helped them better understand the immigration process	75.0%	100.0%	100.0%	75.0%	--
5. New citizens naturalized through the program who register to vote within one year of obtaining U.S. citizenship	75.0%	--	39.0%	75.0%	--
EARN OUTCOMES					
6. Cost savings for clients receiving attorney consultations	\$130,000	\$45,200	\$108,100	\$130,000	\$67,600
LEARN OUTPUTS					
7. Citizenship class enrollment	100	74	100	100	80
8. Community members reached via education efforts	4,500	3,829	8,212	4,500	5,374
LEARN OUTCOMES					
9. Citizenship students who demonstrate progress on course concepts based on pre- and post-tests	80.0%	92.4%	93.8%	80.0%	100.0%

LEADERSHIP COMMENTS

¹ In addition to legal services, the team provides case management for wrap-around support, trauma-informed holistic social services for clients, and promote civic engagement with new citizens.

² Outputs 2 and 7 make up the key metric on Page 3 “# of neighbors increased their knowledge of available immigration services, their immigration rights and/or relief options.”

³ Outcome #5 is supported by both the Civic Engagement and Immigration teams and is reported in Q4.



Youth

Reporting Period: Calendar Year

Division: Community Initiatives

BakerRipley Goals:

- **BELONG:** Encouraging Connections and Engagement
- **LEARN:** Developing Knowledge and Skills
- **BE WELL:** Improving Social Drivers of Health & Wellness

Program Goals 1:

- Youth build fundamental attitudes for school success.
- Youth increase their positive behaviors and social skills.
- Parents/Caregivers access a trusted community resource for their children.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
BELONG OUTPUTS					
1. Youth participants at Community Events	--	5,158	8,936	7,000	2,514
LEARN OUTPUTS 3					
2. Youth enrichment enrollments	--	1,020	1,273	800	--
3. STEM class and camp enrollments	--	215	432	460	316
4. Youth STEM workshop attendance	--	1,119	2,377	600	238
LEARN OUTCOMES 2					
5. Youth education participants report higher interest in STEM	70.0%	76.0%	63.6%	75.0%	--
BE WELL OUTPUTS 3					
6. Youth physical activity enrollments	--	787	1,067	800	--
BE WELL OUTCOMES 4					
7. Parents/guardians who report their children are more excited about exercising and physical fitness after participating in the course	75.0%	100.0%	100.0%	75.0%	--

LEADERSHIP COMMENTS

¹ The Youth page has been altered to highlight how various programming across Community Initiatives serves neighbors ages 0 to 18. This page previously highlighted Out of School Time Programming through licensed childcare.

² We do not have survey responses for this quarter due to a change in the survey administrator in accordance with funder requirements. We expect to receive results for Q3.

³ The number of Youth enrichment enrollments and physical activity enrollments (metrics #2 and #6) were not able to be calculated for this quarter due to data recording issues. These issues are expected to be rectified by Q3.

⁴ Enrichment Class post-surveys have not been administered during the first two quarters but will be reported later in the year.



ADULT EDUCATION

Reporting Period: Calendar Year

Division: Economic Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **LEARN:** Developing Knowledge and Skills

Program Goals:

- Students gain knowledge/abilities that relate positively to personal, financial, and/or social growth.
- Increase digital skills and access to connectivity.
- Increase student retention through unrelenting support, goal setting, and connection.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
LEARN OUTPUTS 1, 2, 3					
1. ESL Students	650	586	764	550	394
2. School to Work (HSEC/ABE) students	200	214	277	226	184
3. Integrated Education & Training (IET) Participants	--	--	--	45	42
4. Digital Skill Development engagements by current adult education students, BakerRipley program partners, and community members	600	595	908	750	578
LEARN OUTCOMES					
5. ESL students who demonstrate gains in English based on BEST+ Literacy and Oral pre- and post-test scores	70.0%	67.9%	74.3%	70.0%	62.3%
6. HSEC/ABE students who demonstrate gains in math, reading, and writing skills based on TABE pre- and post-test scores	70.0%	61.8%	73.0%	70.0%	54.5%
EARN OUTPUTS 4, 5					
7. Student Support through Navigation and coaching services	4,138	2,456	5,070	600	582
8. Career Readiness Workshops & Presentations	225	283	694	500	386
EARN OUTCOMES 6, 7					
9. Mobility Mentoring participants with a 20% increase in income through a new employment opportunity in the IT field	--	100.0%	100.0%	--	--

LEADERSHIP COMMENTS

¹ Students are pre-tested before receiving services and post-tested after 60 hours of instruction for ESL and 40 hours for HSEC/ABE; therefore, not all students are represented in the outcome measures.

² Digital Skills Development includes digital literacy classes, 1:1 support during drop-in hours, laptop loans, and training for Adult Education students.

³ The number of IET participants includes 58 Tech Equity participants.

⁴ Student Support Services includes program outreach, 1:1 goal setting & follow-up, and information & referral activities. On-going support and coaching is provided by Mobility Mentors to Tech Equity students and United Way Navigators to neighbors. Targets and outputs for this metric are lower for 2024 due to a reduction in staffing resulting in the loss of two primary support service roles. As of March 2024, we have served 56 Navigation and 22 Mobility Mentoring participants.

⁵ Work Readiness Services includes career exploration, resume building, bridge programs, and other support workshops to successfully connect students to employment.

⁶ Tech Equity participants go through training with the goal to receive an IT certification and obtain employment opportunities in the IT field. A Mobility Mentor engages directly with the participants, coaching them through the goal setting and self-sufficiency skill development.

⁷ The Mobility Mentoring outcome will be reported in future quarters due to issues with the current data system. The program is currently moving to a new data system that should facilitate the process.



ENTREPRENEUR CONNECTION

Reporting Period: Calendar Year

Division: Economic Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **LEARN:** Developing Knowledge and Skills

Program Goals:

- Increase financial well-being of families
- Facilitate growth of small and local businesses and empower individuals to start a new business

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
EARN OUTPUTS					
1. Technical Assistance participants	--	156	265	250	142
2. Technical Assistance hours provided					
	1,000	770	1,542	1,000	1,724
EARN OUTCOMES ¹					
3. Technical Assistance participants who create or launch a new business, create new jobs, or gain capital as a result of their program participation	20.0%	6.8%	5.8%	20.0%	7.7%
LEARN OUTPUTS ²					
4. Entrepreneur Academy Students	178	104	165	90	53
5. Small Business workshops, events, and outreach					
	1,975	452	5,368	1,575	1,949
LEARN OUTCOMES					
6. Entrepreneur students who increase their knowledge of business principles, demonstrated by pre- and post-tests	75.0%	100.0%	70.6%	75.0%	100.0%
7. Entrepreneur students who complete business, action, or strategic plans	80.0%	12.0%	12.0%	80.0%	98.0%

LEADERSHIP COMMENTS

¹ Out of the 80 entrepreneurs receiving Technical Assistance during the calendar year, 1 have created new businesses.

² Program students include 0 Kauffman participants, 35 Launch participants, 18 Grow participants, and 0 FIRP participants.

³ In previous years, this metric only included the percent of Grow participants completing business plans. Moving forward, this will include final deliverables created by all Entrepreneur Connection students – business plans by Grow students, Action Plans by Launch students (single-page document outlining next steps toward launching a business), and Strategic Plans by FIRP students (marketing and financial plan for preparing for and responding in disasters).



LEARNING & ENRICHMENT

Reporting Period: Calendar Year

Division: Economic Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **LEARN:** Developing Knowledge and Skills

Program Goals:

- Young people increase their interest and self-confidence in pursuing STEM fields
- Community members learn or expand their technology, design, and fabrication skills

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
LEARN OUTPUTS ^{1, 2}					
1. Participation in community engagement activities	--	4,965	6,311	1,500	2,723
2. STEM class and camp enrollments	--	215	432	460	316
3. Adult enrichment & skill-building participants	--	227	609	400	89
4. Learning & Innovation Center Memberships	110	48	71	150	39
LEARN OUTCOMES ³					
5. Youth education participants report higher interest in STEM	70.0%	76.0%	63.6%	75.0%	--
6. Youth education participants report using STEM-related skills	80.0%	68.0%	76.5%	70.0%	100.0%
7. Workshop participants who increase their ability to use new tools and technology	--	--	88.8%	70.0%	91.7%

LEADERSHIP COMMENTS

¹ The 2022 outputs and outcomes reflect efforts of centers opened at the time – East Aldine and Gulfton Sharpstown, added in Q3. As of 2023, metrics are inclusive of all four locations, including the Mobile Fab Lab in Pasadena and work in the East End (prior to the grand opening).

² All of the Learning & Innovation Center memberships for the first two quarters were for Fab Lab memberships.

³ We do not have survey responses for this quarter due to a change in the survey administrator in accordance with funder requirements. We expect to receive results for Q3.



HEALTH PROMOTION

Reporting Period: Calendar Year

Division: Health & Wellness Initiatives

BakerRipley Goals:

- **BE WELL:** Improving Social Drivers of Health & Wellness
- **LEARN:** Developing Knowledge and Skills

Program Goals:

- Improve neighbor's health and wellness through evidence-based courses and other programs promoting physical activity, proper nutrition, and emotional well-being
- Promote neighbors' well-being by connecting them to health and wellness programming across BakerRipley

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
BE WELL OUTPUTS					
1. Evidence-Based program participants	1,400	1,373	1,956	1,600	1,489
2. Evidence-Based classes offered	--	329	596	--	313
3. Evidence-Based physical activity enrollments	--	1,582	2,365	--	1,649
BE WELL OUTCOMES ¹					
4. Neighbors who complete Chronic Disease Self-Management, Diabetes Self-Management, A Matter of Balance, Chronic Pain-Self management, or Bingocize courses, indicating all intended health outcomes were achieved	85.0%	75.0%	82.0%	85.0%	96.0%
5. Seniors attending physical exercise and/or health education courses report maintaining or improving their health	85.0%	--	94.0%	85.0%	--
LEARN OUTPUTS					
6. Evidence-Based education enrollments	--	295	417	--	93
7. Neighbors reached through Health & Wellness Outreach Events	1,400	692	1,310	--	425
LEARN OUTCOMES ¹					
8. Neighbors report the evidence-based education program increased their confidence in managing their chronic health condition	--	--	95.0%	95.0%	--

LEADERSHIP COMMENTS

¹ Outcomes 5 and 8 are reported in Q4 following implementation of the Annual Client Satisfaction Survey.



SENIOR HEALTH & WELLNESS CENTERS

Reporting Period: Calendar Year

Division: Health & Wellness Initiatives

BakerRipley Goals:

- **BE WELL:** Improving Social Drivers of Health & Wellness
- **BELONG:** Encouraging Connections and Engagement
- **LEARN:** Developing Knowledge and Skills
- **EARN:** Enhancing Financial Well-Being and Access to Resources

Program Goals:

- Improve emotional well-being and quality of life for older adults by providing them with opportunities for socialization, recreation, and engagement in meaningful activities across eight domains of wellness
- Promote neighbors' well-being through connection to community resources and services

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
BE WELL OUTPUTS					
1. Seniors attending Health & Wellness Centers					
	2,000	2,583	3,499	3,500	2,730
2. Congregate meals served	184,045	97,045	243,057	274,419	213,392
3. Trips provided to/from the Senior Health & Wellness Centers					
	25,000	17,765	42,099	37,749	29,609
4. Seniors Participating in physical activities	1,200	1,903	2,712	2,800	2,154
BE WELL OUTCOMES					
5. Seniors participating in financial, physical, social, and mental wellness activities report increased knowledge and/or improvement in their health and wellness	85.0%	--	95.0%	85.0%	--
BELONG OUTCOMES					
6. Seniors report engagement with Health & Wellness centers increases their feelings of being socially connected	95.0%	--	97.0%	95.0%	--
LEARN OUTPUTS					
7. Education program participation	2,600	2,182	3,384	1,750	1,453
EARN OUTPUTS					
8. Seniors who connected to resources	800	1,702	2,377	2,500	2,090
EARN OUTCOMES					
9. Neighbors report engagement with Health & Wellness Centers positively impacts their budget	--	--	82.0%	80.0%	--

LEADERSHIP COMMENTS

¹ Senior Centers reopened March 21st, 2022 with limited capacity and returned to 100% capacity in 2022 Q3.

² This does not include Health & Wellness Center participants taking an evidence-based physical activity classes, which is reported on the Health Promotion page.

³ Outcomes 5, 6, and 9 are reported in Q4 following data collected from the Annual Client Satisfaction survey.

⁴ Education programming includes classes and presentations on nutrition, language learning, technology, abuse, and physical and mental health.

⁵ Seniors are connected to BakerRipley resources such as utility assistance and weatherization services external resources through partnerships such as Common Market Texas, Houston Food Bank, Target Hunger, and Second Serving.



NEIGHBORHOOD TAX CENTERS

Reporting Period: Calendar Year

Division: Region Based Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **BELONG:** Encouraging Connections and Engagement

Program Goals:

- Provide free tax assistance for low-income residents, leading to cost savings and increased net refunds for clients
- Connect neighbors to BakerRipley services and other resources provided by our United Way partners

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
EARN OUTPUTS					
1. Tax returns prepared	35,500	35,040	36,390	36,500	37,188
2. Net refunds generated	\$44,750,000	\$43,387,293	\$44,217,668	\$45,500,000	\$44,607,682
3. Households receiving Earned Income Tax Credit					
	7,200	7,120	7,376	7,300	7,952
4. Households receiving Child Tax Credit					
	5,500	5,431	5,568	5,700	5,818
EARN OUTCOMES					
5. Average savings by neighbors based on average tax return preparation cost of \$234 per return					
	\$8,300,000	\$8,199,360	\$8,515,260	\$8,541,000	\$8,701,992
6. Amount in Earned Income Tax Credits (EITC) accessed by neighbors					
	\$16,100,000	\$14,742,957	\$15,089,402	\$15,500,000	\$17,738,498
7. Amount in Child Tax Credits (CTC) accessed by neighbors					
	\$10,400,000	\$10,631,206	\$10,982,947	\$11,000,000	\$11,278,170
BELONG OUTCOMES					
8. Number of volunteers	265	237	243	300	312
9. Number of volunteer hours	13,500	13,861	16,125	15,200	16,554

LEADERSHIP COMMENTS

¹ Each neighbor receives a bilingual one-pager with information on BakerRipley and partner services that can be accessed by calling the 211 Texas/United Way HELPLINE. We also promote internal and external partners during outreach efforts.

² 19% of the families we serve are single parent families. The average tax refund is equal to 13% of the average annual family income of \$27,285, making it the single largest payment received across the year. This impact is even more pronounced for qualifying EITC and CTC households where refunds equal 28% of the average yearly income.

³ While the number of returns increased compared to 2022, the expiration of the pandemic tax credits, such as the expanded Child Tax Credit and Earned Income Tax Credit, decreased the amount of money households could access this year.



UTILITY ASSISTANCE PROGRAM

Reporting Period: Calendar Year

Division: Region Based Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **BE WELL:** Improving Social Drivers of Health

Program Goals:

- Provide individuals with financial assistance for utilities (gas and electric)
- Provide energy efficient household heating and cooling equipment
- Educate individuals on energy saving methods to help reduce consumption

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
EARN OUTPUTS ¹					
1. Households served	14,000	11,773	17,790	11,600	5,130
2. Individuals served	28,000	20,307	32,426	23,200	6,718
3. Total amount of assistance provided	\$27,166,607	\$21,833,367	\$30,031,311	\$18,922,169	\$8,647,491
4. Percent of assistance committed	100.0%	79.2%	100.0%	100.0%	45.7%
EARN OUTCOMES ²					
5. Average amount of utility assistance received by households in crisis to help avoid disconnection or have utilities turned back on	\$290	\$289	\$281	\$300	\$0
6. Average amount of utility assistance received per household a year	\$1,879	\$1,680	\$1,516	\$1,650	\$1,978
7. Average amount of heating and cooling equipment households receive to lower utility-related expenses	\$2,654	\$0	\$4,444	\$2,500	\$6,256

LEADERSHIP COMMENTS

¹ The output for metric #4, total amount of assistance provided, is lower than recorded in previous years as a result of a transition to a new database system and a resulting delay in data entry. This number is expected to increase in future quarters to a more typical level.

² Standard cost of utility service in the southern region is \$2,054 per year based on the Consumer Expenditure Surveys (Bureau of Labor Statistics, 2021).



WEATHERIZATION

Reporting Period: Calendar Year

Division: Region Based Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **BE WELL:** Improving Social Drivers of Health

Program Goals:

- Provide homes with energy efficient improvements to reduce energy-related bills.
- Provide homes with health and safety improvements to protect the well-being of residents.
- Educate homeowners on how to increase savings through daily habits for efficient use.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
EARN OUTPUTS					
1. Households served	330	154	258	357	126
2. Individuals served	627	194	345	678	249
3. Total direct assistance provided	\$3,660,329	\$1,550,856	\$2,783,590	\$4,280,319	\$1,126,885
EARN OUTCOMES					
4. Average amount of weatherization assistance received by households	\$11,092	\$10,070	\$10,789	\$11,990	\$8,944
BE WELL OUTCOMES					
5. Societal benefits based on the Department of Energy's cost-benefit ratio of 4.5 for weatherization	\$16,471,482	\$6,978,853	\$12,526,154	\$19,261,437	\$5,070,980
6. Estimated annual reduction of CO2 (in tons) based on the Department of Energy's estimates of CO2 reduction from home weatherization	875	408	684	946	334

LEADERSHIP COMMENTS

¹ Weatherization assistance provides an annual savings of \$960 on heating and cooling bills per household in Texas (tdhca.state.tx.us, Weatherization in the State of Texas, 2018). Weatherization reduces costs for households by increasing the energy efficiency of homes and ensuring residents' safety. These cost savings can include energy and non-energy expenses, such as energy bill payments, out-of-pocket medical expenses, and loss of wages due to missing work because of unaffordable energy (energy.gov). The cost-benefit ratio for energy and non-energy effects of weatherization is estimated at 4.5 according to the U.S. Department of Energy's national program evaluation of the WAP program (Federal WAP Fact Sheet, 2021).

² National estimates of CO2 savings indicate an annual reduction of 3.5 metric tons per unit weatherized (aceee.org, Federal WAP Fact Sheet, 2018).



VETERAN SERVICES

Reporting Period: Calendar Year

Division: Regional Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **BE WELL:** Improving Social Drivers of Health & Wellness

Program Goals:

- Access to housing and improved financial stability for veterans and their families who are homeless or at risk of homelessness
- Provide health care navigation services to veterans and facilitate their access to physical and mental health care at regional VA or other non-VA community health centers.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
EARN OUTPUTS					
1. Individuals served	--	1,071	2,352	--	1,315
2. Enrolled households	350	212	468	350	231
3. Households enrolled in Homeless Prevention (HP) Services					
	105	83	178	105	86
4. Households enrolled in Rapid Rehousing (RRH) Services					
	245	129	290	245	145
5. Average financial aid provided to households					
	--	\$2,051	\$1,911	--	\$2,050
6. Average number of days between enrolling and moving into permanent housing					
	--	11	7	--	38
EARN OUTCOMES ¹					
7. Rapid Rehousing Veterans who successfully move into permanent housing					
	70.0%	55.2%	46.4%	70.0%	72.0%
BE WELL OUTCOMES ²					
8. Veterans who have successfully connected to healthcare services					
	--	45	79	60	17

LEADERSHIP COMMENTS

¹ Veterans face many barriers attempting to obtain new housing, such as no/low income, history of evictions, and other extenuating circumstances. In addition, the availability of supportive housing units has decreased since the pandemic.

² The target is to connect as many veterans as possible. However, many are already connected and the timeline to connect veterans who need services may be limited based on level of need.



CAREER OFFICES

Reporting Period: Fiscal Year, October-September

Division: Workforce Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **LEARN:** Developing Knowledge and Skills

Program Goals:

- Assist clients to find a job, keep a job, and/or get a better job

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
EARN OUTPUTS 1					
1. Clients gaining employment within the 1st quarter after exit	--	18,275	24,794	--	26,635
2. Clients remaining employed in the 2nd and 3rd quarters after exit	--	13,781	18,287	--	16,076
3. Clients with earning gains of at least 20% higher income	--	11,214	14,825	--	11,556
4. Customers served	--	38,346	49,526	--	33,950
5. Average monthly traffic	--	37,965	40,133	--	43,300
EARN OUTCOMES					
6. Clients gaining employment within the 1st quarter after exit	78.0%	75.3%	75.5%	78.0%	75.9%
7. Clients remaining employed in the 2nd and 3rd quarters after exit	83.0%	81.5%	81.4%	83.0%	78.8%
8. Clients with earning gains of at least 20% higher income	37.0%	41.2%	41.5%	37.0%	36.6%
BE WELL OUTPUTS					
9. Clients who pursue and achieve an education credential	--	270	256	--	--
BE WELL OUTCOMES					
10. Clients who pursue and achieve an education credential	76.0%	59.0%	64.0%	76.0%	--

LEADERSHIP COMMENTS

¹ Outputs #4 and #5 were not reported by the Board from FY2020 Q2 through FY2022 Q4 during the closure and limited in-person access to Career Office Services.



FINANCIAL AID PAYMENT OFFICE

Reporting Period: Fiscal Year, October-September

Division: Workforce Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **LEARN:** Developing Knowledge and Skills

Program Goals 1:

- Reduce childcare expenses for low income households.
- Enable individuals to go to school and receive training by reducing costs.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
EARN OUTPUTS 2					
1. Average children served per month through childcare services					
	30,445	31,609	30,097	33,620	37,021
2. Children served through childcare services based on capacity (% of target)					
	100.0%	103.9%	98.9%	100.0%	110.1%
3. Neighbors served through work support services					
	--	3,485	6,106	--	4,883
4. Assistance provided through work support services					
	--	\$652,734	\$743,114	--	\$211,338
LEARN OUTPUTS					
5. Neighbors served through education and training services					
	--	1,434	1,886	--	1,990
6. Assistance provided through education and training services					
	--	\$6,496,609	\$9,312,460	--	\$19,331,351

LEADERSHIP COMMENTS

¹ FAPO works with Career Offices and Eligibility Offices; it is supporting architecture for such programs, and main outcome will be to supply subsidies.

² As the FAPO contractor for the past 15 plus years, we have processed more than \$1 billion of financial assistance for Workforce Solutions. Our contributions to Workforce Solutions include development, design, and implementation of systems and functions that allow us to effectively handle payments for financial aid awarded to customers in the Gulf Coast region.



CHILD CARE SERVICES

Reporting Period: Fiscal Year, October-September

Division: Workforce Initiatives

BakerRipley Goals:

- **EARN:** Enhancing Financial Well-Being and Access to Resources
- **LEARN:** Developing Knowledge and Skills

Program Goals:

- Provide childcare as work support.
- Improve quality of childcare.

	2023 Target	2023 YTD	2023 EOY	2024 Target	2024 YTD
EARN OUTPUTS					
1. All Regions					
Average children served	14,464	15,317	14,336	14,856	14,875
Percent of target	100.0%	105.9%	100.0%	100.0%	100.1%
2. Coastal Bend					
Average children served	3,612	3,652	3,336	3,214	3,997
Percent of target	100.0%	101.1%	95.9%	100.0%	124.4%
3. Rural Capital					
Average children served	2,651	3,076	2,789	2,967	2,913
Percent of target	100.0%	116.0%	105.2%	100.0%	98.2%
4. East Texas					
Average children served	5,144	5,442	5,167	5,639	5,521
Percent of target	100.0%	105.8%	100.4%	100.0%	97.9%
5. Capital Area					
Average children served	3,057	3,147	3,045	3,036	2,960
Percent of target	100.0%	102.9%	99.6%	100.0%	97.5%
EARN OUTCOMES ¹					
6. Working parents served	--	90.0%	89.9%	--	90.8%
LEARN OUTCOMES ^{1, 2}					
7. Parents in training served	--	3.1%	3.0%	--	2.5%
8. Childcare centers qualified for Texas Rising STAR quality improvement initiatives	--	20.2%	23.0%	--	27.2%

LEADERSHIP COMMENTS

¹ A total of 10,484 parents have received Child Care Services so far in the fiscal year, and of those, 7.7% were working and receiving training.

² 36.8% of children served received quality care from 356 Texas Rising STAR centers.