

Workforce Development

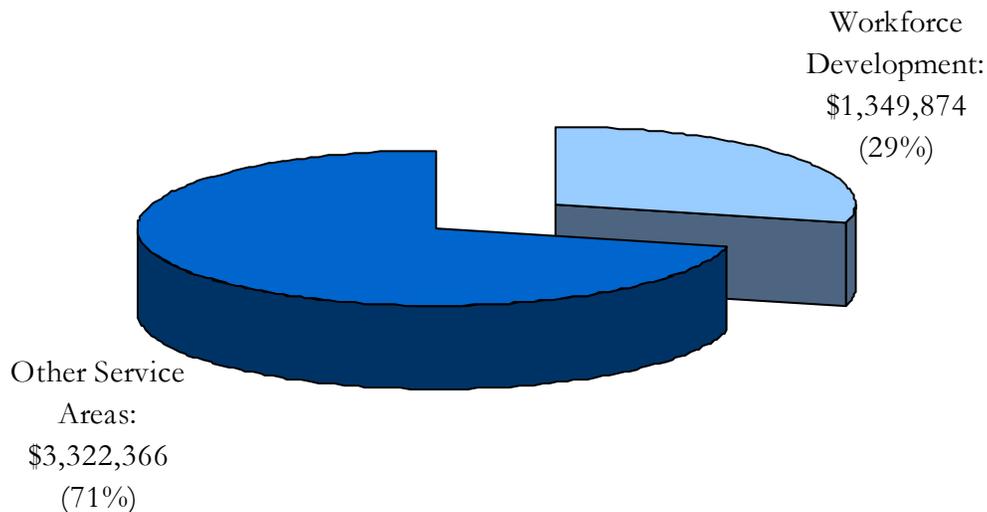
Goals and Services

Programs within this service area provide employment and training services to help individuals improve workplace skills and obtain employment. Some examples of services provided by programs within this service area include job readiness training, occupation-specific training, job search and job placement assistance, and related instruction, coaching or counseling leading to employment and earnings gain.

Contracted Service Providers included in this Service Area

American YouthWorks	75
The Austin Academy.....	79
Austin Area Urban League, Inc.	83
Capital Investing in Development and Employment of Adults (d.b.a. Capital IDEA)	87
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Percent of Investment in Workforce Development and Other Service Areas, 2008



Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer workforce development services.^w Contracted services in this issue area help to ensure the development of a skilled workforce. Services focus on training and assistance designed to help individuals gain the skills and knowledge necessary to obtain and retain employment while helping meet employer demand for skilled workers.

Unemployment has risen steadily over the past year. The unemployment rate for the Austin-Round Rock Metropolitan Statistical Area (MSA) reached 6.4% in January 2009, up from 4.0% in January 2008.⁵⁶ The unemployment rate for Travis County was slightly lower, at 6.1%.⁵⁷ The Travis County unemployment rate remains lower than the state rate (6.4%)⁵⁸ and both the county and MSA unemployment rates remain lower than the national rate (7.6%).⁵⁹

The minimum wage increased to \$6.55/hour in July 2008 and will rise to \$7.25/hour in July 2009.⁶⁰ Nevertheless, **minimum wage remains well below the “living wage” for the area.** The Center for Public Policy Priorities Family Budget Estimator calculates that a single adult with employer-sponsored health insurance and no children must earn \$10.00/hour to live in the Austin-Round Rock MSA without relying on public assistance.⁶¹ For families with children and/or without health insurance, the required hourly wage increases greatly – up to \$35.00/hour for a two-parent, three-child household without employer-sponsored health insurance.⁶²

Changes in local businesses, such as workforce reductions or relocation of large employers, and changes in industry sectors **affect service needs.** Federal, state, and local government comprises the largest industry sector in Travis County, providing 21% of jobs.⁶³ Other leading industries include professional and business services (16%) and trade, transportation, and utilities (16%).⁶⁴ The MSA industry breakdown is similar to the county, with leading industries of government (21%), trade, transportation, and utilities (17%), and professional and business services (15%).⁶⁵ Of these, professional and business services had the largest recent job growth, up 5.1% from January 2008 to 2009.⁶⁶

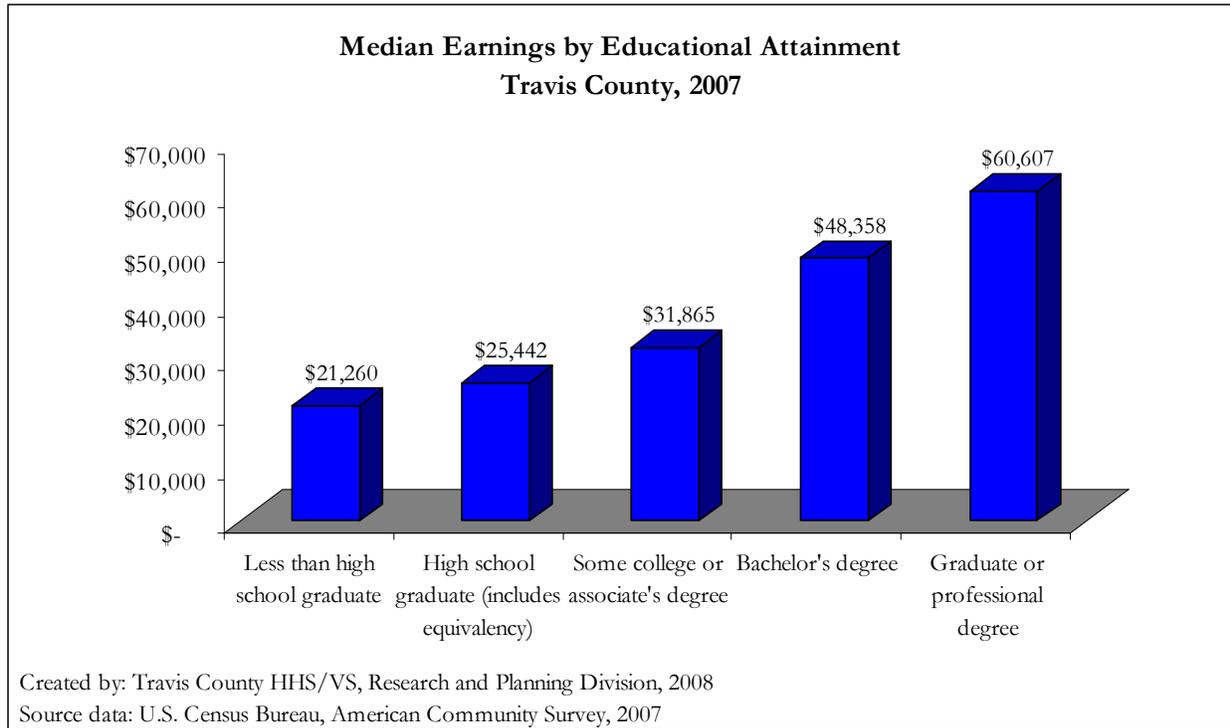
The U.S. Department of Labor has begun reporting **employee hours and earnings** at the state level. While the report is too new to illustrate any definitive trends, the most recent months show a decline in average weekly hours worked compared to the previous year, down 2.7% from December year-over-year to 36 hours per week.⁶⁷ Average weekly earnings decreased in this same time period, down 4.1%, and average hourly earnings decreased by 1.4%.⁶⁸ A decline in hours and earnings is to be expected, given current economic conditions. Just as in past recessions and economic downturns, the local job market is tightening, particularly for those with less education and lower skills. Given the depth of the current downturn, this situation is expected to persist through the next year.

Workforce development has strong ties with both the Child and Youth Development and Education issue areas. Access to affordable **child care is a common barrier to finding and maintaining employment.** Subsidized child care is a support service aimed to increase participation in the

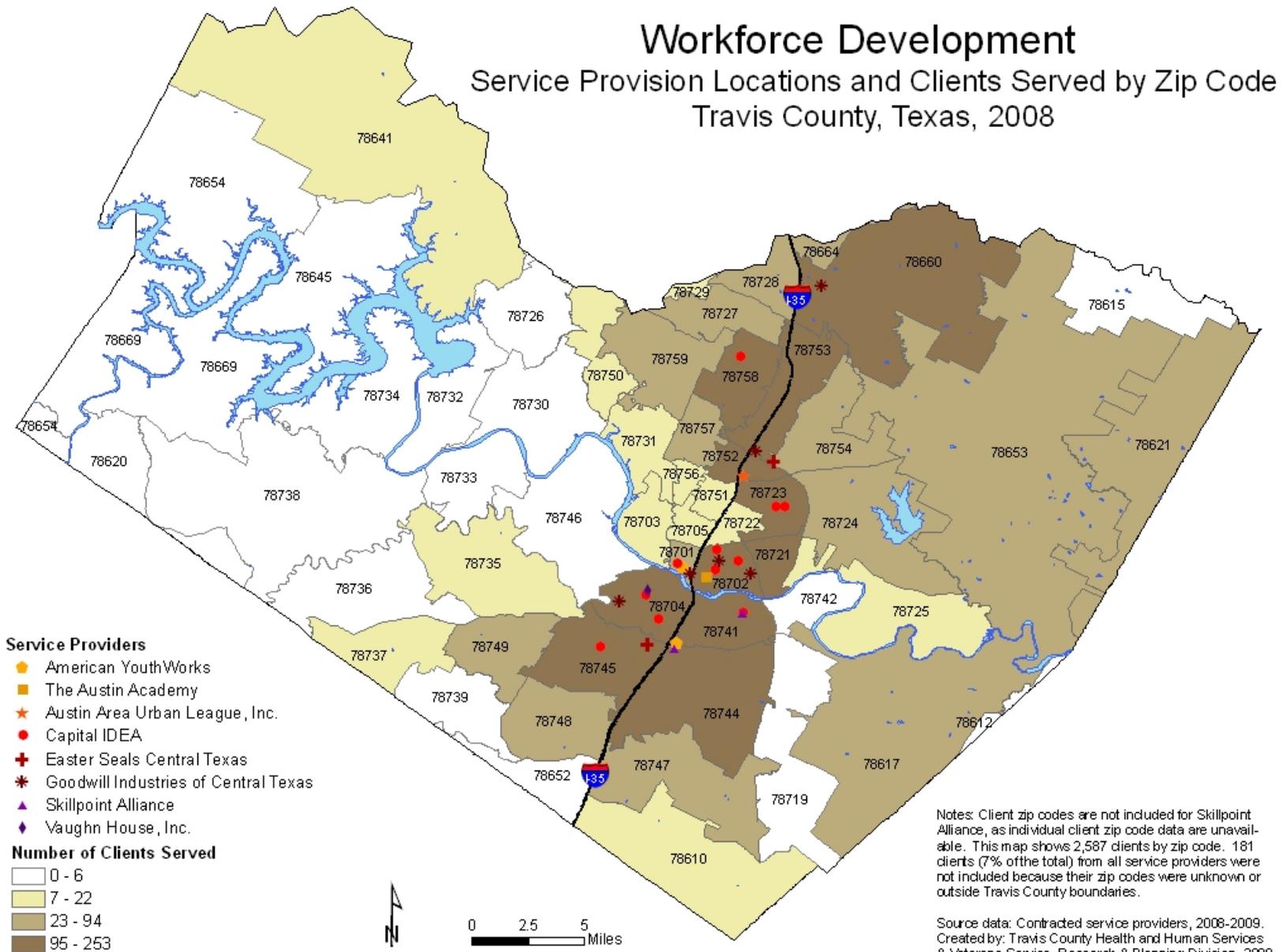
^w Results of the county-funded evaluation of local workforce investments are available on the Ray Marshall Center website: <http://www.utexas.edu/research/cshr>.

workforce.⁶⁹ In their 2008-2009 budget, Workforce Solutions (the Capital Area Workforce Board) allocated over \$15 million in child care funding for low- to moderate-income families.⁷⁰

Educational attainment significantly impacts earnings. Individuals with a bachelor’s degree have median earnings 90% greater than high school graduates and over 127% greater than individuals without a high school diploma or equivalent.⁷¹



Through Travis County, City of Austin, Workforce Solutions, and the United Way, local investments in workforce development exceed \$10 million across a continuum of services ranging from adult basic education (e.g., literacy) to formal credentials (e.g., G.E.D. through college credit) to short-term vocational or work readiness and job placement. The current recession places an ever greater premium on effectively coordinating all of these investments for the greatest impact. While Travis County increased its investment through a competitive RFS in November/December 2008, Workforce Solutions has experienced significant reductions in funding from their core federal source, the Workforce Investment Act. The Austin/Travis County Health and Human Services department is contemplating potentially sweeping changes in its investments in social services. Outcomes of their processes bear watching for potential impact in workforce development and all other areas of social service investments. Outside funding sources continue to focus on industry-based efforts, particularly “emerging clusters.” Among the most relevant clusters for our community are green industries, convergence technologies, and established industries with strong, consistent growth, such as health care.⁷²



American YouthWorks Workforce Development

Program Description

The Workforce Development program provides job training and job placement services. Job training participants prepare for entrance into and performance in the workforce. Successful participants master job readiness classes, which include Career Connections, as well as job training sequences, which include Business Enterprise and Entrepreneurial Systems, Child Development, Technology Applications, and leadership. Job placement participants work with a Career Counselor, who assists them in conducting a job search, gathering and completing applications, creating a professional portfolio, and preparing for and scheduling interviews.

Funding

The total TCHHS/VS investment in the Workforce Development program for 2008 was \$66,145. This investment comprised 3.1% of the total program budget.

Eligibility Criteria

This program serves male and female youth between the ages of 16 and 25 years old. Participants are from low-income families at or below 200% of the Federal Poverty Income Guideline level. Clients include homeless youth; persons with disabilities; victims of abuse, neglect, or violence; ex-offenders; and those in need of basic educational services.

Client Demographics

Slightly more than half (51%) of clients were male. Two-thirds of clients were ages 18 to 24 and almost a quarter (23%) were in the 13 to 17 age range. Hispanic or Latino clients comprised 43% of the client population. Over half (51%) of clients had an unspecified race, and 41% of clients were White. Program staff members note that clients may choose to not disclose their ethnicity and race. Nearly a third (30%) of clients had incomes that were between 101% and 150% of the Federal Poverty Income Guideline level, followed by 28% of clients with incomes between 151% and 200% of the Federal Poverty Income Guideline level. Please note that clients with incomes above 200% of the Federal Poverty Income Guideline level are supported through funding sources other than Travis County. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	84	41%	13 to 17	46	23%
Male	104	51%	18 to 24	135	67%
Balance – Not Specified	15	7%	Balance – Not Specified	22	11%
<i>Total</i>	<i>203</i>	<i>100%</i>	<i>Total</i>	<i>203</i>	<i>100%</i>
Ethnicity			Income		
Hispanic or Latino	88	43%	<50% of FPIG	13	6%
Not Hispanic or Latino	46	23%	50% to 100%	43	21%
Balance – Not Specified	69	34%	101% to 150%	61	30%
<i>Total</i>	<i>203</i>	<i>100%</i>	151% to 200%	57	28%
			>200%	2	1%
			Balance – Not Specified	27	13%
Race			<i>Total</i>	<i>203</i>	<i>100%</i>
Black or African American	14	7%			
White	83	41%			
Other	2	1%			
Balance – Not Specified	104	51%			
<i>Total</i>	<i>203</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The majority of clients in the Workforce Development program were located in the southern areas of Travis County. Clients located in the Southeast area comprised 44% of all clients, followed by 24% from the Southwest area. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78705	2	1.0%	78728	1	0.5%	78660	3	1.5%	78704	15	7.4%
78756	1	0.5%	78729	1	0.5%	78752	4	2.0%	78735	1	0.5%
<i>Total Central</i>	<i>3</i>	<i>1.5%</i>	78757	5	2.5%	78753	6	3.0%	78736	2	1.0%
			78758	3	1.5%	<i>Total Northeast</i>	<i>13</i>	<i>6.4%</i>	78739	1	0.5%
East			78759	2	1.0%				78745	23	11.3%
78702	14	6.9%	<i>Total North</i>	<i>12</i>	<i>5.9%</i>				78748	6	3.0%
78722	3	1.5%							78749	1	0.5%
78723	2	1.0%						<i>Total Southwest</i>	<i>49</i>	<i>24.1%</i>	
78725	1	0.5%									
<i>Total East</i>	<i>20</i>	<i>9.9%</i>	Northwest			Southeast			West		
			78641	1	0.5%	78617	8	3.9%	78746	1	0.5%
Other/Unknown			78645	1	0.5%	78719	2	1.0%	<i>Total West</i>	<i>1</i>	<i>0.5%</i>
Other	3	1.5%	78669	1	0.5%	78741	47	23.2%			
Unknown	9	4.4%	<i>Total Northwest</i>	<i>3</i>	<i>1.5%</i>	78744	31	15.3%			
<i>Total Other/Unknown</i>	<i>12</i>	<i>5.9%</i>				78747	2	1.0%			
						<i>Total Southeast</i>	<i>90</i>	<i>44.3%</i>			

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

American YouthWorks’ Workforce Development program met all output goals within their targeted range but fell short on two of their three outcome performance goals. Program staff members note that the current state of the economy accounts for the lower percentage of clients who obtained employment at a livable wage (see the first outcome).

Workforce Development Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	203	200	102%
Number of participants enrolled in Job Readiness training	60	60	100%
Number of participants enrolled in Job Training	131	140	94%
<i>Outcomes</i>			
Percentage of participants who obtained employment at a livable wage of \$9.00 or more	11% (16/149)	30% (42/140)	36%
Percentage of participants receiving job placement services who obtained employment	87% (144/166)	70% (140/200)	124%
Percentage of participants who retained employment for 6 months or longer	16% (31/191)	60% (42/70)	27%

The Austin Academy

Workplace Competency

Program Description

The Austin Academy empowers at-risk youth and economically disadvantaged adults by teaching them the long-term skills necessary to acquire and retain gainful employment, meet the hiring criteria of local employers, achieve economic and personal self-sufficiency, and contribute to their community in a positive manner. The Workforce Competency Program offers G.E.D., Workplace Competency, and Computer Literacy instruction.

Funding

The total TCHHS/VS investment in the Workplace Competency program for 2008 was \$43,609. This investment comprised 10.6% of the total program budget.

Eligibility Criteria

This program serves members of households with incomes under 200% of the Federal Poverty Income Guideline level who reside in Travis County. The majority of clients reside in Dove Springs, South Austin, Montopolis, Del Valle, East Austin, and Northeast Austin. Residents with low socio-economic and education levels disproportionately populate these areas, which qualifies them as “Special Impact Areas” by the Austin City Council and the U.S. Department of Commerce.

Client Demographics

Most (70%) clients were female. The 25 to 36 age group comprised 39% of all clients, followed by the 18 to 24 age group (30%). A little over half (51%) of clients were Hispanic or Latino, and 64% were White. A majority (66%) of clients had incomes below 50% of the Federal Poverty Income Guideline level. Please note that clients with incomes above 200% of the Federal Poverty Income Guideline level are supported through funding sources other than Travis County. (See Appendix C for specific guideline income levels.)

Please note that the clients included in the demographic and zip code statistics participated in the intake process but may not have participated in the program.

Gender	Number	Percent	Age	Number	Percent
Female	439	70%	13 to 17	21	3%
Male	189	30%	18 to 24	189	30%
<i>Total</i>	<i>628</i>	<i>100%</i>	25 to 36	242	39%
			37 to 55	150	24%
			56 to 74	25	4%
			75 and Over	1	0.2%
			<i>Total</i>	<i>628</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	323	51%			
Not Hispanic or Latino	305	49%			
<i>Total</i>	<i>628</i>	<i>100%</i>			
Race			Income		
Asian	3	0.5%	<50% of FPIG	417	66%
Black or African American	223	36%	50% to 100%	113	18%
Native Hawaiian or Other Pacific Islander	1	0.2%	101% to 150%	56	9%
White	401	64%	151% to 200%	34	5%
<i>Total</i>	<i>628</i>	<i>100%</i>	>200%	8	1%
			<i>Total</i>	<i>628</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

This program served clients throughout Travis County. The East (30%), Southeast (27%) and Southwest (15%) areas of the county had the greatest percentages of the client population. (See Appendix E for zip code classification map.)

Please note that the clients included in the demographic and zip code statistics participated in the intake process but may not have participated in the program.

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	8	1.3%	78727	2	0.3%	78621	2	0.3%	78704	24	3.8%
78705	1	0.2%	78728	3	0.5%	78653	8	1.3%	78736	1	0.2%
78751	7	1.1%	78729	2	0.3%	78660	15	2.4%	78737	2	0.3%
78756	1	0.2%	78757	3	0.5%	78664	3	0.5%	78739	1	0.2%
<i>Total Central</i>	<i>17</i>	<i>2.7%</i>	78758	35	5.6%	78752	16	2.5%	78745	40	6.4%
			78759	2	0.3%	78753	34	5.4%	78748	18	2.9%
East			<i>Total North</i>	<i>47</i>	<i>7.5%</i>	78754	5	0.8%	78749	6	1.0%
78702	88	14.0%				<i>Total Northeast</i>	<i>83</i>	<i>13.2%</i>	<i>Total Southwest</i>	<i>92</i>	<i>14.6%</i>
78721	29	4.6%									
78722	4	0.6%	Northwest			Southeast			West		
78723	31	4.9%	78645	1	0.2%	78610	2	0.3%	78620	1	0.2%
78724	32	5.1%	78731	3	0.5%	78617	27	4.3%	78746	1	0.2%
78725	4	0.6%	<i>Total Northwest</i>	<i>4</i>	<i>0.6%</i>	78719	1	0.2%	<i>Total West</i>	<i>2</i>	<i>0.3%</i>
<i>Total East</i>	<i>188</i>	<i>29.9%</i>				78741	73	11.6%			
Other/Unknown						78744	58	9.2%			
Other	12	1.9%				78747	9	1.4%			
Unknown	13	2.1%				<i>Total Southeast</i>	<i>170</i>	<i>27.1%</i>			
<i>Total Other/Unknown</i>	<i>25</i>	<i>4.0%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Austin Academy’s Workplace Competency program exceeded all output goals and met all but the first outcome goal, which measures the percentage of clients obtaining employment. Program staff members report that they have devoted two additional staff to bring more clients into the program, resulting in far more clients served than originally targeted (see the first output). They also note that students are placed into jobs that meet their individual needs, resulting in students retaining employment beyond six months (see the second outcome).

Workplace Competency Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	325	100	325%
Number of clients enrolled in Job Readiness (Workplace Competency and Computer Literacy)	78	70	111%
Number of clients enrolled in Basic Education (G.E.D)	32	25	128%
<i>Outcomes</i>			
Percentage of clients obtaining employment	49% (38/78)	66% (35/53)	74%
Percentage of clients retaining employment 6 months after placement	72% (31/43)	51% (18/35)	140%
Percentage of clients obtaining employment at \$9.00 per hour or more	95% (36/38)	57% (20/35)	166%

Austin Area Urban League, Inc.

Workforce Training and Career Development

Program Description

The Austin Area Urban League's Workforce Training program strives to move customers toward economic self-sufficiency through job training and job placement activities that result in livable wages and consistent permanent employment beyond the 180 day follow-up period. Although the computer and job training programs are open to the public at no cost, the curriculum is specifically targeted towards the underemployed, unemployed, and those transitioning from welfare to work.

Funding

The total TCHHS/VS investment in the Workforce Training and Career Development program for 2008 was \$45,774. This investment comprised 11.3% of the total program budget.

Eligibility Criteria

This program serves residents of Travis County with incomes at or below 200% of the Federal Poverty Income Guideline level.

Client Demographics

A slight majority (56%) of program clients were female. Nearly a third (32%) of clients were ages 18 to 24, closely followed by clients in the 37 to 55 age group (28%) and the 25 to 36 age group (24%). Hispanic or Latino clients accounted for 21% of all clients. Black or African-American clients comprised 69% of the total client population. A majority (64%) of clients had incomes between 101% and 150% of the Federal Poverty Income Guideline level, and 91% of all clients had incomes at or below 150% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	316	56%	13 to 17	33	6%
Male	233	41%	18 to 24	179	32%
Balance – Not Specified	19	3%	25 to 36	138	24%
<i>Total</i>	<i>568</i>	<i>100%</i>	37 to 55	159	28%
			56 to 74	23	4%
			Balance – Not Specified	36	6%
Ethnicity			<i>Total</i>	<i>568</i>	<i>100%</i>
Hispanic or Latino	117	21%			
Not Hispanic or Latino	406	71%			
Balance – Not Specified	45	8%			
<i>Total</i>	<i>568</i>	<i>100%</i>			
Race			Income		
American Indian or Alaskan Native	1	0.2%	<50% of FPIG	43	8%
Asian	6	1%	50% to 100%	111	20%
Black or African American	391	69%	101% to 150%	365	64%
Native Hawaiian or Other Pacific Islander	1	0.2%	151% to 200%	10	2%
White	133	23%	Balance – Not Specified	39	7%
Balance – Not Specified	36	6%	<i>Total</i>	<i>568</i>	<i>100%</i>
<i>Total</i>	<i>568</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Clients largely resided in the East area (29%) of Travis County, closely followed by clients located in the Northeast area (28%). North (14%) and Southeast (11%) areas also had sizeable shares of the client population. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78705	3	0.5%	78727	14	2.5%	78621	10	1.8%	78652	1	0.2%
78751	4	0.7%	78728	11	1.9%	78653	9	1.6%	78704	8	1.4%
78756	1	0.2%	78729	3	0.5%	78660	25	4.4%	78736	1	0.2%
<i>Total Central</i>	8	1.4%	78757	7	1.2%	78664	8	1.4%	78737	2	0.4%
			78758	33	5.8%	78752	46	8.1%	78745	9	1.6%
East			78759	10	1.8%	78753	43	7.6%	78748	6	1.1%
78702	20	3.5%	<i>Total North</i>	78	13.7%	78754	17	3.0%	78749	4	0.7%
78721	30	5.3%			<i>Total Northeast</i>	158	27.8%	<i>Total Southwest</i>	31	5.5%	
78722	1	0.2%	Northwest					West			
78723	74	13.0%	78641	1	0.2%	78610	7	1.2%	78703	1	0.2%
78724	35	6.2%	78726	3	0.5%	78617	15	2.6%	78746	1	0.2%
78725	7	1.2%	78730	1	0.2%	78741	27	4.8%	<i>Total West</i>	2	0.4%
<i>Total East</i>	167	29.4%	78731	7	1.2%	78742	1	0.2%			
			78734	1	0.2%	78744	8	1.4%			
Other/Unknown			78750	4	0.7%	78747	2	0.4%			
Other	6	1.1%	<i>Total Northwest</i>	17	3.0%	<i>Total Southeast</i>	60	10.6%			
Unknown	41	7.2%									
<i>Total Other/Unknown</i>	47	8.3%									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

This program achieved all goals within their target range of performance, except for the third outcome. Staff members report that more clients are seeking out their services due to a weakened economy, which led to higher numbers of clients served (see the first output). Outreach and recruitment efforts were more successful for G.E.D. students (see the second output) than for Job Readiness training clients (see the third output). Staff members target job opportunities for clients at roughly \$12.00/hour, helping the program exceed their goal for clients obtaining employment at a livable wage (see the second outcome).

Workforce Training and Career Development Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	568	374	152%
Number of unduplicated clients receiving Adult Basic Education (including G.E.D.)	146	132	111%
Number of unduplicated clients receiving Job Readiness Training (including computer training)	164	174	94%
Number of unduplicated clients receiving only Job Placement Assistance (without participating in either Adult Basic Education or Job Readiness Training)	182	68	268%
<i>Outcomes</i>			
Percentage of unduplicated clients participating in job placement services who obtained employment	84% (160/190)	65% (157/242)	130%
Percentage of clients who obtained employment at a livable wage of \$9.00/hr or more	89% (142/160)	80% (126/157)	111%
Percentage of clients who obtained employment two (2) quarters prior and retained employment for 6 months	64% (108/168)	85% (94/111)	76%

Capital Investing in Development and Employment of Adults (d.b.a. Capital IDEA)

Long-Term Training

Program Description

This program provides long-term educational sponsorship to low-income adults so that they can reach life-long self-sufficiency by entering high-skilled, high-paying careers. The program includes: outreach, assessment, counseling, case management, English for Speakers of Other Languages (ESOL) classes, GED preparation, specialized employer-sponsored training, Texas Higher Education Assessment (THEA) test preparation, occupation-specific skills training, social services coordination, and job placement services.

Funding

The total TCHHS/VS investment in the Long-Term Training program for 2008 was \$700,213. This investment comprised 19.6% of the total program budget.

Eligibility Criteria

This program serves clients with incomes at or below 200% of the Federal Poverty Income Guideline level. Clients must also be eligible to work in the United States and be 18 years of age or older.

Client Demographics

Three-quarters of clients were female, and almost half (47%) were ages 25 to 36 years old. Nearly half (48%) of clients were Hispanic or Latino. A majority (66%) of clients were White, and over a quarter (26%) were Black or African-American. Most (97%) clients had incomes at or below 200% of the Federal Poverty Income Guideline level. Please note that clients with incomes above 200% of the Federal Poverty Income Guideline level are supported through funding sources other than Travis County. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	615	75%	18 to 24	294	36%
Male	208	25%	25 to 36	385	47%
<i>Total</i>	<i>823</i>	<i>100%</i>	37 to 55	141	17%
			56 to 74	3	0.4%
			<i>Total</i>	<i>823</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	392	48%			
Not Hispanic or Latino	431	52%			
<i>Total</i>	<i>823</i>	<i>100%</i>			
Race			Income		
American Indian or Alaskan Native	2	0.2%	50% to 100%	247	30%
Asian	42	5%	151% to 200%	554	67%
Black or African American	215	26%	>200%	22	3%
White	546	66%	<i>Total</i>	<i>823</i>	<i>100%</i>
Asian AND White	3	0.4%			
Black or African American AND White	5	1%			
Balance – Multiple Races	6	1%			
Balance – Not Specified	4	0.5%			
<i>Total</i>	<i>823</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Nearly a quarter (23%) of clients were located in the Northeast area of Travis County. Southeast (19%) and North (16%) areas of the county also had greater percentages of clients. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	2	0.2%	78727	17	2.1%	78621	9	1.1%	78652	2	0.2%
78705	1	0.1%	78728	13	1.6%	78653	11	1.3%	78704	32	3.9%
78751	7	0.9%	78729	5	0.6%	78660	56	6.8%	78735	2	0.2%
78756	1	0.1%	78757	11	1.3%	78664	30	3.6%	78737	1	0.1%
<i>Total Central</i>	<i>11</i>	<i>1.3%</i>	78758	78	9.5%	78752	16	1.9%	78739	1	0.1%
			78759	11	1.3%	78753	63	7.7%	78745	38	4.6%
East			<i>Total North</i>	<i>135</i>	<i>16.4%</i>	78754	5	0.6%	78748	29	3.5%
78702	30	3.6%				<i>Total Northeast</i>	<i>190</i>	<i>23.1%</i>	78749	9	1.1%
78721	18	2.2%						<i>Total Southwest</i>	<i>114</i>	<i>13.9%</i>	
78722	4	0.5%	Northwest			Southeast					
78723	25	3.0%	78641	11	1.3%	78610	5	0.6%	78620	3	0.4%
78724	15	1.8%	78645	2	0.2%	78617	21	2.6%	78703	3	0.4%
78725	8	1.0%	78654	1	0.1%	78719	2	0.2%	78733	1	0.1%
<i>Total East</i>	<i>100</i>	<i>12.2%</i>	78726	1	0.1%	78741	62	7.5%	78746	2	0.2%
			78731	1	0.1%	78742	1	0.1%	<i>Total West</i>	<i>9</i>	<i>1.1%</i>
Other/Unknown			78734	2	0.2%	78744	47	5.7%			
Other	4	0.5%	78750	8	1.0%	78747	15	1.8%			
Unknown	81	9.8%	<i>Total Northwest</i>	<i>26</i>	<i>3.2%</i>	<i>Total Southeast</i>	<i>153</i>	<i>18.6%</i>			
<i>Total Other/Unknown</i>	<i>85</i>	<i>10.3%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Capital IDEA exceeded all performance goals except for the first outcome measure. Staff members attribute the lower employment rates to a number of timing issues, such as clients who must wait on results of state licensing before accepting a position. Staff members also cite a delay between program completion and employment start dates, which may be a function of the current economy.

The program far exceeded targeted performance for clients entering basic skills training (see the second output). Staff members report a concerted effort to enroll more clients in this training. They also note that a successful round of orientations in the fall of 2008 led to a large number of clients enrolling in the program.

Long-Term Training Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	823	655	126%
Number of clients who entered basic education skills training (ESL, G.E.D.)	154	70	220%
Number of clients who entered job training (degree- or certificate-level)	669	585	114%
<i>Outcomes</i>			
Percentage of clients actively seeking employment who obtained employment	78% (75/96)	95% (74/78)	82%
Percentage of clients who obtained employment two (2) quarters prior and retained employment for 6 months	100% (75/75)	96% (47/49)	104%
Percentage of clients who obtained employment at a livable wage of \$9.00/hr. or higher	100% (75/75)	97% (72/74)	103%

Easter Seals Central Texas Employment Solutions

Program Description

The Easter Seals Central Texas (ESCT) Employment Solutions program works to reduce barriers and provide supports needed for clients to maintain successful, long-term employment outcomes. The program identifies behavioral barriers to successful employment; increases knowledge and skill levels to identify and access community resources that provide assistance with basic needs, education, housing, and counseling; increases individual choices to develop employment skills; and increases participation in the decision process to allow clients to make choices that affect their lives.

Funding

The total TCHHS/VS investment in the Employment Solutions program for 2008 was \$64,500. This investment comprised 1.6% of the total program budget. TCHHS/VS also funds Easter Seals Central Texas's Developmental and Clinical Solutions program, which is described in the Behavioral Health issue area section.

Eligibility Criteria

Employment Solutions serves men and women residing in Travis County. Participants are of working age and are frequently homeless, have multiple disabilities (regardless of type or severity), are chemically dependent, and/or experiencing mental health issues. Most participants have incomes below 200% of the Federal Poverty Income Guideline level.

Client Demographics

Clients in this program were largely male (70%). Clients were predominately in the 25 to 55 age range, with 38% of clients ages 37 to 55 and 28% of clients ages 25 to 36. Over a third (36%) of clients were Hispanic or Latino. A slight majority (55%) of clients were White and 43% of clients were Black or African-American. Nearly half (48%) of clients had unknown income levels. Of those reporting income, 46% had incomes at or below 150% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	48	30%	18 to 24	30	19%
Male	111	70%	25 to 36	45	28%
<i>Total</i>	<i>159</i>	<i>100%</i>	37 to 55	60	38%
			56 to 74	24	15%
			<i>Total</i>	<i>159</i>	<i>100%</i>
Ethnicity			Income		
Hispanic or Latino	57	36%	<50% of FPIG	6	4%
Not Hispanic or Latino	102	64%	50% to 100%	33	21%
<i>Total</i>	<i>159</i>	<i>100%</i>	101% to 150%	34	21%
			151% to 200%	9	6%
			Balance – Not Specified	77	48%
			<i>Total</i>	<i>159</i>	<i>100%</i>
Race					
Asian	4	3%			
Black or African American	68	43%			
White	87	55%			
<i>Total</i>	<i>159</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

East and Southwest areas of Travis County each comprised 23% of the total client population. Clients were also located in North (16%) and Northeast (15%) areas. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	3	1.9%	78727	4	2.5%	78660	11	6.9%	78704	10	6.3%
<i>Total Central</i>	<i>3</i>	<i>1.9%</i>	78729	3	1.9%	78664	1	0.6%	78735	5	3.1%
			78757	4	2.5%	78752	3	1.9%	78736	1	0.6%
East			78758	10	6.3%	78753	7	4.4%	78737	3	1.9%
78702	12	7.5%	78759	4	2.5%	78754	1	0.6%	78745	10	6.3%
78721	10	6.3%	<i>Total North</i>	<i>25</i>	<i>15.7%</i>	<i>Total Northeast</i>	<i>23</i>	<i>14.5%</i>	78748	3	1.9%
78723	11	6.9%						78749	5	3.1%	
78724	4	2.5%						<i>Total Southwest</i>	<i>37</i>	<i>23.3%</i>	
<i>Total East</i>	<i>37</i>	<i>23.3%</i>									
			Northwest			Southeast			West		
Other/Unknown			78645	1	0.6%	78741	7	4.4%	78703	3	1.9%
Other	11	6.9%	78731	2	1.3%	78744	4	2.5%	<i>Total West</i>	<i>3</i>	<i>1.9%</i>
Unknown	4	2.5%	<i>Total Northwest</i>	<i>3</i>	<i>1.9%</i>	78747	2	1.3%			
<i>Total Other/Unknown</i>	<i>15</i>	<i>9.4%</i>				<i>Total Southeast</i>	<i>13</i>	<i>8.2%</i>			

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

This program achieved all but one of its goals within the target range of performance, falling slightly short on the first outcome. Program staff members explain that measurement of the second outcome occurs at staggered intervals and is not necessarily congruent with the establishment of the individual service plans. Also, clients may have more than one goal in their plan, as they may participate in multiple programs. This may lead to a higher number of goals measured, compared to the number of service plans.

Employment Solutions Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	159	149	107%
Number of clients receiving individualized service plans	140	124	113%
<i>Outcomes</i>			
Percentage of clients reporting satisfaction with services	72% (120/167)	81% (120/149)	89%
Percentage of clients meeting goals of individual service plan	75% (120/160)	81% (100/124)	93%

Goodwill Industries of Central Texas

Ready to Work

Program Description

The Ready to Work program assists low-income persons experiencing barriers to finding and retaining employment. Services are provided at the Rosewood Family Enrichment Center located in East Austin and in the Travis County Service Centers at Pflugerville and at Palm Square in Austin. Participants receive individualized services to overcome barriers and enter the workforce.

Funding

The total TCHHS/VS investment in the Ready to Work program for 2008 was \$137,439. This investment comprised 22.5% of the total program budget.

Eligibility Criteria

This program serves unemployed and low-income individuals. Participants are residents of the Travis County neighborhoods with the highest unemployment and poverty rates. Participants live at or below 200% of the Federal Poverty Income Guideline level.

Client Demographics

Male clients comprised 71% of the total client population. A little over half (54%) of clients were ages 37 to 55 and over a quarter (26%) of clients were Hispanic or Latino. Half of the clients were Black or African-American and 48% were White. Most (84%) clients had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	92	29%	18 to 24	30	9%
Male	230	71%	25 to 36	100	31%
<i>Total</i>	<i>322</i>	<i>100%</i>	37 to 55	175	54%
			56 to 74	15	5%
			75 and Over	2	1%
			<i>Total</i>	<i>322</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	85	26%			
Not Hispanic or Latino	237	74%			
<i>Total</i>	<i>322</i>	<i>100%</i>			
Race			Income		
Asian	7	2%	<50% of FPIG	205	64%
Black or African American	162	50%	50% to 100%	67	21%
White	153	48%	101% to 150%	29	9%
<i>Total</i>	<i>322</i>	<i>100%</i>	151% to 200%	21	7%
			<i>Total</i>	<i>322</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Clients were dispersed throughout Travis County, although there was a greater concentration of clients in the eastern areas of the county. Locations with higher client density include the East (30%), Southeast (22%), and Northeast (16%) areas. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	35	10.9%	78727	1	0.3%	78621	4	1.2%	78704	8	2.5%
78751	1	0.3%	78728	4	1.2%	78653	2	0.6%	78735	2	0.6%
78756	3	0.9%	78729	2	0.6%	78660	15	4.7%	78745	18	5.6%
<i>Total Central</i>	<i>39</i>	<i>12.1%</i>	78757	4	1.2%	78664	2	0.6%	78748	1	0.3%
			78758	9	2.8%	78752	10	3.1%	78749	2	0.6%
East			78759	1	0.3%	78753	17	5.3%	<i>Total Southwest</i>	<i>31</i>	<i>9.6%</i>
78702	43	13.4%	<i>Total North</i>	<i>21</i>	<i>6.5%</i>	78754	1	0.3%			
78721	16	5.0%			<i>Total Northeast</i>	<i>51</i>	<i>15.8%</i>				
78722	6	1.9%	Northwest					West			
78723	22	6.8%	78641	2	0.6%	78617	22	6.8%	78746	1	0.3%
78724	7	2.2%	78645	1	0.3%	78741	30	9.3%	<i>Total West</i>	<i>1</i>	<i>0.3%</i>
78725	2	0.6%	78726	1	0.3%	78742	1	0.3%			
<i>Total East</i>	<i>96</i>	<i>29.8%</i>	78734	2	0.6%	78744	15	4.7%			
			78750	1	0.3%	78747	2	0.6%			
Other			<i>Total Northwest</i>	<i>7</i>	<i>2.2%</i>	<i>Total Southeast</i>	<i>70</i>	<i>21.7%</i>			
Other	6	1.9%									
<i>Total Other</i>	<i>6</i>	<i>1.9%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Ready to Work program achieved all goals within their targeted performance range. The program greatly surpassed its goals for client participation in training and development of individual service plans (see the second and third outputs). Staff members note an increase in the number of clients seeking assistance and accessing job help centers in hopes of finding suitable employment. They also report that through job readiness and financial trainings offered by the program, clients have been able to work closely with their Placement Specialist to develop strategies and skills to obtain and retain higher wage jobs.

Ready to Work Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	322	278	116%
Number of clients participating in training	261	207	126%
Number of clients developing individual service plans	287	207	139%
<i>Outcomes</i>			
Percentage of clients placed in jobs	68% (219/322)	70% (195/278)	97%
Percentage of clients completing 180 days attachment to work after placement	62% (132/214)	50% (98/195)	123%
Percentage of clients placed in jobs with earnings of at least \$9.00/hour	53% (117/219)	50% (98/195)	106%

Skillpoint Alliance

Youth, College and Career / Adult Workforce

Program Description

This program builds partnerships among industry, education, and the community in order to promote Central Texans' college and career success and meet employers' needs for a qualified workforce. The Youth, College, and Career (YCC) program focuses on building college and career awareness for youth in the emerging workforce. Construction Gateway provides critical, entry-level skills in the construction industry to adults with significant barriers to employment.

Funding

The total TCHHS/VS investment in the Youth, College, and Career/Adult Workforce program for 2008 was \$244,965. This investment comprised 19.3% of the total program budget.

Eligibility Criteria

Skillpoint serves multiple populations, including business and industry representatives; educators; students; and low-income, disadvantaged adults.

Client Demographics and Client Zip Codes

Individual client demographics and zip codes are unavailable, and thus, are not included.

Performance Goals and Results

Skillpoint Alliance met all but one of its targeted goals successfully. The program fell short of performance expectations on the first outcome; staff members note that the number of educators reporting a positive change in their teaching efficacy was lower than predicted. Most notably, the program greatly surpassed the goal for the first output, as there were an unexpectedly large number of students that were exposed to college and career opportunities through the YCC program in the third quarter of 2008. Furthermore, the Gateway program had a greater program completion rate than originally anticipated, resulting in a larger number of clients seeking, obtaining, and retaining employment.

Youth, College and Career / Adult Workforce Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of students provided college and career awareness and training (YCC)	16,831	12,000	140%
Number of educators receiving professional development training (YCC)	92	100	92%
Number of unduplicated clients enrolled in Job Training (Gateway)	95	96	99%
Number of clients who completed Job Training (Gateway)	80	72	111%
<i>Outcomes</i>			
Percentage of educators who reported a change in their teaching efficacy as a result of receiving professional development (YCC)	33% (30/92)	75% (75/100)	44%
Percentage of clients actively seeking employment who obtained employment (Gateway)	80% (64/80)	75% (54/72)	107%
Percentage of clients who obtained employment at a living wage of \$9.00/hr or more (Gateway)	72% (46/64)	74% (40/54)	97%
Percentage of clients who obtained employment two (2) quarters prior and retained employment for 6 months (Gateway)	76% (45/59)	74% (40/54)	103%

Vaughn House, Inc.

Community Rehabilitation

Program Description

Vaughn House, Inc. provides a support system for helping deaf/hard of hearing adults with a dual diagnosis (i.e., have co-occurring disabilities such as mental retardation or another disability) to become as independent and self-supporting as their personal level of potential allows. Program elements include day habilitation, supported home living, financial management assistance, and training and/or coaching of capable individuals to qualify for, find, and maintain employment.

Funding

The total TCHHS/VS investment in the Community Rehabilitation program for 2008 was \$47,229. This investment comprised 8.2% of the total program budget.

Eligibility Criteria

This program serves disabled individuals who live in Travis County, are deaf or hard of hearing, have a dual diagnosis, and are at risk of becoming homeless or institutionalized. Many also receive some kind of public assistance, such as Supplemental Security Income and/or Social Security Disability Insurance.

Client Demographics

Nearly two-thirds (65%) of clients were male, and a slight majority (58%) were ages 37 to 55 years old. Almost a quarter (22%) of clients were Hispanic or Latino, and over half (58%) were White. Please note that this program counted “Hispanic or Latino” as a race; therefore, the “Balance - Not Specified” in the Race section equals the count of “Hispanic or Latino” in the Ethnicity section. All clients had incomes between 50% and 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	23	35%	25 to 36	14	22%
Male	42	65%	37 to 55	38	58%
<i>Total</i>	<i>65</i>	<i>100%</i>	56 to 74	13	20%
			<i>Total</i>	<i>65</i>	<i>100%</i>

Ethnicity	Number	Percent	Income	Number	Percent
Hispanic or Latino	14	22%	50% to 100%	65	100%
Not Hispanic or Latino	51	78%	<i>Total</i>	<i>65</i>	<i>100%</i>
<i>Total</i>	<i>65</i>	<i>100%</i>			

Race	Number	Percent
Black or African American	13	20%
White	38	58%
Balance – Not Specified	14	22%
<i>Total</i>	<i>65</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Clients in this program were primarily located in the southern areas of Travis County. About half (51%) of clients were located in the Southwest area, and 19% were in the Southeast area. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	3	4.6%	78729	1	1.5%	78754	1	1.5%	78704	7	10.8%
78751	2	3.1%	78758	3	4.6%	<i>Total Northeast</i>	<i>1</i>	<i>1.5%</i>	78745	21	32.3%
78756	1	1.5%	<i>Total North</i>	<i>4</i>	<i>6.2%</i>				78748	4	6.2%
<i>Total Central</i>	<i>6</i>	<i>9.2%</i>							78749	1	1.5%
									<i>Total Southwest</i>	<i>33</i>	<i>50.8%</i>
East			Northwest			Southeast					
78723	3	4.6%	78726	1	1.5%	78617	1	1.5%			
78724	1	1.5%	<i>Total Northwest</i>	<i>1</i>	<i>1.5%</i>	78741	7	10.8%			
<i>Total East</i>	<i>4</i>	<i>6.2%</i>				78744	3	4.6%			
						78747	1	1.5%			
Other						<i>Total Southeast</i>	<i>12</i>	<i>18.5%</i>			
Other	4	6.2%									
<i>Total Other</i>	<i>4</i>	<i>6.2%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

This program exceeded its output goals but fell slightly short of outcome goals. Program staff members explain that securing three additional state contracts and filling their Day Habilitation program helped them exceed their projected number of clients served (see the first output). Vaughn House intentionally provides training and employment services to individuals with a high level of need. Thus, clients experienced more difficulty completing training and retaining employment (see the first and second outcomes).

Community Rehabilitation Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	65	59	110%
Number of clients receiving job readiness training	21	15	140%
Number of clients in supported employment	38	28	136%
<i>Outcomes</i>			
Percentage of clients who complete job readiness training	50% (8/16)	67% (10/15)	75%
Percentage of clients in supported employment who retained employment for a minimum of 6 months	67% (26/39)	75% (21/28)	89%