

Behavioral Health

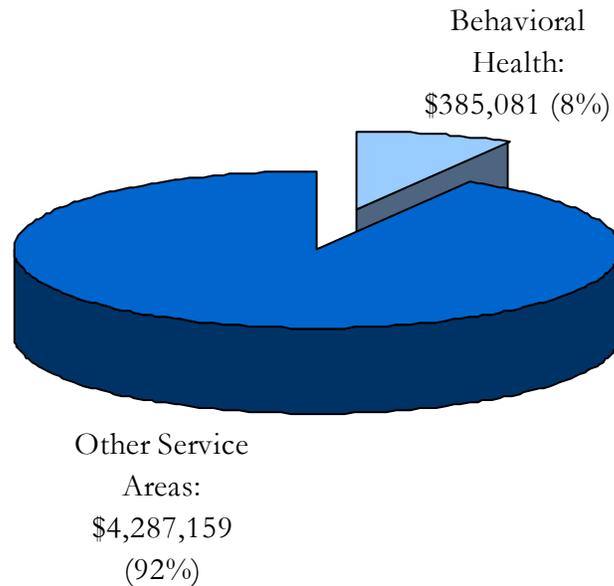
Goals and Services

Programs within this service area provide prevention, intervention, and treatment to adults and children who have been impacted by issues of mental illness, substance abuse, and developmental disabilities. Some examples of services included in this service area are mental health, psychiatric, marriage and family counseling; addictions treatment; and substance abuse services.

Contracted Service Providers included in this Service Area

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Percent of Investment in Behavioral Health and Other Service Areas, 2008



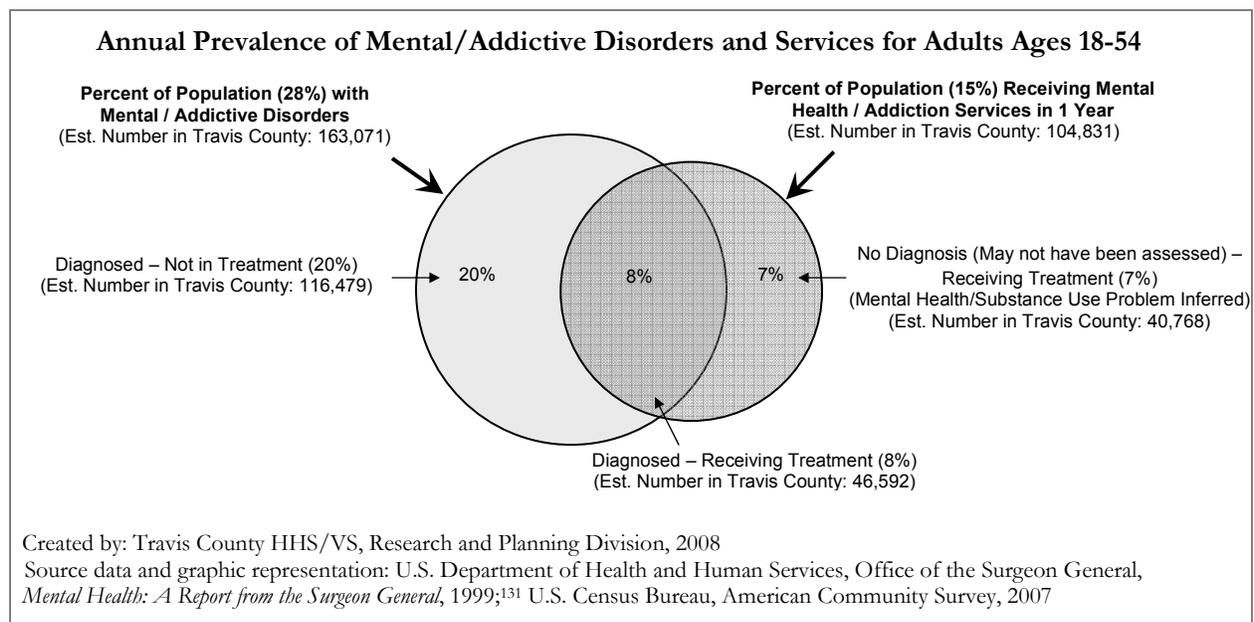
Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer behavioral health services. Contracted services included in this issue area primarily provide mental health and substance use counseling services. Other services include peer support and substance abuse education.

If serious behavioral health issues are unaddressed, the **consequences can be significant**. Mental health disorders, for example, can lead to lost earnings,¹²⁰ a shorter life span,¹²¹ and reduced cognitive development for children of mentally-ill parents.¹²² Similarly, substance abuse and addiction can impair work productivity, cognition, physical health, and social relationships.¹²³ Studies indicate that failure to treat behavioral health issues may take a considerable **economic toll** on society. The estimated fiscal cost of drug abuse totaled \$213.6 billion in 2008.¹²⁴ Most (71%) of the cost resulted from lost productivity while health care accounted for 9% of the cost and other expenses, primarily consisting of criminal justice and crime victim expenses, led to 21% of these costs.¹²⁵ Researchers estimate that, in 2008, serious mental illness cost society \$228.13 billion in lost income alone.¹²⁶

Prevalence and Service Rates for Adults

Nationally, 28% of adults ages 18 to 54 are estimated to have a diagnosable mental and/or addictive disorder in any given year.¹²⁷ The vast majority (78%) of these adults with diagnosable mental disorders experience anxiety disorders, and most of the remainder (33%) have mood disorders (e.g., bipolar).¹²⁸ Nearly one in five adults (or 19%) are estimated to have a mental disorder only, 6% are estimated to have an addictive disorder only, and 3% are estimated to have dual diagnosis.¹²⁹ The share of adults estimated to have a *serious* mental illness, or a disorder that impedes social functioning, is 5.4% (or an estimated 31,449 adults in Travis County), and the share with a *severe and persistent* mental illness, which includes illnesses such as schizophrenia, bipolar disorder, and other types of severe depression, is 2.6% (or an estimated 15,142 adults in Travis County).¹³⁰

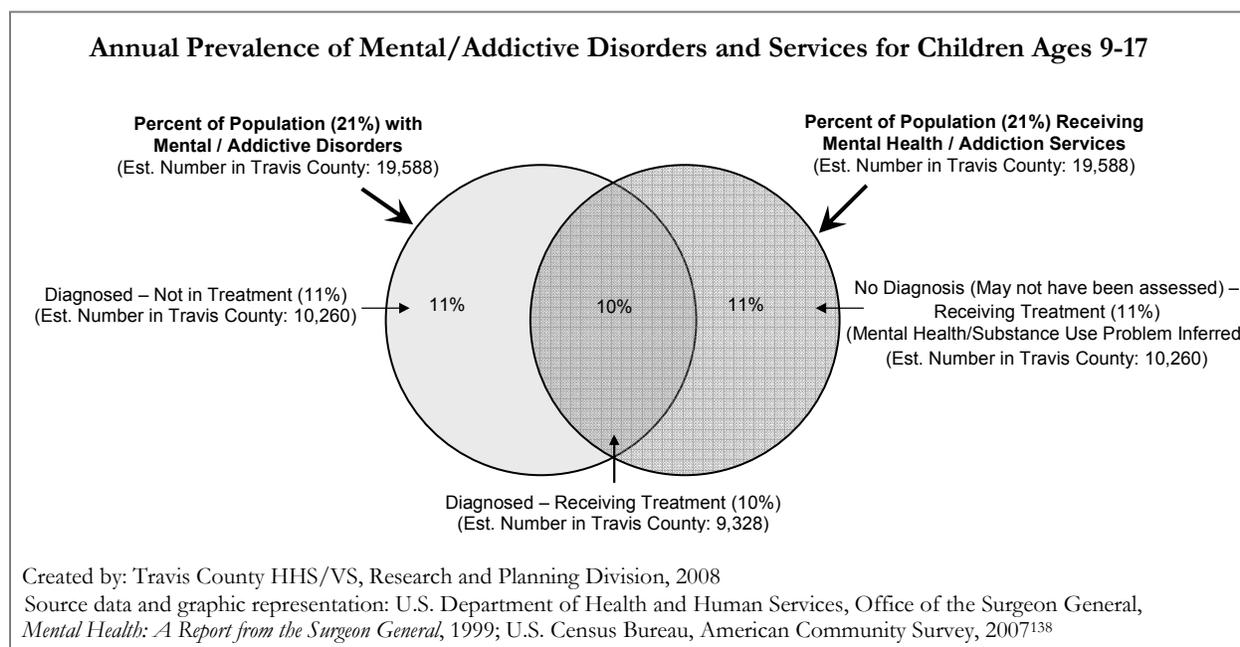


Only 29% of adults with a diagnosable disorder receive treatment. Cost is the most common impediment. Examples of other barriers include concerns about stigma, being hospitalized, time constraints, and the treatment not being effective.¹³² Of adults with diagnosable disorders who receive treatment, 44% receive treatment from specialized mental health professionals (such as, psychiatrists and psychologists), 33% receive treatment from medical professionals (for instance, internist and nurse practitioner), and 22% receive treatment from other social service systems (for example, criminal justice, education, religious, and social service sectors) or volunteers (such as, self-help groups).¹³³

Prevalence and Service Rates for Children

Nationally, 21% of children ages 9 to 17 are estimated to have a diagnosable mental and/or addictive disorder during the course of a year.¹³⁴ A majority (62%) of these children with diagnosable mental disorders have anxiety disorders, approximately half (49%) have a disruptive disorder, and nearly a third (30%) have mood disorders.¹³⁵ One in five children (or 20%) are estimated to have a mental disorder “with at least mild functional impairment” and 2% are estimated to have a substance use disorder.¹³⁶ The share of children estimated to experience a *severe* emotional disturbance, which seriously impairs social functioning, is 5% to 9% (or between approximately 4,500 and 8,500 children in Travis County).¹³⁷

Only 48% of children with a diagnosable disorder receive treatment. When seeking treatment for children, caretakers face similar barriers to those faced by adults seeking treatment. Of children with diagnosable disorders who receive treatment, 51% receive treatment from specialized mental health professionals, 40% receive treatment from school services, 6% receive treatment from medical professionals, and 3% receive treatment from other social service systems or volunteers.

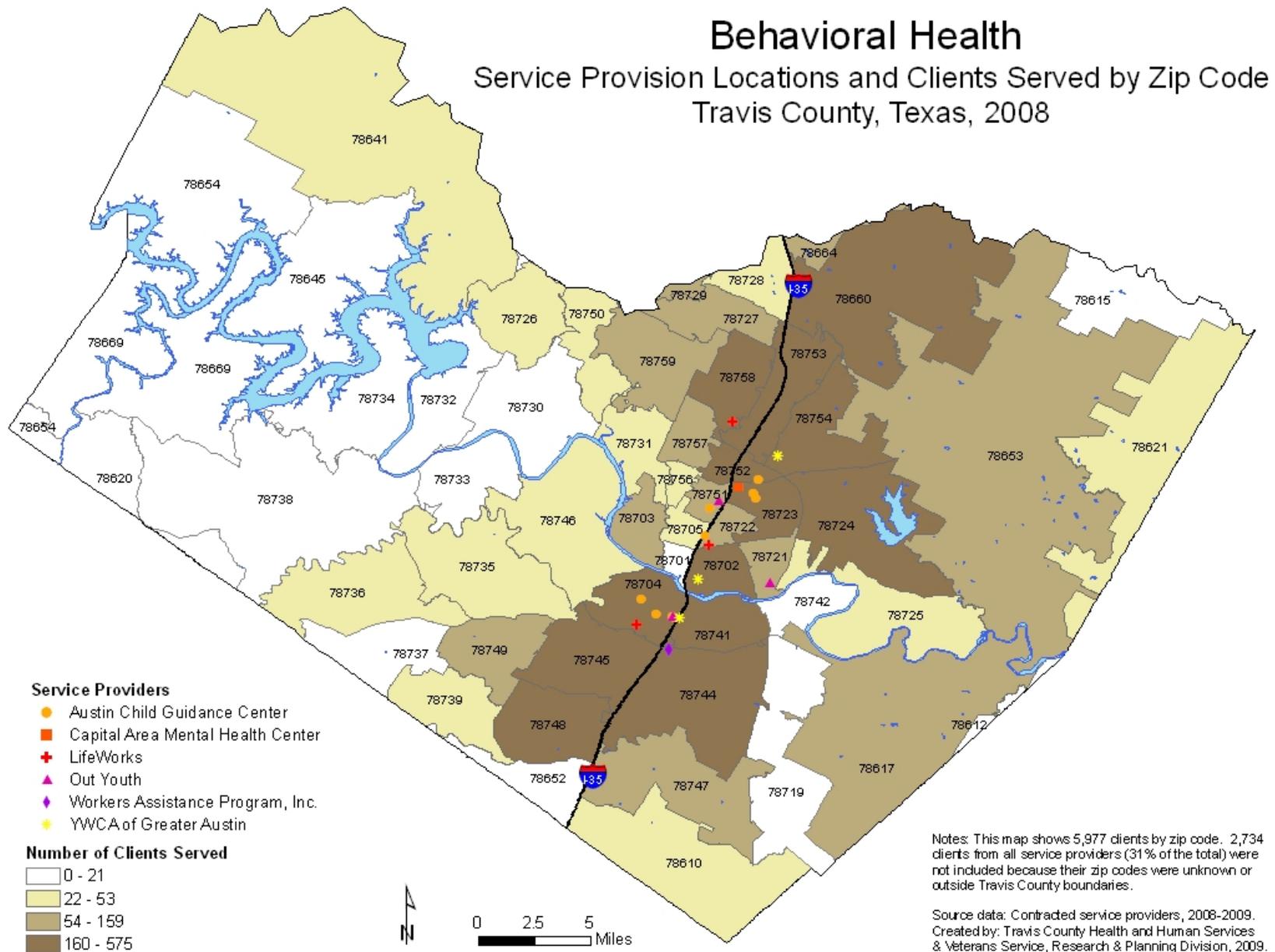


Similarly, local statistics indicate that **many Travis County residents in need of behavioral health services are unable to receive services.**¹³⁹ For example, between September 2007 and July 2008, 1,763 adults were on the Austin Travis County Mental Health Mental Retardation Center (ATCMHMR) wait list for psychiatric services.¹⁴⁰ Individuals with moderate to severe mental disorders spend an average of around two months on this wait list before receiving treatment while individuals with less severe mental disorders have much longer waiting periods and may never leave the wait list.¹⁴¹ Residential substance abuse treatment facilities face similar wait lists; and, an insufficient number of detoxification programs are available given the size of the population within Travis County.¹⁴²

The discrepancy between residents' need for services and their receipt of services also stems from the limited number of mental health providers in Travis County.¹⁴³ Additionally, the Travis County public hospital system has limited, dedicated psychiatric services compared to other sizable urban areas.¹⁴⁴

Impact of Economic Downturn

A growing number of Americans are losing their jobs, filing for bankruptcy, and losing their homes due to foreclosure (see the Introduction). Several studies have found that, across diverse populations, individuals facing significant economic strains are at an increased risk of experiencing depression, anxiety, irritability, anger, social isolation,¹⁴⁵ and suicidal ideation.¹⁴⁶ Stress also heightens the risk of relapse or starting/prolonging substance abuse.¹⁴⁷ Psychologists now report a greater number of clients drinking alcohol, experiencing or committing domestic violence, and facing marital troubles related to foreclosure.¹⁴⁸ Children are also vulnerable in times of economic uncertainty. One longitudinal study showed that the consequences of such crises in families can be significant and long-term for the children and may include adverse social, educational, and psychological outcomes.¹⁴⁹ Though the need for behavioral health treatment may be rising, people may face additional challenges to accessing treatment if they lose their jobs and, in turn, their health insurance.¹⁵⁰



Austin Child Guidance Center

Children's Outpatient Mental Health and Evaluation Services

Austin Child Guidance Center's goal is to improve the mental health of children, adolescents, and their families through intervention, diagnosis, and treatment. Services include assessment; evaluation; individual, family, and group therapy; parent support and training; community presentations; and training of future professionals. Through this work, the program promotes the development of social and emotional skills for successfully meeting life's challenges.

Funding

The total TCHHS/VS investment in the Children's Outpatient Mental Health and Evaluation Services program for 2008 was \$101,343. This investment comprised 7.2% of the total program budget.

Eligibility Criteria

This program serves children and adolescents living in Travis County who are up to 17 years of age and who are experiencing mental, emotional, and/or behavioral problems. The program also serves their families. Treatments are offered on a sliding fee scale and no one is denied services because of an inability to pay. The TCHHS/VS contract, however, only funds services for families whose income is no more than 200% of the Federal Poverty Income Guideline level; the majority of these families are low-income or under-employed.

Client Demographics

The demographics for a significant number of clients are unknown. A majority of youth participating in off-site groups facilitated by the Center were unable to provide their demographic information. County staff members are working with this service provider to determine data collection strategies for services that do not easily conform to reporting requirements. Among clients for whom demographics were known, they were fairly evenly split across gender lines; most were between the ages of 6 and 17; most were White; and a majority had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.) Please note that given the limited number of clients with known demographics, their characteristics may not reflect those of clients with unknown demographics.

Gender	Number	Percent	Age	Number	Percent
Female	1,086	26%	5 and Under	217	5%
Male	835	20%	6 to 12	508	12%
Balance – Not Specified	2,194	53%	13 to 17	395	10%
<i>Total</i>	<i>4,115</i>	<i>100%</i>	18 to 24	18	0.4%
			25 to 36	155	4%
			37 to 55	154	4%
			56 to 74	39	1%
			75 and Over	1	0.02%
			Balance – Not Specified	2,628	64%
			<i>Total</i>	<i>4,115</i>	<i>100%</i>
Ethnicity	Number	Percent	Income	Number	Percent
Hispanic or Latino	802	19%	<50% of FPIG	611	15%
Not Hispanic or Latino	1,313	32%	50% to 100%	191	5%
Balance – Not Specified	2,000	49%	101% to 150%	101	2%
<i>Total</i>	<i>4,115</i>	<i>100%</i>	151% to 200%	43	1%
			>200%	450	11%
			Balance – Not Specified	2,719	66%
			<i>Total</i>	<i>4,115</i>	<i>100%</i>
Race	Number	Percent	Income	Number	Percent
American Indian or Alaskan Native	5	0.1%	<50% of FPIG	611	15%
Asian	4	0.1%	50% to 100%	191	5%
Black or African American	291	7%	101% to 150%	101	2%
Native Hawaiian or Other Pacific Islander	14	0.3%	151% to 200%	43	1%
White	889	22%	>200%	450	11%
Balance – Multiple Races	110	3%	Balance – Not Specified	2,719	66%
Balance – Not Specified	2,802	68%	<i>Total</i>	<i>4,115</i>	<i>100%</i>
<i>Total</i>	<i>4,115</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Among Children’s Outpatient Mental Health and Evaluation Services clients for whom zip codes were known, the largest share resided in the East section of Travis County when they began participating in the program. The next largest shares resided in the Southwest and Northeast sections of the County. (See Appendix E for zip code classification map.) Please note that zip codes were not specified for approximately half of all clients. Staff members report that the Center is taking steps in 2009 to obtain more complete zip code data. In particular, they will work with off-site staff to ensure that this information is collected and reported.

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent				
	78705	7	0.2%		78727	19	0.5%		78621	4	0.1%		78704	127	3.1%
	78751	22	0.5%		78728	3	0.1%		78653	32	0.8%		78735	5	0.1%
	78756	11	0.3%		78729	22	0.5%		78660	96	2.3%		78736	6	0.1%
	<i>Total Central</i>	<i>40</i>	<i>1.0%</i>		78757	44	1.1%		78664	19	0.5%		78737	5	0.1%
					78758	94	2.3%		78752	46	1.1%		78739	6	0.1%
East					78759	22	0.5%		78753	101	2.5%		78745	102	2.5%
	78702	241	5.9%		<i>Total North</i>	<i>204</i>	<i>5.0%</i>		78754	19	0.5%		78748	63	1.5%
	78721	65	1.6%					<i>Total Northeast</i>	<i>317</i>	<i>7.7%</i>		78749	28	0.7%	
	78722	23	0.6%	Northwest								<i>Total Southwest</i>	<i>342</i>	<i>8.3%</i>	
	78723	100	2.4%		78641	13	0.3%								
	78724	50	1.2%		78645	10	0.2%	Southeast				West			
	78725	21	0.5%		78669	7	0.2%		78610	11	0.3%		78620	5	0.1%
	<i>Total East</i>	<i>500</i>	<i>12.2%</i>		78726	2	0.05%		78617	26	0.6%		78703	16	0.4%
Other/Unknown					78730	4	0.1%		78741	84	2.0%		78733	9	0.2%
Other	146	3.5%			78731	15	0.4%		78742	4	0.1%		78746	4	0.1%
Unknown	2,215	53.8%			78732	4	0.1%		78744	106	2.6%		<i>Total West</i>	<i>34</i>	<i>0.8%</i>
<i>Total Other/Unknown</i>	<i>2,361</i>	<i>57.4%</i>			78734	3	0.1%		78747	16	0.4%				
					78750	12	0.3%		<i>Total Southeast</i>	<i>247</i>	<i>6.0%</i>				
					<i>Total Northwest</i>	<i>70</i>	<i>1.7%</i>								

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Austin Child Guidance Center met the target range of its goals for all performance measures except for the fifth output. The program greatly exceeded the first output performance measure. Program staff members report that the primary reason for the unexpectedly high number of clients served was due to the expansion of groups offered and to a large number of clinical interns being available to provide services. Staff members also explain that the result for the fifth output, which measures the number of clients receiving only a baseline diagnosis and/or mental health recommendation, was less than expected because more clients were willing to wait to participate in long-term treatment rather than in one-time visits.

Children’s Outpatient Mental Health and Evaluation Services 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	4,115	2,800	147%
Number of clients provided professional counseling and specialized group services	1,591	1,500	106%
Number of client assessments/evaluation contacts provided	2,091	1,800	116%
Number of hours of services delivered	23,901	23,000	104%
Number of clients receiving baseline diagnosis and/or mental health recommendations only	180	360	50%
<i>Outcomes</i>			
Percentage of clients making progress on treatment plan goal(s) and/or Youth Outcome Questionnaire measure	89% (507/567)	85% (425/500)	105%
Percentage of clients receiving specialized group services with achievable measures showing positive increases/changes	85% (286/335)	85% (221/260)	100%

Capital Area Mental Health Center

Low-Cost, No-Session-Limit Outpatient Counseling

Capital Area Mental Health Center offers low-cost, no-session-limit outpatient counseling services to all Central Texans who need and desire them. This agency serves as the primary referral source of many Austin agencies for clients needing longer term mental health treatment. The main service is once-per-week outpatient counseling/psychotherapy and typically lasts 50 minutes. The client's clinical needs and the desires of the clients are the sole determinants of the length of treatment. Group therapy is also available.

Funding

The total TCHHS/VS investment in the Low-Cost, No-Session-Limit Outpatient Counseling program for 2008 was \$17,174. This investment comprised 7.1% of the total program budget.

Eligibility Criteria

This program serves low-income adults, couples, children, and families. The program offers a sliding fee scale, which is based on household size and income and falls as low as \$10 per session. The program's eligibility criteria are extremely inclusive, providing services to almost anyone except those in acute crisis, requiring inpatient care. The program treats virtually all presenting issues with some of the more common being Major Depression, Anxiety Disorders, Trauma, Sexual Abuse, Bipolar Disorder, Obsessive-Compulsive Disorder, and relationship issues.

Client Zip Codes

When enrolling in the program, approximately one in five (21.3%) clients resided in the Southwest section of Travis County. The next largest percentages of clients resided in the Northeast, North, and East sections of the County. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent				
	78701	5	0.6%		78727	12	1.4%		78621	8	0.9%		78652	1	0.1%
	78705	23	2.7%		78728	15	1.7%		78653	6	0.7%		78704	62	7.2%
	78751	31	3.6%		78729	13	1.5%		78660	27	3.1%		78735	7	0.8%
	78756	20	2.3%		78757	25	2.9%		78664	11	1.3%		78736	2	0.2%
<i>Total Central</i>	<i>79</i>	<i>9.2%</i>			78758	23	2.7%		78752	28	3.3%		78737	3	0.3%
					78759	27	3.1%		78753	37	4.3%		78739	9	1.0%
East				<i>Total North</i>	<i>115</i>	<i>13.4%</i>			78754	17	2.0%		78745	54	6.3%
	78702	36	4.2%				<i>Total Northeast</i>	<i>134</i>	<i>15.6%</i>				78748	21	2.4%
	78721	5	0.6%										78749	24	2.8%
	78722	18	2.1%										<i>Total Southwest</i>	<i>183</i>	<i>21.3%</i>
	78723	41	4.8%												
	78724	6	0.7%	Northwest			Southeast					West			
	78725	2	0.2%		78641	12	1.4%		78610	6	0.7%		78620	2	0.2%
<i>Total East</i>	<i>108</i>	<i>12.6%</i>			78654	1	0.1%		78617	3	0.3%		78703	15	1.7%
					78669	2	0.2%		78741	40	4.7%		78733	1	0.1%
Other/Unknown					78726	10	1.2%		78744	25	2.9%		78746	4	0.5%
Other	3	0.3%			78731	13	1.5%		78747	7	0.8%		<i>Total West</i>	<i>22</i>	<i>2.6%</i>
Unknown	80	9.3%			78732	2	0.2%		<i>Total Southeast</i>	<i>81</i>	<i>9.4%</i>				
<i>Total Other/Unknown</i>	<i>83</i>	<i>9.7%</i>			78734	5	0.6%								
					78750	10	1.2%								
				<i>Total Northwest</i>	<i>55</i>	<i>6.4%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Capital Area Mental Health Center met the target range of goals for all performance measures and far exceeded the goal for the first output. Staff members attribute this higher-than-expected result for the first output to bringing in an additional staff member to re-configure their space to allow for more efficient use. The re-configured space allowed the agency to recruit additional therapists and thereby serve more clients.

Low-Cost, No-Session-Limit Outpatient Counseling Program 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	860	600	143%
Number of counseling sessions completed	9,523	9,000	106%
<i>Outcomes</i>			
Percentage of surveyed clients who were satisfied with services	95% (555/586)	90% (540/600)	105%
Percentage of surveyed clients who reported progress on their personal goals	91% (536/586)	85% (510/600)	108%
Percentage of surveyed clients with improvement in their mental health status	87% (550/634)	85% (510/600)	102%

Out Youth

Youth Development

The goal of Out Youth's Youth Development program is to provide safe spaces for sexual minority and gender variant youth and to promote healthy youth development, positive mental health, and supportive relationships. The Counseling Program provides crisis intervention and counseling through formal and informal counseling with licensed social workers and supervised interns. The Support Program provides peer support, mentoring, and peer socialization as part of crisis prevention. Out Youth also maintains a drop-in center, where youth can meet and talk with friends, receive a deeper level of support through support groups and promotion of mental health, and talk with adult volunteers who act as mentors.

Funding

The total TCHHS/VS investment in the Youth Development program for 2008 was \$12,880. This investment comprised 13.5% of the total program budget.

Eligibility Criteria

This program serves youth between the ages of 12 and 19 who identify as gay, lesbian, bisexual, transgender, or who are questioning their sexual orientation. Supportive straight allies are also welcome.

Client Demographics

The Youth Development program is fairly evenly split across gender lines, with 45% of all clients being female. Approximately half (51%) of clients were between the ages of 13 and 17. Approximately one quarter (26%) of clients were Hispanic or Latino. In terms of race, slightly more than two-thirds (69%) of clients were White and 10% were Black or African American. Please note that income data are not collected for this population due to their age level.

Gender	Number	Percent	Age	Number	Percent
Female	97	45%	13 to 17	109	51%
Male	91	42%	18 to 24	83	39%
Balance – Not Specified	27	13%	Balance – Not Specified	23	11%
<i>Total</i>	<i>215</i>	<i>100%</i>	<i>Total</i>	<i>215</i>	<i>100%</i>

Race	Number	Percent	Ethnicity	Number	Percent
American Indian or Alaskan Native	1	0.5%	Hispanic or Latino	55	26%
Asian	6	3%	Not Hispanic or Latino	141	66%
Black or African American	21	10%	Balance – Not Specified	19	9%
Native Hawaiian or Other Pacific Islander	1	0.5%	<i>Total</i>	<i>215</i>	<i>100%</i>
White	148	69%			
Black or African American AND White	9	4%			
American Indian or Alaska Native AND Black or African American	1	0.5%			
Balance – Multiple Races	4	2%			
Balance – Not Specified	24	11%			
<i>Total</i>	<i>215</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Among clients residing in Travis County when entering the program, 14.4% were located in the North section of the County, 14% were located in the East section, and 13.5% were located in the Southwest section. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78705	2	0.9%	78727	7	3.3%	78660	4	1.9%	78704	6	2.8%
78751	3	1.4%	78728	1	0.5%	78664	1	0.5%	78735	3	1.4%
78756	3	1.4%	78729	1	0.5%	78753	9	4.2%	78736	5	2.3%
<i>Total Central</i>	8	3.7%	78757	10	4.7%	<i>Total Northeast</i>	14	6.5%	78739	3	1.4%
			78758	8	3.7%				78745	6	2.8%
East			78759	4	1.9%				78748	2	0.9%
78702	10	4.7%	<i>Total North</i>	31	14.4%				78749	4	1.9%
78721	8	3.7%							<i>Total Southwest</i>	29	13.5%
78722	1	0.5%	Northwest			Southeast					
78723	9	4.2%	78641	6	2.8%	78610	2	0.9%	78703	2	0.9%
78724	2	0.9%	78726	1	0.5%	78617	1	0.5%	78733	1	0.5%
<i>Total East</i>	30	14.0%	78731	3	1.4%	78741	5	2.3%	78746	1	0.5%
			78750	1	0.5%	78744	5	2.3%	<i>Total West</i>	4	1.9%
Other/Unknown			<i>Total Northwest</i>	11	5.1%	<i>Total Southeast</i>	13	6.0%			
Other	29	13.5%									
Unknown	46	21.4%									
<i>Total Other/Unknown</i>	75	34.9%									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Out Youth program exceeded all performance goals. The first three outputs were much higher than anticipated due to (1) the implementation of three new satellite youth groups for youth who cannot attend the Out Youth facility; (2) promotion of activities to raise the organization’s profile among youth; (3) the delivery of services in local high schools where school counselors identify need; and (4) the placement of several clinical interns from local universities into the program, which increased the capacity to deliver services.

Youth Development Program 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	215	150	143%
Number of clients who accessed peer support groups	93	50	186%
Number of clients who received individual counseling	44	30	147%
<i>Outcomes</i>			
Percentage of surveyed clients who attended support groups and reported improved social support	82% (42/51)	80% (40/50)	103%
Percentage of surveyed counseling clients who reported progress towards treatment goals	86% (25/29)	80% (24/30)	108%

Workers Assistance Program, Inc.

Youth Advocacy / Creating Lasting Family Connections

The goal of the Youth Advocacy /Creating Lasting Family Connections (CLFC) program is to prevent the onset and/or reduce the incidence of substance abuse among a high-risk population of youth from distressed neighborhoods. Services include substance abuse intervention counseling, educational services, case management, problem identification and referral, and advocacy services. These services are designed to strengthen the youths' ability to resist drug use/abuse by enhancing protective factors among the youth and families.

Funding

The total TCHHS/VS investment in the Youth Advocacy / CLFC program for 2008 was \$43,503. This investment comprised 13.5% of the total program budget.

Eligibility Criteria

This program serves youth who are 13 to 17 years of age, from public middle schools and high schools with high concentrations of minority students, that are showing early signs of substance use (e.g., failing grades, truancy, family conflict, school disciplinary problems, and gang involvement). The program also serves their parents and caregivers.

Client Demographics

Slightly more than half (58%) of Youth Advocacy / CLFC clients were female. Half of all participants were between the ages of 13 and 17, and nearly a third (30%) were between the ages of 37 and 55. Nearly all (92%) clients were Hispanic or Latino. In terms of race, 97% of clients were White. Please note that income data are not collected for this population due to their age level.

Gender	Number	Percent	Age	Number	Percent
Female	121	58%	13 to 17	103	50%
Male	87	42%	18 to 24	1	0.5%
<i>Total</i>	<i>208</i>	<i>100%</i>	25 to 36	38	18%
			37 to 55	63	30%
			56 to 74	3	1%
			<i>Total</i>	<i>208</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	191	92%			
Not Hispanic or Latino	17	8%			
<i>Total</i>	<i>208</i>	<i>100%</i>			
Race					
Black or African American	6	3%			
White	201	97%			
Black or African American AND White	1	0.5%			
<i>Total</i>	<i>208</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Prior to entering the program, 31.7% of clients resided in the Southeast section of Travis County. Approximately one in five (22.6%) clients resided in the Southwest section of the County, and 18.8% resided in the East section. (See Appendix E for zip code classification map.)

<u>East</u>			<u>North</u>	Number	Percent	<u>Northeast</u>	Number	Percent	<u>Southwest</u>	Number	Percent
	78702	9	4.3%		78727	4	1.9%		78621	3	1.4%
	78721	5	2.4%		78757	7	3.4%		78752	7	3.4%
	78723	15	7.2%		78758	10	4.8%		78753	8	3.8%
	78724	10	4.8%		<i>Total North</i>	<i>21</i>	<i>10.1%</i>		<i>Total Northeast</i>	<i>18</i>	<i>8.7%</i>
	<i>Total East</i>	<i>39</i>	<i>18.8%</i>						<i>Total Southwest</i>	<i>47</i>	<i>22.6%</i>
<u>Other/Unknown</u>			<u>Southeast</u>	<u>West</u>							
	Other	9	4.3%		78617	3	1.4%		78746	8	3.8%
	<i>Total Other/Unknown</i>	<i>9</i>	<i>4.3%</i>		78719	3	1.4%		<i>Total West</i>	<i>8</i>	<i>3.8%</i>
					78741	9	4.3%				
					78742	3	1.4%				
					78744	42	20.2%				
					78747	6	2.9%				
					<i>Total Southeast</i>	<i>66</i>	<i>31.7%</i>				

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Youth Advocacy / CLFC program greatly exceeded the performance goals for both outcomes and fell slightly below the target for both outputs. Program staff members explain that they were able to exceed the outcome goals by (1) emphasizing the importance of clients attending and participating in the program, (2) providing consistent case management, and (3) providing an effective teacher for structured education/training.

Staff members also explain that lower output results stem from reductions in the number of referrals to the program. To improve participation, staff continued their recruitment efforts to agencies and developed new relationships with staff at a local high school. These efforts led to a significant rise in referrals in the fourth quarter, but they did not increase fast enough to meet the output goals for the year.

Youth Advocacy / CLFC Program 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	208	250	83%
Number of unduplicated clients who received structured education or training	208	250	83%
<i>Outcomes</i>			
Percentage of youth who completed the program and increased their social competence and/or refusal skills	83% (62/75)	65% (65/100)	127%
Percentage of families who completed the program and who reported improved family functioning and/or family bonding	92% (71/77)	70% (70/100)	132%

Young Women's Christian Association of Greater Austin (d.b.a. YWCA) Counseling and Referral Center

The YWCA of Greater Austin strives to improve mental health by providing short-term (i.e., ten session) sliding scale counseling services for women and their families in individual, couples, and family treatment modalities. The program also offers group services on psycho-educational topics and on-going therapeutic groups.

Funding

The total TCHHS/VS investment in the Counseling and Referral Center program for 2008 was \$90,596. This investment comprised 29.8% of the total program budget.

Eligibility Criteria

The agency specializes in working with low-income women with mental health and substance abuse issues. In the process of doing so, the agency also works with the families of these women.

Client Demographics

Nearly all (93%) of the participants in the Counseling and Referral Center program were female. More than a third (38%) were between the ages of 25 and 36, and slightly fewer (34%) were between the ages of 37 and 55. Almost one quarter (24%) of participants were Hispanic or Latino. In terms of race, 75% of clients were White and 14% were Black or African American. The vast majority (66%) had incomes at or below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	820	93%	6 to 12	16	2%
Male	61	7%	13 to 17	11	1%
<i>Total</i>	<i>881</i>	<i>100%</i>	18 to 24	138	16%
			25 to 36	334	38%
			37 to 55	303	34%
			56 to 74	35	4%
			75 and Over	2	0.2%
			Balance – Not Specified	42	5%
			<i>Total</i>	<i>881</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	211	24%			
Not Hispanic or Latino	614	70%			
Balance – Not Specified	56	6%			
<i>Total</i>	<i>881</i>	<i>100%</i>			
Race			Income		
American Indian or Alaskan Native	2	0.2%	<50% of FPIG	579	66%
Asian	9	1%	50% to 100%	65	7%
Black or African American	119	14%	101% to 150%	36	4%
White	664	75%	151% to 200%	18	2%
Balance – Not Specified	87	10%	>200%	71	8%
<i>Total</i>	<i>881</i>	<i>100%</i>	Balance – Not Specified	112	13%
			<i>Total</i>	<i>881</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Nearly two-thirds (58.6%) of all clients resided in the 78754 zip code in the Northeast section of Travis County when they began the program. The remaining clients were widely dispersed across the County. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	1	0.1%	78727	4	0.5%	78653	3	0.3%	78704	32	3.6%
78705	6	0.7%	78728	2	0.2%	78660	5	0.6%	78735	1	0.1%
78751	6	0.7%	78729	1	0.1%	78664	4	0.5%	78736	2	0.2%
78756	2	0.2%	78757	6	0.7%	78752	8	0.9%	78737	1	0.1%
<i>Total Central</i>	<i>15</i>	<i>1.7%</i>	78758	19	2.2%	78753	12	1.4%	78739	4	0.5%
			78759	7	0.8%	78754	516	58.6%	78745	26	3.0%
East			<i>Total North</i>	<i>39</i>	<i>4.4%</i>	<i>Total Northeast</i>	<i>548</i>	<i>62.2%</i>	78748	12	1.4%
78702	18	2.0%						78749	3	0.3%	
78721	7	0.8%						<i>Total Southwest</i>	<i>81</i>	<i>9.2%</i>	
78722	9	1.0%	Northwest			Southeast					
78723	26	3.0%	78726	1	0.1%	78610	1	0.1%	78620	1	0.1%
78724	6	0.7%	78731	4	0.5%	78617	7	0.8%	78703	6	0.7%
78725	1	0.1%	<i>Total Northwest</i>	<i>5</i>	<i>0.6%</i>	78741	24	2.7%	78733	1	0.1%
<i>Total East</i>	<i>67</i>	<i>7.6%</i>				78744	17	1.9%	<i>Total West</i>	<i>8</i>	<i>0.9%</i>
Other/Unknown						78747	2	0.2%			
Other	12	1.4%				<i>Total Southeast</i>	<i>51</i>	<i>5.8%</i>			
Unknown	55	6.2%									
<i>Total Other/Unknown</i>	<i>67</i>	<i>7.6%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Counseling and Referral Center exceeded expectations across all outcome measures but performed below the targets for all output measures. Program staff members explain that the program was able to serve fewer clients than expected (as reflected in the output performance measure results) because more comprehensive units of service were provided to clients, which limited the number of new clients who could receive services. Staff members attribute the high outcome results to increased funding, which allowed the program to hire additional, experienced staff. Staff members also explain that, over the course of this last year, they relied more heavily on volunteers than interns, which may have also contributed to these results.

Counseling and Referral Center 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	881	1,118	79%
Number of unduplicated clients served – individual, couples, family counseling	215	350	61%
Number of unduplicated clients served – therapy and skill building groups	666	768	87%
<i>Outcomes</i>			
Percentage of clients in counseling who demonstrated improvement in mental health status/functioning by at least 3 points according to pre- and post- GAF scoring results at mid-treatment (at 5 sessions) or final evaluation results (at 10 sessions)	95% (102/107)	75% (120/160)	127%
Percentage of surveyed clients in counseling who reported achievement of a treatment plan goal at mid-treatment (at 4 sessions) or final evaluation results (at 10 sessions)	96% (95/99)	90% (84/93)	106%
Percentage of surveyed clients in counseling who reported improvement in attitude/behavior at mid-treatment (at 4 sessions) or final evaluation results (at 10 sessions)	96% (95/99)	86% (80/93)	112%
Percentage of surveyed clients attending groups who reported increased knowledge/skills on the group evaluation form upon the conclusion of the group curriculum	91% (397/435)	86% (344/400)	106%

Youth and Family Alliance (d.b.a. LifeWorks) Counseling

LifeWorks offers two Counseling programs. Youth and Adult Counseling (YAC) services promote healthy development for youth and their families through reunification, skill development, and increasing access to community services. These short-term counseling services use a strength-based, solution-oriented approach. Resolution Counseling services promote safe, non-violent, healthy relationships through the development and enhancement of domestic violence offenders' skill set and by helping clients assume responsibility for their abusive behavior.

Funding

The total TCHHS/VS investment in this Counseling program for 2008 was \$119,585. This investment comprised 5.9% of the total program budget. Please note that TCHHS/VS also funds two additional programs at LifeWorks: the Youth Development program, which is described in the Child and Youth Development issue area section, and the Housing and Homeless Services program, which is described in the Housing Continuum issue area section.

Eligibility Criteria

YAC serves youth up to 17 years of age who are experiencing problems with family conflict, truancy, delinquency or runaway behavior; the program also serves the families of the youth. YAC also serves individual adults who experience transitional challenges (e.g., divorce, death of a loved one, aging, and new child) and/or mental health related issues (e.g., depression and anxiety). Youth and their families are residents of Travis County and have an annual household income that does not exceed 200% of Federal Poverty Income Guideline level. Resolution Counseling serves individuals who have been identified as domestic violence offenders and are interested in learning the skills necessary to engage in and maintain relationships based on equality and respect.

Client Demographics

Nearly two-thirds (62%) of clients in LifeWorks’ Counseling program were male. Clients were diverse in terms of age though 49% were less than 25 years of age. Just under half (47%) of clients were Hispanic or Latino. In terms of race, 79% of clients were White and 17% were Black or African American. Approximately a third (32%) of all clients had incomes at or below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	918	38%	5 and Under	46	2%
Male	1,514	62%	6 to 12	287	12%
<i>Total</i>	<i>2,432</i>	<i>100%</i>	13 to 17	476	20%
			18 to 24	376	15%
			25 to 36	732	30%
Ethnicity			37 to 55	443	18%
Hispanic or Latino	1,138	47%	56 to 74	69	3%
Not Hispanic or Latino	1,260	52%	75 and Over	3	0.1%
Balance – Not Specified	34	1%	<i>Total</i>	<i>2,432</i>	<i>100%</i>
<i>Total</i>	<i>2,432</i>	<i>100%</i>			
			Income		
Race			<50% of FPIG	788	32%
American Indian or Alaskan Native	12	0.5%	50% to 100%	400	16%
Asian	33	1%	101% to 150%	368	15%
Black or African American	415	17%	151% to 200%	320	13%
Native Hawaiian or Other Pacific Islander	16	1%	>200%	541	22%
White	1,927	79%	Balance – Not Specified	15	1%
American Indian or Alaska Native AND White	1	0.04%	<i>Total</i>	<i>2,432</i>	<i>100%</i>
Black or African American AND White	1	0.04%			
Balance – Multiple Races	27	1%			
<i>Total</i>	<i>2,432</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

At entry into the program, approximately one in five clients were from the Southwest section of Travis County. A similar share were from the Northeast section. The next largest shares were from the Southeast, North, and East sections of the County. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	5	0.2%	78727	38	1.6%	78621	18	0.7%	78652	3	0.1%
78705	14	0.6%	78728	32	1.3%	78653	43	1.8%	78704	154	6.3%
78712	1	0.04%	78729	30	1.2%	78660	100	4.1%	78735	17	0.7%
78751	25	1.0%	78757	44	1.8%	78664	30	1.2%	78736	14	0.6%
78756	8	0.3%	78758	180	7.4%	78752	74	3.0%	78737	5	0.2%
<i>Total Central</i>	<i>53</i>	<i>2.2%</i>	78759	43	1.8%	78753	186	7.6%	78739	11	0.5%
			<i>Total North</i>	<i>367</i>	<i>15.1%</i>	78754	23	0.9%	78745	188	7.7%
East						<i>Total Northeast</i>	<i>474</i>	<i>19.5%</i>	78748	74	3.0%
78702	74	3.0%						78749	40	1.6%	
78721	69	2.8%						<i>Total Southwest</i>	<i>506</i>	<i>20.8%</i>	
78722	17	0.7%									
78723	74	3.0%	Northwest			Southeast			West		
78724	91	3.7%	78641	19	0.8%	78610	17	0.7%	78620	5	0.2%
78725	14	0.6%	78645	11	0.5%	78617	51	2.1%	78703	15	0.6%
<i>Total East</i>	<i>339</i>	<i>13.9%</i>	78669	4	0.2%	78719	11	0.5%	78733	9	0.4%
			78726	14	0.6%	78741	140	5.8%	78746	14	0.6%
Other/Unknown			78730	3	0.1%	78742	5	0.2%	<i>Total West</i>	<i>43</i>	<i>1.8%</i>
Other	29	1.2%	78731	9	0.4%	78744	139	5.7%			
Unknown	135	5.6%	78732	6	0.2%	78747	29	1.2%			
<i>Total Other/Unknown</i>	<i>164</i>	<i>6.7%</i>	78734	9	0.4%	<i>Total Southeast</i>	<i>392</i>	<i>16.1%</i>			
			78750	19	0.8%						
			<i>Total Northwest</i>	<i>94</i>	<i>3.9%</i>						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

LifeWorks’ Counseling program met the target range of expectations for all performance measures. Program staff members implemented strategies to strengthen the client assessment process and link these efforts to an increase in the number of Youth and Adult Counseling clients reporting improvement (see the first outcome).

Counseling 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 provided Youth and Adult Counseling (YAC) services	1,292	1,300	99%
Number of unduplicated clients provided Resolution Counseling (RC) services	1,140	1,200	95%
<i>Outcomes</i>			
Percentage of unduplicated YAC clients reporting improvement of presenting problem at case closure (as self-reported by the client; any movement in scale towards the direction of their goal)	88% (904/1,022)	80% (780/975)	111%
Percentage of unduplicated RC clients who successfully complete the program (meet program requirements with no additional acts of violence while in the program)	60% (436/730)	60% (422/704)	100%

