

# Supportive Services for Independent Living

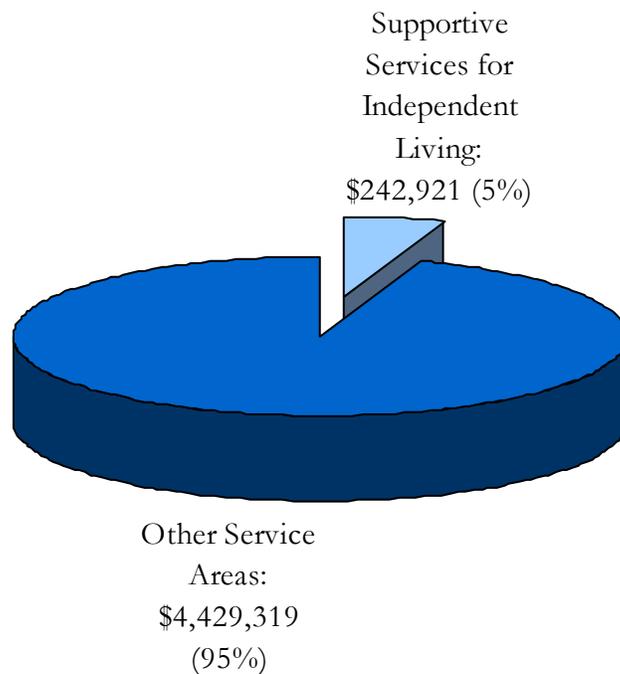
## Goals and Services

Programs within this service area are intended to promote independence and well-being of persons in need of and able to benefit from assistance with daily living activities. Toward this end, they work to empower these individuals to: make their own decisions and life choices; live in the home while ensuring the safety of the person and environment; and continue to have regular social interactions. Some examples of services provided by programs within this service area: provide information and referral; independent living skills training; home management (homemaker) and personal care services; counseling; individual and systems advocacy; health, medical and social services; adult day care; and assisted living care.

## Contracted Service Providers included in this Service Area

The Arc of the Capital Area: Case Management.....	217
Family Eldercare .....	221
Helping the Needy, Aging, and Disabled (H.A.N.D.).....	225
Meals on Wheels and More, Inc. ....	229

**Percent of Investment in Supportive Services for Independent Living and Other Service Areas, 2008**



## Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer supportive services for independent living. Contracted services in this issue area help the elderly and individuals with disabilities to remain in their homes and communities. Services are provided in the home and primarily focus on assistance with daily living activities.

Home- and community-based supportive services are increasingly seen as preferred alternatives to institutional care for the elderly and individuals with disabilities. Older individuals overwhelmingly prefer to remain in their homes for as long as they are able.<sup>180</sup> Following the U.S. Supreme Court's *Olmstead v. L.C.* decision in 1999, the Texas Health and Human Services Commission established the **Texas Promoting Independence Plan**, last revised in 2006. The Court's ruling required states to provide community-based services for persons with disabilities who would otherwise be entitled to institutional service.<sup>181</sup> Relative to other states, Texas chooses to allocate a greater percentage of its Medicaid long-term care spending to the elderly and individuals with disabilities to home- and community-based services.<sup>182</sup>

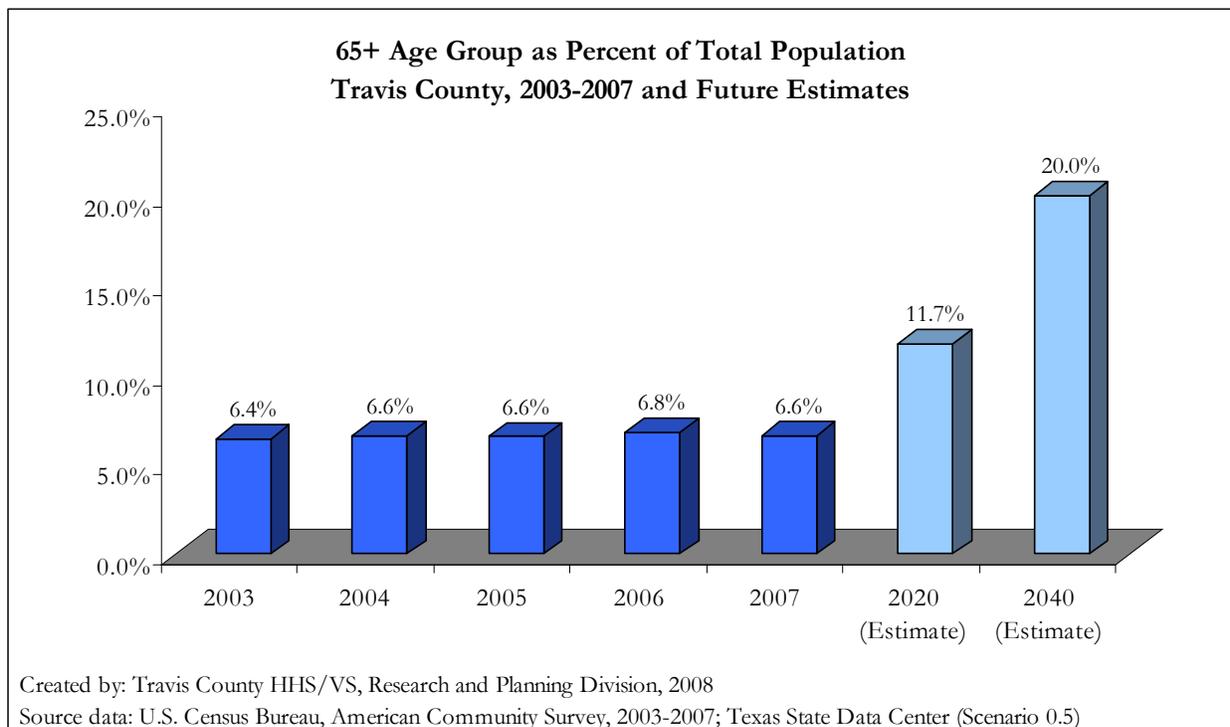
**Demand for supportive services continues to exceed available resources.** The Texas Department of Aging and Disability Services (DADS) manages wait lists for home- and community-based services such as Community Based Alternatives (CBA), Community Living Assistance and Support Services (CLASS), and Home and Community Services (HCS). As of November 30, 2008, there were 28,446 individuals on the CBA wait list; 23,713 interested in CLASS; and 38,917 waiting for HCS.<sup>183</sup> Time on a wait list varies by service; the average is 0.6 years for CBA, 2.5 years for CLASS, and 3.4 years for HCS.<sup>184</sup> The 80<sup>th</sup> Texas Legislature approved substantial funding in 2007 to address these wait lists, and the 2006 Revised Texas Promoting Independence Plan detailed a 10-year plan to eliminate the need for wait lists.<sup>185</sup>

Continued or **increased demand for supportive services is likely for several interrelated reasons.** Life expectancy is rising, therefore, there is an increasing growth in the aging population; and, the rate of disability increases with age. Families may be waiting longer to have children, so middle aged parents with young children are in a position to balance workplace demands with caregiving duties for their children and aging relatives.<sup>186</sup> The current economic crisis has made selling a home more challenging. Some older individuals wanting to move to assisted-living centers or retirement communities may consequently have to remain in their homes because they are unable to sell their homes. As a result, the need for in-home supportive services may rise.<sup>187</sup>

**The population served in state schools, such as the Austin State School, is expected to decline** as individuals with disabilities opt to transition to home- and community-based services. The Texas Department of Aging and Disability Services estimates a decline of 100 individuals served in state schools per year over the next five years.<sup>188</sup> "While the average cost for state school residents exceeds the average cost for clients served in the Home and Community-based Services program, it can be expected that as residents with higher levels of need transition to the community, costs of services in the community will rise."<sup>189</sup> This issue bears watching for local impact. The 81<sup>st</sup> legislative session is expected to focus on state school operations and may potentially revisit recommendations from some lawmakers for consolidation or closings.<sup>190</sup>

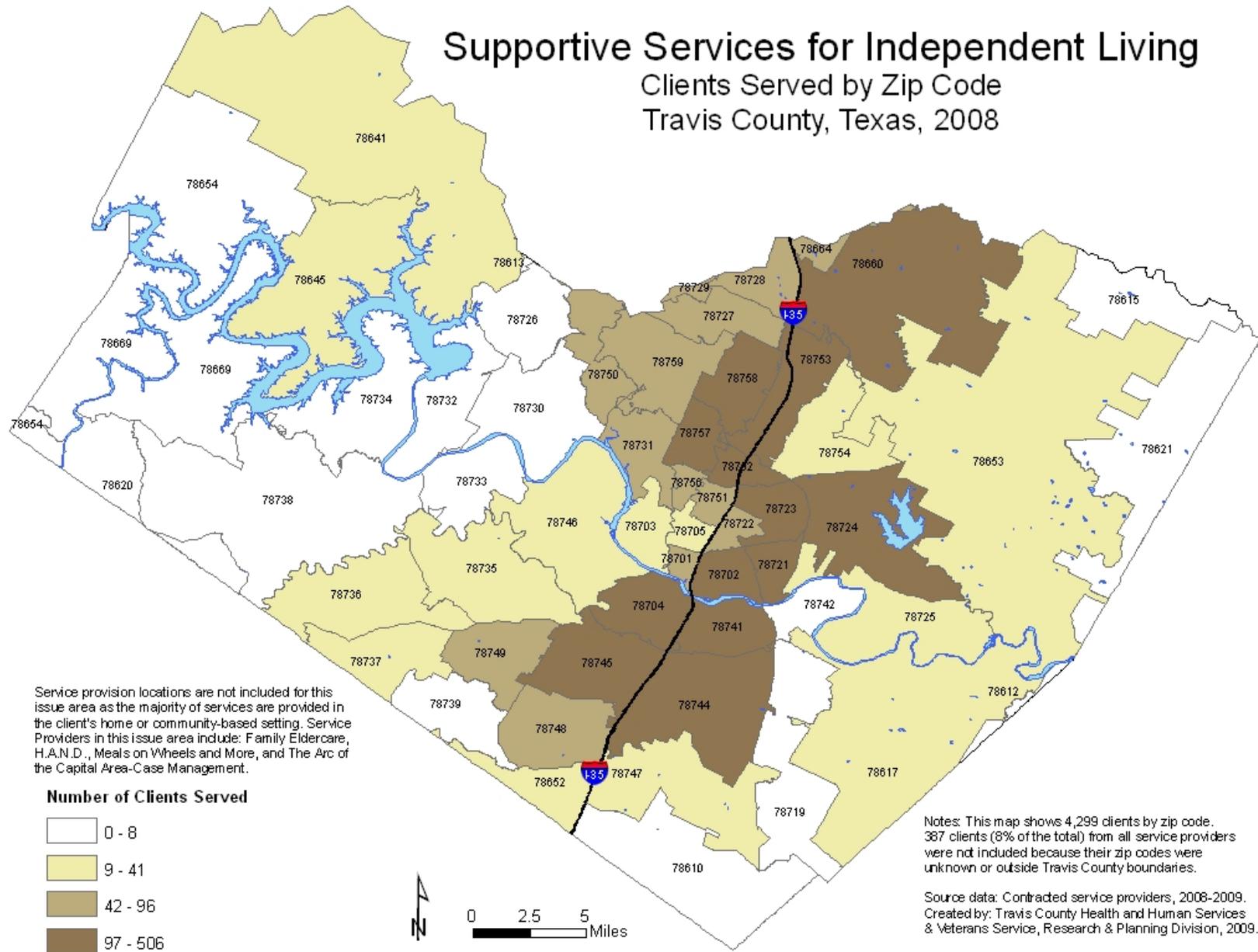
Demographic trends indicate that **community support service needs will continue to grow in the near future.** The older adult population in Texas is expected to increase to 23% of the total

Texas population by 2040, up from 13% in 2000.<sup>191</sup> The 45-64 age group in Travis County is growing at the fastest rate of all age groups – 45% between 2000 and 2007.<sup>192</sup> The 65-and-over age group is expected to account for 20% of the Travis County population by 2040, a projected increase in growth of over 400% from 2000 to 2040.<sup>193</sup>



While the overall demand for supportive services is expected to increase, certain groups, including **older adults, women, and low-income individuals, may be even more likely to require services.** Both older individuals and women are more likely to have a disability. Approximately 10% of the Travis County population 5 years old and over have one or more disabilities.<sup>194</sup> Over a third (38.1%) of individuals 65 and older has at least one disability; within this age group, 35.1% of men and 40.4% of women have a disability.<sup>195</sup> Since 21% of individuals with a disability are below the poverty level, compared to only 13.3% of the population without a disability, many low-income individuals with disabilities may require assistance securing supportive services.<sup>196</sup>

## Supportive Services for Independent Living Clients Served by Zip Code Travis County, Texas, 2008



## **The Arc of the Capital Area**

---

### **Case Management**

#### **Program Description**

This program prevents the institutional care of adults with mental retardation/developmental disabilities. The Case Management program helps clients live independently in the community by providing resource development, person-centered planning, advocacy, and social/recreational opportunities.

#### **Funding**

The total TCHHS/VS investment in the Case Management program for 2008 was \$72,631. This investment comprised 100% of the total program budget. TCHHS/VS also funds the Arc of the Capital Area's Juvenile Justice Services program, which is described in the Legal Services issue area section.

#### **Eligibility Criteria**

This program serves Travis County residents 18 years of age and older who have a diagnosis of mental retardation/developmental disability (MR/DD).

**Client Demographics**

Slightly more than half of clients served by Case Management Services were male. The largest share (33%) of clients were between the ages of 37 and 55. Close to a third (31%) were between the ages of 18 and 24, and 22% were between the ages of 25 and 36. Approximately one in five (21%) of all clients were Hispanic or Latino. In terms of race, White clients comprised the largest percentage (69%), although a substantial amount of clients were African American (27%). The vast majority (75%) had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	31	46%	18 to 24	21	31%
Male	36	54%	25 to 36	15	22%
<i>Total</i>	<i>67</i>	<i>100%</i>	37 to 55	22	33%
			56 to 74	8	12%
			75 and Over	1	1%
			<i>Total</i>	<i>67</i>	<i>100%</i>
<b>Ethnicity</b>			<b>Income</b>		
Hispanic or Latino	14	21%	<50% of FPIG	24	36%
Not Hispanic or Latino	53	79%	50% to 100%	26	39%
<i>Total</i>	<i>67</i>	<i>100%</i>	101% to 150%	7	10%
			151% to 200%	5	7%
			>200%	5	7%
			<i>Total</i>	<i>67</i>	<i>100%</i>
<b>Race</b>					
American Indian or Alaskan Native	2	3%			
Black or African American	18	27%			
White	46	69%			
Balance – Not Specified	1	1%			
<i>Total</i>	<i>67</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

**Client Zip Codes**

The Case Management Services program reached clients across a wide range of zip codes within Travis County. However, slightly more than a third (34.3%) of all clients were located in the Southwest section of the County. The next largest shares were located in the North, East, and Southeast sections of Travis County. (See Appendix E for zip code classification map.)

<b>Central</b>	Number	Percent	<b>North</b>	Number	Percent	<b>Northeast</b>	Number	Percent	<b>Southwest</b>	Number	Percent
78701	2	3.0%	78728	1	1.5%	78660	3	4.5%	78704	5	7.5%
78751	1	1.5%	78757	1	1.5%	78752	2	3.0%	78745	10	14.9%
78756	3	4.5%	78758	6	9.0%	78753	1	1.5%	78748	2	3.0%
<i>Total Central</i>	<i>6</i>	<i>9.0%</i>	78759	2	3.0%	<i>Total Northeast</i>	<i>6</i>	<i>9.0%</i>	78749	6	9.0%
			<i>Total North</i>	<i>10</i>	<i>14.9%</i>				<i>Total Southwest</i>	<i>23</i>	<i>34.3%</i>
<b>East</b>			<b>Northwest</b>			<b>Southeast</b>			<b>West</b>		
78702	1	1.5%	78731	3	4.5%	78617	1	1.5%	78746	1	1.5%
78723	5	7.5%	78734	1	1.5%	78741	3	4.5%	<i>Total West</i>	<i>1</i>	<i>1.5%</i>
78724	1	1.5%	78750	1	1.5%	78744	3	4.5%			
<i>Total East</i>	<i>7</i>	<i>10.4%</i>	<i>Total Northwest</i>	<i>5</i>	<i>7.5%</i>	<i>Total Southeast</i>	<i>7</i>	<i>10.4%</i>			
<b>Other/Unknown</b>											
Other	2	3.0%									
Unknown	0	0.0%									
<i>Total Other/Unknown</i>	<i>2</i>	<i>3.0%</i>									

Note: Percentages may not total 100 due to rounding.

**Performance Goals and Results**

Case Management Services met or exceeded targeted performance expectations for all but one performance measure. The program greatly surpassed goals for the first two outputs, which measure the number of clients served and case management hours completed. Program staff members report that successful staff retention is the primary reason. The third output, which tracks the number of direct client visits, is less than projected due to an increase in service hours needed to address individual client needs. Case Managers are spending more time after client visits to secure resources than in the visits themselves. Staff members also indicate that more clients are becoming self sufficient and require fewer direct client visits.

**Case Management 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	67	56	120%
Number of case management service hours completed	1,340	700	191%
Number of direct client visits	427	550	78%
<i>Outcomes</i>			
Percentage of clients achieving/maintaining self sufficiency due to services provided	91% (61/67)	89% (50/56)	102%
Percentage of clients with MR/DD showing improved development, function, or quality of life due to services provided	87% (58/67)	89% (50/56)	97%

## **Family Eldercare**

---

### **In-Home Care and Bill Payer**

#### **Program Description**

Family Eldercare's In-Home Care program provides in-home care and respite on a sliding fee scale to ensure accessibility to low-income clients. The program supports and sustains caregivers in their efforts to care for elderly and disabled loved ones and supports older adults living alone with minimal caregiver support. The Bill Payer program provides bill payer and representative payee services to adults who are unable to manage their own finances. Services provide a final safety net to those most at risk for premature institutionalization.

#### **Funding**

The total TCHHS/VS investment in the In-Home Care and Bill Payer program for 2008 was \$32,415. This investment comprised 2% of the total program budget.

#### **Eligibility Criteria**

The In-Home Care program serves frail, low and moderate-income elders (age 55+), adults with disabilities (age 18+), and their family members or other caregivers in Travis County. Bill Payer services are for adults (age 18+) in Travis County who are unable to manage their own finances and are at risk for financial exploitation, self-neglect, homelessness, and premature institutionalization. Both programs require clients to be at or below 200% of the Federal Poverty Income Guideline level.

**Client Demographics**

Nearly two-thirds (61%) of Family Eldercare clients were female. Most clients were age 56 or over. Among clients with known ethnicity, very few were Hispanic or Latino. Among clients with known race, the vast majority were White. Nearly half (44%) of 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 TCHHS/VS. (See Appendix C for specific guideline income levels.) Please also note that several of these demographic categories include a large unspecified balance (i.e., unknown). Program staff members report that this information is not available for some clients who receive screening services via telephone or through a third party.

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	965	61%	18 to 24	25	2%
Male	586	37%	25 to 36	30	2%
Balance – Not Specified	36	2%	37 to 55	168	11%
<i>Total</i>	<i>1,587</i>	<i>100%</i>	56 to 74	351	22%
			75 and Over	754	48%
			Balance – Not Specified	259	16%
<b>Ethnicity</b>			<i>Total</i>	<i>1,587</i>	<i>100%</i>
Hispanic or Latino	80	5%			
Not Hispanic or Latino	892	56%	<b>Income</b>		
Balance – Not Specified	615	39%	<50% of FPIG	27	2%
<i>Total</i>	<i>1,587</i>	<i>100%</i>	50% to 100%	326	21%
			101% to 150%	194	12%
<b>Race</b>			151% to 200%	139	9%
Asian	6	0.4%	>200%	547	34%
Black or African American	142	9%	Balance – Not Specified	354	22%
White	790	50%	<i>Total</i>	<i>1,587</i>	<i>100%</i>
Asian AND White	1	0.1%			
Balance – Multiple Races	3	0.2%			
Balance – Not Specified	645	41%			
<i>Total</i>	<i>1,587</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

**Client Zip Codes**

Family Eldercare served clients across all sections of Travis County. When starting to participate in the program, nearly one in five clients (18.7%) resided in the Southwest section of the County, and the next largest percentage (15%) resided in the North section of the County. (See Appendix E for zip code classification map.)

<b>Central</b>	Number	Percent	<b>North</b>	Number	Percent	<b>Northeast</b>	Number	Percent	<b>Southwest</b>	Number	Percent
78701	9	0.6%	78727	25	1.6%	78621	2	0.1%	78652	5	0.3%
78705	4	0.3%	78728	14	0.9%	78653	13	0.8%	78704	74	4.7%
78751	19	1.2%	78729	27	1.7%	78660	46	2.9%	78735	14	0.9%
78756	35	2.2%	78757	72	4.5%	78664	25	1.6%	78736	8	0.5%
<i>Total Central</i>	<i>67</i>	<i>4.2%</i>	78758	48	3.0%	78752	45	2.8%	78737	14	0.9%
			78759	52	3.3%	78753	50	3.2%	78739	5	0.3%
			<i>Total North</i>	<i>238</i>	<i>15.0%</i>	78754	9	0.6%	78745	118	7.4%
						<i>Total Northeast</i>	<i>190</i>	<i>12.0%</i>	78748	34	2.1%
<b>East</b>			<b>Northwest</b>						78749	25	1.6%
78702	55	3.5%	78641	12	0.8%	<b>Southeast</b>			<i>Total Southwest</i>	<i>297</i>	<i>18.7%</i>
78721	20	1.3%	78645	3	0.2%	78610	8	0.5%			
78722	12	0.8%	78669	2	0.1%	78617	7	0.4%	<b>West</b>		
78723	82	5.2%	78726	3	0.2%	78719	0	0.0%	78620	2	0.1%
78724	10	0.6%	78730	4	0.3%	78741	42	2.6%	78703	21	1.3%
78725	4	0.3%	78731	67	4.2%	78742	3	0.2%	78746	18	1.1%
<i>Total East</i>	<i>183</i>	<i>11.5%</i>	78734	1	0.1%	78744	15	0.9%	<i>Total West</i>	<i>41</i>	<i>2.6%</i>
			78750	22	1.4%	78747	7	0.4%			
			<i>Total Northwest</i>	<i>114</i>	<i>7.2%</i>	<i>Total Southeast</i>	<i>82</i>	<i>5.2%</i>			
<b>Other/Unknown</b>											
Other	118	7.4%									
Unknown	257	16.2%									
<i>Total Other/Unknown</i>	<i>375</i>	<i>23.6%</i>									

Note: Percentages may not total 100 due to rounding.

**Performance Goals and Results**

Family Eldercare met the expected target level performance for all outputs and outcomes. The program greatly exceeded the second output mainly due to the In-Home Care program. Demand for this program rose as the elderly population in Travis County continued to rise and as awareness of the program grew. The program was able to meet this need through some additional funding from a private foundation and through sliding-scale fees charged to clients.

**In-Home Care and Bill Payer 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>			
Unduplicated clients served (total number provided screening, assessment, and/or In-Home Care or Bill Payer services)	1,587	1,481	107%
Unduplicated clients provided care coordination and case management	832	673	124%
<i>Outcomes</i>			
Percentage of In-Home Care and Bill Payer clients who are maintained in a safe environment where all basic needs are met (food, medical, housing, clothing) for 3 months following initiation of services	99.9% (726/727)	95% (546/575)	105%
Percentage of In-Home Care and Bill Payer clients who responded to satisfaction surveys and are satisfied with services	91% (190/208)	85% (259/304)	107%
Percentage of Bill Payer clients served who have no new incidents of abuse, neglect, or financial exploitation	99.5% (207/208)	95% (162/171)	105%

## **Helping the Needy, Aging, and Disabled (H.A.N.D.)**

---

### **Homemaker / Personal Assistant**

#### **Program Description**

H.A.N.D.'s Homemaker / Personal Assistant program is designed to provide in-home attendant services to elderly or disabled adults who are in immediate need. Many of these individuals qualify for in-home services funded by Medicaid, and this program helps ensure that they live in healthy and safe conditions while they wait for eligibility procedures to be completed.

#### **Funding**

The total TCHHS/VS investment in the Homemaker / Personal Assistant program for 2008 was \$22,849. This investment comprised 13.6% of the total program budget.

#### **Eligibility Criteria**

This program serves disabled individuals over the age of 18 and those over the age of 60 with medical conditions that limit their ability to perform necessary activities of daily living. In addition, participants may have an income no greater than 250% of the Federal Poverty Income Guideline limit.

**Client Demographics**

Slightly more than two-thirds (68%) of H.A.N.D. clients were female. Nearly half (45%) of clients were age 75 and over and nearly all of the remainder were between the ages of 37 and 74. Approximately one in five (21%) clients were Hispanic or Latino. In terms of race, nearly half (47%) of clients were White.<sup>dd</sup> Nearly half (45%) had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	163	68%	18 to 24	4	2%
Male	77	32%	25 to 36	6	3%
<i>Total</i>	<i>240</i>	<i>100%</i>	37 to 55	53	22%
			56 to 74	70	29%
			75 and Over	107	45%
			<i>Total</i>	<i>240</i>	<i>100%</i>
<b>Ethnicity</b>			<b>Income</b>		
Hispanic or Latino	50	21%	<50% of FPIG	15	6%
Not Hispanic or Latino	190	79%	50% to 100%	92	38%
<i>Total</i>	<i>240</i>	<i>100%</i>	101% to 150%	56	23%
			151% to 200%	35	15%
			>200%	41	17%
			Balance – Not Specified	1	0.4%
			<i>Total</i>	<i>240</i>	<i>100%</i>
<b>Race</b>					
Asian	4	2%			
Black or African American	56	23%			
White	112	47%			
American Indian or Alaska Native AND White	18	8%			
Balance – Not Specified	50	21%			
<i>Total</i>	<i>240</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

<sup>dd</sup> 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.

**Client Zip Codes**

H.A.N.D. served clients across all sections of Travis County. When starting to participate in the program, approximately a quarter (27.5%) of clients resided in the East portion of Travis County, and 26.3% were located in the Southwest section of the County. (See Appendix E for zip code classification map.)

<b>Central</b>	Number	Percent	<b>North</b>	Number	Percent	<b>Northeast</b>	Number	Percent	<b>Southwest</b>	Number	Percent
78701	3	1.3%	78727	8	3.3%	78653	2	0.8%	78704	19	7.9%
78705	1	0.4%	78728	5	2.1%	78660	6	2.5%	78735	4	1.7%
78751	3	1.3%	78729	1	0.4%	78752	8	3.3%	78736	1	0.4%
78756	3	1.3%	78757	5	2.1%	78753	19	7.9%	78737	1	0.4%
<i>Total Central</i>	<i>10</i>	<i>4.2%</i>	78758	7	2.9%	78754	1	0.4%	78745	32	13.3%
			<i>Total North</i>	<i>26</i>	<i>10.8%</i>	<i>Total Northeast</i>	<i>36</i>	<i>15.0%</i>	78748	4	1.7%
<b>East</b>									78749	2	0.8%
78702	24	10.0%	<b>Northwest</b>			<b>Southeast</b>			<i>Total Southwest</i>	<i>63</i>	<i>26.3%</i>
78721	15	6.3%	78641	1	0.4%	78617	2	0.8%			
78722	1	0.4%	78731	3	1.3%	78741	7	2.9%	<b>West</b>		
78723	16	6.7%	78734	1	0.4%	78744	11	4.6%	78746	2	0.8%
78724	8	3.3%	78750	4	1.7%	78747	4	1.7%	<i>Total West</i>	<i>2</i>	<i>0.8%</i>
78725	2	0.8%	<i>Total Northwest</i>	<i>9</i>	<i>3.8%</i>	<i>Total Southeast</i>	<i>24</i>	<i>10.0%</i>			
<i>Total East</i>	<i>66</i>	<i>27.5%</i>									
<b>Other/Unknown</b>											
Other	3	1.3%									
Unknown	1	0.4%									
<i>Total Other/Unknown</i>	<i>4</i>	<i>1.7%</i>									

Note: Percentages may not total 100 due to rounding.

**Performance Goals and Results**

H.A.N.D. met the range of performance expectations for all outputs and outcomes. Of note, the program was able to serve 35 more clients than originally anticipated (see the first output) and 100% of assessed clients were able to achieve or maintain self-sufficiency as a result of the services provided (see the first outcome).

**Homemaker / Personal Assistant 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 with intake, assessment and referral services	240	205	117%
Number of individuals provided essential services (in-home attendant care)	162	175	93%
<i>Outcomes</i>			
Percentage of clients evaluated for their self-sufficiency/independence who are able to achieve/maintain self-sufficiency due to receiving essential services	100% (162/162)	90% (45/50)	111%
Percentage of clients/households who responded to the satisfaction survey and indicated satisfaction with services provided	93% (68/73)	90% (72/80)	104%

## **Meals on Wheels and More, Inc.**

---

### **Meals on Wheels**

#### **Program Description**

Meals on Wheels provides home delivery of hot, nutritious meals to the most vulnerable in the community, helping clients maintain the highest level of cognitive and physical functioning through good nutritional status. Meals on Wheels regularly monitors gaps in the service delivery system and implements programs through collaborative efforts to help close those gaps in Travis County.

#### **Funding**

The total TCHHS/VS investment in the Meals on Wheels program for 2008 was \$115,026. This investment comprised 3% of the total program budget.

#### **Eligibility Criteria**

This program serves clients who have physical or cognitive deficits and are unable to prepare nutritious meals for themselves. Many clients who are older and disabled are at nutritional risk and live on limited, fixed incomes. Factors that place an older adult at risk of poor nutrition are poverty, or near poverty, living alone, advanced age, and homebound status with limited access to medical care. Most clients are at or below 150% of the Federal Poverty Income Guideline level.

**Client Demographics**

Approximately two-thirds (67%) of Meals on Wheels clients were female. Over three-quarters (82%) of clients were age 56 and over. Approximately a quarter (26%) were Hispanic or Latino. Examination of race indicates that slightly more than two-thirds (68%) of clients were White. A small majority (57%) had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

<b>Gender</b>	Number	Percent	<b>Age</b>	Number	Percent
Female	1,863	67%	5 and Under	1	0.04%
Male	929	33%	6 to 12	1	0.04%
<i>Total</i>	<i>2,792</i>	<i>100%</i>	13 to 17	2	0.1%
			18 to 24	4	0.1%
			25 to 36	44	2%
			37 to 55	442	16%
			56 to 74	1,015	36%
			75 and Over	1,283	46%
			<i>Total</i>	<i>2,792</i>	<i>100%</i>
<b>Ethnicity</b>	Number	Percent		Number	Percent
Hispanic or Latino	736	26%			
Not Hispanic or Latino	2,056	74%			
<i>Total</i>	<i>2,792</i>	<i>100%</i>			
<b>Race</b>	Number	Percent	<b>Income</b>	Number	Percent
American Indian or Alaskan Native	5	0.2%	<50% of FPIG	301	11%
Asian	13	0.5%	50% to 100%	1,296	46%
Black or African American	806	29%	101% to 150%	698	25%
Native Hawaiian or Other Pacific Islander	63	2%	151% to 200%	273	10%
White	1,889	68%	>200%	209	7%
Balance – Multiple Races	4	0.1%	Balance – Not Specified	15	1%
Balance – Not Specified	12	0.4%	<i>Total</i>	<i>2,792</i>	<i>100%</i>
<i>Total</i>	<i>2,792</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

**Client Zip Codes**

Meals on Wheels served clients across all sections of Travis County. Slightly more than a third (35.7%) of clients resided in the East portion of Travis County when they began the program. The next largest shares of clients were located in the Southwest and Northeast sections of the County. (See Appendix E for zip code classification map.)

<b>Central</b>	Number	Percent	<b>North</b>	Number	Percent	<b>Northeast</b>	Number	Percent	<b>Southwest</b>	Number	Percent
78701	40	1.4%	78727	23	0.8%	78653	26	0.9%	78652	6	0.2%
78705	7	0.3%	78728	43	1.5%	78660	78	2.8%	78704	173	6.2%
78751	32	1.1%	78729	19	0.7%	78664	33	1.2%	78735	15	0.5%
78756	54	1.9%	78757	91	3.3%	78752	83	3.0%	78736	5	0.2%
<i>Total Central</i>	<i>133</i>	<i>4.8%</i>	78758	94	3.4%	78753	189	6.8%	78737	2	0.1%
			78759	34	1.2%	78754	18	0.6%	78739	3	0.1%
<b>East</b>			<i>Total North</i>	<i>304</i>	<i>10.9%</i>	<i>Total Northeast</i>	<i>427</i>	<i>15.3%</i>	78745	245	8.8%
78702	426	15.3%						78748	56	2.0%	
78721	182	6.5%	<b>Northwest</b>			<b>Southeast</b>		78749	33	1.2%	
78722	41	1.5%	78641	1	0.04%	78617	22	0.8%	<i>Total Southwest</i>	<i>538</i>	<i>19.3%</i>
78723	220	7.9%	78645	14	0.5%	78741	170	6.1%			
78724	97	3.5%	78726	4	0.1%	78742	5	0.2%	<b>West</b>		
78725	32	1.1%	78730	1	0.04%	78744	101	3.6%	78703	14	0.5%
<i>Total East</i>	<i>998</i>	<i>35.7%</i>	78731	19	0.7%	78747	5	0.2%	78733	1	0.04%
			78750	19	0.7%	<i>Total Southeast</i>	<i>303</i>	<i>10.9%</i>	78746	5	0.2%
<b>Other/Unknown</b>			<i>Total Northwest</i>	<i>58</i>	<i>2.1%</i>				<i>Total West</i>	<i>20</i>	<i>0.7%</i>
Other	10	0.4%									
Unknown	1	0.04%									
<i>Total Other/Unknown</i>	<i>11</i>	<i>0.4%</i>									

Note: Percentages may not total 100 due to rounding.

**Performance Goals and Results**

Meals on Wheels met the target range of performance expectations across both outputs and outcomes. Please note that survey response is higher than expected (see the first outcome denominator) because program staff members began mailing the surveys directly to the client rather than having them delivered by volunteers. Additionally, the hiring of an additional, full-time staff member allowed the program to perform more nutritional assessments of clients than projected (see the second outcome denominator).

**Meals on Wheels 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	2,792	2,906	96%
Number of first meals prepared for clients	597,747	563,750	106%
<i>Outcomes</i>			
Percentage of clients who indicate that daily meals satisfy an essential part of their daily nutritional needs	94% (786/836)	90% (540/600)	105%
Percentage of nutritionally at risk clients who have improved or maintained their nutritional status while on meals for six months or longer	73% (868/1,192)	70% (570/814)	104%