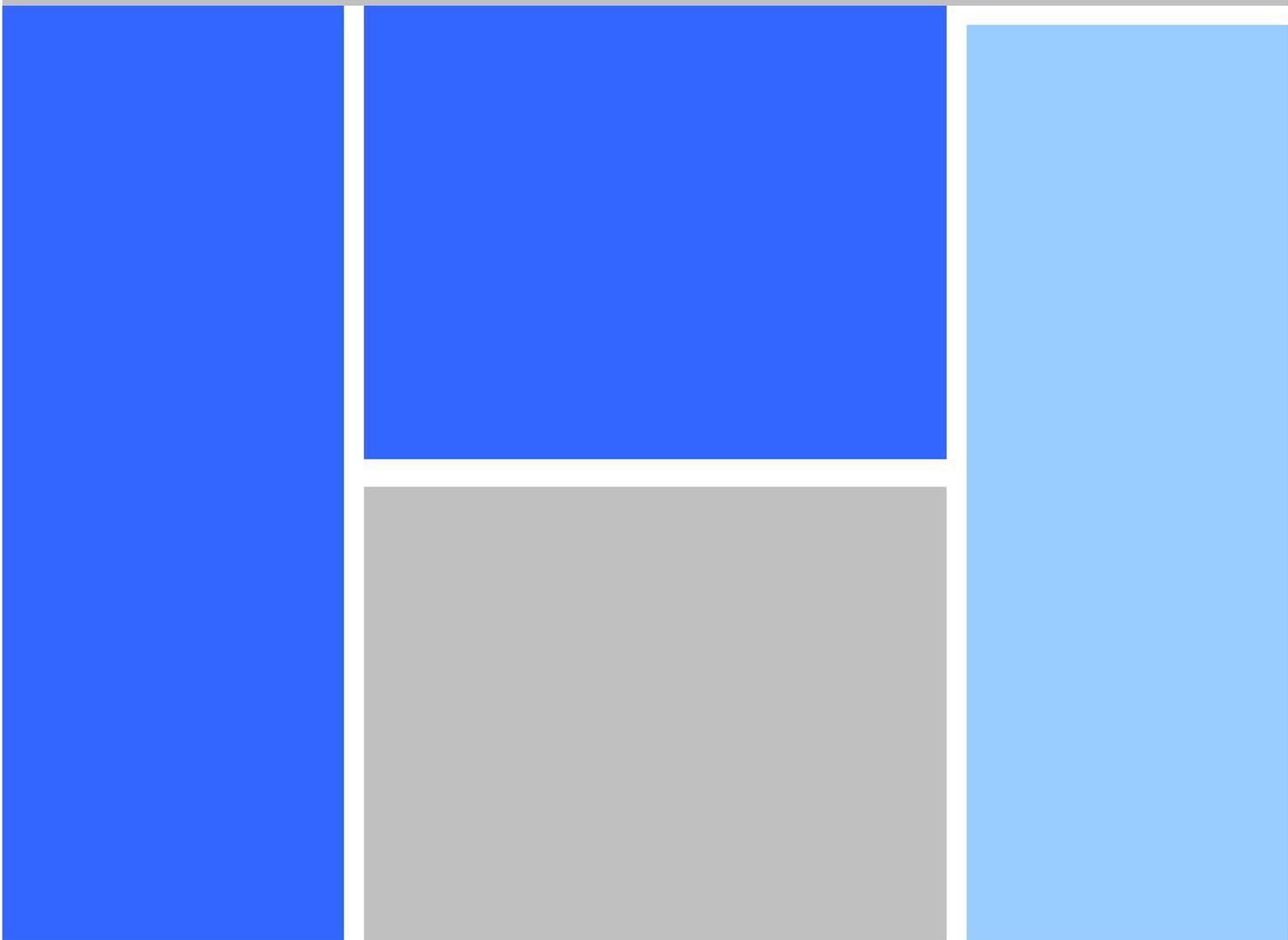




Community Impact Report 2008

**Travis County Health and Human Services & Veterans Service
Research and Planning Division**



Released: March 2009



Community Impact Report 2008

Prepared by:

Travis County Health and Human Services & Veterans Service
Research and Planning Division

Executive Manager

Sherri E. Fleming

Lead Writers

Jamie Watson

Courtney Bissonnet Lucas

Executive Management Team

Deborah Britton

Andrea Colunga-Bussey

Kathleen Haas

Blanca Tapia Leahy

Jim Lehrman

Olie Pope

Robert Richter

Research & Planning

Blanca Tapia Leahy, Division Director

Lawrence Lyman, Planning Manager

Ana Almaguel

Krista Betts

Rachel Coff

Korey Darling

Marisa Gutierrez

Courtney Bissonnet Lucas

Brook Son

Sandra Valenzuela

Jamie Watson

Project Advisors

Blanca Tapia Leahy

Lawrence Lyman

Community Services

Darrell Caldwell
Mallinee Diggs
Jamie Kail
Stacy Landry
Fred Lugo

Family Support Services

Jerry Diggs
Mike Manor
Janell Marcy
Jane Prince-Maclean
Inocencio Vasquez

Finance

LaDonna Brazell
Caula McMarion
David Walch

Office of Children's Services

Natalie Hendrix
Princess Katana
Christinia Kuehn
Laura Peveto
Debra Snow
Mary Williams

Office of the Executive Manager

Christy Moffett

Contributing Community Partners

Austin Energy: Ronnie Mendoza and Cindi Perez

Austin/Travis County Health and Human Services Department: Susan Gehring, Gilja Koo, and Natasha Ponczek

Austin Travis County Mental Health Mental Retardation Center: Andrew Bucknall, Kathleen Casey, and Abraham Minjarez

Capital Area Food Bank of Texas: Glenda Shayne

Catholic Charities of Central Texas: Victoria Rogers

Caritas of Austin: Beth Atherton

Center for Public Policy Priorities: Celia Hagert

Housing Authority of the City of Austin: Ashalin Rucker

I Live Here I Give Here: Patsy Woods Martin

Lawyer Referral Service of Central Texas: Jeannie Rollo

Texas Department of Criminal Justice: Karen Hall

Texas Juvenile Probation Commission: John Posey

Travis County District Attorney's Office: Darla Gay

United Way of Central Texas Capital Area: Kay Euresti Garza

Workforce Solutions – Capital Area Workforce Board: Tamara Atkinson and Alan Miller

A special acknowledgment is made to the social service agencies in our community who contributed to this report. Without them, this report would not be possible.

Questions and comments about this report may be directed to the Research and Planning Division at HHS_R&P@co.travis.tx.us.

Travis County Health and Human Services & Veterans Service

VISION

Optimizing Self-Sufficiency for Families and Individuals in
Safe and Healthy Communities

MISSION

To work in partnership with the community to promote full development of
individual, family, neighborhood, and community potential.

GOALS

1. Reduce the adverse effects of poverty and the incidence of environmental, social, and health problems
2. Assure continuous improvement of the health, safety, and well-being of Travis County residents
3. Promote economic well-being and self-sufficiency
4. Honor veterans, and maximize access for veterans and their families to earned benefits
5. Ensure community-wide access to comprehensive health and human services.
6. Recruit and retain a diverse, skilled, and high-performing workforce in order to maintain an organization that is safe, affordable, efficient, and responsive.

VALUES

- Good customer service
- Public trust and accountability, ethical
- Open, honest communication, teamwork, personal, professional integrity, and ethics
- Quality, cost-effective service provided in a timely manner
- Respect for diversity
- Workforce selected with care, well-trained, treated with respect and rewarded for good performance
- Proactive, planned response to community needs, based on best available data
- Individual and community education
- Respect for the individual
- Creativity & innovation

Table of Contents

Executive Summary.....	9
Introduction.....	21
Basic Needs.....	25
Capital Area Food Bank of Texas.....	31
Caritas of Austin: Basic Needs.....	33
Housing Continuum.....	37
Austin Children’s Shelter.....	42
Austin Tenant’s Council.....	46
Blackland Community Development Corporation.....	50
Caritas of Austin: Best Single Source.....	54
Foundation for the Homeless.....	58
The Salvation Army.....	62
Travis County Domestic Violence and Sexual Assault Survival Center (d.b.a. SafePlace).....	65
Youth and Family Alliance (d.b.a. LifeWorks): Housing and Homeless Services.....	67
Workforce Development.....	71
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
Easter Seals Central Texas: Employment Solutions.....	91
Goodwill Industries of Central Texas.....	95
Skillpoint Alliance.....	99
Vaughn House, Inc.....	101
Child and Youth Development.....	105
Any Baby Can of Austin, Inc.....	110
Big Brothers Big Sisters of Central Texas.....	114
Child, Inc.....	118
Greater Calvary Rights of Passage, Inc.....	122
River City Youth Foundation.....	126
Youth and Family Alliance (d.b.a. LifeWorks): Youth Development.....	129
Education.....	133
Literacy Austin.....	137
Reading is Fundamental of Austin.....	141
Behavioral Health.....	143
Austin Child Guidance Center.....	148
Capital Area Mental Health Center.....	152
Out Youth.....	156
Workers Assistance Program, Inc.....	160
Young Women’s Christian Association of Greater Austin (d.b.a. YWCA).....	164
Youth and Family Alliance (d.b.a. LifeWorks): Counseling.....	168

Public Health and Access to Healthcare	173
AIDS Services of Austin, Inc.: Case Management	178
AIDS Services of Austin, Inc.: Food Bank / Nutritional Supplements.....	182
AIDS Services of Austin, Inc.: Home Health Care Services	186
AIDS Services of Austin, Inc.: Mpowerment	188
AIDS Services of Austin, Inc.: Nutritional Counseling.....	190
AIDS Services of Austin, Inc.: VOICES / VOCES.....	194
Easter Seals Central Texas: Developmental and Clinical Solutions.....	198
Planned Parenthood of Austin Family Planning, Inc.	202
Sustainable Food Center.....	206
The Wright House Wellness Center, Inc.	208
Supportive Services for Independent Living	213
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
Legal Services	233
The Arc of the Capital Area: Juvenile Justice Services	237
Court Appointed Special Advocacy of Travis County, Inc. (d.b.a. CASA of Travis County).....	241
Immigrant Counseling and Outreach Services.....	245
Texas RioGrande Legal Aid, Inc.....	249
Restorative Justice and Reentry	253
Crime Prevention Institute, Inc.....	257
Appendices	
Appendix A	261
Appendix B.....	262
Appendix C	264
Appendix D.....	265
Appendix E	266
Endnotes	269

Executive Summary

The Travis County Commissioners Court, through the Travis County Health and Human Services & Veterans Service Department (TCHHS/VS), annually invests over \$4.6 million in community-based social service programs. These services promote the Department's mission to optimize self-sufficiency for families and individuals in safe and healthy communities. The current economic recession, which began in December 2007, elevates the importance of these programs.

The annual Community Impact Report provides an overview of TCHHS/VS investments in health and human services.^a The report details investment, programmatic, client demographic, and performance information on 46 of the Department's social service contracts. This report also offers a snapshot of current community conditions in Travis County;^b and, it maps service provision locations and client zip codes. These 46 contracts represent a subset of TCHHS/VS investments, and in 2009, the Department will continue a strategic planning process that will align internal and other external contracted investments. Appendix A provides a summary of the programs currently scheduled for review.

Most data included in this report cover calendar year 2008^c and are drawn from contracts and reports provided by contracted service providers. Each contract is classified into the issue area most closely aligned to its central goals and objectives.

Community Conditions

Community conditions impact social service providers and their clients. Economics, demographics, as well as social structures and systems, all influence the level of need within a community and the resources available to successfully address community needs. Community conditions help determine service delivery approaches most effective in addressing community needs and issues. These conditions also inform public stakeholders of progress toward community goals and can help correlate particular program contributions and value in advancing those goals.

The most recent poverty data were collected in 2007, during a more robust economic period. These data estimated that 14.7% (or 141,223) of Travis County residents lived in poverty.¹ Current conditions indicate that the number of families and individuals in poverty is likely to continue to grow. Consider the following:

- The median income, once adjusted for inflation, fell 7% from \$56,730 in 2002 to \$52,937 in 2007.
- Between 2007 and 2008, Austin Energy received 41% more requests for utility assistance and experienced a 33% increase in the number of customers with deferred payment plans.

^a This subset reflects those contracts transitioned in January 2007 from management by Austin/Travis County Health and Human Services to TCHHS/VS.

^b Community condition sections describe key conditions most directly related to the contracted social services currently included in the corresponding issue area. Community conditions within one issue area often impact those in other issue areas. Community conditions primarily reflect data available through December 2008.

^c The report covers calendar year 2008 because social service contracts typically follow a calendar year schedule. AIDS Services of Austin and The Wright House Wellness Center are the only exceptions. Their contracts begin on March 1st and end on February 28th. Therefore, information related to these two contracts cover the period from March 1, 2008, to February 28, 2009.

- Most (58%) Travis County residents receiving food stamps are children under 18 years of age. The number of food stamp recipients rose dramatically - by 57% - between May and December 2008. Hurricane Ike contributed to this increase but only partially so. Food stamp participation in Travis County rose sharply (29% or by 19,114 participants) in the four months prior to Ike (or between May and August 2008).
- Foreclosure rates rose 33% from nearly 3,500 in 2007 to nearly 5,000 in 2008.
- An estimated 6,509 people were homeless in Travis County at some point during 2007. On any given day, an estimated 4,468 people are homeless, nearly half (41%) of whom are children or adults with children.
- Students enrolled in the Austin Independent School District affected by homelessness totaled 1,970 in 2007, up 27% from 2006. Likewise, local U.S. Department of Housing and Homelessness (HUD) Continuum of Care organizations experienced a 37% rise in homeless people requesting shelter between the third quarters of 2007 and 2008.
- An estimated 76,768 households (or 20% of all households) in Travis County spent between 30% and 49.9% of their income on housing. HUD categorizes a household with this type of housing-expense ratio as moderately cost-burdened. An estimated 65,890 households (or 17% of all households) spent 50% or more of their income on housing, which HUD defines as severely cost burdened; renters accounted for more than two-thirds (68%) of this population.
- Unemployment rates rose steadily over the past year and are expected to rise further in 2009. 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. The unemployment rate for Travis County was slightly lower, at 6.1%. The Travis County unemployment rate remains lower than the state rate (6.4%) and both the county and MSA unemployment rates remain lower than the national rate (7.6%).
- Nearly one in five residents (19.3%) lack health insurance and the number will likely grow if unemployment and underemployment rates continue to rise.

The economic downturn is expected to continue to create a higher demand for social services. Given the depth of the current downturn, this situation is expected to persist at least through the next year. At the same time, resources are diminishing. Donations to local nonprofit organizations are falling. Likewise, local, state, and federal revenue has declined.

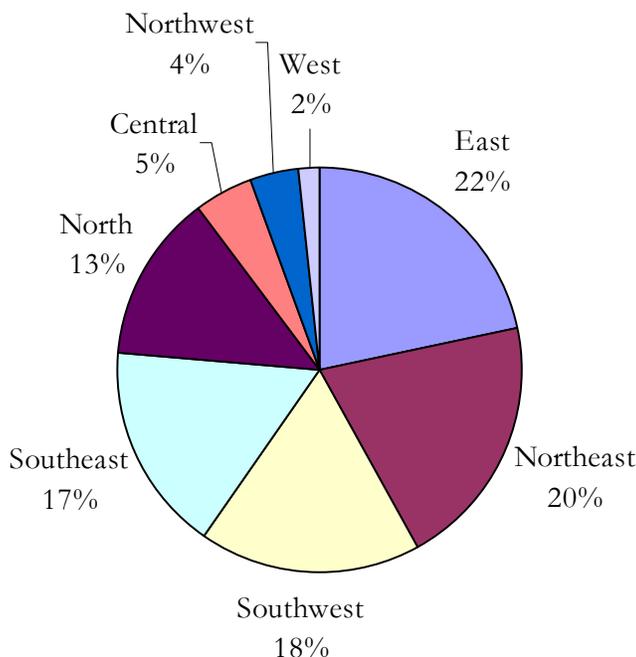
However, some changes at the national and state level bear watching in the coming year. Texas could receive \$60 billion from the recent economic stimulus package. Deece Eckstein, Coordinator of Governmental Relations for Travis County, reported that local health and human service programs could benefit greatly from the federal stimulus bill that was recently passed on February 17, 2009. The impact of these economic trends and related legislative initiatives are currently unknown but may be significant.

Client Location

When possible, the contracted service providers documented the zip code where clients resided when they entered the program.^d Service providers collected residential information for 86% of all clients; the remainder represent zip codes outside of Travis County (categorized as “other”) or unknown zip codes. Of clients with known zip codes within Travis County, over half (59%) were located in eastern areas of the county. The East area comprised 22% of these clients, and 20% of clients were in the Northeast area. The Southwest (18%) and Southeast (17%) areas also accounted for sizeable shares of the client population. (See Appendix E for zip code classification map.)

Please note that clients participating in more than one program are counted multiple times in this summary. Please also note that the geographic distribution of clients with known zip codes may not be representative of the geographic distribution of clients with unknown zip codes.

Percent of Clients by Area of Residence, 2008



Client Demographics

The service providers also collected client demographic data, when possible.^e Income level data were reported for over three-quarters (77%) of clients. The remaining demographic data were provided for 91% to 95% of clients. Of clients with known demographics, 58% were female and 42% were male. In terms of race, 64% of these clients were White, 28% were Black or African-American, and the remainder were of another race. In terms of ethnicity, 37% of clients were

^d Client zip code data may be unreported for reasons such as: clients were homeless at entry into the program, protection of client privacy, and difficulty obtaining data (e.g., due to services delivered via outreach or at large-scale events).

^e Client demographic data may be unreported for reasons such as: protection of client privacy and difficulty obtaining data (e.g., due to services delivered via outreach or at large-scale events).

Hispanic or Latino and 63% were non-Hispanic/non-Latino. Over a quarter (28%) of clients were ages 37 to 55, and 23% were in the 25 to 36 age range. Children ages 17 and younger accounted for 25% of clients. Over a third (37%) of clients had incomes below 50% of the Federal Poverty Income Guideline level and over a quarter (26%) had incomes between 50% and 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

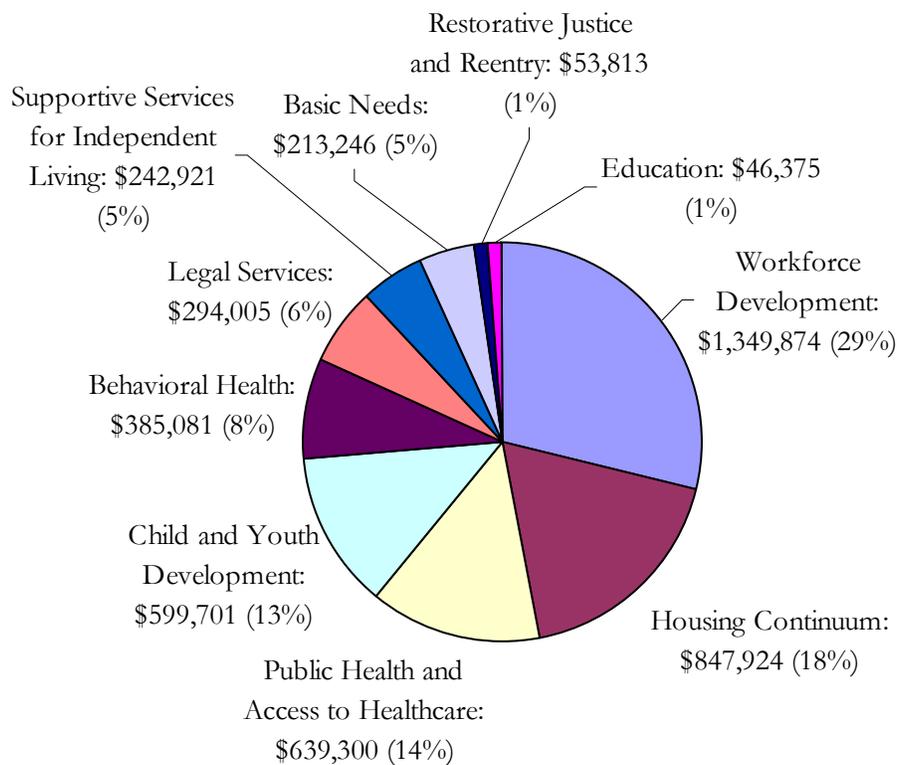
Please note that clients participating in more than one program are counted multiple times in this summary. Please also note that clients with known demographics may not be representative of the clients with unknown demographics.

Funding

The chart below shows the percent of funding devoted to each issue area for the social service contracts included in this report. Please note that these contracts are a subset of the Department’s broader investments of general funds in both purchased and direct services. The Department also makes grant-funded program investments.

Workforce Development contracts accounted for the greatest share (nearly one-third) of the total TCHHS/VS investment. The Department’s investments comprised varying percentages of each contracted program’s total budget. Investment percentages ranged from a little over 1% and up to 100%, constituting an average percentage of roughly 20% of a program’s total budget. Actual investment percentages for each social service contract are provided on each program’s page.

Percent of Funding by Issue Area for Social Service Contracts, 2008



Performance

The social service contracts included in this report have a wide range of goals, objectives, services, and performance measures. As the following chart shows, in 2008 most (84%) performance measure results were at or above the targeted range for their performance, with 82% of all *output* measures at or above the targeted range. Similarly, 86% of all *outcome* performance measures were at or above the targeted range for their performance. Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal. Please note that performance measures reflect the *entire* program's performance, and not the share of the program funded by TCHHS/VS.

Considerations When Reading This Report

Performance results provide only a starting point for understanding the impact of these contracts. These summary statistics are not necessarily an indication of the programs' overall performance, but rather a snapshot and general gauge of their performance over a one year period. When reviewing the performance results presented in the following chart, **readers are encouraged to locate the particular programs of interest in subsequent sections within this report and review the detailed programmatic and performance information.** Within these sections, service providers offer explanations for variance in performance. This information, in particular, is critical to providing context and meaning to these summary results.

Please note that these performance results do not reflect the programs' full value to and impact on the community, which would require formal program evaluations, qualitative studies, and a review of other research. Therefore, it is also important to keep the following considerations in mind when reviewing program performance.

Participant characteristics can significantly influence a program's performance results. For example, performance results may be lower for programs with clients who face considerable challenges (e.g., serious mental illness or addiction issues) and have little social support. Readers should, therefore, use caution when comparing output and outcome results *across* programs.

Many additional factors beyond the program's control may also impact the program's performance. For example, if jobs become scarce, an effective workforce program may experience lower client employment rates — in spite of successfully training their clients. Similarly, if jobs become abundant, a workforce program may experience higher client employment rates — even if the program provided training that was not marketable. Without controlling for these factors, the true impact or efficacy of the program on outcomes cannot be discerned.

Readers should also use caution when examining outcome results for programs with less than 30 clients. For such small programs, the outcome of just a few clients can greatly affect the program's total outcome result. In these instances, examining percentages may be less helpful than examining raw numbers.

Finally, this report captures a narrow set of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. For example, though an individual was unable to obtain employment within the time period analyzed, a program may have increased the readiness and capacity of the individual to succeed on the job once eventually employed. Additionally, performance measures may not all be equal in importance or value to the community. Also, some agencies may have negotiated performance measures that were more difficult to achieve than others.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^f and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performances ^g
Basic Needs <i>Total Investment:</i> \$213,246	Goals: Meet urgent, short-term food, housing, clothing and transportation needs.	Capital Area Food Bank of Texas (\$57,766)	Outputs: 66% (or, 2/3) Outcomes: 100% (or, 2/2)
	Services may include: Provision of adequate and healthy food; financial assistance for rent, mortgage, or utilities; needed clothing; and assistance or transportation to meet specific public health or safety needs.	Caritas of Austin – Basic Needs (\$155,480)	Outputs: 66% (or, 2/3) Outcomes: 100% (or, 2/2)
	Goals: Promote both availability of and access to temporary shelter and long-term housing retention for persons who are homeless or at risk of losing their housing.	Austin Children’s Shelter (\$49,203)	Outputs: 0% (or, 0/3) Outcomes: 100% (or, 2/2)
	Services may include: Safe and affordable transitional housing; emergency shelter including food, bedding and needed supplies; case management and tenant education to promote housing stability; and repair of housing to prevent homelessness or energy inefficiency.	Austin Tenant’s Council (\$24,848)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)
Blackland Community Development Corporation (\$9,301)		Outputs: 100% (or, 2/2) Outcomes: 0% (or, 0/2)	
Caritas of Austin – Best Single Source (\$262,500)		Outputs: 0% (or, 0/2) Outcomes: 50% (or, 1/2)	
Foundation for the Homeless (\$13,310)		Outputs: 25% (or, 1/4) Outcomes: 100% (or, 3/3)	
The Salvation Army (\$98,319)		Outputs: 100% (or, 5/5) Outcomes: 100% (or, 2/2)	
Travis County Domestic Violence and Sexual Assault Survival Center (d.b.a. SafePlace) (\$250,336)		Outputs: 33% (or, 1/3) Outcomes: 100% (or, 2/2)	
Youth and Family Alliance (d.b.a. LifeWorks) – Housing and Homeless Services (\$140,107)		Outputs: 83% (or, 5/6) Outcomes: 100% (or, 4/4)	

^f Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program’s central goal(s).

^g Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^h and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ⁱ
Workforce Development <i>Total Investment:</i> \$1,349,874	Goals: Employment and training services to help individuals improve workplace skills, obtain employment, succeed in the workforce, and help employers secure a skilled workforce.	American YouthWorks (\$66,145)	Outputs: 100% (or, 3/3) Outcomes: 33% (or, 1/3)
	Services may 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.	The Austin Academy (\$43,609)	Outputs: 100% (or, 3/3) Outcomes: 66% (or, 2/3)
		Austin Area Urban League, Inc. (\$45,774)	Outputs: 100% (or, 4/4) Outcomes: 66% (or, 2/3)
		Capital Investing in Development and Employment of Adults (d.b.a. Capital IDEA) (\$700,213)	Outputs: 100% (or, 3/3) Outcomes: 66% (or, 2/3)
		Easter Seals Central Texas – Employment Solutions (\$64,500)	Outputs: 100% (or, 2/2) Outcomes: 50% (or, 1/2)
		Goodwill Industries of Central Texas (\$137,439)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 3/3)
		Skillpoint Alliance (\$244,965)	Outputs: 100% (or, 4/4) Outcomes: 75% (or, 3/4)
		Vaughn House, Inc. (\$47,229)	Outputs: 100% (or, 3/3) Outcomes: 0% (or, 0/2)

^h Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

ⁱ Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^j and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^k
Child and Youth Development <i>Total Investment:</i> \$599,701	Goals: Promote the availability, affordability, accessibility, and quality of a continuum of services that advance the acquisition of assets that support social, emotional, cognitive, and physical well-being among children and youth.	Any Baby Can of Austin, Inc. (\$179,538)	Outputs: 100% (or, 5/5) Outcomes: 75% (or, 3/4)
	Services may include: Direct services to enhance the child’s or youth’s development and/or related skill development for the adults in their lives (e.g., parents, child care providers, teachers and community leaders).	Big Brothers Big Sisters of Central Texas (\$62,257)	Outputs: 100% (or, 4/4) Outcomes: 100% (or, 3/3)
		Child, Inc. (\$208,780)	Outputs: 100% (or, 3/3) Outcomes: 66% (or, 2/3)
		Greater Calvary Rights of Passage Development, Inc. (\$31,482)	Outputs: 50% (or, 2/4) Outcomes: 66% (or, 2/3)
		River City Youth Foundation (\$45,083)	Outputs: 100% (or, 4/4) Outcomes: 100% (or, 2/2)
		Youth and Family Alliance (d.b.a. LifeWorks) – Youth Development (\$72,561)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 3/3)
		Education <i>Total Investment:</i> \$46,375	Goals: Promote and support academic preparedness (school readiness) as well as educational attainment and success.
Services may include: Early childhood education; academic support or enrichment; literacy, G.E.D., and adult basic education; English as a Second Language (ESL) classes; out-of-classroom activities or programs whose goals are academic-oriented (e.g. math or science camps), language or literacy fluency and/or proficiency classes; and computer or technology literacy.	Reading is Fundamental of Austin (\$13,126)		Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)

^j Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program’s central goal(s).

^k Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ¹ and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^m
Behavioral Health <i>Total Investment: \$385,081</i>	Goals: Provide prevention, intervention, and treatment to adults and children who have been impacted by issues of mental illness, substance abuse and developmental disabilities.	Austin Child Guidance Center (\$101,343)	Outputs: 80% (or, 4/5) Outcomes: 100% (or, 2/2)
		Capital Area Mental Health Center (\$17,174)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 3/3)
	Services may include: Mental health, psychiatric, marriage and family counseling as well as substance abuse treatment and services.	Out Youth (\$12,880)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)
		Worker’s Assistance Program, Inc. (\$43,503)	Outputs: 0% (or, 0/2) Outcomes: 100% (or, 2/2)
		Young Women’s Christian Association of Greater Austin (d.b.a. YWCA) (\$90,596)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Youth and Family Alliance (d.b.a. LifeWorks) – Counseling (\$119,585)	Outputs: 0% (or, 0/3) Outcomes: 100% (or, 4/4)

¹ Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program’s central goal(s).

^m Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ⁿ and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^o
<p>Public Health and Access to Healthcare</p> <p><i>Total Investment: \$639,300</i></p>	<p>Goals: Improve the physical well-being of community members by encouraging healthy behaviors (e.g., better eating habits, physical activity, improving disease management, reducing smoking, tobacco use, and substance abuse; etc.); preventing disease (reducing its occurrence and impact); increasing medical preparedness for emergencies; and increasing access to quality health care and counseling.</p> <p>Services may include: Provide education; improve treatment, care, and support for persons living with or facing health concerns; provide case-management advocacy for additional or other client services; and promote environmental health.</p>	AIDS Services of Austin, Inc. – Case Management (\$157,937)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 3/3)
		AIDS Services of Austin, Inc. – Food Bank / Nutritional Supplements (\$62,500)	Outputs: 100% (or, 2/2) Outcomes: N.A
		AIDS Services of Austin, Inc. – Home Health Care Services (\$20,000)	Outputs: 50% (or, 1/2) Outcomes: 100% (or, 2/2)
		AIDS Services of Austin, Inc. – Mpowerment (\$70,000)	Outputs: 75% (or, 3/4) Outcomes: 100% (or, 2/2)
		AIDS Services of Austin, Inc. – Nutritional Counseling (\$16,000)	Outputs: 100% (or, 2/2) Outcomes: N.A
		AIDS Services of Austin, Inc. – VOICES / VOCES (\$65,000)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Easter Seals Central Texas – Development Solutions (\$123,241)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Planned Parenthood of Austin Family Planning, Inc. (\$29,601)	Outputs: 100% (or, 4/4) Outcomes: 100% (or, 2/2)
		Sustainable Food Center (\$19,321)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 3/3)
		The Wright House Wellness Center, Inc. (\$75,700)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)

ⁿ Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^o Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^P and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^Q
Supportive Services for Independent Living <i>Total Investment: \$242,921</i>	Goals: 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. Services may include: 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.	The Arc of the Capital Area – Case Management (\$72,631)	Outputs: 66% (or, 2/3) Outcomes: 100% (or, 2/2)
		Family Eldercare (\$32,415)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 3/3)
		Helping the Aging, Needy, and Disabled (H.A.N.D.) (\$22,849)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Meals on Wheels and More, Inc. (\$115,026)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Legal Services <i>Total Investment: \$294,005</i>	Goals: Provide legal assistance to improve the navigation of systems, access to services and knowledge of legal rights. Services may include: Legal services such as legal education and advocacy.
Court Appointed Special Advocacy of Travis County, Inc. (d.b.a. CASA of Travis County) (\$85,000)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)		
Immigrant Counseling and Outreach Services (\$10,305)	Outputs: 0% (or, 0/2) Outcomes: 100% (or, 2/2)		
Texas RioGrande Legal Aid, Inc. (\$173,675)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 3/3)		

^P Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^Q Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^r and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^s
<p>Restorative Justice and Reentry</p> <p><i>Total Investment: \$53,813</i></p>	<p>Goals: Repair the loss or harm inflicted on victims and to provide alternative sanctions where possible as well as to promote successful re-integration of youth and adult offenders back into the community.</p> <p>Services may include: Re-entry services such as substance use treatment, employment readiness, and case management; domestic abuse and neglect resources such as counseling and parenting classes; victim-offender mediation; and conflict resolution/interpersonal skills training.</p>	<p>Crime Prevention Institute, Inc. (\$53,813)</p>	<p>Outputs: 66% (or, 2/3)</p> <hr/> <p>Outcomes: 100% (or, 1/1)</p>

^r Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^s Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Introduction

For more than thirteen years, the Travis County Health and Human Services & Veterans Service Department has contracted with community-based organizations to meet the critical needs of local residents. Community-based organizations are frequently geographically and culturally embedded in the communities they serve, and are often best positioned to provide needed services.

This report examines a limited set (46) of the Department's purchased social service investments, and covers the 2008 contractual period. Over the next several years, this report will expand to include all of the Department's contracted and internal social service programs.² Appendix A lists other programs that this report may eventually include.

These investments are critical components of the Department's strategy to optimize self-sufficiency for families and individuals in safe and healthy communities.

Purpose of Report

This report is intended to contribute to local knowledge about some of the Department's key contracted community-based programs. Toward this end, the report addresses the following questions:

- What issue areas do the programs support?
- What community conditions do the programs address and what changes in community conditions may impact the programs?
- What is the Department's investment in the programs?
- What do the programs strive to achieve and what services do they provide?
- Who are the programs intended to serve and who do they serve?
- Where do clients reside and where do they go to receive services?
- How have the programs performed?

This information will provide a foundation for policy makers, program managers, and others to better understand these investments, recognize and celebrate accomplishments, spot areas for improvement, disseminate lessons learned, and identify areas warranting further research.

When reviewing the information presented in this report, it is important to keep in mind the considerations cited at the Executive Summary's conclusion. Please also refer to Appendix B for further description of the report's data sources.

Readers should also consider this report in conjunction with other local analyses and reports in order to obtain a more complete picture of the community. The *Travis County Snapshot from American Community Survey 2007*, in particular, provides complementary contextual information around current demographics and local conditions.³

Community Conditions: Overarching Information

Most social service programs described in this report serve Travis County residents who are in or near poverty. Some programs, though, do assist vulnerable populations, such as those experiencing abuse and neglect, irrespective of their income level. The recent economic trends and, in particular, the current economic recession elevates the need for these services for Travis County residents:

- The median income, once adjusted for inflation, fell 7% from \$56,730 in 2002 to \$52,937 in 2007;⁴
- The unemployment rate totaled 3.9% in January 2008 but rose to 6.1% by January 2009⁵ and is projected to rise further in 2009;⁶
- Nearly one in five residents (19.3%) lack health insurance and the number may grow if unemployment and underemployment rates continue to rise;⁷
- Foreclosure rates rose 33% from approximately 3,500 in 2007 to nearly 5,000 in 2008;⁸
- The cost of basic essentials such as food increased significantly over the past year⁹ and, while the price of gas has recently dropped to extremely low prices, it rose to unprecedented levels during this time;¹⁰ and
- Natural disasters – such as Hurricanes Katrina, Rita, and Ike – have unexpectedly tapped into state and local resources in recent years.

These economic conditions are expected to continue to increase demand for social services. At the same time, however, resources are shrinking. Donations to some local nonprofit organizations have been falling.¹¹ Likewise, local, state, and federal revenue has declined.¹²

Local programs are also often significantly affected by changes in federal, state, and local policy and funding streams. In January 2009, a new federal administration took office, and the 81st Texas State Legislature will be in session through the spring of 2009. In the coming year, changes at the national and state level may be considerable. Deece Eckstein, Coordinator of Governmental Relations for Travis County, reported that local health and human service programs could benefit greatly from the federal stimulus bill that was passed on February 17, 2009.¹³ The impact of these economic trends and related legislative initiatives are currently unknown but likely to be significant.

Community Conditions: Interviews with Contracted Service Providers

In the spring of 2008, staff from Travis County Health and Human Services & Veterans Service (TCHHS/VS) visited several social service agencies contracted by TCHHS/VS.¹⁴ The purpose of the site visits was to ensure that services purchased by TCHHS/VS remain relevant to current community needs and to understand, explain, and provide context to investments' performance results.

At these visits, TCHHS/VS staff interviewed agency representatives to gather programmatic and community information. Visits were typically conducted with the agency's Executive Director and key programmatic personnel. Interviews were semi-structured, using open-ended questions. Visiting TCHHS/VS staff members had programmatic expertise and were responsible for the programmatic component of agency contracts.

Information obtained through open-ended interviews is classified as qualitative data. Qualitative data "includes virtually any information that can be captured that is not numerical in nature."¹⁵ The following qualitative information is intended to enrich readers' understanding of the underlying factors contributing to the quantitative results found in this report and of the larger community context in which these efforts occur. For example, underlying each agency's performance results are many factors, including client characteristics, funding changes, and staffing needs. Only through qualitative data can we better understand the factors contributing to agencies' performance results.

Some common themes emerged across agencies and issue areas.

- Economic conditions have **increased client needs and demands on service providers**. Increased referrals, workloads, and/or demand for services were seen by seven agencies. Two of these agencies, plus an additional two agencies, noted the impact of the changing economic climate on their clients. Examples included increased housing and transportation costs and a reduction in work hours.
- **A more diverse client population** was seen by six agencies. Three agencies saw increases in Spanish-speaking clients. The remaining three agencies noted client growth in ethnic minorities, African-Americans, or populations from various foreign countries. Two of these agencies also had challenges hiring and training bilingual staff, and one had difficulty with language barriers.
- **An increase in client mental health/substance abuse issues** was reported by four agencies. Of those, one agency also observed a lack of adequate resources in the community for families with a history of mental illness/substance abuse. Another agency noted challenges with mental health and drug and alcohol services in two of their programs.
- Three agencies reported that their **clients are moving out of Austin** toward Del Valle, Pflugerville, and other outlying areas of the county. This shift in geographic location, coupled with fluctuating gas prices, impacts clients' access to affordable transportation and increases the financial burden on service delivery systems (noted by five agencies).
- Two agencies observed **a lack of affordable child care in the community**, with one specifically noting the unmet needs of teen parents.

- **Changes in funding** impacted a number of agencies. Agencies noticed more upheaval in the funding environment, with three agencies noting changes in United Way funding strategies and/or continuum of care shifts, and another three (including one agency above) experiencing challenges with decreasing funding or changes in funding requirements.
- Finally, agencies reported **increased staff and facility needs**. Staff turnover was a challenge for two agencies, and three agencies required additional staff (including the two abovementioned agencies lacking bilingual staff). Facility capacity issues were felt by three agencies; one of these agencies and an additional agency also saw a rise in crime in surrounding areas.

Organization of Report

This report addresses ten issue areas. Each section begins with summary information about the issue area, related community conditions, and programs covered within that issue area.

An issue area encompasses those programs with goals most aligned with the goals of that issue area. While each program is included in only *one* issue area, a program may promote the goals of *several* issue areas. For example, a workforce development program may primarily include work readiness services but also include a small educational program. The principal goals of the program promote the workforce development issue area goals, so the program is categorized in the workforce development issue area rather than the education issue area.

This report also provides detailed information about each program covered by an issue area, including an overview of program goals, principal services provided, participant eligibility criteria, funding, and client demographics. This report also captures each program's performance results compared to its contractual performance goals and explanations of notable variance (+/- 10%) between the performance results and goals.

Basic Needs

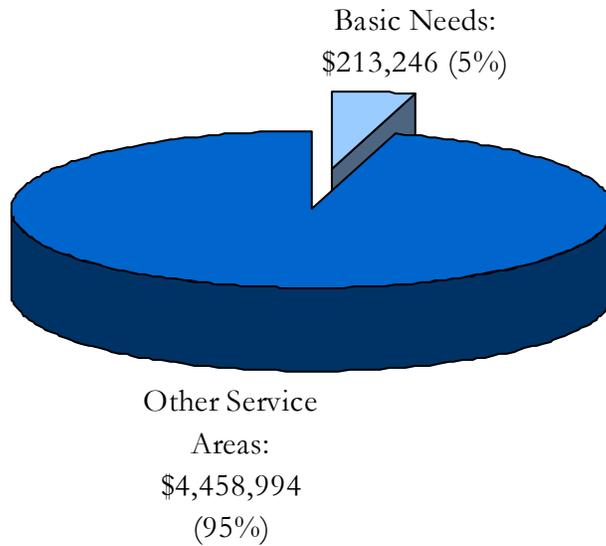
Goals and Services

Programs within this service area meet urgent, short-term food, housing, clothing and transportation needs. Some examples of services provided by programs within this service area include provision of adequate and healthy food; financial assistance for rent, mortgage, or utilities; needed clothing; and assistance or transportation to meet specific public health or safety needs.

Contracted Service Providers included in this Service Area

Capital Area Food Bank of Texas	31
Caritas of Austin: Basic Needs.....	33

Percent of Investment in Basic Needs and Other Service Areas, 2008



Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer services to address residents' basic needs. This issue area includes contracted services that provide food to avert hunger, and that offer one-time and short-term rent and utility assistance to prevent loss of housing and utilities. These contracted services work in tandem with those provided directly by the Travis County Health and Human Services & Veterans Service Department. The Department is the largest provider of emergency assistance for individuals and families within Travis County. For elderly or disabled individuals, the County emergency assistance program income guidelines limit participation to households at or below 125% of the Federal Poverty Income Guideline level (FPIG). The income guideline limit for all other people is 50% of the FPIG (see Appendix C for specific income limits). Among contracted service providers who serve individual clients directly, client income eligibility may go up to 150% of the FPIG.

Adequate **food and shelter are imperative to achieve healthy physical and psychological development.** A 2002 study that controlled for the influence of housing type, maternal distress, and stressful life occurrences (e.g., abuse) found that severe childhood hunger was a significant predictor of chronic illness and that it was linked to higher reported anxiety and depression among school-aged children.¹⁶ Another study demonstrated that adults 65 and older who felt that their basic needs were not being met also experienced greater risk of death, signs of depression, and decline in function.¹⁷

Over the last several years, the **poverty rate in Travis County has been greater than the national rate but less than the state rate.**¹⁸ In 2007 (a year with a robust local economy), an estimated 14.7% (or 141,223) of Travis County residents lived in poverty.¹⁹ This rate was lower than the state poverty rate of 16.3% but higher than the national poverty rate of 13%.²⁰

Need for Utility Assistance

Recent data suggest that a **growing number of residents face challenges paying for their utilities.** Austin Energy's Customer Assistance Financial Support Program received 8,578 duplicated requests for utility assistance in 2008, which is an increase of 41% from 6,067 in 2007.²¹ This increase in requests for assistance is much higher than the overall 3% growth in accounts that occurred during this time.²² Between 2007 and 2008, the number of Austin Energy customers with deferred payment plans rose by 33% – up from 103,325 (or 24% of all accounts) to 137,336 (or 31% of all accounts) respectively.²³ In spite of this increase in assistance and other efforts, service was disconnected for non-payment of utility bills in an average of 4,100 households per month during 2008, compared with an average of 3,950 per month during 2007.²⁴

Please refer to the Housing Continuum section of this report for additional information about community conditions related to housing.

Need for Food Assistance

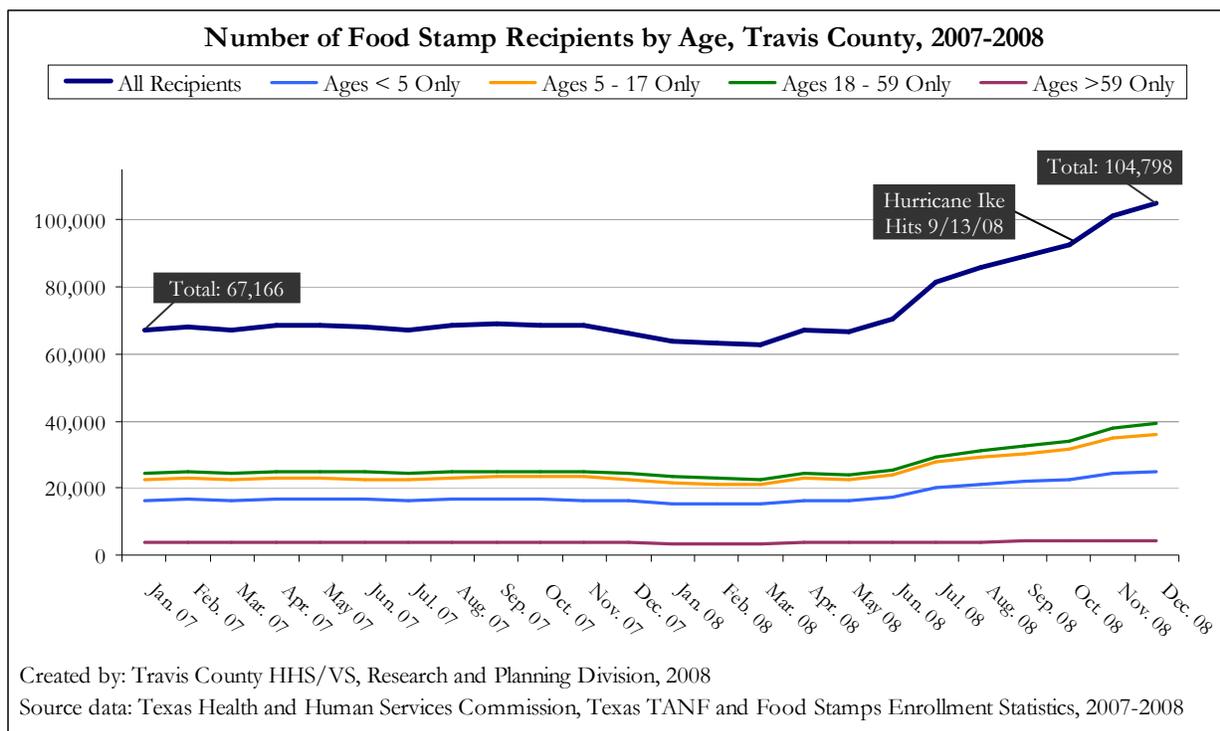
Other recent data, particularly food stamp participation data, suggest that **food instability is rising.** To be eligible for food stamps, a household must be living in poverty or approaching poverty (i.e., with resources at or below 130% of the poverty level).²⁵ Nationally, **the number and rate of people obtaining food stamps is approaching an all-time high.** In fiscal year 2008, 9.3% (or

28.4 million people) of the U.S. population participated in this federal program, up from 2.1% (or 4.3 million people) in fiscal year 1970.²⁶

The number of food stamp recipients in Travis County remained relatively stable from January 2007 through May 2008 and then rose dramatically – by 57% – during the remainder of 2008.²⁷ (See the graph below.) Hurricane Ike created a significant influx of food stamp recipients beginning in mid-September, but food stamp participation in Travis County had already risen sharply (29% or by 19,114 participants) in the four months prior to Ike (or between May and August 2008). Growing need is likely the primary contributor to rising food stamp participation, though increased outreach efforts and more timely application processing may also be pertinent factors.²⁸

These food stamp participation statistics likely underestimate the true need in Travis County. The most recent data indicate that in 2006 **41% of Texans who were eligible for food stamps did not receive this assistance.**²⁹ Food stamp participation statistics may serve, then, as a general gauge of food assistance need rather than a precise measure of need.

Most Travis County residents receiving food stamps are children. In December 2008, children under the age of 5 accounted for 24% of all food stamp recipients, and children between the ages of 5 and 17 comprised 34% of all food stamp recipients. Adults ages 18 to 59 represented 37% of the total population, and adults ages 60 and older constituted the remainder. As the chart illustrates, people of working age and children joined the rolls at the greatest pace since March 2008.

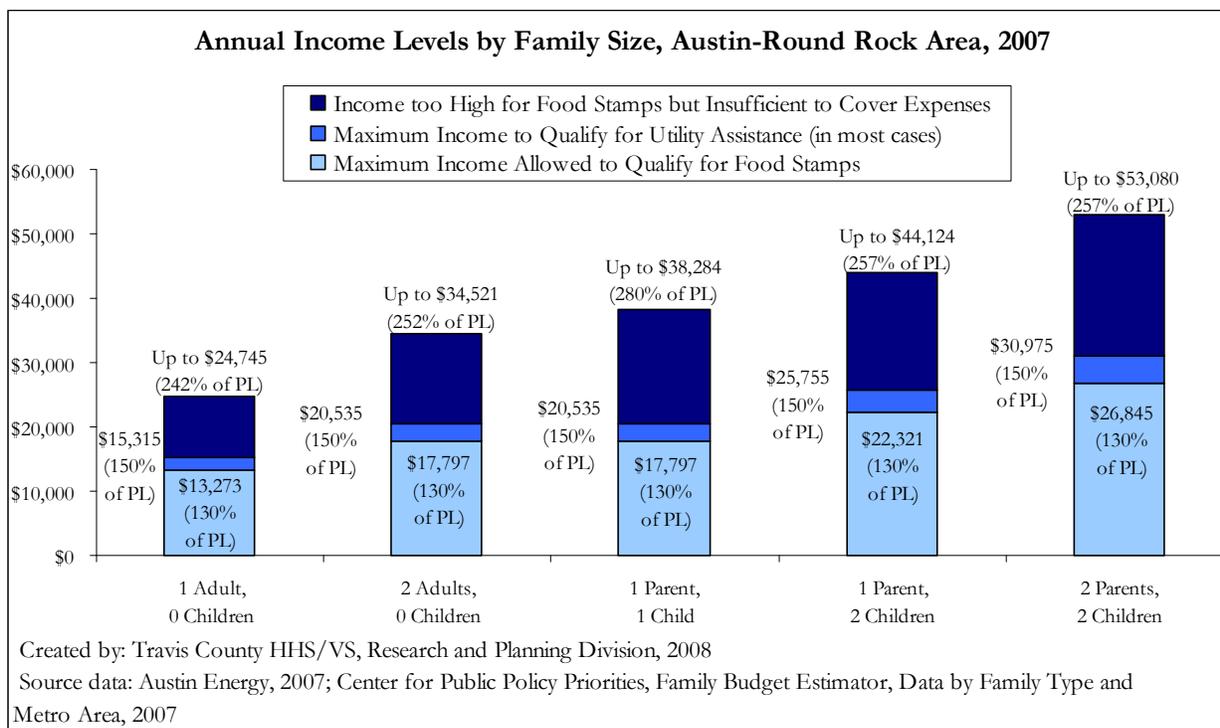


Current payment amounts are insufficient to cover rising food costs for most recipients. In October 2008, the average monthly food stamp payment totaled \$101 for each Travis County recipient. According to the United States Department of Agriculture (USDA), even on the thriftiest of meal plans in October 2008, \$101 per month would only cover the cost of a minimally nutritious

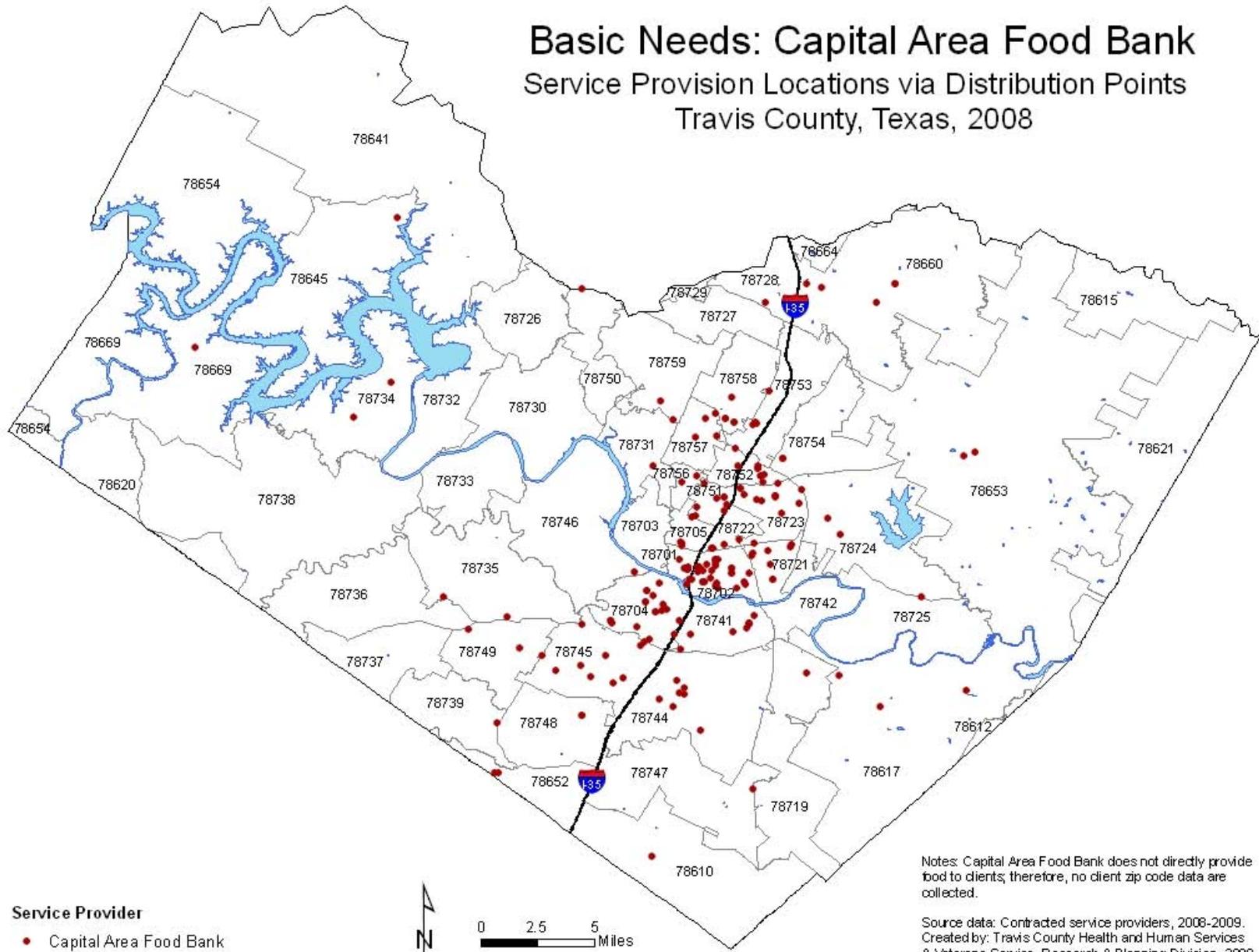
diet for a child five years old or younger, a population that represents only around a quarter of all food stamp recipients.³⁰ The USDA reports that the lowest cost of a minimally nutritious meal for individuals over five years of age would range between \$127.70 and \$175.10 per month. In cases when the food stamp program is insufficient, Travis County residents may rely on local social service programs for supplemental food.

Many people struggling to meet their or their family’s basic needs may be ineligible for assistance yet not earn enough to meet the local cost of living. The following graph illustrates this gap.³¹ For example, a family consisting of one parent and one child with an income between \$17,797 and \$38,284 faces challenges making ends meet *but* is left out of the safety net for food assistance. Expenses covered in this analysis include the cost of housing, food, child care, medical insurance, medical out-of-pocket expenses, transportation, taxes less tax credits, and other necessities.

Underemployed Travis County residents unable to access federally-funded food stamp assistance and other such basic needs assistance programs may also rely on local social service programs to help meet their basic needs. Recent changes in related community conditions such as rising unemployment, foreclosures, and cost of living (see Introduction) may greatly increase need for these services.

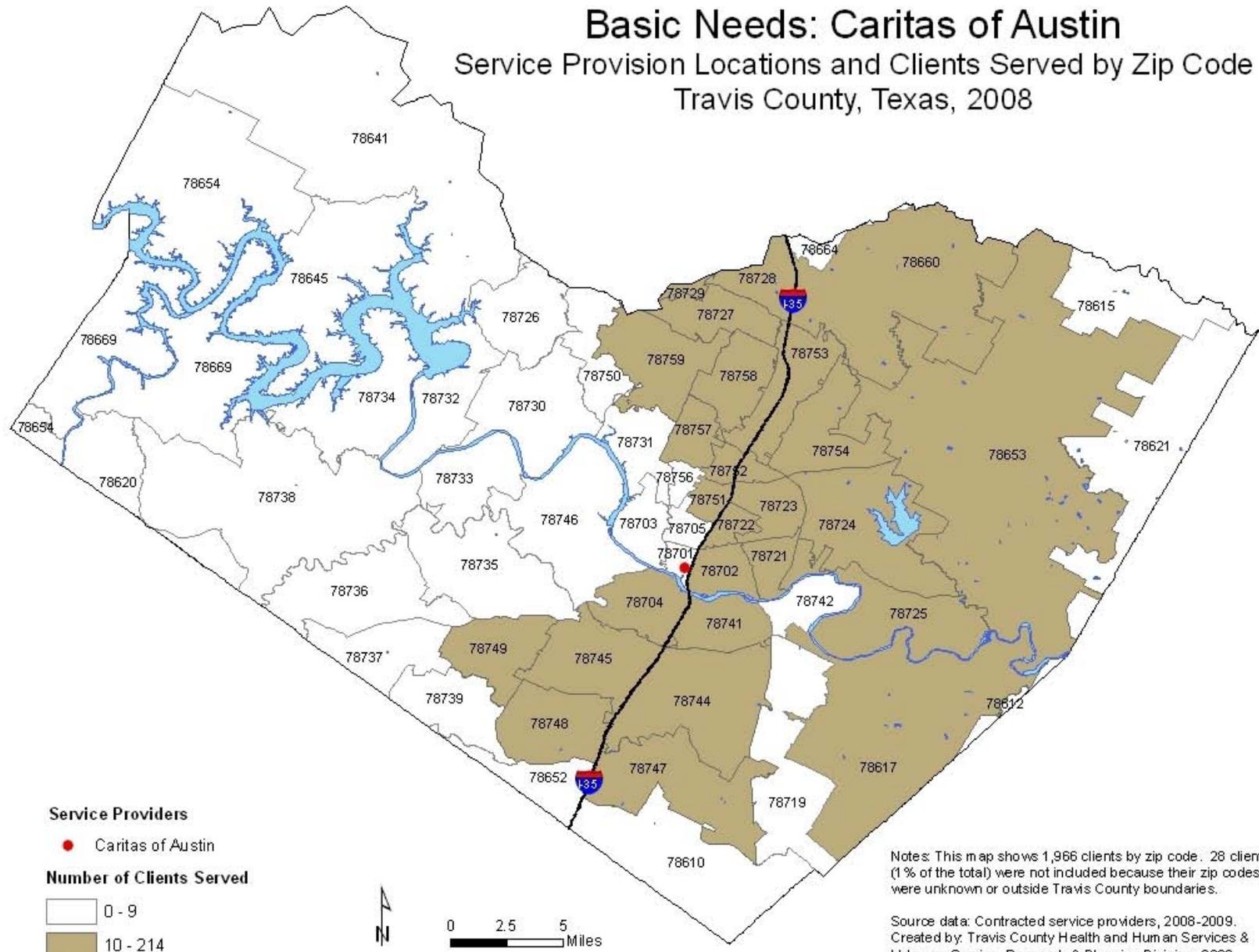


Basic Needs: Capital Area Food Bank Service Provision Locations via Distribution Points Travis County, Texas, 2008



Basic Needs: Caritas of Austin

Service Provision Locations and Clients Served by Zip Code Travis County, Texas, 2008



Capital Area Food Bank of Texas

Food Bank

Program Description

Capital Area Food Bank is the primary source of food and grocery products for other non-profit organizations. The Food Bank does not provide food directly to individuals and families. Instead, other human service agencies stock their pantry shelves with food from the Capital Area Food Bank and then, in turn, directly provide the food to their clients.

Funding

The total TCHHS/VS investment in the Food Bank program for 2008 was \$57,766. This investment comprised 1.2% of the total program budget.

Eligibility Criteria

The distributors receiving the food serve specific populations, such as the elderly, persons with disabilities, high-risk teens, low-income families and the working poor, homeless people, and families whose Food Stamp benefits have been cut.

Client Demographics and Client Zip Codes

The Capital Area Food Bank does not directly provide food to clients; therefore, no client demographic or zip code data are collected.

Performance Goals and Results

The Capital Area Food Bank met all but one of its performance goals. In 2008, the program was able to provide over five and a half million meal equivalents to Travis County agencies (see the second output). Staff members note that a slightly lower number of Travis County agencies were served during the year (see the first output). They attribute this result to the merging of agencies and increased collaboration between agencies. However, they reported an overall increase in demand for food (see the third output).

Food Bank 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 Travis County client agencies provided with cost savings	143	173	83%
Number of meal equivalents provided in Travis County	5,542,954	5,200,000	107%
Pounds of donated food provided to Travis County agencies	6,928,693	6,500,000	107%
<i>Outcomes</i>			
Number of dollars saved by Travis County client agencies	\$11,335,893	\$11,589,945	98%
Percentage of unduplicated partner agencies who reported no complaints on satisfaction survey	98% (61/62)	90% (135/150)	109%

Caritas of Austin

Basic Needs

Program Description

Caritas of Austin's two basic needs programs assist low-income residents with basic needs. More specifically, the Community Support Program provides low-income people and their families with one-time rent or utility assistance. And, the Community Kitchen serves anyone in the community a hot, nutritious lunch five days a week.

Funding

The total TCHHS/VS investment in the Basic Needs program for 2008 was \$155,480. This investment comprised 14.5% of the total program budget. TCHHS/VS also funds the Best Single Source program, which is described in the Housing Continuum issue area section.

Eligibility Criteria

To receive rent or utility assistance, a client must meet three eligibility requirements: reside in Travis County, have a household income at or below 150% of Federal Poverty Income Guideline level, and experience a documented emergency within the past 60 days. The Caritas Community Kitchen serves a nutritious meal to anyone who is hungry.

Client Demographics

Most clients (79%) served by the Basic Needs program were female, and 74% were between the ages of 25 to 55. Over a third (36%) of clients were Hispanic or Latino. Black or African-American clients comprised the largest percentage (43%) of clients, and 30% of clients chose not to disclose their race. Over three-quarters (78%) of 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	1,571	79%	18 to 24	289	14%
Male	422	21%	25 to 36	721	36%
Balance – Not Specified	1	0.1%	37 to 55	759	38%
<i>Total</i>	<i>1,994</i>	<i>100%</i>	56 to 74	196	10%
			75 and Over	28	1%
			Balance – Not Specified	1	0.1%
			<i>Total</i>	<i>1,994</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	713	36%			
Not Hispanic or Latino	1,259	63%			
Balance – Not Specified	22	1%			
<i>Total</i>	<i>1,994</i>	<i>100%</i>			
Race			Income		
American Indian or Alaskan Native	67	3%	<50% of FPIG	861	43%
Asian	10	1%	50% to 100%	704	35%
Black or African American	854	43%	101% to 150%	249	12%
Native Hawaiian or Other Pacific Islander	5	0.3%	151% to 200%	29	1%
White	461	23%	>200%	24	1%
Balance – Not Specified	597	30%	Balance – Not Specified	127	6%
<i>Total</i>	<i>1,994</i>	<i>100%</i>	<i>Total</i>	<i>1,994</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

This program served clients throughout all areas of Travis County; however, a substantial number of clients were located in the eastern areas of the county. The zip code areas with the greatest percentages of clients were East (23%), Northeast (21%), and Southeast (21%). (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	3	0.2%	78727	28	1.4%	78621	2	0.1%	78704	69	3.5%
78705	4	0.2%	78728	43	2.2%	78653	14	0.7%	78735	3	0.2%
78751	16	0.8%	78729	12	0.6%	78660	57	2.9%	78736	1	0.1%
78756	7	0.4%	78757	28	1.4%	78664	1	0.1%	78739	2	0.1%
<i>Total Central</i>	<i>30</i>	<i>1.5%</i>	78758	177	8.9%	78752	85	4.3%	78745	143	7.2%
			78759	34	1.7%	78753	214	10.7%	78748	51	2.6%
East			<i>Total North</i>	<i>322</i>	<i>16.1%</i>	78754	39	2.0%	78749	18	0.9%
78702	94	4.7%				<i>Total Northeast</i>	<i>412</i>	<i>20.7%</i>	<i>Total Southwest</i>	<i>287</i>	<i>14.4%</i>
78721	66	3.3%	Northwest			Southeast			West		
78722	15	0.8%	78641	2	0.1%	78617	32	1.6%	78703	4	0.2%
78723	175	8.8%	78645	4	0.2%	78741	212	10.6%	78733	2	0.1%
78724	94	4.7%	78669	1	0.1%	78744	148	7.4%	78738	1	0.1%
78725	14	0.7%	78726	9	0.5%	78747	18	0.9%	78746	2	0.1%
<i>Total East</i>	<i>458</i>	<i>23.0%</i>	78731	3	0.2%	<i>Total Southeast</i>	<i>410</i>	<i>20.6%</i>	<i>Total West</i>	<i>9</i>	<i>0.5%</i>
Other/Unknown			78732	2	0.1%						
Other	8	0.4%	78734	5	0.3%						
Unknown	23	1.2%	78750	9	0.5%						
<i>Total Other/Unknown</i>	<i>31</i>	<i>1.6%</i>	<i>Total Northwest</i>	<i>35</i>	<i>1.8%</i>						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Caritas of Austin’s Basic Needs program met all but one performance expectation. The program fell short on the first output, which measures the number of households provided basic needs services. Program staff members report that an improved telephone screening process for rent and utility assistance led to an increased number of eligible applicants for this type of assistance and to fewer applicants seeking basic needs services.

Basic Needs 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 households provided basic needs services	1,994	2,350	85%
Number of unduplicated households receiving rent or utility assistance	1,549	1,600	97%
Number of hot meals served	96,269	100,000	96%
<i>Outcomes</i>			
Percentage of unduplicated clients provided rent or utility assistance that remained in stable housing 30 days after receiving assistance	99% (1,531/1,549)	95% (1,520/1,600)	104%
Percentage of unduplicated clients provided a meal, who were satisfied with the meal, as measured in an annual survey	89% (183/205)	85% (149/175)	105%

Housing Continuum

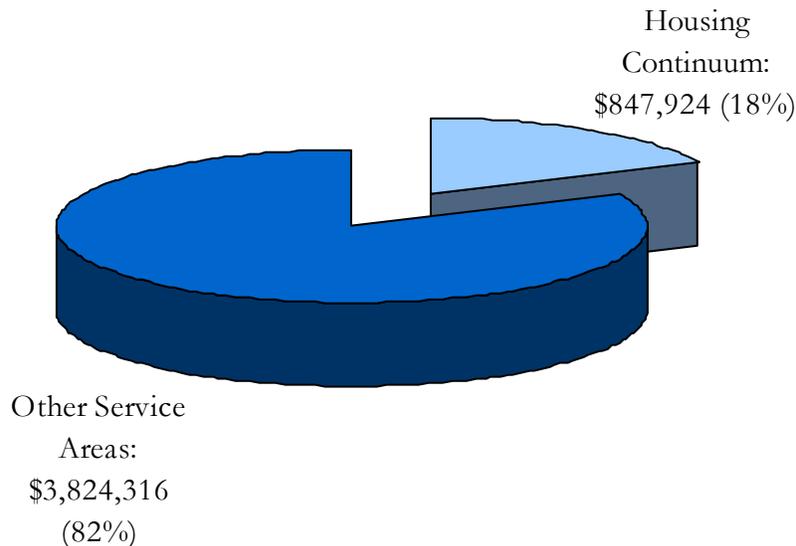
Goals and Services

Programs within this service area promote the availability of and access to temporary shelter and long-term housing retention for persons who are homeless or at risk of losing their housing. Some examples of services provided by programs within this service area include safe and affordable transitional housing; emergency shelter including food, bedding and needed supplies; case management and tenant education to promote housing stability; and repair of housing to prevent homelessness or energy inefficiency.

Contracted Service Providers included in this Service Area

Austin Children’s Shelter	42
Austin Tenant’s Council	46
Blackland Community Development Corporation.....	50
Caritas of Austin: Best Single Source.....	54
Foundation for the Homeless	58
The Salvation Army.....	62
Travis County Domestic Violence and Sexual Assault Survival Center (d.b.a. SafePlace)	65
Youth and Family Alliance (d.b.a. LifeWorks): Housing and Homeless Services	67

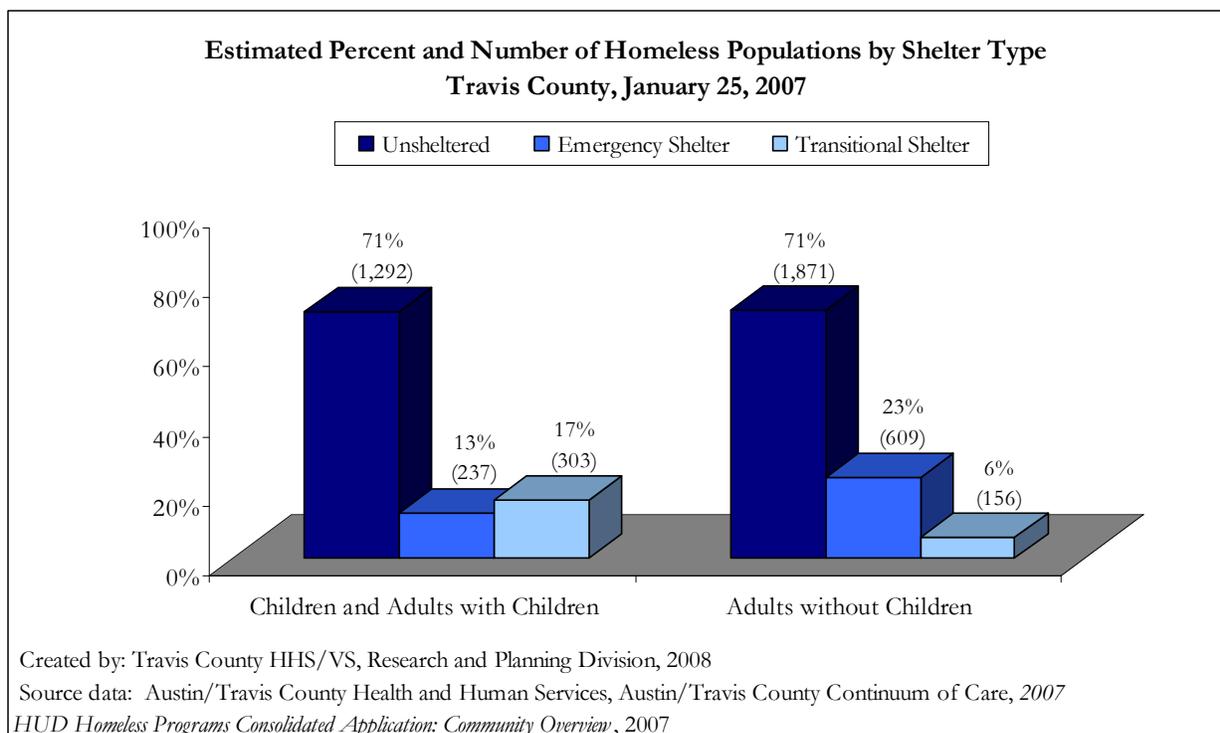
Percent of Investment in Housing Continuum and Other Service Areas, 2008



Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer housing services. The contracted services encompassed in this issue area primarily provide emergency and transitional shelter for youth and families who are homeless, near-homeless, or are experiencing abuse or neglect. Other services include counseling on housing rights, emergency landlord-tenant mediations, and financial assistance to maintain housing.³²

An estimated **6,509 people were homeless^t in Travis County** at some point during 2007.³³ On any given day in Travis County, an estimated 4,468 people are homeless; and, nearly three-quarters (71%) of these individuals are unsheltered, one in five (19%) are housed in emergency shelters, and 10% are housed in transitional shelters.³⁴ Of the people who are homeless on any given day, nearly half (41%) are children or adults with children. As the following chart illustrates, among those who are homeless on any given day, **the vast majority of these individuals are unsheltered.**³⁵



^t HUD defines a homeless person as one who “(1) lacks a fixed, regular, and adequate nighttime residence; and (2) an individual who has a primary nighttime residence that is — (a) a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); (b) an institution that provides a temporary residence for individuals intended to be institutionalized; or (c) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.” Data source: U.S. Department of Housing and Urban Development, “Federal Definition of Homeless,” U.S. Department of Housing and Urban Development, <http://www.hud.gov/homeless/definition.cfm> (accessed January 25, 2009).

National, state, and local data provide insight into the **characteristics of people who experience homelessness**:

- More than 30% are victims of **family violence**;³⁶
- A quarter face **severe mental illness**;³⁷
- One in five (21%) have been released from a “**public institution**” (such as a hospital, mental health center, foster care, prison, or jail);³⁸
- Nearly one in five (18%) face **chronic substance abuse** challenges;³⁹
- One in seven (14%) are **veterans**;⁴⁰
- 13% have **physical health** issues that led to their homelessness;⁴¹
- Approximately 10-15% are considered **chronically homeless**, meaning that they have been homeless for one or more years;⁴²
- 41% are **employed**;⁴³
- A quarter are **students** at Austin Independent School District (AISD);⁴⁴
- 8% are unaccompanied youth and, of all homeless youth, 27% have been in **foster care**.⁴⁵

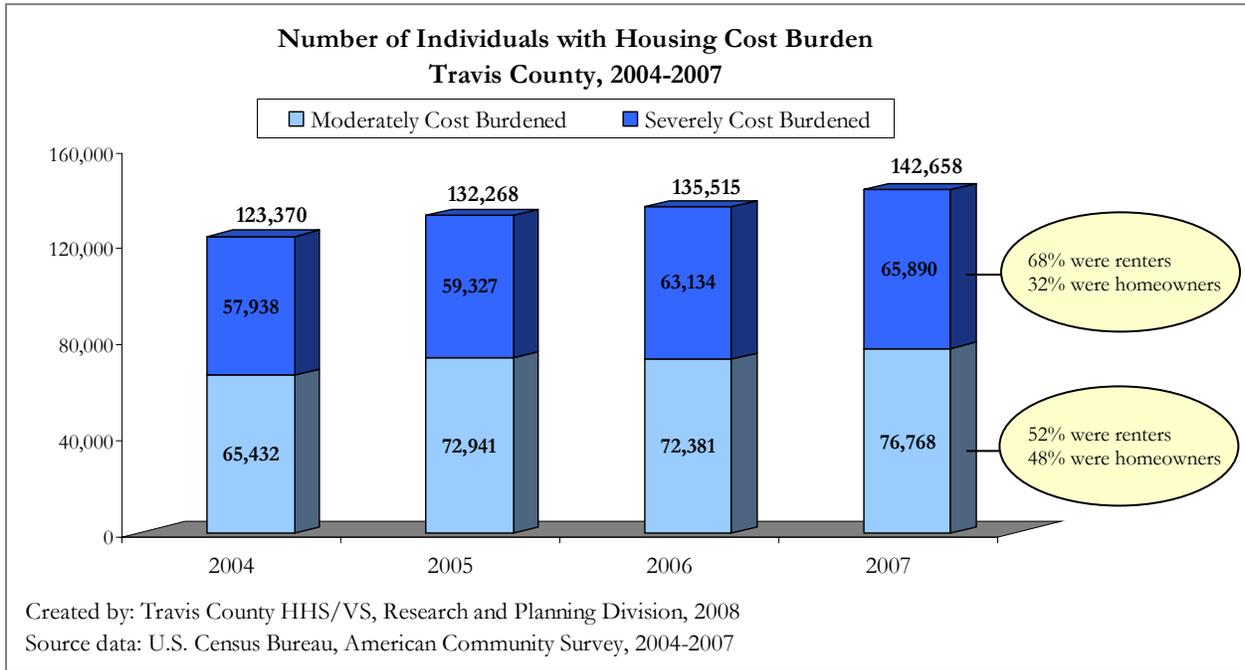
Homelessness raises barriers to securing and maintaining employment; heightens the risk of contracting and/or worsening physical health problems; and increases obstacles to youth registering for, regularly attending, achieving in, and completing school.⁴⁶

A shortage of affordable housing and limited income are the principal causes of homelessness.⁴⁷ As this report’s Introduction explains, recent trends indicate that these factors are worsening due to rising unemployment, rapidly increasing costs of living, and rising foreclosures. Indeed, current statistics suggest that **a growing number of Travis County residents are affected by homelessness or are at risk of becoming homeless**. AISD students affected by homelessness totaled 1,970 in 2007, up 27% from 2006.⁴⁸ Likewise, local U.S. Department of Housing and Homelessness (HUD) Continuum of Care organizations experienced a 37% rise in homeless people requesting shelter between the third quarters of 2007 and 2008.⁴⁹

Several of the larger local housing assistance programs have limited resources to address community need. As of February 2, 2009, the Housing Authority of the City of Austin (HACA) had 1,929 fully-occupied public housing units and 7,798 households on a wait list for these units.⁵⁰ HACA also had 5,127 Section 8 housing vouchers and 4,810 households on the wait list for these vouchers.⁵¹ The wait list for public housing units is typically between a year and 1.5 years for one-bedroom units, even with preferred populations such as the elderly and disabled.⁵² The wait list for two-bedroom units is typically six to eight months.⁵³ For the Section 8 program, approximately 30 to 40 new households are able to begin participating in the program each month.⁵⁴

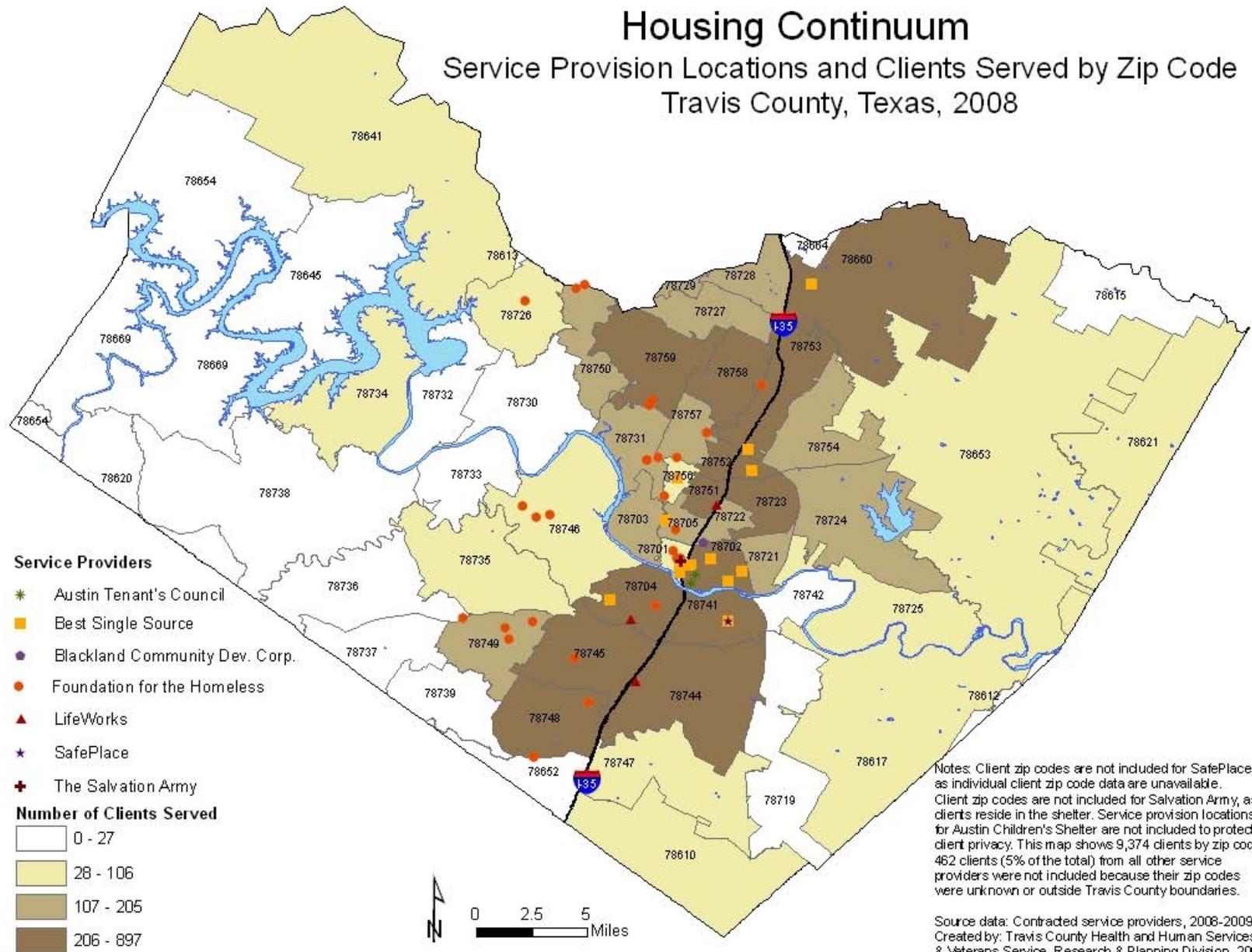
Even before the recent recession, many Travis County residents were experiencing a **housing cost burden**. As the next figure illustrates, in 2007, an estimated 76,768 households (or 20% of all households) spent between 30% and 49.9% of their income on housing. HUD categorizes a household with this type of housing-expense ratio as moderately cost-burdened.⁵⁵ An estimated 65,890 households (or 17% of all households) spent 50% or more of their income on housing, which HUD defines as severely cost burdened; renters accounted for more than two-thirds (68%) of this population. The majority of renters with household incomes less than \$35,000 are cost-burdened. A similar income threshold for home owners is \$50,000. High housing cost-burdens

make many Travis County residents vulnerable to losing their housing. Recent changes in related community conditions such as rising unemployment and cost of living (see Introduction) may exacerbate such financial challenges.



Housing Continuum

Service Provision Locations and Clients Served by Zip Code Travis County, Texas, 2008



Austin Children's Shelter

Emergency Shelter and Assessment

Program Description

Austin Children's Shelter (ACS) provides emergency shelter and quality care to abandoned, neglected, and abused children. ACS strives to stabilize children after the trauma of initial separation from familiar caregivers, to assess and meet each child's needs during their stay, and then prepare the child for transition to his/her next residence.

Funding

The total TCHHS/VS investment in the Emergency Shelter and Assessment program for 2008 was \$49,203. This investment comprised 9.6% of the total program budget.

Eligibility Criteria

ACS provides emergency shelter and assessment services to children 17 years old and younger who have been removed from their families due to life-threatening abuse and neglect and have no protective caregiver.

Client Demographics

A slight majority (56%) of clients were male, and most (97%) clients were aged 17 and under. Clients over the age of 17 who are aging out of the Austin Children’s Shelter can remain in the program while awaiting transfer to their next home; this situation occurred for one client. The remaining clients over the age of 17 were due to clients misrepresenting their age to CPS caseworkers in order to stay with their young children. This situation occurred with mothers from the FLDS church’s Eldorado compound. Hispanic or Latino clients accounted for 38% of clients, and White clients comprised 70% of the total client population. Income levels are not reported for clients residing in the Austin Children’s Shelter.

Gender	Number	Percent	Age	Number	Percent
Female	87	44%	5 and Under	62	31%
Male	112	56%	6 to 12	34	17%
<i>Total</i>	<i>199</i>	<i>100%</i>	13 to 17	98	49%
			18 to 24	4	2%
			25 to 36	1	1%
Ethnicity			<i>Total</i>	<i>199</i>	<i>100%</i>
Hispanic or Latino	76	38%			
Not Hispanic or Latino	123	62%			
<i>Total</i>	<i>199</i>	<i>100%</i>			
Race					
Black or African American	60	30%			
White	139	70%			
<i>Total</i>	<i>199</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Once in Austin Children’s Shelter, clients reside in Travis County. However, a slight majority (59%) of clients served were located outside of Travis County immediately prior to participating in the program. East (10%) and Northeast (9%) areas comprised the next largest areas of client population. (See Appendix E for zip code classification map.)

East	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78702	78728	3	1.5%	78621	1	0.5%	78704	10	5.0%
78721	78758	5	2.5%	78660	3	1.5%	78745	1	0.5%
78722	<i>Total North</i>	1	0.5%	78664	3	1.5%	<i>Total Southwest</i>	11	5.5%
78723		6	3.0%	78752	8	4.0%			
78724		1	0.5%	78754	2	1.0%			
78725		3	1.5%	<i>Total Northeast</i>	17	8.5%			
<i>Total East</i>		19	9.5%						
Other/Unknown	Northwest			Southeast			West		
Other	78641	117	58.8%	78741	3	1.5%	78733	1	0.5%
Unknown	78654	4	2.0%	78744	4	2.0%	78746	2	1.0%
<i>Total Other/Unknown</i>	78726	121	60.8%	<i>Total Southeast</i>	7	3.5%	<i>Total West</i>	3	1.5%
	78732								
	78750								
	<i>Total Northwest</i>								
		13	6.5%						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Austin Children’s Shelter had mixed performance results in 2008 due to fewer clients served than originally targeted for the year. Staff members attribute this to erratic referral patterns from Child Protective Services (CPS), the arrival of children with behavioral problems unsuited for emergency care, and the placement of FLDS church members and their children. These placements required the shelter to significantly limit other placements due to housing requirements of FLDS church members. The shelter was impacted by the FLDS placement for 90 days during the contract year. This created numerous challenges and hardships for ACS.

Once the shelter moves to their new campus in late 2009, they will face fewer shelter limitations and will thereby be able to shelter more children. For those clients served, Austin Children’s Shelter was able to exceed its outcome goals for clients showing improvement as determined by case review (see the first outcome) and clients reporting improvement on surveys that they completed (see the second outcome).

Emergency Shelter and Assessment 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	199	300	66%
Number of meals/snacks served	37,357	42,000	89%
Number of days of supervised care	6,658	8,760	76%
<i>Outcomes</i>			
Percentage of clients who showed improvement by case review with a score of 75% or more	93% (118/127)	90% (162/180)	103%
Percentage of clients who reported improvement on surveys with a score of 70% or more	87% (41/47)	80% (48/60)	109%

Austin Tenant's Council

Telephone Counseling and Mediation

Program Description

The goal of the Austin Tenant's Council is to address the lack of knowledge about housing rights and to protect those rights among low-income and minority residents in the Austin Metropolitan Statistical Area. The program advances its mission in this contract through the Telephone Counseling, In-House Counseling, and Emergency Mediation programs.

Funding

The total TCHHS/VS investment in the Telephone Counseling and Mediation program for 2008 was \$24,848. This investment comprised 39.2% of the total program budget.

Eligibility Criteria

The Telephone Counseling and Mediation program serves low-income tenants and landlords that reside in Travis County. Most participants in the In-House Counseling or the Emergency Mediation program have yearly incomes of less than 200% of the Federal Poverty Income Guideline (FPIG) level. Due to the nature of this program, though, it is possible that participants with incomes over 200% of the FPIG level may be served.

Client Demographics

Two-thirds of the program’s clients were female. Clients ages 37 to 55 comprised 38% of clients and 35% of clients were in the 25 to 36 age group. Hispanic or Latino clients accounted for 21% of the client population. Over three-quarters (77%) of clients were White and 20% were Black or African-American. Clients with incomes above 200% of the Federal Poverty Income Guideline level comprised 40% of all clients. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	5,594	67%	18 to 24	1,239	15%
Male	2,800	33%	25 to 36	2,930	35%
<i>Total</i>	<i>8,394</i>	<i>100%</i>	37 to 55	3,215	38%
			56 to 74	936	11%
			75 and Over	74	1%
			<i>Total</i>	<i>8,394</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	1,733	21%			
Not Hispanic or Latino	6,661	79%			
<i>Total</i>	<i>8,394</i>	<i>100%</i>			
Race			Income		
American Indian or Alaskan Native	118	1%	<50% of FPIG	1,303	16%
Asian	115	1%	50% to 100%	1,444	17%
Black or African American	1,685	20%	101% to 150%	1,298	15%
White	6,476	77%	151% to 200%	980	12%
<i>Total</i>	<i>8,394</i>	<i>100%</i>	>200%	3,369	40%
			<i>Total</i>	<i>8,394</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Clients in this program were located throughout Travis County. Both the Southwest and North areas of the county had 18% of the client population. The Northeast area had 16% of clients while the Southeast and East areas each comprised 15% of clients. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	69	0.8%	78727	134	1.6%	78621	39	0.5%	78704	552	6.6%
78705	205	2.4%	78728	165	2.0%	78653	62	0.7%	78735	43	0.5%
78751	224	2.7%	78729	147	1.8%	78660	223	2.7%	78736	27	0.3%
78756	102	1.2%	78757	187	2.2%	78664	4	0.0%	78737	9	0.1%
<i>Total Central</i>	<i>600</i>	<i>7.1%</i>	78758	552	6.6%	78752	257	3.1%	78739	12	0.1%
			78759	278	3.3%	78753	582	6.9%	78745	596	7.1%
East			<i>Total North</i>	<i>1,463</i>	<i>17.4%</i>	78754	134	1.6%	78748	194	2.3%
78702	332	4.0%				<i>Total Northeast</i>	<i>1,301</i>	<i>15.5%</i>	78749	107	1.3%
78721	157	1.9%						<i>Total Southwest</i>	<i>1,540</i>	<i>18.3%</i>	
78722	96	1.1%	Northwest			Southeast					
78723	473	5.6%	78641	95	1.1%	78610	30	0.4%	78703	114	1.4%
78724	159	1.9%	78645	18	0.2%	78617	77	0.9%	78733	25	0.3%
78725	30	0.4%	78654	22	0.3%	78719	6	0.1%	78738	15	0.2%
<i>Total East</i>	<i>1,247</i>	<i>14.9%</i>	78669	21	0.3%	78741	774	9.2%	78746	70	0.8%
			78726	88	1.0%	78742	16	0.2%	<i>Total West</i>	<i>224</i>	<i>2.7%</i>
Other			78730	19	0.2%	78744	340	4.1%			
Other	113	1.3%	78731	158	1.9%	78747	40	0.5%			
<i>Total Other</i>	<i>113</i>	<i>1.3%</i>	78732	24	0.3%	<i>Total Southeast</i>	<i>1,283</i>	<i>15.3%</i>			
			78734	58	0.7%						
			78750	120	1.4%						
			<i>Total Northwest</i>	<i>623</i>	<i>7.4%</i>						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Austin Tenant’s Council achieved the target range of expectations across all performance measures. In particular, they were able to provide tenant-landlord counseling to an additional 9 (or 9%) more clients than anticipated (see the second output).

Telephone Counseling and Mediation 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	8,394	9,094	92%
Number of clients provided tenant-landlord counseling by In-House Counseling services	104	95	109%
Number of clients provided Emergency Mediation services	103	104	99%
<i>Outcomes</i>			
Percentage of unduplicated clients/households that reported increased knowledge or skills in addressing their housing problems	98% (8,004/8,174)	95% (8,729/9,189)	103%
Percentage of clients/households for whom Emergency Mediation services resulted in an improved situation or condition	93% (95/102)	91% (95/104)	102%

Blackland Community Development Corporation

Transitional Housing

Program Description

Blackland Community Development Corporation offers transitional housing for twelve months in a supportive environment and with case management support. This safe and affordable rental housing program allows clients the opportunity to focus on improving their life situation. The objectives are for the clients to leave having secured affordable and stable housing and to have met most of their case management goals.

Funding

The total TCHHS/VS investment in the Transitional Housing program for 2008 was \$9,301. This investment comprised 12.8% of the total program budget.

Eligibility Criteria

This program serves homeless and near-homeless families with minor children. Families must have incomes at or below 50% of Austin's Median Family Income level,^u be employed and earning at least \$700 per month (twice the first month's rent), and be willing to meet with a case manager once a week.

^u Please see Appendix D for 2008 Austin Median Family Income Guidelines.

Client Demographics

The majority (65%) of clients receiving transitional housing were female. A slight majority (56%) of clients were children aged 12 and younger, and nearly a quarter (24%) of clients were in the 25 to 36 age range. More than a quarter (28%) of clients were Hispanic or Latino. Black or African-American clients comprised 68% of the client population, and all clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix D for 2008 Austin Median Family Income Guidelines.)

Gender	Number	Percent	Age	Number	Percent
Female	44	65%	5 and Under	21	31%
Male	24	35%	6 to 12	17	25%
<i>Total</i>	<i>68</i>	<i>100%</i>	13 to 17	4	6%
			18 to 24	6	9%
			25 to 36	16	24%
			37 to 55	4	6%
			<i>Total</i>	<i>68</i>	<i>100%</i>
Ethnicity	Number	Percent		Number	Percent
Hispanic or Latino	19	28%			
Not Hispanic or Latino	49	72%			
<i>Total</i>	<i>68</i>	<i>100%</i>			
Race	Number	Percent	Income	Number	Percent
Black or African American	46	68%	<50% of FPIG	68	100%
White	20	29%	<i>Total</i>	<i>68</i>	<i>100%</i>
Black or African American AND White	2	3%			
<i>Total</i>	<i>68</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

This program served clients in most areas of Travis County, although the eastern areas had the greatest amounts of clients. The largest percentage of clients was located in the East (32%) area, followed by Southeast (24%) and Northeast (21%) areas. (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
78721	78758	15	22.1%	78664	3	4.4%	78704	6	8.8%
78722	<i>Total North</i>	2	2.9%	78753	11	16.2%	<i>Total Southwest</i>	6	8.8%
78723		5	7.4%	<i>Total Northeast</i>	14	20.6%			
<i>Total East</i>		22	32.4%						
<u>Other</u>				<u>Southeast</u>			<u>West</u>		
Other		3	4.4%	78741	6	8.8%	78746	2	2.9%
<i>Total Other</i>		3	4.4%	78744	10	14.7%	<i>Total West</i>	2	2.9%
				<i>Total Southeast</i>	16	23.5%			

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Blackland Community Development Corporation exceeded both of its output goals but fell short of outcome expectations. Staff members report that the program experienced a great deal of turnover in 2008, with 16 individuals exiting the program earlier than scheduled. Turnover was attributed to clients dealing with emotional and physical abuse, mental health issues, and suspected substance abuse; these issues may result in clients being asked to leave if they are not complying with program guidelines. Due to this unexpected turnover, the program did not achieve its outcome goals.

Transitional Housing 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 case management	68	66	103%
Number of unduplicated clients provided transitional housing	68	66	103%
<i>Outcomes</i>			
Percentage of unduplicated clients (individual adults and children) who met at least 66% of their case management goals	57% (25/44)	79% (26/33)	72%
Percentage of unduplicated clients (individual adults and children) who obtained safe and stable housing as a result of receiving transitional housing and supportive services	68% (30/44)	79% (26/33)	87%

Caritas of Austin

Best Single Source

Program Description

Caritas of Austin is the fiscal and administrative agent for the Basic Needs Coalition of Central Texas (BNC). The BNC developed the Best Single Source (BSS) program, which represents a collaboration of eight area social services providers.^v This pilot program is designed to provide clients (1) enough funding to effectively resolve their financial crisis and stabilize their housing and (2) emergency financial assistance at the agency or organization where they already receive other services. All BSS partner agencies agree to maintain at least 90 days of case management with clients, and many provide longer term support. BSS clients are eligible for up to \$1,500 in rental/mortgage or utility assistance over 90 days to meet their crisis. The average assistance amount is approximately \$1,000.

Funding

The total TCHHS/VS investment in the Best Single Source program for 2008 was \$262,500. This investment comprised 38.9% of the total program budget. TCHHS/VS also funds Caritas of Austin's Basic Needs program, which is described in the Basic Needs issue area section.

Eligibility Criteria

This program serves clients living in Travis County at or below 200% of the Federal Poverty Income Guideline level. Clients must be experiencing a financial crisis and clients must be able to develop a plan with their Case Manager to reach self-sufficiency (i.e., able to maintain their housing) within three months. Clients must work with their Case Manager from their partner agency and agree to not seek additional financial assistance for 12 months.

^v The participating agencies include: AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Family Eldercare, Goodwill Industries, Meals on Wheels and More, and SafePlace.

Client Demographics

Almost three-quarters (73%) of clients served were female. The 37 to 55 age group comprised the largest percentage of clients (43%), with 33% in the 25 to 36 age group. Less than half (42%) of clients were Hispanic or Latino, and almost half (49%) of clients were White. All clients had incomes below 200% of the Federal Poverty Income Guideline level, with 61% of clients 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	508	73%	13 to 17	2	0.3%
Male	187	27%	18 to 24	49	7%
<i>Total</i>	<i>695</i>	<i>100%</i>	25 to 36	228	33%
			37 to 55	296	43%
			56 to 74	96	14%
			75 and Over	24	3%
			<i>Total</i>	<i>695</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	292	42%			
Not Hispanic or Latino	401	58%			
Balance – Not Specified	2	0.3%			
<i>Total</i>	<i>695</i>	<i>100%</i>			
Race			Income		
American Indian or Alaskan Native	5	1%	<50% of FPIG	186	27%
Asian	9	1%	50% to 100%	235	34%
Black or African American	230	33%	101% to 150%	219	32%
Native Hawaiian or Other Pacific Islander	2	0.3%	151% to 200%	55	8%
White	339	49%	<i>Total</i>	<i>695</i>	<i>100%</i>
Balance – Multiple Races	110	16%			
<i>Total</i>	<i>695</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Clients served in this program were mostly located in the eastern areas of Travis County. Over a quarter (26%) of clients resided in the Southeast area, and 22% of clients were in the Northeast area. The East area had 19% of the client population. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	4	0.6%	78727	7	1.0%	78621	4	0.6%	78652	1	0.1%
78751	6	0.9%	78728	12	1.7%	78653	6	0.9%	78704	38	5.5%
78756	3	0.4%	78729	4	0.6%	78660	23	3.3%	78735	4	0.6%
<i>Total Central</i>	<i>13</i>	<i>1.9%</i>	78757	4	0.6%	78664	1	0.1%	78737	1	0.1%
			78758	62	8.9%	78752	32	4.6%	78739	1	0.1%
East			78759	4	0.6%	78753	75	10.8%	78745	46	6.6%
78702	28	4.0%	<i>Total North</i>	<i>93</i>	<i>13.4%</i>	78754	9	1.3%	78748	15	2.2%
78721	18	2.6%			<i>Total Northeast</i>	<i>150</i>	<i>21.6%</i>	78749	5	0.7%	
78722	6	0.9%						<i>Total Southwest</i>	<i>111</i>	<i>16.0%</i>	
78723	47	6.8%	Northwest			Southeast					
78724	26	3.7%	78645	2	0.3%	78617	15	2.2%	78703	3	0.4%
78725	4	0.6%	78726	3	0.4%	78719	2	0.3%	78733	1	0.1%
<i>Total East</i>	<i>129</i>	<i>18.6%</i>	78734	2	0.3%	78741	104	15.0%	78746	1	0.1%
			78750	3	0.4%	78742	2	0.3%	<i>Total West</i>	<i>5</i>	<i>0.7%</i>
Other			<i>Total Northwest</i>	<i>10</i>	<i>1.4%</i>	78744	56	8.1%			
Other	4	0.6%				78747	1	0.1%			
<i>Total Other</i>	<i>4</i>	<i>0.6%</i>				<i>Total Southeast</i>	<i>180</i>	<i>25.9%</i>			

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Best Single Source program was unable to meet all but one of its performance expectations. Program staff members explain that the number of unduplicated clients served (see the first output) and the number of clients able to complete the three-month case management program (see the second output) were lower than expected due to a lack of remaining funds at the end of the year, thus preventing additional clients from entering the program.

Best Single Source 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 basic needs services (includes those initiating three-month case management program within contract year)	695	800	87%
Number of unduplicated clients completing three-month case management program who achieved equal or better housing	476	562	85%
<i>Outcomes</i>			
Percentage of clients completing case management program who achieved equal or better housing	79% (476/604)	90% (591/657)	88%
Percentage of clients who completed three-month case management program and achieved housing stability one year ago who had no new requests for financial assistance from participating providers	83% (338/405)	85% (546/642)	98%

Foundation for the Homeless Interfaith Hospitality Network

Program Description

Foundation for the Homeless' Interfaith Hospitality Network (IHN) helps alleviate homelessness in the Austin area by providing adults with children shelter and case management services to promote improved self-sufficiency. Upon entering the program, each family establishes an individualized service plan to identify employment and housing goals as well as the steps necessary to achieve those goals.

Funding

The total TCHHS/VS investment in the Interfaith Hospitality Network program for 2008 was \$13,310. This investment comprised 7.0% of the total program budget.

Eligibility Criteria

This program serves the homeless population. Most clients are at or below 100% of the Federal Poverty Income Guideline level.

Client Demographics

In the IHN program, there were more female (60%) than male (40%) clients. Clients ranged in age up to 55 years old, with a slight majority (58%) of clients aged 17 years and younger. Nearly a third (31%) of clients were Hispanic or Latino. A small majority (56%) of clients were White, followed by Black or African-American clients (31%).

Income level is determined at the exit of the program and is calculated for each adult per household (e.g., if a household had two adults, there would be two income levels calculated). Thirty households exited the program in 2008—a single two-adult household and 29 one-adult households. Of those, almost two-thirds (65%) 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	78	60%	5 and Under	36	27%
Male	53	40%	6 to 12	27	21%
<i>Total</i>	<i>131</i>	<i>100%</i>	13 to 17	13	10%
			18 to 24	6	5%
			25 to 36	25	19%
			37 to 55	24	18%
			<i>Total</i>	<i>131</i>	<i>100%</i>
Ethnicity	Number	Percent		Number	Percent
Hispanic or Latino	40	31%			
Not Hispanic or Latino	91	69%			
<i>Total</i>	<i>131</i>	<i>100%</i>			
Race	Number	Percent	Income	Number	Percent
Black or African American	41	31%	<50% of FPIG	13	42%
Native Hawaiian or Other Pacific Islander	16	12%	50% to 100%	7	23%
White	74	56%	101% to 150%	10	32%
<i>Total</i>	<i>131</i>	<i>100%</i>	>200%	1	3%
			<i>Total</i>	<i>31</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Over a third (37%) of clients were located outside of Travis County immediately prior to participating in the program. Of those clients located inside of Travis County, 14% were in the Southwest area and 12% were in the Northeast area. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78751	5	3.8%	78727	3	2.3%	78753	15	11.5%	78704	5	3.8%
<i>Total Central</i>	<i>5</i>	<i>3.8%</i>	78729	4	3.1%	<i>Total Northeast</i>	<i>15</i>	<i>11.5%</i>	78745	6	4.6%
			78757	2	1.5%				78748	7	5.3%
East			<i>Total North</i>	<i>9</i>	<i>6.9%</i>				<i>Total Southwest</i>	<i>18</i>	<i>13.7%</i>
78721	4	3.1%				Southwest					
78722	6	4.6%	Northwest			78617	4	3.1%			
78723	3	2.3%	78641	2	1.5%	78741	9	6.9%			
<i>Total East</i>	<i>13</i>	<i>9.9%</i>	78669	2	1.5%	<i>Total Southeast</i>	<i>13</i>	<i>9.9%</i>			
			78750	5	3.8%						
Other			<i>Total Northwest</i>	<i>9</i>	<i>6.9%</i>						
Other	49	37.4%									
<i>Total Other</i>	<i>49</i>	<i>37.4%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

This program had mixed performance results in 2008. Staff members noted that the majority of households that entered the IHN program were small families; these households also had lengthier stays (longer than 90 days), leading to fewer openings for new clients. Because of these factors, the program served fewer clients and households than originally targeted (see the first and second outputs). Also, the program provided a fewer number of beds than expected (see the third output). However, the number of meals served (see the fourth output) exceeded performance expectations.

Though overall client and household numbers were less than expected, IHN exceeded its outcome goals for households and individuals exiting into safe and secure housing (see the first and second outcomes) and for households exiting into an improved income situation (see the third outcome).

Interfaith Hospitality Network 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	131	151	87%
Number of unduplicated households	40	47	85%
Number of beds provided	11,058	13,612	81%
Number of meals served	33,414	28,470	117%
<i>Outcomes</i>			
Percentage of households that exited into safe and secure housing	100% (30/30)	70% (33/47)	142%
Percentage of individuals that exited into safe and secure housing	100% (95/95)	70% (106/151)	142%
Percentage of exited households that improved their income situation	83% (25/30)	70% (33/47)	119%

The Salvation Army

Pathways and Partnerships

Program Description

The Salvation Army provides emergency shelter, basic needs services, case management, and employment services to meet the basic emergency needs of homeless and near homeless people to assist them in attaining self-sufficiency.

Funding

The total TCHHS/VS investment in the Pathways and Partnerships program for 2008 was \$98,319. This investment comprised 2.3% of the total program budget.

Eligibility Criteria

This program serves homeless and low-income men, women, and children.

Client Demographics

Almost three-quarters (74%) of the Salvation Army’s clients were male, and almost half (47%) were between the ages of 37 to 55. Hispanic or Latino clients comprised 12% of the client population and almost half (47%) were White. Most (72%) clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Program staff members note that they experienced problems collecting demographic information for male clients sleeping on mats during inclement weather, which led to larger-than-expected percentages of unknown client demographics. This data collection issue has been corrected and is not expected to reoccur in 2009.

Gender	Number	Percent	Age	Number	Percent
Female	1,084	26%	5 and Under	84	2%
Male	3,083	74%	6 to 12	48	1%
<i>Total</i>	<i>4,167</i>	<i>100%</i>	13 to 17	12	0.3%
			18 to 24	214	5%
			25 to 36	696	17%
			37 to 55	1,943	47%
			56 to 74	349	8%
			75 and Over	2	0.05%
			Balance – Not Specified	819	20%
			<i>Total</i>	<i>4,167</i>	<i>100%</i>
Ethnicity	Number	Percent	Income	Number	Percent
Hispanic or Latino	493	12%	<50% of FPIG	2,998	72%
Not Hispanic or Latino	2,865	69%	50% to 100%	59	1%
Balance – Not Specified	809	19%	101% to 150%	58	1%
<i>Total</i>	<i>4,167</i>	<i>100%</i>	151% to 200%	31	1%
			>200%	6	0.1%
			Balance – Not Specified	1,015	24%
			<i>Total</i>	<i>4,167</i>	<i>100%</i>
Race	Number	Percent	Income	Number	Percent
American Indian or Alaskan Native	15	0.4%	<50% of FPIG	2,998	72%
Asian	8	0.2%	50% to 100%	59	1%
Black or African American	1,358	33%	101% to 150%	58	1%
White	1,953	47%	151% to 200%	31	1%
Balance – Not Specified	833	20%	>200%	6	0.1%
<i>Total</i>	<i>4,167</i>	<i>100%</i>	Balance – Not Specified	1,015	24%
			<i>Total</i>	<i>4,167</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Client zip codes are not included, as all clients reside in the emergency shelter.

Performance Goals and Results

The Salvation Army performed within the target range of performance expectations. The number of clients provided with employment services (see the fifth output) greatly exceeded its goal. Program staff members attribute this result to increased demand and expanded employment services, such as a computer lab used for online job searches.

Both outcome performance measures exceeded performance goals. Staff members report that the higher percentage of clients moving into safe and stable housing can be attributed to improved case management and tracking (see the first outcome). Furthermore, increases in improved employment status percentages (see the second outcome) may be due to increased participation in employment services and improved job verification.

Pathways and Partnerships 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 emergency shelter	4,167	4,000	104%
Number of bed nights provided	90,442	96,360	94%
Number of meal equivalents served	328,793	300,000	110%
Number of unduplicated clients provided case management	837	900	93%
Number of unduplicated clients provided employment services	625	350	179%
<i>Outcomes</i>			
Percentage of case managed persons who exited shelter and moved into safe and stable housing	62% (506/820)	56% (450/800)	110%
Percentage of homeless adults participating in employment services who improved their employment status	77% (484/625)	75% (263/350)	103%

Travis County Domestic Violence and Sexual Assault Survival Center (d.b.a. SafePlace)

Domestic Violence and Sexual Assault Services

Program Description

SafePlace operates a 24-hour hotline and shelters for persons and families experiencing domestic violence or sexual assault. The hotline provides linkage to services for persons who have been assaulted and those living in or dealing with domestic violence. Shelter services are available for men and women leaving partner violence and for their children. Services include counseling, basic needs, emergency medical supports, transportation, safety planning, case management, school and daycare services, and related services.

Funding

The total TCHHS/VS investment in the Domestic Violence and Sexual Assault Services program for 2008 was \$250,336. This investment comprised 8.5% of the total program budget.

Eligibility Criteria

This program serves women, children, and men who have experienced rape, sexual assault, sexual abuse, or domestic violence.

Client Demographics and Client Zip Codes

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

Performance Goals and Results

The Domestic Violence and Sexual Assault Services program at SafePlace exceeded its performance goals for outcome measures but missed performance targets for two output measures. Staff members report that families often required longer stays in the shelter before they secured safe housing, leading to lower numbers of clients sheltered (see the first output). Families also had fewer children with them in residence, which contributed to this result. They also note that the number of clients counseled was lower than expected due to staff turnover (see the second output). Walk-in counseling is now available and these sessions should increase the number of clients counseled in 2009.

Due to the various housing programs available for their clients, and the staff developing good working relationships with these housing programs, the program experienced higher outcome rates of clients moving into safe and secure locations (see the first outcome). They also report an increased number of submitted surveys (see the second outcome) because of improvements in the surveying processes; these surveys are now administered anonymously.

Domestic Violence and Sexual Assault 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 sheltered	693	800	87%
Number of unduplicated clients counseled	1,052	1,175	90%
Number of bed nights of shelter provided	25,144	30,800	82%
<i>Outcomes</i>			
Percentage of unduplicated clients who exited the shelter or transitional housing to a safe and secure location	87% (242/279)	75% (231/309)	116%
Percentage of unduplicated counseling clients surveyed who indicated an increase in their understanding of the dynamics and effects of abuse and trauma	100% (286/286)	95% (237/250)	105%

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

Housing and Homeless Services

Program Description

The Housing and Homeless Services program gives immediate access to emergency shelter 7 days a week for 24 hours each day. The program reunifies youth with their families, when possible; offers long-term transitional housing for youth who cannot return home; and provides linkage and coordination of services with other community resources.

Funding

The total TCHHS/VS investment in the Housing and Homeless Services program for 2008 was \$140,107. This investment comprised 5.1% of the total program budget. 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 Counseling program, which is described in the Behavioral Health issue area section.

Eligibility Criteria

This program serves youth and young adults, ages 10 to 23, in high-risk situations, including homeless, runaway, abandoned, and abused youth, and youth at-risk of imminent homelessness.

Client Demographics

A slight majority (54%) of clients were female and almost half (46%) were between the ages of 13 and 17. Hispanic or Latino clients accounted for 29% of clients and 62% were White. All clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	189	54%	5 and Under	40	11%
Male	160	46%	6 to 12	65	19%
<i>Total</i>	<i>349</i>	<i>100%</i>	13 to 17	161	46%
			18 to 24	83	24%
			<i>Total</i>	<i>349</i>	<i>100%</i>
Ethnicity			Income		
Hispanic or Latino	100	29%	<50% of FPIG	349	100%
Not Hispanic or Latino	248	71%	<i>Total</i>	<i>349</i>	<i>100%</i>
Balance – Not Specified	1	0.3%			
<i>Total</i>	<i>349</i>	<i>100%</i>			
Race					
Black or African American	129	37%			
White	217	62%			
Balance – Multiple Races	3	1%			
<i>Total</i>	<i>349</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The majority (63%) of clients had an unknown zip code. Staff members note that these clients represent youth who come from foster care, through the Texas Department of Family and Protective Services. This program generally serves a large number of foster care youth, and thus, experiences a larger percentage of unknown client zip codes. The Southwest area of Travis County had the largest percentage of clients with known zip codes, comprising 11% of clients. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78751	7	2.0%	78727	1	0.3%	78664	2	0.6%	78704	12	3.4%
78756	1	0.3%	78728	4	1.1%	78752	3	0.9%	78739	4	1.1%
<i>Total Central</i>	8	2.3%	78757	6	1.7%	78753	6	1.7%	78745	12	3.4%
			78758	7	2.0%	78754	3	0.9%	78748	3	0.9%
East			78759	2	0.6%	<i>Total Northeast</i>	14	4.0%	78749	7	2.0%
78702	15	4.3%	<i>Total North</i>	20	5.7%				<i>Total Southwest</i>	38	10.9%
78721	1	0.3%									
78723	4	1.1%	Northwest			Southeast			West		
78725	4	1.1%	78726	4	1.1%	78741	1	0.3%	78703	1	0.3%
<i>Total East</i>	24	6.9%	78750	3	0.9%	78742	3	0.9%	78746	1	0.3%
			<i>Total Northwest</i>	7	2.0%	78744	12	3.4%	<i>Total West</i>	2	0.6%
Unknown						78747	2	0.6%			
Unknown	218	62.5%				<i>Total Southeast</i>	18	5.2%			
<i>Total Unknown</i>	218	62.5%									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

This program exceeded all but one of its performance goals, missing the target for the third output measure. Program staff members note that there were fewer clients served in Supportive Housing (SHP) than originally projected. Many youth stayed in SHP for a longer period of time, thus decreasing the total number of clients served throughout the year. However, outcome percentages for these clients (see the third outcome) exceeded performance goals due to improved staff efforts in assisting clients in obtaining safe and stable housing. They also note that the average stay for youth in the emergency shelter was shorter than anticipated, leading to additional clients served (see the first output).

Housing and Homeless 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 provided Emergency Shelter	281	248	113%
Number of unduplicated clients provided Transitional Living Services (TLS)	47	46	102%
Number of unduplicated clients provided Supportive Housing (SHP)	21	30	70%
Number of days of shelter provided at Emergency Shelter	11,303	10,512	108%
Number of days of shelter provided at TLS (duplicated)	5,811	5,256	111%
Number of days of shelter provided at SHP (duplicated)	3,632	3,285	111%
<i>Outcomes</i>			
Percentage of unduplicated clients who exited Emergency Shelter and moved into safe and stable housing	93% (228/246)	85% (210/248)	109%
Percentage of unduplicated clients who exited TLS and moved into safe and stable housing	97% (34/35)	85% (39/46)	115%
Percentage of unduplicated clients who exited SHP and moved into safe and stable housing	100% (16/16)	87% (26/30)	115%
Percentage of unduplicated clients who increased their parenting knowledge and skills while in the Transition Program for Parenting Youth	93% (25/27)	85% (23/27)	109%

Workforce Development

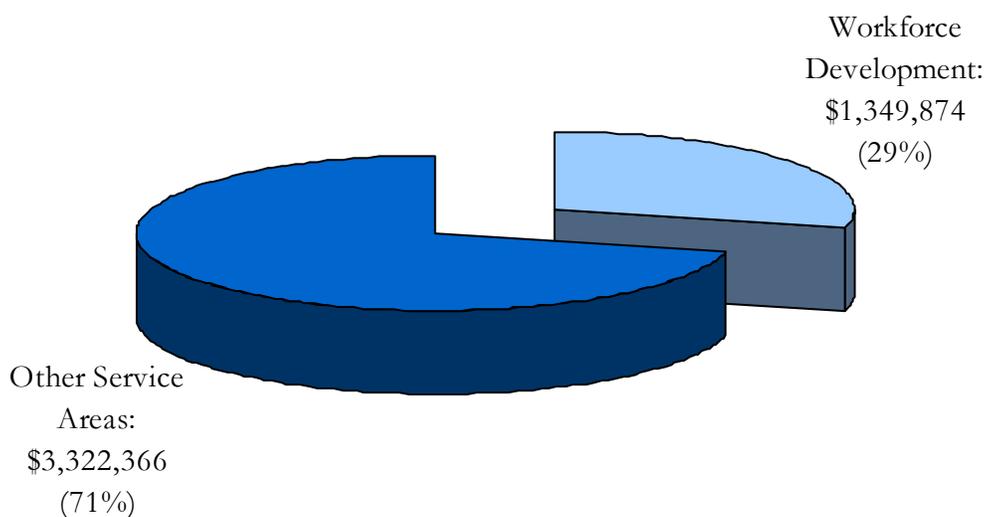
Goals and Services

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
Easter Seals Central Texas: Employment Solutions	91
Goodwill Industries of Central Texas.....	95
Skillpoint Alliance	99
Vaughn House, Inc.....	102

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

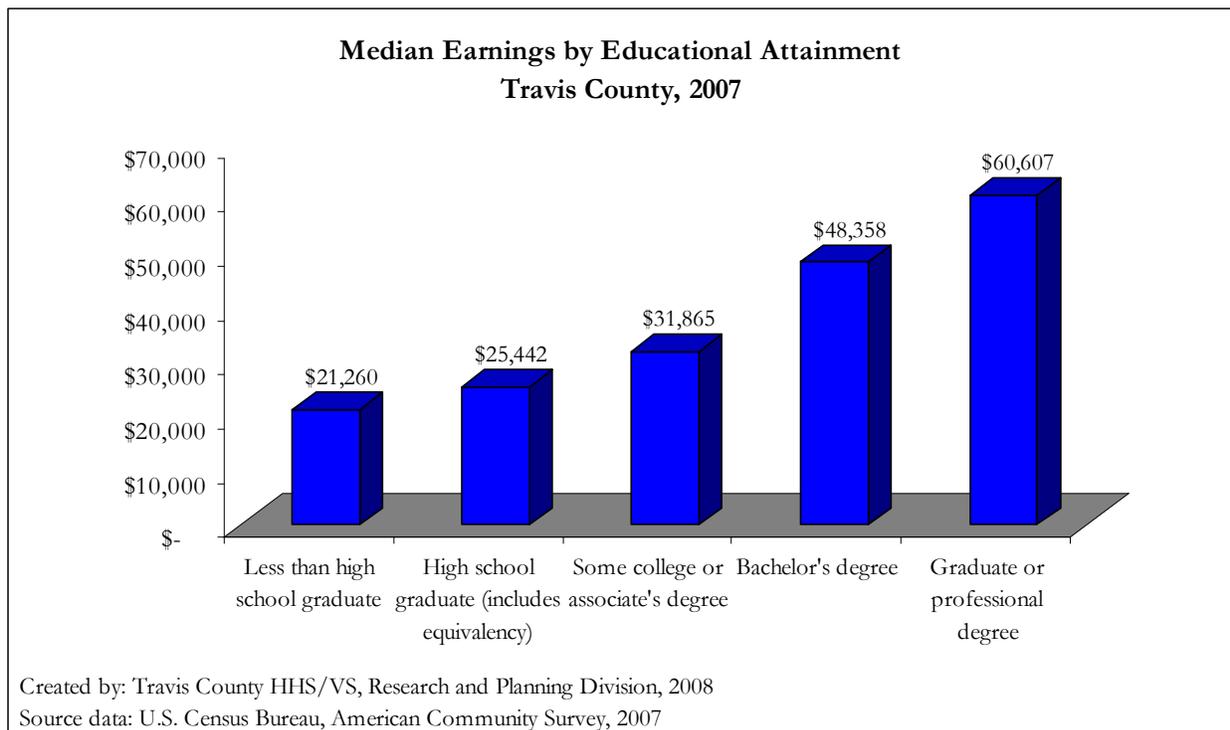
The U.S. Department of Labor has begun reporting **employee hours and earnings** at the state level. While the report is too new to illustrate any definitive trends, the most recent months show a decline in average weekly hours worked compared to the previous year, down 2.7% from December year-over-year 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

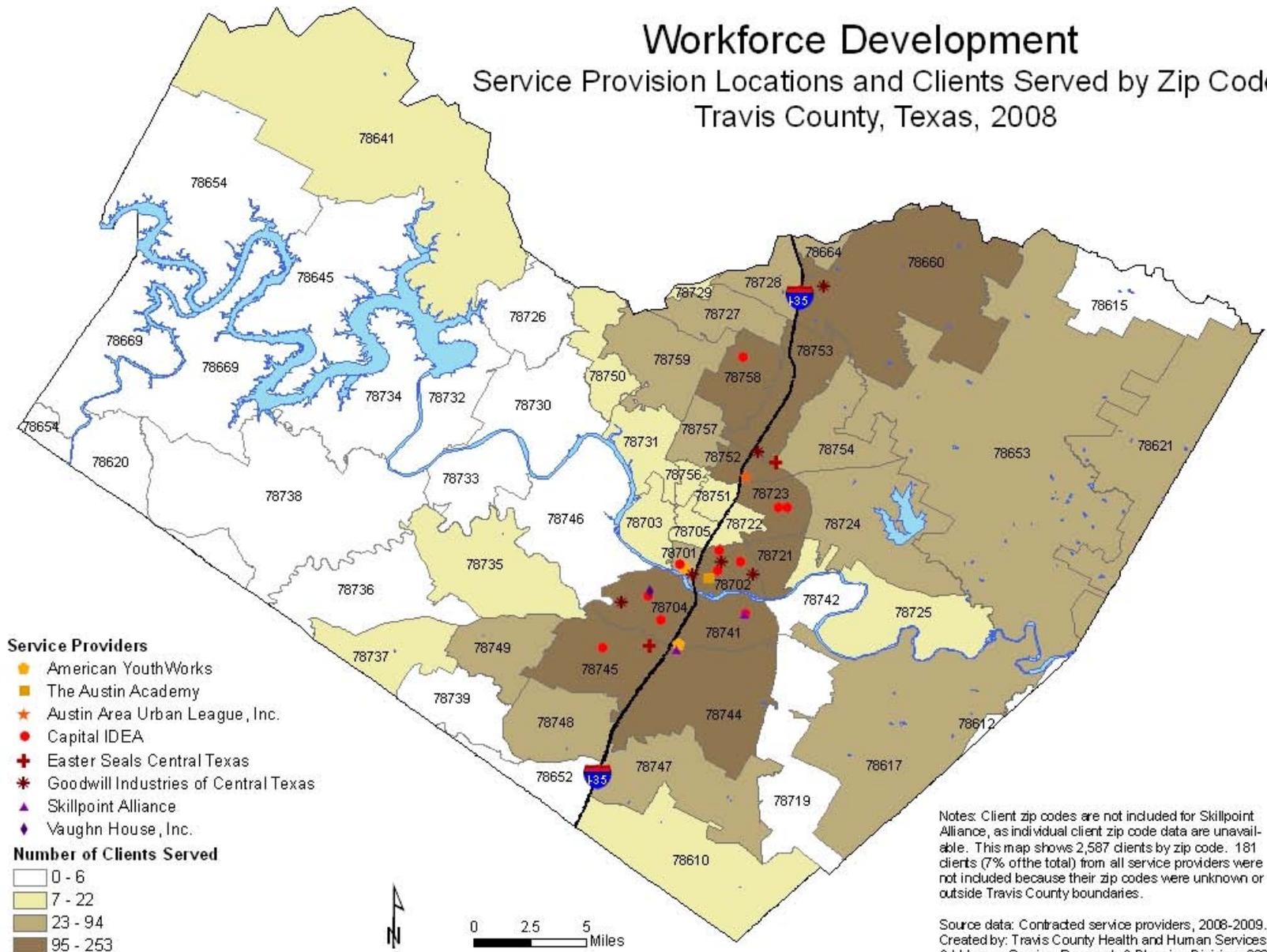
Educational attainment significantly impacts earnings. Individuals with a bachelor’s degree have median earnings 90% greater than high school graduates and over 127% greater than individuals without a high school diploma or equivalent.⁷¹



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

Workforce Development

Service Provision Locations and Clients Served by Zip Code Travis County, Texas, 2008



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>	<i>8</i>	<i>1.4%</i>	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>	<i>78</i>	<i>13.7%</i>	78754	17	3.0%	78749	4	0.7%
78721	30	5.3%			<i>Total Northeast</i>	<i>158</i>	<i>27.8%</i>	<i>Total Southwest</i>	<i>31</i>	<i>5.5%</i>	
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>	<i>2</i>	<i>0.4%</i>
<i>Total East</i>	<i>167</i>	<i>29.4%</i>	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>	<i>17</i>	<i>3.0%</i>	<i>Total Southeast</i>	<i>60</i>	<i>10.6%</i>			
Unknown	41	7.2%									
<i>Total Other/Unknown</i>	<i>47</i>	<i>8.3%</i>									

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%
Race			<i>Total</i>	<i>159</i>	<i>100%</i>
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%

Child and Youth Development

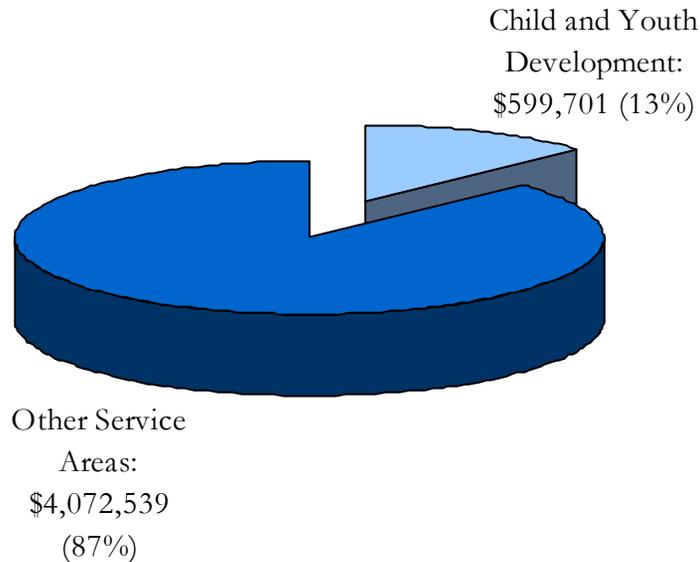
Goals and Services

Programs within this service area promote the availability, affordability, accessibility, and quality of a continuum of services that advance the acquisition of assets that support social, emotional, cognitive, and physical well-being among children and youth. Some examples of services provided by programs within this service area are direct services to enhance the child’s or youth’s development and related skill development for the adults in their lives (e.g., parents, child care providers, teachers and community leaders).

Contracted Service Providers included in this Service Area

Any Baby Can of Austin, Inc.	110
Big Brothers Big Sisters of Central Texas	114
Child, Inc.....	118
Greater Calvary Rights of Passage, Inc.....	122
River City Youth Foundation.....	126
Youth and Family Alliance (d.b.a. LifeWorks): Youth Development.....	129

Percent of Investment in Child and Youth Development and Other Service Areas, 2008



Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer services for children and youth. Contracted services in this issue area help to ensure the successful development of children and youth from early childhood through young adulthood.

Some key indicators measure the community conditions of children and youth, their families, and their community.

In Travis County, the **under-18 population is growing at a faster rate than the population as a whole**, up 27% from 2000 to 2007, compared to an overall population growth of 20%.⁷³ The youngest of the under-18 population has the fastest growth, with a 35% increase in the population under 5-years-old and a 33% rise in the 5- to 9-year-old population.⁷⁴ This population growth is likely to increase demand for child and youth development services.

Growth in Population by Age				
Travis County, 2000-2007				
	2000	2007	Growth	% Change
Total population	812,280	974,365	162,085	20%
Under 18 years:	192,547	243,609	51,062	27%
• Under 5 years	58,494	78,684	20,190	35%
• 5 to 9 years	53,931	71,648	17,717	33%
• 10 to 14 years	51,177	58,091	6,914	14%
• 15 to 17 years	28,945	35,186	6,241	22%

Created by: Travis County HHS/VS, Research and Planning Division, 2008

Source data: U.S. Census Bureau, Census 2000 and American Community Survey, 2007

One important component of successful child development is the **quality of child care** available to families with young children. Research shows that children in “quality” child care settings are more successful in future years.⁷⁵ In our community, we have utilized a series of progressive standards to measure quality. Texas Rising Star and Austin Rising Star represent state- and local-level child care quality accreditation programs available to providers through the Texas Workforce Commission and local workforce development boards. Accredited providers must meet requirements that exceed the State’s Minimum Licensing Standards for child care facilities, and providers achieve graduated levels of certification by meeting progressively higher certification requirements.⁷⁶ Child care providers meeting Rising Star accreditation standards increased by nearly 68% from 1999 to 2007.⁷⁷ Providers seeking National Association of the Education of Young Children (NAEYC) accreditation are measured against national standards⁷⁸ on education, health, and safety.⁷⁹ While there has been an overall increase in local providers participating in quality accreditation programs, in 2007 there was a 13-center decrease in providers with NAEYC accreditation.⁸⁰

Child care is also closely tied to Workforce Development. Access to **affordable child care** is a common barrier to finding and maintaining employment. The average cost of child care in Travis County varies by the type of child care facility and age of the child. At licensed centers as of October 2008, the average cost of child care ranged from \$789/month for a newborn to 11-month-old to \$251/month for afterschool care for a school-aged child.⁸¹ Registered and licensed home

rates are similar - \$594/month and \$273/month for a newborn to 11-month-old and a school-aged child, respectively.⁸² Child care can comprise a substantial portion of family expenses. The median gross household income for married-couple families with children under 18, in 2007 inflation-adjusted dollars, was \$85,399.⁸³ Male householders with children had a median income of \$31,801, while female householders with children had the lowest median income, at \$26,734.⁸⁴ Thus, a female householder earning the median income amount could pay up to 35% of her gross income in child care, using the \$789/month average rate.

Initial success in school (grades Kindergarten to 3) is influenced by a number of **family risk factors**, including:

- Household poverty: In Travis County, 10% of families and 19% of children under age 18 live in **poverty**.⁸⁵ Single female-headed households with children have a poverty rate (32%) that is roughly four times higher than the rate for married couples with children (8%) and double that of single male-headed households with children (16%).⁸⁶
- A non-English primary home language: Almost a third of households in Travis County speak a language other than English at home, and of those, 42% report that they speak English “less than very well.”⁸⁷
- The mother’s education being less than a high school diploma/G.E.D.: Almost one quarter (23%) of female householders have less than a high school education.⁸⁸
- A single-parent household: 28% of families are headed by a single parent.⁸⁹

As the number of family risk factors increases, children’s achievement gains in reading and mathematics decrease.⁹⁰

Family violence influences the entire spectrum of child and youth development. In 2007, there were close to 12,000 alleged victims of child abuse/neglect in Travis County, with 2,280 confirmed victims.⁹¹ In the same year there were 9,176 incidents of family violence in Travis County.⁹² The rate of children in family violence shelters was 2.9 per 1,000 in 2006, slightly higher than the state rate of 2.6.⁹³

These same family risk factors that influence early educational success are also likely to influence the overall success of children and youth of all ages. **Youth development** indicators focus on educational success and behavioral risk factors.

The student population in Travis County schools⁹⁴ classified as Limited English Proficient (LEP), economically disadvantaged, or otherwise “at-risk” has grown at a much higher rate than the total student population. **At-risk^x student growth has increased 21%** from 2004-2008, compared to an 8% growth in overall student population.⁹⁵ In 2007, the average graduation⁹⁶ rate for all students, grades 9-12, was 82.0%.⁹⁷ At-risk student graduation rates were lower, at 68.4%.⁹⁸ Successful completion of high school influences future career opportunities, and educational attainment greatly impacts earnings. Individuals without a high school education had 2007 median earnings of \$21,260, 16% less than individuals with a high school education or equivalent and 56% less than individuals with a bachelor’s degree.⁹⁹

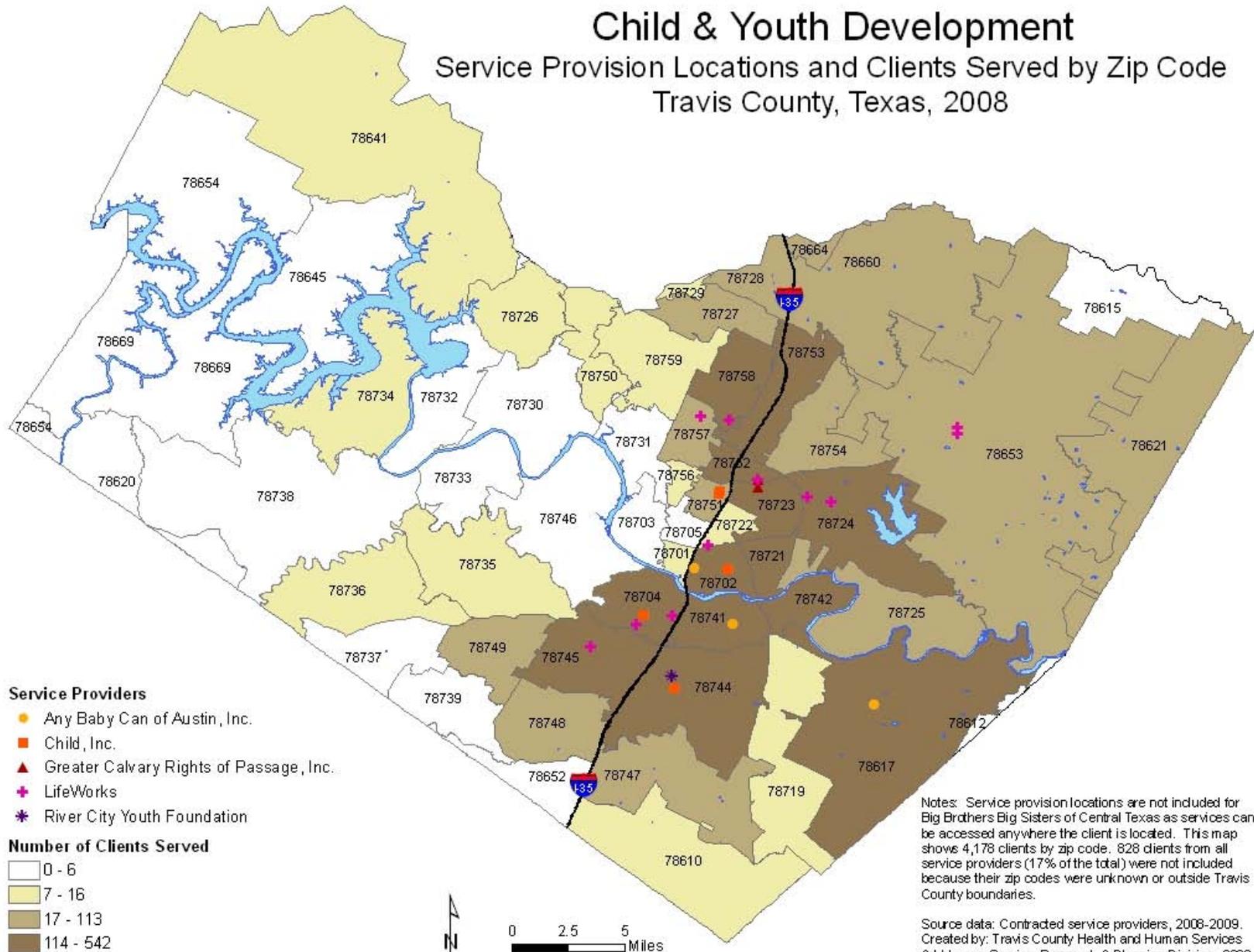
^x A student is identified as at-risk of dropping out of school based on state-defined criteria. Please refer to the 2007-2008 AEIS Glossary for at-risk student criteria: <http://www.tea.state.tx.us/perfreport/aeis/2008/glossary.html>.

One behavioral risk factor is **youth violence**. Over a third (35%) of Texas high school students were in a physical fight during 2007, 19% had carried a weapon, and 7% carried the weapon on school property.¹⁰⁰ The juvenile crime rate for Travis County in 2006 was 228.1 per 100,000, exceeding the state rate of 190.0 per 100,000.¹⁰¹ The incidence of juvenile crime triples during afterschool hours, and children are at greater risk of being victims of crime during this same time period.¹⁰²

Teen **sexual activity** is another youth risk indicator. Over half (53%) of Texas high school students have had sexual intercourse, and 39% are sexually active.¹⁰³ In a 2005 Ready by 21 survey, only 54% of Travis County youth who were sexually active reported using any form of birth control.¹⁰⁴ However, the Travis County teen pregnancy rate remains one of the lowest in the state. In 2005, 10.3% of births were to teens aged 13-19 years old, less than the state rate of 13.5%.¹⁰⁵

Child & Youth Development

Service Provision Locations and Clients Served by Zip Code Travis County, Texas, 2008



Any Baby Can of Austin, Inc.

Any Baby Can

Program Description

Any Baby Can strives to ensure that children reach their potential by providing education, therapy, home visitation, and family support services. The main programs offered are Early Childhood Intervention (ECI), Comprehensive Advocacy and Resources for Empowerment (CARE), Healthy and Fair Start (HFS), Parenting Education, and Basic Needs Assistance (BNA).

Funding

The total TCHHS/VS investment in the Any Baby Can program for 2008 was \$179,538. This investment comprised 6.7% of the total program budget.

Eligibility Criteria

All programs serve residents of Travis County whose income is no more than 200% of the Federal Poverty Income Guideline level. ECI serves children 36 months and younger who reside in zip codes: 78610, 78612, 78617, 78702, 78704, 78719, 78721, 78725, 78741, 78744, and 78747. CARE serves youth 21 years old and younger who have a chronic illness, physical disability, or developmental disability. HFS serves families with children five years old and younger who are at-risk for child abuse and neglect and reside in the following zip codes: 78702, 78721, 78723, 78741, 78744, or 78752. Parenting Education serves expectant parents or families of children 12 years old and younger. BNA serves clients who participate in Any Baby Can's programs with case management.

Client Demographics

A majority (59%) of clients were female. Over a third (36%) of clients were children 5 and under and almost a quarter (24%) were in the 25 to 36 age range. Two-thirds of clients were Hispanic or Latino and most (83%) clients were White. Income levels were unknown for 79% of clients. Of clients reporting income, 7% of clients had incomes between 50 and 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.) Please note that a relatively small share of the demographic statistics apply to clients participating in other programs and clients participating in the intake process that may not have participated in the program. Staff members expect that these clients have similar demographics to those participating in the contracted program and are taking steps to ensure that their 2009 data do not include these additional cases.

Gender	Number	Percent	Age	Number	Percent
Female	1,415	59%	5 and Under	864	36%
Male	974	41%	6 to 12	151	6%
Balance – Not Specified	3	0.1%	13 to 17	137	6%
<i>Total</i>	<i>2,392</i>	<i>100%</i>	18 to 24	389	16%
			25 to 36	576	24%
			37 to 55	227	9%
			56 to 74	29	1%
			75 and Over	1	0.04%
			Balance – Not Specified	18	1%
			<i>Total</i>	<i>2,392</i>	<i>100%</i>
Ethnicity	Number	Percent	Race	Number	Percent
Hispanic or Latino	1,578	66%	American Indian or Alaskan Native	8	0.3%
Not Hispanic or Latino	814	34%	Asian	25	1%
<i>Total</i>	<i>2,392</i>	<i>100%</i>	Black or African American	365	15%
			Native Hawaiian or Other Pacific Islander	7	0.3%
			White	1,987	83%
			<i>Total</i>	<i>2,392</i>	<i>100%</i>
			Income		
			<50% of FPIG	82	3%
			50% to 100%	160	7%
			101% to 150%	152	6%
			151% to 200%	66	3%
			>200%	33	1%
			Balance – Not Specified	1,899	79%
			<i>Total</i>	<i>2,392</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Any Baby Can successfully met its performance goals across all outputs and outcomes except for the third outcome. Staff members attribute this to changes in the frequency of measuring HFS service plan goals. Due to increased funding, the HFS program now has seven Parent Educators; this increase in staff lead to a larger number of clients served than anticipated (see output 3). They note an increase in the number of referrals for ECI services (see output 1); enrollment in child development staff training was also maximized (see output 5).

Any Baby Can 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 children provided comprehensive ECI services (ECI)	493	400	123%
Number of unduplicated children provided medical case management services (CARE)	268	240	112%
Number of unduplicated parents provided home-based parenting education/case management services (HFS)	217	136	160%
Number of unduplicated parents provided center-based education for parenting	985	910	108%
Number of early childhood development staff receiving training or technical assistance	144	120	120%
<i>Outcomes</i>			
Percentage of unduplicated children receiving follow-up ECI Service Plans for measuring change in developmental status	50% (247/493)	50% (200/400)	100%
Percentage of unduplicated children completing CARE case management and achieving 75% of their service plan goals	96% (113/118)	90% (109/121)	106%
Percentage of unduplicated parents achieving at least 66% of their HFS service plan goals	34% (55/164)	55% (55/100)	61%
Percentage of parents who complete the reflective SafeParenting Program Participant Survey and report more frequent use of effective parenting strategies/techniques for at least 67% of the items surveyed	94% (49/52)	81% (22/27)	116%

Big Brothers Big Sisters of Central Texas

Mentoring

Program Description

Big Brothers Big Sisters of Central Texas helps children reach their potential through professionally supported one-to-one relationships. This program seeks to reduce gang involvement, substance abuse, teen pregnancy, school drop-out, and delinquency behaviors for high-risk youths.

Funding

The total TCHHS/VS investment in the Mentoring program for 2008 was \$62,257. This investment comprised 11.4% of the total program budget.

Eligibility Criteria

This program serves mostly low-income boys and girls from single-parent families residing in Travis County. However, this program serves any youth ages 6 to 17 in need of a supportive adult relationship.

Client Demographics

Slightly more than half (55%) of clients served were female. Almost two-thirds (63%) were ages 6 to 12, and 37% were ages 13 to 17. Almost half (46%) of clients were Hispanic or Latino and 51% of clients were White. Black or African-American clients comprised 41% of the client population. Most (81%) clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	883	55%	6 to 12	1,005	63%
Male	721	45%	13 to 17	599	37%
<i>Total</i>	<i>1,604</i>	<i>100%</i>	<i>Total</i>	<i>1,604</i>	<i>100%</i>

Ethnicity	Number	Percent	Income	Number	Percent
Hispanic or Latino	741	46%	<50% of FPIG	1,307	81%
Not Hispanic or Latino	735	46%	50% to 100%	212	13%
Balance – Not Specified	128	8%	101% to 150%	85	5%
<i>Total</i>	<i>1,604</i>	<i>100%</i>	<i>Total</i>	<i>1,604</i>	<i>100%</i>

Race	Number	Percent
Asian	5	0.3%
Black or African American	650	41%
White	820	51%
Black or African American AND White	1	0.1%
Balance – Not Specified	128	8%
<i>Total</i>	<i>1,604</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Over a third (34%) of clients were located outside of Travis County, as this program serves youth throughout the Central Texas region. Please note that clients outside of the county are supported through funding sources other than Travis County. For clients residing in the county, 20% were located in the East area and 17% 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	2	0.1%	78727	8	0.5%	78621	3	0.2%	78704	62	3.9%
78705	2	0.1%	78728	11	0.7%	78653	19	1.2%	78735	1	0.1%
78751	5	0.3%	78729	2	0.1%	78660	55	3.4%	78736	5	0.3%
78756	3	0.2%	78757	13	0.8%	78664	16	1.0%	78737	1	0.1%
<i>Total Central</i>	<i>12</i>	<i>0.7%</i>	78758	48	3.0%	78752	23	1.4%	78745	46	2.9%
			78759	4	0.2%	78753	71	4.4%	78748	25	1.6%
East			<i>Total North</i>	<i>86</i>	<i>5.4%</i>	78754	20	1.2%	78749	13	0.8%
78702	95	5.9%				<i>Total Northeast</i>	<i>207</i>	<i>12.9%</i>	<i>Total Southwest</i>	<i>153</i>	<i>9.5%</i>
78721	67	4.2%	Northwest								
78722	4	0.2%	78641	2	0.1%	Southeast			West		
78723	73	4.6%	78669	1	0.1%	78617	23	1.4%	78733	2	0.1%
78724	64	4.0%	78730	2	0.1%	78719	1	0.1%	78738	1	0.1%
78725	13	0.8%	78732	1	0.1%	78741	96	6.0%	<i>Total West</i>	<i>3</i>	<i>0.2%</i>
<i>Total East</i>	<i>316</i>	<i>19.7%</i>	78734	1	0.1%	78744	114	7.1%			
			78734	1	0.1%	78747	35	2.2%			
Other			78750	5	0.3%	<i>Total Southeast</i>	<i>269</i>	<i>16.8%</i>			
Other	546	34.0%	<i>Total Northwest</i>	<i>12</i>	<i>0.7%</i>						
<i>Total Other</i>	<i>546</i>	<i>34.0%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Mentoring program surpassed all output and outcome goals. Program staff members report that the number of clients served and the number of clients provided mentors or supportive relationships (see the first and second outputs) now incorporate clients throughout the Central Texas region. Please note that outcome measures report performance for only those clients residing in Travis County.

Staff members also note an overall focus on strengthening the quality and sustainability of their services. Particular focus was made on expanding the number of participants in the Sister to Sister girl empowerment initiative (see output 3) and in increasing outreach in the Educational Services program (see output 4).

Mentoring 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	1,604	1,442	111%
Number of clients provided mentors or supportive relationships	1,330	1,236	108%
Number of clients provided pregnancy prevention services	119	104	114%
Number of clients provided educational enrichment services such as tutoring and college preparation activities	176	104	169%
<i>Outcomes</i>			
Percentage of clients who remain or re-enroll in school or vocational training	99% (917/923)	92% (124/135)	108%
Percentage of clients who improve their academic performance	98% (908/923)	90% (121/135)	110%
Percentage of clients who improve their attitude/behavior	99% (917/923)	90% (121/135)	111%

Child, Inc.

Early Education and Care

Program Description

Child, Inc. provides childcare services that include education, health, dental, nutrition, parent education and engagement, mental health, and disabilities services. Children's readiness for school increases through participation in these services.

Funding

The total TCHHS/VS investment in the Early Education and Care program for 2008 was \$208,780. This program represents only Travis County investment dollars at a specific unit of service cost. As a result, this investment comprised 100% of the total County-funded program budget.

Eligibility Criteria

This program provides childcare for children five years old and younger of families who are 200% or less of the Federal Poverty Income Guideline level.

Client Demographics

Slightly more than half (51%) of children served were female, and all were ages 5 and under. The majority (69%) of children were Hispanic or Latino, and most (71%) were White. All clients had incomes at or below 100% of the Federal Poverty Income Guideline level, with 98% having incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	61	51%	5 and Under	119	100%
Male	58	49%	<i>Total</i>	<i>119</i>	<i>100%</i>
<i>Total</i>	<i>119</i>	<i>100%</i>			
Ethnicity			Income		
Hispanic or Latino	82	69%	<50% of FPIG	117	98%
Not Hispanic or Latino	37	31%	50% to 100%	2	2%
<i>Total</i>	<i>119</i>	<i>100%</i>	<i>Total</i>	<i>119</i>	<i>100%</i>
Race					
Black or African American	34	29%			
White	85	71%			
<i>Total</i>	<i>119</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The majority of clients were located in the eastern areas of Travis County. The Southeast area accounted for 34% of clients. Additionally, the Northeast (24%) and East (19%) areas had sizeable percentages of the client population. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78756	2	1.7%	78727	1	0.8%	78621	1	0.8%	78704	1	0.8%
<i>Total Central</i>	2	1.7%	78758	7	5.9%	78653	1	0.8%	78745	12	10.1%
			<i>Total North</i>	8	6.7%	78660	2	1.7%	78748	1	0.8%
						78752	8	6.7%	<i>Total Southwest</i>	14	11.8%
East			Northwest			78753	13	10.9%			
78702	10	8.4%	78750	1	0.8%	78754	3	2.5%			
78721	5	4.2%	<i>Total Northwest</i>	1	0.8%	<i>Total Northeast</i>	28	23.5%			
78723	7	5.9%									
78724	1	0.8%									
<i>Total East</i>	23	19.3%				Southeast					
						78617	5	4.2%			
						78741	7	5.9%			
						78744	24	20.2%			
						78747	4	3.4%			
						<i>Total Southeast</i>	40	33.6%			
Other/Unknown											
Other	1	0.8%									
Unknown	2	1.7%									
<i>Total Other/Unknown</i>	3	2.5%									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Child, Inc. met all but one of its performance goals. The program fell short of its third output goal, which measures the percentage of early childcare programs meeting quality standards. Program staff members note that at least one of Child, Inc.’s contracted early childcare programs is in the process of obtaining accreditation. They also report that more two-parent families were served than anticipated, and as a result, the program was able to serve more parents (see the third output).

Early Education and Care 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 children provided childcare services	119	118	101%
Number of full-time childcare enrollment days	10,521	10,740	98%
Number of unduplicated parents served	156	125	125%
<i>Outcomes</i>			
Percentage of parents in school/work/training/employment as a result of subsidized childcare	99% (154/156)	90% (112/125)	110%
Percentage of parents who complete a survey and report satisfaction with childcare services	100% (156/156)	100% (125/125)	100%
Percentage of contracted early childcare programs that meet quality standards	75% (9/12)	100% (4/4)	75%

Greater Calvary Rights of Passage, Inc.

Servant Warrior Leader Rites of Passage

Program Description

Greater Calvary Rights of Passage provides character development in structured training sessions that encourage youth to maintain a 3.0 grade point average. The youth receive conflict resolution skill training, participate in cultural education excursions, and are required to complete eight hours of community service each month.

Funding

The total TCHHS/VS investment in the Servant Warrior Leader Rites of Passage program for 2008 was \$31,482. This investment comprised 27.5% of the total program budget.

Eligibility Criteria

This program primarily serves youth between the ages of 5 and 17 who reside in northeast Austin, in the Austin Independent School District (AISD) attendance zones within zip codes: 78723, 78724, 78752, and 78753. However, any interested youth may join the program.

Client Demographics

Over half (52%) of clients were female. All clients were 17 years old or younger, with 66% in the 6 to 12 age range and 23% ages 13 to 17. Hispanic or Latino clients comprised 2% of all clients, and most (96%) clients were Black or African-American. Income levels are not reported for clients in this program.

Gender	Number	Percent	Age	Number	Percent
Female	29	52%	5 and Under	6	11%
Male	27	48%	6 to 12	37	66%
<i>Total</i>	<i>56</i>	<i>100%</i>	13 to 17	13	23%
			<i>Total</i>	<i>56</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	1	2%			
Not Hispanic or Latino	55	98%			
<i>Total</i>	<i>56</i>	<i>100%</i>			
Race					
Black or African American	54	96%			
Balance – Not Specified	2	4%			
<i>Total</i>	<i>56</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Clients in this program were located in the Northeast (59%) and East (41%) areas of Travis County. (See Appendix E for zip code classification map.)

East			Northeast			
				Number	Percent	
	78702	3	5.4%	78653	7	12.5%
	78723	19	33.9%	78660	6	10.7%
	78724	1	1.8%	78752	2	3.6%
	<i>Total East</i>	<i>23</i>	<i>41.1%</i>	78753	11	19.6%
				78754	7	12.5%
				<i>Total Northeast</i>	<i>33</i>	<i>58.9%</i>

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

This program had mixed performance results in 2008. Fewer youth successfully completed the conflict resolution training than originally targeted (see the fourth output). Staff members explain that youth experienced a greater number of issues at home, many due to the current economic crisis (e.g., parents losing their jobs or homes), that prevented them from remaining in the program for the full 12 months. The program was able to exceed its goal of clients served (see the first output); they note an influx of clients due to services provided at Reagan High School and the Greater Calvary Academy.

Servant Warrior Leader Rites of Passage 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	56	44	127%
Number of youth provided structured education or training	56	44	127%
Number of youth participating in Character and Culture Education Excursions	24	27	89%
Number of youth successfully completing conflict resolution skill training	17	44	39%
<i>Outcomes</i>			
Percentage of youth served who remained in school	100% (56/56)	100% (44/44)	100%
Percentage of youth served who remained alcohol and drug free	100% (56/56)	100% (44/44)	100%
Percentage of youth served who completed the 12 month Character Traits Curriculum and scored 80% or better on post test	40% (10/25)	50% (11/22)	80%

River City Youth Foundation

Dove Springs Youth Services

Program Description

River City Youth Foundation provides a neighborhood-based, safe learning center with specialized after-school and year-round group services. The program provides counseling, leadership training, diversity training, tutoring, opportunities for involvement in local beautification projects, and case management. The program also promotes parent involvement and development through holistic activities at the Success Center, schools, and in collaborating facilities.

Funding

The total TCHHS/VS investment in the Dove Springs Youth Services program for 2008 was \$45,083. This investment comprised 33.3% of the total program budget.

Eligibility Criteria

This program serves youth ages 6 to 18 that reside in the zip code 78744; are low-income; and are at risk of juvenile crime, school failure, dropping out, fighting, and confront issues related to living in a high-risk neighborhood and intergenerational poverty.

Client Demographics

A majority (55%) of clients were female, and all clients were between the ages of 6 and 17. Two-thirds of clients were ages 6 to 12 years old. Most (93%) clients were Hispanic or Latino, and 94% of clients were White. All clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	69	55%	6 to 12	82	66%
Male	56	45%	13 to 17	43	34%
<i>Total</i>	<i>125</i>	<i>100%</i>	<i>Total</i>	<i>125</i>	<i>100%</i>

Ethnicity	Number	Percent	Income	Number	Percent
Hispanic or Latino	116	93%	<50% of FPIG	125	100%
Not Hispanic or Latino	9	7%	<i>Total</i>	<i>125</i>	<i>100%</i>
<i>Total</i>	<i>125</i>	<i>100%</i>			

Race	Number	Percent
Black or African American	8	6%
White	117	94%
<i>Total</i>	<i>125</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

All clients resided in the 78744 zip code, which is located in the Southeast area of Travis County. (See Appendix E for zip code classification map.)

Performance Goals and Results

River City Youth Foundation exceeded all performance goals. Program staff note that demand for their neighborhood-based services has remained high, particularly given the economic downturn and subsequent increase of people in need. Most notably, the program far surpassed expectations for the number of clients that were provided with case management services (see the third output). Staff members cite increased case management needs as families experienced a range of issues from basic needs to counseling and as families required assistance in coping with housing, food, and job losses. Because of year-round collaboration with area schools, the program was also able to provide double the number of educational presentations and outreach to parents than originally projected (see the fourth output).

For outcome measures, staff members attribute their success to providing support to clients enrolled in participating schools (see the first outcome) and a combination of collaborated services in the schools, counseling, and parental outreach that are helping youth to reduce their risky behaviors and improve their attitude (see the second outcome).

Dove Springs Youth 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	125	111	113%
Number of clients provided structured education or training	116	111	105%
Number of clients provided case management services	81	25	324%
Number of clients provided parental and community outreach	184	90	204%
<i>Outcomes</i>			
Percentage of clients who maintained or improved their academic performance	100% (116/116)	70% (78/111)	142%
Percentage of clients who maintained or improved their attitude/behavior	100% (116/116)	80% (89/111)	125%

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

Youth Development

Program Description

The Youth Development program has three components. The G.E.D. and Literacy program prepares youth for successful adulthood and independence through the pursuit of education. The main objectives are to increase student academic levels, prepare students for the G.E.D. exam, and assist students in seeking employment and/or gaining job skills. The Teen Parent Service encourages expectant and parenting teens to stay in school, attempts to prevent subsequent pregnancies, and teaches positive parenting skills. Finally, the Pregnancy Prevention program provides support groups, mentoring, volunteer opportunities, family events, and information regarding sexual health.

Funding

The total TCHHS/VS investment in the Youth Development program for 2008 was \$72,561. This investment comprised 8.1% of the total program budget. TCHHS/VS also funds two additional programs at LifeWorks—the Housing and Homeless Services program, which is described in the Housing Continuum issue area section, and the Counseling program, which is described in the Behavioral Health issue area section.

Eligibility Criteria

G.E.D. and Literacy participants are between the ages of 16 and 26 that have dropped out of school or are parenting. Teen Parent Services assists pregnant and parenting youth, male and female, between the ages of 11 and 19. Clients in these two programs must also have an annual household income that does not exceed 200% of Federal Poverty Income Guideline level. Pregnancy Prevention serves youth between the ages of 9 and 14. Youth have generally been identified (1) by a school counselor or family member as having behavior or academic problems or (2) as having family conflicts, gang involvement, or at-risk of teen pregnancy. Interested youth may also initiate their participation in the program. Participants in all three programs must reside in Travis County.

Client Demographics

The majority (69%) of clients were female. Half of the clients were ages 13 to 17 and over a quarter (28%) were in the 18 to 24 age range. Over two-thirds (68%) of clients were Hispanic or Latino. Almost three-quarters (72%) of clients were White and 22% were Black or African-American. Over half (58%) of 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	487	69%	6 to 12	90	13%
Male	223	31%	13 to 17	357	50%
<i>Total</i>	<i>710</i>	<i>100%</i>	18 to 24	198	28%
			25 to 36	64	9%
			Balance – Not Specified	1	0.1%
			<i>Total</i>	<i>710</i>	<i>100%</i>
Ethnicity			Income		
Hispanic or Latino	481	68%	<50% of FPIG	187	26%
Not Hispanic or Latino	223	31%	50% to 100%	225	32%
Balance – Not Specified	6	1%	101% to 150%	53	7%
<i>Total</i>	<i>710</i>	<i>100%</i>	151% to 200%	22	3%
			>200%	15	2%
			Balance – Not Specified	208	29%
			<i>Total</i>	<i>710</i>	<i>100%</i>
Race					
American Indian or Alaskan Native	2	0.3%			
Black or African American	156	22%			
White	510	72%			
American Indian or Alaska Native AND White	1	0.1%			
Black or African American AND White	5	1%			
Balance – Multiple Races	36	5%			
<i>Total</i>	<i>710</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Most clients were located in the south and east areas of Travis County. Over a quarter (26%) of clients resided in the Southwest area, and 23% were located in the East area. Another 22% of clients 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
78705	1	0.1%	78727	1	0.1%	78621	10	1.4%	78652	3	0.4%
78751	5	0.7%	78729	3	0.4%	78653	44	6.2%	78704	54	7.6%
<i>Total Central</i>	<i>6</i>	<i>0.8%</i>	78757	8	1.1%	78660	3	0.4%	78735	3	0.4%
			78758	65	9.2%	78664	2	0.3%	78736	2	0.3%
			78759	1	0.1%	78752	28	3.9%	78737	1	0.1%
			<i>Total North</i>	<i>78</i>	<i>11.0%</i>	78753	25	3.5%	78745	85	12.0%
						78754	4	0.6%	78748	32	4.5%
						<i>Total Northeast</i>	<i>116</i>	<i>16.3%</i>	78749	4	0.6%
									<i>Total Southwest</i>	<i>184</i>	<i>25.9%</i>
East			Northwest			Southeast					
78702	16	2.3%	78726	2	0.3%	78610	2	0.3%			
78721	29	4.1%	78732	1	0.1%	78617	27	3.8%			
78723	21	3.0%	78734	2	0.3%	78741	45	6.3%			
78724	87	12.3%	<i>Total Northwest</i>	<i>5</i>	<i>0.7%</i>	78742	1	0.1%			
78725	8	1.1%				78744	71	10.0%			
<i>Total East</i>	<i>161</i>	<i>22.7%</i>				78747	7	1.0%			
						<i>Total Southeast</i>	<i>153</i>	<i>21.5%</i>			
Other/Unknown											
Other	2	0.3%									
Unknown	5	0.7%									
<i>Total Other/Unknown</i>	<i>7</i>	<i>1.0%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Youth Development program surpassed all of its goals for output and outcome performance measures. Staff members noted that all programs served more clients than expected. The Pregnancy Prevention program, in particular, lost funding and anticipated serving fewer clients in 2008. The program was able to secure other funding, however, which allowed it to increase the number of staff members in January 2008 and enabled the program to serve additional clients (see the third output).

Youth 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 provided G.E.D. and Literacy Track services	248	200	124%
Number of unduplicated clients provided Teen Parent Services, which includes case management, support group, and informational presentations	285	280	102%
Number of unduplicated clients provided Pregnancy Prevention services	177	48	369%
<i>Outcomes</i>			
Percentage of unduplicated students demonstrating an increase of at least one grade level in math, reading, and/or writing	79% (152/192)	70% (74/105)	112%
Percentage of unduplicated Teen Parent Services case management clients not experiencing a subsequent pregnancy while in services	93% (127/136)	90% (108/120)	104%
Percentage of unduplicated youth demonstrating increased knowledge about sexual health	89% (117/132)	86% (36/42)	103%

Education

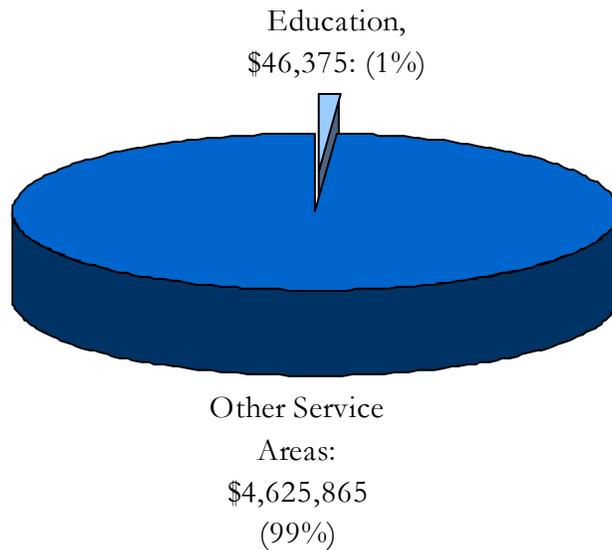
Goals and Services

Programs within this service area promote and support academic preparedness (school readiness) as well as educational attainment and success. Some examples of services provided by programs within this service area include early childhood education; academic support or enrichment; literacy, G.E.D., and adult basic education; English as a Second Language (ESL) classes; out-of classroom activities or programs whose goals are academic-oriented (e.g. math or science camps), language or literacy fluency and/or proficiency classes; and computer or technology literacy.

Contracted Service Providers included in this Service Area

Literacy Austin	137
Reading is Fundamental of Austin	141

Percent of Investment in Education and Other Service Areas, 2008



Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer education services. Contracted services in this issue area address literacy-based educational services for both school-aged and adult populations. Increases in Travis County's Limited English Proficient (LEP) population and growth in economically disadvantaged and at-risk student populations may lead to an increased demand for these educational services.

Educational attainment greatly 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.¹⁰⁶

Nativity influences educational attainment. Those who are native-born are more likely to have graduated from high school. Only 8% of the county's native-born population has less than a high school education, compared to 41% of foreign-born adults.¹⁰⁷ Among both native-born and foreign-born residents, the percentages are very similar (within 1-2%) for both high school graduates and graduate/professional degrees. However, there is a marked difference for college attendance and graduation. Only 41% of foreign-born individuals residing in Travis County have attended or graduated from college, compared to 74% of the native-born Travis County population.¹⁰⁸

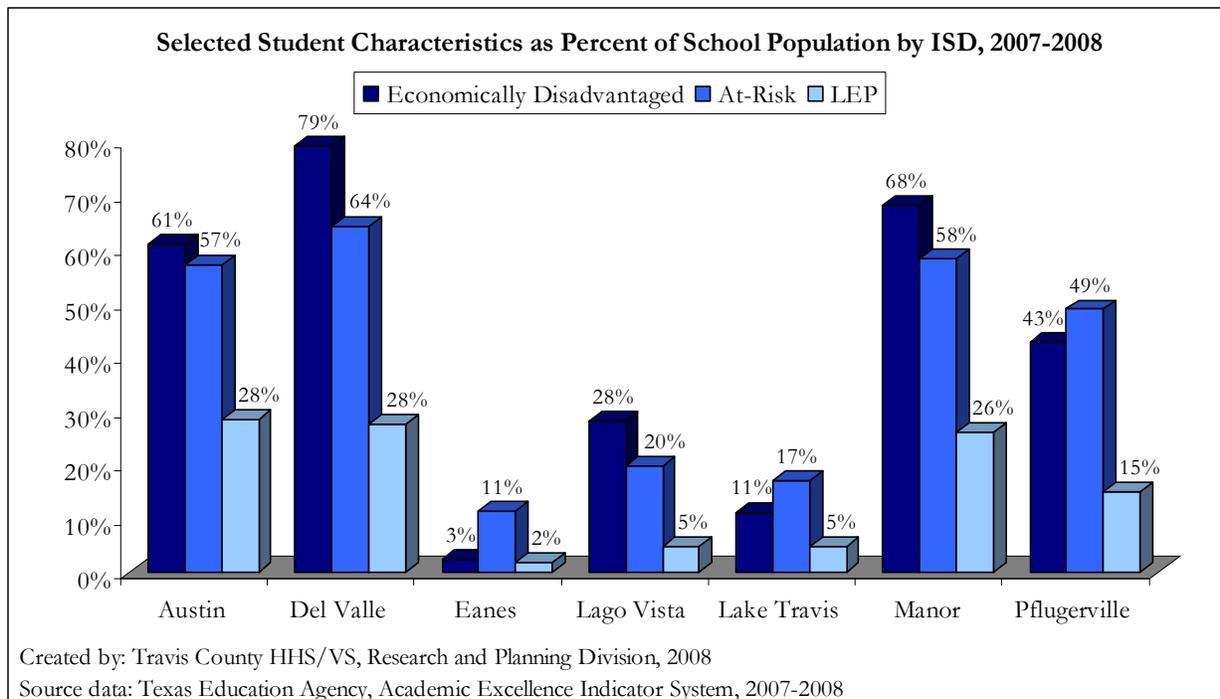
Educational Attainment by Nativity				
Travis County, 2007				
	Native-Born		Foreign-Born	
	Number	Percent	Number	Percent
Less than high school graduate	39,935	8%	55,996	41%
High school graduate (includes equivalency)	85,370	18%	23,855	17%
Some college or associate's degree	132,397	28%	17,297	13%
Bachelor's degree	143,515	30%	19,696	14%
Graduate or professional degree	78,737	16%	19,535	14%

Created by: Travis County HHS/VS, Research and Planning Division, 2008

Source data: U.S. Census Bureau, American Community Survey, 2007

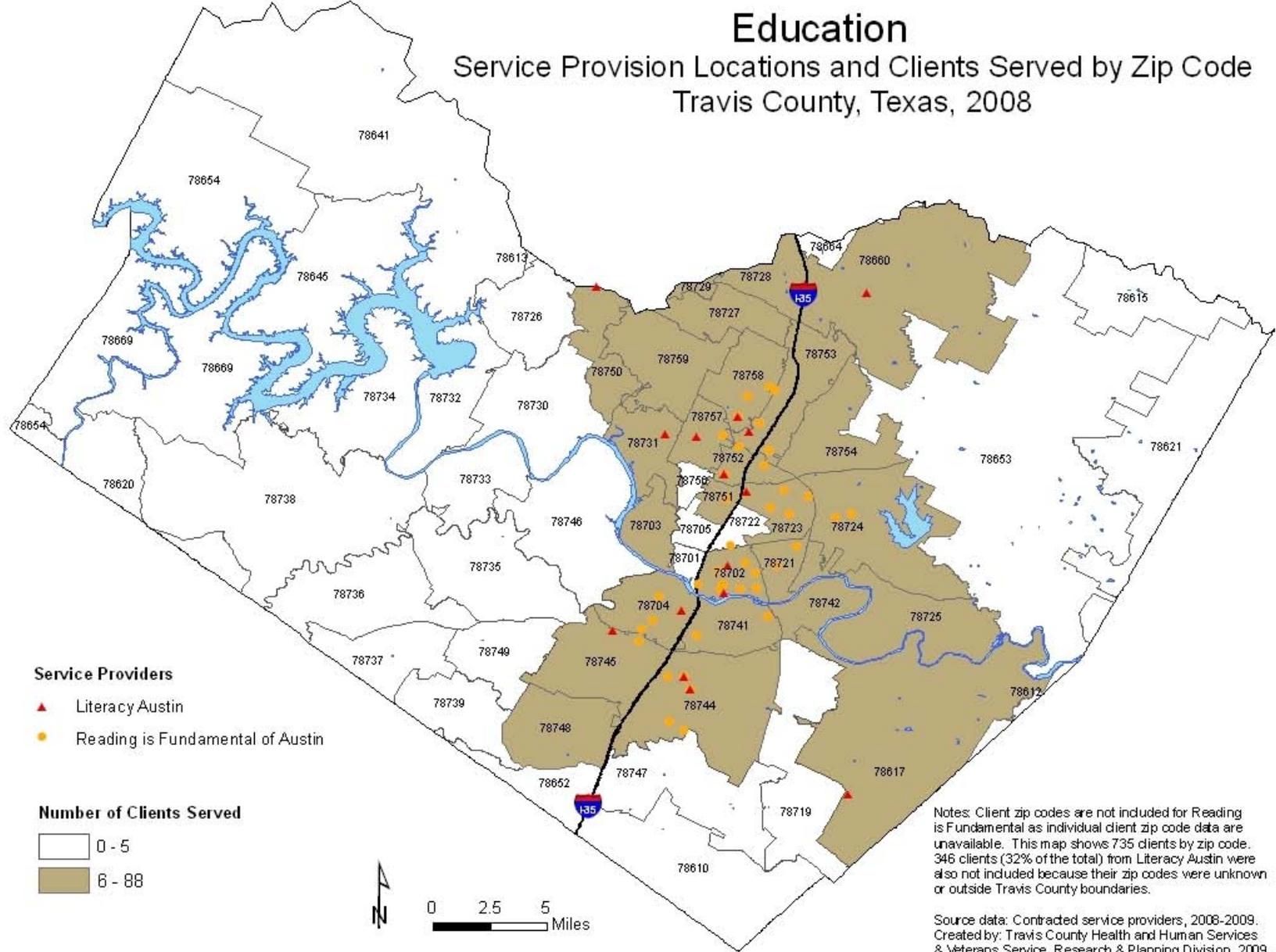
In schools serving Travis County,¹⁰⁹ 23% of students are classified as LEP, exceeding the statewide average of 17%.¹¹⁰ **LEP, economically disadvantaged and at-risk student populations have grown at a rate double that of the total student population.** While the overall county school population increased 12% from 2003 to 2008, the economically disadvantaged student population increased by 24% and the LEP population by 45% over the same 5-year period.¹¹¹ At-risk^y student growth has also increased, 21% from 2004-2008, compared to an 8% growth in the overall student population.¹¹²

^y A student is identified as at-risk of dropping out of school based on state-defined criteria. Please refer to the 2007-2008 AEIS Glossary for at-risk student criteria: <http://www.tea.state.tx.us/perfreport/aegis/2008/glossary.html>. At-risk student data are unavailable prior to 2004.



English proficiency and risk status correlate with both low TAKS scores and low high school graduation rates. Three-quarters of the total student population (grades 3-11 in county schools) successfully met the 2008 TAKS standard; however, this percentage dropped to 51% for LEP students and 55% for at-risk students.¹¹³ TAKS passing rates rose from 2007 across all of these populations, but an achievement gap remains for both LEP and at-risk students. Similarly, high school graduation rates vary according to these student characteristics. The average graduation¹¹⁴ rate for all students, grades 9-12, is 82.0%.¹¹⁵ LEP student graduation rates are significantly lower at 40.7%¹¹⁶, even less than the at-risk student graduation rate (68.4%).¹¹⁷

Almost a third (32.7%) of the Travis County population speaks a language other than English in the home, and **13.7% of individuals report that they speak English less than “very well.”**¹¹⁸ Foreign-born individuals have greater difficulty with English. Over three-quarters (76%) of foreign-born Spanish speakers and over a third (36%) of foreign-born speakers of other languages report that they speak English less than “very well.”¹¹⁹ Contracting agencies in this issue area report an increased demand for classes of English as a Second Language.



Literacy Austin^z

Adult Basic Education and English as a Second Language

Program Description

Literacy Austin provides instruction in basic literacy and English as a Second Language (E.S.L.) instruction. The goals of these services are to reduce the rate of functional illiteracy and help students begin reading in order to learn, improve the quality of their lives, and strive for greater economic stability.

Funding

The total TCHHS/VS investment in the Adult Basic Education and English as a Second Language program for 2008 was \$33,249. This investment comprised 6.8% of the total program budget.

Eligibility Criteria

Services are provided to Travis County residents age 17 and older who read below the fifth grade reading level.

^z Please note that Literacy Austin merged with LifeWorks in January 2008, after the TCHHS/VS contract was finalized.

Client Demographics

Over half (52%) of this program’s clients were female. A slight majority (54%) of clients did not report their age. For those clients with reported ages, 21% were in the 25 to 36 age group and 16% were ages 37 to 55. Almost two-thirds (64%) of clients were Hispanic or Latino, and 67% of clients were White. Most (81%) clients had unspecified income levels. (See Appendix C for specific guideline income levels.)

Program staff note that they are in the process of creating a more accurate system to capture client demographic data.

Gender	Number	Percent	Age	Number	Percent
Female	566	52%	13 to 17	7	1%
Male	336	31%	18 to 24	68	6%
Balance – Not Specified	179	17%	25 to 36	222	21%
<i>Total</i>	<i>1,081</i>	<i>100%</i>	37 to 55	169	16%
			56 to 74	32	3%
			75 and Over	1	0.1%
Ethnicity			Balance – Not Specified	582	54%
Hispanic or Latino	690	64%	<i>Total</i>	<i>1,081</i>	<i>100%</i>
Not Hispanic or Latino	198	18%			
Balance – Not Specified	193	18%			
<i>Total</i>	<i>1,081</i>	<i>100%</i>			
Race			Income		
Asian	74	7%	<50% of FPIG	73	7%
Black or African American	56	5%	50% to 100%	67	6%
White	721	67%	101% to 150%	32	3%
Balance – Multiple Races	194	18%	151% to 200%	15	1%
Balance – Not Specified	36	3%	>200%	13	1%
<i>Total</i>	<i>1,081</i>	<i>100%</i>	Balance – Not Specified	881	81%
			<i>Total</i>	<i>1,081</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Over a quarter (27%) of clients had unknown zip codes. For those clients with known zip codes, 15% were in the East area. The Northeast and Southeast areas each comprised 13% of the client population. (See Appendix E for zip code classification map.)

Program staff note that they are in the process of creating a more accurate system to capture client zip code data.

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	2	0.2%	78727	10	0.9%	78621	2	0.2%	78704	42	3.9%
78705	2	0.2%	78728	6	0.6%	78653	2	0.2%	78735	1	0.1%
78751	9	0.8%	78729	6	0.6%	78660	16	1.5%	78737	1	0.1%
78756	3	0.3%	78757	8	0.7%	78664	2	0.2%	78745	28	2.6%
<i>Total Central</i>	<i>16</i>	<i>1.5%</i>	78758	88	8.1%	78752	29	2.7%	78748	13	1.2%
			78759	10	0.9%	78753	79	7.3%	78749	2	0.2%
East			<i>Total North</i>	<i>128</i>	<i>11.8%</i>	78754	13	1.2%	<i>Total Southwest</i>	<i>87</i>	<i>8.0%</i>
78702	45	4.2%				<i>Total Northeast</i>	<i>143</i>	<i>13.2%</i>			
78721	16	1.5%	Northwest			Southeast			West		
78722	1	0.1%	78726	3	0.3%	78617	18	1.7%	78620	1	0.1%
78723	56	5.2%	78730	3	0.3%	78719	4	0.4%	78703	10	0.9%
78724	27	2.5%	78731	12	1.1%	78741	62	5.7%	78733	3	0.3%
78725	12	1.1%	78734	2	0.2%	78742	6	0.6%	78746	1	0.1%
<i>Total East</i>	<i>157</i>	<i>14.5%</i>	78750	26	2.4%	78744	50	4.6%	<i>Total West</i>	<i>15</i>	<i>1.4%</i>
Other/Unknown			<i>Total Northwest</i>	<i>46</i>	<i>4.3%</i>	78747	2	0.2%			
Other	57	5.3%				<i>Total Southeast</i>	<i>142</i>	<i>13.1%</i>			
Unknown	290	26.8%									
<i>Total Other/Unknown</i>	<i>347</i>	<i>32.1%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Literacy Austin exceeded all but one of its target performance expectations. Staff members note that they worked diligently to place students into classes and minimize the wait between orientation and class placement. An Assessment Coordinator joined the program late in the third quarter of 2008 and will focus on increasing the number of clients tested in 2009.

Adult Basic Education and E.S.L. 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	1,081	1,000	108%
Number of clients who have personalized goals	929	768	121%
<i>Outcomes</i>			
Percentage of clients tested who achieved a 10-point increase in the Test for Adult Basic Education (TABE) test score	53% (18/34)	60% (66/110)	88%
Percentage of clients tested who achieved a 4-point increase in the Basic English Skills Test (BEST) test score	77% (125/163)	75% (127/169)	102%

Reading is Fundamental of Austin^{aa} Elementary School Program

Program Description

Reading is Fundamental gives books to children from low-income families. In turn, the program hopes to motivate the children to become lifelong readers and teach parents effective ways of creating print-rich environments in their homes.

Funding

The total TCHHS/VS investment in the Elementary School Program for 2008 was \$13,126. This investment comprised 3.9% of the total program budget.

Eligibility Criteria

This program serves children enrolled in the Austin Independent School District elementary schools that have a large majority of students who come from low-income households.

Client Demographics and Client Zip Codes

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

^{aa} Please note that Reading is Fundamental of Austin and Capital Area Reach Out and Read have merged to form BookSpring.

Performance Goals and Results

Reading is Fundamental met the target range of performance for all output and outcome measures. Staff members report that the program is undergoing a full review and update of its evaluation processes. Their new system should provide more timely feedback and consequently improve their programming. They expect the system to result in more comprehensive reporting in 2009.

Elementary School 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	22,011	23,500	94%
Number of new books distributed	67,656	70,500	96%
Number of service hours provided by volunteers reading to children and helping them select their books	33,828	35,250	96%
<i>Outcomes</i>			
Percentage of students who completed the attitude/behavior survey and reported improved attitude/behavior (i.e., reading their books more than once, talking about their books with others, stating they like to read)	82% (3,978/4,874)	85% (7,990/9,400)	96%
Percentage of parents who completed the survey and reported improved knowledge and skills	84% (3,082/3,650)	85% (3,995/4,700)	99%

Behavioral Health

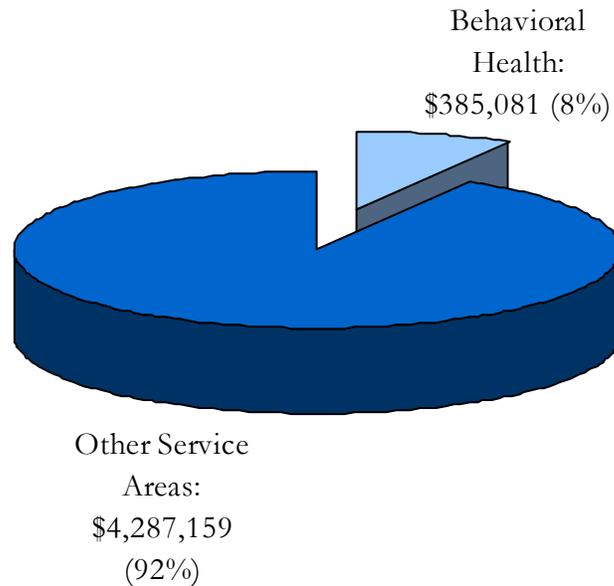
Goals and Services

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

Austin Child Guidance Center.....	148
Capital Area Mental Health Center.....	152
Out Youth.....	156
Worker’s Assistance Program, Inc.	160
Young Women’s Christian Association of Greater Austin (d.b.a. YWCA).....	164
Youth and Family Alliance (d.b.a. LifeWorks): Counseling.....	168

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



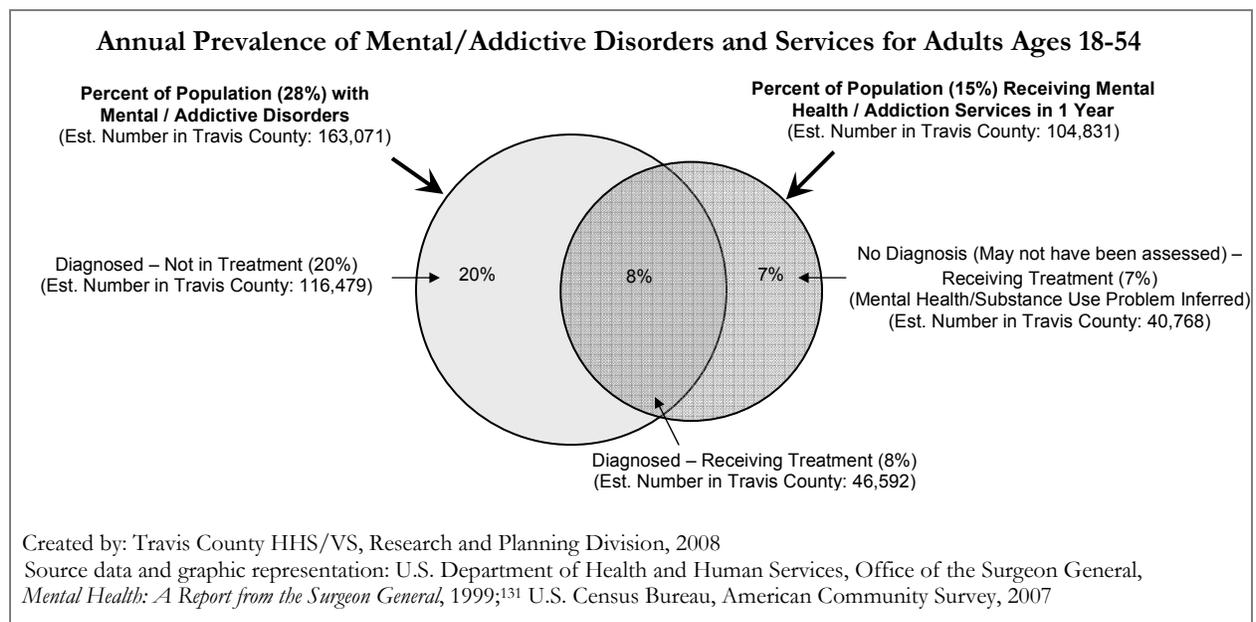
Highlights of Community Conditions

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

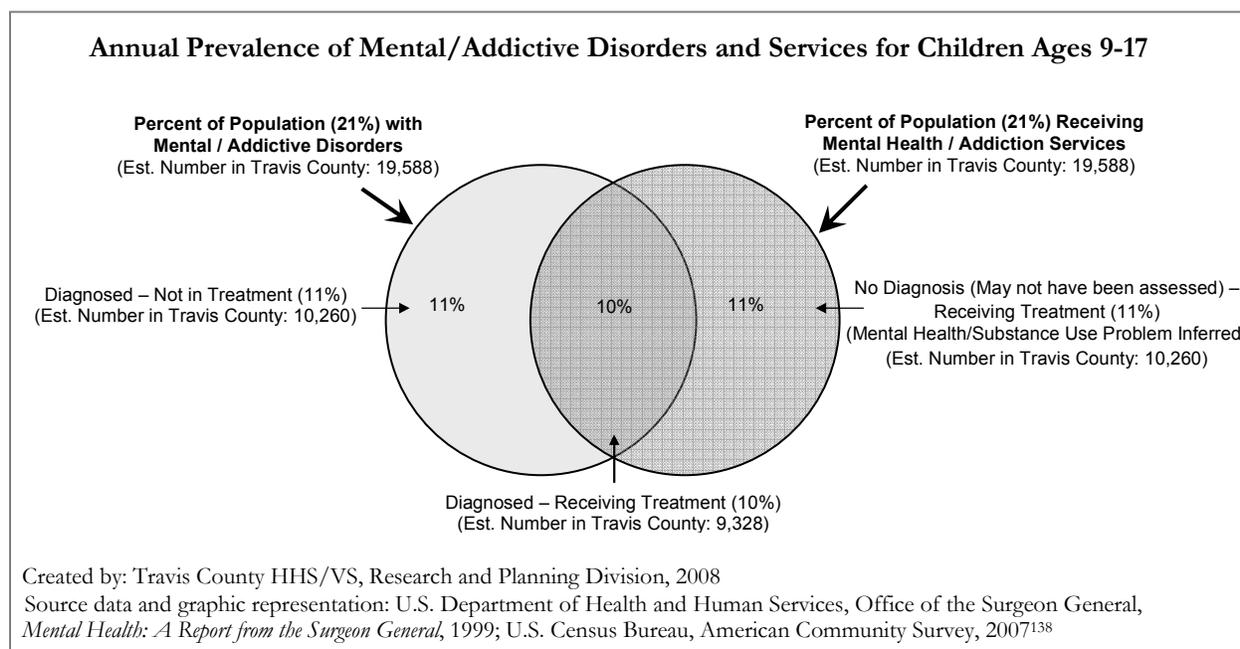


Only 29% of adults with a diagnosable disorder receive treatment. Cost is the most common impediment. Examples of other barriers include concerns about stigma, being hospitalized, time constraints, and the treatment not being effective.¹³² Of adults with diagnosable disorders who receive treatment, 44% 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.

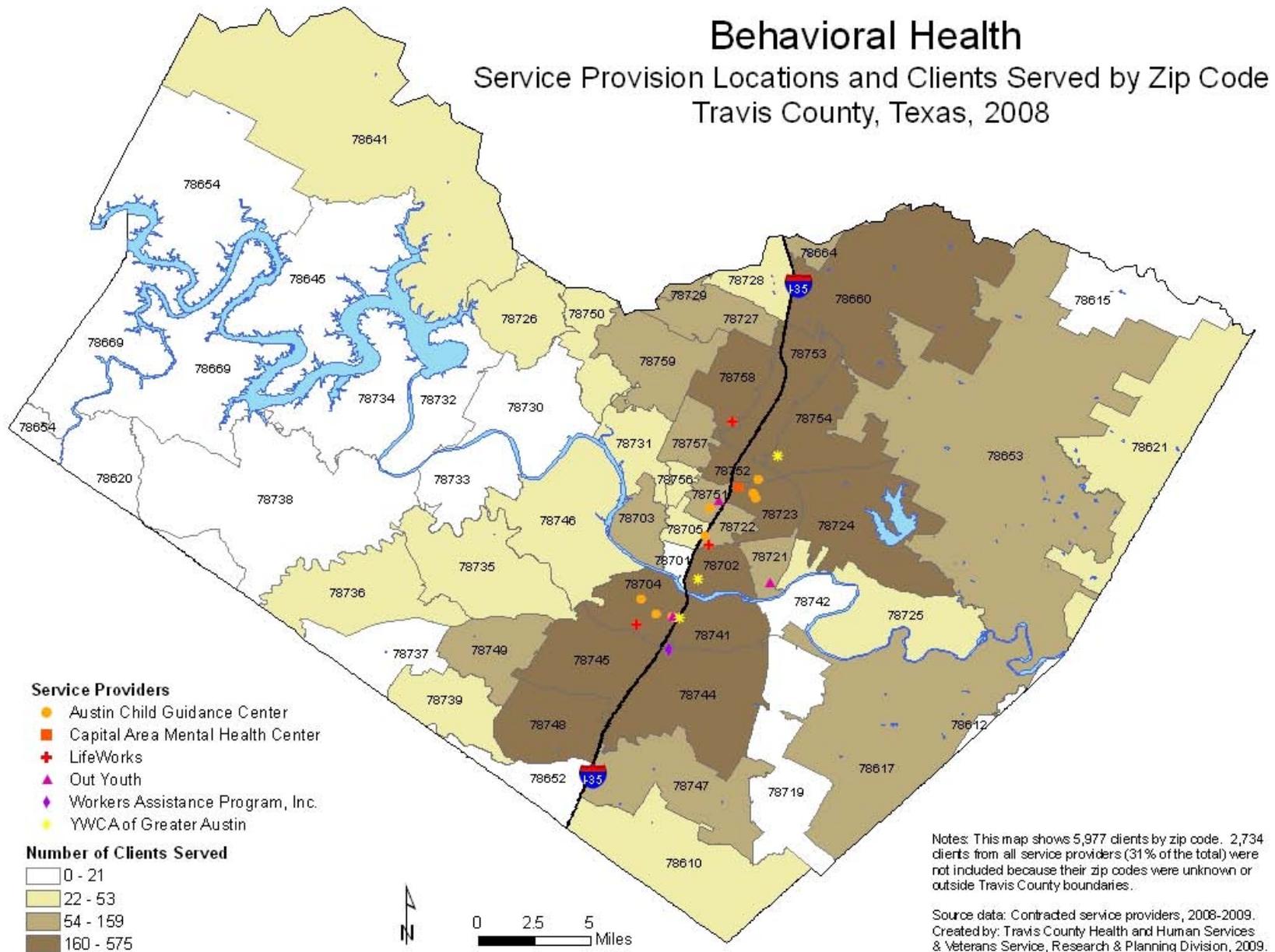


Similarly, local statistics indicate that **many Travis County residents in need of behavioral health services are unable to receive services.**¹³⁹ For example, between September 2007 and July 2008, 1,763 adults were on the Austin Travis County Mental Health Mental Retardation Center (ATCMHMR) wait list 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%		
	78705	23	2.7%		78728	15	1.7%		78653	6	0.7%		
	78751	31	3.6%		78729	13	1.5%		78660	27	3.1%		
	78756	20	2.3%		78757	25	2.9%		78664	11	1.3%		
<i>Total Central</i>	<i>79</i>	<i>9.2%</i>			78758	23	2.7%		78752	28	3.3%		
					78759	27	3.1%		78739	9	1.0%		
East				<i>Total North</i>	<i>115</i>	<i>13.4%</i>			78754	17	2.0%		
	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%		
<i>Total East</i>	<i>108</i>	<i>12.6%</i>			78654	1	0.1%		78617	3	0.3%		
					78669	2	0.2%		78741	40	4.7%		
Other/Unknown					78726	10	1.2%		78744	25	2.9%		
Other	3	0.3%			78731	13	1.5%		78747	7	0.8%		
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%				<i>Total West</i>	<i>22</i>	<i>2.6%</i>
					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>
						78747	2	0.2%			
Other/Unknown						<i>Total Southeast</i>	<i>51</i>	<i>5.8%</i>			
Other	12	1.4%									
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%

Public Health and Access to Healthcare

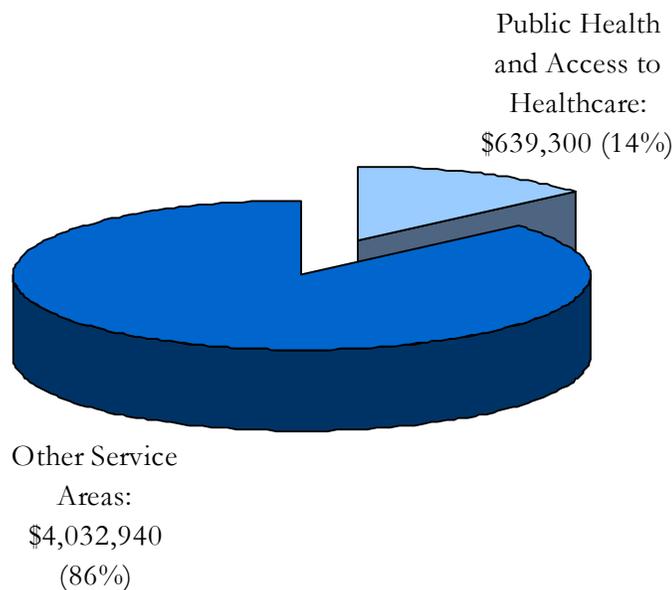
Goals and Services

Programs within this service area are primarily intended to improve the physical well-being of community members by encouraging healthy behaviors (e.g., better eating habits, physical activity, improving disease management, reducing smoking, tobacco use, and substance abuse; etc.); preventing disease (reducing its occurrence and impact); increasing medical preparedness for emergencies; and increasing access to quality health care and counseling. Some examples of services provided by programs within this service area are to: provide education; improve treatment, care, and support for persons living with or facing health concerns; provide case-management advocacy for additional or other client services; and promote environmental health.

Contracted Service Providers included in this Service Area

AIDS Services of Austin, Inc.: Case Management.....	178
AIDS Services of Austin, Inc.: Food Bank / Nutritional Supplements.....	182
AIDS Services of Austin, Inc.: Home Health Care Services.....	186
AIDS Services of Austin, Inc.: Mpowerment.....	188
AIDS Services of Austin, Inc.: Nutritional Counseling.....	190
AIDS Services of Austin, Inc.: VOICES / VOCES.....	194
Easter Seals Central Texas: Developmental and Clinical Solutions.....	198
Planned Parenthood of Austin Family Planning, Inc.....	202
Sustainable Food Center.....	206
The Wright House Wellness Center, Inc.....	208

Percent of Investment in Public Health and Access to Healthcare and Other Service Areas, 2008



Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that offer public health and access to healthcare services. Services contracted through non-profits in this issue area focus their efforts on prevention of teen pregnancy and HIV/AIDS; promotion of better nutrition through increased accessibility to healthy foods; and improving outcomes for individuals with HIV/AIDS and individuals with disabilities. Please note that the scope of this summary is limited to our social service investments and does not include the roles and responsibilities assumed by the Travis County Healthcare District or the County's responsibilities for public health carried out via an Interlocal agreement with the City of Austin.

Public health encompasses an array of services that work to improve community health outcomes. **Prevention efforts** focus on developing and implementing educational programs, policies, services, and research that target entire populations rather than individuals.¹⁵¹ An additional focus of public health professionals is promotion of health care equity, quality, and accessibility, which requires addressing health disparities across all populations.¹⁵²

The overall health status of the community informs public health policies and practices. Key health indicators, such as **birth outcomes and chronic disease rates, can serve as proxy measures** of community health. These indicators often point to underlying health issues in the community, such as high blood pressure, poor nutrition, or physical inactivity, and help to identify current community health needs.

- In 2004, the most recent year of available data, over a quarter of all Travis County mothers (26.5%) received inadequate prenatal care.¹⁵³ Inadequate prenatal care was more prevalent for African American mothers (28.6% of all African American mothers) and Hispanic mothers (35.2% of all Hispanic mothers).¹⁵⁴ An associated health outcome of inadequate prenatal care is **low birth weight** of the newborn (less than 5.5 pounds).¹⁵⁵ Low birth weight babies often have poorer health outcomes due to challenges in early stages of development.¹⁵⁶ Low birth weight babies comprised 7.1% of births in 2004.¹⁵⁷ African American babies had the largest percentage of low birth weights (13.1%), roughly twice the rate of all other race/ethnic groups.¹⁵⁸

The prevalence and **incidence of sexually transmitted diseases (STDs) is another public health risk indicator.** Individuals engaging in unprotected sex may contract or spread these diseases; furthermore, unprotected sex can lead to HIV infections and unplanned pregnancies. STDs often go undiagnosed, and left untreated, can cause serious complications.¹⁵⁹

- One in 378 Texans is living with **HIV/AIDS**, a 30% increase over the last five years.¹⁶⁰ African Americans are disproportionately impacted, comprising 11% of the total Texas population but representing 38% of individuals living with HIV/AIDS.¹⁶¹ In 2007, there were 3,601 people living with HIV/AIDS in Travis County.¹⁶² Of those, 164 were new HIV cases and 161 were new AIDS cases.¹⁶³ The first quarter of 2008 (January – March) saw higher numbers of new HIV and AIDS cases, compared to the prior year's first quarter. There were 48 new HIV cases and 51 new AIDS cases in the first quarter of 2008, versus 42 new HIV cases and 40 new AIDS cases in the first quarter of 2007.¹⁶⁴

Chronic health conditions, such as diabetes and cardiovascular disease have associated costs, both monetary and personal. Direct costs of chronic health conditions include substantially higher medical expenses, often including hospitalization.¹⁶⁵ Indirect costs are more difficult to quantify but include absenteeism, lost work days, reduced productivity and premature death.¹⁶⁶

- The top risk factors associated with **diabetes** are high blood pressure, high cholesterol, and obesity.¹⁶⁷ Diabetes prevalence in Texas rose to 10.3% of adults in 2007, and it continues to be the sixth leading cause of death in the state.¹⁶⁸ African Americans, Hispanics, and older adults have the highest rates of diabetes, and a substantial number of Texans are believed to have undiagnosed diabetes.¹⁶⁹ The prevalence of diabetes remains lower in Travis County, at 6.4%, and in the Austin-Round Rock Metropolitan Statistical Area (MSA), at 7.7%.¹⁷⁰
- **Cardiovascular disease** risk factors include diabetes, smoking, obesity, poor nutrition, high cholesterol, high blood pressure, and lack of leisure time or physical activity.¹⁷¹ The prevalence of cardiovascular disease (CVD) is lower in the Austin-Round Rock MSA, at 6.5%, compared to Texas (8.3%).¹⁷² However, African Americans in the MSA have a higher prevalence (10.6%) than African Americans in the state (8.6%) and their rate exceeds the rates for all other gender and race/ethnic groups.¹⁷³ Overall, Austin-Round Rock MSA residents have a smaller prevalence of CVD risk factors versus the rest of the state. However, health disparities exist across race/ethnic groups, particularly in increased prevalence rates for African Americans.¹⁷⁴

Cardiovascular Disease (CVD) Risk Factors Austin-Round Rock MSA and Texas, 2007		
Risk Factor	Austin-Round Rock MSA	Texas
Diabetes	7.7%	10.4%
Current Smoker	17.2%	19.3%
Obesity (Body Mass Index >=30)	23.3%	28.6%
Poor Nutrition ^{bb}	73.1%	74.8%
High Blood Cholesterol	36.0%	38.5%
High Blood Pressure	24.1%	27.8%
No Leisure Time/Physical Activity	18.5%	28.3%

Created by: Travis County HHS/VS, Research and Planning Division, 2008
 Source data: Texas Department of State Health Services, *Cardiovascular Health Facts 2005-2007*

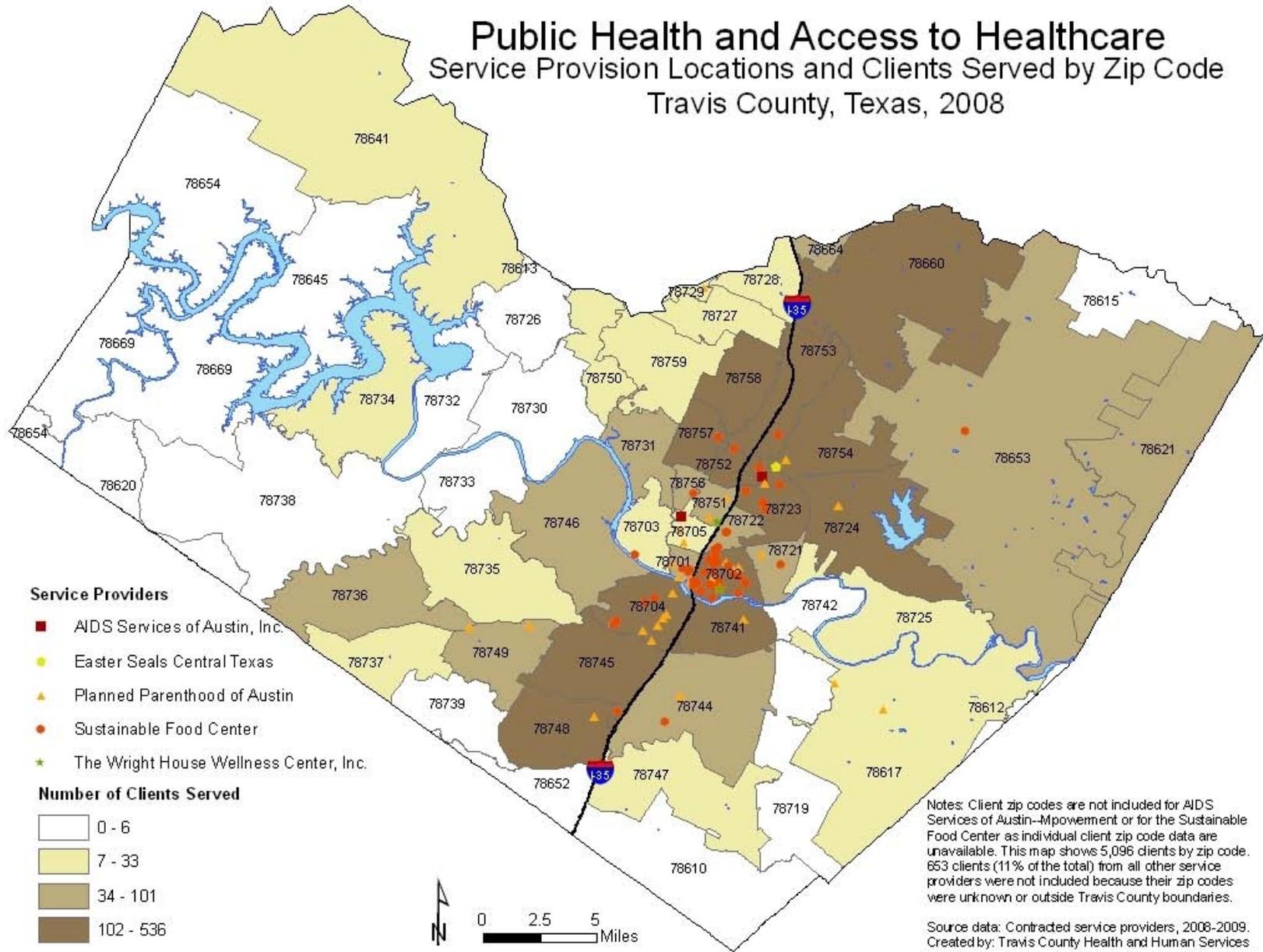
Underlying our community response to these health conditions is access to affordable, quality care. **Health insurance** is an important component of health care accessibility as it directly impacts access to preventative healthcare, the affordability of therapeutic interventions (e.g., medicine, physical therapy, and behavioral health). Research indicates that individuals without health insurance are less likely to receive adequate preventative and therapeutic care and are more likely to experience adverse consequences of chronic diseases.¹⁷⁵ In 2007, a quarter of the population in Texas was uninsured.¹⁷⁶ Rates in Travis County are lower, with an estimated 19.3% of the population lacking health insurance.¹⁷⁷

^{bb} Poor nutrition is defined as eating fruits and vegetables less than 5 times per day.

The 81st legislative session is likely to influence state and local public health policies, with potential implications for health insurance coverage and public health and wellness efforts.¹⁷⁸ Furthermore, the administration change in the White House may also impact public health and access to healthcare, as health care reform is a prominent item on the agenda.¹⁷⁹

Public Health and Access to Healthcare

Service Provision Locations and Clients Served by Zip Code Travis County, Texas, 2008



AIDS Services of Austin, Inc.

Case Management

The Case Management program links clients to primary medical care and psychosocial, legal, financial, and other support services. It also coordinates and advocates for needed services. These services are intended to enhance the health and well-being of individuals and the community in the face of an evolving epidemic.

Funding

The total TCHHS/VS investment in the Case Management program for 2008 was \$157,937. This investment comprised 25.5% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Home Health Care Services, Food Bank / Nutritional Supplements, Nutritional Counseling, Mpowerment, and VOICES / VOCES programs, which are also described in the Public Health and Access to Healthcare issue area section.

Eligibility Criteria

To be eligible for case management services, clients must be HIV-positive, symptomatic, a resident of Travis County, and willing to work on HIV disease management goals.

Client Demographics

Over three-quarters (78%) of Case Management clients were male and nearly three-quarters (72%) were ages 37 to 55. Over a quarter (26%) of clients were Hispanic or Latino. More than half (59%) of clients were White and 39% were Black or African-American. Over a third (37%) of clients had incomes between 50% and 100% of the Federal Poverty Income Guideline level and more than a quarter (27%) had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	90	20%	18 to 24	6	1%
Male	353	78%	25 to 36	66	15%
Balance – Not Specified	10	2%	37 to 55	327	72%
<i>Total</i>	<i>453</i>	<i>100%</i>	56 to 74	53	12%
			75 and Over	1	0%
			<i>Total</i>	<i>453</i>	<i>100%</i>
Ethnicity			Income		
Hispanic or Latino	116	26%	<50% of FPIL	123	27%
Not Hispanic or Latino	337	74%	50% to 100%	169	37%
<i>Total</i>	<i>453</i>	<i>100%</i>	101% to 150%	77	17%
			151% to 200%	45	10%
			>200%	39	9%
			<i>Total</i>	<i>453</i>	<i>100%</i>
Race					
American Indian or Alaskan Native	2	0%			
Asian	4	1%			
Black or African American	176	39%			
White	268	59%			
Balance – Not Specified	3	1%			
<i>Total</i>	<i>453</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

A majority of clients in this program were located in eastern areas of Travis County. Over a quarter (28%) of clients resided in the East area and nearly a quarter (24%) were in the Northeast area. The Southeast area also had a sizeable share of the client population (14%). (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	7	1.5%	78727	5	1.1%	78653	3	0.7%	78704	18	4.0%
78705	4	0.9%	78728	6	1.3%	78660	11	2.4%	78735	1	0.2%
78751	6	1.3%	78729	5	1.1%	78752	49	10.8%	78736	3	0.7%
78756	13	2.9%	78757	8	1.8%	78753	35	7.7%	78745	12	2.6%
<i>Total Central</i>	<i>30</i>	<i>6.6%</i>	78758	24	5.3%	78754	9	2.0%	78748	3	0.7%
			78759	6	1.3%	<i>Total Northeast</i>	<i>107</i>	<i>23.6%</i>	78749	4	0.9%
East			<i>Total North</i>	<i>54</i>	<i>11.9%</i>				<i>Total Southwest</i>	<i>41</i>	<i>9.1%</i>
78702	23	5.1%									
78721	19	4.2%	Northwest			Southeast			West		
78722	5	1.1%	78641	1	0.2%	78617	3	0.7%	78703	3	0.7%
78723	56	12.4%	78645	1	0.2%	78741	49	10.8%	78733	1	0.2%
78724	19	4.2%	78730	2	0.4%	78744	4	0.9%	78746	3	0.7%
78725	4	0.9%	78731	2	0.4%	78747	5	1.1%	<i>Total West</i>	<i>7</i>	<i>1.5%</i>
<i>Total East</i>	<i>126</i>	<i>27.8%</i>	78732	2	0.4%	<i>Total Southeast</i>	<i>61</i>	<i>13.5%</i>			
			78750	4	0.9%						
Other			<i>Total Northwest</i>	<i>12</i>	<i>2.6%</i>						
Other	15	3.3%									
<i>Total Other</i>	<i>15</i>	<i>3.3%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Case Management program exceeded all output and outcome goals. Program staff members note that they received more returned surveys than expected (see the first outcome) and attribute this result to their efficiency and thoroughness in distributing the surveys to eligible clients through various modes of delivery (e.g., via the food pantry, dental clinic and mail outs). Volunteers were also utilized to ensure surveys were completed correctly. Staff members also report that case managers collaborate with clients to create workable service plans and negotiate attainable, yet significant, service plan goal objectives (see the second outcome). Case managers also keep in regular contact with clients and monitor client activities regarding overall management of their HIV disease (see the third outcome).

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	453	425	107%
Number of units of case management provided	27,881	26,727	104%
<i>Outcomes</i>			
Percentage of clients surveyed who report satisfaction with case management services provided	95% (130/137)	80% (68/85)	119%
Percentage of clients making progress on their service plan objectives	85% (386/453)	80% (340/425)	107%
Percentage of clients receiving primary medical care based on “In-Care Verification” form	92% (415/453)	85% (361/425)	108%

AIDS Services of Austin, Inc.

Food Bank / Nutritional Supplements

Program Description

The Food Bank / Nutritional Supplements program offers assistance via provision of quality food, personal items, household hygiene products, and nutritional supplements for people who are symptomatic with HIV disease and who are at risk of declining health due to their inability to consume adequate food and nutrients.

Funding

The total TCHHS/VS investment in the Food Bank / Nutritional Supplements program for 2008 was \$62,500. This investment comprised 35.8% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Case Management, Home Health Care Services, Nutritional Counseling, Empowerment, and VOICES / VOCES programs, which are also described in the Public Health and Access to Healthcare issue area section.

Eligibility Criteria

Clients must be symptomatic with HIV disease, reside in the Austin Transitional Grant Area (TGA), have an annual income at or below 150% of the Federal Poverty Income Guideline level, and be case-managed at AIDS Services of Austin or another AIDS service organization.

Client Demographics

Nearly three-quarters (74%) of clients were male and 23% were female. Three-quarters of clients were between the ages of 37 and 55 and over a quarter (27%) were Hispanic or Latino. Over a third (37%) of clients were White and a quarter were Black or African-American. Clients with an unspecified race accounted for 37% of the client population. Client income data were unavailable.

Gender	Number	Percent	Age	Number	Percent
Female	104	23%	18 to 24	3	1%
Male	329	74%	25 to 36	53	12%
Balance – Not Specified	12	3%	37 to 55	332	75%
<i>Total</i>	<i>445</i>	<i>100%</i>	56 to 74	56	13%
			75 and Over	1	0.2%
Ethnicity			<i>Total</i>	<i>445</i>	<i>100%</i>
Hispanic or Latino	120	27%			
Not Hispanic or Latino	323	73%			
Balance – Not Specified	2	0.4%			
<i>Total</i>	<i>445</i>	<i>100%</i>			
Race					
American Indian or Alaskan Native	2	0.4%			
Asian	2	0.4%			
Black or African American	113	25%			
White	163	37%			
Balance – Not Specified	165	37%			
<i>Total</i>	<i>445</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The majority of this program’s clients were located in the eastern areas of Travis County. Over a quarter (28%) of clients resided in the East area and 22% of clients were in the Northeast area. The Southeast area accounted for 14% of clients. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	11	2.5%	78727	4	0.9%	78621	4	0.9%	78704	18	4.0%
78705	2	0.4%	78728	2	0.4%	78660	7	1.6%	78735	1	0.2%
78751	7	1.6%	78729	5	1.1%	78664	1	0.2%	78736	2	0.4%
78756	21	4.7%	78757	6	1.3%	78752	47	10.6%	78745	12	2.7%
<i>Total Central</i>	<i>41</i>	<i>9.2%</i>	78758	20	4.5%	78753	32	7.2%	78748	2	0.4%
			78759	4	0.9%	78754	7	1.6%	78749	2	0.4%
			<i>Total North</i>	<i>41</i>	<i>9.2%</i>	<i>Total Northeast</i>	<i>98</i>	<i>22.0%</i>	<i>Total Southwest</i>	<i>37</i>	<i>8.3%</i>
East			Northwest			Southeast			West		
78702	25	5.6%	78641	1	0.2%	78617	2	0.4%	78703	3	0.7%
78721	20	4.5%	78654	1	0.2%	78741	46	10.3%	78746	1	0.2%
78722	5	1.1%	78730	2	0.4%	78744	10	2.2%	<i>Total West</i>	<i>4</i>	<i>0.9%</i>
78723	52	11.7%	78731	1	0.2%	78747	5	1.1%			
78724	19	4.3%	78732	1	0.2%	<i>Total Southeast</i>	<i>63</i>	<i>14.2%</i>			
78725	3	0.7%	78750	3	0.7%						
<i>Total East</i>	<i>124</i>	<i>27.9%</i>	<i>Total Northwest</i>	<i>9</i>	<i>2.0%</i>						
Other/Unknown											
Other	26	5.8%									
Unknown	2	0.4%									
<i>Total Other/Unknown</i>	<i>28</i>	<i>6.3%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

This program met or exceeded its performance goals for both output measures. Program staff members report that they had more new clients due to the economic downturn; furthermore, established clients came to the food bank on a more regular basis. These factors contributed to a higher number of units of food and nutritional supplements provided to clients (see the second output). Results from the annual client satisfaction survey (see the first outcome) were unavailable at the time this report was produced.

Food Bank / Nutritional Supplements 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	445	445	100%
Number of units of food and nutritional supplements provided	5,527	4,939	112%
<i>Outcomes</i>			
Percentage of clients surveyed who report satisfaction with quality of services	N.A.	80% (24/30)	N.A.

AIDS Services of Austin, Inc.

Home Health Care Services

Program Description

Home Health Care Services provides home health aide and homemaker services. These services help clients manage their illness in their home or living situation so that they are able to avoid hospitalization and nursing home placement.

Funding

The total TCHHS/VS investment in the Home Health Care Services program for 2008 was \$20,000. This investment comprised 55.6% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Case Management, Food Bank / Nutritional Supplements, Nutritional Counseling, Mpowerment, and VOICES / VOCES programs, which are also described in the Public Health and Access to Healthcare issue area section.

Eligibility Criteria

Clients are Travis County residents with symptomatic HIV disease who are in need of this service. Clients must also be homebound, in need of personal care assistance with activities of daily living, and ineligible for home health aide services through private insurance companies.

Client Demographics and Client Zip Codes

This program serves a small number of clients. Client demographic and zip code data are not reported to protect client privacy.

Performance Goals and Results

This program exceeded all performance goals except for the second output (or, the number of unduplicated clients served). Staff members explain that the program had difficulty receiving referrals for program services and continued to experience barriers experienced in the past surrounding refusal of services (e.g., utilization of family members for support, existing connection to homemaker/home health services, and distrust of third parties entering the home). Case managers were aggressively solicited for referrals but these efforts were not fruitful due to a lack of clients presenting as “homebound.”

Staff members also note that some clients received home health services four times a week, rather than once or twice per week, leading to a greater number of units of service provided (see the first output). These services were able to support clients in their home environment (see the first outcome) and satisfactorily met client needs (see the second outcome).

Home Health Care 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 units of service provided	383	267	143%
Number of unduplicated clients served	6	10	60%
<i>Outcomes</i>			
Percentage of clients able to remain in their home	100% (6/6)	80% (8/10)	125%
Percentage of clients surveyed who report satisfaction with services provided	100% (6/6)	80% (8/10)	125%

AIDS Services of Austin, Inc.

Mpowerment

Program Description

The Mpowerment project is a community-level HIV prevention intervention for young gay men. The program aims to develop and support a gay-positive community to provide HIV prevention messages through a variety of means, including social settings, discussion groups, and information and materials designed by and for participants.

Funding

The total TCHHS/VS investment in the Mpowerment program for 2008 was \$70,000. This investment comprised 40.2% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Case Management, Home Health Care Services, Food Bank / Nutritional Supplements, Nutritional Counseling, and VOICES / VOCES programs, which are also described in the Public Health and Access to Healthcare issue area section.

Eligibility Criteria

The target population for this program is African American, Latino, and Anglo men who are ages 18 to 29 and who have sex with men, which is a risk factor for HIV transmission.

Client Demographics and Client Zip Codes

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

Performance Goals and Results

The Mpowerment program exceeded all outcome measures and performed within the target range of performance for all but one output measure. Staff members explain that two Coordinators left during the year, and although they worked successfully to recruit Core Group clients (see the first output), it was challenging for the remaining Coordinator to maintain the number of social events and outreach activities alone (see the third and fourth outputs). Staff members attribute the success of the M-Group sessions (see the first and second outcomes) to the extra time added to these sessions, which allows for more discussion, exploration, and dialogue among the men and the facilitator.

Mpowerment 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 Core Group clients	175	131	134%
Number of unduplicated M-Group clients	93	100	93%
Number of social events participants	508	847	60%
Number of outreach activity participants	979	1,092	90%
<i>Outcomes</i>			
Percentage of men who attend an Unplugged session (M-Group) and report an HIV risk reduction strategy they feel they can attempt	87% (81/93)	60% (60/100)	145%
Percentage of men who attend an Unplugged session (M-Group) and report an increase in their perceived susceptibility related to personal risk of HIV/AIDS	89% (83/93)	80% (80/100)	112%

AIDS Services of Austin, Inc.

Nutritional Counseling

Program Description

Nutritional Counseling services help clients use food products in the best way possible to maintain or improve health and to maximize the health benefits of the agency's Food Bank and Nutritional Services programs.

Funding

The total TCHHS/VS investment in the Nutritional Counseling program for 2008 was \$16,000. This investment comprised 37.7% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Case Management, Home Health Care Services, Food Bank / Nutritional Supplements, Mpowerment, and VOICES / VOCES programs, which are also described in the Public Health and Access to Healthcare issue area section.

Eligibility Criteria

This program serves individuals with symptomatic HIV disease, who are case-managed in the Austin Transitional Grant Area (TGA), and are at or below 150% of the Federal Poverty Income Guideline level.

Client Demographics

Over three-quarters (76%) of clients were male and 23% were female. Nearly three-quarters (73%) of clients were in the 37 to 55 age range and 24% were Hispanic or Latino. Over a third (38%) of clients were White and 31% were Black or African-American. Clients with an unspecified race reported accounted for 31% of clients. Most (95%) clients had incomes at or below 150% of the Federal Poverty Income Guideline level. Please note that clients with incomes greater than 150% 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	57	23%	18 to 24	3	1%
Male	191	76%	25 to 36	29	12%
Balance – Not Specified	4	2%	37 to 55	185	73%
<i>Total</i>	252	100%	56 to 74	35	14%
			<i>Total</i>	252	100%

Ethnicity	Number	Percent	Income	Number	Percent
Hispanic or Latino	60	24%	<50% of FPIL	79	31%
Not Hispanic or Latino	192	76%	50% to 100%	117	46%
<i>Total</i>	252	100%	101% to 150%	44	17%
			151% to 200%	9	4%
			>200%	3	1%
			<i>Total</i>	252	100%

Race	Number	Percent
Asian	2	1%
Black or African American	77	31%
White	95	38%
Balance – Not Specified	78	31%
<i>Total</i>	252	100%

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The majority of Nutritional Counseling clients resided in eastern areas of Travis County. Over a quarter (28%) of clients were located in the East area and 23% were in the Northeast area. The Southeast area accounted for 16% of the client population. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	8	3.2%	78727	2	0.8%	78653	2	0.8%	78704	10	4.0%
78705	1	0.4%	78729	3	1.2%	78660	5	2.0%	78745	7	2.8%
78751	4	1.6%	78757	6	2.4%	78752	32	12.7%	78748	2	0.8%
78756	13	5.2%	78758	10	4.0%	78753	17	6.7%	<i>Total Southwest</i>	<i>19</i>	<i>7.5%</i>
<i>Total Central</i>	<i>26</i>	<i>10.3%</i>	78759	2	0.8%	78754	2	0.8%			
			<i>Total North</i>	<i>23</i>	<i>9.1%</i>	<i>Total Northeast</i>	<i>58</i>	<i>23.0%</i>			
East			Northwest			Southeast			West		
78702	8	3.2%	78730	1	0.4%	78617	1	0.4%	78703	2	0.8%
78721	13	5.2%	78731	1	0.4%	78741	29	11.5%	<i>Total West</i>	<i>2</i>	<i>0.8%</i>
78722	5	2.0%	78732	1	0.4%	78744	8	3.2%			
78723	36	14.3%	78750	2	0.8%	78747	3	1.2%			
78724	8	3.2%	<i>Total Northwest</i>	<i>5</i>	<i>2.0%</i>	<i>Total Southeast</i>	<i>41</i>	<i>16.3%</i>			
78725	1	0.4%									
<i>Total East</i>	<i>71</i>	<i>28.2%</i>									
Other/Unknown											
Other	1	0.4%									
Unknown	6	2.4%									
<i>Total Other/Unknown</i>	<i>7</i>	<i>2.8%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Nutritional Counseling program greatly exceeded the target range of performance for both output measures. Program staff members note that there was substantial expansion of the program in 2008, which included hiring an additional nutritionist and increasing the hours available to clients. As a result, more clients were served (see output 1) and many clients had longer sessions with the nutritionist; thus, more units of service were delivered (see output 2). Results from the annual client satisfaction survey were unavailable at the time this report was produced.

Nutritional 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 served	252	85	297%
Number of units of service delivered	3,154	930	339%
<i>Outcomes</i>			
Percentage of clients surveyed who report satisfaction with overall quality of services received	N.A.	77% (13/17)	N.A.

AIDS Services of Austin, Inc.

VOICES / VOCES

Program Description

The Video Opportunities for Innovative Condom Education and Safer Sex (VOICES/VOCES) program provides a one-hour, evidence-based intervention. This program gives participants additional knowledge about HIV/STD risks, condom usage as a prevention strategy, the types of condoms available, and the availability of HIV-related services. Participants also develop additional skills in negotiating safer sex practices with sexual partners regarding condom use.

Funding

The total TCHHS/VS investment in the VOICES / VOCES program for 2008 was \$65,000. This investment comprised 32.4% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Case Management, Home Health Care Services, Food Bank / Nutritional Supplements, Nutritional Counseling, and Mpowerment programs, which are also described in the Public Health and Access to Healthcare issue area section.

Eligibility Criteria

VOICES/VOCES targets high-risk heterosexual persons of color and men who have sex with men. The Texas Department of Health identified this population as most affected by HIV and AIDS in the "2003 Epidemiological Profile in the South I35 Corridor High Morbidity Analysis Zone (HMAZ)," a study that included Travis County. Clients are not required to document their eligibility for this program, but staff members collect anonymous, self-reported client demographic (including zip code), risk factor, sex partner risk factor, substance abuse, HIV status, and history of sexually transmitted diseases.

Client Demographics

A slight majority (56%) of this program’s clients were male and 44% were female. Over a third (38%) of clients were ages 37 to 55 and nearly a third (32%) were in the 25 to 36 age range. Hispanic or Latino clients accounted for 17% of the client population. A majority (65%) of clients were White and 29% were Black or African-American. Due to the anonymity of this program, client income data are not collected.

Gender	Number	Percent	Age	Number	Percent
Female	445	44%	13 to 17	26	3%
Male	570	56%	18 to 24	161	16%
Balance – Not Specified	1	0.1%	25 to 36	327	32%
<i>Total</i>	<i>1,016</i>	<i>100%</i>	37 to 55	391	38%
			56 to 74	97	10%
			75 and Over	5	0.5%
			Balance – Not Specified	9	1%
			<i>Total</i>	<i>1,016</i>	<i>100%</i>
Ethnicity	Number	Percent		Number	Percent
Hispanic or Latino	175	17%			
Not Hispanic or Latino	841	83%			
<i>Total</i>	<i>1,016</i>	<i>100%</i>			
Race	Number	Percent		Number	Percent
American Indian or Alaskan Native	14	1%			
Asian	7	1%			
Black or African American	291	29%			
Native Hawaiian or Other Pacific Islander	2	0.2%			
White	665	65%			
Balance – Not Specified	37	4%			
<i>Total</i>	<i>1,016</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The East and Southwest areas each accounted for 20% of the client population. The Southeast area also had a sizeable share of the population (13%). Clients with an unknown zip code comprised 22% of clients. Staff members explain that some program clients have left prison and/or drug treatment and may not have a zip code to report, while other clients may not consider the transitional living facility their permanent zip code. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	48	4.7%	78727	1	0.1%	78621	4	0.4%	78704	51	5.0%
78705	5	0.5%	78728	5	0.5%	78653	1	0.1%	78735	6	0.6%
78751	4	0.4%	78729	3	0.3%	78660	8	0.8%	78736	3	0.3%
<i>Total Central</i>	<i>57</i>	<i>5.6%</i>	78757	10	1.0%	78664	6	0.6%	78737	1	0.1%
			78758	24	2.4%	78752	22	2.2%	78745	103	10.1%
East			78759	10	1.0%	78753	18	1.8%	78748	26	2.6%
78702	139	13.7%	<i>Total North</i>	<i>53</i>	<i>5.2%</i>	78754	8	0.8%	78749	9	0.9%
78721	18	1.8%			<i>Total Northeast</i>	<i>67</i>	<i>6.6%</i>	<i>Total Southwest</i>	<i>199</i>	<i>19.6%</i>	
78722	1	0.1%	Northwest					West			
78723	23	2.3%	78641	7	0.7%	78610	3	0.3%	78620	4	0.4%
78724	16	1.6%	78645	2	0.2%	78617	7	0.7%	78703	3	0.3%
78725	2	0.2%	78654	3	0.3%	78719	1	0.1%	78733	2	0.2%
<i>Total East</i>	<i>199</i>	<i>19.6%</i>	78669	3	0.3%	78741	75	7.4%	78746	49	4.8%
			78726	2	0.2%	78742	4	0.4%	<i>Total West</i>	<i>58</i>	<i>5.7%</i>
Other/Unknown			78731	5	0.5%	78744	32	3.1%			
Other	1	0.1%	78732	2	0.2%	78747	5	0.5%			
Unknown	221	21.8%	78734	6	0.6%	<i>Total Southeast</i>	<i>127</i>	<i>12.5%</i>			
<i>Total Other/Unknown</i>	<i>222</i>	<i>21.9%</i>	78750	4	0.4%						
			<i>Total Northwest</i>	<i>34</i>	<i>3.3%</i>						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

This program exceeded all performance goals. Staff members attribute the program’s success to their strategic approach in the delivery of the VOICES intervention. They have developed strong relationships with local providers in drug treatment facilities, aftercare programs, the local housing authority, and other service organizations in the community, helping to establish ideal locations to reach clients. The program offers many of their clients a pre-HIV 101 session prior to the VOICES intervention. Staff attribute the increase in the percentage of clients who successfully meet the behavioral outcomes (see the first and second outcomes) to this extra session, which allows more time for clients to ask questions and to become engaged to participate fully in the intervention.

VOICES / VOCES 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	1,024	845	121%
Number of clients that complete a questionnaire	1,016	676	150%
<i>Outcomes</i>			
Percentage of clients who complete the VOICES/VOCES intervention and report an increase in self-efficacy regarding condom use	86% (875/1,016)	75% (507/676)	115%
Percentage of clients who complete the VOICES/VOCES intervention and report increased knowledge regarding different types of condoms available	86% (870/1,016)	60% (406/676)	143%

Easter Seals Central Texas Developmental and Clinical Solutions

Program Description

The goal of the Easter Seals Central Texas' (ESCT) Developmental and Clinical Solutions program is to provide, through non-duplicative service delivery collaboration, a continuum of care for individuals with disabilities in the areas of health and clinical rehabilitation and wrap-around services. The program provides comprehensive service coordination, training, and support services to individuals with significant disabilities. Through these services, the program strives to help clients continue to live in the community; promote independent functioning; and prevent exploitation, neglect, abuse, and institutionalization of people with disabilities.

Funding

The total TCHHS/VS investment in the Developmental and Clinical Solutions program for 2008 was \$123,241. This investment comprised 3.1% of the total program budget. TCHHS/VS also funds Easter Seals Central Texas' Employment Solutions program, which is described in the Workforce Development issue area section.

Eligibility Criteria

Developmental and Clinical Solutions serves children and adults with a variety of physical and neurological disabilities. The population served is primarily low-income (i.e., less than 200% of the Federal Poverty Income Guideline level).

Client Demographics

Most (60%) clients were male, and virtually all (95%) were age 5 and under. The majority (66%) of clients were Hispanic or Latino. In terms of race, approximately three-quarters (76%) were White. Client income data were unavailable.

Gender	Number	Percent	Age	Number	Percent
Female	755	40%	5 and Under	1,781	95%
Male	1,128	60%	6 to 12	47	2%
<i>Total</i>	<i>1,883</i>	<i>100%</i>	13 to 17	9	0.5%
			18 to 24	4	0.2%
			25 to 36	13	1%
			37 to 55	12	1%
			56 to 74	12	1%
			75 and Over	5	0.3%
			<i>Total</i>	<i>1,883</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	1,249	66%			
Not Hispanic or Latino	616	33%			
Balance – Not Specified	18	1%			
<i>Total</i>	<i>1,883</i>	<i>100%</i>			
Race					
American Indian or Alaskan Native	1	0.1%			
Asian	27	1%			
Black or African American	343	18%			
Native Hawaiian or Other Pacific Islander	26	1%			
White	1,440	76%			
Balance – Multiple Races	46	2%			
<i>Total</i>	<i>1,883</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Prior to entering the program, approximately half (52.9%) of clients resided in the Northeast section of Travis County. The next largest percentage (20.1%) resided in the East section of the County, and 19.2% resided in the North section. (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	7	0.4%	78621	32	1.7%	78704	2	0.1%
78705	3	0.2%	78728	4	0.2%	78653	81	4.3%	78745	5	0.3%
78712	6	0.3%	78729	1	0.1%	78660	307	16.3%	78748	4	0.2%
78751	27	1.4%	78757	79	4.2%	78664	35	1.9%	<i>Total Southwest</i>	<i>11</i>	<i>0.6%</i>
78756	11	0.6%	78758	262	13.9%	78752	154	8.2%			
<i>Total Central</i>	<i>48</i>	<i>2.5%</i>	78759	9	0.5%	78753	307	16.3%			
			<i>Total North</i>	<i>362</i>	<i>19.2%</i>	78754	80	4.2%			
East						<i>Total Northeast</i>	<i>996</i>	<i>52.9%</i>			
78721	2	0.1%	Northwest			Southeast			West		
78722	18	1.0%	78641	3	0.2%	78610	2	0.1%	78703	8	0.4%
78723	201	10.7%	78731	38	2.0%	78741	5	0.3%	78746	1	0.1%
78724	156	8.3%	78734	1	0.1%	78744	2	0.1%	<i>Total West</i>	<i>9</i>	<i>0.5%</i>
78725	1	0.1%	78750	4	0.2%	<i>Total Southeast</i>	<i>9</i>	<i>0.5%</i>			
<i>Total East</i>	<i>378</i>	<i>20.1%</i>	<i>Total Northwest</i>	<i>46</i>	<i>2.4%</i>						
Other/Unknown											
Other	17	0.9%									
Unknown	8	0.4%									
<i>Total Other/Unknown</i>	<i>25</i>	<i>1.3%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Developmental and Clinical Solutions program exceeded all performance measures. In particular, the program far exceeded the goal for the second output, which captures the number of hours of service delivered. Program staff members explain that the agency’s early childhood intervention program has continued to expand — over 70% over the last year. In turn, the number of clients served in this program has grown, as have the number of hours delivered.

Staff members report that the increased demand for these services primarily stems from population growth in the principal areas served, such as Manor and Pflugerville, and from increased outreach efforts. The Child Find Coordinator and Marketing Coordinator spearhead the program’s outreach efforts and have initiated strategies, over the last year, to reach deeper into the community. One of the Coordinators also solidified the agency’s relationship with Seton Hospital, which has also increased referrals. A slight increase in funding from the state, matching funders, and sliding-scale fees contributed to the agency’s ability to serve these additional clients.

Developmental and Clinical 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	1,883	1,704	111%
Number of hours of service delivered	49,005	28,698	171%
<i>Outcomes</i>			
Percentage of surveyed clients reporting satisfaction with services received	95% (392/413)	80% (320/400)	119%
Percentage of surveyed MR/DD clients showing improved development, functioning, and/or quality of life and/or achieving/maintaining goals on individual service plan	83% (711/858)	80% (400/500)	104%

Planned Parenthood of Austin Family Planning, Inc.

Teen Pregnancy Prevention Grant

Program Description

The goals of this Planned Parenthood program are to help reduce teen pregnancy and keep all peer educators pregnancy-free during the length of the program. This program provides one-hour sessions that include discussion of birth control methods, identification and prevention of sexually transmitted diseases, and communication skill development.

Funding

The total TCHHS/VS investment in the Teen Pregnancy Prevention Grant program for 2008 was \$29,601. This investment comprised 36.9% of the total program budget.

Eligibility Criteria

This program serves teens, their parents, and other adults who routinely interact with teens. Clients are concentrated in the central Austin area. The Health Educator recruits teens from Austin Independent School District (AISD) area high schools to participate in the Teen Peer Education Program. The schools are targeted because they were identified as areas in which residents are at high risk for unintended pregnancy, have a higher concentration of adverse health risks, and have a greater likelihood of dropping out of school. This program also accepts referrals into the program from other social service agencies.

Client Demographics

Approximately three-quarters (76%) of clients were female, and half were between the ages of 13 and 17. Nearly a third (31%) of clients were Hispanic or Latino. In terms of race, 68% of clients were White and 30% were Black or African American. Client income data were not required.

Gender	Number	Percent	Age	Number	Percent
Female	1,156	76%	6 to 12	45	3%
Male	372	24%	13 to 17	771	50%
<i>Total</i>	<i>1,528</i>	<i>100%</i>	18 to 24	309	20%
			25 to 36	195	13%
			37 to 55	198	13%
			56 to 74	10	1%
			<i>Total</i>	<i>1,528</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	468	31%			
Not Hispanic or Latino	1,040	68%			
Balance – Not Specified	20	1%			
<i>Total</i>	<i>1,528</i>	<i>100%</i>			
Race					
American Indian or Alaskan Native	7	0.5%			
Asian	5	0.3%			
Black or African American	451	30%			
White	1,042	68%			
Balance – Not Specified	23	2%			
<i>Total</i>	<i>1,528</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Prior to entering the program, 31.9% of clients resided in the Southwest section of Travis County. Nearly a quarter (22.5%) of clients resided in the East section of the County. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	15	1.0%	78729	14	0.9%	78752	12	0.8%	78704	277	18.1%
78712	108	7.1%	<i>Total North</i>	<i>14</i>	<i>0.9%</i>	78754	159	10.4%	78736	46	3.0%
78751	40	2.6%			<i>Total Northeast</i>	<i>171</i>	<i>11.2%</i>	78737	17	1.1%	
<i>Total Central</i>	<i>163</i>	<i>10.7%</i>						78748	63	4.1%	
								78749	85	5.6%	
Other/Unknown			East					<i>Total Southwest</i>	<i>488</i>	<i>31.9%</i>	
Other	338	22.1%	78702	332	21.7%						
Unknown	10	0.7%	78722	12	0.8%						
<i>Total Other/Unknown</i>	<i>348</i>	<i>22.8%</i>	<i>Total East</i>	<i>344</i>	<i>22.5%</i>						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

Planned Parenthood met the target range of performance expectations. The program greatly exceeded the goals for the first output, which measures the number of clients served. Program staff members report that this result is primarily due to receiving additional funding, which allowed the program to hire a second Health Educator. An increase in school administrators’ interest in implementing the program at their schools also contributed to this result.

Teen Pregnancy Prevention Grant 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	1,528	803	190%
Number of hours health educators provided facilitation	1,070	1,070	100%
Number of teens who participated in the peer education program	27	28	96%
Number of young people who received peer-to-peer sexuality education	417	429	97%
<i>Outcomes</i>			
Percentage of clients who demonstrated increased knowledge	76% (659/867)	80% (643/803)	95%
Percentage of teens who remained pregnancy free throughout their participation in the program	100% (27/27)	100% (28/28)	100%

Sustainable Food Center

Community and Youth Gardening

Program Description

The Sustainable Food Center serves to increase the availability and consumption of locally-grown, healthy foods by low-income children and adults. Community and Youth Gardening (formerly know as Spread the Harvest) is a community-based program that helps low-income individuals and families grow nutritious produce for their own consumption and encourages them to spread the harvest among their neighbors or through area food banks.

Funding

The total TCHHS/VS investment in the Community and Youth Gardening Grant program for 2008 was \$19,321. This investment comprised 39.2% of the total program budget.

Eligibility Criteria

This program targets underserved children and adults within Travis County. The program includes residents who are at or below 200% Federal Poverty Income Guideline level; children and adults who are at risk for household food insecurity and/or face a higher risk of diet-related problems; schools with a majority of economically disadvantaged students;^{cc} and underserved residents of STEPS to a Healthier Austin target zip codes.

Client Demographics and Client Zip Codes

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

^{cc} Economically disadvantaged students are defined as those eligible for free or reduced-priced meals under the National School Lunch and Child Nutrition Program.

Performance Goals and Results

Community and Youth Gardening met the target range of expectations for all performance measures. The program greatly exceeded the first and third output for several reasons.

In 2008, the TCHHS/VS contract for this program expanded to include the entire Community and Youth Gardening program – not only the Spread the Harvest program. The performance goals underestimated the impact of this change. In the 2009 contract, the performance goals have been increased significantly to address this discrepancy. Additionally, the demand for these services also rose due to an increase in community events, including workshops, presentations, installation of new community gardens, and a garden fair. The program also established a new partnership with Linder Elementary School to assist with their school garden. With this increase in the number of program participants also came an increase the number of gardeners sharing their harvest. Moreover, yields for some gardeners were larger than expected.

The recent economic downturn may have also contributed to the increase in participants. Specifically, in the last quarter, program staff observed an increase in the number of people with higher incomes requesting services in order to grow their own food due to an increase in food costs, especially fresh produce.

Community and Youth Gardening 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	1,745	435	401%
Number of meal equivalents (garden fresh produce shared by gardeners; two meal equivalents fit into one plastic grocery-store bag)	2,576	2,655	97%
Number of meal recipients (persons receiving one or more meal equivalents)	1,950	1,021	191%
<i>Outcomes</i>			
Percentage of Community and Youth gardeners sharing meal equivalents	88% (414/470)	80% (350/435)	110%
Percentage of surveyed Community and Youth gardeners reporting increased knowledge and skills	99% (458/463)	90% (392/435)	110%
Percentage of surveyed Community and Youth gardeners who report being satisfied with the services provided	98% (444/451)	95% (414/435)	103%

The Wright House Wellness Center, Inc.

Case Management

Program Description

The Wright House Wellness Center's Case Management program assists clients in accessing and staying in primary medical care, adhering to medical treatment regimens, increasing self-sufficiency, and maintaining or increasing quality of life. The Case Management program serves as the clients' primary link to HIV medical care, essential needs, and other community resources and information.

Funding

The total TCHHS/VS investment in the Case Management program for 2008 was \$75,700. This investment comprised 47.3% of the total program budget.

Eligibility Criteria

The Case Management program serves HIV positive "disadvantaged" individuals living in Travis County. The Wright House Wellness Center defines disadvantaged as one or more of the following: low socioeconomic status, lack of sufficient education, hard-to-reach, underserved and/or out of care, low/no social support, homeless, co-morbid health conditions, mental health/substance abuse issues, criminal justice issues, and other similar challenges.

Client Demographics

Over two-thirds (69%) of Case Management clients were male and a majority (61%) of clients were ages 37 to 55. Of note, this program also served a younger population compared to other funded programs in this issue area. Over a quarter (27%) of clients were Hispanic or Latino. In terms of race, over half (55%) of clients were White and over a third (37%) were Black or African-American. Clients with incomes between 50% and 100% of the Federal Poverty Income Guideline level comprised 36% of clients, and clients with incomes less than 50% of the Federal Poverty Income Guideline level accounted for 34% of clients. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	48	29%	6 to 12	1	1%
Male	115	69%	18 to 24	5	3%
Balance – Not Specified	3	2%	25 to 36	46	28%
<i>Total</i>	<i>166</i>	<i>100%</i>	37 to 55	102	61%
			56 to 74	12	7%
			<i>Total</i>	<i>166</i>	<i>100%</i>
Ethnicity			Income		
Hispanic or Latino	45	27%	<50% of FPIL	56	34%
Not Hispanic or Latino	121	73%	50% to 100%	59	36%
<i>Total</i>	<i>166</i>	<i>100%</i>	101% to 150%	25	15%
			151% to 200%	10	6%
			>200%	6	4%
Race			Balance – Not Specified	10	6%
American Indian or Alaskan Native	1	1%	<i>Total</i>	<i>166</i>	<i>100%</i>
Black or African American	61	37%			
White	91	55%			
Balance – Not Specified	13	8%			
<i>Total</i>	<i>166</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The greatest percentages of the client population were from the Northeast (19%) and Southeast (19%) areas of Travis County. The next largest shares were located in the Southwest (16%), East (15%), and North (13%) areas of the county. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	1	0.6%	78727	3	1.8%	78621	1	0.6%	78704	8	4.8%
78705	4	2.4%	78729	1	0.6%	78653	1	0.6%	78745	14	8.4%
78756	10	6.0%	78757	5	3.0%	78664	5	3.0%	78748	3	1.8%
<i>Total Central</i>	<i>15</i>	<i>9.0%</i>	78758	11	6.6%	78752	13	7.8%	78749	1	0.6%
			78759	2	1.2%	78753	12	7.2%	<i>Total Southwest</i>	<i>26</i>	<i>15.7%</i>
East			<i>Total North</i>	<i>22</i>	<i>13.3%</i>	<i>Total Northeast</i>	<i>32</i>	<i>19.3%</i>			
78702	9	5.4%									
78721	2	1.2%	Northwest			Southeast			West		
78722	2	1.2%	78731	2	1.2%	78617	3	1.8%	78703	2	1.2%
78723	8	4.8%	<i>Total Northwest</i>	<i>2</i>	<i>1.2%</i>	78719	1	0.6%	<i>Total West</i>	<i>2</i>	<i>1.2%</i>
78724	2	1.2%				78741	20	12.0%			
78725	1	0.6%				78744	8	4.8%			
<i>Total East</i>	<i>24</i>	<i>14.5%</i>				<i>Total Southeast</i>	<i>32</i>	<i>19.3%</i>			
Other/Unknown											
Other	7	4.2%									
Unknown	4	2.4%									
<i>Total Other/Unknown</i>	<i>11</i>	<i>6.6%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Case Management program met all performance measure goals. Notably, the program greatly exceeded the total number of clients served (see the first output). Staff members report that this is due to high numbers of continuing clients and requests for service. They also note that the number of clients surveyed fell short of expectations due to clients inadvertently skipping questions or choosing not to complete questions on the client satisfaction survey. However, completed surveys reported high levels of satisfaction with services provided (see the second outcome)

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	166	100	166%
Number of units of service provided (one unit equals 15 minutes)	5,902	6,146	96%
<i>Outcomes</i>			
Percentage of clients successfully linked/maintained in primary medical care	95% (157/166)	100% (100/100)	95%
Percentage of clients who reported satisfaction with the services provided	91% (41/45)	80% (64/80)	114%

Supportive Services for Independent Living

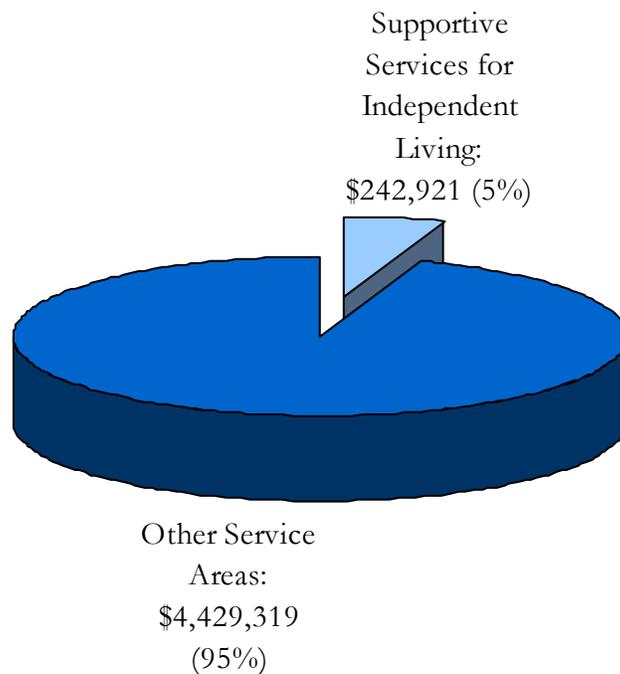
Goals and Services

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.¹⁸⁰ 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.¹⁸¹ 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.¹⁸²

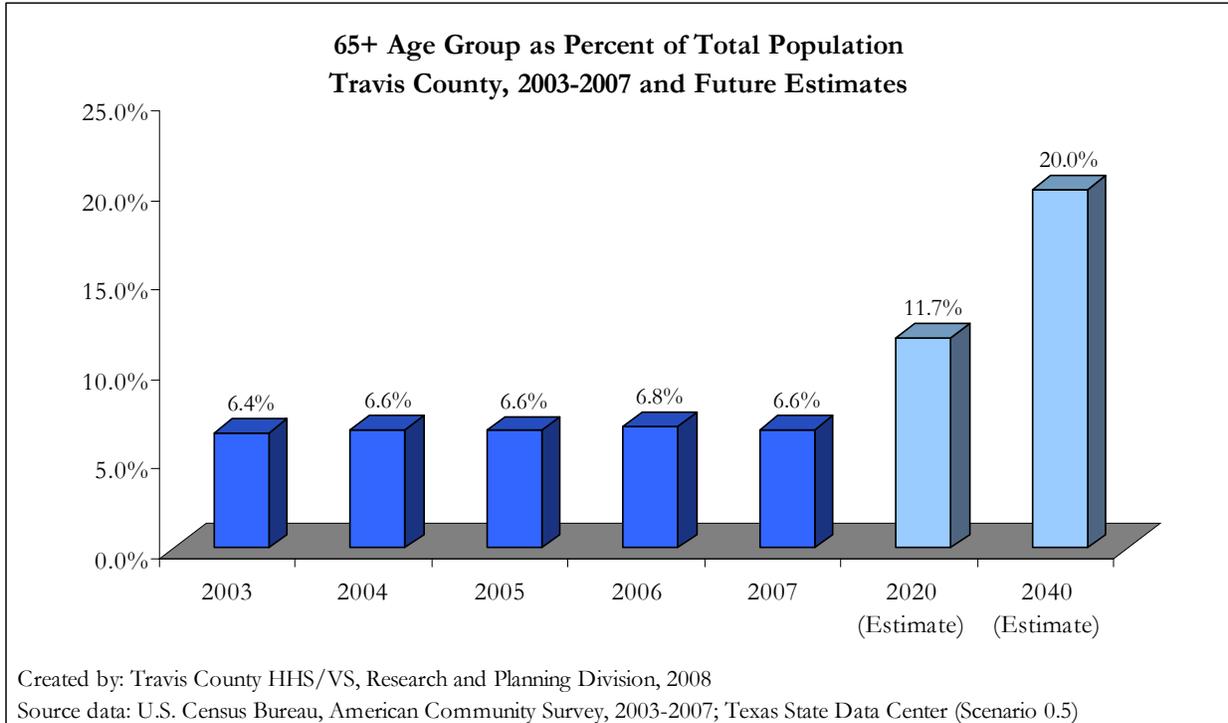
Demand for supportive services continues to exceed available resources. The Texas Department of Aging and Disability Services (DADS) manages wait lists for home- and community-based services such as Community Based Alternatives (CBA), Community Living Assistance and Support Services (CLASS), and Home 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.¹⁸³ 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.¹⁸⁴ The 80th 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.¹⁸⁵

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.¹⁸⁶ 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.¹⁸⁷

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.¹⁸⁸ "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."¹⁸⁹ This issue bears watching for local impact. The 81st legislative session is expected to focus on state school operations and may potentially revisit recommendations from some lawmakers for consolidation or closings.¹⁹⁰

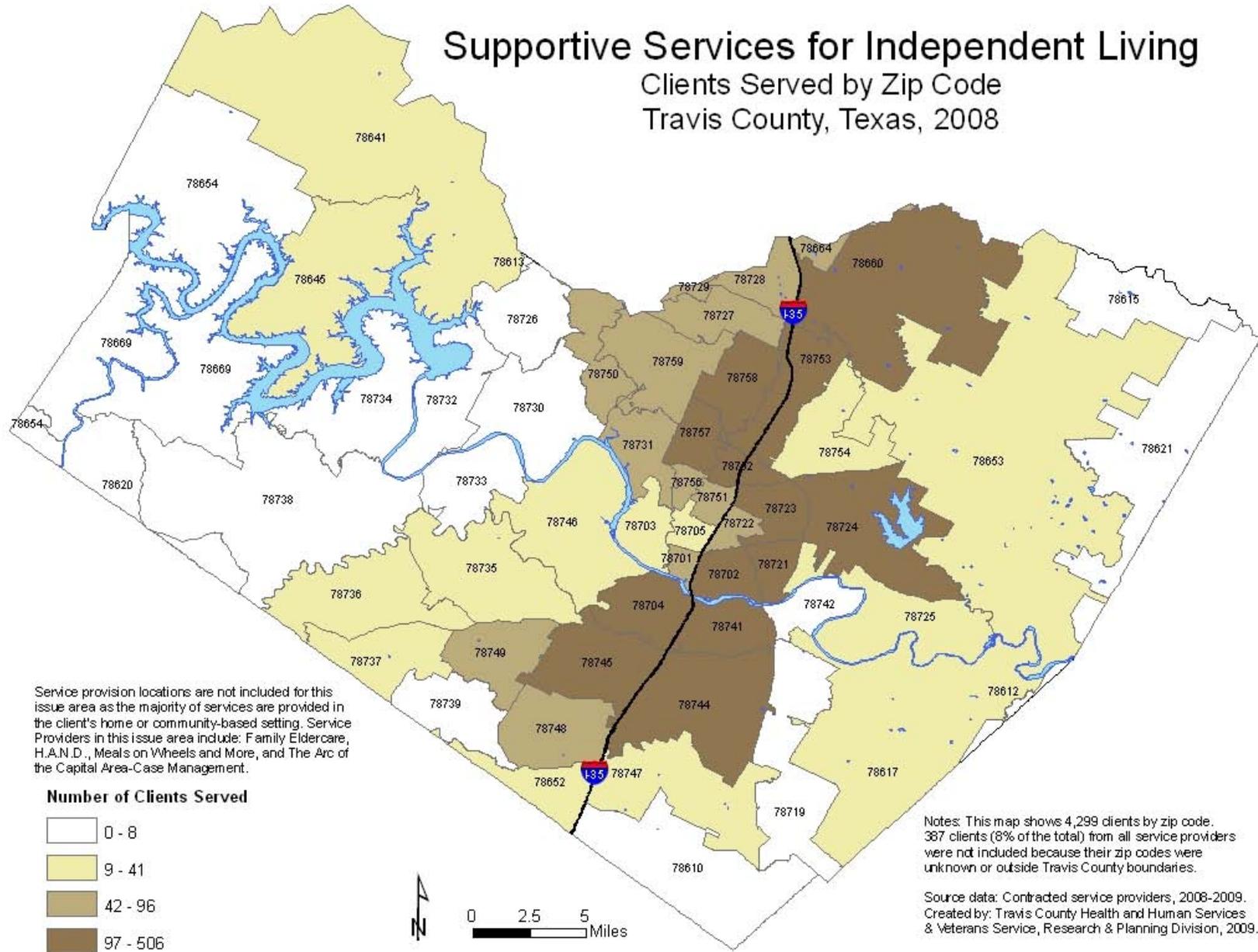
Demographic trends indicate that **community support service needs will continue to grow in the near future.** The older adult population in Texas is expected to increase to 23% of the total

Texas population by 2040, up from 13% in 2000.¹⁹¹ The 45-64 age group in Travis County is growing at the fastest rate of all age groups – 45% between 2000 and 2007.¹⁹² 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 2040.¹⁹³



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.¹⁹⁴ 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.¹⁹⁵ 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.¹⁹⁶

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.)

Gender	Number	Percent	Age	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>
Ethnicity			Income		
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>
Race					
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.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	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>
East			Northwest			Southeast			West		
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>			
Other/Unknown											
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.

Gender	Number	Percent	Age	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%
Ethnicity			<i>Total</i>	<i>1,587</i>	<i>100%</i>
Hispanic or Latino	80	5%			
Not Hispanic or Latino	892	56%	Income		
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%
Race			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.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	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%
East			Northwest						78749	25	1.6%
78702	55	3.5%	78641	12	0.8%	Southeast			<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%	West		
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>			
Other/Unknown											
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.^{dd} Nearly half (45%) 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	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>
Ethnicity			Income		
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>
Race					
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.

^{dd} 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.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	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%
East									78749	2	0.8%
78702	24	10.0%	Northwest			Southeast			<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%	West		
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>									
Other/Unknown											
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.)

Gender	Number	Percent	Age	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%
Ethnicity			37 to 55	442	16%
Hispanic or Latino	736	26%	56 to 74	1,015	36%
Not Hispanic or Latino	2,056	74%	75 and Over	1,283	46%
<i>Total</i>	<i>2,792</i>	<i>100%</i>	<i>Total</i>	<i>2,792</i>	<i>100%</i>
Race			Income		
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.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	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%
East			<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%	Northwest			Southeast		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%	West		
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%
			<i>Total Northwest</i>	<i>58</i>	<i>2.1%</i>				<i>Total West</i>	<i>20</i>	<i>0.7%</i>
Other/Unknown											
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%

Legal Services

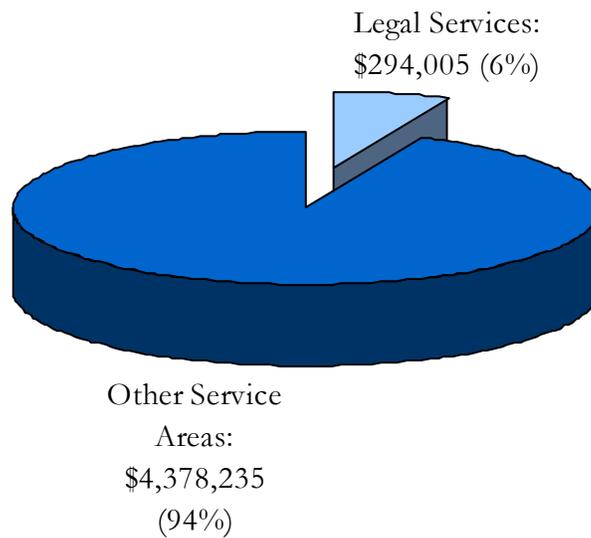
Goals and Services

Programs within this service area have a central goal to provide legal assistance to improve the navigation of systems, access to services, and knowledge of legal rights. Some examples of services provided by programs within this service area include legal services such as legal education and advocacy.

Contracted Service Providers included in this Service Area

The Arc of the Capital Area: Juvenile Justice Services.....	237
Court Appointed Special Advocacy (CASA) of Travis County.....	241
Immigration Counseling and Outreach Services.....	245
Texas RioGrande Legal Aid, Inc.	249

Percent of Investment in Legal Services and Other Service Areas, 2008



Highlights of Community Conditions

Legal services span a wide range of legal issues and serve a diverse array of clients. TCHHS/VS has contracted programs that offer legal services and related internal programs. Contracted services in this issue area primarily focus on at-risk children and youth or on immigration law. Legal services related to landlord and tenant issues are covered in the Housing Continuum issue area.

For many Texans, particularly those in poverty, access to the justice system is limited. Texas ranks 42nd in per capita funding for legal aid and **an estimated 20-25% of low-income Texans have unmet civil legal needs.**¹⁹⁷ “The major problems that impact access to the justice system in Texas are limited resources, restrictions on uses of funding, scarcity of legal services in rural areas of the state, and a rapidly increasing poverty population.”¹⁹⁸ There is a shortage of attorneys who can provide long-term legal services. Thus, only counsel/advice or brief consultation periods may be available to clients unable to afford legal services, some of whom must be referred to non-profit or community resources to obtain necessary services.¹⁹⁹

Demand for legal services continues to grow in the community. In 2006, the South Central Texas area had a 25% increase in 2-1-1 calls with requests for legal assistance.²⁰⁰ The Lawyer Referral Service of Central Texas, a local non-profit program, saw a 62% increase in clients requiring reduced-fee legal services in 2007-2008 compared to the previous year.²⁰¹ Several contracted agencies also reported an increase in referrals and caseloads in 2008.

At-risk children require legal services for **conservatorship proceedings**, and many of the cases are due to parental abuse or neglect. In 2007, there were close to 12,000 alleged victims of child abuse/neglect in Travis County.²⁰² Conservatorship was granted for 854 children, and 362 children were removed from their homes.²⁰³ The Texas Department of Family and Protective Services (DFPS) maintains legal responsibility for children removed from their homes. The Travis County rate of the annual number of children in DFPS legal responsibility (8.3 per 1,000 children) exceeds that of Texas (7.4).²⁰⁴ However, Travis County’s rate of 10.6 confirmed victims of child abuse/neglect per 1,000 children is lower than the state rate (11.2).²⁰⁵

Youth at risk of involvement or already involved in the **juvenile justice** system also require legal services. Contracted services assist at-risk youth enrolled in special education. A 2005 study by Texas A&M University’s Public Policy Research Institute found that the most important predictor of involvement in the juvenile justice system was a history of disciplinary referrals at school.²⁰⁶ Special education students statewide are disproportionately overrepresented in discretionary disciplinary referrals such as in-school and out-of-school suspension and Disciplinary Alternative Education Programs (DAEP).²⁰⁷ In Travis County schools²⁰⁸, 10% of the student population receives special education services,²⁰⁹ but they comprise 28% of the students referred to DAEP.²¹⁰

The immigrant population in Travis County (172,946 or 18% of the total population) impacts the need for **immigration-related legal services.**²¹¹ The social service contract funded by TCHHS/VS provides legal services to those individuals classified as refugees^{ee} who have incomes at or below 200% of the Federal Poverty Income Guideline level. In 2007, 4,551 individuals in the Austin-

^{ee} This program defines refugees as: persons who, at least one year ago, have been admitted to the United States with the legal status of Refugee, or are Cuban nationals with the legal status of Parole, or have been granted political asylum in the United States and are residing in Travis County.

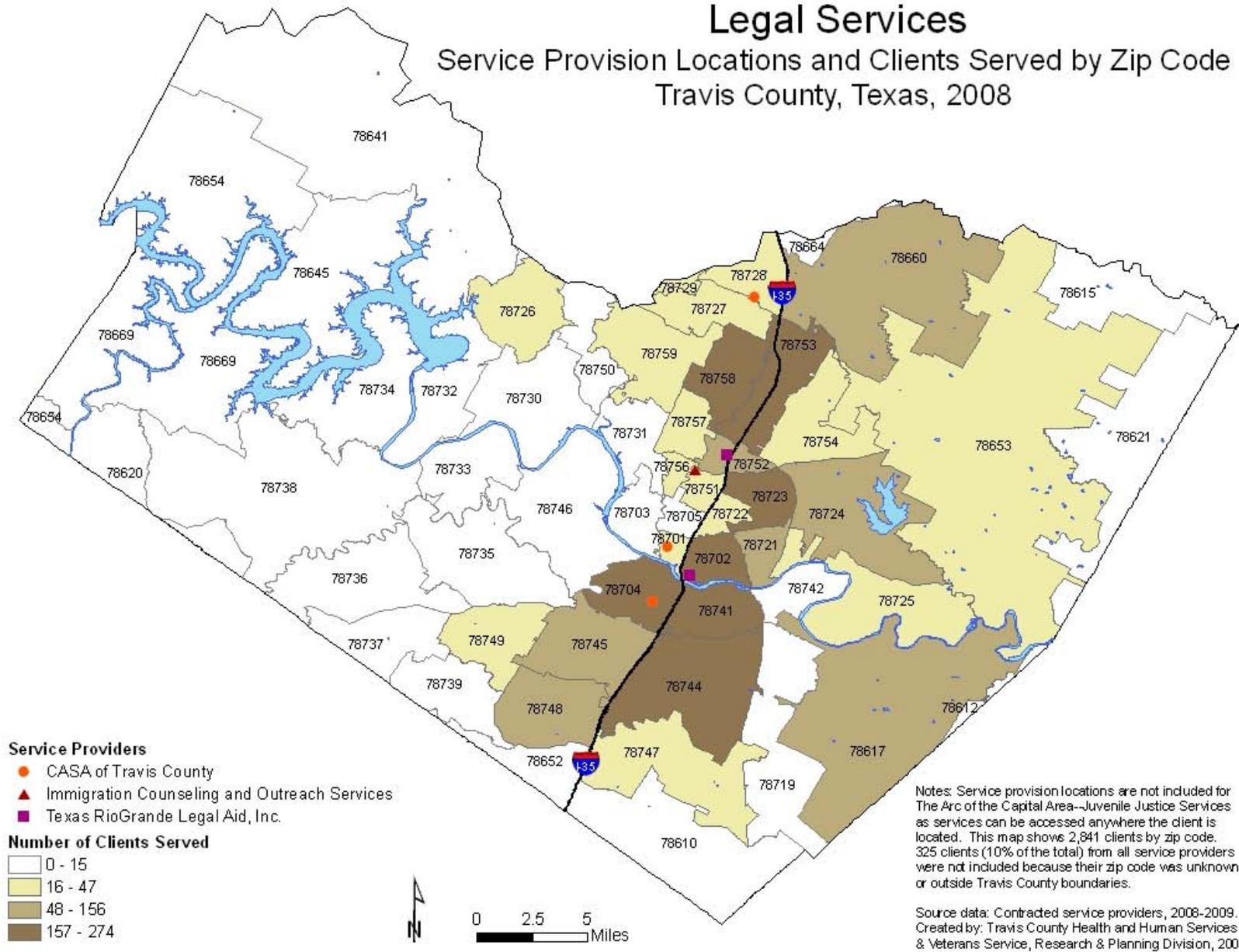
Round Rock Metropolitan Statistical Area (MSA) obtained legal permanent residency status. In the same time period 77,278 individuals in the state of Texas obtained legal permanent residency.²¹²

Travis County has historically had a proportionately larger immigrant population than that of both Texas and the United States. Due to recent economic conditions and increased enforcement efforts, the immigrant population is expected to decrease nationwide.²¹³ With the immigrant population currently in a state of flux, this trend bears watching for potential impact in the local community. Immigrants may need assistance negotiating the complex systems, laws, and policies pertaining specifically to immigration, as well as legal services to help assert their rights in housing or work situations.²¹⁴ Contracted agencies have noted increases in both the diversity of clients accessing services and in the number of Spanish-speaking clients; thus, language barriers may impact the types or complexity of legal service needs.

In an effort to revive the declining economy, the Federal Reserve Board has lowered interest rates significantly. This shift is likely to have an unintended negative impact on the provision of legal aid since the largest source of legal aid funding is the interest of bank accounts in which lawyers deposit revenue from their clients. An article in the *Austin American-Statesman* reports that “annual grants are expected to fall by at least 75 percent [in 2010] for agencies that address life-altering legal problems.”²¹⁵ This issue bears watching for local impact.

Legal Services

Service Provision Locations and Clients Served by Zip Code
Travis County, Texas, 2008



The Arc of the Capital Area Juvenile Justice Services

Program Description

The Arc of the Capital Area's Juvenile Justice Services program strives to provide juveniles positive alternatives to delinquent behavior in order to prevent juvenile justice system involvement or re-offense, as well as to promote staying in school, promote graduation from school and successful transition into the community. Services include resource development, person-centered planning, legal advocacy, special education advocacy, job placements, and vocational training.

Funding

The total TCHHS/VS investment in the Juvenile Justice Services program for 2008 was \$25,025. This investment comprised 27.4% of the total program budget. TCHHS/VS also funds the Arc of the Capital Area's Case Management Services program, which is described in the Supportive Services for Independent Living issue area section.

Eligibility Criteria

This program serves juveniles between the ages of 11 and 17 who reside in Travis County. Participants are also required to have a diagnosis of mental retardation or a developmental disability and either have been involved in the juvenile justice system or are at risk of involvement. They must also be enrolled in special education.

Client Demographics

Most (81%) clients served by Juvenile Justice Services were male, and 81% were between the ages of 13 and 17.^{ff} Nearly half (46%) of clients were Hispanic or Latino. White clients comprised the largest percentage of clients (48%), although a substantial amount of clients were African American (33%). A small majority (52%) 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	9	19%	6 to 12	8	17%
Male	39	81%	13 to 17	39	81%
<i>Total</i>	48	100%	18 to 24	1	2%
			<i>Total</i>	48	100%

Ethnicity	Number	Percent	Income	Number	Percent
Hispanic or Latino	22	46%	<50% of FPIG	13	27%
Not Hispanic or Latino	26	54%	50% to 100%	12	25%
<i>Total</i>	48	100%	101% to 150%	3	6%
			151% to 200%	5	10%
			>200%	5	10%
			Balance – Not Specified	10	21%
			<i>Total</i>	48	100%

Race	Number	Percent
American Indian or Alaskan Native	1	2%
Asian	1	2%
Black or African American	16	33%
White	23	48%
Black or African American AND White	1	2%
Balance – Multiple Races	3	6%
Balance – Not Specified	3	6%
<i>Total</i>	48	100%

Note: Percentages may not total 100 due to rounding.

^{ff} Please note that one client served during the time period turned 18 years old in 2008 though s/he was 16 years old when s/he entered the program.

Client Zip Codes

The Juvenile Justice Services program reached clients across a wide range of zip codes within Travis County. However, a third of all clients were located in the Northeast section of the County, and 29% were located in the Southeast 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	2	4.2%	78758	3	6.3%	78653	1	2.1%	78704	2	4.2%
78721	2	4.2%	<i>Total North</i>	3	6.3%	78660	5	10.4%	78745	2	4.2%
78723	1	2.1%			78664	3	6.3%	78748	2	4.2%	
78724	2	4.2%			78752	1	2.1%	<i>Total Southwest</i>	6	12.5%	
<i>Total East</i>	7	14.6%			78753	6	12.5%				
					<i>Total Northeast</i>	16	33.3%				
<u>Other/Unknown</u>	<u>Southeast</u>			<u>West</u>							
Other	0	0.0%	78617	2	4.2%	78703	1	2.1%			
Unknown	1	2.1%	78719	1	2.1%	<i>Total West</i>	1	2.1%			
<i>Total Other/Unknown</i>	1	2.1%	78741	6	12.5%						
			78744	5	10.4%						
			<i>Total</i>								
			<i>Southeast</i>	14	29.2%						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Juvenile Justice Services program exceeded all performance goals and greatly exceeded the goals for the third output, which measures the number of direct visits with clients. Program staff members report that they were able to exceed output goals due to increased outreach and due to providing additional services and meetings at schools. Staff also report that the program achieved high outcomes due to the increase in client services and advocacy in schools and courts as well as intensified case management efforts.

Juvenile Justice 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	48	45	107%
Number of special education/ARD meetings and/or juvenile court appearances attended by staff	286	250	114%
Number of direct client visits	220	140	157%
<i>Outcomes</i>			
Percentage of clients that remained in school or worked while receiving services	85% (41/48)	80% (36/45)	107%
Percentage of clients with developmental disabilities who did not offend/re-offend while receiving services	88% (42/48)	80% (36/45)	109%

Court Appointed Special Advocacy of Travis County, Inc. (d.b.a. CASA of Travis County)

Child Advocacy

Program Description

The Child Advocacy program provides advocates for severely abused and neglected children and operates with a vision of ensuring that every child lives in a secure, safe, and permanent home. The program recruits, screens, trains, and supervises volunteer advocates to represent clients in court. The volunteers spend one-on-one time with clients, research the details of the case, advocate for the child's placement and educational needs, and present clear, detailed reports to the judge which advocate for the child's best interest.

Funding

The total TCHHS/VS investment in the Child Advocacy program for 2008 was \$85,000. This investment comprised 3.8% of the total program budget.

Eligibility Criteria

This program serves children in Travis County who have been removed from their homes and taken into the conservatorship of the state of Texas due to severe abuse and neglect.

Client Demographics

The Child Advocacy program is split fairly evenly across gender lines, with 52% of all participants being male. The largest share (37%) of participants were 5 years old or younger, and the next largest share (34%) were between the ages of 6 and 12. Nearly half (42%) of clients were Hispanic or Latino. In terms of race, White clients comprised the largest percentage of clients (56%), although a substantial amount of clients were African American (20%). Please note that participating children do not report income; therefore, income data are unavailable.

Gender	Number	Percent	Age	Number	Percent
Female	545	47%	5 and Under	426	37%
Male	604	52%	6 to 12	396	34%
Balance – Not Specified	7	1%	13 to 17	285	25%
<i>Total</i>	<i>1,156</i>	<i>100%</i>	18 to 24	43	4%
			Balance – Not Specified	6	1%
			<i>Total</i>	<i>1,156</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	480	42%			
Not Hispanic or Latino	676	58%			
<i>Total</i>	<i>1,156</i>	<i>100%</i>			
Race					
American Indian or Alaskan Native	3	0.3%			
Asian	2	0.2%			
Black or African American	234	20%			
White	642	56%			
Asian AND White	9	1%			
Black or African American AND White	14	1%			
Balance – Multiple Races	57	5%			
Balance – Not Specified	195	17%			
<i>Total</i>	<i>1,156</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The Child Advocacy program reached clients across a wide range of areas within Travis County. Prior to entering the program or foster care, the largest share (23.7%) resided in the East section of the County. Nearly one in five (19.5%) resided in the Southwest section, and 18.6% resided in the Southeast section. (See Appendix E for zip code classification map.)

Central			North			Northeast			Southwest		
	Number	Percent		Number	Percent		Number	Percent		Number	Percent
78701	19	1.6%	78727	4	0.3%	78621	2	0.2%	78704	106	9.2%
78705	4	0.3%	78728	6	0.5%	78653	4	0.3%	78735	3	0.3%
78751	16	1.4%	78757	9	0.8%	78660	14	1.2%	78736	6	0.5%
78756	5	0.4%	78758	63	5.4%	78664	1	0.1%	78737	1	0.1%
<i>Total Central</i>	<i>44</i>	<i>3.8%</i>	78759	3	0.3%	78752	25	2.2%	78745	54	4.7%
			<i>Total North</i>	<i>85</i>	<i>7.4%</i>	78753	80	6.9%	78748	42	3.6%
						78754	14	1.2%	78749	13	1.1%
East			Northwest			<i>Total Northeast</i>	<i>140</i>	<i>12.1%</i>	<i>Total Southwest</i>	<i>225</i>	<i>19.5%</i>
78702	103	8.9%	78641	2	0.2%						
78721	39	3.4%	78726	10	0.9%	Southeast			West		
78722	7	0.6%	78731	1	0.1%	78617	39	3.4%	78733	1	0.1%
78723	73	6.3%	78732	4	0.3%	78719	3	0.3%	78738	1	0.1%
78724	48	4.2%	78734	7	0.6%	78741	90	7.8%	<i>Total West</i>	<i>2</i>	<i>0.2%</i>
78725	4	0.3%	78750	1	0.1%	78744	68	5.9%			
			<i>Total</i>								
<i>Total East</i>	<i>274</i>	<i>23.7%</i>	<i>Northwest</i>	<i>25</i>	<i>2.2%</i>	78747	15	1.3%			
						<i>Total Southeast</i>	<i>215</i>	<i>18.6%</i>			
Other/Unknown											
Other	52	4.5%									
Unknown	94	8.1%									
<i>Total Other/Unknown</i>	<i>146</i>	<i>12.6%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Child Advocacy program met the target range of performance expectations. The program greatly exceeded the goal for the second output, which measures the number of hours reported by volunteers assigned to a case. Staff members attribute this high result to encouraging volunteers to submit the hours that they worked in a timely fashion.

Child Advocacy 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 by a volunteer Guardians ad Litem and supportive relationships	1,156	1,275	91%
Number of hours reported by volunteers assigned to a case	17,733	16,000	111%
Number of active volunteers working on a case	388	430	90%
<i>Outcomes</i>			
Percentage of unduplicated clients successfully completing the program	90% (407/450)	90% (405/450)	101%
Percentage of clients served for three months or greater showing improvement in the categories of legal, placement, therapy, medical, and educational	87% (887/1,024)	85% (895/1,050)	102%

Immigrant Counseling and Outreach Services

Refugee Adjustment of Status Assistance

Program Description

The Refugee Adjustment of Status Assistance (RASA) program assists refugees living in Travis County in acquiring Lawful Permanent Residency status. Services include outreach to refugees and legal assistance for adjustment applications. The program also provides technical assistance for completing the application packet for Lawful Permanent Residency status, and any follow-up advocacy and action that may be necessary.

Funding

The total TCHHS/VS investment in RASA for 2008 was \$10,305. This investment comprised 16.5% of the total program budget.

Eligibility Criteria

This program serves Travis County residents who, at least one year ago, have been admitted to the United States with the legal status of Refugee, or are Cuban nationals with the legal status of Parole (granted by the Immigration and Naturalization Service or the Department of Homeland Security), or have been granted Political Asylum in the United States. The term “refugee” is used to describe all such persons. Additionally, this program only serves residents who have no higher income than 200% of the Federal Poverty Income Guideline level.

Client Demographics

A slight majority (55%) of RASA clients were male. Nearly a third (30%) were between the ages of 37 and 55, and 22% were between the ages of 25 and 36. The vast majority (44%) of the remaining clients were under the age of 25. Nearly half (44%) of clients were Hispanic or Latino. In terms of race, White clients comprised the largest percentage of clients (42%), although a substantial percentage of clients were Asian (32%) and Black or African American (27%). All clients had incomes at or below 200% of the Federal Poverty Income Guideline level, and approximately half (52%) 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	85	45%	5 and Under	12	6%
Male	102	55%	6 to 12	28	15%
<i>Total</i>	<i>187</i>	<i>100%</i>	13 to 17	23	12%
			18 to 24	20	11%
			25 to 36	42	22%
			37 to 55	56	30%
			56 to 74	4	2%
			75 and Over	2	1%
			<i>Total</i>	<i>187</i>	<i>100%</i>
Ethnicity	Number	Percent		Number	Percent
Hispanic or Latino	83	44%			
Not Hispanic or Latino	104	56%			
<i>Total</i>	<i>187</i>	<i>100%</i>			
Race	Number	Percent	Income	Number	Percent
Asian	59	32%	<50% of FPIG	32	17%
Black or African American	50	27%	50% to 100%	65	35%
White	78	42%	101% to 150%	49	26%
<i>Total</i>	<i>187</i>	<i>100%</i>	151% to 200%	41	22%
			<i>Total</i>	<i>187</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Nearly half (42%) of RASA clients resided in the Northeast section of the County when they began participating in the program, and most clients in this area lived in the 78753 zip code. The next largest share (29.9%) resided in the North section of the County with most living in the 78758 zip code. (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	15	8.0%	78727	1	0.5%	78660	4	2.1%	78704	4	2.1%
78721	1	0.5%	78728	6	3.2%	78664	11	5.9%	78745	12	6.4%
78724	3	1.6%	78729	1	0.5%	78752	5	2.7%	78749	1	0.5%
<i>Total East</i>	<i>19</i>	<i>10.2%</i>	78758	48	25.7%	78753	59	31.6%	<i>Total Southwest</i>	<i>17</i>	<i>9.1%</i>
			<i>Total North</i>	<i>56</i>	<i>29.9%</i>	<i>Total Northeast</i>	<i>79</i>	<i>42.2%</i>			
<u>Other/Unknown</u>	<u>Northwest</u>			<u>Southeast</u>							
Other	1	0.5%	78641	2	1.1%	78741	11	5.9%			
Unknown	0	0.0%	78726	1	0.5%	<i>Total Southeast</i>	<i>11</i>	<i>5.9%</i>			
<i>Total Other/Unknown</i>	<i>1</i>	<i>0.5%</i>	78731	1	0.5%						
			<i>Total</i>								
			<i>Northwest</i>	<i>4</i>	<i>2.1%</i>						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

RASA exceeded its performance goals for both outcome performance measures but fell below performance goals for both outputs. The first output, which measures the number of clients served, was lower than expected because Refugee Services of Texas (another agency serving refugees in Travis County) became a Recognized Agency and ceased referring refugees that they resettled. Likewise, a key partner began referring their clients to Refugee Services of Texas. By the third quarter, however, referrals began rising again. Program staff members also report that the second output, which measures the number of Adjustment of Status applications processed, fell short of its target because the U.S. Citizenship and Immigration Services became temporarily backlogged during the third quarter.

Refugee Adjustment of Status Assistance 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	190	260	73%
Number of Adjustment of Status applications processed	187	245	76%
<i>Outcomes</i>			
Percentage of unduplicated clients whose cases were closed and who received Lawful Permanent Residency (LPR) status (includes clients served in previous years)	99.6% (280/281)	95% (214/225)	105%
Percentage of RASA households who completed a survey and reported that they were satisfied with the agency's services	100% (61/61)	95% (95/100)	105%

Texas RioGrande Legal Aid, Inc.

Legal Assistance

Program Description

Texas RioGrande Legal Aid (TRLA) addresses the basic human needs of eligible clients by providing legal assistance to: obtain, preserve, or increase financial security for clients in their public benefits cases; obtain or preserve safe, decent, and affordable housing for clients facing eviction and/or homelessness; and obtain available resources and benefits for homeless clients.

Funding

The total TCHHS/VS investment in the Legal Assistance program for 2008 was \$173,675. This investment comprised 15% of the total program budget.

Eligibility Criteria

To be eligible for free legal services, clients must have incomes at or below 125% of the Federal Poverty Income Guideline level though, in certain cases, clients may have incomes up to 200% of the Federal Poverty Income Guideline level. This program prioritizes clients whose legal problems are life-threatening or life-altering.

Client Demographics

Over two-thirds (69%) of Legal Assistance clients were female. Close to half (47%) were between the ages of 37 and 55, and approximately a quarter (23%) were between the ages of 25 and 36. Almost a third (30%) of clients were Hispanic or Latino. In terms of race, White clients comprised the largest percentage of clients (57%), although a substantial percentage of clients were Black or African American (36%). Nearly three-quarters (72%) of 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	1,222	69%	5 and Under	2	0.1%
Male	548	31%	6 to 12	6	0.3%
Balance – Not Specified	5	0.3%	13 to 17	6	0.3%
<i>Total</i>	<i>1,775</i>	<i>100%</i>	18 to 24	147	8%
			25 to 36	408	23%
			37 to 55	840	47%
			56 to 74	298	17%
			75 and Over	61	3%
			Balance – Not Specified	7	0.4%
			<i>Total</i>	<i>1,775</i>	<i>100%</i>

Ethnicity	Number	Percent	Race	Number	Percent
Hispanic or Latino	541	30%	American Indian or Alaskan Native	8	0.5%
Not Hispanic or Latino	1,229	69%	Asian	16	1%
Balance – Not Specified	5	0.3%	Black or African American	643	36%
<i>Total</i>	<i>1,775</i>	<i>100%</i>	White	1,018	57%
			Black or African American AND White	46	3%
			Balance – Multiple Races	44	2%
			<i>Total</i>	<i>1,775</i>	<i>100%</i>

Race	Number	Percent	Income	Number	Percent
American Indian or Alaskan Native	8	0.5%	<50% of FPIG	677	38%
Asian	16	1%	50% to 100%	601	34%
Black or African American	643	36%	101% to 150%	301	17%
White	1,018	57%	151% to 200%	143	8%
Black or African American AND White	46	3%	>200%	53	3%
Balance – Multiple Races	44	2%	<i>Total</i>	<i>1,775</i>	<i>100%</i>
<i>Total</i>	<i>1,775</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Legal Assistance clients were dispersed throughout Travis County. Just over a quarter (27.2%) resided in the East section of the County when they entered the program. The next largest share (17.1%) resided in the Southeast section of the County. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	28	1.6%	78727	30	1.7%	78621	1	0.1%	78652	1	0.1%
78705	8	0.5%	78728	17	1.0%	78653	19	1.1%	78704	87	4.9%
78751	24	1.4%	78729	20	1.1%	78660	54	3.0%	78735	10	0.6%
78756	17	1.0%	78757	22	1.2%	78752	61	3.4%	78737	2	0.1%
<i>Total Central</i>	<i>77</i>	<i>4.3%</i>	78758	80	4.5%	78753	105	5.9%	78739	1	0.1%
			78759	17	1.0%	78754	23	1.3%	78745	88	5.0%
East			<i>Total North</i>	<i>186</i>	<i>10.5%</i>	<i>Total Northeast</i>	<i>263</i>	<i>14.8%</i>	78748	27	1.5%
78702	154	8.7%						78749	12	0.7%	
78721	74	4.2%	Northwest			Southeast		<i>Total Southwest</i>	<i>228</i>	<i>12.8%</i>	
78722	17	1.0%	78645	7	0.4%	78617	31	1.7%			
78723	152	8.6%	78726	9	0.5%	78719	1	0.1%	West		
78724	66	3.7%	78731	8	0.5%	78741	154	8.7%	78703	4	0.2%
78725	20	1.1%	78734	6	0.3%	78742	2	0.1%	78733	3	0.2%
<i>Total East</i>	<i>483</i>	<i>27.2%</i>	78750	14	0.8%	78744	95	5.4%	78738	1	0.1%
			<i>Total Northwest</i>	<i>44</i>	<i>2.5%</i>	78747	21	1.2%	78746	5	0.3%
Other/Unknown						<i>Total Southeast</i>	<i>304</i>	<i>17.1%</i>	<i>Total West</i>	<i>13</i>	<i>0.7%</i>
Other	175	9.9%									
Unknown	2	0.1%									
<i>Total Other/Unknown</i>	<i>177</i>	<i>10.0%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Legal Assistance program exceeded all performance goals. The program far surpassed the goals for the output performance measures. Program staff members explain that the reason for this stems from changes in the manner in which staff calculate these performance measures. Previously, staff reported a case only once it was closed, which only represented a subset of the clients served by the program. Now, staff members include new cases and cases that are open throughout the period.

Legal Assistance 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	1,775	1,350	132%
Number of housing legal assistance clients served	1,222	1,095	112%
Number of public benefits legal assistance clients served	762	685	111%
<i>Outcomes</i>			
Percentage of clients who, because of being provided legal assistance, experienced improvement in their ability to maintain or access housing	96% (1,147/1,201)	95% (1,035/1,095)	101%
Percentage of clients who, as a result of receiving legal assistance, obtained, preserved or increased a public benefit	96% (709/742)	94% (645/685)	102%
Percentage of clients who were satisfied with the legal services provided	96% (1,700/1,776)	93% (1,255/1,350)	103%

Restorative Justice and Reentry

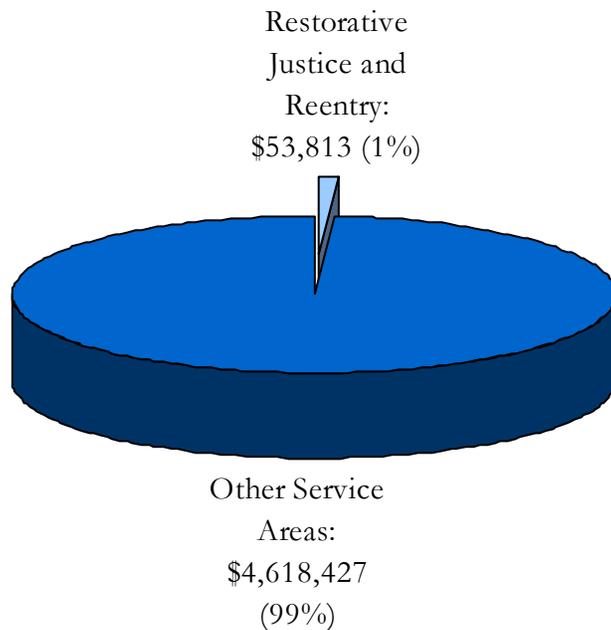
Goals and Services

Programs within this service area are intended to repair the loss or harm inflicted on victims and to provide alternative sanctions where possible as well as to promote successful re-integration of youth and adult offenders back into the community. Some examples of services provided by programs within this service area are re-entry services such as substance use treatment, employment readiness, and case management; domestic abuse and neglect resources such as counseling and parenting classes; victim-offender mediation; and conflict resolution/interpersonal skills training.

Contracted Service Provider included in this Service Area

Crime Prevention Institute, Inc.257

Percent of Investment in Restorative Justice and Reentry and Other Service Areas, 2008

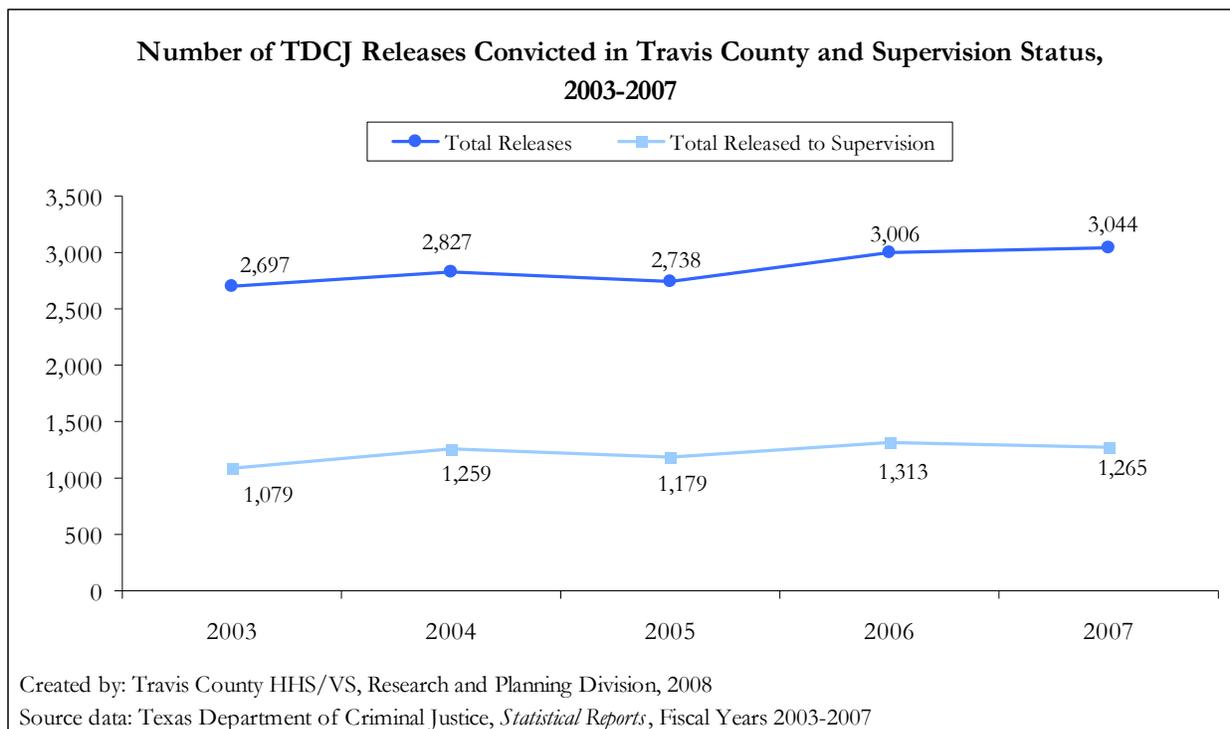


Highlights of Community Conditions

TCHHS/VS has departmental and contracted programs that provide both restorative justice and reentry services. Contracted services included in this current report and in this issue area focus on reentry services to support the reintegration of formerly incarcerated people back into the community. These services offer pre- and post-release reentry assistance for adults incarcerated in the Texas Department of Criminal Justice’s (TDCJ) Travis County State Jail for non-violent felony offenses.

Successful **community reintegration following incarceration is critical** given that more than 95% of all state prisoners across the nation are ultimately released to the community.²¹⁶ Reintegration has implications for public safety, neighborhood residents, and family members. Over half of all state prisoners across the nation have children less than 18 years of age.²¹⁷ The risk of recidivism is significant: According to a 1994 national study by the Bureau of Justice Statistics, within three years of release, 68% of released prisoners were re-arrested and 52% were re-incarcerated for new offenses or violations of their parole or probation terms.²¹⁸

In this report, a prisoner’s **county of conviction serves as an approximation of the county where prisoners will reside once released.**²¹⁹ The following graph shows that between 2003 and 2007 the number of people released from TDCJ who were convicted in Travis County increased slightly, rising by 13% or 347 people.²²⁰ Research indicates that the actual number of ex-prisoners returning to Travis County is greater than this approximation suggests (perhaps by as much as 44% for parolees).²²¹ This approximation therefore provides a *general* indication of local reentry trends. The following graph also illustrates that, of those released, slightly more than half were released to supervision during this period.²²²



The **challenges of reintegration** are well documented. Ex-prisoners often leave Texas prisons and state jails with extensive criminal histories, significant employment barriers, limited education levels, substance abuse challenges, and mental health issues.²²³ Access to rehabilitation programs is particularly limited in Texas' state jails.²²⁴ A 2007 study suggested that former state jail confinees have higher rates of substance abuse, experience more difficulty securing employment upon release, and are more likely to be re-incarcerated than people released from prison.²²⁵ In accordance, services purchased in this issue area are directed at people released from the state jail.

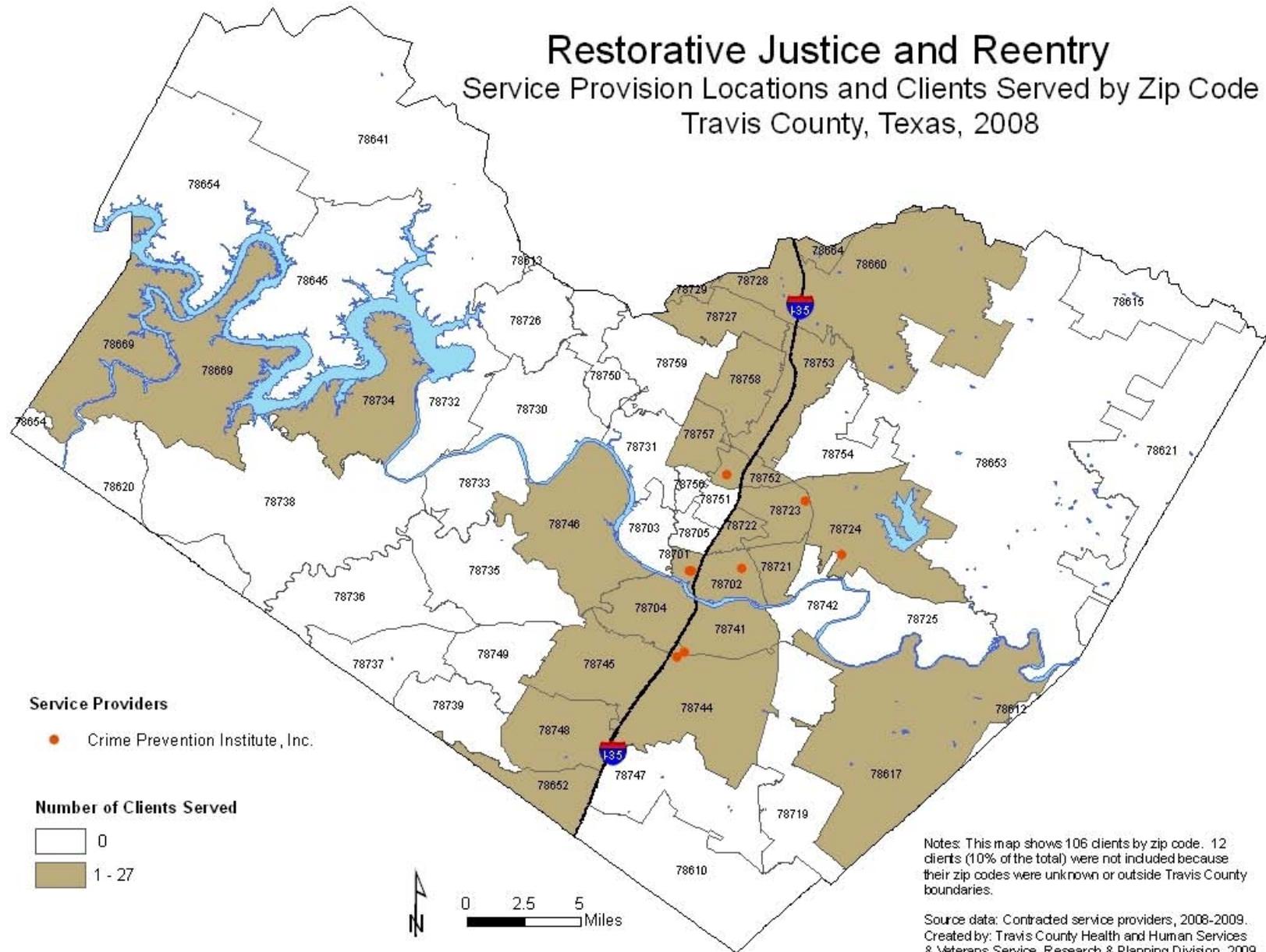
Following are highlights of other **characteristics of people released from TDCJ** custody in 2007.

- The vast majority were male (85%), and the average age was 35.²²⁶
- Slightly more than a third (35%) were African American, 34% were Anglo, 30% were Latino, and the remainder was another race or ethnicity.²²⁷
- Few (16%) committed violent offenses, slightly more than a third (36%) committed drug offenses, 30% committed property offenses, and 18% committed other offenses such as driving-while-intoxicated and weapons offenses.²²⁸
- A majority (58%) was released from prison, 34% were released from State Jail, and 8% were released from Substance Abuse Felony Punishment facilities.²²⁹
- Nearly half (41%) were incarcerated 1 year or less, a quarter were incarcerated between 13 months and 2 years, and a third were incarcerated over 2 years.²³⁰
- Half were supervised once released to the community.²³¹

The faltering economy is likely to exacerbate reentry challenges if jobs commonly filled by ex-prisoners (e.g., construction) grow increasingly scarce.²³² It is also likely to increase the burden on ex-prisoners' families. Texas prisoners near release reported that "Family was the greatest anticipated source of financial resources, housing, and emotional support after release."²³³ Many ex-prisoners also face restrictions in accessing government assistance and are therefore unable to contribute these resources to the family as they seek employment.²³⁴ The economic downturn may only amplify the role that families play in the transition of formerly-incarcerated persons back into the community.

Restorative Justice and Reentry

Service Provision Locations and Clients Served by Zip Code Travis County, Texas, 2008



Crime Prevention Institute, Inc.

Targeted Project Re-Enterprise

Program Description

Crime Prevention Institute (CPI) delivers individualized, intensive case management to guide formerly incarcerated persons toward becoming productive, active, and employed participants in the community. CPI's Targeted Project Re-Enterprise (TPRE) program provides education encompassing such topics as job readiness, problem solving, networking, relapse prevention, and responsibility/accountability. Incarcerated individuals are also provided release planning and transitional services; and, they may participate in post-release case management and post-release support groups and qualify themselves for employment incentives.

Funding

The total TCHHS/VS investment in the TPRE program for 2008 was \$53,813. This investment comprised 36.4% of the total program budget.

Eligibility Criteria

This program serves non-violent, felony offenders returning to Travis County from incarceration in the Travis State Jail. Clients must present themselves for services within 48 hours of release, be alcohol and drug-free, and be able and willing to work on a full-time basis. Additionally, these offenders are released without community supervision (parole or probation) requirements.

Client Demographics

All post-release TPPE clients were male, and a majority (58%) were between the ages of 37 and 55. Nearly one in five (18%) of clients were Hispanic or Latino. In terms of race, Black or African-American clients accounted for the largest percentage of clients (53%), although a substantial percentage of clients were White (46%). 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
Male	118	100%	18 to 24	9	8%
<i>Total</i>	<i>118</i>	<i>100%</i>	25 to 36	38	32%
			37 to 55	68	58%
			56 to 74	3	3%
			<i>Total</i>	<i>118</i>	<i>100%</i>
Ethnicity			Income		
Hispanic or Latino	21	18%	<50% of FPIG	118	100%
Not Hispanic or Latino	97	82%	<i>Total</i>	<i>118</i>	<i>100%</i>
<i>Total</i>	<i>118</i>	<i>100%</i>			
Race					
Black or African American	62	53%			
White	54	46%			
Black or African American AND White	1	1%			
Balance – Not Specified	1	1%			
<i>Total</i>	<i>118</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

TPRE post-release clients were heavily concentrated in the East and Southeast sections of Travis County. At entry into the program, the largest share (22.9%) of clients resided in the 78741 zip code while 15.3% resided in the 78724 zip code, which is located in the Southeast section of the County; and 11% resided in the 78745 zip code, which is located in the East section of the County. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	2	1.7%	78727	2	1.7%	78660	3	2.5%	78652	1	0.8%
<i>Total Central</i>	2	1.7%	78728	1	0.8%	78664	1	0.8%	78704	1	0.8%
			78729	1	0.8%	78752	1	0.8%	78745	13	11.0%
East			78757	1	0.8%	78753	4	3.4%	78748	1	0.8%
78702	5	4.2%	78758	2	1.7%	<i>Total Northeast</i>	9	7.6%	<i>Total Southwest</i>	16	13.6%
78721	8	6.8%	<i>Total North</i>	7	5.9%						
78722	1	0.8%									
78723	4	3.4%	Northwest			Southeast			West		
78724	18	15.3%	78669	1	0.8%	78617	1	0.8%	78746	1	0.8%
<i>Total East</i>	36	30.5%	78734	1	0.8%	78741	27	22.9%	<i>Total West</i>	1	0.8%
			<i>Total Northwest</i>	2	1.7%	78744	5	4.2%			
						<i>Total Southeast</i>	33	28.0%			
Other/Unknown											
Other	2	1.7%									
Unknown	10	8.5%									
<i>Total Other/Unknown</i>	12	10.2%									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Targeted Project Re-enterprise (TPRE) program exceeded the goals for all but one performance measure. Program staff reported that the first two outputs, which track the total number of clients served by the program, were higher than expected because of heightened interest in the program. Staff members also explained that the third output, which measures the number of clients who obtained employment, was lower than expected primarily because fewer jobs were available. TPRE plans to increase the number of clients obtaining employment by providing additional and more intensive one-on-one guidance in the job search process and by allowing clients greater opportunity to use agency computers. TPRE, however, greatly exceeded the goal for the outcome performance measure, which measures employment retention. Staff members attribute this result to providing more intensive case-management assistance, which was possible given the lower caseload due to the lower number of employed clients.

Targeted Project Re-Enterprise 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 participating in pre-release Transition Preparation Groups	134	120	112%
Number of unduplicated clients served in Post-Release Case Management	118	108	109%
Number of unduplicated clients receiving Post-Release Case Management services who obtained employment	50	81	62%
<i>Outcomes</i>			
Percentage of Post-Release Case Management clients who obtained employment and retained employment for 90 days	68% (36/53)	49% (40/81)	138%

Appendix A

Programs Considered for Incorporation into Community Impact Report

The purpose of the Community Impact Report is to provide a comprehensive overview of Travis County Health and Human Services & Veterans Service's investments in health and human services.

- In 2009, Travis County Health and Human Services & Veterans Service will continue a strategic planning process that will include alignment of its internal and external investments.
- The Community Impact Report will expand to include internal and additional contracted investments in order to capture the full scope of the Department's social service investments.
- In addition to internal programs, contracts that may be included in future Community Impact Reports are:
 - American YouthWorks: Metro Parks Project
 - Austin Community College: Early Childhood Mentoring / Teacher Trac Services
 - Austin Independent School District: Adult Basic Education Services
 - Austin Independent School District: Out-of-School Programs
 - Austin/Travis County Health and Human Services Department: Interlocal Agreement for Public Health Services
 - Austin Travis County Mental Health and Mental Retardation System of Care
 - Austin Travis County Mental Health and Mental Retardation: Main Interlocal Agreement
 - Austin Travis County Mental Health and Mental Retardation: Substance Abuse Treatment Services
 - Capital Area Rural Transport System
 - City of Austin Parks and Recreation: Congregate Meals
 - Communities in Schools – Central Texas, Inc.
 - Community Partnership for the Homeless, Inc.
 - Council for At-Risk Youth (C.A.R.Y.)
 - Juror Contributions
 - Pflugerville Independent School District
 - Texas Cooperative Extension Services: Wildlife Damage Management
 - Travis County and Emergency Services District #4: Firefighter Academy Services
 - Travis County Healthcare District: MAP Program
 - WorkSource Greater Austin Area Workforce Development Board: Child Care Local Transfer Agreement
 - WorkSource Greater Austin Area Workforce Development Board: Rapid Employment Pilot Project

Appendix B

2008 Community Impact Report Data Sources and Limitations

The data used in this report come from several sources.

- **Issue area goals** are drawn from the Travis County Health and Human Services & Veterans Service (TCHHS/VS) Program Matrix.
- **Community conditions data** are drawn from various sources that are individually cited throughout the report. This information was mainly collected and summarized between November 2008 and January 2009.
- The **maps** capture the zip codes where clients resided at entry into the program as well as the service provision locations. Client zip codes were based on the fourth quarter “2008 Quarterly Program Performance Report,” a report provided by each contracted service provider. Service provision locations reflect the physical addresses where contracted services are provided. Contracted services may include service provision locations where clients go to receive services.⁸⁸
- Client zip code data in these maps are displayed in “quantiles.” This means that the data are classified into categories, based on the number of clients served, with an equal number of zip codes in each category. For the majority of issue areas, the data are displayed in “quartiles.” This means that the zip codes are split into four equal categories, each containing one-quarter of zip codes. The lightest colored zip codes in each issue area map indicate the one-quarter of zip codes with the fewest clients while the darkest colored zip codes in each map indicate the one-quarter of zip codes with the greatest number of clients. The data are split into two categories for the following maps: Basic Needs: Caritas of Austin, Education, and Restorative Justice and Reentry. This variation was implemented to avoid having any category that included 1-5 clients. For the Education map, the break was manually adjusted from the quantile split to create a category with 0-5 clients, instead of a category with 0-3 clients.
- The Finance Division provides the total County **fiscal investment** in each program in a summary report titled the “Finance Matrix.” This information was also used to calculate the total investment for each issue area.

⁸⁸ Addresses include locations where contracted services are provided to clients, such as: in-person client intake, screening and assessment locations; training or counseling locations; shelters and transitional housing; and schools, hospitals, courthouses, and correctional facilities. The following services were not included: services provided in-home, via telephone, or outside Travis County; community monitoring; events and social/recreational activities (e.g., job or health fairs); on-the-job training; outreach and recruitment activities; referrals; transportation; volunteer or staff training; and program administration locations where clients do not access services at the location.

- The **program description, client eligibility criteria, percentage of program budget funded by TCHHS/VS, performance measure titles,^{hh} and performance goals** come from the program's calendar year 2008 contract.ⁱⁱ Please note that if the program did not serve clients with certain demographic characteristics or within particular zip codes, these demographic and zip code categories were not included in the charts.
- A program's **actual performance results** reflect the program's year-to-date actual performance as specified on the fourth quarter "2008 Quarterly Program Performance Report." Explanations for the programs' performance results are also drawn from the service provider comments in this report. TCHHS/VS Program Leads, who provide programmatic expertise and assist in management of these contracts, reviewed the program summaries included in this report and, in some instances, provided supplemental information. They also provided a data-quality check for the "2008 Quarterly Program Performance Report" at each quarter's submission.
- A program's **actual client demographics and residential zip codes** are also drawn from the fourth quarter "2008 Quarterly Program Performance Report."

^{hh} In some cases, performance measure titles were adjusted in this report to more accurately describe the information being collected.

ⁱⁱ For AIDS Services of Austin and Wright House Wellness Center, this information is drawn from their contracts, which began on March 1, 2008, and ended February 28, 2009.

Appendix C

Federal Poverty Income Guidelines – 2008

Most TCHHS/VS contracts require the programs to serve participants with household incomes at or below 200% of the Federal Poverty Income Guideline level. For example, Family Eldercare’s In-Home Care and Bill Payer programs serve adults whose households are at or below 200% of the Federal Poverty Income Guideline level. The following table presents the federal poverty thresholds by household size and income.

Household Size	Income Limits for Poverty Threshold Levels					
	50%	100%	125%	150%	200%	250%
1	5,200	10,400	13,000	15,600	20,800	26,000
2	7,000	14,000	17,500	21,000	28,000	35,000
3	8,800	17,600	22,000	26,400	35,200	44,000
4	10,600	21,200	26,500	31,800	42,400	53,000
5	12,400	24,800	31,000	37,200	49,600	62,000
6	14,200	28,400	35,500	42,600	56,800	71,000
7	16,000	32,000	40,000	48,000	64,000	80,000
8	17,800	35,600	44,500	53,400	71,200	89,000
For each additional household member add:						
	1,800	3,600	4,500	5,400	7,200	9,000

Data Source: U.S. Department of Health. 2008. Annual Update of the HHS Poverty Guidelines. Washington, D.C.: U.S. Department of Health, January 23, 2008. Available online: <http://aspe.hhs.gov/POVERTY/08fedreg.htm>, Downloaded: 1/8/09.

Appendix D

Austin Median Family Income Guidelines – 2008

The Blackland Community Development Corporation contract requires participants in their Transitional Housing program to have a household income at or below 50% of the Austin Median Family Income level. The following table presents the Median Family Income Limits established by the U.S. Department of Housing and Urban Development (HUD) for Travis County.

Household Size	Income Limits for Threshold Levels		
	30%	50%	80%
1	14,950	24,900	39,850
2	17,100	28,450	45,500
3	19,200	32,000	51,200
4	21,350	35,550	56,900
5	23,050	38,400	61,450
6	24,750	41,250	66,000
7	26,450	44,100	70,550
8	28,200	46,950	75,100

Data Source: Neighborhood Housing and Community Development Office. 2008. "HUD Income Limits by Household Size." Austin, TX: City of Austin, February 13, 2008. Available online: http://www.ci.austin.tx.us/housing/downloads/hud_income_2008.pdf, Downloaded: 1/8/09.

Appendix E

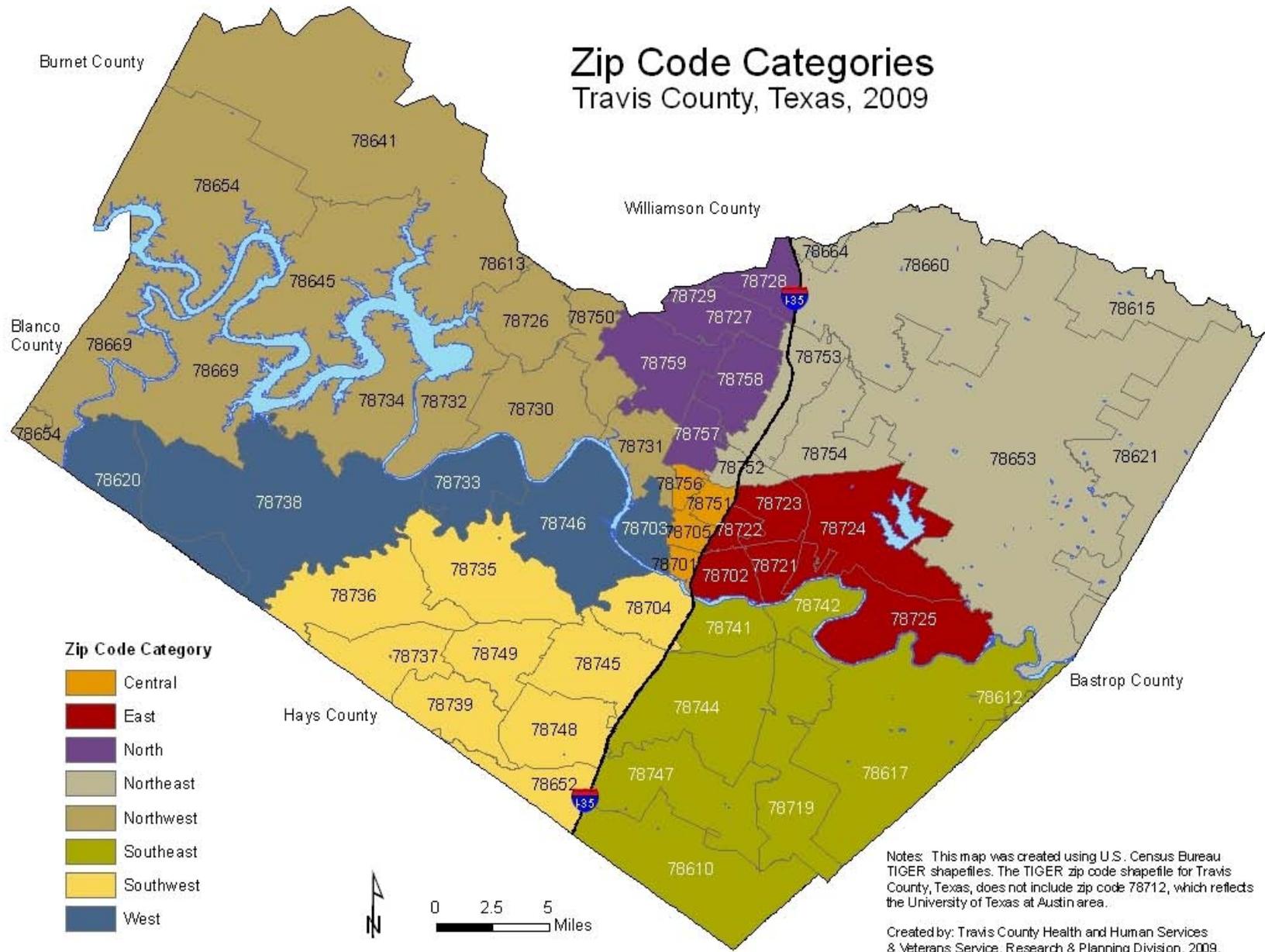
Zip Code Classification Methodology and Map

Zip codes located within Travis County are classified into one of the following eight descriptive categories: Central, East, North, Northeast, Northwest, Southeast, Southwest, and West. These categories were designed to provide a frame of reference when locating zip codes on the maps and are used to highlight client concentrations across geographic areas.

Descriptive categories are loosely based on Multiple Listing Service (MLS) categories.^{jj} Occasionally, a zip code spans multiple MLS areas. For such zip codes, categorization was based on where the bulk of the zip code area was located. For example, if a zip code spanned the West, South, and Southwest areas, but the majority of the zip code area was located in the West area, it was classified as “West.”

A number of zip codes are located in Travis County and an adjoining county. These zip codes were classified by where the area found inside Travis County lines was mostly located. For example, a zip code area may be located in the West area of Travis County, but the majority of the zip code area outside of Travis County may be in the Southwest area. In this example, the zip code would be classified as “West.”

^{jj} The following websites provide zip code listings by MLS area: <http://www.roundrockrealty.com/buyers/ZipCodeMap.php> and <http://austinleasingangel.com/zcm.aspx>.



Endnotes

Executive Summary

¹ Korey Darling and Rachel Coff, *Travis County Snapshot from American Community Survey 2007*, Travis County Health and Human Services and Veterans Service, Research and Planning Division, 2008, http://www.co.travis.tx.us/health_human_services/research_planning/publications/ACS_2007_TC_Snapsh ot.pdf (accessed February 19, 2009).

Introduction

² Prior to January 2007, Austin/Travis County Health and Human Services managed these contracts through a joint investment process. Those contracts that were not part of the joint investment process are not included in this report since they have not yet been transitioned into the social service contract management system. The transition of these remaining contracts is currently planned to begin in 2009 and, due to the complexity of some of the contracts, to be completed over the next several years. Eventually, the Department also plans to incorporate internal programs into this system as well.

³ Korey Darling and Rachel Coff, *Travis County Snapshot from American Community Survey 2007*, Travis County Health and Human Services and Veterans Service, Research and Planning Division, 2008, http://www.co.travis.tx.us/health_human_services/research_planning/publications/ACS_2007_TC_Snapsh ot.pdf (accessed January 25, 2009).

⁴ *Ibid.*, 11.

⁵ TRACER Texas Labor Market Information. Unemployment (LAUS), <http://www.tracer2.com/cgi/dataanalysis/AreaSelection.asp?tableName=Labforce> (accessed March 11, 2009). Please note that unemployment rates for Travis County are not seasonally adjusted.

⁶ Angelou Economics, *2009-2010 Economic Forecasts: Global Trends, Local Impacts*, Angelou Economics, 2009, <http://www.angelouconomics.com/documents/Forecast2009.pdf> (accessed January 25, 2009).

⁷ City of Austin, "Community Care Services," 2008, <http://www.ci.austin.tx.us/communitycare/chc.htm> (accessed January 25, 2009).

⁸ Shonda Novak and M. B. Taboada, "Business is Slow, Even at the Foreclosure Auction," *Austin American-Statesman*, December 3, 2008, <http://www.statesman.com/business/content/business/stories/other/12/03/1203foreclose.html?cxtype=rs s&cxsvc=7&cxcat=3> (accessed January 25, 2009).

⁹ Center for Nutrition Policy and Promotion, "Monthly Cost of Food for a Family of Four, Two Children 6-8 and 9-11 Years," United States Department of Agriculture, www.cnpp.usda.gov (accessed January 25, 2009).

¹⁰ AAA, "Average Price for a Gallon of Self Serve Regular Gas, Austin- San Marcos, Texas," AAA, www.aaa-texas.com/corpinfo/media.aspx (accessed January 25, 2009).

¹¹ Andrea Ball, "Charities Suffering in Ailing Economy," *Austin American-Statesman*, December 22, 2008, <http://www.statesman.com/news/content/news/stories/local/12/22/1222charities.html> (accessed January 25, 2009).

¹² Local data source: Claudia Grisales, "Austin Sales Tax Revenue Down, but Other Texas Cities Up," *Austin American-Statesman*, December 13, 2008, <http://www.statesman.com/business/content/business/stories/other/12/13/1213salestaxes.html> (accessed January 25, 2009). State data source: Laylan Copelin, "State Leaders Prepare for Tight Budget," *Austin American-Statesman*, January 14, 2009, http://www.statesman.com/blogs/content/shared-gen/blogs/austin/politics/entries/2009/01/14/state_leaders_prepare_for_tigh.html (accessed January 25, 2009).

¹³ Central Texas Digest, "Travis County: Where Stimulus Aid may Go," *Austin American-Statesman*, February 16, 2009, <http://www.statesman.com/news/content/news/stories/local/02/16/0216roundup.html> (accessed February 23, 2009).

¹⁴ Site visit data were gathered on 40% of social service agencies (16 of 40). Some agencies have more than one contracted program; thus, data represent 20 of the 46 TCHHS/VS contracts (43.5%). Because of the small sample size, data must be interpreted with caution and findings may not represent agency experiences as a whole.

¹⁵ Research Methods Knowledge Base, “Qualitative Data,” Research Methods Knowledge Base, <http://www.socialresearchmethods.net/kb/qualdata.php> (accessed January 25, 2009).

Basic Needs

¹⁶ Linda Weinreb, Cheryl Wehler, Jennifer Perloff, Richard Scott, David Hosmer, Linda Sagor, and Craig Gundersen, “Hunger: Its Impact on Children’s Health and Mental Health,” *Pediatrics*, 110, no. 4 (2002): e41, <http://pediatrics.aappublications.org/cgi/content/full/110/4/e41> (accessed January 24, 2009).

¹⁷ Dan G. Blazer, Natalie Sachs-Ericsson, and Celia F. Hybels, “Perception of Unmet Basic Needs as a Predictive of Depressive Symptoms Among Community-Dwelling Older Adults,” *The Journals of Gerontology Series A: Biological Sciences and Medical Sciences*, 62, no. 2 (2007): 191-195, <http://www.ncbi.nlm.nih.gov/pubmed/17339645> (accessed January 24, 2009).

¹⁸ Korey Darling and Rachel Coff, *Travis County Snapshot from American Community Survey 2007*, Travis County Health and Human Services and Veterans Service, Research and Planning Division, 2008, http://www.co.travis.tx.us/health_human_services/research_planning/publications/ACS_2007_TC_Snapsh ot.pdf (accessed January 26, 2009).

¹⁹ Ibid.

²⁰ Ibid.

²¹ E-mail from Ronnie R. Mendoza, Community Services Coordinator, Austin Energy, provided utility data to Jamie Watson, January 13, 2009.

²² Ibid.

²³ Ibid.

²⁴ Ibid.

²⁵ Eva DeLuna Castro, Anne Dunkelberg, and Celia Hagert, “Poverty 101,” Center for Public Policy Priorities, 2008, 4, <http://www.cppp.org/files/8/Pov%20101%20Aug%2008.pdf> (accessed January 24, 2009).

²⁶ Data source for historical food stamp data: Food and Nutrition Service, “Supplemental Nutrition Assistance Program: Participation and Costs, 1969-2008,” <http://www.fns.usda.gov/pd/SNAPsummary.htm> (accessed January 24, 2009). Data source for U.S. population data: U.S. Census Bureau, “No. HS-1. Population: 1900-2002,” <http://www.census.gov/statab/hist/HS-01.pdf> (accessed January 24, 2009).

²⁷ Data source for all Travis County food stamp recipient counts, demographics, and payments included in this section: Texas Health and Human Services Commission, “Texas TANF and Food Stamps Enrollment Statistics, Food Stamp Cases and Recipients by County,” Texas Health and Human Services Commission, http://www.hhsc.state.tx.us/research/TANF_FS.asp (accessed December 16, 2008).

²⁸ This summary was informed by discussions in December 2008 with several contracted service providers who provide basic needs services and perform related outreach efforts as well as discussions with Center for Public Policy Priority staff.

²⁹ Karen E. Cunyngnam, Laura A. Castner, and Allen L. Schirm, “Reaching Those in Need: State Food Stamp Participation Rates in 2006,” Mathematica Research, Inc. for the U.S. Department of Agriculture, Food and Nutrition Service, 2008, 5, <http://www.fns.usda.gov/ora/MENU/Published/snap/FILES/Participation/Reaching2006.pdf> (accessed January 26, 2009).

“Texas Reaching only Half of those Eligible for Food Stamps, Ranking Close to Bottom among States in New National Study,” (Austin: Center for Public Policy Priorities, 2004), http://www.frac.org/html/news/Press_Release_CPPP.pdf (accessed January 24, 2009).

³⁰ Center for Nutrition Policy and Promotion, “Official USDA Food Plans: Cost of Food at Home at Four Levels, U.S. Average, October 2008,” United States Department of Agriculture, 2008, 1,

<http://www.cnpp.usda.gov/Publications/FoodPlans/2008/CostofFoodOct08.pdf> (accessed December 17, 2008).

³¹ Center for Public Policy Priorities, “Family Budget Estimator Project,” <http://www.cppp.org/fbe> (accessed December 27, 2008). Please note that the income needed to cover expenses assumes that the family does not have employer-sponsored health insurance. The estimates would be between 18% and 22% less if the family had this insurance.

Housing Continuum

³² Low-income families and individuals face other important housing issues such as housing quality (e.g., whether housing is substandard and overcrowded). Due to space limitations, however, these issues are not discussed in this overview.

³³ Austin/Travis County Continuum of Care, “2007 HUD Homeless Programs Consolidated Application: Community Overview,” Austin/Travis County Health and Human Services, 2007, 11-12, http://www.caction.org/homeless/continuum/COC_Exhibit1_2007.pdf (accessed January 25, 2009).

³⁴ Ibid.

³⁵ Ibid.

³⁶ Community Action Network, “Frequently Asked Questions About Homelessness,” Community Action Network, 2007, 1-2, http://www.caction.org/homeless/documents/HomelessFAQ_2007Update.pdf (accessed January 25, 2009).

³⁷ Ibid.

³⁸ Ibid.

³⁹ Ibid.

⁴⁰ Ibid.

⁴¹ Ibid.

⁴² Ibid.

⁴³ Community Action Network, “What is the Situation? Demographic Profile,” in *Community Assessment: Homelessness*, Community Action Network, 2001, <http://www.caction.org/homeless/documents/2001Assessment/toc.htm> (accessed January 25, 2009). Of note, among people who were homeless and employed, 49% were regularly employed, 30% were temporarily employed, 15% were employed through day labor, and 6% had other forms of employment.

⁴⁴ Ibid.

⁴⁵ Community Action Network, “Frequently Asked Questions About Homelessness,” Community Action Network, 2002, 1-2, <http://www.caction.org/homeless/documents/Homelessness.pdf> (accessed January 25, 2009).

⁴⁶ Community Action Network, “What is the Situation? Cross-cutting Issues and Impacts of Homelessness,” in *Community Assessment: Homelessness*, Community Action Network, 2001, <http://www.caction.org/homeless/documents/2001Assessment/toc.htm> (accessed January 25, 2009).

⁴⁷ Community Action Network, “Frequently Asked Questions About Homelessness,” Community Action Network, 2007, 1-2. For additional discussion of the causes of homelessness, see: “What is the Situation? What Causes Homelessness?” in *Community Assessment Report: Homelessness*.

⁴⁸ Austin/Travis County Ending Community Homelessness (ECHO) Coalition, “Fact Sheet: National Hunger and Homeless Awareness Week 2008,” Austin/Travis County Ending Community Homelessness (ECHO) Coalition, 2008, 1.

⁴⁹ Ibid.

⁵⁰ The Housing Authority of the City of Austin, “Section 8 Waitlist – 2/2/09,” The Housing Authority of the City of Austin, 2009, http://www.hacanet.org/downloads/hcyp_wait_list/Section8.pdf (accessed February 4, 2009). Phone message from Ashalin Rucker, Director of the Admissions Department, The Housing Authority of the City of Austin, to Jamie Watson provided the total number of public housing units and their occupancy status on January 30, 2009.

⁵¹ The Housing Authority of the City of Austin, “Public Housing Waitlist – 2/2/09,” The Housing Authority of the City of Austin, 2009, http://www.hacanet.org/downloads/hcvp_wait_list/CVWLIST.pdf (accessed February 4, 2009). Phone message from Ashalin Rucker, Director of the Admissions Department, The Housing Authority of the City of Austin, to Jamie Watson provided the total number of Section 8 vouchers and their usage status on January 30, 2009.

⁵² Phone message from Ashalin Rucker, Director of the Admissions Department, The Housing Authority of the City of Austin, to Jamie Watson provided wait list information on January 30, 2009.

⁵³ Ibid.

⁵⁴ The Housing Authority of the City of Austin, “Housing Choice Voucher Program,” The Housing Authority of the City of Austin, 2009, http://www.hacanet.org/housing_choice_vouchers/ (accessed February 4, 2009).

⁵⁵ U.S. Census Bureau, 2004-2007 American Community Survey 1-Year Estimates, Travis County, B25070. Gross Rent as a Percentage of Household Income in the Past 12 Months – Universe: Renter-Occupied Housing Units, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed in previous years). For more in-depth information about cost-burdened households and ACS data limitations, please refer to: Darling, Korey and Rachel Coff. 2008. *Travis County Snapshot from American Community Survey 2007*. Austin, TX: Travis County Health and Human Services and Veterans Service, Research and Planning Division.

Workforce Development

⁵⁶ TRACER Texas Labor Market Information, “Austin-Round Rock MSA January 2009,” http://www.tracer2.com/admin/uploadedpublications/1712_austinmsa.pdf (accessed March 11, 2009). Please note that the Austin-Round Rock MSA unemployment rate is not seasonally adjusted.

⁵⁷ TRACER Texas Labor Market Information, “Capital Area Workforce Development Area January 2009,” http://www.tracer2.com/admin/uploadedpublications/1739_capitalareawda.pdf (accessed March 11, 2009). Please note that the Capital Area WDA represents Travis County. The unemployment rate for the Capital Area WDA is not seasonally adjusted.

⁵⁸ U.S. Department of Labor, Bureau of Labor Statistics, “Local Area Unemployment Statistics: Over-the-Year Change in Unemployment Rates for States,” <http://www.bls.gov/web/laumstch.htm> (accessed March 11, 2009). Please note that the state unemployment rate is seasonally adjusted.

⁵⁹ U.S. Department of Labor, Bureau of Labor Statistics, “Labor Force Statistics from the Current Population Survey,” http://data.bls.gov/PDQ/servlet/SurveyOutputServlet?data_tool=latest_numbers&series_id=LNS14000000 (accessed March 11, 2009). Please note that the national unemployment rate is seasonally adjusted.

⁶⁰ U.S. Department of Labor, Employment Standards Administration, Wage and Hour Division, “Minimum Wage,” <http://www.dol.gov/esa/whd/minimumwage.htm> (accessed January 26, 2009).

⁶¹ Center for Public Policies Priorities, Family Budget Estimator, <http://www.cppp.org/fbe> (accessed January 26, 2009).

⁶² Ibid.

⁶³ TRACER Texas Labor Market Information, “Capital Area Workforce Development Area January 2009,” http://www.tracer2.com/admin/uploadedpublications/1739_capitalareawda.pdf (accessed March 11, 2009).

⁶⁴ Ibid.

⁶⁵ TRACER Texas Labor Market Information, “Austin-Round Rock MSA January 2009,” http://www.tracer2.com/admin/uploadedpublications/1712_austinmsa.pdf (accessed March 11, 2009).

⁶⁶ Ibid.

⁶⁷ U.S. Department of Labor, Bureau of Labor Statistics, “Experimental All Employee Hours and Earnings in Texas,” <http://www.bls.gov/sae/experimental/sae48.htm> (accessed March 11, 2009).

⁶⁸ Ibid.

⁶⁹ Texas Workforce Commission, Evaluation of Effectiveness of Subsidized Child Care Program, January 2007, http://www.twc.state.tx.us/svcs/childcare/cceffectivenessrpt_80leg.pdf (accessed January 26, 2009).

⁷⁰ Email from Tamara Atkinson, Deputy Director, External Affairs, Workforce Solutions - Capital Area Workforce Boards, "Child Care Allocation," to Lawrence Lyman, December 29, 2008.

⁷¹ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, S1501. Educational Attainment, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

⁷² The Greater Austin Chamber of Commerce, Opportunity Austin Unveils New Strategy to Continue Strong Economic Development Growth, http://www.austinchamber.com/TheChamber/AboutTheChamber/NewsReleases/2008/2008_03_05.html (accessed January 26, 2009).

Child and Youth Development

⁷³ Korey Darling and Rachel Coff, *Travis County Snapshot from American Community Survey 2007*, Travis County Health and Human Services and Veterans Service, Research and Planning Division, 2008, http://www.co.travis.tx.us/health_human_services/research_planning/publications/ACS_2007_TC_Snapsh ot.pdf (accessed January 29, 2009).

⁷⁴ U.S. Census Bureau, Census 2000, 2002-2007 American Community Survey 1-Year Estimates, Travis County, P8, P004, B01001. Sex by Age – Universe: Total Population, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

⁷⁵ Academic Research Associates, *The Status of Child Care in Travis County, Texas 2007* (Austin, Texas: Family Connections, 2007), page 28.

⁷⁶ Texas Workforce Commission, Texas Rising Star Provider Certification, <http://www.twc.state.tx.us/svcs/childcare/provcert.html> (accessed January 29, 2009).

⁷⁷ Academic Research Associates, *The Status of Child Care in Travis County, Texas 2007* (Austin, Texas: Family Connections, 2007), page 33.

⁷⁸ For National Association for the Education of Young Children (NAEYC) Early Childhood Program Standards, please see <http://www.naeyc.org/academy/standards/> (accessed January 29, 2009).

⁷⁹ National Association for the Education of Young Children, NAEYC Academy for Early Childhood Program Accreditation, <http://www.naeyc.org/academy/AccreditationMattersWhyEarn.asp> (accessed January 29, 2009).

⁸⁰ Academic Research Associates, *The Status of Child Care in Travis County, Texas 2007* (Austin, Texas: Family Connections, 2007), page 33.

⁸¹ Family Connections, Average Cost of Child Care for Travis County, http://www.familyconnectionsonline.org/FamilyConnections/FamilyConnections/fc/pdf/adnl_res_pubs/A verage_cost_of_child_care_10_counties.pdf (accessed January 29, 2009).

⁸² Ibid.

⁸³ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, B19126. Median Family Income in the Past 12 Months (In 2007 Inflation-Adjusted Dollars) by Family Type by Presence of Own Children Under 18 Years – Universe: Families, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

⁸⁴ Ibid.

⁸⁵ Data source for family poverty: U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, C17010. Poverty Status in the Past 12 Months of Families by Family Type by Presence of Related Children Under 18 Years – Universe: Families, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009). Data source for children under 18 poverty: U.S. Census Bureau, 2007

American Community Survey 1-Year Estimates, Travis County, C17001, Poverty Status in the Past 12 Months by Sex by Age – Universe: Population for Whom Poverty Status is Determined, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

⁸⁶ Korey Darling and Rachel Coff, *Travis County Snapshot from American Community Survey 2007*, Travis County Health and Human Services and Veterans Service, Research and Planning Division, 2008, http://www.co.travis.tx.us/health_human_services/research_planning/publications/ACS_2007_TC_Snapshot.pdf (accessed January 29, 2009).

⁸⁷ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, C16005. Nativity by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older – Universe: Population 5 Years and Older, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

⁸⁸ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, B17018. Poverty Status in the Past 12 Months of Families by Household Type by Educational Attainment of Householder – Universe: Families, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

⁸⁹ Ibid.

⁹⁰ National Center for Education Statistics, Fast Facts, <http://nces.ed.gov/fastfacts/display.asp?id=90> (accessed January 29, 2009).

⁹¹ Texas Department of Family and Protective Services, Data Book 2007, http://www.dfps.state.tx.us/About/Data_Books_and_Annual_Reports/2007/databook/default.asp (accessed January 29, 2009).

⁹² Texas Department of Public Safety, Crime in Texas Report for 2007, <http://www.txdps.state.tx.us/crimereports/07/citch5.pdf> (accessed January 29, 2009).

⁹³ KIDS COUNT, CLIKS: Community-Level Information on Kids, <http://www.kidscount.org/cgi-bin/cliiks.cgi> (accessed January 29, 2009).

⁹⁴ Independent school districts (ISDs) serving Travis County include: Austin, Del Valle, Eanes, Lago Vista, Lake Travis, Manor, and Pflugerville.

⁹⁵ Texas Education Agency (TEA), 2007-08 Academic Excellence Indicator System (AEIS), “2007-2008 AEIS Reports,” <http://ritter.tea.state.tx.us/perfreport/aeis/2008/index.html> (accessed January 28, 2009).

⁹⁶ Graduation rates are calculated using the TEA AEIS Completion/Student Status Rate (Gr 9-12), Class of 2007, “Graduated” percentage. Rates are averaged across the Independent School Districts serving Travis County. Graduation rates do not include students receiving a G.E.D. or continuing high school.

⁹⁷ Texas Education Agency (TEA), 2007-08 Academic Excellence Indicator System (AEIS), “2007-2008 AEIS Reports,” <http://ritter.tea.state.tx.us/perfreport/aeis/2008/index.html> (accessed January 28, 2009).

⁹⁸ Ibid.

⁹⁹ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, S1501. Educational Attainment, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

¹⁰⁰ Centers for Disease Control and Prevention, Violence Prevention and Texas Students, http://www.cdc.gov/HealthyYouth/yrbs/pdf/violence/yrbs07_texas_violence.pdf (accessed January 29, 2009).

¹⁰¹ KIDS COUNT, CLIKS: Community-Level Information on Kids, <http://www.kidscount.org/cgi-bin/cliiks.cgi> (accessed January 29, 2009).

¹⁰² Central Texas Afterschool Network, Why is Afterschool So Important?, <http://www.ctanweb.org/why.htm> (accessed January 29, 2009).

¹⁰³ Centers for Disease Control and Prevention, The HIV Epidemic and Texas Students, http://www.cdc.gov/HealthyYouth/yrbs/pdf/hiv/yrbs07_texas_hiv.pdf (accessed January 29, 2009).

¹⁰⁴ Community Action Network, Facts and Questions about Youth Development. December 2006, http://www.readyby21austin.org/FAQ_Dec2006.pdf (accessed January 29, 2009).

¹⁰⁵ KIDS COUNT, CLIKS: Community-Level Information on Kids, <http://www.kidscount.org/cgi-bin/cliks.cgi> (accessed January 29, 2009).

Education

¹⁰⁶ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, S1501. Educational Attainment,

http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

¹⁰⁷ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, B06009. Place of Birth by Educational Attainment in the United States – Universe: Population 25 Years and Over in the United States,

http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

¹⁰⁸ Ibid.

¹⁰⁹ Independent school districts (ISDs) serving Travis County include: Austin, Del Valle, Eanes, Lago Vista, Lake Travis, Manor, and Pflugerville.

¹¹⁰ Texas Education Agency (TEA), 2007-08 Academic Excellence Indicator System (AEIS), “2007-2008 AEIS Reports,” <http://ritter.tea.state.tx.us/perfreport/aeis/2008/index.html> (accessed January 28, 2009).

¹¹¹ Texas Education Agency (TEA), Academic Excellence Indicator System (AEIS), “Academic Excellence Indicator System,” 2003-2008, <http://ritter.tea.state.tx.us/perfreport/aeis/> (accessed January 28, 2009).

¹¹² Texas Education Agency (TEA), Academic Excellence Indicator System (AEIS), “Academic Excellence Indicator System,” 2004-2008, <http://ritter.tea.state.tx.us/perfreport/aeis/> (accessed January 28, 2009).

¹¹³ Texas Education Agency (TEA), 2007-08 Academic Excellence Indicator System (AEIS), “2007-2008 AEIS Reports,” <http://ritter.tea.state.tx.us/perfreport/aeis/2008/index.html> (accessed January 28, 2009).

¹¹⁴ Graduation rates are calculated using the TEA AEIS Completion/Student Status Rate data, which reflects 4-year graduation rates for 2007-2008 school year. Rates are averaged across the Independent School Districts serving Travis County. Graduation rates do not include students receiving a G.E.D. or continuing high school.

¹¹⁵ Texas Education Agency (TEA), 2007-08 Academic Excellence Indicator System (AEIS), “2007-2008 AEIS Reports,” <http://ritter.tea.state.tx.us/perfreport/aeis/2008/index.html> (accessed January 28, 2009).

¹¹⁶ The Limited English Proficient (LEP) student graduation rate was calculated using Austin, Del Valle, Manor, and Pflugerville ISDs student data. Data were unavailable for the remaining three schools; results were masked due to small numbers to protect student confidentiality or zero observations were reported for the LEP student group.

¹¹⁷ Texas Education Agency (TEA), 2007-08 Academic Excellence Indicator System (AEIS), “2007-2008 AEIS Reports,” <http://ritter.tea.state.tx.us/perfreport/aeis/2008/index.html> (accessed January 28, 2009).

¹¹⁸ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, S0601. Selected Characteristics of the Total and Native Populations in the United States, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

¹¹⁹ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, B06007. Place of Birth by Language Spoken at Home and Ability to Speak English in the United States – Universe: Population 5 Years and Over in the United States, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

Behavioral Health

¹²⁰ National Institute of Mental Health, “Mental Disorders Cost Society Billions in Unearned Income,” U.S. Department of Health and Human Services, National Institutes of Health, May 7, 2008, <http://www.nimh.nih.gov/science-news/2008/mental-disorders-cost-society-billions-in-unearned-income.shtml> (accessed December 30, 2008).

¹²¹ Office of the Surgeon General, *Mental Health: A Report from the Surgeon General*, U.S. Department of Health and Human Services, 1999, 4, <http://www.surgeongeneral.gov/library/mentalhealth/toc.html#chapter1> (accessed January 24, 2009).

¹²² S. R. Cogill, H. L. Caplan, H. Alexandra, K. M. Robson, and R. Kumar, “Impact of Maternal Postnatal Depression on Cognitive Development of Young Children,” *British Medical Journal (Clinical Research Edition)*, 292, no. 6529 (1986): 1165–1167, <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=1340177> (accessed January 24, 2009).

¹²³ National Institute on Drug Addiction, *Addiction: Drugs, Brains, and Behavior – The Science of Addiction*, U.S. Department of Health and Human Services, National Institutes of Health, 2008, 3, <http://www.drugabuse.gov/Scienceofaddiction/sciofaddiction.pdf> (accessed January 24, 2009).

¹²⁴ Office of National Drug Policy, *The Economic Costs of Drug Abuse in the United States, 1992-2002*, Executive Office of the President, 2004, viii, http://www.whitehousedrugpolicy.gov/publications/economic_costs/economic_costs.pdf (accessed January 24, 2009). The authors of this report adjusted the total cost from 2002 dollars, which totaled \$180.9 billion, to 2008 dollars using the following tool in constructing this calculation: Bureau of Labor Statistics, “Inflation Calculator,” U.S. Department of Labor, <http://data.bls.gov/cgi-bin/cpicalc.pl> (accessed January 24, 2009).

¹²⁵ *The Economic Costs of Drug Abuse in the United States, 1992-2002*, viii and xi. Results do not total 100 percent due to rounding.

¹²⁶ National Institute of Mental Health, “Mental Disorders Cost Society Billions in Unearned Income,” U.S. Department of Health and Human Services, National Institutes of Health, 2008, May 7, 2008, <http://www.nimh.nih.gov/science-news/2008/mental-disorders-cost-society-billions-in-unearned-income.shtml> (accessed January 12, 2009). The authors of this report adjusted the total cost from 2002 dollars, which totaled \$193.2 billion, to 2008 dollars using the following tool in constructing this calculation: Bureau of Labor Statistics, “Inflation Calculator,” <http://data.bls.gov/cgi-bin/cpicalc.pl> (accessed January 24, 2009).

¹²⁷ *Mental Health: A Report from the Surgeon General*, 46.

¹²⁸ *Ibid.*, p. 47. Please note that these estimates are based on the Surgeon General’s “best estimates.”

¹²⁹ *Ibid.*, p. 46.

¹³⁰ In this report, all estimates of the number of Travis County residents with or without a diagnosis and receiving or not receiving services is calculated by multiplying the national prevalence/service estimates by Travis County population estimates. Prevalence and service estimates are drawn from: *Mental Health: A Report from the Surgeon General*, 46 and 76-77. Travis County population estimates are drawn from: U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, B01001. Sex by Age, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

¹³¹ The *Mental Health: A Report from the Surgeon General* report does not specifically include “addiction” in the service receipt statistics as shown in this and the next graph. In a telephone conversation, Dr. Mary Beth Bigley, Director of Science of the Office of the Surgeon General, informed Jamie Watson on January 5, 2009, that the service receipt rates included in the report likely reflected both mental health and addiction service receipt rates though the report only references them as “mental health services” rather than “mental health and addiction services.”

¹³² *Mental Health: A Report from the Surgeon General*, 72-73.

¹³³ *Ibid.*, p. 75-76. Due to rounding, the percentages do not total 100.

¹³⁴ *Ibid.*, p. 46.

¹³⁵ *Ibid.*, p. 48.

¹³⁶ Ibid. Due to rounding, the percentages do not total 100.

¹³⁷ Ibid. See also: 2007 American Community Survey 1-Year Estimates, Travis County, B01001. Sex by Age.

¹³⁸ While the Office of Surgeon General data cover children ages 9-17, the American Community Survey population estimates cover children ages 10-17. These were the most similarly grouped data within both sets of data.

¹³⁹ Based on 2007 American Community Survey data for Travis County and Office of the Surgeon General national prevalence and service statistics, 55,920 people in Travis County between the ages of 10 and 54 are estimated to have a mental health/addiction diagnosis and receive treatment. The Mayor's Mental Health Taskforce Monitoring Committee area conducted a survey of 30 behavioral health providers in 2006. This survey showed that 29,565 individuals received behavioral health treatment. However, the survey did not include all service providers within the area, so it is likely an underestimate of the true count. See: Mayor's Mental Health Taskforce Monitoring Committee, "Executive Summary," *Third Annual Report*, Mayor's Mental Health Taskforce Monitoring Committee, 2008, 4; "Appendix," *Third Annual Report*, 1-2, http://www.mmhtfmc.org/?nd=third_annual_report (accessed January 24, 2009).

¹⁴⁰ Mayor's Mental Health Task Force Monitoring Committee, "Initial Estimation of Public Outpatient Psychiatric Needs in Austin/Travis County," Mayor's Mental Health Task Force Monitoring Committee, 2008, 1, <http://www.mmhtfmc.org/ama/orig/reports/OutpatientNeeds%20081008.pdf> (accessed January 24, 2009).

¹⁴¹ Email from Abraham Minjarez, Criminal Justice Administrator, Austin Travis County Mental Health Mental Retardation, to Jamie Watson provided wait-list information on January 7, 2009 and January 9, 2009. Additional information included in these emails indicate that, beginning in November 2007, ATCMHMR repeatedly exceeded their psychiatric bed allocation at the Austin State Hospital. As a result, ATCMHMR began referring indigent people in acute crisis to medical emergency rooms, which frequently have limited capacity to address patients' psychiatric needs. The agency referred approximately 200 people to Emergency Rooms for stabilization between May and December 2008.

¹⁴² Mayor's Mental Health Taskforce Monitoring Committee, "Executive Summary," *Third Annual Report*, Mayor's Mental Health Taskforce Monitoring Committee, 2008, 6; http://www.mmhtfmc.org/?nd=third_annual_report (accessed January 24, 2009).

¹⁴³ Ibid.

¹⁴⁴ Ibid.

¹⁴⁵ Tori DeAngelis, "Tools for Tough Times," *Monitor on Psychology*, 40, no. 1 (2009): 36, <http://www.apa.org/monitor/2009/01/americans.html> (accessed January 24, 2009).

¹⁴⁶ Stephanie Armour, "Foreclosures Take an Emotional Toll on Many Homeowners," *USA Today*, May 16, 2008, http://www.usatoday.com/money/economy/housing/2008-05-14-mortgage-foreclosures-mental-health_N.htm (accessed January 24, 2009).

¹⁴⁷ National Institute on Drug Abuse, "NIDA Community Drug Alert Bulletin - Stress & Substance Abuse," U.S. Department of Health and Human Services, National Institutes of Health, 2006, <http://www.drugabuse.gov/StressAlert/StressAlert.html> (accessed January 6, 2009).

¹⁴⁸ Ibid.

¹⁴⁹ Tori DeAngelis, "Tools for Tough Times," *Monitor on Psychology*, 40, no. 1 (2009): 36, <http://www.apa.org/monitor/2009/01/americans.html> (accessed January 24, 2009).

¹⁵⁰ Ibid.

Public Health and Access to Healthcare

¹⁵¹ What is Public Health?, "What is Public Health," What is Public Health?, <http://www.whatispublichealth.org/what/index.html> (accessed December 4, 2008).

¹⁵² Ibid.

¹⁵³ Texas Department of State Health Services, "Texas Birth Data, Births to Texas Residents," Texas Department of State Health Services, <http://soupfin.tdh.state.tx.us/birth.htm> (accessed December 4, 2008).

¹⁵⁴ Ibid.

- ¹⁵⁵ Central Texas Sustainability Indicators Project, 2006 Biennial Data Report, http://www.centex-indicators.org/annual_rept/ar2006.html (accessed December 4, 2008).
- ¹⁵⁶ Ibid.
- ¹⁵⁷ Texas Department of State Health Services, "Texas Birth Data, Births to Texas Residents," Texas Department of State Health Services, <http://soupfin.tdh.state.tx.us/birth.htm> (accessed December 4, 2008).
- ¹⁵⁸ Ibid.
- ¹⁵⁹ Lindsay Lyon, "Don't Ignore the Symptoms: Sexual Problems, STDs Affect Millions," *U.S. News and World Report*. October 31, 2008, <http://health.usnews.com/articles/health/sexual-reproductive/2008/10/31/dont-ignore-the-symptoms-sexual-problems-stds-affect-millions.html?PageNr=1> (accessed December 4, 2008).
- ¹⁶⁰ Texas Department of State Health Services, An Overview of HIV/AIDS in Texas. October 2008, <http://www.dshs.state.tx.us/hivstd/info/edmat/HIVAIDSinTexas.pdf> (accessed December 4, 2008).
- ¹⁶¹ Ibid.
- ¹⁶² Texas Department of State Health Services, 2007 Texas HIV/STD Surveillance Report, http://www.dshs.state.tx.us/hivstd/stats/pdf/surv_2007.pdf (accessed December 4, 2008).
- ¹⁶³ Ibid.
- ¹⁶⁴ Texas Department of State Health Services, Texas HIV/AIDS Quarterly Report, 1st Quarter 2008, <http://www.dshs.state.tx.us/HIVSTD/stats/pdf/HARSQ12008.pdf> (accessed December 4, 2008).
- ¹⁶⁵ Texas Diabetes Council, The Burden of Diabetes in Texas. October 2008, <http://www.dshs.state.tx.us/diabetes/PDF/data/Diabetes%20Burden%20Report.pdf> (accessed January 29, 2009).
- ¹⁶⁶ Ibid.
- ¹⁶⁷ Texas Diabetes Council, The Burden of Diabetes in Texas. October 2008, <http://www.dshs.state.tx.us/diabetes/PDF/data/Diabetes%20Burden%20Report.pdf> (accessed January 29, 2009).
- ¹⁶⁸ Texas Diabetes Council, Texas Diabetes Fact Sheet 2008, <http://www.dshs.state.tx.us/diabetes/PDF/diabetesfacts.pdf> (accessed December 4, 2008).
- ¹⁶⁹ Ibid.
- ¹⁷⁰ Data source for Travis County diabetes prevalence: Texas Department of State Health Services, 2007 Diabetes Prevalence for Texas by Available County, <http://www.dshs.state.tx.us/diabetes/PDF/data/2007%20Diabetes%20by%20County.pdf> (accessed December 4, 2008). Data source for Austin-Round Rock MSA diabetes prevalence: Texas Diabetes Council, The Burden of Diabetes in Texas, <http://www.dshs.state.tx.us/diabetes/preports.shtm> (accessed January 29, 2009).
- ¹⁷¹ Texas Department of State Health Services, Cardiovascular Health Facts Austin-Round Rock Metropolitan Statistical Area (MSA), <http://www.dshs.state.tx.us/wellness/PDF/facts/Fact%20Sheet%20Austin.pdf> (accessed January 29, 2009).
- ¹⁷² Ibid.
- ¹⁷³ Ibid.
- ¹⁷⁴ Ibid.
- ¹⁷⁵ Code Red Texas, Consequences of the Uninsured and Underinsured, http://www.coderedtexas.org/files/Report_Chapter03.pdf (accessed December 4, 2008).
- ¹⁷⁶ Kaiser Family Foundation, State Health Facts, <http://www.statehealthfacts.kff.org/profileind.jsp?ind=125&cat=3&rgn=45> (accessed December 4, 2008).
- ¹⁷⁷ City of Austin, "Community Care Services," City of Austin, <http://www.ci.austin.tx.us/communitycare/chc.htm>. (accessed December 4, 2008).
- ¹⁷⁸ House Research Organization, Topics for the 81st Legislature, <http://www.hro.house.state.tx.us/focus/Topics81-1.pdf> (accessed January 29, 2009).
- ¹⁷⁹ Please see http://change.gov/agenda/health_care_agenda/ for further information on the Obama-Biden Plan for health care reform.

Supportive Services for Independent Living

- ¹⁸⁰ AARP, The State of 50+ America 2006, http://assets.aarp.org/rgcenter/econ/fifty_plus_2006.pdf (accessed January 26, 2009).
- ¹⁸¹ Texas Department of Aging and Disability Services, “Promoting Independence (DADS),” Texas Department of Aging and Disability Services, <http://www.dads.state.tx.us/providers/pi/index.html> (accessed January 26, 2009).
- ¹⁸² AARP, State Long-Term Care Reform in Texas, http://assets.aarp.org/rgcenter/il/2008_10_ltc_tx.pdf (accessed January 26, 2009).
- ¹⁸³ Texas Department of Aging and Disability Services, “Interest Lists,” Texas Department of Aging and Disability Services, <http://www.dads.state.tx.us/services/interestlist/> (accessed January 26, 2009).
- ¹⁸⁴ Ibid.
- ¹⁸⁵ Texas Health and Human Services Commission, The 2006 Revised Texas Promoting Independence Plan, <http://www.dads.state.tx.us/providers/pi/2006PromotingIndependencePlan.pdf> (accessed January 26, 2009).
- ¹⁸⁶ Pew Research Center, Baby Boomers Approach Age 60: From the Age of Aquarius To the Age of Responsibility, December 8, 2005, <http://pewresearch.org/assets/social/pdf/socialtrends-boomers120805.pdf> (accessed January, 26 2009).
- ¹⁸⁷ Jack Healy, “Unable to Sell Homes, Elderly Forgo Move to Assisted Living,” *New York Times*, November 21, 2008, http://www.nytimes.com/2008/11/22/us/22home.html?_r=1&em (accessed January 26, 2009).
- ¹⁸⁸ Legislative Budget Board, Addressing Shifts in Care from State Schools to Community Settings, November 2008 http://www.lbb.state.tx.us/Health_Services/State_Schools_Report1108.pdf (accessed January 26, 2009).
- ¹⁸⁹ Ibid.
- ¹⁹⁰ Corrie MacLaggan, “Rename ‘state schools,’ add cameras, panel says,” *Austin American-Statesman*, December 16, 2008, <http://www.statesman.com/news/content/news/stories/local/12/16/1216stateschools.html> (accessed January, 26 2009).
- ¹⁹¹ Texas Department of Aging and Disability Services, Texas Demographics: Older Adults in Texas, http://www.dads.state.tx.us/news_info/publications/studies/NewDemoProfileHi-Rez-4-03.pdf (accessed January 26, 2009).
- ¹⁹² Korey Darling and Rachel Coff, *Travis County Snapshot from American Community Survey 2007*, Travis County Health and Human Services and Veterans Service, Research and Planning Division, 2008, http://www.co.travis.tx.us/health_human_services/research_planning/publications/ACS_2007_TC_Snapsh ot.pdf (accessed January 26, 2009).
- ¹⁹³ Texas State Data Center and Office of the State Demographer, 2006 Population Projections (Scenario 0.5), http://txsdc.utsa.edu/tpepp/2006projections/csv_county.php accessed January 29, 2009)
- ¹⁹⁴ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, S1801. Disability Characteristics, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).
- ¹⁹⁵ Ibid.
- ¹⁹⁶ Ibid.

Legal Services

- ¹⁹⁷ State Bar of Texas, Texas Access to Justice Commission Receives New Funding for Law School Internship Program, <http://www.texasbar.com/Template.cfm?Section=Home&CONTENTID=20229&TEMPLATE=/ContentManagement/ContentDisplay.cfm> (accessed November 4, 2008).

¹⁹⁸ National Legal Aid & Defender Association, Civil Legal Services to the Poor in Texas, <http://www.nlada.org/DMS/Documents/1221243723.35/SC%20hearing%20Executive%20Summary%20SupCt%209-08.pdf> (accessed November 4, 2008).

¹⁹⁹ Community Action Network, Victim Services Community Plan, http://www.caction.org/victims/publications/CommunityPlan_March2007.pdf (accessed November 4, 2008).

²⁰⁰ 2-1-1 Texas, 2006 Community Needs and Trends Report – South Central Texas, <http://www.capitalareartcc.org/needstrends.pdf> (accessed November 4, 2008).

²⁰¹ Email from Jeannie Rollo, Executive Director, Lawyer Referral Service of Central Texas, “2008 list of non profits,” to Courtney Bissonnet Lucas, November 18, 2008.

²⁰² Texas Department of Family and Protective Services, Data Book 2007, http://www.dfps.state.tx.us/About/Data_Books_and_Annual_Reports/2007/databook/default.asp (accessed November 4, 2008).

²⁰³ Ibid.

²⁰⁴ Ibid.

²⁰⁵ Ibid.

²⁰⁶ Texas Appleseed, Texas’ School-to-Prison Pipeline. 2007, <http://www.texasappleseed.net/pdf/Pipeline%20Report.pdf> (accessed November 4, 2008).

²⁰⁷ Ibid.

²⁰⁸ Independent school districts (ISDs) serving Travis County include: Austin, Del Valle, Eanes, Lago Vista, Lake Travis, Manor, and Pflugerville.

²⁰⁹ Texas Education Agency (TEA), 2007-08 Academic Excellence Indicator System (AEIS), “2007-2008 AEIS Reports,” <http://ritter.tea.state.tx.us/perfreport/aeis/2008/index.html> (accessed January 28, 2009).

²¹⁰ Texas Education Agency (TEA), Disciplinary Data Products, Annual District Summaries, http://ritter.tea.state.tx.us/adhocrpt/Disciplinary_Data_Products/Download_District_Summaries.html (accessed January 28, 2009). Note: DAEP referral data for Lago Vista data were unavailable, and therefore, not included in this figure.

²¹¹ U.S. Census Bureau, 2007 American Community Survey 1-Year Estimates, Travis County, B05002. Place of Birth by Citizenship Status – Universe: Total Population, http://factfinder.census.gov/servlet/DatasetMainPageServlet?_program=ACS&_submenuId=&_lang=en&_ts= (accessed January 26, 2009).

²¹² U.S. Department of Homeland Security, Yearbook of Immigration Statistics 2007, <http://www.dhs.gov/ximgtn/statistics/publications/LPR07.shtm> (accessed November 4, 2008).

²¹³ Miriam Jordan and Conor Dougherty, “Immigration Slows in Face of Economic Downturn,” *Wall Street Journal*, September 23, 2008, http://online.wsj.com/article/SB122213015990965589.html?mod=googlenews_wsj (accessed November 4, 2008).

²¹⁴ Travis County Health and Human Services and Veterans Service, *2006-2007 Travis County Immigrant Assessment*, http://www.co.travis.tx.us/health_human_services/research_planning/immigrant_assessment.asp (accessed November 4, 2008).

²¹⁵ Chuck Lindell, “Effort to Save Economy Wrecks Legal Aid for Poor,” *Austin American-Statesman*, February 17, 2009, <http://www.statesman.com/search/content/news/stories/local/02/18/0218legalaid.html> (accessed February 18, 2009).

Restorative Justice and Reentry

²¹⁶ Jeremy Travis, Amy L. Solomon, and Michelle Waul, *From Prison to Home: The Dimensions and Consequences of Prisoner Reentry*, Urban Institute, 2001, 9, http://www.urban.org/UploadedPDF/from_prison_to_home.pdf (accessed January 25, 2009).

²¹⁷ Ibid., 37.

²¹⁸ Bureau of Justice Statistics, *Reentry Trends in the U.S.: Recidivism*, Department of Justice, 2002, <http://www.ojp.usdoj.gov/bjs/reentry/recidivism.htm> (accessed November 30, 2008).

²¹⁹ Additional reentry populations in Travis County not reflected in this community condition overview include people released from the Travis County Jail, the Texas Youth Commission, and Travis County Juvenile Probation Detention and Residential Centers. This overview focuses on releases from TDCJ because this is the population targeted by the services purchased within this issue area.

²²⁰ Executive Administrative Services, *Statistical Report*, Texas Department of Criminal Justice, 2003-2007, <http://www.tdcj.state.tx.us/publications/publications-home.htm> (accessed January 25, 2009).

²²¹ The Austin/Travis County Reentry Roundtable reported that, in 2004, TDCJ released 1,573 parolees to Travis County and that approximately 44% lived in or carried out their offense in a Texas County that was not Travis County. Data source: Austin/Travis County Reentry Roundtable, "Legislative Agenda Issue Paper: Transitional Employment," Austin/Travis County Reentry Roundtable, 2006, 1, http://www.caction.org/rrt/white_papers/Transitional_Employment_IssuePaper.pdf (accessed January 25, 2009).

²²² Overall, research suggests that supervision has limited impact on recidivism, but research also suggests that supervision significantly reduces recidivism for particular populations (e.g., females) and when participation in rehabilitative programs is required. Data Source: Amy L. Solomon, Vera Kachnowski, and Avinash Bhati, *Does Parole Work?* Urban Institute, 2005, http://www.urban.org/UploadedPDF/311156_Does_Parole_Work.pdf (accessed January 25, 2009).

²²³ Nancy G. La Vigne and Vera Kachnowski, *Texas Prisoners' Reflections on Returning Home*, Urban Institute, 2005, 1 and 6, http://www.urban.org/UploadedPDF/311247_texas_prisoners.pdf (accessed January 25, 2009). For a general overview of reentry issues, see: See the Urban Institute's Reentry Roundtable briefing papers: <http://www.urban.org/projects/reentry-roundtable/index.cfm> (accessed November 30, 2008).

²²⁴ Nancy G. La Vigne, Lisa E. Brooks, Tracey L. Shollenberger, *Returning Home: Exploring the Challenges and Successes of Recently Released Texas Prisoners*, Urban Institute, 2007, 1, http://www.urban.org/UploadedPDF/311471_prisoners.pdf (accessed January 25, 2009).

²²⁵ Ibid, 2.

²²⁶ Executive Administrative Services, *Statistical Report, Fiscal Year 2007*, Texas Department of Criminal Justice, 2007, 30-37, <http://www.tdcj.state.tx.us/publications/publications-home.htm> (accessed January 25, 2009).

²²⁷ Ibid.

²²⁸ Ibid.

²²⁹ For an overview of these facility types, see: Jamie Watson, Amy L. Solomon, Nancy G. LaVigne, and Jeremy Travis with Meagan Funches and Barbara Parthasary, *A Portrait of Prisoner Reentry in Texas*, Urban Institute, 2004, xvi and 31, http://www.urban.org/UploadedPDF/410972_TX_Reentry.pdf (accessed January 25, 2009).

²³⁰ Ibid.

²³¹ Executive Administrative Services, *Statistical Report, Fiscal Year 2007*, Texas Department of Criminal Justice, 2007, <http://www.tdcj.state.tx.us/publications/publications-home.htm> (accessed January 25, 2009).

²³² Harry J. Holzer, Steven Raphael, and Michael A. Stoll, *Employment Dimensions of Reentry: Understanding the Nexus between Prisoner Reentry and Work*, Urban Institute, 2003, 11, http://www.urban.org/UploadedPDF/410853_bushway.pdf (accessed January 25, 2009). See also: Shonda Novak, "Marriott in downtown Austin postponed," *Austin American-Statesman*, December 6, 2008, <http://www.statesman.com/news/content/news/stories/local/12/06/1206marriott.html?cxtype=rss&cxsvc=7&cxcacat=52> (accessed January 25, 2009).

²³³ Nancy G. La Vigne and Vera Kachnowski, *Texas Prisoners' Reflections on Returning Home*, Urban Institute, 2005, 1 and 6, http://www.urban.org/UploadedPDF/311247_texas_prisoners.pdf (accessed January 25, 2009).

²³⁴ Austin/Travis County Reentry Roundtable, "Legislative Agenda Issue Paper: Food Stamps and Temporary Assistance for Needy Families," Austin/Travis County Reentry Roundtable, 2006, 1, http://www.caction.org/rrt/white_papers/Foodstamp_TANF_IssuePaper.pdf (accessed January 25, 2009).