

Basic Needs

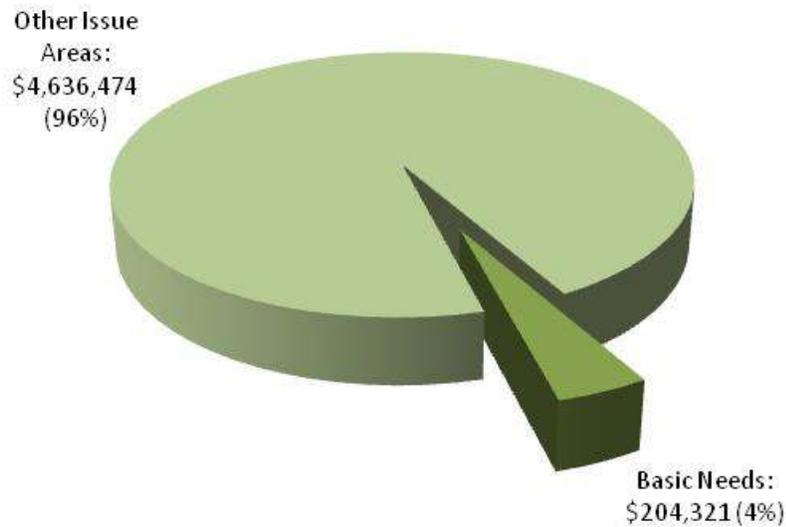
Goals and Services

Programs within this issue area meet urgent, short-term food, housing, clothing and transportation needs. Some examples of services provided by programs within this issue 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 Issue Area

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Investment in Basic Needs and Other Issue Areas, 2009



Capital Area Food Bank of Texas, Inc.

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 2009 was \$63,543. This investment comprised 1.0% 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.

Performance Goals and Results

The Capital Area Food Bank met or exceeded all of its performance goals. In 2009, the program was able to provide over six and a half million meal equivalents to Travis County agencies (see the second output). Staff members noted an increase in Travis County partner agencies (see the first output). They also reported an increase in the amount of food distributed due to higher demand (see the third output), which led to greater cost savings (see the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
Outputs			
Number of unduplicated Travis County client agencies provided with cost savings	166	157	106%
Number of meal equivalents provided in Travis County	6,521,553	4,700,000	139%
Pounds of donated food provided to Travis County agencies	8,200,959	5,800,000	141%
Outcomes			
Number of dollars saved by Travis County agencies	\$12,592,171	\$9,130,946	138%
Percentage of unduplicated partner agencies who reported no complaints on satisfaction survey	90% (150/166)	90% (142/157)	100%

Caritas of Austin

Basic Needs (Community Support and Kitchen)

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 2009 was \$140,778. This investment comprised 12.9% 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 financial emergency within the past 60 days. The Caritas Community Kitchen serves a nutritious meal to anyone who is hungry.

Performance Goals and Results

Caritas of Austin’s Basic Needs program met both outcome goals but fell slightly short of goals on two output measures. Program staff members reported that reorganization of their service delivery unit and the cross-training of Community Support Program (CSP) case managers required training time, which came at the expense of case management time. Thus, fewer CSP clients were seen during the training period (see the first output). Furthermore, cross-training in additional housing stability programs placed an increased demand on case manager working hours and left less time available for CSP client case management (see the second output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
Outputs			
Number of unduplicated households provided basic needs services	1,895	2,350	81%
Number of unduplicated households receiving rent or utility assistance	1,483	1,700	87%
Number of hot meals served	95,289	100,000	95%

Outcomes			
Percentage of unduplicated clients provided rent or utility assistance that remained in stable housing 30 days after receiving assistance	98% (1,454/1,483)	95% (1,615/1,700)	103%
Percentage of unduplicated clients provided a meal, who were satisfied with the meal, as measured in an annual survey	91% (180/197)	85% (149/175)	107%