

Basic Needs

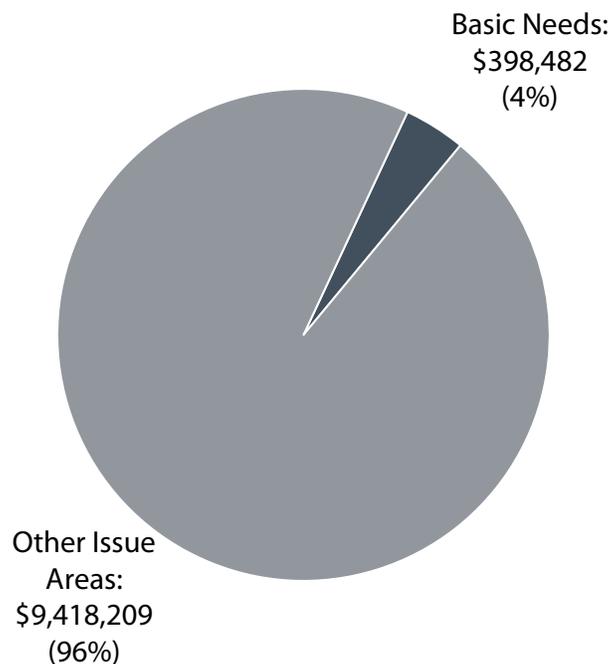
GOALS AND SERVICES

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; clothing; and other assistance, including transportation to meet specific public health or safety needs.

CONTRACTED SERVICE PROVIDERS

- Capital Area Food Bank of Texas, Inc.
- Capital Area Rural Transportation System (CARTS)
- Caritas of Austin: Basic Needs—Community Support Program and Community Kitchen
- Meals on Wheels and More: Congregate Meals

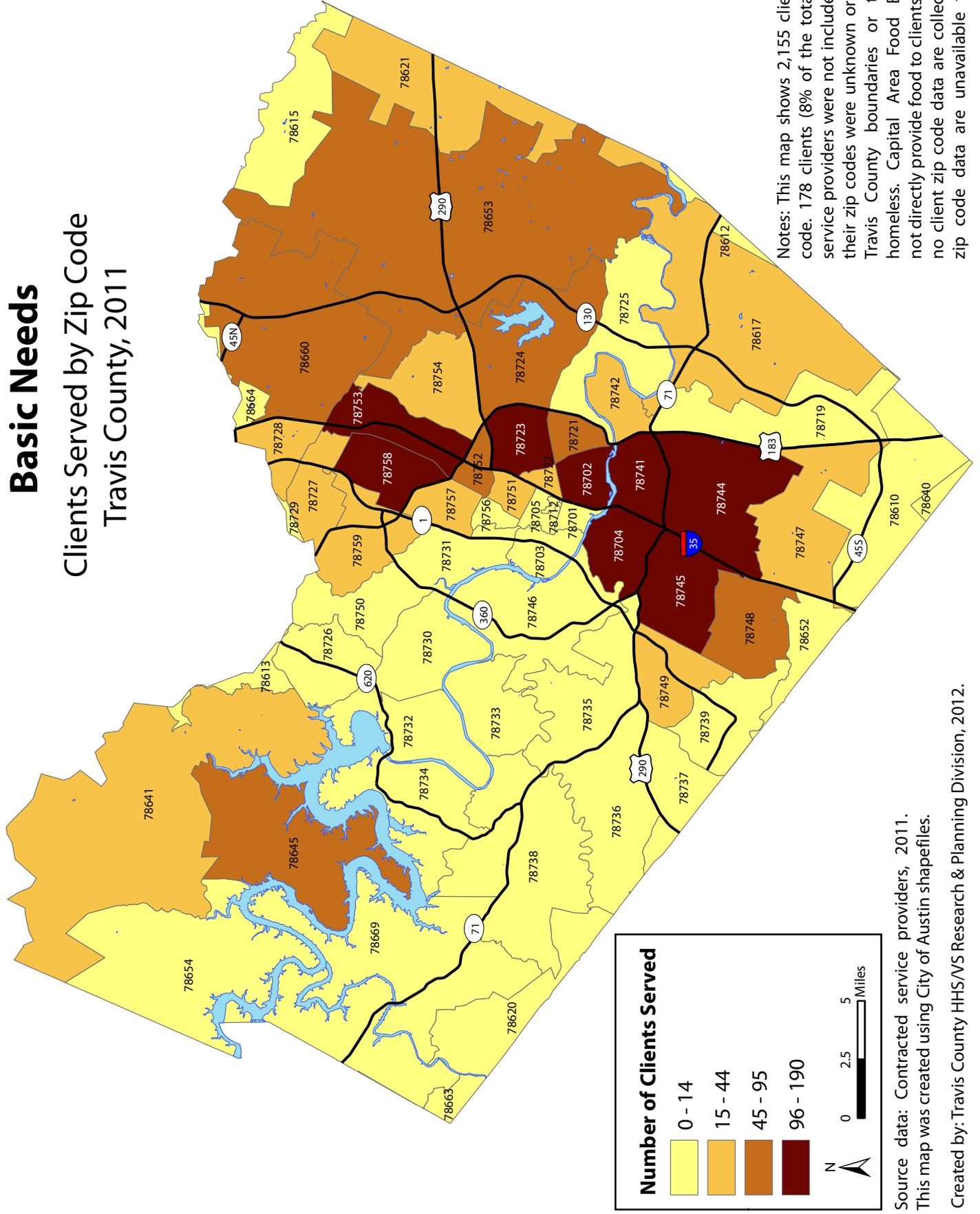
INVESTMENT IN BASIC NEEDS AND OTHER ISSUE AREAS, 2011



Basic Needs

Clients Served by Zip Code

Travis County, 2011



Notes: This map shows 2,155 clients by zip code. 178 clients (8% of the total) from all service providers were not included because their zip codes were unknown or outside of Travis County boundaries or they were homeless. Capital Area Food Bank does not directly provide food to clients; therefore, no client zip code data are collected. Client zip code data are unavailable for CARTS.

Source data: Contracted service providers, 2011.
 This map was created using City of Austin shapefiles.

Created by: Travis County HHS/VIS Research & Planning Division, 2012.

Capital Area Food Bank of Texas, Inc.

Food Bank

Program Description

The Capital Area Food Bank of Texas, Inc. is the primary source of donated food and grocery products for other human service organizations. The Food Bank operates some direct outreach programs which provide food directly to individuals and families, but its primary mechanism of distributing food is through its network of 320 partner agencies. These human service agencies stock their pantry shelves with food from the Food Bank and then, in turn, directly provide the food to their clients, either as bags of groceries to fix and eat at home or as prepared meals served on-site at the agency.

Funding

The total TCHHS/VS investment in the Food Bank program for 2011 was \$57,766. This investment comprised 0.6% of the total program budget.

Eligibility Criteria

Central Texas human service agencies serving the unemployed, low-income families and the working poor, homeless people, families whose Supplemental Nutrition Assistance Program (SNAP) benefits have been cut, the elderly, persons with disabilities, and/or high-risk teens are eligible to receive food.

Client Demographics and Client Zip Codes

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

Performance Goals and Results

The Food Bank program had mixed performance results in 2011. Program staff reported that the pounds of food distributed by the Food Bank's Mobile Food Pantry program are not included in the total pounds of donated food provided to Travis County (see the third output) as this food does not pass through a Partner Agency and is instead distributed to Travis County residents. This also impacted the number of meal equivalents provided in Travis County (see the second output) and the number of dollars saved by Travis County agencies (see the first outcome) as these values are formula calculations based on the third output measure. Finally, staff noted that they received a higher-than-anticipated response rate on their annual Partner Agency Satisfaction Survey, which resulted in a satisfaction rate that exceeded performance expectations (see the second outcome).

| Performance Measure | Total Program Performance Results | Total Program Performance Goals | Total Program Performance Goal Achieved |
|---|-----------------------------------|---------------------------------|---|
| Outputs | | | |
| Number of unduplicated Travis County client agencies provided with cost savings | 174 | 159 | 109% |
| Number of meal equivalents provided in Travis County | 4,895,232 | 5,768,230 | 85% |
| Pounds of donated food provided to Travis County | 6,363,802 | 7,500,000 | 85% |
| Outcomes | | | |
| Number of dollars saved by Travis County agencies | \$10,118,445 | \$11,925,000 | 85% |
| Percent of unduplicated partner agencies satisfied (no complaints on satisfaction survey) | 96% (179/186) | 90% (126/140) | 107% |

Capital Area Rural Transportation System (CARTS)

Public Transportation Rural Travis County

Program Description

The Capital Area Rural Transportation System (CARTS) provides public transportation services to residents who live in rural Travis County outside of the Capital Metro service area. CARTS also serves residents in eight other rural counties in Central Texas. A variety of public transportation services are provided: General Public Dial-A-Ride services schedule rides as needed according to the published schedule. Reduced fares are available to adults over 60 years of age and people with disabilities. Veterans traveling to any VA clinic or hospital are not charged a fare for the trip. The Senior Nutrition Program transports seniors to and from nutrition sites for meals and special programs. Transportation is also available for residents receiving services from Austin/Travis County Integral Care.

Funding

The total TCHHS/VS investment in the CARTS program from October 1, 2010 to September 30, 2011 was \$130,755 through an interlocal agreement.

Eligibility Criteria

No specific eligibility criteria are required to receive services. Transportation is provided to the public according to the Travis County schedule and depending on availability.

Client Demographics and Client Zip Codes

Client demographic data and client zip code data are unavailable.

Performance Goals and Results

Performance data were unavailable at the time of this report's publication. Performance data will be available for the 2012 contract year.

Caritas of Austin

Basic Needs—Community Support Program and Community Kitchen

Program Description

Caritas of Austin's basic needs programs assist low-income residents with basic needs. The Community Support Program (CSP) provides low-income people and their families with one-time rent or utility assistance. The goal of CSP is to maintain housing stability. The Community Kitchen provides lunch to anyone who is hungry and offers respite from the heat or inclement weather. The lunch consists of a bowl of soup, a sandwich, milk when available, and dessert.

Funding

The total TCHHS/VS investment in the Basic Needs—Community Support Program and Community Kitchen programs for 2011 was \$127,980. This investment comprised 18.3% 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 through CSP, a client must meet three eligibility requirements: reside in Austin and/or Travis County, have a household income at or below 150% of Federal Poverty Income Guideline level, and experience a documented financial emergency/crisis within the past 60 days. The Caritas Community Kitchen serves a nutritious meal to anyone who is hungry.

Client Demographics

Over three-quarters of clients served in the Basic Needs program were female. The 25 to 39 and the 40 to 59 age groups each comprised 41% of the client population. Close to one-third (31%) of clients were Hispanic or Latino and 43% of clients were Black or African American. Half of this program's clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

| Gender | | | Age | | |
|--------------|------------|-------------|--------------|------------|-------------|
| | Num. | Pct. | | Num. | Pct. |
| Female | 610 | 76% | 18 to 24 | 83 | 10% |
| Male | 191 | 24% | 25 to 39 | 327 | 41% |
| <i>Total</i> | <i>801</i> | <i>100%</i> | 40 to 59 | 325 | 41% |
| | | | 60 to 74 | 60 | 7% |
| | | | 75 and over | 6 | 1% |
| | | | <i>Total</i> | <i>801</i> | <i>100%</i> |

| Ethnicity | | |
|------------------------|------------|-------------|
| | Num. | Pct. |
| Hispanic or Latino | 251 | 31% |
| Not Hispanic or Latino | 532 | 66% |
| Unknown | 18 | 2% |
| <i>Total</i> | <i>801</i> | <i>100%</i> |

| Race | | |
|---|------------|-------------|
| <i>Population of one race:</i> | | |
| | Num. | Pct. |
| American Indian or Alaska Native | 9 | 1% |
| Asian | 1 | 0.1% |
| Black or African American | 345 | 43% |
| Native Hawaiian or Other Pacific Islander | 2 | 0.2% |
| White | 241 | 30% |
| Some other race | 34 | 4% |
| <i>Population of two races:</i> | | |
| American Indian or Alaska Native and White | 14 | 2% |
| Black or African American and White | 8 | 1% |
| Black or African American and American Indian or Alaska Native | 13 | 2% |
| All other two race combinations | 8 | 1% |
| <i>Other and Unknown:</i> | | |
| Other | 118 | 15% |
| Unknown | 8 | 1% |
| <i>Total</i> | <i>801</i> | <i>100%</i> |

| Income | | |
|--------------|------------|-------------|
| | Num. | Pct. |
| <50% of FPIG | 404 | 50% |
| 50% to 100% | 263 | 33% |
| 101% to 150% | 100 | 12% |
| 151% to 200% | 15 | 2% |
| >200% | 6 | 1% |
| Unknown | 13 | 2% |
| <i>Total</i> | <i>801</i> | <i>100%</i> |

Note: Percentages may not total to 100% due to rounding.

Client Zip Codes

Basic Needs clients predominately resided in eastern areas of Travis County. One-quarter of clients lived in the Southeast area, closely followed by the Northeast (21%) and East (20%) areas of the county. (See Appendix F for zip code classification map.)

| Northeast | | | Northwest | | | North | | |
|------------------------|------------|--------------|------------------------|-----------|--------------|----------------------|------------|--------------|
| | Num. | Pct. | | Num. | Pct. | | Num. | Pct. |
| 78621 | 4 | 0.5% | 78641 | 3 | 0.4% | 78727 | 16 | 2.0% |
| 78653 | 10 | 1.2% | 78669 | 1 | 0.1% | 78728 | 24 | 3.0% |
| 78660 | 27 | 3.4% | 78731 | 5 | 0.6% | 78729 | 8 | 1.0% |
| 78752 | 29 | 3.6% | 78734 | 1 | 0.1% | 78757 | 10 | 1.2% |
| 78753 | 83 | 10.4% | 78750 | 1 | 0.1% | 78758 | 63 | 7.9% |
| 78754 | 12 | 1.5% | <i>Total Northwest</i> | <i>11</i> | <i>1.4%</i> | 78759 | 19 | 2.4% |
| <i>Total Northeast</i> | <i>165</i> | <i>20.6%</i> | | | | <i>Total North</i> | <i>140</i> | <i>17.5%</i> |
| Southeast | | | Southwest | | | East | | |
| | Num. | Pct. | | Num. | Pct. | | Num. | Pct. |
| 78617 | 14 | 1.7% | 78704 | 17 | 2.1% | 78702 | 24 | 3.0% |
| 78741 | 97 | 12.1% | 78735 | 4 | 0.5% | 78721 | 22 | 2.7% |
| 78742 | 16 | 2.0% | 78736 | 1 | 0.1% | 78722 | 4 | 0.5% |
| 78744 | 72 | 9.0% | 78745 | 38 | 4.7% | 78723 | 63 | 7.9% |
| 78747 | 4 | 0.5% | 78748 | 28 | 3.5% | 78724 | 39 | 4.9% |
| <i>Total Southeast</i> | <i>203</i> | <i>25.3%</i> | 78749 | 7 | 0.9% | 78725 | 9 | 1.1% |
| | | | <i>Total Southwest</i> | <i>95</i> | <i>11.9%</i> | <i>Total East</i> | <i>161</i> | <i>20.1%</i> |
| West | | | Others | | | Central | | |
| | Num. | Pct. | | Num. | Pct. | | Num. | Pct. |
| 78738 | 1 | 0.1% | Unknown | 3 | 0.4% | 78701 | 3 | 0.4% |
| 78746 | 2 | 0.2% | <i>Total Others</i> | <i>3</i> | <i>0.4%</i> | 78751 | 15 | 1.9% |
| <i>Total West</i> | <i>3</i> | <i>0.4%</i> | | | | 78756 | 2 | 0.2% |
| | | | | | | <i>Total Central</i> | <i>20</i> | <i>2.5%</i> |

Note: Percentages may not total to 100% due to rounding.

Performance Goals and Results

Caritas of Austin met all performance goals for 2011. Program staff members attributed the higher numbers of clients entering the Community Support Program to the fact that financial assistance through the Homelessness Prevention and Rapid Re-Housing Program (HPRP) ended (see the second output). The program also saw high levels of satisfaction in their annual Community Kitchen survey (see the second outcome).

| Performance Measure | Total Program Performance Results | Total Program Performance Goals | Total Program Performance Goal Achieved |
|---|-----------------------------------|---------------------------------|---|
| Outputs | | | |
| Number of unduplicated households provided basic needs services | 801 | 765 | 105% |
| Number of unduplicated households receiving rent or utility assistance | 666 | 550 | 121% |
| Number of hot meals served | 86,407 | 90,000 | 96% |
| Outcomes | | | |
| Percentage of unduplicated clients provided rent or utility assistance that remained in stable housing 30 days after receiving assistance | 94% (628/666) | 95% (523/550) | 99% |
| Percentage of unduplicated clients provided a meal, who were satisfied with the meal, as measured in an annual survey | 95% (209/221) | 85% (149/175) | 111% |

Meals on Wheels and More

Congregate Meals

Program Description

The Congregate Meals program provides high quality, nutritious meals to adults, age 60 or older, that meet one-third of the Recommended Dietary Allowances and the USDA's Dietary Guidelines for Americans. Meals on Wheels and More prepares and delivers prepackaged meals to individual sites for the noon day meal. The program works to help the congregate site participants maintain their highest level of cognitive and physical functioning by promoting good nutritional choices, while attending an inviting, active social setting. The program also provides periodic supplemental nutrition, health education and other community resource information to participants, including hosting five Healthy Aging Fairs, and offers a wide variety of activities such as jewelry-making and walking clubs.

Funding

The total TCHHS/VS investment in the Congregate Meals program for 2011 was \$81,981. This investment comprised 14.2% of the total program budget. TCHHS/VS also funds the Meals on Wheels program, which is described in the Supportive Services for Independent Living issue area section.

Eligibility Criteria

The Congregate Meals program is targeted to reach adults age 60 or older. Meal sites are located in diverse communities with low-income and more affluent individuals. Each congregate site reflects a unique population of individuals who live in the surrounding neighborhoods.

Client Demographics

More than half (60%) of clients served by the Congregate Meals program were female and 31% were male. Nearly half (48%) of clients were ages 60 to 74 and 39% were at least 75 years of age. Close to one-quarter (22%) of clients were Hispanic or Latino and almost half (47%) were White. The Congregate Meals program does not track specific income level information, as participants only note if their income is low (Yes or No). A majority (62%) of participants indicated that their incomes were low.

| Gender | | | Age | | |
|--------------|--------------|-------------|--------------|--------------|-------------|
| | Num. | Pct. | | Num. | Pct. |
| Female | 925 | 60% | Under 5 | 1 | 0.1% |
| Male | 478 | 31% | 18 to 24 | 1 | 0.1% |
| Unknown | 129 | 8% | 25 to 39 | 3 | 0.2% |
| <i>Total</i> | <i>1,532</i> | <i>100%</i> | 40 to 59 | 50 | 3% |
| | | | 60 to 74 | 732 | 48% |
| | | | 75 and over | 605 | 39% |
| | | | Unknown | 140 | 9% |
| | | | <i>Total</i> | <i>1,532</i> | <i>100%</i> |

| Ethnicity | | | Income | | |
|------------------------|--------------|-------------|----------------|--------------|-------------|
| | Num. | Pct. | | Num. | Pct. |
| Hispanic or Latino | 332 | 22% | Not Applicable | 1,532 | 100% |
| Not Hispanic or Latino | 500 | 33% | <i>Total</i> | <i>1,532</i> | <i>100%</i> |
| Unknown | 700 | 46% | | | |
| <i>Total</i> | <i>1,532</i> | <i>100%</i> | | | |

| Race | | |
|---|--------------|-------------|
| <i>Population of one race:</i> | | |
| American Indian or Alaska Native | 8 | 1% |
| Asian | 23 | 2% |
| Black or African American | 210 | 14% |
| Native Hawaiian or Other Pacific Islander | 6 | 0.4% |
| White | 718 | 47% |
| Some other race | 14 | 1% |
| <i>Other and Unknown:</i> | | |
| Unknown | 553 | 36% |
| <i>Total</i> | <i>1,532</i> | <i>100%</i> |

Note: Percentages may not total to 100% due to rounding.

Performance Goals and Results

The Congregate Meals program exceeded expectations on all but one performance measure. Program staff reported that on April 1, 2011, Meals on Wheels and More began operating and reporting on the client and meal numbers from seven additional City of Austin Congregate Sites, which impacted the number of clients served (see the first output) and the number of meals provided (see the second output). However, the senior nutrition consultant who routinely prepared nutrition education presentations had to cut back on scheduled visits, which impacted the third output measure.

Staff members noted that one meal site dominated in providing special activities/events, comprising 38% of the total number of special events planned at the five sites (see the fourth output). Finally, Healthy Aging Fairs continue to be extremely successful and 75% of all unique participants attended. Surveys were passed out earlier during the Fair this year, as opposed to waiting until the end, in order to capture the responses of more participants as the presentations were taking place. This led to a significant increase in responses compared to the prior year (see the outcome measure).

| Performance Measure | Total Program Performance Results | Total Program Performance Goals | Total Program Performance Goal Achieved |
|---|-----------------------------------|---------------------------------|---|
| Outputs | | | |
| Number of unduplicated clients served | 1,532 | 375 | 409% |
| Number of meals provided | 71,388 | 20,000 | 357% |
| Number of nutrition presentations, including the Healthy Aging Fairs for the congregate sites | 16 | 24 | 67% |
| Number of special activities/events | 117 | 100 | 117% |
| Outcomes | | | |
| Percentage of returned surveys from participants who reported that they would attend another Healthy Aging Fair in the future | 95% (104/109) | 92% (72/78) | 103% |