

Housing Continuum

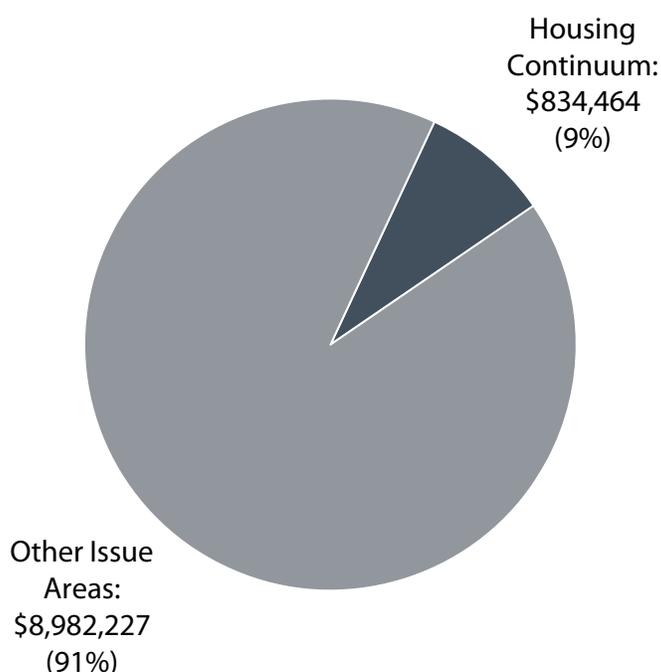
GOALS AND SERVICES

Programs and services within this issue area 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. Some examples of services provided by programs within this issue 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

- Austin Children's Shelter
- Austin Tenants' Council
- Blackland Community Development Corporation
- Caritas of Austin: Best Single Source
- Foundation for the Homeless, Inc.
- Green Doors: Supportive Housing Program
- Green Doors: Veterans Transitional Rental Assistance Program
- LifeWorks: Housing
- SafePlace
- The Salvation Army

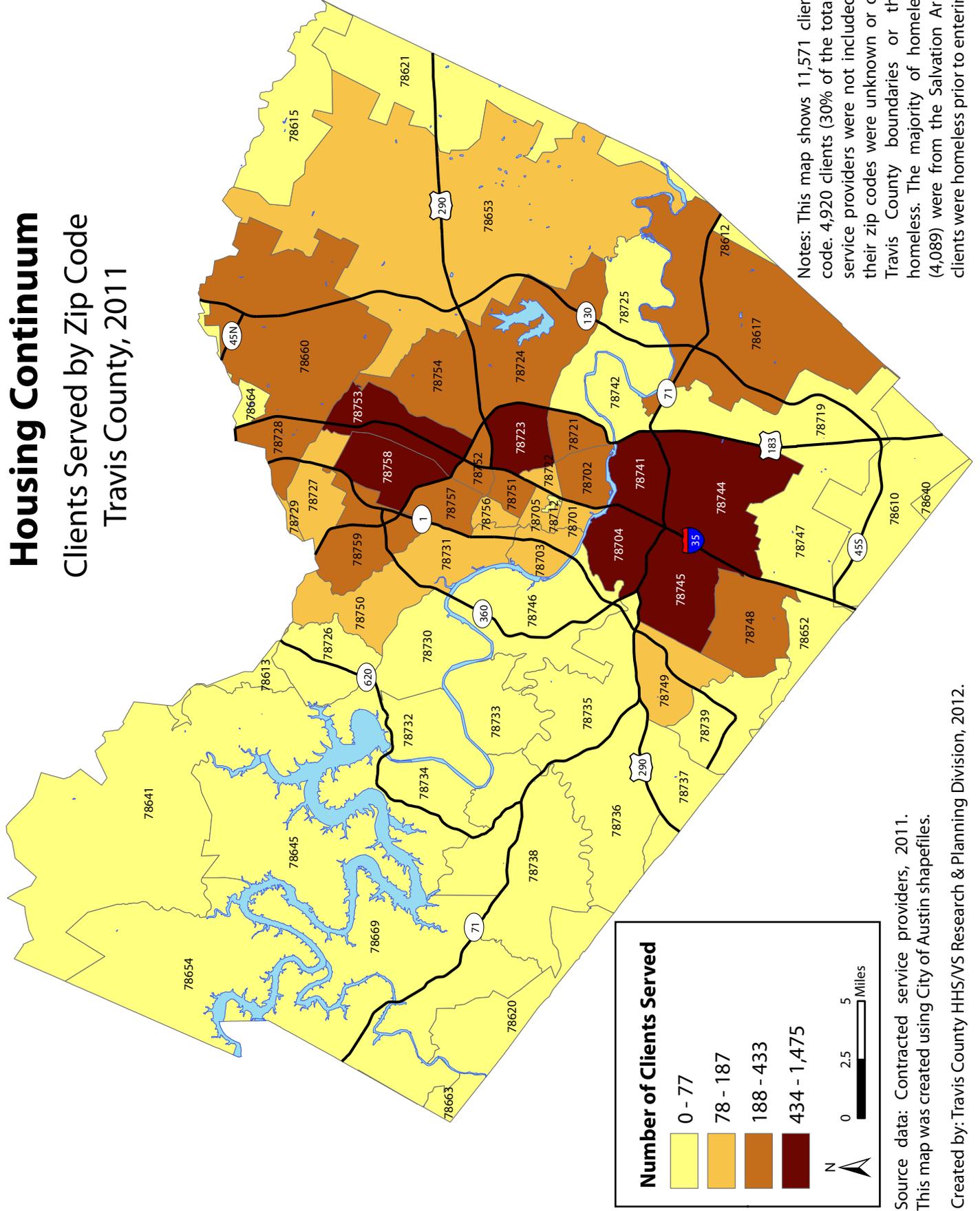
INVESTMENT IN HOUSING CONTINUUM AND OTHER ISSUE AREAS, 2011



Housing Continuum

Clients Served by Zip Code

Travis County, 2011



Number of Clients Served

- 0 - 77
- 78 - 187
- 188 - 433
- 434 - 1,475

N

0 2.5 5 Miles

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.

Notes: This map shows 11,571 clients by zip code. 4,920 clients (30% 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. The majority of homeless clients (4,089) were from the Salvation Army, as all clients were homeless prior to entering shelter.

Austin Children's Shelter

Emergency Shelter and Assessment

Program Description

Austin Children's Shelter (ACS) provides emergency shelter, assessment services, high quality care, and hope for the future to children and youth who have been abused and neglected. ACS strives to stabilize children after the trauma of initial separation from familiar caregivers, to assess and meet each child's needs during his/her stay at the shelter, and then prepare the child for transition to his/her next residence. Caregiver staff supervise children 24 hours a day, train children in activities of daily living, and function in the role of parents. Caregiver activities include teaching children essential skills in personal communication and relationship building, conflict resolution, and problem solving; transporting children to school and appointments; distributing clothing, personal care items, and school supplies; and providing information essential to the development of individualized service plans.

Funding

The total TCHHS/VS investment in the Emergency Shelter and Assessment program for 2011 was \$49,203. This investment comprised 1.4% of the total program budget.

Eligibility Criteria

ACS provides emergency shelter and assessment services to children aged birth through 18 who have been removed from their families due to life-threatening abuse and neglect. All of the children have no protective caregiver. Children from the entire state may be accepted into the shelter; however, preference is given to children from Travis County. Eligibility is not based on income level.

Client Demographics

Over half (59%) of children and youth served by the Emergency Shelter and Assessment program were female and 41% were male. More than one-third (37%) of children and youth were between the ages of 15 and 17 while 30% were 10 to 14 years of age. Slightly more than half (51%) of children and youth were Hispanic or Latino and nearly three-quarters (73%) were White. All clients are children, youth, and young adults and therefore do not report any income.

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	136	59%	Under 5	49	21%
Male	96	41%	5 to 9	23	10%
<i>Total</i>	<i>232</i>	<i>100%</i>	10 to 14	70	30%
			15 to 17	85	37%
			18 to 24	5	2%
			<i>Total</i>	<i>232</i>	<i>100%</i>
Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	119	51%	Not Applicable	232	100%
Not Hispanic or Latino	113	49%	<i>Total</i>	<i>232</i>	<i>100%</i>
<i>Total</i>	<i>232</i>	<i>100%</i>			
Race					
Population of one race:					
Black or African American	51	22%			
White	170	73%			
Population of two races:					
Black or African American and White	10	4%			
All other two race combinations	1	0.4%			
<i>Total</i>	<i>232</i>	<i>100%</i>			

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

Client Zip Codes

Children and youth in this program were primarily located outside of Travis County (33%) or had unknown zip codes (38%) prior to entering the shelter. Program staff noted that Child Protective Services (CPS) caseworkers do not always provide or know the zip code or an address for clients. Of children and youth with known zip codes, 9% resided in the Northeast area of Travis County. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	1	0.4%	78613	2	0.9%	78727	2	0.9%
78660	5	2.2%	78641	1	0.4%	78758	3	1.3%
78664	7	3.0%	78645	2	0.9%	<i>Total North</i>	5	2.2%
78752	1	0.4%	<i>Total Northwest</i>	5	2.2%			
78753	6	2.6%						
78754	1	0.4%	Southwest			East		
<i>Total Northeast</i>	21	9.1%	78704	5	2.2%	78702	2	0.9%
			78745	4	1.7%	78721	2	0.9%
			78748	1	0.4%	78723	7	3.0%
			<i>Total Southwest</i>	10	4.3%	78724	2	0.9%
						<i>Total East</i>	13	5.6%
			Others			Central		
			Outside of Travis Co.	76	32.8%	78751	1	0.4%
			Unknown	87	37.5%	<i>Total Central</i>	1	0.4%
			<i>Total Others</i>	163	70.3%			
West								
78620	2	0.9%						
<i>Total West</i>	2	0.9%						

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

Performance Goals and Results

Austin Children's Shelter met or exceeded the targeted range of performance for all measures. Program staff explained that the average length of stay at the shelter has increased, leading to a greater number of days of supervised care (see the third output). Staff also reported that due to the longer length of stay, clients are reporting more stability and greater satisfaction (see the first and second outcomes). Finally, client transports (see the second output) remain high due to more frequent off-site activities, including enrichment and recreational activities, as the result of an initiative to group activities by gender and cottage.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	232	242	96%
Number of client transports	1,047	898	117%
Number of days of supervised care	12,092	9,738	124%
Outcomes			
Percentage of clients who showed improvement by case review with a score of 75% or better	95% (118/124)	85% (98/115)	112%
Percentage of clients who reported improvement on surveys with a score of 70% or more	78% (40/51)	80% (56/70)	98%

Austin Tenants' Council

Telephone Counseling and Mediation

Program Description

The goal of the Austin Tenants' 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 (MSA). The core service provided is Telephone Counseling. Clients who call for counseling are given approximately five minutes to discuss their rights and responsibilities as a tenant or landlord. Program staff provide information and referrals for increasing clients' knowledge about tenant-landlord law and improving their ability to resolve housing problems. The In-House Counseling program serves clients who want advice in person or have a housing problem that requires more time and support than can be offered through the Telephone Counseling program. The Emergency Mediation program works to resolve tenant-landlord disputes through mediation.

Funding

The total TCHHS/VS investment in the Telephone Counseling and Mediation program for 2011 was \$24,848. This investment comprised 37.8% of the total program budget.

Eligibility Criteria

The Telephone Counseling and Mediation program serves low-income tenants and landlords who reside in Travis County. Participants served by the Telephone Counseling program may have incomes that exceed 200% of the Federal Poverty Income Guideline (FPIG) level, due to the nature of the program's screening processes, although a majority are at or below the income limit. Participants in the In-House Counseling and the Emergency Mediation programs must have yearly incomes below 200% of FPIG.

Client Demographics

Two-thirds of clients served by the Telephone Counseling and Mediation program were female and one-third were male. Over one-third (37%) of clients were ages 40 to 59 and 34% were 25 to 39 years old. More than one-third (37%) of clients were Hispanic or Latino. Nearly three-quarters (73%) of clients were White and 24% were Black or African American. Close to one-third (32%) of clients had incomes between 50% and 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	5,613	67%	15 to 17	18	0.2%
Male	2,729	33%	18 to 24	959	11%
<i>Total</i>	<i>8,342</i>	<i>100%</i>	25 to 39	2,871	34%
			40 to 59	3,076	37%
			60 to 74	1,246	15%
			75 and over	172	2%
			<i>Total</i>	<i>8,342</i>	<i>100%</i>
Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	3,049	37%	<50% of FPIG	1,059	13%
Not Hispanic or Latino	5,293	63%	50% to 100%	2,654	32%
<i>Total</i>	<i>8,342</i>	<i>100%</i>	101% to 150%	1,892	23%
			151% to 200%	1,326	16%
			>200%	1,411	17%
			<i>Total</i>	<i>8,342</i>	<i>100%</i>
Race					
	Num.	Pct.			
<i>Population of one race:</i>					
American Indian or Alaska Native	27	0.3%			
Asian	116	1%			
Black or African American	1,963	24%			
Native Hawaiian or Other Pacific Islander	33	0.4%			
White	6,124	73%			
Some other race	27	0.3%			
<i>Population of two races:</i>					
American Indian or Alaska Native and White	21	0.3%			
Black or African American and White	31	0.4%			
<i>Total</i>	<i>8,342</i>	<i>100%</i>			

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

Client Zip Codes

Clients in this program were located throughout Travis County, with the Southeast (19%) and North (18%) areas having the greatest concentrations of clients. The Southwest (17%), Northeast (16%), and East (15%) areas of the county also had sizeable shares of the client population. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78615	4	0.05%	78641	42	0.5%	78727	140	1.7%
78621	17	0.2%	78645	20	0.2%	78728	199	2.4%
78653	57	0.7%	78654	8	0.1%	78729	134	1.6%
78660	240	2.9%	78669	9	0.1%	78757	149	1.8%
78752	254	3.0%	78726	69	0.8%	78758	629	7.5%
78753	585	7.0%	78730	14	0.2%	78759	239	2.9%
78754	144	1.7%	78731	135	1.6%	<i>Total North</i>	<i>1,490</i>	<i>17.9%</i>
<i>Total Northeast</i>	<i>1,301</i>	<i>15.6%</i>	78732	26	0.3%			
			78734	50	0.6%			
			78750	138	1.7%			
			<i>Total Northwest</i>	<i>511</i>	<i>6.1%</i>			
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	5	0.1%	78704	463	5.6%	78702	254	3.0%
78617	67	0.8%	78735	47	0.6%	78721	180	2.2%
78719	6	0.1%	78736	25	0.3%	78722	85	1.0%
78741	1,000	12.0%	78737	13	0.2%	78723	542	6.5%
78742	8	0.1%	78739	20	0.2%	78724	184	2.2%
78744	469	5.6%	78745	512	6.1%	78725	37	0.4%
78747	48	0.6%	78748	235	2.8%	<i>Total East</i>	<i>1,282</i>	<i>15.4%</i>
<i>Total Southeast</i>	<i>1,603</i>	<i>19.2%</i>	78749	94	1.1%			
			<i>Total Southwest</i>	<i>1,409</i>	<i>16.9%</i>			
						Central		
							Num.	Pct.
						78701	54	0.6%
						78705	178	2.1%
						78751	176	2.1%
						78756	79	0.9%
						<i>Total Central</i>	<i>487</i>	<i>5.8%</i>
West			Others					
	Num.	Pct.		Num.	Pct.			
78703	91	1.1%	Unknown	65	0.8%			
78733	23	0.3%	<i>Total Others</i>	<i>65</i>	<i>0.8%</i>			
78738	22	0.3%						
78746	58	0.7%						
<i>Total West</i>	<i>194</i>	<i>2.3%</i>						

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

Performance Goals and Results

The Telephone Counseling and Mediation program met or exceeded performance expectations across all measures. Program staff members reported that they are seeing a very high demand for both walk-in counseling and emergency mediations (see the second and third output measures). Staff attribute this demand to the economy and the ongoing increase in the Travis County population.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	8,342	8,000	104%
Number of clients provided tenant-landlord counseling by In-House Counseling services	286	110	260%
Number of clients provided Emergency Mediation services	163	110	148%
Outcomes			
Percentage of unduplicated clients/households that reported increased knowledge or skills in addressing their housing problems	98% (282/287)	90% (225/250)	109%
Percentage of clients/households for whom Emergency Mediation services resulted in an improved situation or condition	84% (134/160)	85% (93/110)	99%

Blackland Community Development Corporation

Blackland Transitional Housing

Program Description

Blackland Community Development Corporation (BCDC) works to empower homeless and near-homeless families to achieve greater self-sufficiency by providing them with twelve months of safe, affordable rental housing, intensive case management, and life skills education, which allows them time to focus on improving their life situation. The objectives are for the clients to exit services having secured affordable and stable housing and to have met most of their case management goals, including, but not limited to, maintaining steady employment, obtaining affordable and stable day care, maintaining sobriety, increasing parenting skills, improving their financial situation, improving problem-solving skills, and strengthening their social network.

Funding

The total TCHHS/VS investment in the Blackland Transitional Housing program for 2011 was \$9,301. This investment comprised 11.1% 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 levelⁱ, be employed and earn at least \$700 per month, and be willing to meet with a case manager once a week and attend weekly life skills classes. Those having committed crimes of a violent or sexually predatory nature are ineligible for services.

ⁱ Please see Appendix D for 2011 Austin Median Family Income guidelines.

Client Demographics

Over two-thirds (68%) of clients served by the Blackland Transitional Housing program were female and 32% were male. More than one-quarter (28%) of clients were 25 to 39 years old and 25% were children under five years of age. Nearly one-quarter (22%) of clients were Hispanic or Latino and 68% of clients were Black or African American. All 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	44	68%	Under 5	16	25%
Male	21	32%	5 to 9	10	15%
<i>Total</i>	<i>65</i>	<i>100%</i>	10 to 14	13	20%
			15 to 17	3	5%
			18 to 24	1	2%
Ethnicity			25 to 39	18	28%
Hispanic or Latino	14	22%	40 to 59	4	6%
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			Income		
<i>Population of one race:</i>			<50% of FPIG	65	100%
American Indian or Alaska Native	1	2%	<i>Total</i>	<i>65</i>	<i>100%</i>
Asian	2	3%			
Black or African American	44	68%			
White	15	23%			
<i>Population of two races:</i>					
Black or African American and White	3	5%			
<i>Total</i>	<i>65</i>	<i>100%</i>			

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

Client Zip Codes

Over half (55%) of clients in this program resided in the East area of Travis County and close to one-quarter (22%) of clients lived in the Northeast area. (See Appendix F for zip code classification map.)

Northeast			Southwest			East		
	Num.	Pct.						
78653	2	3.1%	78745	3	4.6%	78702	14	21.5%
78752	3	4.6%	<i>Total Southwest</i>	3	4.6%	78721	6	9.2%
78753	4	6.2%				78722	5	7.7%
78754	5	7.7%	Southeast			78723	11	16.9%
<i>Total Northeast</i>	14	21.5%	78617	3	4.6%	<i>Total East</i>	36	55.4%
			78741	2	3.1%			
			78744	2	3.1%			
			<i>Total Southeast</i>	7	10.8%			
North								
	Num.	Pct.						
78758	5	7.7%						
<i>Total North</i>	5	7.7%						

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

Performance Goals and Results

Blackland Community Development Corporation met or exceeded all performance expectations. Staff members noted that the program experienced very high turnover during the third and fourth quarters of 2011.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided case management	65	66	99%
Number of unduplicated clients provided transitional housing	65	66	99%
Outcomes			
Percentage of unduplicated clients (individual adults and children) who met at least 66% of their case management goals	74% (29/39)	65% (21/33)	117%
Percentage of unduplicated clients (individual adults and children) who obtained safe and stable housing as a result of receiving transitional housing and supportive services	92% (36/39)	65% (21/33)	145%

Caritas of Austin

Best Single Source

Program Description

Caritas of Austin is the fiscal and administrative agent for the Best Single Source (BSS) program. The Basic Needs Coalition of Central Texas (BNC) developed the BSS program, which represents a collaboration of ten area nonprofit service providers^j and has a primary purpose of establishing housing stability and preventing homelessness. Clients served by this program: (1) receive the amount of financial assistance they need to stabilize their housing and resolve their financial crisis, (2) receive help from only one organization, and (3) engage in longer-term (at least 3 months) case management services to help them build self-sufficiency skills. Each client is eligible for up to \$2,500 in direct assistance that can be used for rent, mortgage and utilities. The average assistance amount is approximately \$1,200 per client.

Funding

The total TCHHS/VS investment in the Best Single Source program for 2011 was \$262,500. This investment comprised 30.3% of the total program budget. TCHHS/VS also funds Caritas of Austin's Basic Needs—Community Support Program and Community Kitchen program, which is described in the Basic Needs issue area section.

Eligibility Criteria

This program serves clients living in Travis County with incomes at or below 200% of the Federal Poverty Income Guideline level. (Confirmation of violence victimization exempts clients from the income eligibility criterion.) Clients must be experiencing a financial crisis that puts their housing at-risk and must be at a point where three months of financial assistance and case management will be sufficient to stabilize their housing.

^j The participating agencies include: AIDS Services of Austin, Any Baby Can and More, Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace, and Wright House Wellness Center.

Client Demographics

Over two-thirds (70%) of clients served by the Best Single Source program were female and 28% were male. Clients with unknown gender include transgendered individuals and those identifying a gender of "Other." Clients were predominantly in the 40 to 59 (39%) and 25 to 39 (38%) age groups. Hispanic or Latino clients accounted for 41% of the client population. More than half (57%) of clients were White and 32% were Black or African American. Clients with incomes between 50% and 100% of the Federal Poverty Income Guideline (FPIG) level comprised 40% of clients, and 29% of clients had incomes below 50% of FPIG. Staff noted that the 101% to 150% of FPIG category also includes clients with incomes between 75% and 125% of FPIG. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	616	70%	Under 5	1	0.1%
Male	242	28%	15 to 17	1	0.1%
Unknown	17	2%	18 to 24	67	8%
<i>Total</i>	<i>875</i>	<i>100%</i>	25 to 39	332	38%
			40 to 59	342	39%
			60 to 74	86	10%
			75 and over	16	2%
			Unknown	30	3%
			<i>Total</i>	<i>875</i>	<i>100%</i>

Ethnicity		
	Num.	Pct.
Hispanic or Latino	357	41%
Not Hispanic or Latino	500	57%
Unknown	18	2%
<i>Total</i>	<i>875</i>	<i>100%</i>

Race		
	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	10	1%
Asian	3	0.3%
Black or African American	280	32%
Native Hawaiian or Other Pacific Islander	2	0.2%
White	497	57%
Some other race	3	0.3%
<i>Population of two races:</i>		
All other two race combinations	5	1%
<i>Other and Unknown:</i>		
Other	49	6%
Unknown	26	3%
<i>Total</i>	<i>875</i>	<i>100%</i>

Income		
	Num.	Pct.
<50% of FPIG	253	29%
50 to 100%	350	40%
101% to 150%	193	22%
151% to 200%	66	8%
>200%	3	0.3%
Unknown	10	1%
<i>Total</i>	<i>875</i>	<i>100%</i>

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

Client Zip Codes

One-quarter of clients served by Caritas of Austin resided in the Southeast area of Travis County. The East (23%) and Northeast (17%) areas of the county also comprised sizeable shares of the client population. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	1	0.1%	78641	1	0.1%	78727	8	0.9%
78653	3	0.3%	78726	1	0.1%	78728	15	1.7%
78660	18	2.1%	78731	1	0.1%	78729	3	0.3%
78664	2	0.2%	78734	1	0.1%	78757	13	1.5%
78752	34	3.9%	78750	3	0.3%	78758	61	7.0%
78753	70	8.0%	<i>Total Northwest</i>	7	0.8%	78759	8	0.9%
78754	16	1.8%				<i>Total North</i>	108	12.3%
<i>Total Northeast</i>	144	16.5%						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78617	16	1.8%	78704	36	4.1%	78702	62	7.1%
78719	2	0.2%	78735	6	0.7%	78721	29	3.3%
78741	114	13.0%	78739	11	1.3%	78722	3	0.3%
78742	1	0.1%	78745	39	4.5%	78723	72	8.2%
78744	75	8.6%	78748	24	2.7%	78724	27	3.1%
78747	7	0.8%	78749	6	0.7%	78725	4	0.5%
<i>Total Southeast</i>	215	24.6%	<i>Total Southwest</i>	122	13.9%	<i>Total East</i>	197	22.5%
West			Others			Central		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78703	1	0.1%	Outside of Travis Co.	10	1.1%	78701	24	2.7%
78746	1	0.1%	Unknown	30	3.4%	78705	2	0.2%
<i>Total West</i>	2	0.2%	<i>Total Others</i>	40	4.6%	78751	8	0.9%
						78756	6	0.7%
						<i>Total Central</i>	40	4.6%

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

Performance Goals and Results

The Best Single Source (BSS) program met the targeted range of expectations for all but one performance measure. Program staff attributed the larger number of clients provided basic needs services (see the first output) to increased reliance on the BSS program, possibly due to similar housing programs running out of assistance dollars. Staff also credit case managers' ability to keep clients housed with resources and financial assistance for the larger numbers of client completing the case management program (see the second output) and achieving equal or better housing stability (see the third output).

Program staff reported difficulty reaching clients one year after program exit, which negatively impacted the percentage of clients achieving housing stability one year ago who had no new requests for assistance (see the second outcome). Out of the 569 clients who achieved housing stability one year ago, 54 clients had no new requests for assistance, 70 clients reported a request for assistance, and 445 clients could not be contacted.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided basic needs services (includes those initiating three-month case management program who will not complete the program within the contract year)	875	548	160%
Number of unduplicated clients completing three-month case management program	470	373	126%
Number of unduplicated clients who completed three-month case management program and achieved equal or better housing/household stability	388	352	110%
Outcomes			
Percentage of unduplicated clients who completed three-month case management program and achieved equal or better housing/household stability	77% (388/504)	85% (352/414)	91%
Percentage of unduplicated clients who completed three-month case management program and achieved housing stability one year ago who had no new requests for rent/mortgage/utility assistance at participating providers during the following year	9% (54/569)	85% (351/413)	11%

Foundation for the Homeless, Inc.

Family Promise-Interfaith Hospitality Network

Program Description

Foundation for the Homeless' (FFH) Family Promise-Interfaith Hospitality Network (IHN) program provides shelter and supportive services to homeless families with children. The program keeps families together in their own room using congregational space, provides meals and companionship through congregational and community volunteers, and helps families maintain continuity of work, school, and day care while in shelter by providing van transportation. The Day Resource Center is also available to families and provides a space where they can meet with case managers; use computers, phones, and other office equipment; attend to laundry and other hygiene needs; and have a mid-day meal.

Funding

The total TCHHS/VS investment in the Family Promise-Interfaith Hospitality Network program for 2011 was \$13,310. This investment comprised 6.4% of the total program budget.

Eligibility Criteria

This program serves homeless one- and two-parent families and multi-generational families that have a least one child under the age of 18. FFH honors the McKinney-Vento educational definition of homelessness that includes families in "doubled-up" sleeping arrangements. Households must be earning less than 50% of the Austin Median Family Income level^k when they enter the program. The program does not require previous Travis County residency as a condition of receiving shelter services.

^k Please see Appendix D for 2011 Austin Median Family Income guidelines.

Client Demographics

This program served more females (61%) than males (39%). All ages were served, with the under five (21%) and 25 to 39 (20%) age groups having the largest concentrations of clients. Over one-quarter (26%) of clients were Hispanic or Latino. Half of the clients were Black or African American and 47% were White. A majority (81%) of 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	76	61%	Under 5	26	21%
Male	49	39%	5 to 9	20	16%
<i>Total</i>	<i>125</i>	<i>100%</i>	10 to 14	21	17%
			15 to 17	7	6%
			18 to 24	9	7%
Ethnicity			25 to 39	25	20%
Hispanic or Latino	33	26%	40 to 59	16	13%
Not Hispanic or Latino	92	74%	60 to 74	1	1%
<i>Total</i>	<i>125</i>	<i>100%</i>	<i>Total</i>	<i>125</i>	<i>100%</i>
Race			Income		
<i>Population of one race:</i>			<50% of FPIG	101	81%
Asian	2	2%	50% to 100%	19	15%
Black or African American	62	50%	101% to 150%	2	2%
White	59	47%	151% to 200%	3	2%
<i>Population of two races:</i>			<i>Total</i>	<i>125</i>	<i>100%</i>
Black or African American and White	2	2%			
<i>Total</i>	<i>125</i>	<i>100%</i>			

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

Client Zip Codes

A large percentage (40%) of clients were located outside of Travis County prior to entering the program. Of those clients residing in the county, close to one-quarter (22%) lived in the Northeast area. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	4	3.2%	78731	3	2.4%	78728	7	5.6%
78664	4	3.2%	78750	2	1.6%	<i>Total North</i>	7	5.6%
78752	3	2.4%	<i>Total Northwest</i>	5	4.0%	East		
78753	13	10.4%	Southwest			78702	6	4.8%
78754	4	3.2%	78704	7	5.6%	78721	3	2.4%
<i>Total Northeast</i>	28	22.4%	78745	2	1.6%	78724	2	1.6%
Southeast			78748	3	2.4%	<i>Total East</i>	11	8.8%
78744	10	8.0%	<i>Total Southwest</i>	12	9.6%	Central		
<i>Total Southeast</i>	10	8.0%	Others			78705	2	1.6%
			Outside of Travis Co.	50	40.0%	<i>Total Central</i>	2	1.6%
			<i>Total Others</i>	50	40.0%			

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

Performance Goals and Results

The IHN program met or exceeded performance expectations for all but two measures. Program staff reported that families stayed in sheltered housing for an increased amount of time, in part due to limited resources and case management workloads. Staff members also explained that some clients had an income established at program entry and were able to maintain that income during their shelter stay; however, these clients were not counted as having an improved income situation (see the third outcome). All households who enter the program receive a case manager and supportive services (see the fourth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	125	139	90%
Number of unduplicated households served	36	43	84%
Number of bed nights provided	9,192	9,275	99%
Number of meals served	28,068	27,375	103%
Outcomes			
Percentage of households that exited into safe and secure housing	86% (24/28)	70% (30/43)	123%
Percentage of individuals that exited into safe and secure housing	88% (78/89)	70% (97/139)	126%
Percentage of exited households that improved their income situation	61% (17/28)	70% (30/43)	87%
Percentage of exited households that received case management services	100% (28/28)	100% (43/43)	100%

Green Doors

Supportive Housing Program

Program Description

The Supportive Housing Program provides permanent supportive housing for homeless, single, head-of-household parents with either a mental or physical disability, and their children. Qualified social service agency partners provide case management, enabling residents to receive access to appropriate supportive services. The program provides each enrolled resident with a housing unit (cottage home); physical upkeep of the property, liability insurance, and all utilities for the unit; case management, with a minimum of one case manager visit per month; and access to Green Doors' food pantry services and clothing closet.

Funding

The total TCHHS/VS investment in the Supportive Housing Program for 2011 was \$12,978. This investment comprised 9.4% of the total program budget. TCHHS/VS also funds the Green Doors Veterans Transitional Rental Assistance Program, which is described in this section of the report.

Eligibility Criteria

The program's target population includes disabled head-of-household individuals and their young children. Green Doors also seeks to serve eligible homeless veteran families. Clients must meet the U.S. Department of Housing and Urban Development (HUD) definition of homeless,¹ have a documented mental or physical disability, and be a single parent with custody of his/her children. All clients must be willing to participate in case management that leads to greater self-reliance and self-sufficiency.

¹ The HUD definition of "homeless" includes: 1) an individual who 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.

Client Demographics

Two-thirds of clients in the Supportive Housing Program were women and 34% were men. Nearly half of those served were children under age five (24%) and ages five to nine (24%). Over half (52%) of clients were Hispanic or Latino and most (83%) were White. More than half (55%) of 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	19	66%	Under 5	7	24%
Male	10	34%	5 to 9	7	24%
<i>Total</i>	<i>29</i>	<i>100%</i>	10 to 14	5	17%
			15 to 17	1	3%
Ethnicity			25 to 39	5	17%
Hispanic or Latino	15	52%	40 to 59	3	10%
Not Hispanic or Latino	14	48%	60 to 74	1	3%
<i>Total</i>	<i>29</i>	<i>100%</i>	<i>Total</i>	<i>29</i>	<i>100%</i>
Race			Income		
<i>Population of one race:</i>			<50% of FPIG	16	55%
Black or African American	2	7%	50% to 100%	9	31%
White	24	83%	101% to 150%	4	14%
<i>Population of two races:</i>			<i>Total</i>	<i>29</i>	<i>100%</i>
Black or African American and White	3	10%			
<i>Total</i>	<i>29</i>	<i>100%</i>			

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

Client Zip Codes

Clients in this program are provided permanent supportive housing, which is located in a single housing development in the East area of Travis County. (See Appendix F for zip code classification map.)

East

78702	29	100.0%
<i>Total East</i>	<i>29</i>	<i>100.0%</i>

Performance Goals and Results

Green Doors exceeded expectations for every performance measure. Program staff members explained that the households they served had larger family sizes, which led to increased performance results.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	29	18	161%
Number of unduplicated clients who access provided support services	29	18	161%
Outcomes			
Percentage of unduplicated clients who obtained and/or remained in safe and stable housing	93% (27/29)	83% (15/18)	112%

Green Doors

Veterans Transitional Rental Assistance Program

Program Description

The Veterans Transitional Rental Assistance (VRA) Program provides transitional housing and access to supportive services for homeless veterans and veterans at risk of homelessness. The principal objectives of the VRA Program are to help program participants: 1) secure a permanent source of affordable housing on or before the expiration of their rental assistance and 2) become more self-sufficient through targeted supportive services. The program provides participants with rental subsidies, security and utility deposit assistance, and access to supportive services, such as food pantry, a clothing closet, and case management, for up to 36 months.

Funding

The total TCHHS/VS investment in the VRA program for 2011 was \$38,934. This investment comprised 19.5% of the total program budget. TCHHS/VS also funds the Green Doors Supportive Housing Program, which is described in this section of the report.

Eligibility Criteria

This program serves individual veterans and veteran families who are homeless or at risk of homelessness. Clients must be residents of the City of Austin and at least 18 years of age. Clients must also be honorably discharged from the U.S. military or National Guard, participate in an approved self-sufficiency program that emphasizes the acquisition of permanent affordable housing, maintain principal residency in the rental unit (located in Travis County) for which the subsidy is being provided, and be an income-eligible household.

Client Demographics

Over three-quarters (77%) of clients served by Green Doors were male and 23% were female. The majority (82%) of clients were in the 40 to 59 age group and 9% of clients were Hispanic or Latino. More than half (55%) of clients were Black or African American and the remainder (45%) were White. Over half (55%) of clients had incomes between 50% and 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	5	23%	Under 5	1	5%
Male	17	77%	10 to 14	1	5%
<i>Total</i>	<i>22</i>	<i>100%</i>	40 to 59	18	82%
			60 to 74	2	9%
			<i>Total</i>	<i>22</i>	<i>100%</i>

Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	2	9%	<50% of FPIG	4	18%
Not Hispanic or Latino	20	91%	50% to 100%	12	55%
<i>Total</i>	<i>22</i>	<i>100%</i>	101% to 150%	2	9%
			151% to 200%	1	5%
			>200%	3	14%
			<i>Total</i>	<i>22</i>	<i>100%</i>

Race		
	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	12	55%
White	10	45%
<i>Total</i>	<i>22</i>	<i>100%</i>

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

Client Zip Codes

Half of the clients in the Veterans Transitional Rental Assistance Program resided in the East area of Travis County. The Northeast and Southwest areas each comprised 18% of the client population while 14% of clients lived in the Southeast area. (See Appendix F for zip code classification map.)

Northeast			Southwest			East		
	Num.	Pct.						
78753	4	18.2%	78704	3	13.6%	78723	11	50.0%
<i>Total Northeast</i>	4	18.2%	78745	1	4.5%	<i>Total East</i>	11	50.0%
			<i>Total Southwest</i>	4	18.2%			
Southeast								
78741	3	13.6%						
<i>Total Southeast</i>	3	13.6%						

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

Performance Goals and Results

Green Doors met the targeted range of performance for all measures. Program staff reported that higher-than-anticipated occupancy led to a greater number of bed nights provided (see the third output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	22	24	92%
Number of unduplicated clients who obtained and remained or transitioned into safe and stable housing	21	17	124%
Number of unduplicated bed nights provided	5,236	4,272	123%
Outcomes			
Percentage of unduplicated clients who obtained and remained (at Green Doors) or transitioned (exited) into safe and stable housing	95% (21/22)	71% (17/24)	135%

LifeWorks

Housing

Program Description

The LifeWorks Housing program provides immediate access to emergency shelter 24 hours a day, 7 days a week; reunites 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. Services provided by the Housing program include:

- Emergency Shelter: up to 90 days of shelter for homeless, abandoned, runaway, and abused youth age 19 or younger and their children
- Young Moms and Babies Shelter: shelter for pregnant or parenting youth for as long as needed to prepare for independent living
- Transitional Living Program: up to 18 months of transitional housing for homeless youth 16 to 23 years of age
- Street Outreach Service: case management services for runaway, homeless, and at-risk street dependent youth 10 to 23 years of age
- Supportive Housing: semi-supervised apartment living for formerly homeless youth and their families

All programs include access to supportive services, such as case management, counseling, and basic needs.

Funding

The total TCHHS/VS investment in the Housing program for 2011 was \$140,107. This investment comprised 3.9% of the total program budget. TCHHS/VS also funds three additional programs at LifeWorks: the Youth Development program, which is described in the Child and Youth Development issue area section; the ABE - ESL program, which is described in the Education 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 homelessness, runaway, abandoned, and abused youth, and youth at-risk of imminent homelessness. Although the primary issue is homelessness, the target population includes youth who have experienced violence or abuse, substance abusers, youth involved with the criminal justice system, economically disadvantaged youth, pregnant and parenting teens, youth with physical or mental health problems, and youth who engage in survival sex.

Client Demographics

Over half (60%) of the clients served in the Housing program were female and 40% were male. Nearly half (49%) were between the ages of 18 and 24 and 41% were age 15 to 17. Hispanic or Latino clients comprised 41% of the client population. More than half (60%) of clients were White and over one-third (35%) were Black or African American. Most (94%) 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	195	60%	Under 5	25	8%
Male	130	40%	5 to 9	2	1%
Unknown	1	0.3%	10 to 14	5	2%
<i>Total</i>	<i>326</i>	<i>100%</i>	15 to 17	133	41%
			18 to 24	161	49%
			<i>Total</i>	<i>326</i>	<i>100%</i>

Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	133	41%	<50% of FPIG	305	94%
Not Hispanic or Latino	192	59%	50% to 100%	4	1%
Unknown	1	0.3%	101% to 150%	1	0.3%
<i>Total</i>	<i>326</i>	<i>100%</i>	Unknown	16	5%
			<i>Total</i>	<i>326</i>	<i>100%</i>

Race		
<i>Population of one race:</i>		
American Indian or Alaska Native	3	1%
Asian	2	1%
Black or African American	113	35%
Native Hawaiian or Other Pacific Islander	1	0.3%
White	197	60%
Some other race	3	1%
<i>Population of two races:</i>		
Black or African American and White	3	1%
<i>Other and Unknown:</i>		
Other	4	1%
<i>Total</i>	<i>326</i>	<i>100%</i>

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

Client Zip Codes

Nearly one-third (30%) of clients were homeless at entry into the program. The Southwest (18%) and Southeast (13%) areas of Travis County also had sizeable shares of clients. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	1	0.3%	78613	2	0.6%	78727	2	0.6%
78653	2	0.6%	78641	6	1.8%	78728	1	0.3%
78660	7	2.1%	78731	1	0.3%	78758	3	0.9%
78752	3	0.9%	<i>Total Northwest</i>	9	2.8%	78759	2	0.6%
78753	9	2.8%			<i>Total North</i>	8	2.5%	
<i>Total Northeast</i>	22	6.7%						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	1	0.3%	78652	1	0.3%	78702	3	0.9%
78617	5	1.5%	78704	44	13.5%	78721	5	1.5%
78640	1	0.3%	78735	1	0.3%	78723	6	1.8%
78719	3	0.9%	78736	1	0.3%	78724	8	2.5%
78741	7	2.1%	78745	8	2.5%	78725	1	0.3%
78744	24	7.4%	78748	3	0.9%	<i>Total East</i>	23	7.1%
78747	1	0.3%	78749	2	0.6%			
<i>Total Southeast</i>	42	12.9%	<i>Total Southwest</i>	60	18.4%			
Others			Central					
	Num.	Pct.		Num.	Pct.			
Homeless	97	29.8%	78701	1	0.3%			
Outside of Travis Co.	33	10.1%	78751	31	9.5%			
<i>Total Others</i>	130	39.9%	<i>Total Central</i>	32	9.8%			

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

Performance Goals and Results

The Housing program had mixed performance results in 2011, falling slightly below expectations on three measures and meeting or exceeding targets on the remainder. Program staff explained that the number of youth provided emergency shelter (see the first output) was under target because the population is slowing changing to more older youth. These youth (18 years of age and older) no longer have family supports and must stay in shelter longer before transitioning to adult living, compared to a youth under the age of 18 who may return home or be admitted into the foster care system. The program saw more clients in transitional living (see the second output) due to the number of clients carried over from the past year. Fewer-than-expected numbers of clients were provided Street Outreach case management (see the fourth output). Although the program offers case management services to any Street Outreach client, fewer clients met the minimum criteria for case management and there were more clients who did not want to adhere to the requirements of being in case management (such as meeting once a week, developing weekly goals, monitoring progress and follow-up).

Because youth are staying longer in supportive housing, staff noted that they had adequate time to move youth to their own stable housing (see the third outcome). The percentage of street youth accessing safe housing (see the fourth outcome) was low due to ongoing mental health and substance abuse issues associated with Street Outreach clients. Several clients also had felonies or bad credit, which made it more difficult to access housing options in the community. Finally, parenting youth stayed longer in the transition program, due to the economy and rising rents, which led to greater success in their educational/employment status (see the fifth outcome) and increased parenting skills or knowledge (see the sixth outcome). The addition of resources from the United Way and a full-time AmeriCorps volunteer also helped the program provide a stronger curriculum and additional classes, contributing to the success of its participants.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided Emergency Shelter	209	248	84%
Number of unduplicated clients provided Transitional Living Services (TLS)	52	46	113%
Number of unduplicated clients provided Supportive Housing (SHP)	31	30	103%
Number of unduplicated clients provided Street Outreach case management services	34	40	85%
Number of days of shelter provided at Emergency Shelter	10,547	10,512	100%
Number of days of shelter provided at Transitional Living	5,029	5,256	96%
Number of days of shelter provided at Supportive Housing	3,538	3,285	108%

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outcomes			
Percentage of unduplicated clients who exit Emergency Shelter and move into safe and stable housing	84% (147/176)	85% (210/248)	99%
Percentage of unduplicated clients who exit TLS and move into safe and stable housing	85% (28/33)	85% (39/46)	100%
Percentage of unduplicated clients who exit SHP and move into safe and stable housing	100% (15/15)	85% (26/30)	118%
Percentage of unduplicated street youth who are receiving Street Outreach case management services and access safe housing	24% (8/34)	30% (12/40)	78%
Percentage of unduplicated clients in the Transition Program for Parenting Youth who increased their educational/employment status while in the program	100% (21/21)	85% (23/27)	117%
Percentage of unduplicated clients in the Transition Program for Parenting Youth who increased their parenting knowledge and skills while in the program	100% (21/21)	85% (23/27)	117%

SafePlace

Domestic Violence and Sexual Assault Services

Program Description

The Domestic Violence and Sexual Assault Services program strives to provide safety and healing services to people who have experienced rape, sexual abuse, and/or domestic violence. The program provides emergency shelter for women, men, and families leaving a domestic violence situation. While in shelter, residents receive services including safety planning, provision of basic needs, counseling, support groups, case management and advocacy, as well as structured and therapeutic services for children. The program also offers non-residential counseling for adult victims of sexual assault or domestic violence, including adults who were sexually abused as children. Services are confidential, free of charge, and include: individual, group, and family counseling; phone counseling; play and talk therapies; parental coaching; trauma symptom management; assessment and referral for psychiatric services; safety planning; and crisis intervention.

Funding

The total TCHHS/VS investment in the Domestic Violence and Sexual Assault Services program for 2011 was \$184,964. This investment comprised 8.7% of the total program budget.

Eligibility Criteria

This program serves women, children, and men who have experienced rape, sexual abuse, and/or domestic violence. Clients served are primarily from the City of Austin and Travis County. Eligibility is not based on income level.

Client Demographics

Most (82%) clients served by SafePlace were women and over one-third (38%) were between the ages of 25 and 39. Slightly more than half (51%) of clients were Hispanic or Latino and 75% of clients were White. SafePlace does not report client incomes.

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	1,961	82%	Under 5	276	12%
Male	422	18%	5 to 9	221	9%
Unknown	3	0.1%	10 to 14	152	6%
<i>Total</i>	<i>2,386</i>	<i>100%</i>	15 to 17	64	3%
			18 to 24	317	13%
			25 to 39	897	38%
			40 to 59	411	17%
			60 to 74	28	1%
			75 and over	20	1%
			<i>Total</i>	<i>2,386</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	1,227	51%			
Not Hispanic or Latino	1,159	49%			
<i>Total</i>	<i>2,386</i>	<i>100%</i>			
Race					
<i>Population of one race:</i>					
American Indian or Alaska Native	5	0.2%			
Asian	41	2%			
Black or African American	245	10%			
White	1,800	75%			
Some other race	137	6%			
<i>Population of two races:</i>					
All other two race combinations	142	6%			
<i>Other and Unknown:</i>					
Unknown	16	1%			
<i>Total</i>	<i>2,386</i>	<i>100%</i>			
			Income		
			Not Applicable	2,386	100%
			<i>Total</i>	<i>2,386</i>	<i>100%</i>

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

Performance Goals and Results

The Domestic Violence and Sexual Assault Services program met or exceeded the targeted range of performance for all measures. Program staff reported that they redesigned and added new support groups for adults, which increased both the number of clients served (see the first output) and the number of clients counseled (see the third output). Larger family sizes and increased length of stays in the shelter led to a greater number of bed nights provided (see the fourth output). Staff also noted that many clients qualified for safe and secure housing options, such as supportive housing and rapid re-housing, which contributed to higher numbers of clients leaving to a safe and secure location that did not include the batterer (see the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	2,386	1,793	133%
Number of unduplicated clients sheltered	812	850	96%
Number of unduplicated clients counseled	1,714	1,175	146%
Number of unduplicated bed nights provided	35,938	30,800	117%
Outcomes			
Percentage of unduplicated clients who exit shelter, complete an exit form, and report leaving to a safe and secure location that does not include the batterer	86% (574/668)	80% (680/850)	107%
Percentage of unduplicated counseling clients surveyed who indicate an increase in their understanding of the dynamics and effects of abuse and trauma	98% (246/250)	95% (237/250)	104%

The Salvation Army

Pathways and Partnerships

Program Description

The Salvation Army works to provide for the basic emergency needs of homeless and near homeless individuals and families and assist them in attaining self-sufficiency. Pathways and Partnerships offers access to emergency shelter and basic needs services, including meals, laundry and hygiene supplies, clothing, and bus passes. Case management assists each client in formulating a self-sufficiency plan and links them to supportive services, while employment services helps clients in conducting a self-directed job search and securing full-time, permanent employment.

Funding

The total TCHHS/VS investment in the Pathways and Partnerships program for 2011 was \$98,319. This investment comprised 2.4% of the total program budget.

Eligibility Criteria

This program serves homeless and low-income men, women, and children. Youth under 18 unaccompanied by a parent are referred to LifeWorks.

Client Demographics

Over two-thirds (68%) of clients served by The Salvation Army were male. More than one-third (39%) of clients were between the ages of 40 and 59 and 33% were in the 25 to 39 age group. Hispanic or Latino clients comprised 18% of the client population. Over half (57%) of clients were White and 37% were Black or African American. Most (98%) 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	1,293	32%	Under 5	138	3%
Male	2,796	68%	5 to 9	81	2%
<i>Total</i>	<i>4,089</i>	<i>100%</i>	10 to 14	26	1%
			15 to 17	5	0.1%
Ethnicity			18 to 24	270	7%
Hispanic or Latino	735	18%	25 to 39	1,358	33%
Not Hispanic or Latino	3,265	80%	40 to 59	1,602	39%
Unknown	89	2%	60 to 74	397	10%
<i>Total</i>	<i>4,089</i>	<i>100%</i>	Unknown	212	5%
			<i>Total</i>	<i>4,089</i>	<i>100%</i>
Race			Income		
<i>Population of one race:</i>			<50% of FPIG	3,987	98%
Asian	11	0.3%	50% to 100%	73	2%
Black or African American	1,516	37%	101% to 150%	25	1%
White	2,350	57%	151% to 200%	4	0.1%
Some other race	85	2%	<i>Total</i>	<i>4,089</i>	<i>100%</i>
<i>Other and Unknown:</i>					
Other	97	2%			
Unknown	30	1%			
<i>Total</i>	<i>4,089</i>	<i>100%</i>			

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

Client Zip Codes

All clients were homeless prior to entering The Salvation Army's shelter.

Others

Homeless	4,089	100.0%
<i>Total Others</i>	<i>4,089</i>	<i>100.0%</i>

Performance Goals and Results

The Salvation Army performed within the targeted range of expectations. Program staff members reported that the number of clients provided employment services (see the fifth output) continues to be high due to increased outreach to shelter residents and improved access to the computer lab. Increased coordination with long-term case management and other subsidized housing programs (such as Passages, Rapid ReHousing, and the Homelessness Prevention and Rapid Re-Housing Program) was credited with the success of case managed persons exiting shelter and moving into safe and stable housing (see the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided emergency shelter	4,089	3,800	108%
Number of bed nights provided	89,574	90,360	99%
Number of meal equivalents served	282,376	300,000	94%
Number of unduplicated clients provided case management	842	875	96%
Number of unduplicated clients provided employment services	597	400	149%
Outcomes			
Percentage of case managed persons who exit shelter and move into safe and stable housing	73% (583/795)	60% (483/805)	122%
Percentage of homeless adults participating in employment services who improve their employment status	75% (448/597)	75% (300/400)	100%