

# Behavioral Health

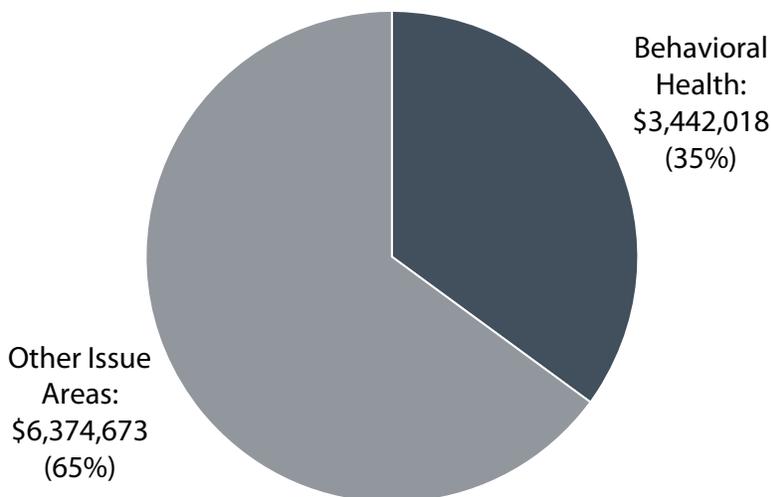
## GOALS AND SERVICES

Programs within this issue 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 issue area are mental health, psychiatric, marriage and family counseling; addiction treatment; and substance abuse services.

## CONTRACTED SERVICE PROVIDERS

- Austin Child Guidance Center
- Austin Travis County Integral Care: Main Mental Health Interlocal
- Austin Travis County Integral Care: Substance Abuse Managed Services Organization (MSO)
- Austin Travis County Integral Care: System of Care Managed Services Organization (MSO)
- Capital Area Counseling
- Communities in Schools of Central Texas
- LifeWorks: Counseling
- Out Youth
- Workers Assistance Program, Inc.
- Young Women's Christian Association (YWCA) of Greater Austin

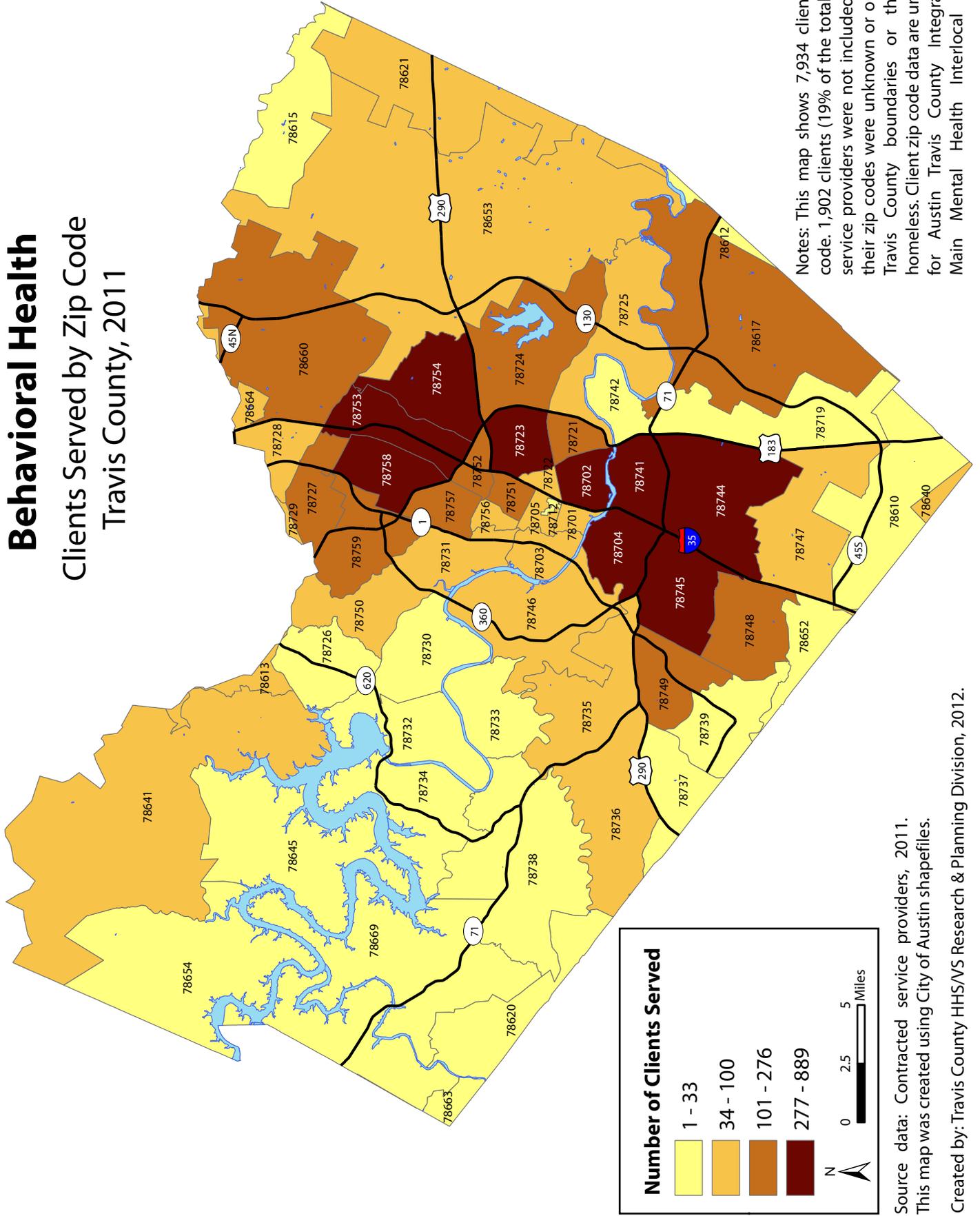
## INVESTMENT IN BEHAVIORAL HEALTH AND OTHER ISSUE AREAS, 2011



# Behavioral Health

## Clients Served by Zip Code

### Travis County, 2011



Notes: This map shows 7,934 clients by zip code. 1,902 clients (19% 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. Client zip code data are unavailable for Austin Travis County Integral Care's Main Mental Health Interlocal program.

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.

# Austin Child Guidance Center

## Children's Outpatient Mental Health & Evaluation Services

### Program Description

The goal of the Austin Child Guidance Center (ACGC) program is to improve the mental health of children, adolescents, and their families through intervention, diagnosis, and treatment to help them develop the social and emotional skills for successfully meeting life's challenges. Services include intake and referral; assessment and evaluation; individual, family, and group therapy; parent support and training; consultation and collaboration; and training of future mental health professionals. ACGC objectives are: 1) making available clinically indicated assessment, diagnostic and mental health treatment specializing in services to children and adolescents with mental, emotional, and/or behavioral programs; 2) engaging the family system and any other relevant systems to help improve and maintain positive mental, emotional and behavioral changes addressing the needs of the client/family and to build on their strengths; 3) providing a high standard of treatment services to all families, practicing inclusiveness and without regard for the ability to pay for services; and 4) serving as a training site for future mental health professionals.

### Funding

The total TCHHS/VS investment in the Children's Outpatient Mental Health & Evaluation Services program for 2011 was \$101,343. This investment comprised 5.9% of the total program budget.

### Eligibility Criteria

This program serves children and adolescents up to 17 years old, as well as their families, living in Travis County and who are experiencing mental, emotional, and/or behavioral problems. ACGC works with children and youth with a variety of symptoms, including but not limited to: attention deficit/hyperactivity disorder (AD/HD), conduct disorder, oppositional defiant disorder (ODD), school phobia and truancy, anxiety, depression, pervasive developmental disorder, suicidal ideation, eating disorders, juvenile crime, various risk-taking behaviors, child-parent relational problems, and physical and sexual abuse and trauma. The majority of families served are low-income or working poor. Funding from TCHHS/VS is specifically used to provide services for families with incomes at or below 200% of the Federal Poverty Income Guideline level.

## Client Demographics

Over one-third (36%) of clients served were female and 26% were male. In terms of clients with a known age, 11% were in the 40 to 59 age range and 9% were children under the age of five. Over one-quarter (28%) of clients were Hispanic or Latino; these clients are also classified as having a race of "Unknown," as some programs report ethnicity and not race. In terms of race, 14% were White and 10% were Black or African American. One-quarter of clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Program staff members noted that it is not always possible to get family member data and other demographics in some or all of their projects with no fee charged, especially off-site projects. Demographic information was not gathered for 1,807 community service contacts. Staff reported that they will continue working with projects to increase data collection.

<b>Gender</b>			<b>Age</b>		
	Num.	Pct.		Num.	Pct.
Female	1,567	36%	Under 5	404	9%
Male	1,126	26%	5 to 9	261	6%
Unknown	1,632	38%	10 to 14	202	5%
<i>Total</i>	<i>4,325</i>	<i>100%</i>	15 to 17	295	7%
			18 to 24	37	1%
			25 to 39	305	7%
			40 to 59	473	11%
			60 to 74	26	1%
			75 and over	3	0.1%
			Unknown	2,319	54%
			<i>Total</i>	<i>4,325</i>	<i>100%</i>
<b>Ethnicity</b>			<b>Income</b>		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	1,231	28%	<50% of FPIG	1,094	25%
Not Hispanic or Latino	1,086	25%	50% to 100%	252	6%
Unknown	2,008	46%	101% to 150%	136	3%
<i>Total</i>	<i>4,325</i>	<i>100%</i>	151% to 200%	78	2%
			>200%	293	7%
			Unknown	2,472	57%
			<i>Total</i>	<i>4,325</i>	<i>100%</i>
<b>Race</b>					
<i>Population of one race:</i>					
American Indian or Alaska Native	4	0.1%			
Asian	13	0.3%			
Black or African American	449	10%			
Native Hawaiian or Other Pacific Islander	6	0.1%			
White	592	14%			
<i>Other and Unknown:</i>					
Other	22	1%			
Unknown	3,239	75%			
<i>Total</i>	<i>4,325</i>	<i>100%</i>			

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



## Performance Goals and Results

Austin Child Guidance Center (ACGC) met the targeted range of performance expectations for all measures. Of note, the program was able to serve a larger number of clients than projected (see the first output). Staff reported that they had more interns providing services in the first half of the year, and a large number of clients were served in the third quarter due to consultations, workshops, and presentations provided.

The number of clients assessed for progress on treatment plan goals (see the first output) was high due to the large number of closures with the end of the ACCESS/Parenting with Love and Limits grant. ACGC provided a parent education group as part of this grant, which ended on August 31, 2011. Staff also explained that the new in-house youth group startup for the fall (anger management and social skills) had a high rate of success (see the second outcome) but as they were new, the numbers attending were lower than anticipated. There was also a shift in the juvenile justice services and fewer groups during that period; however, these services are increasing in 2012.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	4,325	3,250	133%
Number of clients provided professional counseling and specialized group services	1,763	1,950	90%
Number of client assessment/evaluation contacts	2,060	1,920	107%
Number of hours of services provided	27,388	26,000	105%
<b>Outcomes</b>			
Percentage of clients making progress on treatment plan goal(s)	88% (808/922)	85% (425/500)	103%
Percentage of clients receiving specialized group services and showing positive increases/changes (i.e. increased knowledge and/or improvement in skills or changes in stress/behaviors)	94% (339/361)	85% (425/500)	110%

# Austin Travis County Integral Care

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## Main Mental Health Interlocal

### Program Description

The Main Mental Health Interlocal provides mental health services through a number of programs: Infant-Parent Program–Early Childhood Intervention (ECI), Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven. Information on each program is provided in the following pages.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal for 2011 was \$1,411,054. TCHHS/VS also funds the Austin Travis County Integral Care's Substance Abuse Managed Services Organization and System of Care Managed Services Organization programs, which are also described in this section.

### Eligibility Criteria

Eligibility criteria vary by program. Please see the individual program pages for eligibility criteria information.

## Client Demographics

Over half (54%) of clients served by the Main Mental Health Interlocal were male and 46% were female. Close to one-quarter (22%) of clients were between 19 and 29 years of age. More than one-quarter (28%) of clients were Hispanic or Latino; these clients were also classified as "Some other race." Over one-third (39%) of clients were White and 27% were Black or African American. Three-quarters of clients had incomes below \$10,000.

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	7,488	46%	18 and under	3,274	20%
Male	8,759	54%	19 to 29	3,645	22%
<i>Total</i>	<i>16,247</i>	<i>100%</i>	30 to 39	3,197	20%
			40 to 49	3,087	19%
			50 and over	3,044	19%
			<i>Total</i>	<i>16,247</i>	<i>100%</i>

Ethnicity		
	Num.	Pct.
Hispanic or Latino	4,509	28%
Not Hispanic or Latino	11,291	69%
Unknown	447	3%
<i>Total</i>	<i>16,247</i>	<i>100%</i>

Race		
	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	68	0.4%
Asian	176	1%
Black or African American	4,309	27%
White	6,410	39%
Some other race	4,509	28%
<i>Other and Unknown:</i>		
Other	328	2%
Unknown	447	3%
<i>Total</i>	<i>16,247</i>	<i>100%</i>

Income		
	Num.	Pct.
<\$10,000	12,248	75%
\$10,000 to \$14,999	1,724	11%
\$15,000 to \$24,999	1,340	8%
\$25,000 to \$34,999	392	2%
>\$35,000	542	3%
Unknown	1	0.01%
<i>Total</i>	<i>16,247</i>	<i>100%</i>

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

# Austin Travis County Integral Care

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## Main Mental Health Interlocal: Infant-Parent Program - Early Childhood Intervention (ECI)

### Program Description

The Infant-Parent Program - Early Childhood Intervention (ECI) provides community-based services, including but not limited to: speech/language, occupational and physical therapies, developmental services, and service coordination. The program also offers comprehensive bilingual services as well as on-site hearing testing and the services of a pediatric audiologist.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

The target population is any family in Travis County who has a child, age birth to three, who is experiencing a delay in his/her growth or development, who is at risk for delay due to medical or environmental factors, or whose development is atypical. All children under the age of three who meet Early Childhood Intervention (ECI) guidelines are eligible for services.

## Performance Goals and Results

The Infant-Parent Program (IPP) exceeded all performance targets. Program staff reported that during 2011, funding for Early Childhood Intervention (ECI) services was reduced statewide by 15%. In addition, eligibility requirements were revised, requiring more severity in symptoms in order to qualify for services. The new eligibility requirement resulted in statewide drops in ECI enrollments. However, IPP was able to serve more consumers than originally projected (see the first output).

Consumer satisfaction increased from 2010 to 2011 by 10% (see the second outcome). Quality Management paired with the IPP program to distribute surveys once every three months, rather than once per year. The IPP program also equipped all staff with laptops during 2011, with the evaluation tool loaded on all machines. Staff believe that these changes assist therapists and ECI specialists with accuracy of data, clinical note entry and ease of reporting.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated consumers served	1,160	802	145%
<b>Outcomes</b>			
Percentage of children with developmental delays or developmental disabilities who make measurable progress in their development in:			
a) Cognition	99%	95%	104%
b) Receptive language	100%	95%	105%
c) Expressive language	100%	95%	105%
d) Gross motor skills	100%	95%	105%
e) Fine motor skills	100%	95%	105%
f) Self-help skills	97%	95%	102%
g) Social/Emotional	100%	95%	105%
h) Communication	97%	95%	102%
i) Physical/Motor	99%	95%	104%
Percentage of customers satisfied, as measured by the Mental Health Statistic Improvement Program (MHSIP) Consumer Survey for Children and Families	96%	90%	107%

# Austin Travis County Integral Care

## Main Mental Health Interlocal: Developmental Disabilities Service Coordination

### Program Description

The Developmental Disabilities Service Coordination program provides assistance in accessing medical, social, educational, and other appropriate services and supports that will help a client achieve quality of life and community participation acceptable to the individual/family as described in the person-directed service plan. Service coordination functions include: Assessment, Service planning and coordination, Monitoring, and Crisis prevention and management.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

The target population includes individuals with mental retardation, individuals with pervasive developmental disorder, individuals with a related condition who are eligible for Texas Department of Aging and Disabilities Service programs, nursing home residents eligible for specialized services, and children who are eligible for Early Childhood Intervention services. All Travis County residents meeting diagnostic eligibility criteria and who give written voluntary consent for services are eligible for services.

## Performance Goals and Results

The Developmental Disabilities Service Coordination program met or exceeded all performance goals. Integral Care received a reduction in General Revenue funds during 2011, and saw the elimination of the In-Home Family Support (IHFS) program. However, this program served relatively the same number of individuals as 2010 (see the first output). Although the elimination of the IHFS program reduced services for some consumers, the refinancing of the Texas Home Living (TxHML) program allowed Integral Care to place some of those consumers into TxHML or General Revenue to provide much-needed service coordination. Integral Care was able to enroll over 110 individuals into TxHML during 2011.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated consumers served	343	320	107%
<b>Outcomes</b>			
Percentage of individuals/families who receive linkage to services and supports identified in the person-directed plan	98%	98%	100%
Percentage of customers satisfied, as measured by the Developmental Disabilities (DD) Services Satisfaction Survey	94%	90%	104%

# Austin Travis County Integral Care

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## Main Mental Health Interlocal: Psychiatric and Counseling Services

### Program Description

The Psychiatric and Counseling Services program provides evaluation, medication maintenance, medication education, and individual and group counseling to adults in need of ongoing psychiatric services. Clients are seen every 90 days, at a minimum, for medication monitoring by their attending psychiatrist.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

The target population includes adults with diagnoses of schizophrenia, bipolar disorder, or clinically severe depression. Clients must be residents of the Austin/Travis County area, be able to engage in outpatient services, and provide written consent for evaluation and care unless involuntarily committed by the Court.

## Performance Goals and Results

The Psychiatric and Counseling Services (PCS) program exceeded both output goals but fell slightly short of expectations on one outcome measure. In the face of increased client numbers (see the first output), PCS did provide an increase in client hours of service (see the second output). There was a decrease in client satisfaction of 16% from 2010 to 2011. Staff explained that there was a significant drop in response rate (50%). The Quality Management department and PCS are working to increase the response rate for 2012. Integral Care additionally opened a second location in North Austin during the year to provide consumers in North Austin easier access to services.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated consumers served	7,788	4,500	173%
Number of consumer hours of service	71,487	37,500	191%
<b>Outcomes</b>			
Percentage of priority population clients stable and in the community	97%	97%	100%
Percentage of clients satisfied, as measured by the Mental Health Statistic Improvement Program (MHSIP) Consumer Survey	74%	90%	82%

# Austin Travis County Integral Care

## Main Mental Health Interlocal: Psychiatric Emergency Services (PES)

### Program Description

Psychiatric Emergency Services (PES) provides professional psychiatric services for individuals, their families, and/or their significant others, including: 24-hour crisis walk-in services, psychiatric screening and assessment, brief crisis intervention services, 24-hour information and referral to appropriate community services, on-site psychiatric and nursing services including evaluation and medication prescription, and transportation assistance to alternative sites or programs on a limited basis.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

The target population includes adults with diagnoses of schizophrenia, bipolar disorder or clinically severe depression and children with severe and persistent mental illness. All persons who request assessment and/or demonstrate need of psychiatric emergency services are eligible for services.

## Performance Goals and Results

The Psychiatric Emergency Services (PES) program met or exceeded the targeted range of performance for all measures. Although consumer satisfaction had a slight decrease of 4% from 2010 (see the third outcome), staff members reported that Quality Management and the PES team worked diligently to obtain a higher response rate during the past year. Integral Care collected twice as many surveys in 2011 compared to 2010.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated adult consumers served	6,920	4,000	173%
Number of unduplicated child consumers served	640	400	160%
<b>Outcomes</b>			
Youth and adult suicide rates among clients served within the last 48 hours	0%	<1%	Met Goal
Youth and adult suicide rates among clients served within the last 30 days	0%	<1%	Met Goal
Percentage of clients satisfied, as measured by the Client Satisfaction Questionnaire 8 (CSQ-8)	86%	90%	96%

# Austin Travis County Integral Care

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## Main Mental Health Interlocal: The Inn

### Program Description

The Inn is a 16-bed crisis respite program that provides a structured environment for persons in crisis or experiencing acute psychiatric distress. The Inn is designed to stabilize the immediate psychiatric crisis and link the client with continuity of care resources post-discharge. Supportive counseling, group socialization, skills training, medication maintenance, and coordination of care with primary treatment units are provided.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

Eligible clients are persons who meet the Texas Department of State Health Services Priority Population, including adults with diagnoses of schizophrenia, bipolar disorder or clinically severe depression and/or high risk for psychiatric decompensation.

## Performance Goals and Results

The Inn met or exceeded targets across all performance measures. The Inn had a slight decrease (6%) in consumers served from 2010 to 2011, and a 5% decrease in bed days. Staff reported that Integral Care experienced an outbreak of bed bugs during this past year which accounts for this decrease. Additionally, there was an 18% increase in consumer satisfaction. The Inn collected twice as many surveys during 2011 as they had in 2010.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated consumers served	664	400	166%
Number of bed days provided	5,580	4,000	140%
<b>Outcomes</b>			
Adult suicide rate among clients served within the last 48 hours	0.1%	<1%	Met Goal
Adult suicide rate among clients served within the last 30 days	0.1%	<1%	Met Goal
Percentage of clients satisfied, as measured by the Client Satisfaction Questionnaire 8 (CSQ-8)	88%	90%	98%

# Austin Travis County Integral Care

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## Main Mental Health Interlocal: Mobile Crisis Outreach Team (MCOT)

### Program Description

The Mobile Crisis Outreach Team (MCOT) serves residents of Travis County who are experiencing psychiatric crisis. MCOT is designed to respond swiftly and go out to the individual in the community. MCOT provides psychiatric assessments, crisis intervention services, brief follow-up and service linkage to adults and children/youth in non-clinical, community settings. MCOT screens and assesses for imminent risk and need for in-patient hospitalization.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

Eligible clients are residents of Travis County who are experiencing psychiatric crisis. The service particularly targets persons who meet the Texas Department of State Health Services Priority Population, including adults with diagnoses of schizophrenia, bipolar disorder or clinically severe depression and/or high risk for psychiatric decompensation.

## Performance Goals and Results

The Mobile Crisis Outreach Team (MCOT) program met all performance goals. Of note, the program served substantially larger numbers of adults (see the first output) and children (see the second output) than expected.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated adults served	1,022	200	511%
Number of unduplicated children served	103	30	343%
Number of Hotline calls referred to MCOT	503	300	168%
<b>Outcomes</b>			
Percentage of clients in psychiatric emergency seen within 1 hour of Psychiatric Emergency Services (PES) dispatch	95%	95%	100%
Percentage of clients referred to MCOT by Austin Police Department, Travis County Sheriff's Office, and other local law enforcement agencies and seen face-to-face by MCOT within 24 hours of referral	97%	95%	102%
Percentage of consumers stable and in the community within 48 hours of MCOT services	95%	75%	127%
Youth and adult suicide rate among PES consumers served within the last 30 days	0.01%	<1%	Met Goal
Percentage of consumers hospitalized within 30 days of initial MCOT services	11%	<15%	Met Goal
Percentage of clients satisfied, as measured by the Client Satisfaction Questionnaire 8 (CSQ-8)	86%	90%	96%

# Austin Travis County Integral Care

## Main Mental Health Interlocal: Child and Family Services

### Program Description

The Child and Family Services program provides individual and family counseling and skills training, psychiatric evaluations and medication maintenance, care coordination and intensive case management using the Wraparound approach, information and referral services, home-based intervention and school-based intervention.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

Outpatient services are available to children ages 3 through 17 with a diagnosis of mental illness who exhibit serious emotional, behavioral or mental disorders and who: 1) have a serious functional impairment; or 2) are at risk of disruption of a preferred living or child care environment due to psychiatric symptoms; or 3) are enrolled in a school system's special education program because of serious emotional disturbance.

## Performance Goals and Results

The Child and Family Services program met the targeted range of performance across all measures. Case management staff noted that they have seen an increase in severity in client/family presenting problems. Staff believe that the economic climate continues to unduly stress what coping resources are available to families in the community, which exacerbates the client's presentation.

Outpatient services staff reported that Integral Care opened a second location in North Austin during the year to provide consumers in North Austin easier access to services. Finally, staff in the Family Preservation Program (FPP) explained that in the past year, many referrals have been sent to FPP with more serious criminal involvement and drug abuse, prior to being sent to placement, and thus impacting program outcomes and performance measures. FPP is seeking to address these difficulties with increased training and supervision of staff, as well as fine-tuning the referral criteria for in-home FPP counseling services.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated consumers served (individual, group, and family services to ages 3-18)	1,922	1,093	176%
<b>Outcomes</b>			
Percentage of children with moderate to high functioning impairment who have clinically acceptable or improved functioning	39%	35%	111%
Percentage of consumers satisfied, as measured by the Mental Health Statistic Improvement Program (MHSIP) Consumer Survey for Children and Families	88%	90%	98%

# Austin Travis County Integral Care

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## Main Mental Health Interlocal: Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program

### Program Description

The COPSD Program provides services for adults who have a diagnosis of substance use disorders and mental illnesses. Services presently include 12-Step Recovery groups, addiction education, individual counseling, cognitive behavioral education, relapse prevention, Good Chemistry Groups, referral for HIV/AIDS and/or Tuberculosis testing and treatment, and structured discharge planning.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

Clients must be at least 18 years of age, physically and mentally able to participate in the program, willing and able to comply with treatment activities and rules, and must not be actively homicidal, suicidal or at risk for violent behavior.

## Performance Goals and Results

The Co-Occurring Psychiatric and Substance Abuse Disorders Program (COPSD) had mixed performance results in 2011, exceeded goals on both outcome measures but falling short of expectations on the number of unduplicated consumers served (see the first output). Program staff reported that there was a decrease of 40% for consumers served and a 31% drop in client hours. COPSD hired a new program manager during 2011. The program manager is working with counselors to maximize their time to serve as many clients as possible. The program manager has several quality improvement measures to implement during 2012, including a weekly team meeting. Additionally, the program manager will work with the COPSD clinicians on how to improve coordination, a new method for intakes, and smoother communication between staff regarding referrals. Additionally, the COPSD program is expanding the scope of referrals. They will be targeting various residential facilities and reaching out to several other non-traditional referral sources. COPSD will also be providing in-services to entities in Travis County. The program manager will be tracking the number of consumers served closely during the upcoming year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated consumers served	119	280	43%
<b>Outcomes</b>			
Percentage of clients with no arrests between admission and discharge	82%	65%	126%
Percentage of clients satisfied, as measured by the Mental Health Statistic Improvement Program (MHSIP) Consumer Survey	94%	90%	104%

# Austin Travis County Integral Care

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## Main Mental Health Interlocal: Safe Haven

### Program Description

Safe Haven provides shelter for homeless persons with mental illness and co-occurring substance use disorders. The 16-bed program provides a 24-hour, staff-supervised safe environment with showers, toilets, beds and linens; three nutritious meals per day; nurse assessment; and linkage to needed medical services. Linkage to additional community supports is also available.

### Funding

The total TCHHS/VS investment in the Main Mental Health Interlocal, which includes the Infant-Parent Program – Early Childhood Intervention, Developmental Disabilities Service Coordination, Psychiatric and Counseling Services, Psychiatric Emergency Services (PES), The Inn, Mobile Crisis Outreach Team (MCOT), Child and Family Services, Co-Occurring Psychiatric and Substance Use Disorders (COPSD) Program, and Safe Haven programs for 2011 was \$1,411,054.

### Eligibility Criteria

Clients must be at least 18 years of age, homeless, and have behavioral health disorders.

## Performance Goals and Results

The Safe Haven program exceeded all performance targets. Staff reported that consumers served by Safe Haven remained relatively the same from 2010 to 2011. However, there was a 13% decrease in bed days provided during 2011. Integral Care experienced an outbreak of bed bugs during this past year which accounts for this decrease. Safe Haven continues to be a cornerstone program in the Continuum of Care in the community. Over 90% of residents were linked to housing resources at discharge, which allows greater stability and less likelihood of returning to homelessness. Safe Haven has seen a growing need in the community for Safe Haven beds during 2011, with diminishing community resources to link consumers to at discharge. Safe Haven will continue to strive to provide optimum linkage to available resources during 2012.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated consumers served	47	45	104%
Number of consumer bed days provided	5,950	5,625	106%
<b>Outcomes</b>			
Percentage of consumers successfully linked to mainstream (regular Adult Mental Health and/or Dual Diagnoses) services by their time of discharge	100%	90%	111%
Percentage of clients satisfied, as measured by the Client Satisfaction Questionnaire 8 (CSQ-8)	100%	90%	111%

# Austin Travis County Integral Care

## Substance Abuse Managed Services Organization (MSO)

### Program Description

The Substance Abuse MSO works to coordinate and standardize substance abuse treatment services for the community. Austin Travis County Integral Care (ATCIC) provides specific services as the MSO in order to prevent duplication of administrative services and promote a continuum of care for clients.

Substance abuse treatment services provided are specific to the target population served. For each population, services provided may include the following:

- Outreach: Identification of potential eligible clients and encouragement to accept services.
- Intake/Assessment/Referral: Completion of a comprehensive, clinical substance abuse assessment and, if indicated, mental health assessments at entry point into the system.
- Intervention Counseling Services: Individual counseling with the high-risk youth population and/or their family members.
- Detoxification: Chemical dependency treatment designed to systematically reduce the amount of alcohol and other toxic chemicals in a client's body, manage withdrawal symptoms, and encourage the client to seek ongoing treatment for chemical dependency. Both residential and outpatient detoxification services are available.
- Detox Evaluation Management Services: Group and residential support and case management, including (a) linking clients with needed services; (b) helping clients develop skills to use basic community resources and services; and (c) monitoring and coordinating the services received by clients.
- Residential Treatment: Clients reside at a facility for a specified period of time while undergoing chemical dependency treatment. Structured activities, chemical dependency and individual/additional counseling, chemical dependency education, life skills training, and structured social and/or recreational activities are provided. For the high-risk women's and the Parenting In Recovery women's populations, "Specialized Female Services" are provided; programming includes components for increasing the mother's parenting knowledge, skills, and resources, as well as treatment planning and treatment-related services specifically for their dependent children.
- Transitional Housing Services: Housing and case management provided for a period not to exceed 3 months, with the purpose of moving the client towards greater self-sufficiency during concurrent outpatient treatment.
- Day Treatment Services: Intensive outpatient treatment services provided for approximately 5 hours per day, for a total of at least 20 hours of services provided per week.
- Outpatient and Continuing Care/Aftercare Services: Individual and/or group counseling services and the continuation of transitioning the client into other community-based support systems. Structured activities, chemical dependency and individual/additional counseling, chemical dependency education, and life skills training are provided.

# Austin Travis County Integral Care

## Substance Abuse Managed Services Organization (MSO)

- **Case Management and Support Services:** Linking the client with needed services, helping the client develop skills to use basic community resources and services, and monitoring and coordinating the services received by the client. Support services may include job training/placement, affordable housing, and child care for dependent children.

Activities related to the MSO function include the following:

- **Credentialing:** Ensure that the network is comprised of providers and organizations that are qualified to provide services in compliance with National Committee for Quality Assurance (NCQA) standards.
- **“Gate” Functions (Single Point of Entry):** Determine whether an individual meets the eligibility criteria and ensure that eligible clients are given appropriate and adequate choices (as available) of providers.
- **Utilization Management:** Ensure that all eligible clients are given equal access to services, at the least restrictive and most appropriate level of care to maintain optimum functioning. This process matches the eligible client’s need to appropriate site of service and supports and assists in the development of a focused, goal-oriented plan of care.
- **Quality Management:** Compile data and report output and outcome results compared to annual objectives on a variety of indicators. This function also includes monitoring and profiling of sentinel risk factors.
- **Management Information Systems:** The information system will contain information necessary to ensure the appropriate management of the network.
- **Financial Management:** Ensure that claims are paid in a timely manner and at the appropriate rates.
- **Administration/Contract Management:** Development, negotiation, and execution of service contracts. All contracts are reviewed to ensure a balance of choice, access and quality at a reasonable cost.
- **Network Development and Management:** Ongoing assessment of the needs of the consumer, accessibility of services, and quality of services provided. This function also includes training, technical assistance, and monitoring of the current service providers and identification of new service providers as necessary to meet the specific service requirements of the City of Austin and Travis County.

## Funding

The total TCHHS/VS investment in the Substance Abuse Managed Services Organization (MSO) from October 1, 2010 to September 30, 2011 was \$611,799 through an interlocal agreement. The program also receives grant funding from Parenting in Recovery (\$330,750). Funds support both direct services and the MSO administrative fee (12% for general funds and 5% for grant funds). TCHHS/VS also funds the Austin Travis County Integral Care’s Main Mental Health Interlocal and System of Care Managed Services Organization programs, which are also described in this section.

# Austin Travis County Integral Care

## Substance Abuse Managed Services Organization (MSO)

### Eligibility Criteria

Individuals served by this program must: 1) have a household income of less than 200% of the Federal Poverty Income Guideline level, 2) not be covered by other applicable insurance or other third-party payer for full coverage of needed services and not be eligible for other third-party payer programs, 3) be a resident of the City of Austin and/or Travis County, 4) meet criteria as a member of one of the designated target populations of this program, and 5) have an initial clinical assessment that concludes that the individual needs and is clinically appropriate for services, using the Addiction Severity Index (ASI) instrument.

Target populations eligible for services are: homeless adults; high-risk, substance abusing, or chemically dependent women and youth; substance using/abusing youth who do not meet the eligibility criteria for other specific target populations; and adults referred by the Parenting in Recovery program (administered by TCHHS/VS Office of Children Services). During the course of the year, there may be additional client populations identified and served by these funds

## Client Demographics

A majority (81%) of clients served by this program were male and 18% were female. Over half (61%) of clients were between 37 and 55 years of age and nearly one-quarter (23%) were age 25 to 36. This program reports ethnicity and race in a single category; therefore, clients who were Hispanic or Latino (15%) were included as Unknown in the race category. Over half (57%) of clients were White and 24% were Black or African American. Most (91%) clients had incomes no greater than 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Please note that client demographic data only reflect current contract year admissions.

<b>Gender</b>			<b>Age</b>		
	Num.	Pct.		Num.	Pct.
Female	90	18%	13 to 17	15	3%
Male	402	81%	18 to 24	35	7%
Unknown	3	1%	25 to 36	114	23%
<i>Total</i>	<i>495</i>	<i>100%</i>	37 to 55	301	61%
			56 to 74	27	5%
			Unknown	3	1%
			<i>Total</i>	<i>495</i>	<i>100%</i>

<b>Ethnicity</b>		
	Num.	Pct.
Hispanic or Latino	76	15%
Not Hispanic or Latino	407	82%
Unknown	12	2%
<i>Total</i>	<i>495</i>	<i>100%</i>

<b>Race</b>		
<i>Population of one race:</i>		
	Num.	Pct.
American Indian or Alaska Native	5	1%
Asian	1	0.2%
Black or African American	118	24%
White	281	57%
Some other race	2	0.4%
<i>Other and Unknown:</i>		
Unknown	88	18%
<i>Total</i>	<i>495</i>	<i>100%</i>

<b>Income</b>		
	Num.	Pct.
Up to 50% of FPIG	448	91%
51% to 100%	27	5%
101% to 150%	10	2%
151% to 200%	4	1%
Unknown	6	1%
<i>Total</i>	<i>495</i>	<i>100%</i>

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

## Client Zip Codes

Close to half (45%) of clients in served through the Substance Abuse MSO program resided in the East area of Travis County. The Northeast area (38%) also had a sizeable share of the client population. Please note that client zip code data only reflect current contract year admissions. (See Appendix F for zip code classification map.)

<b>Northeast</b>			<b>Southwest</b>			<b>North</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78753	2	0.4%	78704	8	1.6%	78727	2	0.4%
78754	186	37.6%	78745	8	1.6%	78757	2	0.4%
<i>Total Northeast</i>	<i>188</i>	<i>38.0%</i>	78748	3	0.6%	78758	4	0.8%
			<i>Total Southwest</i>	<i>19</i>	<i>3.8%</i>	78759	3	0.6%
						<i>Total North</i>	<i>11</i>	<i>2.2%</i>
<b>Southeast</b>			<b>Central</b>			<b>East</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78741	4	0.8%	78701	20	4.0%	78702	213	43.0%
78744	12	2.4%	78751	2	0.4%	78721	4	0.8%
78747	1	0.2%	78756	1	0.2%	78723	4	0.8%
<i>Total Southeast</i>	<i>17</i>	<i>3.4%</i>	<i>Total Central</i>	<i>23</i>	<i>4.6%</i>	78724	2	0.4%
						<i>Total East</i>	<i>223</i>	<i>45.1%</i>
<b>Others</b>								
Other/Unknown	14	2.8%						
<i>Total Others</i>	<i>14</i>	<i>2.8%</i>						

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

## Performance Goals and Results

This program met or exceeded the targeted range of performance for a majority of its performance measures. Program staff noted that outputs dropped drastically this contract year as providers opted to diversify their funding by participating in newly-available Medicaid funding. The program was able to surpass expectations for the percentage of clients discharged to a stable housing situation (see the fourth adult outcome) but fell short of goals for clients employed, in school, or in training at discharge (see the fifth adult outcome). Although the program completion rate for youth was lower than expected, most youth were discharged from the program into a stable housing situation (see the first and second youth outcomes). A majority (90%) of clients receiving services through this MSO were in a homeless or marginally homeless situation (see the third adult outcome).

Please note that outcome measures reflect a duplicated count of clients, as clients may have more than one treatment episode and outcomes for each episode are counted. Outcomes also include clients who were admitted to services in the previous year; these clients are not represented in demographic data as only current admissions are counted. Finally, not all outcome measures pertain to all Levels of Care (e.g. Detox only, Intensive Residential, Intensive Outpatient, Supportive Outpatient) and if the data is blank or unknown, it is not included in the performance measure.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated adults receiving substance abuse treatment services	477	673	71%
Number of unduplicated youth receiving substance abuse treatment services	16	N/A	N/A
<b>Adult Outcomes</b>			
Percentage of clients successfully completing program (i.e., achieving substance abuse treatment goals)	64% (370/574)	66%	98%
Percentage of clients who were referred to subsequent treatment	93% (141/152)	100%	93%
Percentage of clients receiving substance abuse services through the MSO that were in a homeless or marginally homeless situation	90% (445/495)	N/A	N/A
Percentage of clients discharged to a stable housing situation	97% (378/390)	80%	121%
Percentage of clients employed, in school, or in training at discharge	46% (117/252)	55%	84%
Percentage of clients satisfied with clinical services received	100% (308/309)	95%	105%
Percentage of clients who report having maintained abstinence from substance abuse at 60-day follow-up	76% (183/240)	70%	109%

## Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Percentage of clients employed, in school, or in training at 60-day follow-up	60% (79/131)	60%	101%
Percentage of clients living in a stable housing situation at 60-day follow-up	81% (186/230)	85%	95%
Percentage of clients with a reduction in criminal behavior (charges/arrests) at 60-day follow-up	100% (62/62)	90%	111%
<b>Youth Outcomes</b>			
Percentage of clients successfully completing program (i.e., achieving substance abuse treatment goals)	48% (13/27)	66%	73%
Percentage of clients discharged to a stable housing situation	96% (26/27)	80%	175%
Percentage of clients employed, in school, or in training at discharge	96% (25/26)	55%	120%
Percentage of clients satisfied with clinical services received	100% (9/9)	95%	105%
Percentage of clients who report having maintained abstinence from substance abuse at 60-day follow-up	69% (11/16)	70%	98%
Percentage of clients employed, in school, or in training at 60-day follow-up	83% (15/18)	60%	139%
Percentage of clients living in a stable housing situation at 60-day follow-up	94% (17/18)	85%	111%
Percentage of clients with a reduction in criminal behavior (charges/arrests) at 60-day follow-up	100% (9/9)	90%	111%

# Austin Travis County Integral Care

## System of Care Managed Services Organization (MSO)

### Program Description

The System of Care MSO works to ensure coordination and standardization of community services. Austin Travis County Integral Care (ATCIC) serves as the MSO in order to prevent duplication of administrative services and to promote a continuum of care for children, youth, and families through the Wraparound approach. This MSO serves multiple Travis County-supported programs, including The Children's Partnership, the Youth and Family Assessment Center, Community Partners for Children, CPC Bridge Services, TRIAD, Children F.I.R.S.T., Healthy Families, and the Parenting in Recovery grant program.

MSO functions include:

- **Provider Network Development and Management:** Develop and manage a provider network to support the Wraparound process, consisting of traditional, formal, and non-traditional service providers; develop, negotiate, and manage contracts; manage the credentialing process to ensure the network is comprised of qualified providers and organizations
- **Gate Functions:** Verify whether an individual meets the eligibility criteria and ensure that eligible clients gain access to diverse, appropriate, family choice providers
- **Utilization Management:** Monitor the funds that purchase the services and supports approved by the Child and Family teams; conduct prospective and retrospective review of authorized services and supports; analyze service expenditure trends and identify and assess fiscal and programmatic issues
- **Quality Management:** Compile data and report output and outcome results
- **Management Information System:** Collect, manage, and report information necessary to ensure effective management of project resources
- **Fiscal Management:** Ensure management of funding streams; submit monthly payment requests
- **Claims Adjudication and Payment:** Review all claims for accuracy and completeness; ensure timely payment of claims
- **Administrative Processes:** Provide efficient and appropriate access to services and supports; route Provider Service Delivery Records to assigned care coordinators

System of Care services offered include the following:

- **Education/Training:** Parent/caretaker education; life skills training prevention services, which may include specialized areas of focus such as violence prevention, teen pregnancy prevention, substance abuse prevention, and vocational training; and tutoring.
- **Assessments/Evaluation:** Psychological assessment; psychiatric assessment; specialized therapy assessment; functional/behavior assessment; and other assessments that may assist in evaluation of functional, behavioral, mental health, or other needs.

# Austin Travis County Integral Care

## System of Care Managed Services Organization (MSO)

- Treatment Services (Counseling/Therapy): Individual, group, or family counseling/therapy; crisis counseling; specialized therapy; medication management; nursing services; substance abuse intervention/counseling; substance abuse treatment; and psychosocial skills training/behavior management.
- Flexible Community Support Services: Respite care; child care/supervision; transportation; parent coaching; employment support services; mentoring; therapeutic/behavioral aide; case conference (Wraparound team meeting); and shelter care.
- Enrichment Services: Recreational/social activities; gap time enrichment activities; camp; after school program; enrichment skill development; and case management.
- Basic Needs: Essential services in order to meet basic needs for survival, such as emergency food, clothing, housing modifications, utilities, housing assistance/subsidies, and medical purchases.
- Any other eligible service or support that meets the needs established: 1) in the Plan of Care or an emergency or crisis situation, 2) by the collaborative team during discharge planning, or 3) by the authorizing staff meeting held by the Healthy Families and Children F.I.R.S.T. programs.

### Funding

The total TCHHS/VS investment in the System of Care Managed Services Organization (MSO) from October 1, 2010 to September 30, 2011 was \$664,315 through an interlocal agreement. This program also received grant funding from Parenting in Recovery (\$158,969) and the Millburn Trust (\$44,225). TCHHS/VS also funds the Austin Travis County Integral Care's Main Mental Health Interlocal and Substance Abuse Managed Services Organization programs, which are also described in this section.

### Eligibility Criteria

Individuals served by this program must: 1) have a household income of 200% or less of the Federal Poverty Income Guideline level, 2) be a resident of Travis County, and 3) meet criteria as a member of one of the designated target populations of the participating programs.

Target populations are specific to the program:

- The Children's Partnership (TCP): Children and youth between the ages of 5-17 with a mental health diagnosis who have and/or require multiple system involvement.
- Community Partners for Children (CPC): Children and youth between the ages of birth to 22; require multiple system involvement; and have physical challenges, mental health challenges, and/or developmental disabilities that significantly impact their ability to function in the home, school, and/or community; and families whose children meet the CPC criteria and that are seeking access to CPC Bridge services, The Children's Partnership, and/or the TRIAD program.

# Austin Travis County Integral Care

## System of Care Managed Services Organization (MSO)

- The Youth and Family Assessment Center (YFAC): Children and youth between the ages of 3-22 who demonstrate a need for social service intervention based on at-risk behaviors; and attend one of the following schools at referral: Allison, Andrews, Harris, Oak Springs, Ortega, Rodriguez, or Zavala Elementary, or Dobie, Kealing, Martin, Mendez, or Webb Middle Schools and/or are enrolled in the Supportive Services program of YFAC through the Travis County Community Centers and/or are enrolled in the School-Readiness Camp. A secondary target population is youth and adult family members of the primary target population who demonstrate a need for social service intervention due to impaired family functioning, which contributes to the youth's at-risk status.

For clients supported by grant funding, the target populations are specific to each grant:

- For clients funded by the Parenting In Recovery (PIR) federal grant, the target population is parents involved in the child welfare system due to substance dependency. Parents must be residents of Travis County, be referred to PIR by Child Protective Services (CPS), and found to be substance dependent. A secondary target population is the children and youth identified as participants of PIR. Children and youth must reside with the parent, relative caregiver, or fictive kin and reside in Travis County or a contiguous county.
- For clients funded by the Milburn Trust, families must be residents of Travis County, enrolled in either the Children F.I.R.S.T. program or the Healthy Families program, and receiving prevention and/or intervention services to address issues of child abuse and/or neglect. Services can be expended on any household family member of an enrolled family.

## Client Demographics

The System of Care MSO served more males (60%) than females (40%). Children and youth served were concentrated in the 10 to 14 (42%) and 15 to 17 (25%) age groups. Please note that these ages reflect a client's age at the time the demographic report was run (January 2012) and not the client's age at enrollment into the program. Hispanic or Latino children and youth comprised 42% of the client population; these clients were also classified as "Some other race." Equal percentages of clients were White or Black or African American, both 21% of the population served. Most (77%) children and youth did not have income information available. Of those with known income levels, 22% lived in households with incomes below 200% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

<b>Gender</b>			<b>Age</b>		
	Num.	Pct.		Num.	Pct.
Female	171	40%	Under 5	44	10%
Male	256	60%	5 to 9	83	19%
<i>Total</i>	<i>427</i>	<i>100%</i>	10 to 14	180	42%
			15 to 17	105	25%
			18 to 24	14	3%
			25 to 39	1	0.2%
			<i>Total</i>	<i>427</i>	<i>100%</i>
<b>Ethnicity</b>			<b>Income</b>		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	178	42%	<200% of FPIG	96	22%
Not Hispanic or Latino	248	58%	>200%	3	1%
Unknown	1	0.2%	Unknown	328	77%
<i>Total</i>	<i>427</i>	<i>100%</i>	<i>Total</i>	<i>427</i>	<i>100%</i>
<b>Race</b>					
	Num.	Pct.			
<i>Population of one race:</i>					
American Indian or Alaska Native	12	3%			
Asian	1	0.2%			
Black or African American	89	21%			
Native Hawaiian or Other Pacific Islander	1	0.2%			
White	91	21%			
Some other race	178	42%			
<i>Population of two races:</i>					
All other two race combinations	27	6%			
<i>Other and Unknown:</i>					
Other	27	6%			
Unknown	1	0.2%			
<i>Total</i>	<i>427</i>	<i>100%</i>			

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

## Client Zip Codes

Over one-quarter (27%) of clients in this program were located in the Southeast area of Travis County. Close to one-quarter (24%) of clients resided in the East area and 20% lived in the Northeast area. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	2	0.5%	78641	1	0.2%	78727	7	1.6%
78653	5	1.2%	78734	1	0.2%	78728	2	0.5%
78660	17	4.0%	<i>Total Northwest</i>	2	0.5%	78729	2	0.5%
78664	3	0.7%				78757	1	0.2%
78752	26	6.1%	Southwest			78758	17	4.0%
78753	24	5.6%	78652	1	0.2%	78759	1	0.2%
78754	7	1.6%	78704	15	3.5%	<i>Total North</i>	30	7.0%
<i>Total Northeast</i>	84	19.7%	78735	2	0.5%			
			78736	3	0.7%	East		
			78745	13	3.0%	78702	44	10.3%
			78748	10	2.3%	78721	9	2.1%
			78749	3	0.7%	78722	3	0.7%
			<i>Total Southwest</i>	47	11.0%	78723	32	7.5%
						78724	10	2.3%
			Others			78725	3	0.7%
			Outside of Travis Co.	3	0.7%	<i>Total East</i>	101	23.7%
			Unknown	36	8.4%			
			<i>Total Others</i>	39	9.1%	Central		
						78701	1	0.2%
						78751	2	0.5%
						78756	2	0.5%
						<i>Total Central</i>	5	1.2%
West								
78703	3	0.7%						
78738	1	0.2%						
78746	1	0.2%						
<i>Total West</i>	5	1.2%						

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

## Performance Goals and Results

The System of Care Managed Services Organization did not have established performance goals for 2011. The program served 427 unduplicated clients (see the first output). Please note that clients may have received multiple types of support; therefore, clients are unduplicated within the second, third, and fourth outputs but not across these outputs.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Client Outputs</b>			
Number of unduplicated clients who received services through the provider network established by the MSO	427	N/A	N/A
Number of unduplicated clients who received basic needs support (e.g. housing, utilities, food, and clothing, child care)	144	N/A	N/A
Number of unduplicated clients who received flexible community supports (e.g. enrichment activities, documents to access other services, unique non-traditional mental health services such as parent coaching, mentoring, behavioral aid, respite, and crisis support)	389	N/A	N/A
Number of unduplicated clients who received behavioral health services (e.g. psychiatric and other indicated assessments, individual and family therapy)	208	N/A	N/A

# Capital Area Counseling

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## Low Cost, No Session Limit, Outpatient Counseling

### Program Description

Capital Area Counseling provides mental health services, in the form of therapeutic counseling, to people in the community who may not otherwise have access to these services. Services are provided at a low cost that almost everyone can afford, and clients are seen for as long as needed, allowing for some level of stability in the counseling process. The primary service is once-per-week outpatient counseling/psychotherapy. The length of treatment is determined by the clinical needs of the client, and sessions are 50 minutes in length. Group therapy is also available.

An additional goal of Capital Area Counseling is to provide a comprehensive training ground for therapists in the community. They ensure that the therapists they train have access to on-site supervision as well as peer consultation opportunities.

### Funding

The total TCHHS/VS investment in the Low Cost, No Session Limit Outpatient Counseling program for 2011 was \$17,174. This investment comprised 4.9% of the total program budget.

### Eligibility Criteria

Capital Area Counseling serves people in the community who would like to utilize the beneficial effects of counseling/psychotherapy but cannot afford to pay the fees for services offered in the private community and/or are not eligible for long-term counseling in the public sector. This program serves individuals, couples, children, and families and offers a sliding fee scale, which falls as low as \$10.00 per session.

## Client Demographics

More female (60%) than male (40%) clients were served by Capital Area Counseling. Over half (61%) of clients were between the ages of 25 and 39 while 19% were ages 40 to 59. Close to one-quarter (21%) of clients were Hispanic or Latino and 67% were White. More than one-third (34%) of clients had incomes between 50% and 100% of the Federal Poverty Income Guideline (FPIG) level, closely followed by clients with incomes between 101% and 150% of FPIG (29%). (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	512	60%	Under 5	7	1%
Male	340	40%	5 to 9	2	0.2%
Unknown	2	0.2%	10 to 14	13	2%
<i>Total</i>	<i>854</i>	<i>100%</i>	15 to 17	9	1%
			18 to 24	101	12%
			25 to 39	524	61%
			40 to 59	163	19%
			60 to 74	33	4%
			75 and over	2	0.2%
			<i>Total</i>	<i>854</i>	<i>100%</i>

Ethnicity		
	Num.	Pct.
Hispanic or Latino	181	21%
Not Hispanic or Latino	673	79%
<i>Total</i>	<i>854</i>	<i>100%</i>

Race		
	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	6	1%
Asian	29	3%
Black or African American	49	6%
White	571	67%
Some other race	146	17%
<i>Other and Unknown:</i>		
Other	53	6%
<i>Total</i>	<i>854</i>	<i>100%</i>

Income		
	Num.	Pct.
<50% of FPIG	141	17%
50% to 100%	289	34%
101% to 150%	244	29%
151% to 200%	121	14%
>200%	55	6%
Unknown	4	0.5%
<i>Total</i>	<i>854</i>	<i>100%</i>

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

## Client Zip Codes

Nearly one-quarter (24%) of clients served by Capital Area Counseling lived in the Southwest area of Travis County. The East (18%) area of the county also had a large percentage of clients. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	10	1.2%	78613	6	0.7%	78727	17	2.0%
78653	11	1.3%	78641	2	0.2%	78728	9	1.1%
78660	26	3.0%	78645	2	0.2%	78729	19	2.2%
78664	9	1.1%	78669	1	0.1%	78757	19	2.2%
78752	23	2.7%	78726	3	0.4%	78758	18	2.1%
78753	32	3.7%	78730	1	0.1%	78759	19	2.2%
78754	9	1.1%	78731	15	1.8%	<i>Total North</i>	<i>101</i>	<i>11.8%</i>
<i>Total Northeast</i>	<i>120</i>	<i>14.1%</i>	78732	1	0.1%			
			78734	6	0.7%			
			78750	6	0.7%			
			<i>Total Northwest</i>	<i>43</i>	<i>5.0%</i>			
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	1	0.1%	78704	80	9.4%	78702	50	5.9%
78612	3	0.4%	78735	4	0.5%	78721	16	1.9%
78617	8	0.9%	78736	4	0.5%	78722	23	2.7%
78640	10	1.2%	78737	2	0.2%	78723	38	4.4%
78741	35	4.1%	78739	2	0.2%	78724	17	2.0%
78744	20	2.3%	78745	66	7.7%	78725	7	0.8%
78747	8	0.9%	78748	26	3.0%	<i>Total East</i>	<i>151</i>	<i>17.7%</i>
<i>Total Southeast</i>	<i>85</i>	<i>10.0%</i>	78749	19	2.2%			
			<i>Total Southwest</i>	<i>203</i>	<i>23.8%</i>			
						Central		
							Num.	Pct.
						78701	9	1.1%
						78705	30	3.5%
						78751	35	4.1%
						78756	14	1.6%
						<i>Total Central</i>	<i>88</i>	<i>10.3%</i>
West			Others					
	Num.	Pct.		Num.	Pct.			
78703	15	1.8%	Homeless	1	0.1%			
78733	3	0.4%	Outside of Travis Co.	28	3.3%			
78738	1	0.1%	Unknown	5	0.6%			
78746	10	1.2%	<i>Total Others</i>	<i>34</i>	<i>4.0%</i>			
<i>Total West</i>	<i>29</i>	<i>3.4%</i>						

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

## Performance Goals and Results

Capital Area Counseling met or exceeded the targeted range of expectations for all performance measures. Staff members reported that since the second half of 2011, they have focused on streamlining their transfer process, along with adding group sessions, to reduce the program's wait list. As a result, they have been able to significantly increase the number of counseling sessions completed (see the second output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	854	800	107%
Number of counseling sessions completed	15,372	9,500	162%
<b>Outcomes</b>			
Percentage of clients satisfied with services	92% (636/695)	90% (720/800)	102%
Percentage of clients reporting progress on personal goals	88% (615/695)	85% (680/800)	104%
Percentage of clients with improvement in Global Assessment of Functioning (GAF) score	82% (632/769)	85% (680/800)	97%

# Communities in Schools of Central Texas

## Care Coordination Program for the Youth and Family Assessment Center

### Program Description

The Youth and Family Assessment Center (YFAC) was created in 2003 as a partnership between Travis County, the City of Austin, Travis County Juvenile Court, and interested community members. YFAC is a continuum of services and supports that address the needs of youth with at-risk factors and their families. The continuum consists of a three-tier approach: care coordination, school-readiness camps, and supportive services provided by Travis County social workers.

YFAC provides an integrated service delivery system and comprehensive continuum of care, utilizing early intervention and prevention efforts. Services provided by YFAC include: education and training, assessments and evaluation; treatment services (counseling/therapy); flexible community support services; and enrichment services.

The Communities in Schools (CIS) Care Coordination Program for YFAC conducts intakes, provides assessments, builds child and family teams, develops plans of care, coordinates service provision with the cooperation of the Managed Services Organization (MSO), and manages care coordination responsibilities; communicates and coordinates with referral sources, providers, and the MSO as needed to link families with services; and leverages community resources.

School-readiness camps are facilitated for Austin ISD elementary students at four targeted schools. The week-long camps are full-day and serve approximately 60 students. The focus of the camps is on safety, nutrition, promotion of self-esteem and positive behaviors.

### Funding

The total TCHHS/VS investment in the Care Coordination Program for Youth and Family Assessment Center for 2011 was \$394,949. This investment leverages \$203,700 City of Austin's Community Development Block Grant (CDBG) Youth Services dollars to fund flexible services for enrolled youth and their families.

### Eligibility Criteria

This program serves youth between the ages of birth to 21 who demonstrate a need for social service intervention based on at-risk behaviors. Youth must live in households with incomes of less than 200% of the Federal Poverty Income Guideline level, be residents of Travis County, and meet the criteria as a member of one of the target populations described below.

# Communities in Schools of Central Texas

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## Care Coordination Program for the Youth and Family Assessment Center

### Eligibility Criteria, continued

The primary target population is youth between the ages of 3-16 who demonstrate a need for social service intervention based on at-risk behaviors. Youth served must: a) attend one the following schools: Allison, Andrews, Harris, Oak Springs, Ortega, Rodriguez, or Zavala Elementary or Dobie, Kealing, Martin, Mendez, or Webb Middle Schools and b) be identified by CIS to participate in School-Readiness Camps through YFAC. A secondary target population is youth family members of the primary target population who demonstrate a need for social service intervention due to impaired family functioning.

## Client Demographics

Close to three-quarters (71%) of children and youth served in this program were male and 29% were female. Nearly two-thirds (63%) were children and youth between the ages of 10 and 14. Please note that these ages reflect a client's age at the time the demographic report was run (February 2012) and not the client's age at enrollment into the program. Hispanic or Latino children and youth comprised 76% of the client population; 70 of these clients were also classified as "Some other race." This program serves children and youth; therefore, income information is not reported.

Please note that client demographics reflect all enrolled children and youth; however, children and youth who exited the program within the first 60 days are not included in the performance results.

<b>Gender</b>			<b>Age</b>		
	Num.	Pct.		Num.	Pct.
Female	28	29%	5 to 9	26	27%
Male	69	71%	10 to 14	61	63%
<i>Total</i>	<i>97</i>	<i>100%</i>	15 to 17	10	10%
			<i>Total</i>	<i>97</i>	<i>100%</i>

<b>Ethnicity</b>			<b>Income</b>		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	74	76%	Not Applicable	97	100%
Not Hispanic or Latino	23	24%	<i>Total</i>	<i>97</i>	<i>100%</i>
<i>Total</i>	<i>97</i>	<i>100%</i>			

<b>Race</b>		
<i>Population of one race:</i>		
American Indian or Alaska Native	2	2%
Black or African American	16	16%
White	3	3%
Some other race	70	72%
<i>Population of two races:</i>		
All other two race combinations	6	6%
<i>Total</i>	<i>97</i>	<i>100%</i>

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

## Client Zip Codes

Close to half (49%) of children and youth in this program resided in the East area of Travis County, while 31% of children and youth lived in the Southeast area. The Northeast area had 16% of clients in residence. (See Appendix F for zip code classification map.)

Please note that client zip codes reflect all enrolled children and youth; however, children and youth who exited the program within the first 60 days are not included in the performance results.

Northeast			Southwest			North		
	Num.	Pct.					Num.	Pct.
78752	7	7.2%	78704	2	2.1%	78758	1	1.0%
78753	7	7.2%	78745	1	1.0%	<i>Total North</i>	<i>1</i>	<i>1.0%</i>
78754	1	1.0%	<i>Total Southwest</i>	<i>3</i>	<i>3.1%</i>			
<i>Total Northeast</i>	<i>15</i>	<i>15.5%</i>						
Southeast			Others			East		
78741	11	11.3%	Unknown	1	1.0%	78702	19	19.6%
78744	18	18.6%	<i>Total Others</i>	<i>1</i>	<i>1.0%</i>	78721	9	9.3%
78747	1	1.0%				78722	2	2.1%
<i>Total Southeast</i>	<i>30</i>	<i>30.9%</i>				78723	16	16.5%
						78724	1	1.0%
						<i>Total East</i>	<i>47</i>	<i>48.5%</i>

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

## Performance Goals and Results

Communities in Schools of Central Texas exceeded goals for all performance measures. Staff members reported that all families enrolled beyond 60 days are served using the wraparound approach. The program enrolled 94 families in 2011 (see the first program output). Staff also noted that no youth served in the contract year had previous involvement with the Juvenile Justice system (see the sixth child/family outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Program Outputs</b>			
Number of youth served	94	90	104%
Number of families maintained on Care Coordinators' assigned caseloads (average)	10.45	10	105%
Number of unduplicated siblings residing in each enrolled youth's household	90	N/A	N/A
<b>Program Outcomes</b>			
Percentage of youth enrolled who receive an initial assessment	100%	100%	100%
Percentage of youth graduating the program who receive a closing assessment	100%	90%	111%
<b>Customer Satisfaction Outcomes</b>			
Percentage of surveys (caregiver, youth, and school) completed and returned	97%	70%	139%
Percentage of families reporting a high level of satisfaction with the program	100%	85%	118%
Percentage of youth reporting a high level of satisfaction with the program	97%	85%	114%
<b>Child/Family Outcomes</b>			
Percentage of youth and families meeting the goals of their Plan of Care	85%	N/A	N/A
Percentage of youth who have stable and/or improved scores on post-test evaluation assessment	91%	85%	106%
Percentage of youth enrolled in the program post 60 days who show an improved attendance rate (for those youth with an absenteeism rate of 10% or above)	81%	50%	162%
Percentage of youth enrolled in the program post 60 days who demonstrate passing grades in 3 out of the 4 core subjects at closure	78%	50%	157%
Percentage of youth enrolled in the program post 60 days who demonstrate a decrease in school discipline referrals	58%	50%	115%

## Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Percentage of youth with prior history of juvenile justice involvement who have a reduction in juvenile justice involvement	N/A	40%	N/A
Percentage of youth with no prior history of juvenile justice involvement who were deterred from engaging in delinquent behavior resulting in juvenile justice involvement	88%	80%	110%
Percentage of youth who demonstrate improvement in school behavior based upon school representatives surveyed	85%	N/A	N/A
Percentage of parents surveyed who indicate an improvement in their relationship with the school	93%	N/A	N/A
Percentage of parents surveyed who indicate a reduction in stress	86%	N/A	N/A
Percentage of parents surveyed who indicate improvement in the parent/child relationship	96%	N/A	N/A
Percentage of youth surveyed who indicate improvement in behavioral self-management	100%	N/A	N/A

# LifeWorks

## Counseling

### Program Description

LifeWorks offers two sub-programs under the Counseling program. Youth and Adult Counseling (YAC) services promote healthy development for youth and their families through: strengthening family relationships; reunifying youth with their families; increasing a family's/individual's ability to solve problems and utilize internal and external resources; increasing access to community services; and increasing a family's/individual's coping skills.

Resolution Counseling (RC) services promote safe, non-violent, healthy relationships through: supporting clients in demonstrating accountability for their decisions and actions; increasing client skills that lead to relationships free from physical, verbal, and psychological abuse; improving clients' communication skills and skills for dealing with conflict; helping clients demonstrate the use of healthy coping behaviors and use of alternatives to violence; and strengthening and promoting relationships based on equality and respect.

### Funding

The total TCHHS/VS investment in the Counseling program for 2011 was \$94,585. This investment comprised 5.8% of the total program budget. TCHHS/VS also funds three additional programs at LifeWorks: the Housing program, which is described in the Housing Continuum issue area section; the Youth Development program, which is described in the Child and Youth Development issue area section; and the ABE - ESL program, which is described in the Education issue area section.

### Eligibility Criteria

Youth and Adult Counseling serves youth up to 17 years of age and their families who are experiencing problems with family conflict, truancy, delinquency or runaway behavior. 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). Clients enter into the program through self-referrals, agency referrals, schools, juvenile court, and the general public.

Resolution Counseling serves adults ages 18 and older who have been identified as domestic violence offenders by: 1) an arrest, 2) issuance of a protective order for domestic violence, or 3) by having voluntarily acknowledged use of control and abuse against their partner. Clients in the program are self-referred or referred from agencies within the criminal justice system.

## Client Demographics

Close to two-thirds (62%) of clients in the Counseling program were male and 37% were female. Over one-third (37%) of clients were between 25 and 39 years of age. Slightly more than half (51%) of clients were Hispanic or Latino and 78% were White. More than one-third (38%) 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	814	37%	Under 5	27	1%
Male	1,359	62%	5 to 9	125	6%
Unknown	7	0.3%	10 to 14	298	14%
<i>Total</i>	<i>2,180</i>	<i>100%</i>	15 to 17	191	9%
			18 to 24	302	14%
			25 to 39	810	37%
			40 to 59	381	17%
			60 to 74	38	2%
			75 and over	8	0.4%
			<i>Total</i>	<i>2,180</i>	<i>100%</i>

Ethnicity		
	Num.	Pct.
Hispanic or Latino	1,113	51%
Not Hispanic or Latino	1,061	49%
Unknown	6	0.3%
<i>Total</i>	<i>2,180</i>	<i>100%</i>

Race			Income		
	Num.	Pct.		Num.	Pct.
<i>Population of one race:</i>			<50% of FPIG	837	38%
American Indian or Alaska Native	10	0.5%	50% to 100%	437	20%
Asian	37	2%	101% to 150%	312	14%
Black or African American	362	17%	151% to 200%	209	10%
Native Hawaiian or Other Pacific Islander	5	0.2%	>200%	384	18%
White	1,697	78%	Unknown	1	0.05%
Some other race	29	1%	<i>Total</i>	<i>2,180</i>	<i>100%</i>
<i>Population of two races:</i>					
Black or African American <b>and</b> White	19	1%			
<i>Other and Unknown:</i>					
Other	19	1%			
Unknown	2	0.1%			
<i>Total</i>	<i>2,180</i>	<i>100%</i>			

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



## Performance Goals and Results

The Counseling program met performance expectations on all measures. Staff members explained that Youth and Adult Counseling (YAC) had a lower-than-expected number of clients served (see the first output) due to the loss of a half-time Counselor position and another half-time position. In addition, the former Program Service Coordinator position was eliminated. More cases were closed due to the loss of the two counselors and the transitioning of some of the cases to another counselor. Although more cases were closed due to funding loss, the outcome for those cases was still much more successful than anticipated (see the first outcome). YAC clients were able to access free Shared Psychiatric Services which helped the clients improve and maintain their mental health.

The number of successful completions in the Resolution Counseling (RC) program (see the second outcome) was impacted by the number of referrals for critical-level programs and also a change in program policies regarding restarts. Since Travis County has lost the service provider that only served critical-level clients, a high number of those clients have been referred and enrolled in RC services. The outcome for critical-level clients is less successful due to the nature of their offense and behaviors. They are more likely to not successfully complete the program. RC also changed policies regarding restarts in the program; clients with absence issues are no longer allowed to restart the program without penalty. These clients are counted as unsuccessful completions and they must then restart the program as a duplicated client. Finally, more clients are being referred for longer program lengths (30- and 40-session programs), which impacted the number of exits from the program.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served in Youth and Adult Counseling (YAC)	1,098	1,200	84%
Number of unduplicated clients served in Resolution Counseling (RC)	1,082	1,100	98%
<b>Outcomes</b>			
Percentage of unduplicated YAC clients reporting improvement of overall coping skills/overall sense of well-being at case closure (as self-reported by the client; any movement in scale towards the direction of their goal)	86% (826/959)	80% (720/900)	108%
Percentage of unduplicated RC clients who successfully complete the program (meet program requirements with no additional acts of violence while in program)	55% (329/602)	60% (405/675)	91%

# Out Youth

## Youth Development

### Program Description

The goals of Out Youth's programs are to provide safe spaces for sexual minority and gender variant youth, promoting healthy youth development, positive mental health, and supportive relationships. The Youth Development program is comprised of two sub-programs: Counseling Services and Support Services. The Counseling Services program provides crisis intervention and counseling through formal and informal counseling with licensed counselors and supervised interns. The number of counseling sessions is open-ended; goals are set together between youth and counselor.

The Support Services program provides peer support, mentoring, and peer socialization as part of crisis prevention and to promote development and mental health. Out Youth maintains a drop-in center, where youth can develop supportive friendships, receive a deeper level of support through support groups led by trained facilitators, and talk with adult volunteers who act as mentors. Out Youth also operates support groups in nearby high schools and communities for those youth who lack transportation to the center.

### Funding

The total TCHHS/VS investment in the Youth Development program for 2011 was \$12,880. This investment comprised 4.2% of the total program budget.

### Eligibility Criteria

The Youth Development 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. Out Youth aims for the youth who participate in Out Youth programs to reflect the ethnic and socioeconomic diversity of Central Texas.

## Client Demographics

Close to half (47%) of clients served by Out Youth were female and 37% were male. Staff noted that youth may fall into a gender category not identified, and therefore not specify this information on the intake form. Half of the clients were 15 to 17 years old and 34% were in the 18 to 24 age group. One-third of clients were Hispanic or Latino and 60% were White. Over one-quarter (27%) of clients had unknown incomes, which staff believe is due to youth being unaware of their family's income status. Of clients with known incomes, 20% of clients had incomes between 50% and 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

<b>Gender</b>			<b>Age</b>		
	Num.	Pct.		Num.	Pct.
Female	98	47%	10 to 14	29	14%
Male	77	37%	15 to 17	103	50%
Unknown	32	15%	18 to 24	71	34%
<i>Total</i>	<i>207</i>	<i>100%</i>	25 to 39	1	0.5%
			Unknown	3	1%
			<i>Total</i>	<i>207</i>	<i>100%</i>
<b>Ethnicity</b>			<b>Income</b>		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	69	33%	<50% of FPIG	38	18%
Not Hispanic or Latino	125	60%	50% to 100%	41	20%
Unknown	13	6%	101% to 150%	39	19%
<i>Total</i>	<i>207</i>	<i>100%</i>	151% to 200%	21	10%
			>200%	13	6%
			Unknown	55	27%
			<i>Total</i>	<i>207</i>	<i>100%</i>
<b>Race</b>					
<i>Population of one race:</i>					
American Indian or Alaska Native	1	0.5%			
Asian	3	1%			
Black or African American	34	16%			
White	124	60%			
Some other race	5	2%			
<i>Population of two races:</i>					
Black or African American <b>and</b> White	6	3%			
Black or African American <b>and</b> American Indian or Alaska Native	1	0.5%			
All other two race combinations	19	9%			
<i>Other and Unknown:</i>					
Other	3	1%			
Unknown	11	5%			
<i>Total</i>	<i>207</i>	<i>100%</i>			

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

# Client Zip Codes

Substantial percentages of clients resided in the Southwest (20%), Southeast (13%), and East (13%) areas of Travis County. A few clients resided outside of the county (11%) or had unknown zip codes (9%). Staff explained that several youth came from out of state and did not provide zip code information. Further, staff are trying to help clients walk through the intake process to ensure that more intake form information is completed. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	1	0.5%	78613	7	3.4%	78727	2	1.0%
78653	1	0.5%	78641	2	1.0%	78729	1	0.5%
78660	1	0.5%	78645	1	0.5%	78757	3	1.4%
78664	5	2.4%	78731	1	0.5%	78758	8	3.9%
78752	4	1.9%	78732	1	0.5%	78759	4	1.9%
78753	5	2.4%	78734	1	0.5%	<i>Total North</i>	18	8.7%
<i>Total Northeast</i>	17	8.2%	78750	3	1.4%			
			<i>Total Northwest</i>	16	7.7%			
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78640	1	0.5%	78652	1	0.5%	78702	10	4.8%
78719	1	0.5%	78704	16	7.7%	78721	8	3.9%
78741	13	6.3%	78735	2	1.0%	78723	6	2.9%
78744	11	5.3%	78737	1	0.5%	78724	3	1.4%
78747	1	0.5%	78739	2	1.0%	<i>Total East</i>	27	13.0%
<i>Total Southeast</i>	27	13.0%	78745	10	4.8%			
			78748	7	3.4%	Central		
			78749	3	1.4%		Num.	Pct.
			<i>Total Southwest</i>	42	20.3%	78701	1	0.5%
						78705	2	1.0%
			Others			78751	6	2.9%
			Outside of Travis Co.	22	10.6%	78756	2	1.0%
			Unknown	19	9.2%	<i>Total Central</i>	11	5.3%
			<i>Total Others</i>	41	19.8%			

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

## Performance Goals and Results

Out Youth met goals for both outcome measures but fell slightly short of targets on two of their output measures. Program staff members reported seeing more return youth, rather than new youth, attending Out Youth's programming, leading to fewer clients served (see the first output). The program did have an increase in the number of clinical interns able to facilitate peer support groups (see the second output). Staff found that more new youth attended peer support groups rather than accessing counseling services (see the third output). Finally, although the outcome rate was met, staff noted that the number of Counseling clients assessed was lower than expected (see the second outcome). Though clients need to be assessed using the Global Assessment of Functioning (GAF), they had not received enough clinical sessions to be evaluated accurately.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	207	250	83%
Number of clients participating in peer support groups	125	75	167%
Number of clients accessing counseling services	40	45	89%
Number of clients referred to counseling or other social services by Support team	26	28	93%
<b>Outcomes</b>			
Percentage of surveyed Support clients showing improvement, i.e. who report higher levels of social support and sense of belonging than at intake	88% (58/66)	80% (56/70)	110%
Percentage of Counseling clients who were assessed after achievement of goals, termination, or dropout and showed improved functioning, i.e. showing higher Global Assessment of Functioning (GAF) or Children's Global Assessment Scale (C-GAS) rating than at intake	80% (24/30)	80% (36/45)	100%

# Workers Assistance Program, Inc.

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## Youth Advocacy—Creating Lasting Family Connections

### Program Description

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 through the provision of a family-strengthening program designed to enhance protective factors and reduce risk factors. CLFC is a curriculum-based program and includes sessions for both youth and their parents/caregivers. Services include substance abuse intervention counseling, education and social skills training, case management, problem identification and referral, and advocacy.

### Funding

The total TCHHS/VS investment in the Youth Advocacy—Creating Lasting Family Connections program for 2011 was \$43,503. This investment comprised 13.4% 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 students, and who are showing early signs of substance use and display at-risk behaviors such as failing grades, truancy, family conflict, school disciplinary problems, gang involvement, and/or may be experimenting with gateway drugs. The program also requires the participation of at least one parent or caregiver.

## Client Demographics

This program served more female (57%) than male (43%) clients. Over one-quarter (28%) of clients were youth between 10 and 14 years old and 25% were adults in the 40 to 59 age range. Most (93%) clients were Hispanic or Latino and 96% of clients were White. This program does not collect income information on the clients it serves.

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	147	57%	10 to 14	74	28%
Male	113	43%	15 to 17	62	24%
<i>Total</i>	<i>260</i>	<i>100%</i>	18 to 24	2	1%
			25 to 39	53	20%
			40 to 59	66	25%
			60 to 74	3	1%
			<i>Total</i>	<i>260</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	242	93%			
Not Hispanic or Latino	18	7%			
<i>Total</i>	<i>260</i>	<i>100%</i>			
Race			Income		
<i>Population of one race:</i>			Not Applicable	260	100%
American Indian or Alaska Native	2	1%	<i>Total</i>	<i>260</i>	<i>100%</i>
Black or African American	7	3%			
White	249	96%			
<i>Population of two races:</i>					
Black or African American <b>and</b> White	2	1%			
<i>Total</i>	<i>260</i>	<i>100%</i>			

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

## Client Zip Codes

More than one-third (35%) of clients served by Workers Assistance Program, Inc. lived in the Southeast area of Travis County, while 27% of clients resided in the East area. The Southwest (19%) area also had a sizeable number of clients in residence. (See Appendix F for zip code classification map.)

Northeast			Southwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	4	1.5%	78704	23	8.8%	78757	4	1.5%
78660	2	0.8%	78735	6	2.3%	78758	19	7.3%
78752	6	2.3%	78736	3	1.2%	<i>Total North</i>	23	8.8%
78753	11	4.2%	78739	1	0.4%			
<i>Total Northeast</i>	23	8.8%	78745	10	3.8%			
			78748	4	1.5%	<b>East</b>		
			78749	3	1.2%	78702	16	6.2%
			<i>Total Southwest</i>	50	19.2%	78721	10	3.8%
<b>Southeast</b>						78723	2	0.8%
78617	8	3.1%				78724	38	14.6%
78741	54	20.8%	<b>West</b>			78725	5	1.9%
78744	24	9.2%				<i>Total East</i>	71	27.3%
78747	4	1.5%	78746	3	1.2%			
<i>Total Southeast</i>	90	34.6%	<i>Total West</i>	3	1.2%			

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

## Performance Goals and Results

This program met the targeted range of performance for all measures. Staff reported that many clients are still receiving ongoing services, so they have not yet taken the post-tests and surveys administered once they have completed the program (see the first and second outcomes).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	260	250	104%
Number of unduplicated clients receiving structured education or training	260	250	104%
<b>Outcomes</b>			
Percentage of youth who completed pre- and post-tests and increased their social competence and/or refusal skills	71% (48/68)	75% (75/100)	94%
Percentage of families who completed the parental retrospective survey and reported improved family functioning and/or family bonding	90% (52/58)	90% (90/100)	100%

# Young Women's Christian Association (YWCA) of Greater Austin

## YW Counseling & Referral Center

### Program Description

The YW Counseling & Referral Center strives to improve the mental health of women and their families by: 1) providing short-term (i.e., ten session) sliding scale counseling services in individual, couples, and family treatment modalities; 2) offering group services on psycho-educational topics at several local sites; 3) providing therapeutic groups on site; 4) providing services in Spanish for monolingual Spanish-speaking women; 5) providing a safe place for estranged parents to meet with their children through the Common Ground Program; and 6) engaging in collaborations to perform services consistent with YWCA goals and services that promote improved well-being. The YWCA also offers continuing education training for the professional counseling community on a range of topics of current interest as well as presentations to the general public on significant issues related to racial and social justice.

### Funding

The total TCHHS/VS investment in the YW Counseling & Referral Center program for 2011 was \$90,596. This investment comprised 29.5% of the total program budget.

### Eligibility Criteria

The YW Counseling & Referral Center offers counseling for women and their families living in Austin and Travis County. Group services are provided to inpatient residents of Austin Recovery and teacher support groups are held at selected child care centers located in high-risk zip codes. Therapeutic groups are also available for women dealing with infertility or who have experienced pregnancy loss. The majority of clients have incomes at or below 100% of the Federal Poverty Income Guideline level.

## Client Demographics

Most (93%) clients served by YWCA were female. Close to half (45%) of clients were 25 to 39 years old and 29% were between the ages of 40 and 59. One-quarter of clients were Hispanic or Latino and 82% were White. Almost three-quarters (74%) of clients had unknown income levels. Program staff noted that most of their off-site skills-building groups serve clients of other organizations that contract with the YWCA for group services, including child care centers and drug recovery centers. Because these organizations do not release income information, YWCA does not have access to this data. Of clients with known incomes, 10% had incomes between 50% and 100% of the Federal Poverty Income Guideline (FPIG) level and another 8% had incomes less than 50% of FPIG. (See Appendix C for specific guideline income levels.)

<b>Gender</b>			<b>Age</b>		
	Num.	Pct.		Num.	Pct.
Female	920	93%	15 to 17	11	1%
Male	71	7%	18 to 24	172	17%
<i>Total</i>	<i>991</i>	<i>100%</i>	25 to 39	443	45%
			40 to 59	292	29%
			60 to 74	55	6%
			Unknown	18	2%
			<i>Total</i>	<i>991</i>	<i>100%</i>
<b>Ethnicity</b>			<b>Income</b>		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	246	25%	<50% of FPIG	80	8%
Not Hispanic or Latino	737	74%	50% to 100%	95	10%
Unknown	8	1%	101% to 150%	30	3%
<i>Total</i>	<i>991</i>	<i>100%</i>	151% to 200%	21	2%
			>200%	35	4%
			Unknown	730	74%
			<i>Total</i>	<i>991</i>	<i>100%</i>
<b>Race</b>					
	Num.	Pct.			
<i>Population of one race:</i>					
American Indian or Alaska Native	3	0.3%			
Asian	9	1%			
Black or African American	102	10%			
White	809	82%			
<i>Population of two races:</i>					
All other two race combinations	26	3%			
<i>Other and Unknown:</i>					
Other	34	3%			
Unknown	8	1%			
<i>Total</i>	<i>991</i>	<i>100%</i>			

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

## Client Zip Codes

Two-thirds (67%) of clients in this program resided in the Northeast area of Travis County, followed by the Southeast (9%), Southwest (8%), and East (7%) areas. (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	10	1.0%
78653	7	0.7%	78726	3	0.3%	78728	2	0.2%
78660	17	1.7%	78731	3	0.3%	78729	6	0.6%
78664	2	0.2%	78732	1	0.1%	78757	5	0.5%
78752	6	0.6%	78750	2	0.2%	78758	25	2.5%
78753	17	1.7%	<i>Total Northwest</i>	<i>10</i>	<i>1.0%</i>	78759	6	0.6%
78754	612	61.8%			<i>Total North</i>	<i>54</i>	<i>5.4%</i>	
<i>Total Northeast</i>	<i>662</i>	<i>66.8%</i>						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78617	12	1.2%	78704	20	2.0%	78702	14	1.4%
78640	5	0.5%	78735	6	0.6%	78721	2	0.2%
78719	1	0.1%	78736	2	0.2%	78722	4	0.4%
78741	42	4.2%	78739	1	0.1%	78723	29	2.9%
78744	19	1.9%	78745	32	3.2%	78724	16	1.6%
78747	5	0.5%	78748	9	0.9%	78725	1	0.1%
<i>Total Southeast</i>	<i>84</i>	<i>8.5%</i>	78749	6	0.6%	<i>Total East</i>	<i>66</i>	<i>6.7%</i>
			<i>Total Southwest</i>	<i>76</i>	<i>7.7%</i>			
West			Others			Central		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78703	2	0.2%	Outside of Travis Co.	8	0.8%	78705	5	0.5%
78733	1	0.1%	Unknown	13	1.3%	78751	6	0.6%
<i>Total West</i>	<i>3</i>	<i>0.3%</i>	<i>Total Others</i>	<i>21</i>	<i>2.1%</i>	78756	4	0.4%
						<i>Total Central</i>	<i>15</i>	<i>1.5%</i>

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

## Performance Goals and Results

The YW Counseling & Referral Center met the targeted range of performance across all measures. Staff members explained that they saw the departure of two volunteer counselor interns in the fourth quarter of the year, as well as the departure of a lead counselor. This led to slightly fewer numbers of clients served for the year (see the first output). Staff believe that the program's capacity to exceed the goal of unduplicated number of clients served through individual, couples, and family counseling (see the second output) is due to 1) the effects of the current economic climate; 2) the fact that 24% of Texas population has no insurance; 3) YWCA's decision to initiate a highly competitive lowest fee two years ago to help clients deal with financial challenges at the beginning of the recession; 4) their decision to maintain this low fee of \$5.00 per session for those who qualify—which means that more people each year learn and pass the information on to others; 5) their role at Austin Recovery where they let patients know what they do and what they can do for the patients after they get discharged; 6) their excellent counseling services; high professional expectations of their counselors; superior training that maintains high standards of service; weekly supervision of all their counselors; their relaxed and warm ambiance; and caring intake teams and front office staff. Finally, staff reported that they have succeeded in retaining an unprecedented number of clients for at least five sessions and have seen high rates of success with these clients (see the second and third outcomes).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	991	1,018	97%
Number of unduplicated clients served - individual, couples, family	272	250	109%
Number of unduplicated clients served - therapy and skill building groups	719	768	94%
<b>Outcomes</b>			
Percentage of clients demonstrating improvement in mental health status/functioning	81% (94/116)	75% (100/133)	108%
Percentage of clients reporting achievement of a treatment plan goal	95% (100/105)	90% (53/59)	106%
Percentage of clients reporting improvement in attitude/behaviors	90% (95/105)	86% (51/59)	105%