

# Public Health and Access to Healthcare

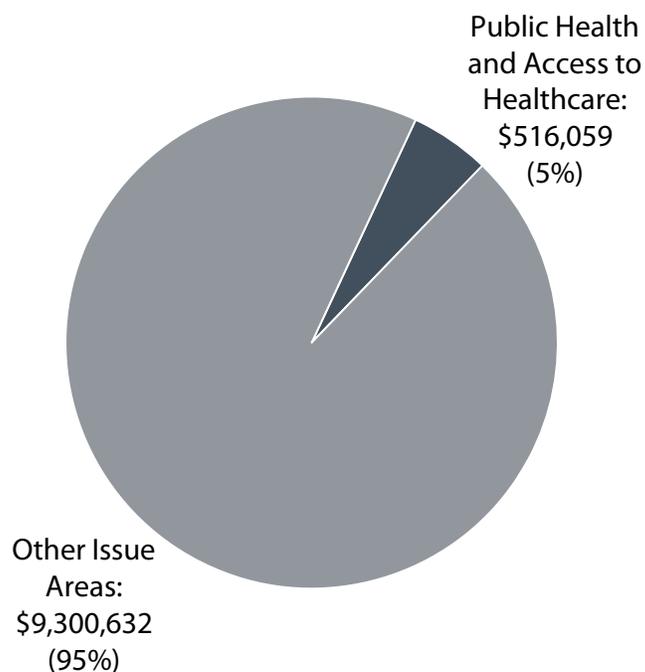
## GOALS AND SERVICES

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

## CONTRACTED SERVICE PROVIDERS

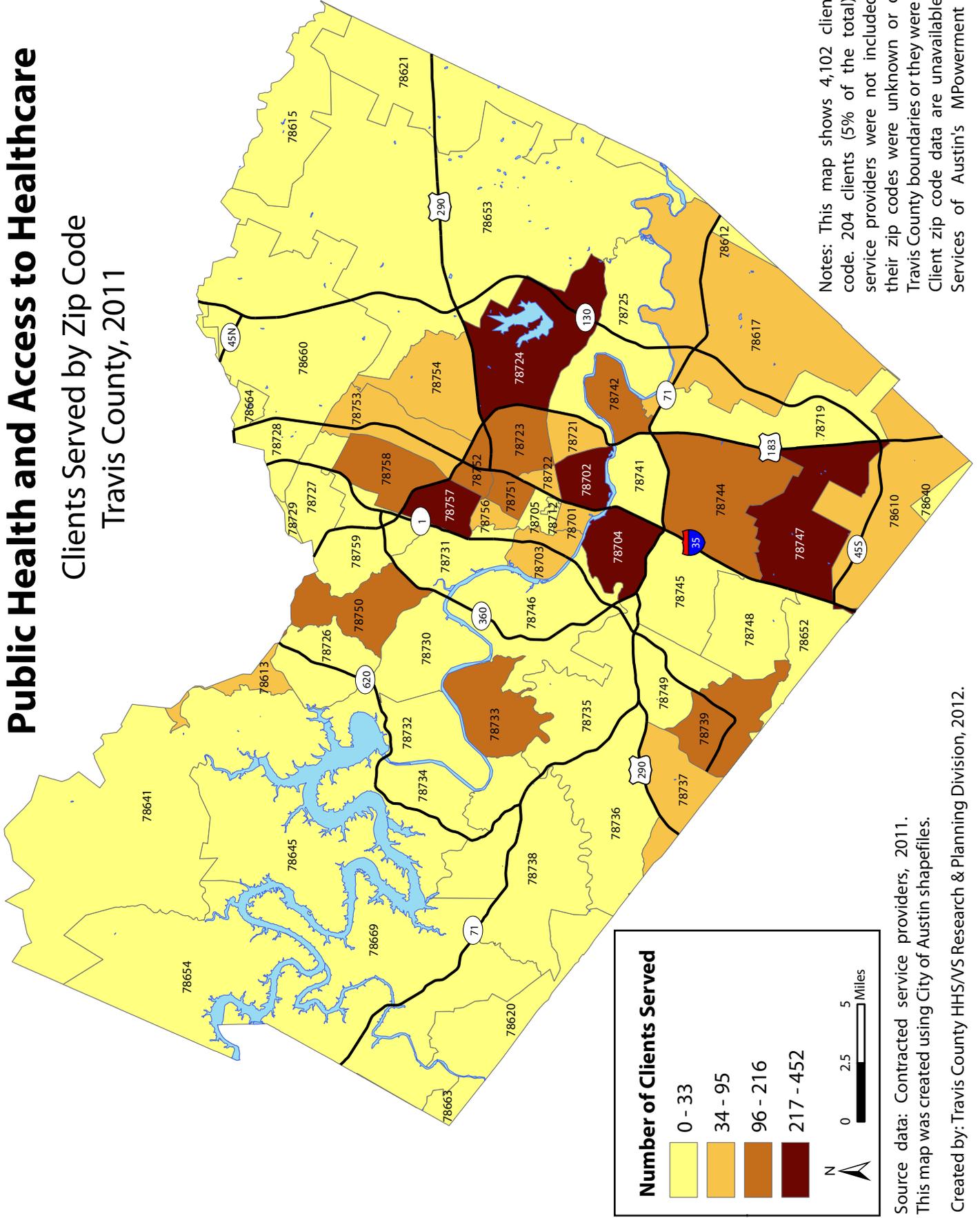
- AIDS Services of Austin: Food Bank
- AIDS Services of Austin: MPowerment
- AIDS Services of Austin: Non-Medical Case Management
- AIDS Services of Austin: VOICES
- Planned Parenthood of Austin Family Planning, Inc.
- Sustainable Food Center
- Wright House Wellness Center, Inc.

## INVESTMENT IN PUBLIC HEALTH AND ACCESS TO HEALTHCARE AND OTHER ISSUE AREAS, 2011



# Public Health and Access to Healthcare

## Clients Served by Zip Code Travis County, 2011



Notes: This map shows 4,102 clients by zip code. 204 clients (5% 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 AIDS Services of Austin's MPowerment program.

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

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

# AIDS Services of Austin

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## Food Bank

### Program Description

The Helping Hands Food Bank offers quality food, personal and household hygiene products, and nutritional supplements for people with HIV/AIDS who are at risk of declining health due to their inability to take in adequate food and nutrients. The goals of this program are to: 1) offer nutritional products that enable low-income, HIV+ persons to improve or maintain their health and 2) provide quality nutrition that meets the dietary health needs of people with HIV through products that supplement other food sources.

### Funding

The total TCHHS/VS investment in the Food Bank program for 2011 was \$62,500. This investment comprised 25.7% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's MPowerment, Non-Medical Case Management, and VOICES programs, which are described in this section of the report.

### Eligibility Criteria

The target population of the Food Bank program is low-income (annual income at or below 150% of the Federal Poverty Income Guideline level) individuals symptomatic with HIV disease who reside in Travis County.

## Client Demographics

Three-quarters of clients served by the Helping Hands Food Bank were male and 23% were female. The eight clients with unknown gender are transgendered individuals. Over three-quarters (77%) of clients were between 40 and 59 years of age and 28% of clients were Hispanic or Latino. More than half (56%) of clients were White and 42% were Black or African American. Most clients had incomes no greater than 150% of the Federal Poverty Income Guideline (FPIG) level, and 42% of clients had incomes between 50% and 100% of FPIG. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	95	23%	15 to 17	1	0.2%
Male	315	75%	18 to 24	5	1%
Unknown	8	2%	25 to 39	57	14%
<i>Total</i>	<i>418</i>	<i>100%</i>	40 to 59	322	77%
			60 to 74	31	7%
			75 and over	1	0.2%
			Unknown	1	0.2%
			<i>Total</i>	<i>418</i>	<i>100%</i>
Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	116	28%	<50% of FPIG	110	26%
Not Hispanic or Latino	302	72%	50% to 100%	177	42%
<i>Total</i>	<i>418</i>	<i>100%</i>	101% to 150%	103	25%
			151% to 200%	12	3%
			>200%	6	1%
			Unknown	10	2%
			<i>Total</i>	<i>418</i>	<i>100%</i>
Race					
<i>Population of one race:</i>					
American Indian or Alaska Native	7	2%			
Asian	1	0.2%			
Black or African American	177	42%			
White	232	56%			
Some other race	1	0.2%			
<i>Total</i>	<i>418</i>	<i>100%</i>			

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

## Client Zip Codes

Close to one-quarter (24%) of clients in the Food Bank program resided in the Northeast area of Travis County. The East (22%) and Southeast (15%) areas also accounted for higher percentages of clients. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	4	1.0%	78613	1	0.2%	78727	1	0.2%
78653	1	0.2%	78641	2	0.5%	78728	3	0.7%
78660	5	1.2%	78645	1	0.2%	78729	5	1.2%
78752	49	11.7%	78654	1	0.2%	78757	4	1.0%
78753	34	8.1%	78731	1	0.2%	78758	28	6.7%
78754	8	1.9%	78734	1	0.2%	78759	6	1.4%
<i>Total Northeast</i>	<i>101</i>	<i>24.2%</i>	<i>Total Northwest</i>	<i>7</i>	<i>1.7%</i>	<i>Total North</i>	<i>47</i>	<i>11.2%</i>
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	2	0.5%	78704	20	4.8%	78702	25	6.0%
78612	2	0.5%	78736	1	0.2%	78721	16	3.8%
78617	5	1.2%	78745	17	4.1%	78722	4	1.0%
78640	2	0.5%	78748	6	1.4%	78723	35	8.4%
78741	37	8.9%	<i>Total Southwest</i>	<i>44</i>	<i>10.5%</i>	78724	11	2.6%
78744	15	3.6%			<i>Total East</i>	<i>91</i>	<i>21.8%</i>	
78747	1	0.2%	Others					
<i>Total Southeast</i>	<i>64</i>	<i>15.3%</i>	Outside of Travis Co.	21	5.0%			
			Unknown	3	0.7%			
			<i>Total Others</i>	<i>24</i>	<i>5.7%</i>	Central		
							Num.	Pct.
West						78701	7	1.7%
	Num.	Pct.				78751	8	1.9%
78703	2	0.5%				78756	21	5.0%
78746	2	0.5%				<i>Total Central</i>	<i>36</i>	<i>8.6%</i>
<i>Total West</i>	<i>4</i>	<i>1.0%</i>						

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

## Performance Goals and Results

The Food Bank program met the targeted range of expectations for all performance measures. Staff members explained that this is an ongoing program that has been providing services to clients for more than 20 years. As such, many of the clients served (see the first output) are continuing clients. Staff believe that the high client satisfaction rate (see the first outcome) reflects their efforts to respond to the needs of the clients and is proof of the dedication of staff to client services. The program also had a larger-than-expected number of clients completing the survey; staff noted that it is difficult to predict how many clients will participate in the satisfaction survey.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	418	445	94%
Number of units (unit of service equals food and hygiene products) delivered to unduplicated clients	5,656	4,939	115%
<b>Outcomes</b>			
Percentage of clients surveyed who report satisfaction with quality of services	91% (129/141)	78% (18/23)	117%

# AIDS Services of Austin

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## MPOWERment

### Program Description

The MPOWERment program offers short-term and social activities for those questioning risk behaviors, leadership activities for those who are fully committed to risk reduction, and alternative social venues to encourage and reinforce risk reduction behaviors. The program aims to develop and support a gay-positive community where safer sex is the norm, relying on volunteers and peers in the young, gay community to provide HIV prevention messages through a variety of means: social settings, discussion groups, and information and materials designed by and for participants. Services provided include formal peer outreach, small group sessions, large and small social events, core group, and an ongoing publicity campaign.

### Funding

The total TCHHS/VS investment in the MPOWERment program for 2011 was \$75,360. This investment comprised 42.5% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Food Bank, Non-Medical Case Management, and VOICES programs, which are described in this section of the report.

### Eligibility Criteria

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

### Client Demographics and Client Zip Codes

Due to the nature of the services provided, individual client demographics and zip codes are unavailable.

## Performance Goals and Results

This program greatly exceeded goals for all but one performance target. Staff explained that they served higher numbers of core group clients (see the first output) due to continuing the committee-based core group model. Rather than having a single core group with regular meetings, their core group is divided up based on particular issues, events, outreach events, discussion group programming, etc. Each meets separately and is open to everyone, thus giving participants the option of attending multiple committees should their motivation lead them to do so. Staff attributed the high numbers of M-group clients (see the second output) to the implementation of the mobile M-group. In addition to the regularly-scheduled group, which meets on a monthly basis, they occasionally offer the group to other organizations that have large groups of men having sex with men (MSM) targets.

The program has also begun to follow a “queer space” model of community building. The MPowerment space is offered strategically to community partners in an effort to increase cross-traffic, diversity, and the productive capacity of MPowerment to make a community impact. The resulting effect, staff reported, is a nexus of diverse activities and services that serve the spectrum of lesbian, gay, bisexual, and transgender (LGBT) individuals. It has positively impacted the presence of the MSM community, the accomplishment of MPowerment goals, and has increased both the number and participation in social events (see the third output). Although they exceeded annual goals, outreach (see the fourth output) was lower than staff desired because the interview process for the outreach coordinator position was being conducted. Because of the vacancy and the use of staff resources to conduct the hiring and training process, very few outreach events were conducted in fourth quarter of 2011.

The percentage of men reporting an increase in their perceived susceptibility related to personal risk of HIV/AIDS fell below goal (see the second outcome). Staff believe that this is almost solely due to the tool used to collect the data, as it fails to take into account the sexual activity of the participants. Participants who are not sexually active or who practice safer sex regularly will both enter and exit an M-group with a low perceived susceptibility to HIV. Mpowerment is set to launch a new evaluation tool in February 2012 which will include both an in-group questionnaire and a 6-month follow-up.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of core group clients	253	38	666%
Number of unduplicated M-group clients	94	87	108%
Number of social events participants	2,334	618	378%
Number of outreach activity participants	1,419	1,038	137%
<b>Outcomes</b>			
Percentage of men who attend an M-group session and report an HIV risk reduction strategy they feel they can attempt	82% (77/94)	60% (52/87)	137%
Percentage of men who attend an M-group session and report an increase in their perceived susceptibility related to personal risk of HIV/AIDS	50% (47/94)	79% (69/87)	63%

# AIDS Services of Austin

## Non-Medical Case Management

### Program Description

The Non-Medical Case Management program links clients to primary medical care and psychosocial, legal, financial, and other support services. It also coordinates and advocates for needed services. Services include:

- Providing eligibility screening and ongoing assessment to HIV+ individuals in order to link them to appropriate services, facilitating the intake process for eligible clients, and referring individuals to the most appropriate HIV case management services in the community
- Ensuring that HIV+ individuals have access to, enter into, and remain in primary medical care in order to improve and maintain health
- Linking HIV+ individuals to social and other support services in order to assist clients to remain in primary medical care
- Working with clients to create service plans, help meet service plan goals, and increase self-sufficiency by addressing barriers to client needs through advocacy, assistance in applying for social and primary medical services, and teaching clients appropriate skills for successful self-advocacy

### Funding

The total TCHHS/VS investment in the Non-Medical Case Management program for 2011 was \$193,937. This investment comprised 43.0% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Food Bank, MPowerment, and VOICES programs, which are described in this section of the report.

### Eligibility Criteria

This program's target population is low-income people residing in Travis County and living with symptomatic HIV disease. To be eligible for case management services, clients must be HIV+ and willing to work on disease management goals.

## Client Demographics

Most (80%) clients served by the Non-Medical Case Management program were male and 18% were female. The six clients with unknown gender are transgendered individuals. Nearly three-quarters (71%) of clients were in the 40 to 59 age category and 29% were Hispanic or Latino. Clients were predominantly White (61%) or Black or African American (37%). One-third of clients had incomes between 50% and 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	57	18%	18 to 24	2	1%
Male	249	80%	25 to 39	68	22%
Unknown	6	2%	40 to 59	220	71%
<i>Total</i>	<i>312</i>	<i>100%</i>	60 to 74	21	7%
			75 and over	1	0.3%
			<i>Total</i>	<i>312</i>	<i>100%</i>

Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	92	29%	<50% of FPIG	79	25%
Not Hispanic or Latino	220	71%	50% to 100%	103	33%
<i>Total</i>	<i>312</i>	<i>100%</i>	101% to 150%	72	23%
			151% to 200%	29	9%
			>200%	29	9%
			<i>Total</i>	<i>312</i>	<i>100%</i>

Race		
<i>Population of one race:</i>		
American Indian or Alaska Native	2	1%
Asian	5	2%
Black or African American	115	37%
White	190	61%
<i>Total</i>	<i>312</i>	<i>100%</i>

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

## Client Zip Codes

Substantial numbers of clients in the Non-Medical Case Management program resided in the East (23%) and Northeast (21%) areas of Travis County. The North (17%) area also saw a sizeable share of the client population. (See Appendix F for zip code classification map.)

<b>Northeast</b>			<b>Northwest</b>			<b>North</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	1	0.3%	78613	1	0.3%	78727	2	0.6%
78660	3	1.0%	78641	3	1.0%	78728	3	1.0%
78752	29	9.3%	78645	2	0.6%	78729	5	1.6%
78753	30	9.6%	78726	1	0.3%	78757	3	1.0%
78754	3	1.0%	78731	5	1.6%	78758	30	9.6%
<i>Total Northeast</i>	<i>66</i>	<i>21.2%</i>	78734	1	0.3%	78759	9	2.9%
			78750	1	0.3%	<i>Total North</i>	<i>52</i>	<i>16.7%</i>
			<i>Total Northwest</i>	<i>14</i>	<i>4.5%</i>			
<b>Southeast</b>			<b>Southwest</b>			<b>East</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78617	3	1.0%	78704	15	4.8%	78702	16	5.1%
78719	1	0.3%	78735	1	0.3%	78721	10	3.2%
78741	26	8.3%	78745	11	3.5%	78722	6	1.9%
78744	14	4.5%	78748	4	1.3%	78723	29	9.3%
<i>Total Southeast</i>	<i>44</i>	<i>14.1%</i>	78749	2	0.6%	78724	10	3.2%
			<i>Total Southwest</i>	<i>33</i>	<i>10.6%</i>	<i>Total East</i>	<i>71</i>	<i>22.8%</i>
<b>West</b>			<b>Others</b>			<b>Central</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78703	3	1.0%	Outside of Travis Co.	2	0.6%	78701	7	2.2%
78733	1	0.3%	<i>Total Others</i>	<i>2</i>	<i>0.6%</i>	78705	3	1.0%
78746	2	0.6%				78751	5	1.6%
<i>Total West</i>	<i>6</i>	<i>1.9%</i>				78756	9	2.9%
						<i>Total Central</i>	<i>24</i>	<i>7.7%</i>

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

## Performance Goals and Results

All performance measures for the Non-Medical Case Management program fell within the targeted range. Program staff reported that the number of unduplicated clients served (see the second output) was over goals due to the number of clients continuing from the previous year, as well as clients formerly served under Ryan White Part A Medical Case Management program. AIDS Services of Austin has increased its goal for this measure in 2012.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of units of service	19,529	19,800	99%
Number of unduplicated clients served	312	250	125%
<b>Outcomes</b>			
Percentage of clients making progress on service plan objectives	75% (235/312)	80% (200/250)	94%
Percentage of clients receiving primary medical care based on "In-care Verification" form	85% (264/312)	85% (212/250)	100%

# AIDS Services of Austin

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## VOICES

### Program Description

The Video Opportunities for Innovative Condom Education and Safer Sex (VOICES) program provides a one-hour, evidence-based intervention. Small groups of adults watch a video that includes information on HIV risk behaviors and condom use and negotiations. Videos provide accurate risk information, correct misinformation, portray positive attitudes about condom use, and model gender- and culturally-specific strategies for encouraging condom use. Following the video, peer facilitators and staff facilitate a group discussion on condom use and lead role-plays on condom negotiation. Each session targets individuals of one ethnicity and gender.

### Funding

The total TCHHS/VS investment in the VOICES program for 2011 was \$59,640. This investment comprised 42.1% of the total program budget. TCHHS/VS also funds the AIDS Services of Austin's Food Bank, MPowerment, and Non-Medical Case Management, programs, which are described in this section of the report.

### Eligibility Criteria

VOICES targets high-risk heterosexual persons of color and men who have sex with men. Clients are not required to document their eligibility for this program, but staff members collect anonymous, self-reported information on client demographics (including zip code), risk-taking behaviors and influencing factors, substance abuse, HIV status, testing history, and history of sexually transmitted diseases.

## Client Demographics

The VOICES program served nearly the same numbers of male and female clients. The two clients with unknown gender are transgendered individuals. Over one-third (37%) of clients were 40 to 59 years old and 36% were between 25 and 39 years of age. One-quarter of clients were Hispanic or Latino and 74% of clients were White. This program does not collect client income information.

Please note that client demographics reflect only those clients completing a self-administered questionnaire.

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	268	49%	18 to 24	104	19%
Male	272	50%	25 to 39	197	36%
Unknown	2	0.4%	40 to 59	198	37%
<i>Total</i>	<i>542</i>	<i>100%</i>	60 to 74	33	6%
			Unknown	10	2%
			<i>Total</i>	<i>542</i>	<i>100%</i>

Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	136	25%	Not Applicable	542	100%
Not Hispanic or Latino	389	72%	<i>Total</i>	<i>542</i>	<i>100%</i>
Unknown	17	3%			
<i>Total</i>	<i>542</i>	<i>100%</i>			

Race		
<i>Population of one race:</i>		
American Indian or Alaska Native	17	3%
Asian	3	1%
Black or African American	105	19%
White	401	74%
<i>Other and Unknown:</i>		
Unknown	16	3%
<i>Total</i>	<i>542</i>	<i>100%</i>

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



## Performance Goals and Results

The VOICES program exceeded all performance targets in 2011. Program staff noted that AIDS Services of Austin (ASA) was awarded funding by the Department of State Health Services to conduct HIV Expanded Testing. Clients are able to receive same day results for those that test HIV negative. In an effort to best launch this initiative, ASA wanted to continue to deliver VOICES at sites they had been providing services to. Their goal was to utilize existing relationships with these community partners in hopes that they would also allow ASA to provide HIV testing services to their clientele. Two of the treatment centers have such a large volume of clients who rotate out of the program, allowing for new clients every 90 days and various small groups, that it makes them ideal locations for the delivery of VOICES.

ASA has tailored their service delivery so that large groups may assemble to view the culturally-appropriate videos together, and then smaller groups of four to eight participants are divided among multiple facilitators for the small-group discussion. This efficiency resulted in the program's ability to serve more people (see the first output) and still maintain the fidelity of the small group intervention. With the added testing component, staff reported that more facilities and community partners are expressing interest in working with the VOICES program so that their clients are given both the educational information and the option to test soon after.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	546	438	125%
Number of clients that complete questionnaire	542	221	245%
<b>Outcomes</b>			
Percentage of clients who complete the VOICES/VOCES intervention and report an increase in self-efficacy regarding condom use	76% (413/542)	75% (166/221)	101%
Percentage of clients who complete the VOICES/VOCES intervention and report increased knowledge regarding different types of condoms available	82% (443/542)	75% (166/221)	109%

# Planned Parenthood of Austin Family Planning, Inc.

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## Teen Pregnancy Prevention Program

### Program Description

The Teen Pregnancy Prevention Program provides teens, their parents, and other adults who routinely interact with teens the information needed to successfully avoid teen pregnancy. The program's health educator provides facilitated, interactive educational sessions that include discussion of abstinence, healthy relationships and dating, birth control methods, identification and prevention of sexually transmitted infections, and communication skills. The health educator also provides sexuality information and/or referrals to other agencies during special events and health fairs. The Teen Peer Education program provides training to teens, and these teens then provide educational information to other young people. The goals of this program are to help reduce teen pregnancy and keep all peer educators pregnancy-free during their length of service in the program.

### Funding

The total TCHHS/VS investment in the Teen Pregnancy Prevention Program for 2011 was \$29,601. This investment comprised 38.4% of the total program budget.

### Eligibility Criteria

This program serves teens, their parents, and other adults who routinely interact with adolescents, with a focus in the central Austin area and in schools and neighborhoods at high risk for teen pregnancy. The health educator recruits teens from Austin Independent School District (AISD) area schools, as well as Austin-area charter schools, to participate in the Teen Peer Education Program. The schools are targeted because they were identified as areas in which residents are at high risk for unintended pregnancy, have a higher concentration of adverse health risks, and have a greater likelihood of dropping out of school. Recruitment and education also takes place at afterschool teen programs, recreational centers, and other youth-serving agencies.

## Client Demographics

Clients served by Planned Parenthood were mostly female (81%). Over half (52%) of clients were between 15 and 17 years old and 50% were Hispanic or Latino. A majority (81%) of clients were White and 16% were Black or African American. The program does not collect income data as most clients served are teens.

Please note that demographic totals reflect both the number of unduplicated clients served and the number of youth receiving peer-to-peer sexuality education.

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	1,455	81%	10 to 14	288	16%
Male	342	19%	15 to 17	933	52%
<i>Total</i>	<i>1,797</i>	<i>100%</i>	18 to 24	307	17%
			25 to 39	155	9%
			40 to 59	98	5%
			60 to 74	16	1%
			<i>Total</i>	<i>1,797</i>	<i>100%</i>
Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	901	50%	Not Applicable	1,797	100%
Not Hispanic or Latino	896	50%	<i>Total</i>	<i>1,797</i>	<i>100%</i>
<i>Total</i>	<i>1,797</i>	<i>100%</i>			
Race					
<i>Population of one race:</i>					
American Indian or Alaska Native	2	0.1%			
Asian	21	1%			
Black or African American	294	16%			
Native Hawaiian or Other Pacific Islander	3	0.2%			
White	1,454	81%			
<i>Other and Unknown:</i>					
Unknown	23	1%			
<i>Total</i>	<i>1,797</i>	<i>100%</i>			

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

## Client Zip Codes

Over one-third (34%) of clients in this program were located in the Southwest area of Travis County. The East (22%) area also comprised a substantial share of the client population. (See Appendix F for zip code classification map.)

Please note that zip code totals reflect both the number of unduplicated clients served and the number of youth receiving peer-to-peer sexuality education.

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78752	59	3.3%	78613	34	1.9%	78757	38	2.1%
78754	56	3.1%	78734	118	6.6%	78758	162	9.0%
<i>Total Northeast</i>	<i>115</i>	<i>6.4%</i>	<i>Total Northwest</i>	<i>152</i>	<i>8.5%</i>	78759	97	5.4%
						<i>Total North</i>	<i>297</i>	<i>16.5%</i>
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	32	1.8%	78704	250	13.9%	78702	146	8.1%
78617	37	2.1%	78737	1	0.1%	78723	26	1.4%
78741	10	0.6%	78745	12	0.7%	78724	219	12.2%
78744	1	0.1%	78748	344	19.1%	<i>Total East</i>	<i>391</i>	<i>21.8%</i>
<i>Total Southeast</i>	<i>80</i>	<i>4.5%</i>	78749	4	0.2%			
			<i>Total Southwest</i>	<i>611</i>	<i>34.0%</i>			
West			Central					
	Num.	Pct.		Num.	Pct.			
78703	24	1.3%	78701	43	2.4%			
78738	40	2.2%	78751	44	2.4%			
<i>Total West</i>	<i>64</i>	<i>3.6%</i>	<i>Total Central</i>	<i>87</i>	<i>4.8%</i>			

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

## Performance Goals and Results

The Teen Pregnancy Prevention Program met or exceeded all performance targets. Program staff members stated that, due to increasing concern regarding high teen birth rates in Travis County and Austin, requests for presentations exceeded expectations, impacting the total number of clients served (see the first output) and the number of clients attending educational sessions and completing pre- and post-tests (see the first outcome).

The program has been able to engage and train more Teen Peer Educators (see the third output) by recruiting teens through high school classes that have leadership and community service components. Planned Parenthood currently has a partnership with Akins High School to train teens in leadership classes as peer educators. Further, due to the current partnership with Akins High School, Planned Parenthood has had the opportunity to train an entire classroom of students as peer educators who were able to provide peer education to an increased number of teens (see the fourth output). Please note that the percentage of teens remaining pregnancy-free (see the second outcome) only reflects female teens participating in the Teen Peer Education program.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	1,266	825	153%
Number of hours health educator provided facilitation	1,090	1,099	99%
Number of teens participating in the Teen Peer Education program	48	29	166%
Number of young people receiving peer-to-peer sexuality education	531	440	121%
<b>Outcomes</b>			
Percentage of clients who demonstrated increased knowledge	87% (1,104/1,266)	80% (660/825)	109%
Percentage of teens who remained pregnancy-free throughout their participation in the program	100% (42/42)	100% (29/29)	100%

# Sustainable Food Center

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## Grow Local

### Program Description

Grow Local is a community-based program that helps low-income individuals and families grow nutritious produce for their own consumption and encourages them to spread the harvest among their neighbors or through area food banks. The program strives to increase the availability and consumption of locally-grown, healthy food by low-income children and adults. Resources offered to gardeners include seeds, transplants, compost, and soil amendments, as well as access to tools and gardening books. Educational opportunities, such as workshops and informational emails, and technical assistance are also provided.

### Funding

The total TCHHS/VS investment in the Grow Local program for 2011 was \$19,321. This investment comprised 38.4% of the total program budget.

### Eligibility Criteria

This program targets underserved children and adults within the City of Austin and Travis County, including: residents who are at or below 200% of the Federal Poverty Income Guideline level; children and adults who are at risk for household food insecurity and/or face a higher risk of diet-related problems; schools serving a majority of economically disadvantaged students (as defined by the percentage of students eligible for free or reduced-price meals under the National School Lunch and Child Nutrition Program); and underserved residents of Sustainable Food Center's four target zip codes.

## Client Demographics

Slightly more than half (53%) of clients served in the Grow Local program were female. Over one-quarter (28%) of clients were in the 25 to 39 age range and 26% had unknown ages. More than one-quarter (28%) of clients were Hispanic or Latino and 67% were White. Nearly half (48%) of clients had unknown incomes. Staff noted that a large number of participants did not disclose information for ethnicity, race, age, or income status on their enrollment forms. Program staff make an effort to emphasize the importance of disclosing demographic information on enrollment forms to new participants; however, many participants seem to view this information as private, and opt not to share it. Of clients with known incomes, 17% had incomes over 200% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	523	53%	Under 5	56	6%
Male	422	43%	5 to 9	51	5%
Unknown	43	4%	10 to 14	45	5%
<i>Total</i>	<i>988</i>	<i>100%</i>	15 to 17	19	2%
			18 to 24	117	12%
			25 to 39	274	28%
			40 to 59	114	12%
			60 to 74	49	5%
			75 and over	7	1%
			Unknown	256	26%
			<i>Total</i>	<i>988</i>	<i>100%</i>
Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	272	28%	<50% of FPIG	128	13%
Not Hispanic or Latino	548	55%	50% to 100%	74	7%
Unknown	168	17%	101% to 150%	72	7%
<i>Total</i>	<i>988</i>	<i>100%</i>	151% to 200%	71	7%
			>200%	165	17%
			Unknown	478	48%
			<i>Total</i>	<i>988</i>	<i>100%</i>
Race					
Population of one race:					
American Indian or Alaska Native	5	1%			
Asian	9	1%			
Black or African American	85	9%			
Native Hawaiian or Other Pacific Islander	12	1%			
White	658	67%			
Some other race	1	0.1%			
Population of two races:					
Asian <b>and</b> White	1	0.1%			
All other two race combinations	37	4%			
Other and Unknown:					
Other	10	1%			
Unknown	170	17%			
<i>Total</i>	<i>988</i>	<i>100%</i>			

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

## Client Zip Codes

Nearly half (47%) of clients in this program were located in the East area of Travis County. The Northeast (17%) area also had a larger number of clients in residence. (See Appendix F for zip code classification map.)

Northeast			Southwest			North		
	Num.	Pct.					Num.	Pct.
78621	22	2.2%	78704	35	3.5%	78729	3	0.3%
78653	15	1.5%	78745	56	5.7%	78757	19	1.9%
78660	6	0.6%	78748	7	0.7%	78758	29	2.9%
78752	57	5.8%	78749	8	0.8%	<i>Total North</i>	51	5.2%
78753	62	6.3%	<i>Total Southwest</i>	106	10.7%			
78754	8	0.8%						
<i>Total Northeast</i>	170	17.2%						
Southeast			Central			East		
	Num.	Pct.					Num.	Pct.
78617	4	0.4%	78701	1	0.1%	78702	238	24.1%
78640	5	0.5%	78705	21	2.1%	78721	41	4.1%
78719	6	0.6%	78751	48	4.9%	78722	80	8.1%
78741	30	3.0%	78756	16	1.6%	78723	72	7.3%
78742	7	0.7%	<i>Total Central</i>	86	8.7%	78724	22	2.2%
78744	22	2.2%				78725	7	0.7%
78747	7	0.7%				<i>Total East</i>	460	46.6%
<i>Total Southeast</i>	81	8.2%						
Others			West					
	Num.	Pct.					Num.	Pct.
Outside of Travis Co.	13	1.3%	78703	10	1.0%	78703	10	1.0%
Unknown	9	0.9%	78746	2	0.2%	78746	2	0.2%
<i>Total Others</i>	22	2.2%	<i>Total West</i>	12	1.2%	<i>Total West</i>	12	1.2%

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

## Performance Goals and Results

The Sustainable Food Center had mixed performance results in 2011, falling short of goals on all output measures but meeting both outcome measure goals. Staff members explained that record-breaking heat and drought during the summer greatly reduced the amount of produce many Grow Local participants were able to harvest and share, and high bills caused many participants to stop watering and wait for the fall. Further, staff believe fewer Austin residents may have been inspired to begin gardening and enroll in Grow Local in the wake of the summer drought, all leading to fewer individual and non-institutional gardeners served (see the first output).

Staff reported that several large school groups enrolled in the program at the end of the year, although total enrollment for gardeners in group programs was lower than expected (see the second output). Rain and milder weather starting in October created more agreeable growing conditions for gardeners, impacting the numbers of meal equivalents shared (see the third output) and meal recipients (see the fourth output); however, the gains at the end of the year could not overcome the effects of the harsh weather during the summer. In 2012, Grow Local will ramp up outreach to families, particularly at their partner schools, to increase program participation.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated individual and non-institutional gardeners receiving resources and education through the Grow Local program (persons may receive services and resources on multiple occasions)	988	1,106	89%
Number of unduplicated gardeners in housing, school, or other group programs receiving resources and education through the Grow Local program (persons may receive services and resources on multiple occasions)	7,590	9,956	76%
Number of meal equivalents (garden fresh produce shared by gardeners; 2 meal equivalents fit into one plastic grocery store bag)	6,813	10,847	63%
Number of meal recipients (persons receiving one or more meal equivalents; duplicated)	5,947	9,945	60%
<b>Outcomes</b>			
Percentage of Grow Local gardeners reporting increased knowledge and skills on quarterly surveys	89% (461/520)	90% (576/640)	99%
Percentage of Grow Local gardeners satisfied with services provided	96% (497/520)	95% (608/640)	101%

# Wright House Wellness Center, Inc.

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## Case Management

### Program Description

The Case Management program assists HIV-positive clients in accessing and staying in primary medical care, adhering to medical treatment regimens, increasing self-sufficiency (as defined by the client and case manager in the service plan), and maintaining or increasing quality of life. Specific services provided can include: intake and assessment, service planning, housing planning, medication adherence assistance, primary medical care retention assistance, information and referral, client advocacy, psychosocial support, and follow-up/re-evaluation.

### Funding

The total TCHHS/VS investment in the Case Management program for 2011 was \$75,700. This investment comprised 37.1% of the total program budget.

### Eligibility Criteria

The Case Management program serves HIV-positive individuals who are not enrolled in any other HIV Case Management program. The target population includes: men, women, and transgender persons; White, African American, Latino/a, and others; intravenous drug users; substance users; and the recently incarcerated. The program also serves clients co-infected with HIV and Hepatitis C and/or living with mental health conditions. All clients are residents of Travis County.

## Client Demographics

Over two-thirds (68%) of clients served by the Case Management program were male and 68% were between 40 and 59 years of age. One-quarter of clients were Hispanic or Latino. More than half (60%) of clients were White and 38% were Black or African American. Clients with incomes below 50% of the Federal Poverty Income Guideline (FPIG) level comprised 44% of the client population and 36% of clients had incomes between 50% and 100% of FPIG. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	55	30%	18 to 24	4	2%
Male	124	68%	25 to 39	38	21%
Unknown	4	2%	40 to 59	124	68%
<i>Total</i>	<i>183</i>	<i>100%</i>	60 to 74	14	8%
			75 and over	2	1%
			Unknown	1	1%
			<i>Total</i>	<i>183</i>	<i>100%</i>

Ethnicity		
	Num.	Pct.
Hispanic or Latino	45	25%
Not Hispanic or Latino	138	75%
<i>Total</i>	<i>183</i>	<i>100%</i>

Race		
	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	69	38%
White	110	60%
<i>Population of two races:</i>		
American Indian or Alaska Native <b>and</b> White	1	1%
<i>Other and Unknown:</i>		
Other	1	1%
Unknown	2	1%
<i>Total</i>	<i>183</i>	<i>100%</i>

Income		
	Num.	Pct.
<50% of FPIG	80	44%
50% to 100%	66	36%
101% to 150%	27	15%
151% to 200%	8	4%
>200%	1	1%
Unknown	1	1%
<i>Total</i>	<i>183</i>	<i>100%</i>

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

## Client Zip Codes

Clients in this program were primarily located in eastern areas of Travis County, with large numbers of clients residing in the East (19%), Northeast (19%), and Southeast (18%) areas. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78664	4	2.2%	78641	1	0.5%	78727	2	1.1%
78752	11	6.0%	78654	1	0.5%	78728	2	1.1%
78753	16	8.7%	78726	2	1.1%	78729	2	1.1%
78754	3	1.6%	78731	1	0.5%	78757	7	3.8%
<i>Total Northeast</i>	<i>34</i>	<i>18.6%</i>	78734	1	0.5%	78758	13	7.1%
			<i>Total Northwest</i>	<i>6</i>	<i>3.3%</i>	<i>Total North</i>	<i>26</i>	<i>14.2%</i>
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78617	2	1.1%	78704	5	2.7%	78702	7	3.8%
78640	1	0.5%	78735	1	0.5%	78721	2	1.1%
78741	15	8.2%	78745	8	4.4%	78722	1	0.5%
78744	14	7.7%	78748	4	2.2%	78723	22	12.0%
<i>Total Southeast</i>	<i>32</i>	<i>17.5%</i>	78749	1	0.5%	78724	3	1.6%
			<i>Total Southwest</i>	<i>19</i>	<i>10.4%</i>	<i>Total East</i>	<i>35</i>	<i>19.1%</i>
West			Others			Central		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78703	3	1.6%	Homeless	2	1.1%	78701	7	3.8%
78746	1	0.5%	Outside of Travis Co.	4	2.2%	78705	3	1.6%
<i>Total West</i>	<i>4</i>	<i>2.2%</i>	<i>Total Others</i>	<i>6</i>	<i>3.3%</i>	78751	3	1.6%
						78756	8	4.4%
						<i>Total Central</i>	<i>21</i>	<i>11.5%</i>

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

## Performance Goals and Results

Wright House Wellness Center, Inc. exceeded both output measure goals but fell short of targets on both outcome goals. Staff members explained that a number of clients had spent an insufficient amount of time in the program to have two service plan updates (see the first outcome); a number of clients also exited the program before their plan was updated.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	183	168	109%
Number of units of service provided (1 unit of service equals 15 minutes of contact in person, by phone/ email, and administrative duties to carry out service)	5,569	5,132	109%
<b>Outcomes</b>			
Percentage of HIV-infected case management clients who had a case management care plan developed and/or updated two or more times in the measurement year	65% (94/144)	95% (112/118)	69%
Percentage of HIV-infected case management clients who had two or more medical visits in an HIV care setting in the measurement year	74% (106/144)	95% (112/118)	78%