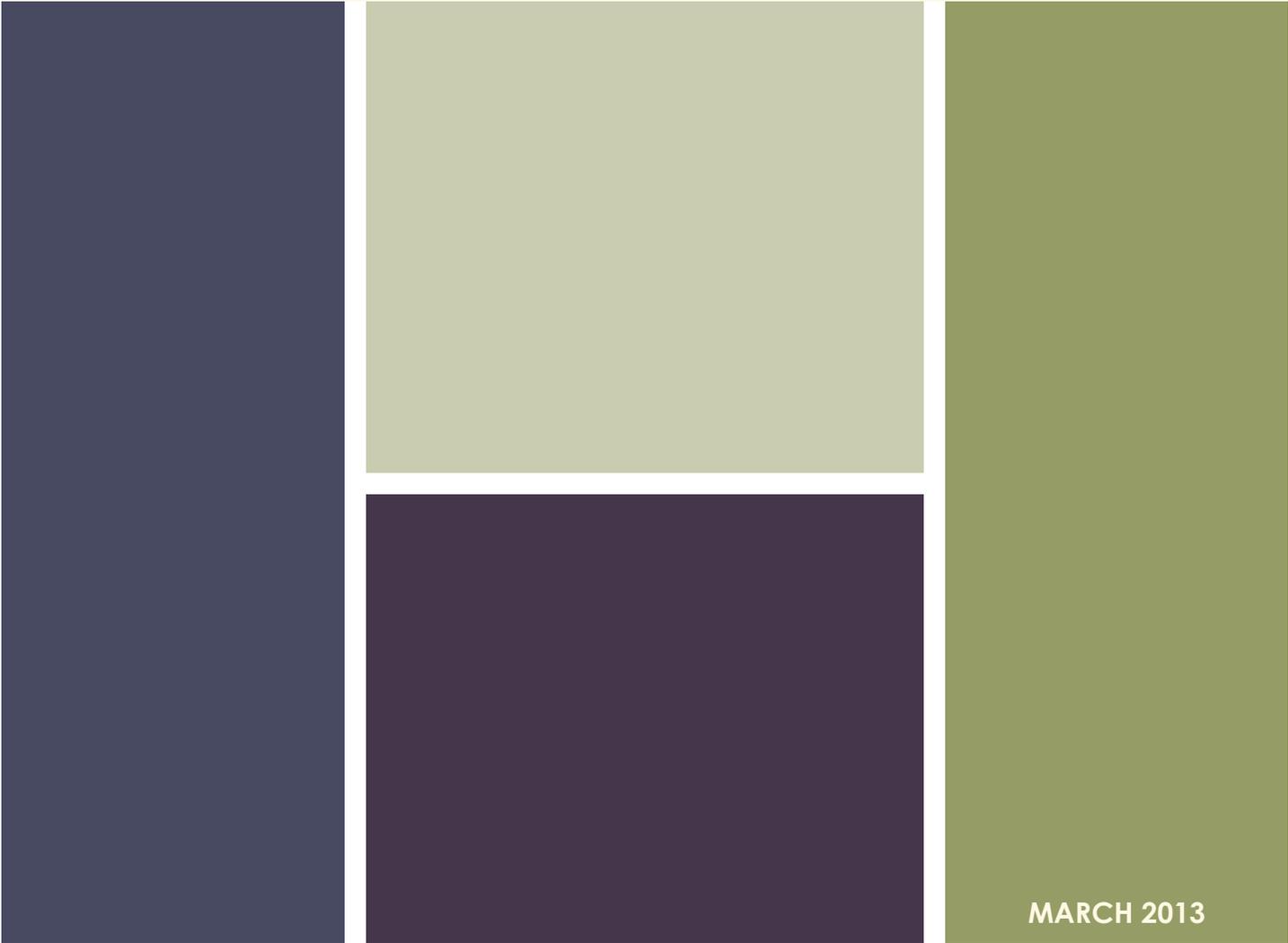




# **HOUSING CONTINUUM**

## **2012 Community Impact Report**

Travis County Health and Human Services & Veterans Service  
Research & Planning Division



MARCH 2013

# HOUSING CONTINUUM

## 2012 Community Impact Report

Travis County Health and Human Services & Veterans Service  
Research & Planning Division

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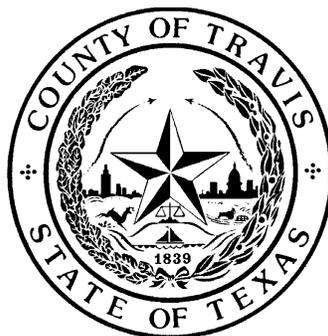
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# Introduction

The Travis County Commissioners Court, through Travis County Health and Human Services & Veterans Service Department (TCHHS/VS), annually invests over \$11 million in community-based social service programs. These Department investments align with and supplement our direct services to meet the critical needs of local residents. Community-based organizations are frequently geographically and culturally embedded in the communities they serve and are often best positioned to provide needed services.

## Purpose of Report

The annual Community Impact Report provides an overview of TCHHS/VS investments in health and human services. The *2012 Community Impact Report* offers highlights of community conditions most pertinent to the services purchased within each issue area in 2012. The report also details investment, programmatic, and performance information on the Department's social service contracts. This information provides a foundation for policy makers, program managers, and others to better understand these investments, recognize and celebrate accomplishments, identify areas for improvement, disseminate lessons learned, and highlight areas warranting further research.

Readers should also consider this report in conjunction with other local analyses and reports<sup>a</sup> in order to obtain a more complete picture of the community. The *Travis County Snapshot from the American Community Survey 2011*, in particular, provides complementary contextual information around current demographics and local conditions.<sup>b</sup>

## Organization of Report

This report addresses nine issue areas plus a summary of Planning and Evaluation investments. (A tenth issue area, Restorative Justice and Reentry, had no investments in 2012.) Each issue area section begins with community conditions information about the issue area and then provides performance highlights about the programs included within that issue area.

Community conditions impact social service providers and the individuals they serve. Economics, demographics, as well as social structures and systems, all influence the level of need within a community

a Data products from the 2010 Census, including a *Travis County Trend Profile* and *Travis County Map Books*, are available at: [http://www.co.travis.tx.us/health\\_human\\_services/research\\_planning/documents\\_CensusData.asp](http://www.co.travis.tx.us/health_human_services/research_planning/documents_CensusData.asp).

b The *Travis County Snapshot from the American Community Survey 2011* is available at: [http://www.co.travis.tx.us/health\\_human\\_services/pdfs/ACS2011.pdf](http://www.co.travis.tx.us/health_human_services/pdfs/ACS2011.pdf).

and the resources available to successfully address community needs. Community conditions help determine service delivery approaches that are most effective in addressing community needs and issues. These conditions also inform public stakeholders of progress toward community goals and can help correlate particular program contributions and value in advancing those goals.

Although this report highlights community conditions for individual issue areas separately, each issue area must be considered in a broader context. Community conditions related to a single issue area may have similar or related root causes and broad-level consequences. Current economic conditions also have a global impact on community conditions.

Performance highlights contribute to local knowledge about some of the Department's contracted community-based programs. This report provides detailed information about each program covered by an issue area, including an overview of program goals, services provided, eligibility criteria, and funding. Client demographics and ZIP codes are summarized for each program. Also captured are each program's performance results, compared to its contractual performance goals, and explanations of notable variance (+/- 10%) between the performance results and goals.

An issue area encompasses those programs with goals most aligned with the goals of that issue area. While each program is included in only one issue area, a program may promote the goals of several issue areas. For example, a workforce development program may primarily include work readiness services but also include a small educational component. The principal goals of the program promote the workforce development issue area goals, so the program is categorized in the workforce development issue area rather than the education issue area.

## Report Summary

Most social service programs described in this report serve Travis County residents who are in or near poverty. Some programs assist vulnerable populations, such as those experiencing abuse and neglect, irrespective of their income. Current conditions elevate the need for social services for Travis County residents:

- The Travis County population continues to grow rapidly. According to the most recent U.S. Census Bureau population estimates available, 1,063,130 people lived in Travis County in 2011. The county's growth rate of 30% since 2000 (reflecting the addition of 242,203 residents) is faster than the state overall (Texas grew 23% between 2000 and 2011). The county population in areas outside the city of Austin has grown even more rapidly, up 66% since 2000. In 2011, more than one-quarter of county residents (26% or 279,935 people) lived in a city or village other than Austin or in an incorporated area, compared with 21% of residents (168,627 people) in 2000.<sup>1</sup>

- The most recent poverty data were collected in 2011. These data estimate that about 18% of Travis County residents (192,436 people) lived in poverty. The 2011 rate is not statistically different from the 2010 poverty rate of 19%. These two most recent poverty rates reflect an increase in poverty in Travis County over what had been a fairly stable rate of 15% during 2006-2008 and 16% in 2009.<sup>2</sup>
- The poverty rate among children is higher than the overall poverty rate for Travis County. 2011 data indicates that 25% of Travis County children under 18 (63,680 children) lived in poverty.<sup>3</sup>
- In December 2012, there were 50,458 SNAP (Supplemental Nutrition Assistance Program) cases in Travis County with 113,664 people (about 11% of all Travis County residents) receiving benefits. The number of SNAP cases appears to be leveling off, following a steady increase between 2008 (29,448 average monthly cases) and 2011 (50,970 average monthly cases).<sup>4</sup>
- Close to 159,000 households in Travis County experience a housing cost burden, which is defined as spending 30% or more of household income on housing costs; approximately 77,000 of those households experience a severe housing cost burden (i.e. spending 50% or more on housing costs).<sup>5</sup> Renters are more likely to be cost burdened than owners.<sup>6</sup>
- A point-in-time snapshot of the Austin area homeless population reported a total of 2,244 homeless individuals, 61% of whom were sheltered (either emergency, transitional, or Safe Haven), and 39% of whom were unsheltered. Almost one-third (30%) of the homeless population is comprised of individuals in households with dependent children.<sup>7</sup>
- National, state and local unemployment rates all follow an improving trend line, with the Austin-Round Rock MSA and Travis County consistently outperforming the state and nation. The unemployment rate for the Austin-Round Rock MSA began the year at 6.5% in January 2012, but dropped to 5.0% in December.<sup>8</sup> The unemployment rate for Travis County is slightly lower than the MSA, starting at 6.4% in January 2012 and ultimately falling to 4.9% in December. These are the lowest unemployment rates for Travis County and the Austin-Round Rock MSA since November 2008 and remain lower than the state (6.0%) and national (7.6%) rates.<sup>9</sup>
- In 2011, an estimated 19.8% of the Travis County population (209,348 people) lacked health insurance. Travis County's proportion of uninsured residents is higher than that of the U.S. (15.1%) but lower than that of Texas (23.0%).<sup>10</sup>
- Between 2000 and 2010, the Austin-Round Rock metropolitan area had the fastest growing "pre-senior" population (age 55 to 64) in the nation, with a 110% change from 2000 to 2010. The Austin-Round Rock metropolitan area was ranked second in senior (age 65 and older) population growth over the same time period, with a 53% change.<sup>11</sup> In 2011, there were 79,573 adults aged 65 and older living in Travis County, comprising 7.5% of the population<sup>12</sup> by 2020, a projected 124,750 older adults will make up 10.4% of the county population.<sup>13</sup>

## Client Demographics

Service providers collected client demographic data, when possible.<sup>c</sup> Overall, demographic data were provided for 67% to 86% of clients, depending on the demographic category. Of clients with known demographics, 55% were female and 45% were male. In terms of race, 64% of these clients were White, 24% were Black or African American, and the remainder were of another race. In terms of ethnicity,<sup>d</sup> 41% of clients were Hispanic or Latino. Nearly one-quarter (23%) of clients were ages 25 to 39, and 22% were between 40 and 59 years of age. Children and youth ages 17 and younger accounted for 32% of clients. Close to one-half (43%) of clients had incomes below 50% of the Federal Poverty Income Guideline (FPIG) level, and 25% of clients had incomes between 50% and 100% of FPIG. (See Appendix A for specific guideline income levels.)

## Client Location by ZIP Code

When possible, the contracted service providers also documented the ZIP code where clients resided when they entered the program.<sup>e</sup> Service providers collected residential information for 84% of all clients, including clients with ZIP codes within Travis County (75%), clients with ZIP codes outside of Travis County (3%), and clients who were homeless at entry into the program (7%); the remainder (16%) represent clients with unknown ZIP codes. Of clients with known ZIP codes within Travis County, 19% of clients resided in the East area. The Northeast and Southeast areas also had sizeable shares of clients in residence, each with 18% of clients. (See Appendix B for ZIP code classification map.)

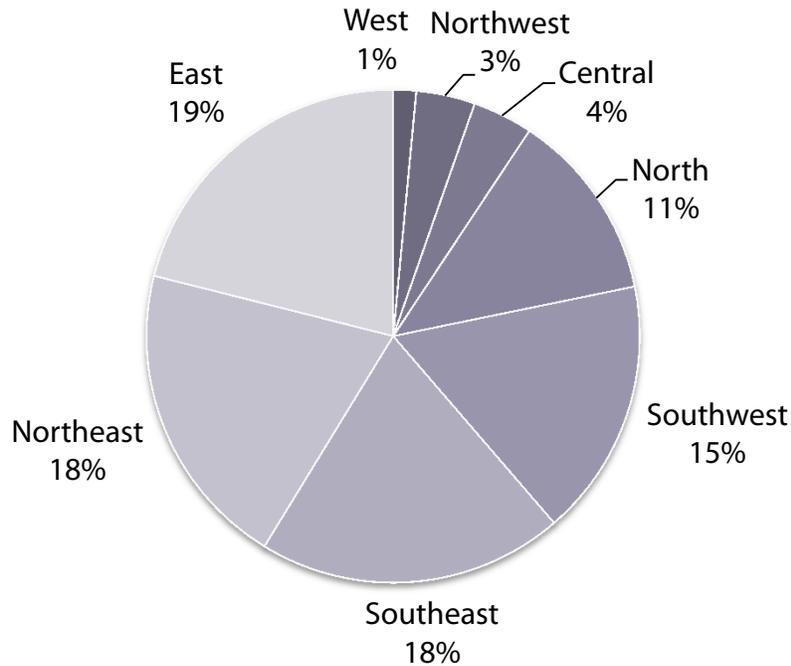
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c Client demographic data may be unreported for reasons such as protection of client privacy and difficulty obtaining data (e.g., due to services delivered via outreach or at large-scale events). Further, two contracted service providers used different age and/or income categories that did not allow for aggregation with the larger set of demographic data. Clients enrolled in programs that do not collect income information were classified as “unknown” in the income level category.

d For the purposes of tracking reported client data, TCHHS/VS has adopted demographic categories used by the U.S. Census Bureau. The U.S. Census Bureau considers race and Hispanic origin to be two separate and distinct concepts. Hispanics and Latinos may be of any race. Therefore, clients reporting their race, such as White or Black or African American, may also be Hispanic or Latino.

e Client ZIP code data may be unreported for reasons such as protection of client privacy and difficulty obtaining data (e.g., due to services delivered via outreach or at large-scale events).

### Areas of Client Residence, 2012

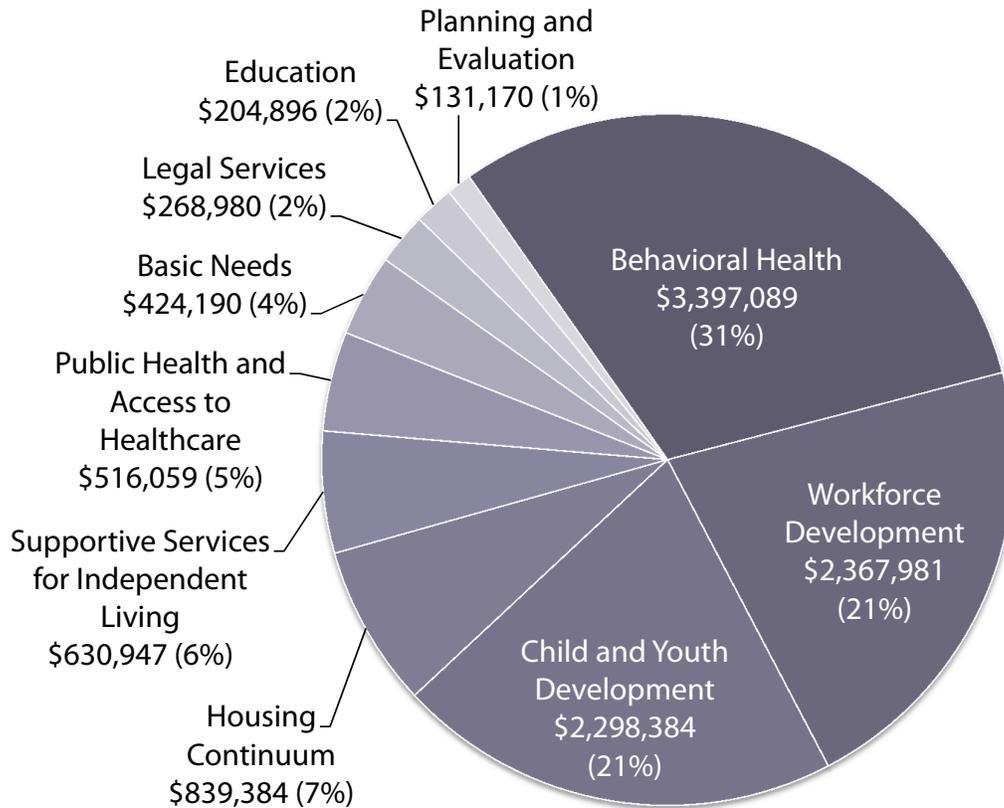


### Investment by Issue Area

The following chart does not represent total TCHHS/VS investments and services. It only shows the percent of funding devoted to each issue area for the social service contracts included in this report. These contracts are a subset of the Department's broader investments of general funds in both purchased and direct services. The Department also makes grant-funded program investments.

Behavioral Health contracts accounted for the greatest share (nearly one-third) of the TCHHS/VS investment reflected in this report, followed by Workforce Development and Child and Youth Development contracts (each comprising 21% of the total investment). The Department's investments represented varying percentages of each contracted program's total budget. Investment percentages ranged from 0.6% to 100%, constituting an average of 23.5% of a program's total budget. Actual investment percentages for each social service contract are provided on each program's page.

## Investment in Issue Areas for Social Service Contracts, 2012



## Performance

The social service contracts included in this report have a wide range of goals, objectives, services, and performance measures. In 2012, most programs met the targeted range of performance across both output and outcome measures. Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Programs falling short of performance goals were often the result of basic operational issues, such as staffing shortages and turnover or funding cuts. Changes in client populations also impacted performance, including clients requiring additional time in a program, thus reducing new client enrollments. Also, for programs serving smaller numbers of clients, even minor changes can lead to highly volatile performance results. Economic conditions have, in many cases, increased demand but may also create challenges in achieving goals. Significant programmatic or performance measure and methodology changes that occurred in 2012 also contributed to unexpected performance variance. Please note that performance measures reflect the entire program's performance, and not the share of the program funded by TCHHS/VS.

# Goals and Services

## DEPARTMENT PURPOSE

Travis County Health and Human Services & Veterans Service strives to maximize quality of life for all people in Travis County by:

- Protecting vulnerable populations
- Investing in social and economic well-being
- Promoting healthy living: physical, behavioral, and environmental
- Building a shared understanding of our community

## HOUSING CONTINUUM GOALS AND SERVICES

Programs and services within this issue area promote both availability of and access to temporary shelter and long-term housing retention for persons who are homeless or at risk of losing their housing. Some examples of services provided by programs within this issue area include safe and affordable transitional housing; emergency shelter including food, bedding and needed supplies; case management and tenant education to promote housing stability; and repair of housing to prevent homelessness or energy inefficiency.

# Community Conditions

## Current Conditions and Trends

The condition of the U.S. housing market has been inextricably tied to the state of the U.S. economy, and was a major factor in the onset of the recession that overtook the country in 2007. Throughout the early 2000s, housing prices climbed rapidly while household income levels remained largely stagnant.<sup>14</sup> At the same time, the growth of the subprime mortgage industry allowed many households to borrow at unsustainable levels. Home prices peaked in 2006, before beginning a steady decline starting in 2007.<sup>15</sup> As homeowners with subprime mortgages saw the equity in their homes disappearing, they were unable to either sell their homes or refinance mortgages, triggering a widespread rise in foreclosures and the collapse of the subprime mortgage market. The impact of the collapse of the subprime mortgage market on the economy as a whole is complex, but it played a major role in the worst national recession since the Great Depression.<sup>16</sup> Throughout the recession, housing prices in many markets dropped precipitously and housing inventory accumulated, slowing the pace of the economic recovery. Over the past few years, foreclosure rates have begun to decline<sup>17</sup> and more recently housing prices have stabilized and begun to increase,<sup>18</sup> signaling a broad economic recovery.

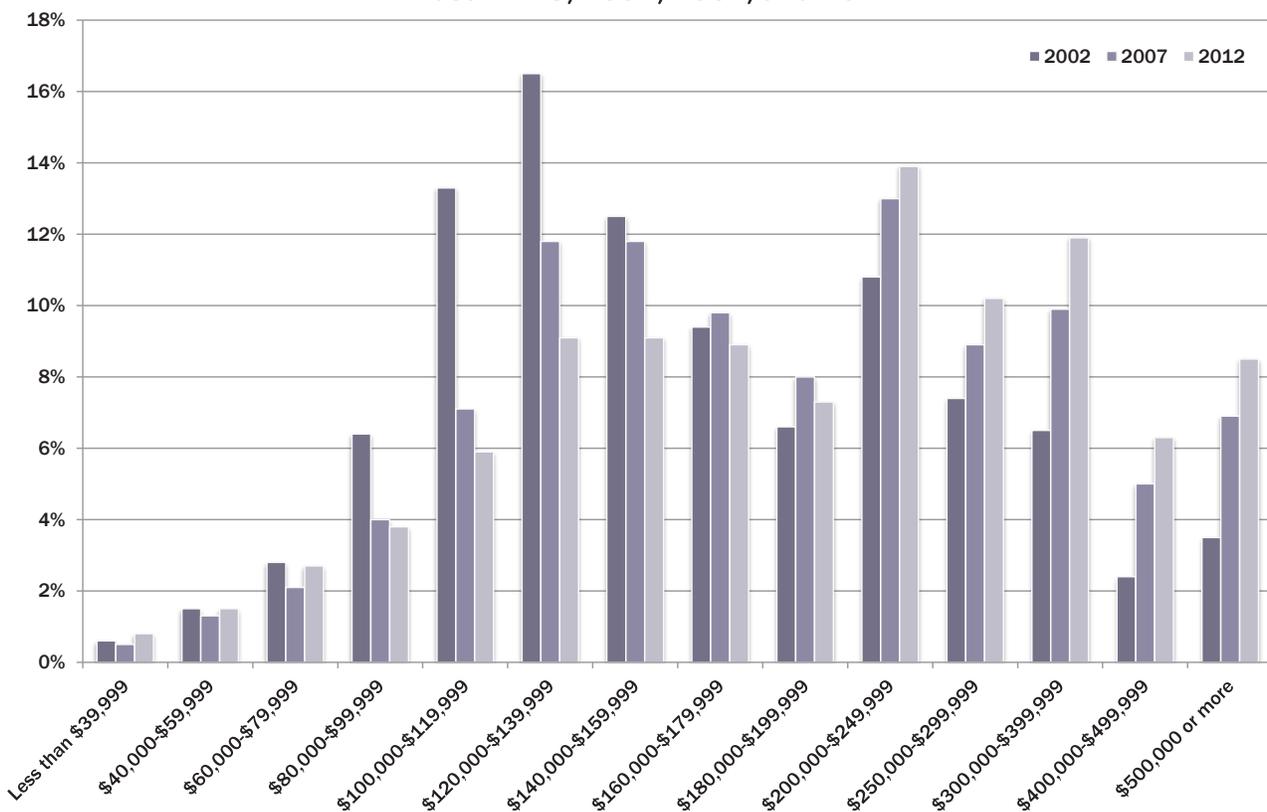
While Travis County was not immune to the conditions generated by the recession, the economies and housing markets of both the state of Texas and the Austin Metropolitan region have generally outperformed the nation.<sup>19</sup> While the housing market slowed, the region did not see the same steep declines in home values that contributed to crisis levels of foreclosures in some markets.<sup>20</sup> The relative strength of the Austin economy supports ongoing in-migration to Austin and continued population growth. Ongoing population growth in turn supports increased demand in the housing market, driving up both housing prices and rents.

### ***Owner Housing Market Conditions and Affordability***

Over the last decade, Austin's owner housing market has become increasingly expensive, as the price distribution of available housing stock has skewed towards higher-priced housing. For example, in 2002, 41% of the homes sold in Austin were priced below \$140,000; in 2012 (year-to-date<sup>f</sup>), only 24% of the homes sold were in this price range. Conversely, in 2002, 12% of the homes sold in Austin were priced at \$300,000 or more; in 2012, 27% of homes sold were in this range.<sup>21</sup>

<sup>f</sup> Throughout this section, "2012 (year-to-date)" refers to 2012 data collected through the month of October 2012. This is due to availability of data at the time of the writing of this report.

### Price Distribution of Homes Sold Austin MLS, 2002, 2007, and 2012



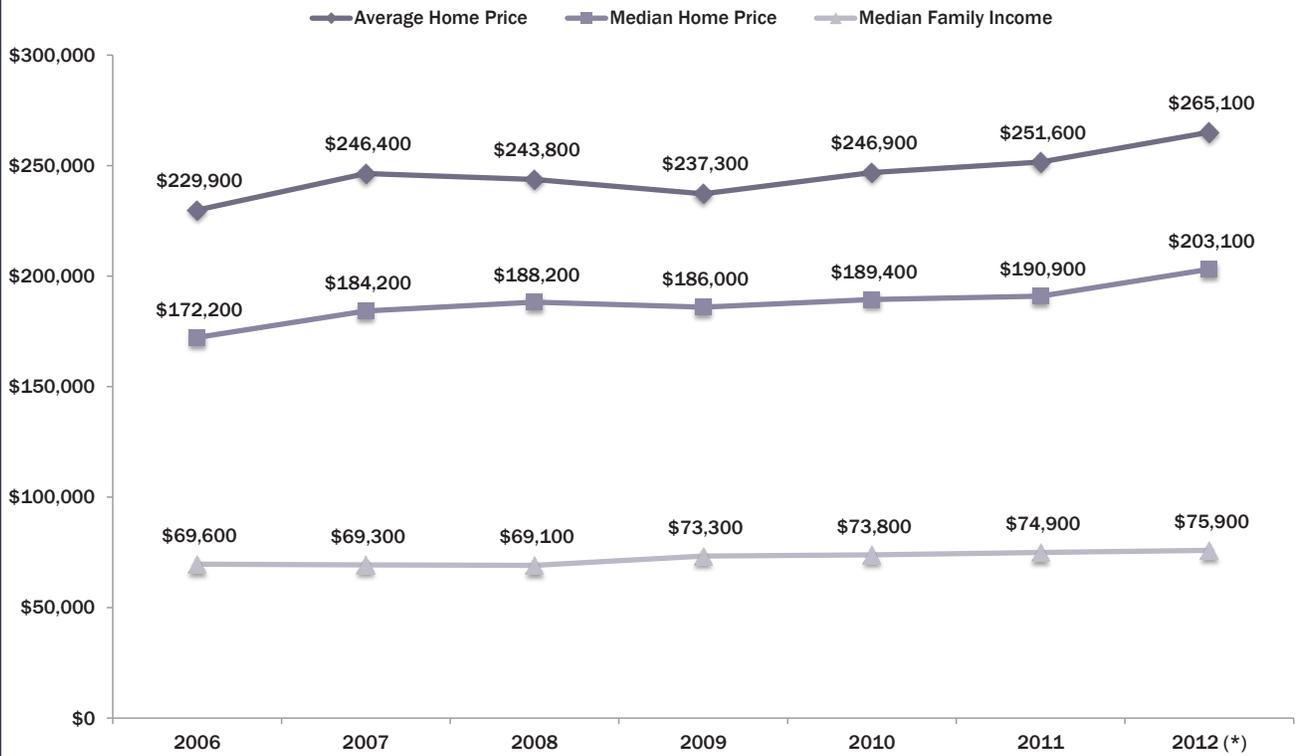
Created by: Travis County HHS/VS, CDBG Office, 2013  
Source data: The Real Estate Center at Texas A&M University

Note: Residential data includes single-family, townhouses and condominiums

Austin’s housing market also remains expensive as compared to other markets in the state of Texas. In 2012 (year-to-date), the Austin MLS had the fourth-highest median home price (\$203,100) and the highest average home price (\$265,100) of the 48 Texas MLS areas tracked by the Real Estate Center at Texas A&M University.<sup>22</sup>

Increases in home prices in the Austin MLS are outpacing growth in income. Between 2006 and 2012, the Austin MLS median home price rose by 17.9%<sup>23</sup> and the average home price rose by 15.3%,<sup>24</sup> but median family income increased by only 9.1%.<sup>25</sup> The following chart illustrates this prevailing gap between what the median family earns and what the median home costs:

### Selected Affordability Indicators Austin MLS, 2006-2012



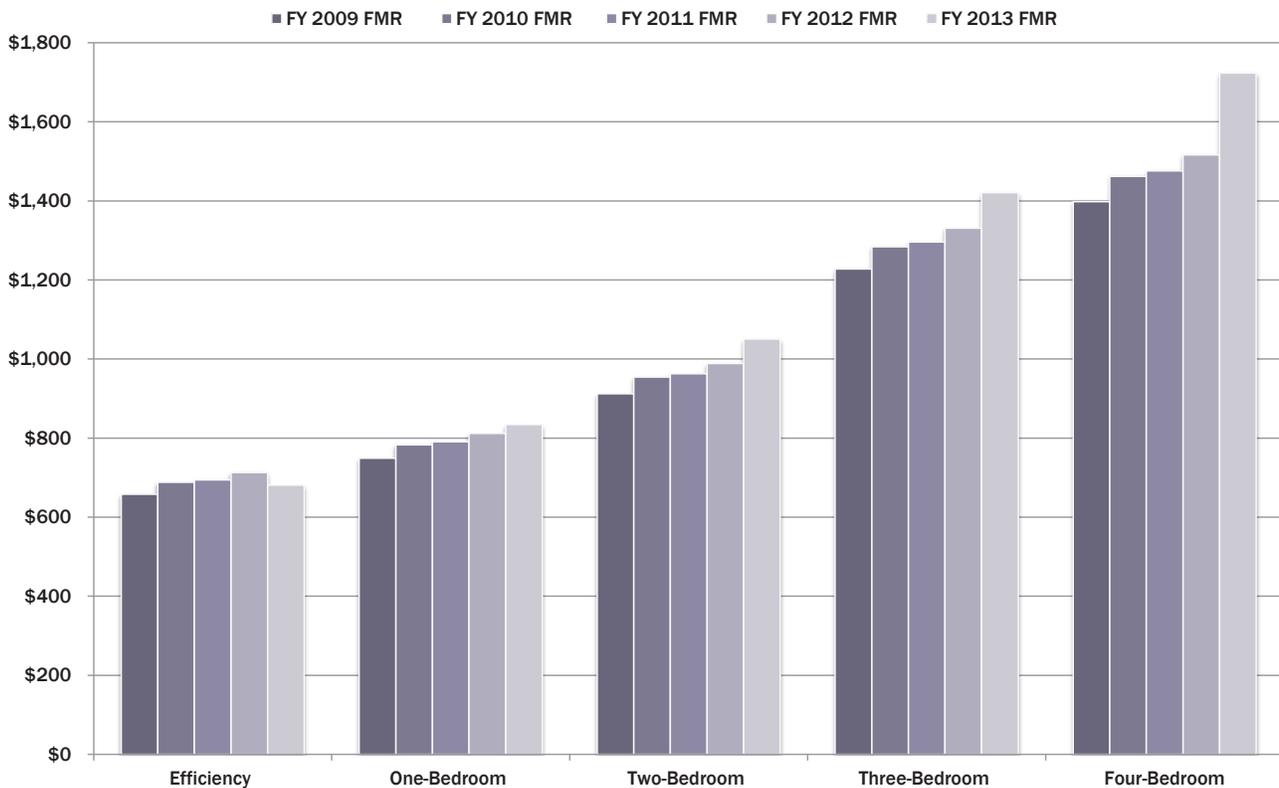
Created by: Travis County HHS/VS CDBG Office, 2013  
Source data: The Real Estate Center at Texas A&M University

Notes: Residential data includes single-family, townhouses, and condominiums.  
\* 2012 figures reflect data collected through October 2012.

### Rental Housing Market Conditions and Affordability

In the Austin area rental market, fair market rents (the federal standard for what is considered affordable), displayed in the following chart, have shown a general upward trend since 2009, with the exception of efficiency apartments which saw a slight decline from prior years. For FY 2013, Austin’s fair market rents for efficiency, one-bedroom, two-bedroom, three-bedroom units and four-bedroom units are the highest of all Texas metropolitan areas.<sup>26</sup>

## Fair Market Rents Austin-Round Rock MSA, FY 2009-2013



Created by: Travis County HHS/VS CDBG Office, 2013

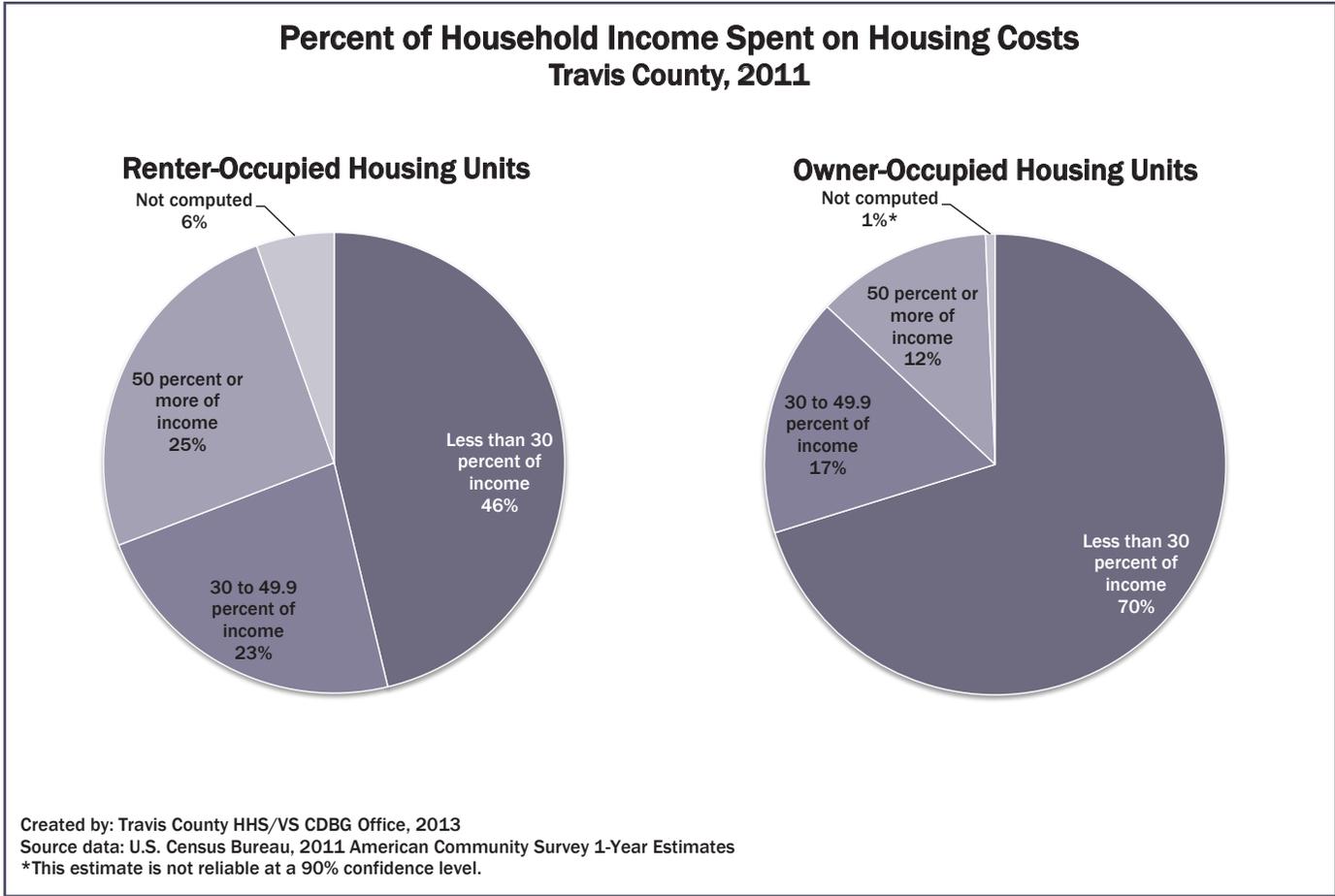
Source data: HUD USER (U.S. Department of Housing and Urban Development, Office of Policy Development and Research), 2012

American Community Survey data confirm that actual rent costs in Travis County are rising. Between 2007 and 2011, median contract rent rose 10%, from \$697 to \$769.<sup>27</sup> The Austin area also has high occupancy rates, currently 92% for Travis County.<sup>28</sup> These conditions create a tight rental market, especially for those seeking more affordable housing.

### ***Cost Burden for Renters and Owners***

The Travis County population is evenly split between homeowners and renters.<sup>29</sup> This owner-occupancy rate is lower than that of the state (63%) and that of the nation (65%).<sup>30</sup> Although owner costs skew higher than renter costs,<sup>31</sup> renter incomes tend to be lower than owner incomes. The difference is striking: Travis County's owner-occupied median household income is \$81,322, while the renter-occupied median household income is \$35,896.<sup>32</sup>

A large percentage of both renters and owners in Travis County experience a housing cost burden, which is defined as spending 30% or more of household income on housing costs (spending 50% or more constitutes a severe cost burden).<sup>33</sup> However, the percentage of households that are cost burdened is much higher among renters than owners, as illustrated in the following chart: 48% of renter households in Travis County spend 30% or more of their income on gross rent, and 25% of them spend at least half of their income on gross rent.<sup>34,g</sup> Comparatively, 29% of owner households spend 30% or more of their income on housing costs<sup>h</sup> and 12% spend at least half.<sup>35</sup>



In total, close to 159,000 households in Travis County experience a housing cost burden; for approximately 77,000 of those households, it is a severe housing cost burden.<sup>36</sup>

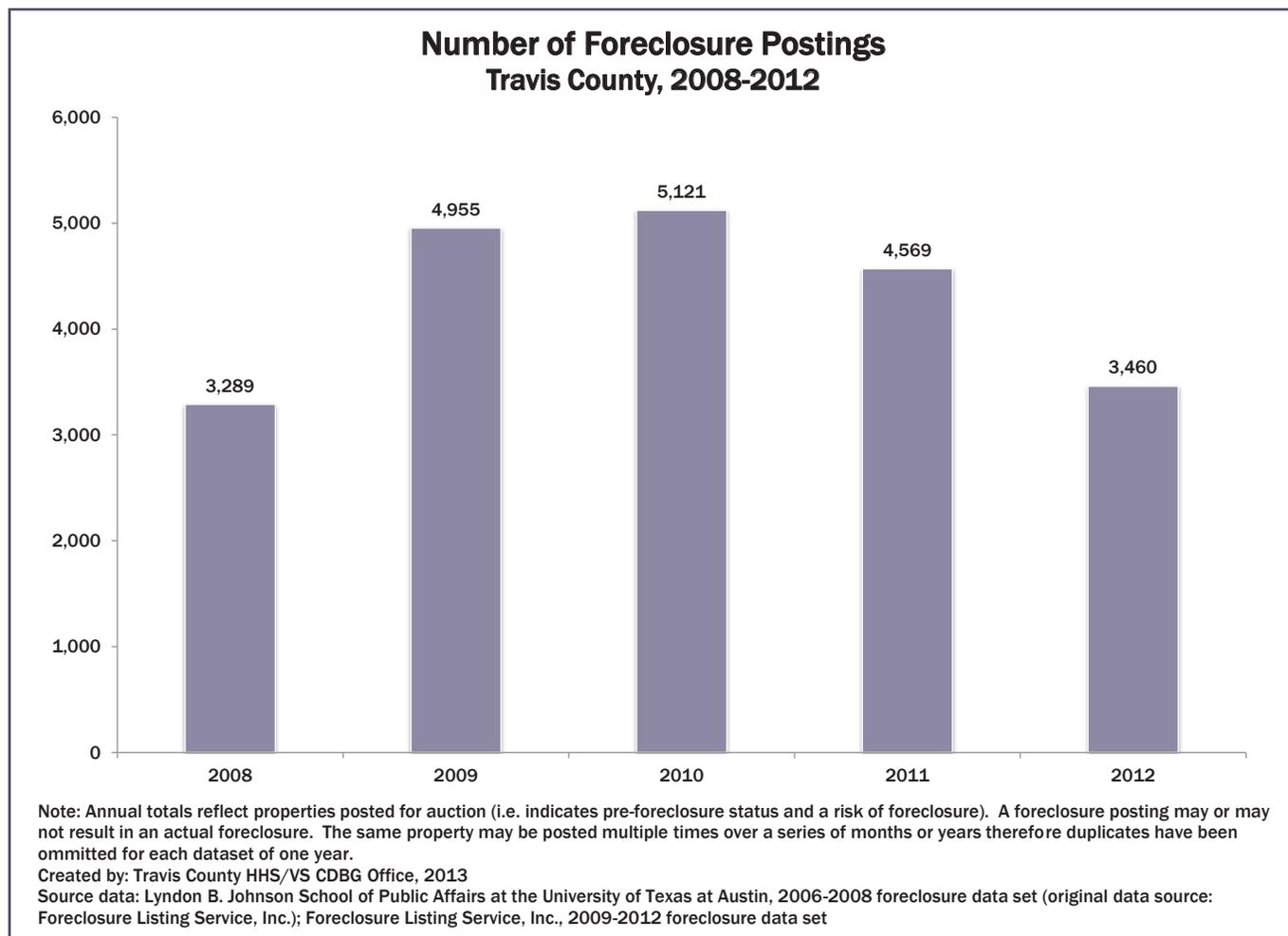
g Gross rent includes the contract rent plus the estimated average monthly cost of utilities and fuels if these are paid by the renter. Please see the *2011 American Community Survey Subject Definitions* for further information: [http://www.census.gov/acs/www/Downloads/data\\_documentation/SubjectDefinitions/2011\\_ACSSubjectDefinitions.pdf](http://www.census.gov/acs/www/Downloads/data_documentation/SubjectDefinitions/2011_ACSSubjectDefinitions.pdf).

h Owner housing costs include the sum of payments for mortgages, deeds of trust, contracts to purchase, or similar debts on the property; real estate taxes; fire, hazard, and flood insurance on the property; utilities and fuels; and where appropriate, monthly condominium fee and mobile home costs. Please see the *2011 American Community Survey Subject Definitions* for further information: [http://www.census.gov/acs/www/Downloads/data\\_documentation/SubjectDefinitions/2011\\_ACSSubjectDefinitions.pdf](http://www.census.gov/acs/www/Downloads/data_documentation/SubjectDefinitions/2011_ACSSubjectDefinitions.pdf).

## Foreclosures

With the onset of the national recession in 2007, foreclosure rates across the country increased dramatically due to a decline in housing prices and widespread job losses.<sup>37</sup> Foreclosure trends are complex and cannot stand alone as an accurate proxy measure for housing affordability, but the trend does reflect a certain amount of risk in the community. Foreclosure trends demonstrate an approximation of households on the threshold of losing their housing stability.

In Travis County, between 2008 and 2010, the number of foreclosure postings<sup>i</sup> increased significantly from 3,289 to 5,121. In 2011, the number of foreclosure postings began to decline, while remaining higher than pre-recession totals. The most recent available data indicates that in 2012, foreclosure postings had declined enough to be comparable to 2008 totals.



<sup>i</sup> This number reflects properties posted for auction (posted for auction indicates pre-foreclosure status, and reflects a risk of foreclosure). A foreclosure posting may or may not result in an actual foreclosure. The same property may be included in the list for foreclosure auction multiple times over a series of months or even years. Therefore some duplication does exist within these foreclosure postings annual totals; duplicate postings would indicate households finding themselves at risk of foreclosure multiple times. Due to this repetition in the data, duplicate listings within each year have been removed to provide a more accurate count of foreclosures in a given year.

## *Homelessness*

The primary causes of homelessness in the U.S. are poverty and the lack of affordable housing. Some other major factors that can contribute to homelessness include: fewer work opportunities that provide a living wage than in the past (particularly for those without a college degree), declines in public assistance, lack of affordable health care and disability assistance, domestic violence, mental illness, and substance abuse and addiction. Other factors may include release from incarceration without sufficient transitional assistance and aging out of foster care for specific homeless populations. Homelessness can be short term or long term, or even a chronic condition.<sup>38</sup>

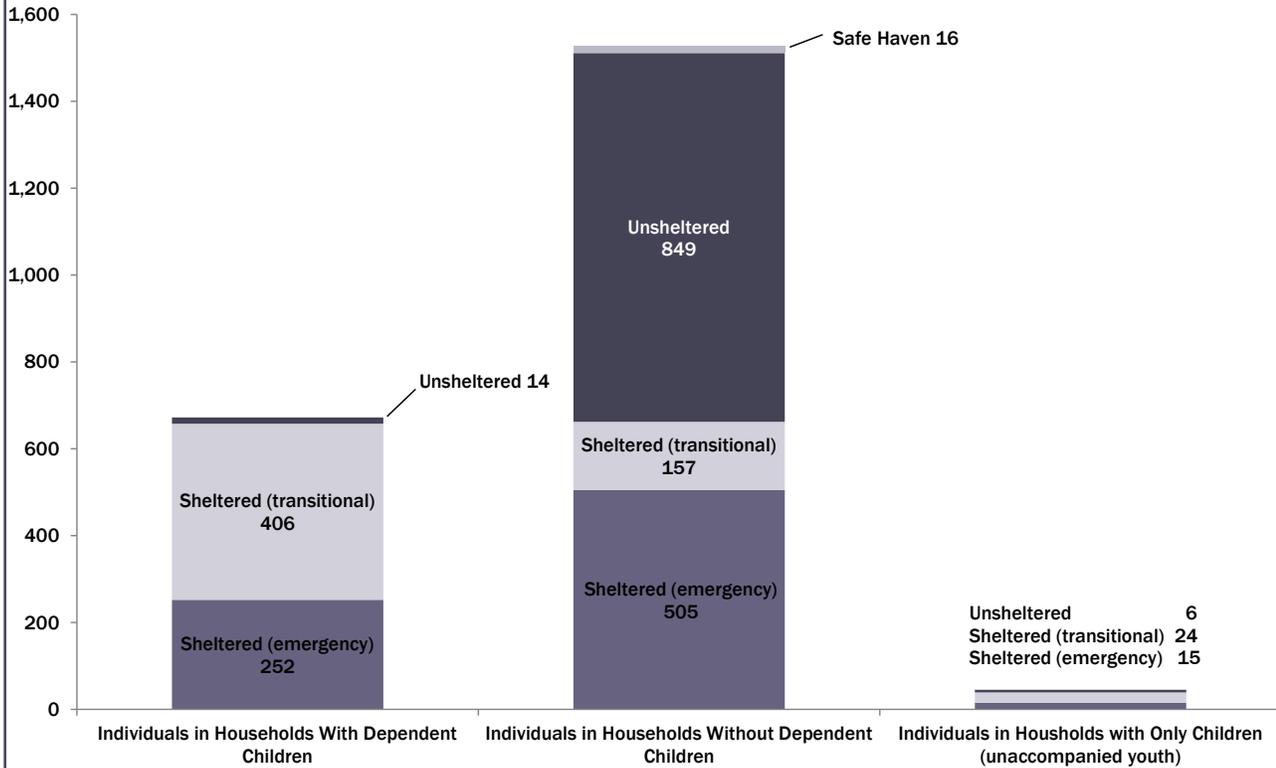
The 2012 Annual Homelessness Count,<sup>j</sup> conducted on January 22, 2012, provided a point-in-time snapshot of the Austin area homeless population, at a total of 2,244 homeless individuals, 61% of whom were sheltered (either emergency, transitional, or Safe Haven<sup>k</sup>), and 39% of whom were unsheltered. Almost one-third (30%) of the homeless population is comprised of individuals in households with dependent children, while more than two-thirds (68%) are individuals in households without dependent children. Two percent of the homeless population consists of individuals in households with only children (that is, young people who are unaccompanied by guardians).<sup>39</sup> The following chart provides additional detail by shelter and household type on the 2012 Annual Homelessness Count.

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j The 2013 Annual Homeless Count was conducted on January 25 and 26, 2013. At the time of publication of this report, detailed results have not yet been published; preliminary results for 2013 are available at <http://www.austinecho.org>.

k Safe Haven is a HUD Supportive Housing Program that serves hard-to-reach homeless persons with severe mental illness and other debilitating behavioral conditions who are on the street and have been unable or unwilling to participate in housing or supportive services. For more information see: <http://www.hud.gov/offices/cpd/homeless/library/shp/index.cfm>.

## Homeless Population By Shelter Type and Household Type Austin/Travis County Point-In-Time Homelessness Count, 2012 n=2,244



Created by: Travis County HHS/VS CDBG Office, 2013  
Source data: Ending Community Homelessness Coalition

The 2012 count also found that almost one-third (708 or 32%) of the homeless population was chronically homeless. The following subpopulations<sup>1</sup> were also counted: chronic substance abusers (373 or 17%), veterans (353 or 16%), victims of domestic violence (740 or 33%), people with severe mental illness (375 or 17%), people with HIV/AIDS (8 or less than 1%), and unaccompanied youth (45 or less than 2%).<sup>40</sup> The co-occurrence of two or more of these issues for many homeless individuals is part of what makes homelessness a very complex issue to address, requiring a spectrum of services and interventions.

It should also be noted that there are individuals without permanent housing who do not fall within traditional definitions of homelessness and who may not be included in the point-in-time count (for example, families who have lost their homes but are residing with friends or relatives). Therefore the point-in-time number shows us a snapshot of the community, but may not demonstrate the full picture of its homelessness needs.

<sup>1</sup> Subpopulations refer only to adults and unaccompanied youth (not dependent children).

## Emerging Issues

Funding for affordable housing requires many different products to achieve the desired affordability levels needed in a community. Funding mechanisms including the HOME Investment Program, tax credits, Community Development Block Grant (CDBG), Federal Housing Administration loans, and down-payment assistance – just to name a few – are key to increasing the affordable housing stock. Currently, Travis County does not receive a HOME formula allocation, which is a major funding source for many entitlement communities to develop affordable housing. Travis County has received CDBG funds since 2006, some of which have been allocated to affordable housing activities including a Homebuyer Assistance program and acquisition of land for affordable housing development.

The last federal budget cycle resulted in major cuts to programming for many entitlement communities across the country, due to overall reduced funding of the CDBG and HOME programs, as well as reductions to specific jurisdictions' allocations based on the new 2010 Census data. In the last year, the City of Austin's Neighborhood Housing and Community Development Office, which manages the HOME, CDBG and General Obligation bond funding for housing, suffered a 19% loss in CDBG and a 40% loss in HOME funding. Furthermore, in the election of November, 2012, the City of Austin failed to pass a \$78.3 million affordable housing bond proposal, which would have funded additional affordable housing development both through construction of new housing and rent subsidies. In February 2013, the Austin City Council was able to allocate \$10 million from a midyear budget surplus for affordable housing to cover some of the shortfall from the failed bond proposal and to bridge funding for already planned projects.<sup>41</sup> It is also likely that the City of Austin will bring forward another affordable housing bond proposal, although the timing is uncertain.<sup>42</sup>

As part of the ongoing negotiations over spending cuts at the federal level, it is possible that the amount of money allocated to the CDBG and HOME programs will be decreased again in the next federal budget, resulting in the City of Austin and Travis County having less money available for affordable housing and other support activities. With a rapidly growing population in Travis County, an ever-growing demand for affordable rental units, and an upward trend in home prices, it is likely that affordable housing developers and public entities will face significant challenges in meeting the region's need for affordable housing in the coming years.

Additionally, recent legislation has had a significant impact on programs that serve homeless populations. In 2009, President Barack Obama signed the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act which reauthorized the McKinney-Vento Homeless Assistance Act, and resulted in many changes for homelessness prevention and intervention programs.<sup>m</sup> As implementation of the

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m For more information about the HEARTH Act and the new definition of homelessness, see <http://www.hudhre.info/hearth/>.

HEARTH Act occurs, program design, priorities and services will shift, requiring a review of the housing continuum to safeguard successful programs that continue to serve the community's needs but may no longer fit into the current funding priorities.

## Further Resources

The Housing Continuum issue area has strong ties, as both a cause and an effect, with a number of other issue areas in this report. Among the notable connections: a housing cost burden is likely to impact a family's ability to meet their basic needs; unstable employment or declining earnings influence the ability to maintain housing; conversely, unstable housing can be a challenge to gaining and retaining employment; and student mobility, a by-product of unstable housing, is a significant contributor to poor school attendance, poor academic performance, and student dropout rates.

Below are some selected resources that provide more information about housing data, research, and programs.

### **Texas A&M Real Estate Center**

<http://recenter.tamu.edu/>

The Real Estate Center at Texas A&M University provides both data sets and research reports on an array of topics related to real estate in Texas, including housing market activity and affordability, land use, and economic conditions. Information is available at both the statewide and Metropolitan Statistical Area (MSA) levels.

### **U.S. Department of Housing and Urban Development Office of Policy Development and Research**

<http://www.huduser.org>

The U.S. Department of Housing and Urban Development's (HUD's) Office of Policy Development and Research conducts research on housing and community development issues. The website provides research reports, maps, market analyses, and data sets.

### **U.S. Department of Housing and Urban Development Resource Exchange**

<https://www.onecpd.info>

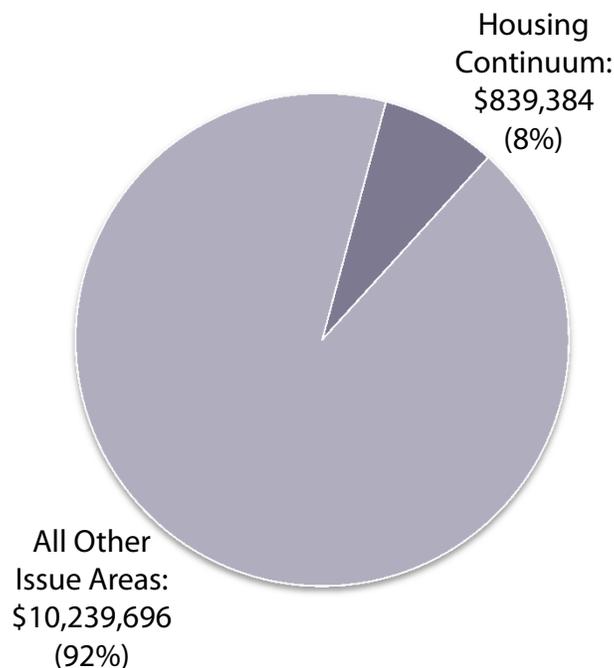
The U.S. Department of Housing and Urban Development created a new website to be a one stop resource for grantees and the public on HUD resources. The website provides information about different HUD programs, a resource library, and a search function to find programs that provide HUD funded services.

# Performance Highlights

## OUR INVESTMENT

TCHHS/VS has departmental and contracted programs that offer housing services. The contracted services encompassed in this service area primarily provide emergency and transitional shelter for youth and families who are homeless, near-homeless, or are experiencing abuse or neglect. Other services include counseling on housing rights, emergency landlord-tenant mediations, and financial assistance to maintain housing. These contracted services work in tandem with services provided directly by the TCHHS/VS Department. The Department is a major provider of rent and utility assistance and home repair and weatherization for individuals and families within Travis County. The Department also administers the Community Development Block Grant focused in the Village of Webberville and the unincorporated areas of the county.

## INVESTMENT IN HOUSING CONTINUUM AND OTHER ISSUE AREAS, 2012



*The Department's Housing Continuum investment includes the following agencies: Austin Children's Shelter; Austin Tenants' Council; Blackland Community Development Corporation; Caritas of Austin; Foundation for the Homeless, Inc.; Green Doors; LifeWorks; SafePlace; and The Salvation Army.*

# AUSTIN CHILDREN'S SHELTER

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## Emergency Shelter Program

### Program Description

The goals of the Austin Children's Shelter (ACS) are to stabilize and nurture every child, youth, and young adult in the Emergency Shelter Program and to demonstrate measurable progress in essential life skills. All children, youth, and young adults in the program receive: all basic needs such as food, clothing, and a safe, secure home; instruction and support in basic life skills such as personal hygiene, bedtime routines, healthy food habits and healthy daily activities; services leading to emotional health and well-being; assessments and linkages to outside resources to meet ongoing identified needs; and academic support, including enrollment, advocacy for special needs, and homework assistance.

### Funding

The total TCHHS/VS investment in the Emergency Shelter Program for 2012 was \$54,123. This investment comprised 1.6% of the total program budget.

### Eligibility Criteria

ACS serves both genders and ages newborn to 22, including sibling sets. Over half of clients are over the age of ten. Most clients originate from Travis County and surrounding counties in Central Texas, although ACS accepts children, youth, and young adults from the entire state. Eligibility is not based on income level.

# AUSTIN CHILDREN'S SHELTER: EMERGENCY SHELTER PROGRAM

## Client Demographics

Slightly more than one-half (54%) of the children and youth served in this program were female and 46% were male. Close to one-half (45%) of clients were youth ages 15 to 17, and 33% of clients were between the ages of 10 and 14. Hispanic or Latino clients comprised 41% of the population served, and 58% of children and youth were White. Because this program serves children and youth, income information is not collected.

<b>Gender</b>	Num.	Pct.
Female	122	54%
Male	105	46%
<i>Total</i>	227	100%

<b>Ethnicity</b>	Num.	Pct.
Hispanic or Latino	93	41%
Not Hispanic or Latino	106	47%
Unknown	28	12%
<i>Total</i>	227	100%

<b>Race</b>	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	42	19%
White	132	58%
<i>Population of two races:</i>		
Black or African American <b>and</b> White	8	4%
All other two race combinations	7	3%
<i>Other and Unknown:</i>		
Other	11	5%
Unknown	27	12%
<i>Total</i>	227	100%

<b>Age</b>	Num.	Pct.
Under 5	20	9%
5 to 9	10	4%
10 to 14	75	33%
15 to 17	102	45%
18 to 24	20	9%
<i>Total</i>	227	100%

<b>Income</b>	Num.	Pct.
Not Applicable	227	100%
<i>Total</i>	227	100%

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

# AUSTIN CHILDREN'S SHELTER: EMERGENCY SHELTER PROGRAM

## Client ZIP Codes

The majority (87%) of children and youth served have an unknown ZIP code. Program staff explain that they have difficulty capturing ZIP code information on those served by the shelter. Children often come to Austin Children's Shelter (ACS) from the Texas Department of Family and Protective Services (DFPS) having had multiple previous addresses or foster care placements. These children often do not know what their former address was or the details are unknown. Usually, ACS relies on the DFPS case worker to provide the last known address. If it is unknown to the case worker or the child's information is protected, ACS cannot capture and record that information. The East (3%) area of Travis County had the largest share of children with a known ZIP code. (See Appendix B for ZIP code classification map.)

Northeast			Southwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	2	0.9%	78704	2	0.9%	78759	2	0.9%
78664	2	0.9%	78745	2	0.9%	<i>Total North</i>	2	0.9%
<i>Total Northeast</i>	4	1.8%	<i>Total Southwest</i>	4	1.8%			
Southeast			Others			East		
78741	1	0.4%	Outside of Travis Co.	9	4.0%	78722	1	0.4%
78744	1	0.4%	Unknown	198	87.2%	78723	4	1.8%
78747	1	0.4%	<i>Total Others</i>	207	91.2%	78724	2	0.9%
<i>Total Southeast</i>	3	1.3%				<i>Total East</i>	7	3.1%

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

# AUSTIN CHILDREN'S SHELTER: EMERGENCY SHELTER PROGRAM

The Emergency Shelter Program had mixed performance results in 2012. Austin Children's Shelter (ACS) staff note that the shelter census fluctuates radically, making it hard to foresee whether they will achieve their goals. The Texas Department of Family and Protective Services (DFPS) and Child Protective Services (CPS), through Foster Care redesign, redirected children and youth removed from their homes directly into foster homes rather than housing them at ACS first; this was a major contributing factor to the lower number of clients served (see the first output).

ACS has determined that the 90% goal for the first outcome was too ambitious and will scale it back in future years. The performance measure is also being revised to more comprehensively measure improvement in seven areas, rather than six. One of the key progress areas includes academic performance. This area now includes vocational goals as well, but it was not adequately captured before June 2012.

The third outcome only measures children and youth enrolled in school. This measure would have been higher if staff included the vocational success of the older youth in care. An increasing number of youth at ACS are not in school (either they are over 18, have graduated, or prefer to work) but they are achieving vocational goals. Moving forward, this outcome has been revised to show progress towards academic and/or vocational goals.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served in the ESP	227	254	89%
Number of client transports	8,108	4,000	203%
Number of days of supervised care	14,640	14,000	105%
<b>Outcomes</b>			
Percentage of clients who show improvement in at least 4 of 6 key progress areas in case review with a score of .75 or higher	76% (76/100)	90% (104/115)	84%
Percentage of clients who report improvement on surveys with a score of 80% or more	80% (37/46)	80% (24/30)	101%
Percentage of clients who show progress towards academic goals in case review with an average score of .70 or better	62% (58/94)	80% (92/115)	77%

# AUSTIN TENANTS' COUNCIL

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## Telephone Counseling & Mediation

### Program Description

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

### Funding

The total TCHHS/VS investment in the Telephone Counseling & Mediation program for 2012 was \$24,848. This investment comprised 37.8% of the total program budget.

### Eligibility Criteria

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

# AUSTIN TENANTS' COUNCIL: TELEPHONE COUNSELING & MEDIATION

## Client Demographics

Over two-thirds (68%) of clients served by Austin Tenants' Council were female. More than one-third (37%) were in the 40 to 59 age range and 32% were between the ages of 25 and 39. Over one-quarter (28%) of clients were Hispanic or Latino. Close to three-quarters (73%) of clients were White and 25% of clients were Black or African American. More than one-quarter (26%) of clients had incomes greater than 200% of the Federal Poverty Income Guideline; these clients were served by the Telephone Counseling program, as clients participating in the In-House Counseling and Emergency Mediation programs must have incomes below this level. (See Appendix A for specific guideline income levels.)

<b>Gender</b>			<b>Age</b>		
	Num.	Pct.		Num.	Pct.
Female	5,612	68%	15 to 17	32	0.4%
Male	2,582	32%	18 to 24	854	10%
Unknown	1	0.01%	25 to 39	2,628	32%
<i>Total</i>	<i>8,195</i>	<i>100%</i>	40 to 59	3,058	37%
			60 to 74	1,502	18%
			75 and over	121	1%
			<i>Total</i>	<i>8,195</i>	<i>100%</i>

<b>Ethnicity</b>			<b>Income</b>		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	2,308	28%	<50% of FPIG	1,007	12%
Not Hispanic or Latino	5,887	72%	50% to 100%	1,712	21%
<i>Total</i>	<i>8,195</i>	<i>100%</i>	101% to 150%	1,948	24%
			151% to 200%	1,436	18%
			>200%	2,092	26%
			<i>Total</i>	<i>8,195</i>	<i>100%</i>

<b>Race</b>		
	Num.	Pct.
<i>Population of one race:</i>		
Asian	163	2%
Black or African American	2,038	25%
White	5,994	73%
<i>Total</i>	<i>8,195</i>	<i>100%</i>

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

# AUSTIN TENANTS' COUNCIL: TELEPHONE COUNSELING & MEDIATION

Client ZIP Codes

The Telephone Counseling & Mediation program served residents across Travis County. The Southeast and North areas saw the largest share of clients, each with 18% of the client population. The Southwest (17%), East (16%), and Northeast (16%) areas also had sizeable numbers of clients in residence. (See Appendix B for ZIP code classification map.)

<b>Northeast</b>			<b>Northwest</b>			<b>North</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78615	2	0.02%	78641	27	0.3%	78727	118	1.4%
78621	13	0.2%	78645	17	0.2%	78728	193	2.4%
78653	57	0.7%	78669	11	0.1%	78729	154	1.9%
78660	242	3.0%	78726	63	0.8%	78757	166	2.0%
78752	262	3.2%	78730	17	0.2%	78758	582	7.1%
78753	590	7.2%	78731	141	1.7%	78759	235	2.9%
78754	125	1.5%	78732	21	0.3%	<i>Total North</i>	<i>1,448</i>	<i>17.7%</i>
<i>Total Northeast</i>	<i>1,291</i>	<i>15.8%</i>	78734	52	0.6%			
			78750	113	1.4%			
			<i>Total Northwest</i>	<i>462</i>	<i>5.6%</i>			
<b>Southeast</b>			<b>Southwest</b>			<b>East</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	16	0.2%	78704	463	5.6%	78702	301	3.7%
78617	74	0.9%	78735	46	0.6%	78721	222	2.7%
78719	6	0.1%	78736	29	0.4%	78722	65	0.8%
78741	911	11.1%	78737	12	0.1%	78723	482	5.9%
78742	5	0.1%	78739	15	0.2%	78724	210	2.6%
78744	427	5.2%	78745	506	6.2%	78725	43	0.5%
78747	52	0.6%	78748	234	2.9%	<i>Total East</i>	<i>1,323</i>	<i>16.1%</i>
<i>Total Southeast</i>	<i>1,491</i>	<i>18.2%</i>	78749	111	1.4%			
			<i>Total Southwest</i>	<i>1,416</i>	<i>17.3%</i>			
<b>West</b>			<b>Others</b>			<b>Central</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78703	89	1.1%	Outside of Travis Co.	57	0.7%	78701	85	1.0%
78733	20	0.2%	<i>Total Others</i>	<i>57</i>	<i>0.7%</i>	78705	183	2.2%
78738	19	0.2%				78712	1	0.01%
78746	51	0.6%				78751	191	2.3%
<i>Total West</i>	<i>179</i>	<i>2.2%</i>				78756	68	0.8%
						<i>Total Central</i>	<i>528</i>	<i>6.4%</i>

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

# AUSTIN TENANTS' COUNCIL: TELEPHONE COUNSELING & MEDIATION

## Performance Goals and Results

Austin Tenants' Council exceeded goals for all performance measures. Staff members note that they are experiencing the highest demand for service in the program's history.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	8,195	8,000	102%
Number of clients provided tenant-landlord counseling by In-House Counseling services	164	110	149%
Number of clients provided Emergency Mediation services	149	110	135%
<b>Outcomes</b>			
Percentage of unduplicated clients/households that report increased knowledge or skills in addressing their housing problems	97% (330/340)	90% (225/250)	108%
Percentage of unduplicated clients/households for whom Emergency Mediation services results in an improved situation or conditions	95% (120/126)	85% (93/110)	113%

# BLACKLAND COMMUNITY DEVELOPMENT CORPORATION

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## Blackland Transitional Housing

### Program Description

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

### Funding

The total TCHHS/VS investment in the Blackland Transitional Housing program for 2012 was \$9,301. This investment comprised 11.0% of the total program budget.

### Eligibility Criteria

The Blackland Transitional Housing program serves homeless and near-homeless families with minor children. Families must have incomes at or below 50% of the Austin Median Family Income level, be employed and earn at least \$700 per month, and be willing to meet with a case manager once a week and attend weekly life skills classes. Many clients are survivors of violence and abuse, ex-offenders (excluding violent crimes or crimes of a sexually predatory nature), people who are recently sober, and people with mental health issues and/or disabilities.

# BLACKLAND CDC: BLACKLAND TRANSITIONAL HOUSING

## Client Demographics

The Blackland Transitional Housing program served more females (61%) than males (39%). Over one-quarter (26%) of clients were 25 to 39 years of age; 40% of those served were children in the 5 to 9 (20%) and 10 to 14 (20%) age groups. One-third of clients were Hispanic or Latino. More than one-half (54%) of clients were Black or African American and 33% of clients were White. All clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

Gender	Num.	Pct.
Female	33	61%
Male	21	39%
<i>Total</i>	<i>54</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	18	33%
Not Hispanic or Latino	36	67%
<i>Total</i>	<i>54</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	1	2%
Asian	2	4%
Black or African American	29	54%
White	18	33%
<i>Population of two races:</i>		
All other two race combinations	4	7%
<i>Total</i>	<i>54</i>	<i>100%</i>

Age	Num.	Pct.
Under 5	10	19%
5 to 9	11	20%
10 to 14	11	20%
15 to 17	3	6%
18 to 24	2	4%
25 to 39	14	26%
40 to 59	2	4%
60 to 74	1	2%
<i>Total</i>	<i>54</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	54	100%
<i>Total</i>	<i>54</i>	<i>100%</i>

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

# BLACKLAND CDC: BLACKLAND TRANSITIONAL HOUSING

## Client ZIP Codes

The largest percentage of clients in this program resided in the East (41%) area of Travis County. The Northeast (24%) and Southeast (20%) areas also had sizeable shares of clients. (See Appendix B for ZIP code classification map.)

<b>Northeast</b>	Num.	Pct.
78753	13	24.1%
<i>Total Northeast</i>	<i>13</i>	<i>24.1%</i>

<b>Others</b>	Num.	Pct.
Outside of Travis Co.	3	5.6%
<i>Total Others</i>	<i>3</i>	<i>5.6%</i>

<b>North</b>	Num.	Pct.
78758	5	9.3%
<i>Total North</i>	<i>5</i>	<i>9.3%</i>

<b>Southeast</b>	Num.	Pct.
78741	5	9.3%
78744	2	3.7%
78747	4	7.4%
<i>Total Southeast</i>	<i>11</i>	<i>20.4%</i>

<b>East</b>	Num.	Pct.
78702	3	5.6%
78721	6	11.1%
78723	9	16.7%
78724	4	7.4%
<i>Total East</i>	<i>22</i>	<i>40.7%</i>

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

# BLACKLAND CDC: BLACKLAND TRANSITIONAL HOUSING

Blackland Community Development Corporation had mixed performance results, surpassing expectations for both outcome measures but falling short of goals on both output measures. Program staff explain that their program experienced a great deal of unexpected incidents over the past year, which impacted their performance. In December 2011, their property manager passed away, and in June 2012, the Executive Director resigned. Being a small organization, these unexpected changes had a significant impact on overall production during 2012.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients provided case management	54	66	82%
Number of unduplicated clients provided transitional housing	54	66	82%
<b>Outcomes</b>			
Percentage of unduplicated clients (individual adults & children) who met at least 66% of their case management goals	87% (20/23)	65% (21/33)	137%
Percentage of unduplicated clients (individual adults & children) who obtained safe and stable housing as a result of receiving transitional housing and supportive services	74% (17/23)	65% (21/33)	116%

## Best Single Source Plus

### Program Description

The Best Single Source (BSS) Plus program provides basic needs services (rent, mortgage, and utility assistance) to eligible constituents in the Austin area. Establishing housing stability and preventing homelessness is its primary purpose. BSS is a collaboration among thirteen members<sup>n</sup> of the area's leading nonprofit service providers, trading competition for collaboration to benefit those most in need. Services provided by BSS Plus include: one-time rent or utility payments, one-time or short-term mortgage payments, rent or utility move-in deposits, rent or utility subsidy, case management, housing location, mediation and legal services, and housing supports.

Note: TCHHS/VS has funded the Best Single Source program for the past several years. In 2012, the Best Single Source service model was revamped to align with the Best Single Source Plus program funded by the City of Austin. The Best Single Source program ended after the first quarter of 2012 and the new Best Single Source Plus program began during the second quarter of 2012. All program and performance data included in this report reflects the Best Single Source Plus program data.

### Funding

The total TCHHS/VS investment in the Best Single Source Plus program from June 15, 2012 to December 31, 2012 was \$196,875. This investment comprised 7.9% of the total program budget. The TCHHS/VS investment in the Best Single Source program from January 1, 2012 to March 30, 2012 was \$65,625, comprising 34.7% of the total program budget. TCHHS/VS also funds the Basic Needs–Community Kitchen program, which is described in the Basic Needs issue area report.

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<sup>n</sup> Participating agencies include: AIDS Services of Austin, Any Baby Can of Austin, Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace, U.S. Department of Veterans Affairs, and Wright House Wellness Center.

## Best Single Source Plus

### Eligibility Criteria

To be eligible for the BSS Plus program, clients must be: Travis County residents living at or below 200% of the Federal Poverty Income Guideline level (confirmation of violence victimization exempts clients from this eligibility criterion); experiencing a financial crisis that puts their housing at-risk (e.g. job loss, reduced work hours, or a medical crisis); and at a point where up to 12 months of case management and financial assistance up to \$2,500 will be sufficient to stabilize their housing and to help them build self-sufficiency skills (limited exceptions to this criterion may be made on a case-by-case basis).

# CARITAS OF AUSTIN: BEST SINGLE SOURCE PLUS

## Client Demographics

More than one-half (56%) of clients served by this program were female. Nearly one-quarter (23%) of clients were between the ages of 40 and 59. Close to one-half (47%) of clients were Hispanic or Latino. Over one-half (58%) of clients were White and 35% of clients were Black or African American. Clients with incomes between 50% and 100% of the Federal Poverty Income Guideline level comprised 41% of the total client population. (See Appendix A for specific guideline income levels.) Please note that the demographic data below reflects only those clients served from June 15 to December 31, 2012.

<b>Gender</b>	Num.	Pct.
Female	985	56%
Male	752	43%
Unknown	7	0.4%
<i>Total</i>	<i>1,744</i>	<i>100%</i>

<b>Ethnicity</b>	Num.	Pct.
Hispanic or Latino	826	47%
Not Hispanic or Latino	906	52%
Unknown	12	1%
<i>Total</i>	<i>1,744</i>	<i>100%</i>

<b>Race</b>	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	14	1%
Asian	11	1%
Black or African American	608	35%
Native Hawaiian or Other Pacific Islander	8	0.5%
White	1,004	58%
<i>Population of two races:</i>		
American Indian or Alaska Native <b>and</b> White	4	0.2%
Black or African American <b>and</b> White	23	1%
Black or African American <b>and</b> American Indian or Alaska Native	10	1%
All other two race combinations	10	1%
<i>Other and Unknown:</i>		
Other	15	1%
Unknown	37	2%
<i>Total</i>	<i>1,744</i>	<i>100%</i>

<b>Age</b>	Num.	Pct.
Under 5	260	15%
5 to 9	229	13%
10 to 14	209	12%
15 to 17	105	6%
18 to 24	129	7%
25 to 39	311	18%
40 to 59	395	23%
60 to 74	79	5%
75 and over	27	2%
<i>Total</i>	<i>1,744</i>	<i>100%</i>

<b>Income</b>	Num.	Pct.
<50% of FPIG	651	37%
50% to 100%	713	41%
101% to 150%	295	17%
151% to 200%	85	5%
<i>Total</i>	<i>1,744</i>	<i>100%</i>

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

# CARITAS OF AUSTIN: BEST SINGLE SOURCE PLUS

## Client ZIP Codes

Nearly one-quarter (24%) of clients lived in the Southeast area of Travis County. The East (23%) and Northeast (21%) areas also had a sizeable share of the client population in residence. (See Appendix B for ZIP code classification map.) Please note that the ZIP code data below reflects only those clients served from June 15 to December 31, 2012.

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	23	1.3%	78613	2	0.1%	78727	8	0.5%
78660	37	2.1%	78641	3	0.2%	78728	35	2.0%
78664	15	0.9%	78645	3	0.2%	78729	4	0.2%
78752	120	6.9%	78726	3	0.2%	78757	28	1.6%
78753	156	8.9%	78731	22	1.3%	78758	113	6.5%
78754	11	0.6%	78750	2	0.1%	78759	14	0.8%
<i>Total Northeast</i>	<i>362</i>	<i>20.8%</i>	<i>Total Northwest</i>	<i>35</i>	<i>2.0%</i>	<i>Total North</i>	<i>202</i>	<i>11.6%</i>

Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	3	0.2%	78704	111	6.4%	78702	96	5.5%
78617	25	1.4%	78735	4	0.2%	78721	39	2.2%
78719	4	0.2%	78736	2	0.1%	78722	4	0.2%
78741	190	10.9%	78745	70	4.0%	78723	149	8.5%
78742	7	0.4%	78748	21	1.2%	78724	97	5.6%
78744	164	9.4%	78749	23	1.3%	78725	11	0.6%
78747	19	1.1%	<i>Total Southwest</i>	<i>231</i>	<i>13.2%</i>	<i>Total East</i>	<i>396</i>	<i>22.7%</i>
<i>Total Southeast</i>	<i>412</i>	<i>23.6%</i>						

Others			Central		
	Num.	Pct.		Num.	Pct.
Homeless	1	0.1%	78701	66	3.8%
Outside of Travis Co.	6	0.3%	78705	4	0.2%
Unknown	6	0.3%	78751	10	0.6%
<i>Total Others</i>	<i>13</i>	<i>0.7%</i>	78756	13	0.7%
			<i>Total Central</i>	<i>93</i>	<i>5.3%</i>

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

# CARITAS OF AUSTIN: BEST SINGLE SOURCE PLUS

The Best Single Source (BSS) Plus program began on April 1, 2012. Program staff explain that client numbers are lower than expected due to a) serving less one-time assistance clients than projected, as partner agencies reported that most clients needed more than one-time assistance and were instead more appropriate for case management; b) partner agencies being at caseload capacity; and c) a slow ramp up period in first quarter. The program has taken the following steps to assist with capacity, increasing clients served and spending direct client financial assistance: adding new partners to the collaboration; increasing the caps on spending per client household to help remove the barrier of debt depleting the client assistance money at program entry; and adding case managers and other BSS Plus program staff at all partner agencies.

The program allows up to 12 months of case management and exit dates are based on the individualized case plans. Staff had challenges reaching clients that had exited to complete the housing stability assessment, which impacted both outcome measures.

Please note that the performance results below reflect only those clients served from June 15 to December 31, 2012.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	1,744	3,687	47%
Number of unduplicated households receiving one-time financial assistance	77	296	26%
Number of unduplicated households receiving comprehensive case management	652	1,476	44%
Number of unduplicated households receiving homeless prevention services	561	1,180	48%
Number of unduplicated households receiving rapid rehousing services	96	296	32%
Number of unduplicated households who complete 1-3 months of comprehensive case management	173	369	47%
Number of unduplicated households who complete 4-6 months of comprehensive case management	65	739	9%
Number of unduplicated households who complete 7 months or more of comprehensive case management	3	369	1%

# CARITAS OF AUSTIN: BEST SINGLE SOURCE PLUS

## Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<i>Outcomes</i>			
Percentage of unduplicated households that achieved housing stability	56% (135/241)	80% (944/1,181)	70%
Percentage of unduplicated households served that achieved housing stability and remained in stable housing for six-months after exit	15% (2/13)	80% (755/944)	19%

# FOUNDATION FOR THE HOMELESS, INC.

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## Family Promise—Interfaith Hospitality Network

### Program Description

The Family Promise—Interfaith Hospitality Network (IHN) program provides shelter and supportive services to homeless families with children. The program keeps each family together in their own room using congregational space, provides meals and companionship through congregational and community volunteers, and helps families maintain continuity of work, school, and day care while in shelter by providing van transportation. The Day Resource Center is also available to families and provides a space where they can meet with case managers; use computers, phones, community voicemail and other office equipment; attend to laundry and other hygiene needs; and have a mid-day meal. Finally, at least once each month on Sundays, staff and volunteers offer Life Skills training for parents.

### Funding

The total TCHHS/VS investment in the Family Promise—Interfaith Hospitality Network program for 2012 was \$13,310. This investment comprised 6.4% of the total program budget.

### Eligibility Criteria

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

# FOUNDATION FOR THE HOMELESS: FAMILY PROMISE—INTERFAITH HOSPITALITY NETWORK

## Client Demographics

Over one-half (58%) of clients served were female and 42% were male. More than one-quarter (27%) of clients were in the 25 to 39 age range and one-quarter were children under the age of 5. One-quarter of clients were Hispanic or Latino. Slightly more than one-half (51%) of clients were White and 44% of clients were Black or African American. All clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

<b>Gender</b>	Num.	Pct.
Female	69	58%
Male	50	42%
<i>Total</i>	<i>119</i>	<i>100%</i>

<b>Ethnicity</b>	Num.	Pct.
Hispanic or Latino	30	25%
Not Hispanic or Latino	89	75%
<i>Total</i>	<i>119</i>	<i>100%</i>

<b>Race</b>	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	52	44%
Native Hawaiian or Other Pacific Islander	6	5%
White	61	51%
<i>Total</i>	<i>119</i>	<i>100%</i>

<b>Age</b>	Num.	Pct.
Under 5	30	25%
5 to 9	18	15%
10 to 14	13	11%
15 to 17	2	2%
18 to 24	13	11%
25 to 39	32	27%
40 to 59	10	8%
60 to 74	1	1%
<i>Total</i>	<i>119</i>	<i>100%</i>

<b>Income</b>	Num.	Pct.
<50% of FPIG	119	100%
<i>Total</i>	<i>119</i>	<i>100%</i>

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

# FOUNDATION FOR THE HOMELESS: FAMILY PROMISE—INTERFAITH HOSPITALITY NETWORK

## Client ZIP Codes

Over one-quarter (27%) of clients resided in the Northeast area of Travis County. The East (19%) area had a sizeable share of clients, and 18% of clients resided outside of the county prior to receiving shelter from Foundation for the Homeless. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	4	3.4%	78731	2	1.7%	78728	7	5.9%
78660	2	1.7%	78750	2	1.7%	78758	6	5.0%
78752	8	6.7%	<i>Total Northwest</i>	4	3.4%	78759	3	2.5%
78753	18	15.1%				<i>Total North</i>	16	13.4%
<i>Total Northeast</i>	32	26.9%						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78741	3	2.5%	78704	11	9.2%	78702	3	2.5%
78744	4	3.4%	<i>Total Southwest</i>	11	9.2%	78721	12	10.1%
<i>Total Southeast</i>	7	5.9%				78723	4	3.4%
Others			Outside of Travis Co.			78724	3	2.5%
	Num.	Pct.		Num.	Pct.	<i>Total East</i>	22	18.5%
			<i>Total Others</i>	21	17.6%			
						Central		
							Num.	Pct.
						78701	6	5.0%
						<i>Total Central</i>	6	5.0%

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

# FOUNDATION FOR THE HOMELESS: FAMILY PROMISE—INTERFAITH HOSPITALITY NETWORK

## Performance Goals and Results

Foundation for the Homeless met or exceeded all outcome goals but fell short of performance targets for all output measures. Program staff explain that in the fourth quarter of 2011, there were seven weeks when they did not have external hosting facilities available. Due to this, the program limited new clients into the program for occupancy limitations. This situation impacted performance across all outputs.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	119	139	86%
Number of unduplicated households served	36	43	84%
Number of bed nights provided	7,361	9,275	79%
Number of meals served	22,085	27,375	81%
<b>Outcomes</b>			
Percentage of households that exited into safe and stable housing	93% (26/28)	70% (30/43)	133%
Percentage of individuals that exited into safe and stable housing	95% (91/96)	70% (97/139)	136%
Percentage of exited households that improved their income situation	75% (21/28)	70% (30/43)	108%
Percentage of exited households that received case management services	100% (28/28)	100% (43/43)	100%

## Supportive Housing Program

### Program Description

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

### Funding

The total TCHHS/VS investment in the Supportive Housing Program for 2012 was \$12,978. This investment comprised 9.4% of the total program budget. TCHHS/VS also funds the Veterans Transitional Rental Assistance Program, which is described later in this report, and the Opportunity Mapping Initiative program, which is described in the Planning and Evaluation issue area report.

### Eligibility Criteria

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

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<sup>o</sup> The HUD definition of homeless includes: (1) individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or she temporarily resided; (2) individuals and families who will imminently lose their primary nighttime residence; (3) unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition; and (4) individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.

# GREEN DOORS: SUPPORTIVE HOUSING PROGRAM

## Client Demographics

The Supportive Housing Program served more female (70%) than male (30%) clients. More than one-quarter (26%) of clients served were children between the ages of 5 and 9. Over one-half (52%) of clients were Hispanic or Latino and 89% of clients were White. Most (81%) clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

<b>Gender</b>	Num.	Pct.
Female	19	70%
Male	8	30%
<i>Total</i>	<i>27</i>	<i>100%</i>

<b>Ethnicity</b>	Num.	Pct.
Hispanic or Latino	14	52%
Not Hispanic or Latino	13	48%
<i>Total</i>	<i>27</i>	<i>100%</i>

<b>Race</b>	Num.	Pct.
<i>Population of one race:</i>		
White	24	89%
<i>Population of two races:</i>		
Black or African American <b>and</b> White	3	11%
<i>Total</i>	<i>27</i>	<i>100%</i>

<b>Age</b>	Num.	Pct.
Under 5	5	19%
5 to 9	7	26%
10 to 14	5	19%
15 to 17	1	4%
25 to 39	5	19%
40 to 59	3	11%
75 and over	1	4%
<i>Total</i>	<i>27</i>	<i>100%</i>

<b>Income</b>	Num.	Pct.
<50% of FPIG	22	81%
50% to 100%	5	19%
<i>Total</i>	<i>27</i>	<i>100%</i>

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

# GREEN DOORS: SUPPORTIVE HOUSING PROGRAM

## Client ZIP Codes

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

<b>East</b>	Num.	Pct.
78702	27	100.0%
<i>Total East</i>	<i>27</i>	<i>100.0%</i>

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

# GREEN DOORS: SUPPORTIVE HOUSING PROGRAM

## Performance Goals and Results

The Supportive Housing Program surpassed all performance targets. Program staff note that they continue to serve larger family sizes than anticipated, impacting both output measures. All clients remained in safe and stable housing (see the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	27	18	150%
Number of unduplicated clients who access provided support services	27	18	150%
<b>Outcomes</b>			
Percentage of unduplicated clients who obtained and/or remained in safe and stable housing	100% (27/27)	83% (15/18)	120%

## Veterans Transitional Rental Assistance Program

### Program Description

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

### Funding

The total TCHHS/VS investment in the Veterans Transitional Rental Assistance Program for 2012 was \$38,934. This investment comprised 19.5% of the total program budget. TCHHS/VS also funds the Supportive Housing Program, which is described earlier in this report, and the Opportunity Mapping Initiative program, which is described in the Planning and Evaluation issue area report.

### Eligibility Criteria

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

# GREEN DOORS: VETERANS TRANSITIONAL RENTAL ASSISTANCE PROGRAM

## Client Demographics

A majority (88%) of clients served by this program were male. Most (82%) clients were in the 40 to 59 age range. Hispanic or Latino clients comprised 12% of the client population. Close to three-quarters (71%) of clients were White and 29% of clients were Black or African American. Over one-quarter (29%) of clients had incomes below 50% of the Federal Poverty Income Guideline (FPIG) level, and another 29% had incomes between 50% and 100% of FPIG. (See Appendix A for specific guideline income levels.)

<b>Gender</b>	Num.	Pct.
Female	2	12%
Male	15	88%
<i>Total</i>	<i>17</i>	<i>100%</i>

<b>Ethnicity</b>	Num.	Pct.
Hispanic or Latino	2	12%
Not Hispanic or Latino	15	88%
<i>Total</i>	<i>17</i>	<i>100%</i>

<b>Race</b>	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	5	29%
White	12	71%
<i>Total</i>	<i>17</i>	<i>100%</i>

<b>Age</b>	Num.	Pct.
25 to 39	1	6%
40 to 59	14	82%
60 to 74	1	6%
75 and over	1	6%
<i>Total</i>	<i>17</i>	<i>100%</i>

<b>Income</b>	Num.	Pct.
<50% of FPIG	5	29%
50% to 100%	5	29%
101% to 150%	2	12%
151% to 200%	3	18%
>200%	2	12%
<i>Total</i>	<i>17</i>	<i>100%</i>

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

# GREEN DOORS: VETERANS TRANSITIONAL RENTAL ASSISTANCE PROGRAM

## Client ZIP Codes

Nearly two-thirds (65%) of clients lived in the East area of Travis County, and close to one-quarter (24%) resided in the Southwest area. (See Appendix B for ZIP code classification map.)

Northeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78753	1	5.9%	78704	3	17.6%	78723	11	64.7%
<i>Total Northeast</i>	<i>1</i>	<i>5.9%</i>	78745	1	5.9%	<i>Total East</i>	<i>11</i>	<i>64.7%</i>
			<i>Total Southwest</i>	<i>4</i>	<i>23.5%</i>			
Southeast								
78741	1	5.9%						
<i>Total Southeast</i>	<i>1</i>	<i>5.9%</i>						

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

# GREEN DOORS: VETERANS TRANSITIONAL RENTAL ASSISTANCE PROGRAM

## Performance Goals and Results

The Veterans Transitional Rental Assistance Program had mixed performance results in 2012, exceeding expectations for the outcome measure but falling short of goals on two output measures. Program staff members explain that the legislature transferred rental assistance funds from the Texas Department of Housing & Community Affairs (TDHCA) to the Texas Veterans Commission (TVC), resulting in a decrease in the funds available for assistance through this program. The program served as many participants as possible with the funds available. However, the total amount of participants served (see the first output) and the number of bed nights provided (see the third output) were less than anticipated. All clients maintained safe and stable housing (see the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	17	24	71%
Number of unduplicated clients who obtained and remained or transitioned into safe and stable housing	17	17	100%
Number of unduplicated bed nights provided	3,611	4,272	85%
<b>Outcomes</b>			
Percentage of unduplicated clients who maintained safe and stable housing	100% (17/17)	71% (17/24)	141%

## Housing

### Program Description

The LifeWorks Housing program provides immediate access to emergency shelter 24 hours a day, 7 days a week; reunites youth with their families, when possible; offers long-term transitional housing for youth who cannot return home; and provides linkage and coordination of services with other community resources. Services provided by the Housing program include:

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

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

### Funding

The total TCHHS/VS investment in the Housing program for 2012 was \$140,107. This investment comprised 3.7% of the total program budget. TCHHS/VS also funds three additional programs at LifeWorks: the Youth Development program, which is described in the Child and Youth Development issue area report; the ABE and ESL program, which is described in the Education issue area report; and the Counseling program, which is described in the Behavioral Health issue area report.

## Housing

### Eligibility Criteria

This program serves youth and young adults, ages 10 to 23, in high-risk situations, including homelessness, runaway, abandoned, and abused youth, and youth at-risk of imminent homelessness. Although the primary issue is homelessness, the target population includes youth who have experienced violence or abuse, substance abusers, youth involved with the criminal justice system, economically disadvantaged youth, pregnant and parenting teens, youth with physical or mental health problems, and youth who engage in survival sex.

Over one-half (57%) of clients served in the Housing program were female. Slightly more than one-half (53%) of clients were between 18 and 24 years of age, and 32% of clients were youth in the 15 to 17 age range. Hispanic or Latino clients comprised 45% of the client population. More than one-half (60%) of clients were White and 31% of clients were Black or African American. Most (96%) clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

<b>Gender</b>	Num.	Pct.
Female	198	57%
Male	148	43%
<i>Total</i>	<i>346</i>	<i>100%</i>

<b>Ethnicity</b>	Num.	Pct.
Hispanic or Latino	154	45%
Not Hispanic or Latino	191	55%
Unknown	1	0.3%
<i>Total</i>	<i>346</i>	<i>100%</i>

<b>Race</b>	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	2	1%
Asian	3	1%
Black or African American	108	31%
Native Hawaiian or Other Pacific Islander	2	1%
White	207	60%
Some other race	9	3%
<i>Population of two races:</i>		
Black or African American <b>and</b> White	14	4%
<i>Other and Unknown:</i>		
Other	1	0.3%
<i>Total</i>	<i>346</i>	<i>100%</i>

<b>Age</b>	Num.	Pct.
Under 5	27	8%
5 to 9	5	1%
10 to 14	15	4%
15 to 17	109	32%
18 to 24	183	53%
25 to 39	7	2%
<i>Total</i>	<i>346</i>	<i>100%</i>

<b>Income</b>	Num.	Pct.
<50% of FPIG	333	96%
50% to 100%	9	3%
101% to 150%	1	0.3%
151% to 200%	3	1%
<i>Total</i>	<i>346</i>	<i>100%</i>

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

# LIFEWORKS: HOUSING

## Client ZIP Codes

Over one-quarter (29%) of clients resided outside of Travis County prior to entering the Housing program. Within the county, the Southwest (17%) and East (12%) areas had the highest concentrations of clients. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	3	0.9%	78613	1	0.3%	78728	3	0.9%
78660	9	2.6%	78641	3	0.9%	78729	1	0.3%
78664	2	0.6%	78731	1	0.3%	78757	1	0.3%
78752	3	0.9%	<i>Total Northwest</i>	5	1.4%	78758	12	3.5%
78753	5	1.4%				<i>Total North</i>	17	4.9%
78754	1	0.3%	Southwest					
<i>Total Northeast</i>	23	6.6%	78652	1	0.3%	East		
			78704	38	11.0%	78702	10	2.9%
			78736	1	0.3%	78721	6	1.7%
			78745	13	3.8%	78723	15	4.3%
			78748	4	1.2%	78724	9	2.6%
			78749	1	0.3%	78725	1	0.3%
			<i>Total Southwest</i>	58	16.8%	<i>Total East</i>	41	11.8%
			Others			Central		
			Homeless	35	10.1%	78701	13	3.8%
			Outside of Travis Co.	101	29.2%	78751	11	3.2%
			Unknown	2	0.6%	<i>Total Central</i>	24	6.9%
			<i>Total Others</i>	138	39.9%			
West								
78703	1	0.3%						
78746	1	0.3%						
<i>Total West</i>	2	0.6%						

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

The Housing program exceeded goals for nearly all performance measures. The program fell slightly short of goals on the number of clients provided Street Outreach case management (see the fourth output); program staff attribute this result to the decreasing number of traveling youth, due the Quality of Life Ordinances in the City of Austin, and fewer youth requesting case management. The program was below expectations on the percentage of clients receiving Street Outreach case management and accessing safe housing (see the fourth outcome). Program staff explain that several clients had setbacks that prevented them from achieving their housing goals, such as financial aid falling through. In addition, several clients already had housing and were accessing support services only.

All other services saw higher numbers of clients served. Supportive Housing had a number of two-parent families and had a number of clients get into permanent housing earlier than the one year they usually stay in the program, impacting the third output. More clients stayed longer in the Emergency Shelter, and Young Moms and Babies Shelter took in moms with multiple children, increasing the fifth output.

Although fewer youth were discharged from Transitional Living than anticipated, due to housing barriers, the youth that were discharged were able to find stable housing (see the second outcome). The majority of clients in the Transition Program for Parenting Youth increased their education and or employment status while in the program (see the fifth outcome). Each client makes a goal when entering the program to increase or obtain employment or education and most of the young moms follow through with completing this goal. Finally, due to parenting classes being on site and mandatory, the majority of the young mothers in Transition Program for Parenting Youth participate in parenting classes and show an increase in parenting knowledge (see the sixth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients provided Emergency Shelter	240	222	108%
Number of unduplicated clients provided Transitional Living (TLP)	41	40	103%
Number of unduplicated clients provided Supportive Housing (SHP)	32	25	128%
Number of unduplicated clients provided Street Outreach Case Management	33	40	83%

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Number of days of shelter provided at Emergency Shelter (includes Emergency Shelter and Moms and Babies Shelter)	11,404	10,278	111%
Number of days of shelter provided at Transitional Living	5,511	5,080	108%
Number of days of shelter provided at Supportive Housing	3,316	3,212	103%
<b>Outcomes</b>			
Percentage of unduplicated clients who exit Emergency Shelter and move into safe and stable housing	92% (198/215)	85% (153/180)	108%
Percentage of unduplicated clients who exit TLP and move into safe and stable housing	96% (24/25)	85% (33/39)	113%
Percentage of unduplicated clients who exit SHP and move into safe and stable housing	89% (17/19)	85% (18/21)	104%
Percentage of unduplicated clients who are receiving Street Outreach Case Management and access safe housing	18% (6/33)	30% (12/40)	61%
Percentage of unduplicated clients (adults) in the Transition Program for Parenting Youth who increased their educational/employment status while in the program	96% (22/23)	85% (23/27)	112%
Percentage of unduplicated clients (adults) in the Transition Program for Parenting Youth who increased parenting knowledge and skills while in the program	91% (21/23)	85% (23/27)	107%

## Domestic Violence and Sexual Assault Services

### Program Description

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

### Funding

The total TCHHS/VS investment in the Domestic Violence and Sexual Assault Services program for 2012 was \$184,964. This investment comprised 8.7% of the total program budget.

### Eligibility Criteria

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

# SAFEPLACE: DOMESTIC VIOLENCE AND SEXUAL ASSAULT SERVICES

## Client Demographics

SafePlace served a predominately female (82%) client population in 2012. Over one-third (39%) of clients were aged 25 to 39. One-half of clients were Hispanic or Latino and 76% of clients were White. This program does not report client income information.

<b>Gender</b>	Num.	Pct.
Female	1,892	82%
Male	423	18%
Unknown	6	0.3%
<i>Total</i>	<i>2,321</i>	<i>100%</i>

<b>Ethnicity</b>	Num.	Pct.
Hispanic or Latino	1,161	50%
Not Hispanic or Latino	1,160	50%
<i>Total</i>	<i>2,321</i>	<i>100%</i>

<b>Race</b>	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	3	0.1%
Asian	34	1%
Black or African American	310	13%
White	1,774	76%
Some other race	1	0.04%
<i>Population of two races:</i>		
All other two race combinations	130	6%
<i>Other and Unknown:</i>		
Unknown	69	3%
<i>Total</i>	<i>2,321</i>	<i>100%</i>

<b>Age</b>	Num.	Pct.
Under 5	265	11%
5 to 9	216	9%
10 to 14	143	6%
15 to 17	60	3%
18 to 24	280	12%
25 to 39	902	39%
40 to 59	430	19%
60 to 74	16	1%
75 and over	9	0.4%
<i>Total</i>	<i>2,321</i>	<i>100%</i>

<b>Income</b>	Num.	Pct.
Not Applicable	2,321	100%
<i>Total</i>	<i>2,321</i>	<i>100%</i>

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

# SAFEPLACE: DOMESTIC VIOLENCE AND SEXUAL ASSAULT SERVICES

Client ZIP Codes

This program served clients across Travis County. Over one-quarter (28%) of clients were located in the Southeast area. Numerous clients resided in the Northeast (18%), Southwest (15%), and East (14%) areas of the county. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	12	0.5%	78613	16	0.7%	78727	15	0.6%
78653	19	0.8%	78641	9	0.4%	78728	15	0.6%
78660	52	2.2%	78645	3	0.1%	78729	13	0.6%
78664	45	1.9%	78669	2	0.1%	78757	37	1.6%
78752	74	3.2%	78726	8	0.3%	78758	90	3.9%
78753	144	6.2%	78730	1	0.04%	78759	21	0.9%
78754	63	2.7%	78731	8	0.3%	<i>Total North</i>	<i>191</i>	<i>8.2%</i>
<i>Total Northeast</i>	<i>409</i>	<i>17.6%</i>	78732	4	0.2%			
			78734	9	0.4%			
			78750	13	0.6%			
			<i>Total Northwest</i>	<i>73</i>	<i>3.1%</i>			
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	15	0.6%	78652	5	0.2%	78702	80	3.4%
78612	8	0.3%	78704	86	3.7%	78721	62	2.7%
78617	66	2.8%	78735	9	0.4%	78722	4	0.2%
78640	29	1.2%	78736	3	0.1%	78723	101	4.4%
78719	9	0.4%	78737	4	0.2%	78724	64	2.8%
78741	317	13.7%	78739	4	0.2%	78725	7	0.3%
78742	6	0.3%	78745	130	5.6%	<i>Total East</i>	<i>318</i>	<i>13.7%</i>
78744	149	6.4%	78748	79	3.4%			
78747	49	2.1%	78749	33	1.4%			
<i>Total Southeast</i>	<i>648</i>	<i>27.9%</i>	<i>Total Southwest</i>	<i>353</i>	<i>15.2%</i>			
						Central		
West			Others				Num.	Pct.
	Num.	Pct.		Num.	Pct.			
78620	3	0.1%	Outside of Travis Co.	223	9.6%	78701	17	0.7%
78703	10	0.4%	Unknown	23	1.0%	78705	9	0.4%
78733	5	0.2%	<i>Total Others</i>	<i>246</i>	<i>10.6%</i>	78712	1	0.04%
78738	1	0.04%				78751	18	0.8%
78746	13	0.6%				78756	6	0.3%
<i>Total West</i>	<i>32</i>	<i>1.4%</i>				<i>Total Central</i>	<i>51</i>	<i>2.2%</i>

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

# SAFEPLACE: DOMESTIC VIOLENCE AND SEXUAL ASSAULT SERVICES

## Performance Goals and Results

All performance measures for the Domestic Violence and Sexual Assault Services program fell within the targeted range of performance expectations. Program staff report that they had a high demand for services, and they were able to meet this demand by offering more support and specialized groups. They also engaged the services of five interns during the year, which impacted the first and third outputs.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	2,321	1,826	127%
Number of unduplicated clients sheltered	860	900	96%
Number of unduplicated clients counseled	1,554	1,175	132%
Number of unduplicated bed nights provided	34,887	32,000	109%
<b>Outcomes</b>			
Percentage of unduplicated clients who exit shelter and complete an exit form who report leaving to a safe and secure location that does not include the batterer	85% (651/770)	85% (765/900)	99%
Percentage of unduplicated counseling clients surveyed who indicate an increase in their understanding of the dynamics and effects of abuse and trauma	98% (225/230)	95% (237/250)	103%

## Pathways and Partnerships

### Program Description

The Salvation Army works to provide for the basic emergency needs of homeless and near homeless people and assist them in attaining self-sufficiency. Pathways and Partnerships offers access to emergency shelter. Single adults are allowed seven days to enroll in either case management or employment services, while families have fourteen days to develop a plan for safe exit with their case manager. Once enrolled, single adults may be extended for an additional three weeks and families may be extended ninety days or more, pending opportunities to obtain safe housing. Basic needs services provided include meals; laundry and hygiene supplies; clothing and shoes; lockers; message and mail services; diapers, formula and school supplies; bus passes; and emergency prescriptions co-pay vouchers. Case management assists each client in formulating a self-sufficiency plan and links them to supportive services. Employment services helps clients in conducting a self-directed job search and securing full-time, permanent employment; a secondary goal is to provide short-term (90-day) transitional shelter and a savings program so that clients can save start-up funds for housing costs.

### Funding

The total TCHHS/VS investment in the Pathways and Partnerships program for 2012 was \$98,319. This investment comprised 4.2% of the total program budget.

### Eligibility Criteria

This program serves homeless and low-income men, women, and children at The Salvation Army Social Services Center. Youth under 18 unaccompanied by a parent are referred to LifeWorks.

# THE SALVATION ARMY: PATHWAYS AND PARTNERSHIPS

## Client Demographics

This program served more males (60%) than females (40%). Over one-third (36%) of clients were ages 25 to 39 and 32% of clients were in the 40 to 59 age range. One-quarter of clients were Hispanic or Latino. One-half of clients were White and 40% were Black or African American. Most (96%) clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

Gender	Num.	Pct.
Female	1,511	40%
Male	2,293	60%
<i>Total</i>	<i>3,804</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	932	25%
Not Hispanic or Latino	2,818	74%
Unknown	54	1%
<i>Total</i>	<i>3,804</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	1,525	40%
White	1,909	50%
<i>Population of two races:</i>		
All other two race combinations	119	3%
<i>Other and Unknown:</i>		
Other	72	2%
Unknown	179	5%
<i>Total</i>	<i>3,804</i>	<i>100%</i>

Age	Num.	Pct.
Under 5	130	3%
5 to 9	71	2%
10 to 14	32	1%
15 to 17	10	0.3%
18 to 24	810	21%
25 to 39	1,386	36%
40 to 59	1,199	32%
60 to 74	166	4%
<i>Total</i>	<i>3,804</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	3,644	96%
50% to 100%	78	2%
101% to 150%	51	1%
151% to 200%	31	1%
<i>Total</i>	<i>3,804</i>	<i>100%</i>

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

# THE SALVATION ARMY: PATHWAYS AND PARTNERSHIPS

Client ZIP Codes

All clients in the Pathways and Partnerships program were homeless at entry into the program.

<b>Others</b>	Num.	Pct.
Homeless	3,804	100.0%
<i>Total Others</i>	<i>3,804</i>	<i>100.0%</i>

# THE SALVATION ARMY: PATHWAYS AND PARTNERSHIPS

## Performance Goals and Results

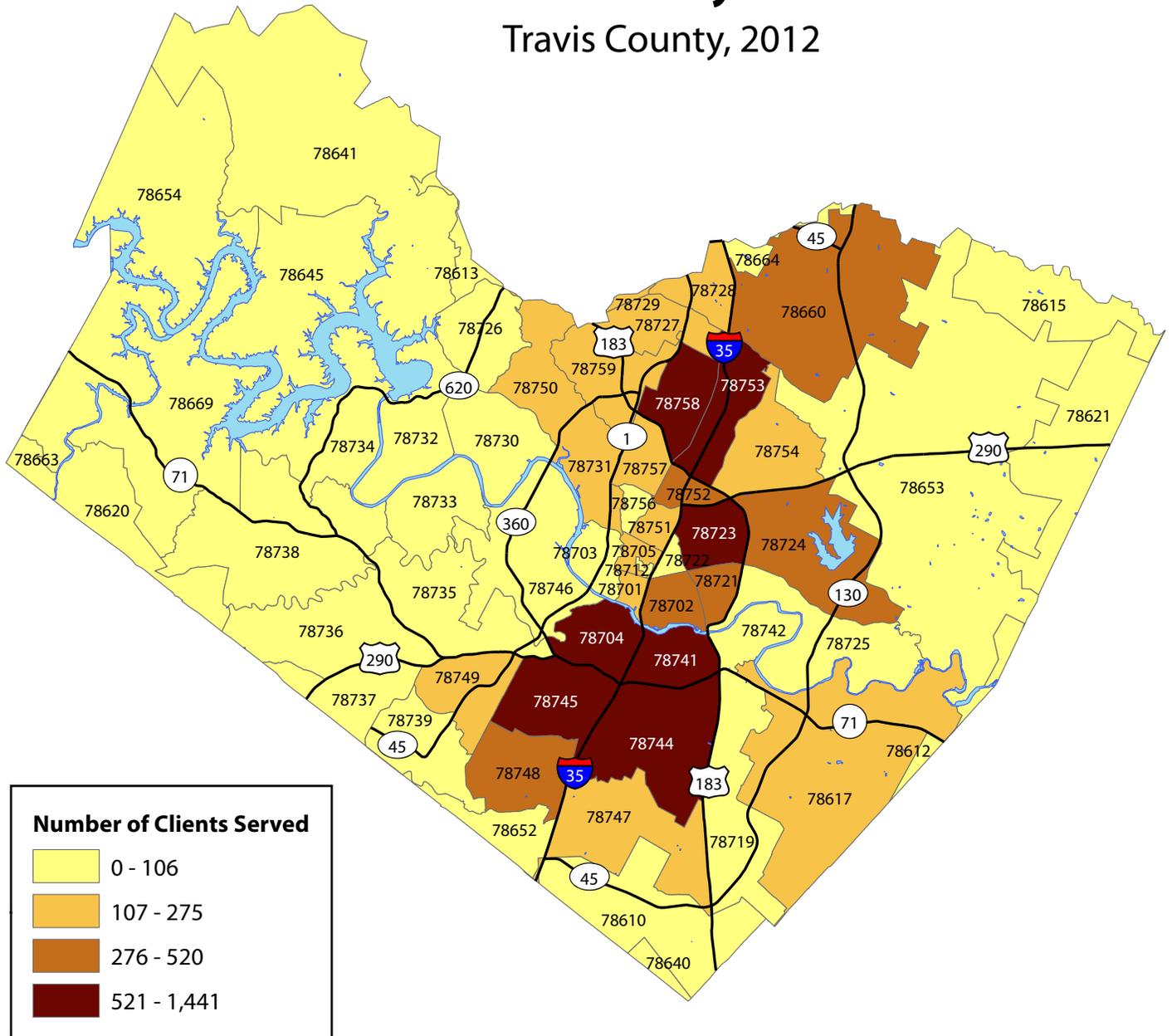
All measures fell within the targeted range of performance expectations. Program staff note that more case managed persons exited shelter and moved into safe and stable housing (see the first outcome) because of increased subsidized housing opportunities through Passages Tenant Based Rental Assistance and other supportive housing programs. The program also saw many clients improve their employment status (see the second outcome) due to employment opportunities created during the holiday season and improved coordination of resources through case managers with Goodwill and the Texas Workforce Centers.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients provided emergency shelter	3,804	3,800	100%
Number of bed nights provided	89,633	90,360	99%
Number of meal equivalents served	288,683	300,000	96%
Number of unduplicated clients provided case management	802	875	92%
Number of unduplicated clients provided employment services	420	400	105%
<b>Outcomes</b>			
Percentage of case managed persons who exit shelter and move into safe and stable housing	72% (483/671)	60% (483/805)	120%
Percentage of homeless adults participating in employment services who improve their employment status	80% (338/420)	75% (300/400)	107%

# Client ZIP Code Map

## Housing Continuum Clients Served by ZIP Code

Travis County, 2012



Notes: This map shows 12,365 clients by ZIP code. 4,489 (27% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries or they were homeless. The majority of homeless clients (3,804) were from the Salvation Army, as all clients were homeless prior to entering shelter.



Source data: Contracted service providers, 2013.  
This map was created using City of Austin shapefiles.

Created by: Travis County HHS/VS Research & Planning Division, 2013.

# Appendix A

## 2012 Federal Poverty Income Guidelines

Most TCHHS/VS contracts require programs to serve participants with household incomes at or below 200% of the Federal Poverty Income Guideline (FPIG) level. Some programs have chosen to follow a more stringent threshold. The following table presents the federal poverty thresholds by household size and income.

Household Size	Income Limits for Threshold Levels					
	50%	100%	125%	150%	200%	250%
1	\$5,585	\$11,170	\$13,963	\$16,755	\$22,340	\$27,925
2	\$7,565	\$15,130	\$18,913	\$22,695	\$30,260	\$37,825
3	\$9,545	\$19,090	\$23,863	\$28,635	\$38,180	\$47,725
4	\$11,525	\$23,050	\$28,813	\$34,575	\$46,100	\$57,625
5	\$13,505	\$27,010	\$33,763	\$40,515	\$54,020	\$67,525
6	\$15,485	\$30,970	\$38,713	\$46,455	\$61,940	\$77,425
7	\$17,465	\$34,930	\$43,663	\$52,395	\$69,860	\$87,325
8	\$19,445	\$38,890	\$48,613	\$58,335	\$77,780	\$97,225

**For families/households with more than 8 persons, add \$3,960 for each additional person.**

Data source: "2012 HHS Poverty Guidelines," U.S. Department of Health & Human Services, *Federal Register*, Vol. 77, No. 17, January 26, 2012, pp. 4034-4035, <http://aspe.hhs.gov/poverty/12poverty.shtml>.

## 2012 Austin Median Family Income Guidelines

The Blackland Community Development Corporation and Foundation for the Homeless contracts require participants in their programs to have a household income at or below 50% of the Austin Median Family Income (MFI) level. Other programs may also use the Austin MFI level when measuring client incomes. The following table presents the median family income limits established by the U.S. Department of Housing and Urban Development (HUD) for the Austin-Round Rock Metropolitan Statistical Area.

Household Size	Income Limits for Threshold Levels				
	30%	40%	50%	60%	120%
1	\$15,950	\$21,280	\$26,600	\$31,920	\$42,500
2	\$18,200	\$24,320	\$30,400	\$36,480	\$48,600
3	\$20,500	\$27,360	\$34,200	\$41,040	\$54,650
4	\$22,750	\$30,360	\$37,950	\$45,540	\$60,700
5	\$24,600	\$32,800	\$41,000	\$49,200	\$65,600
6	\$26,400	\$35,240	\$44,050	\$52,860	\$70,450
7	\$28,250	\$37,680	\$47,100	\$56,520	\$75,300
8	\$30,050	\$40,080	\$50,100	\$60,120	\$80,150

Data source: "Rent and Income Limits (Austin, TX)," City of Austin Neighborhood Housing and Community Development, April 17, 2012, [http://www.austintexas.gov/sites/default/files/files/Housing/2012\\_projectIncomeandrenttool.pdf](http://www.austintexas.gov/sites/default/files/files/Housing/2012_projectIncomeandrenttool.pdf).

# Appendix B

## ZIP Code Classification Map

ZIP codes located within Travis County are classified into one of the following eight descriptive categories: Central, East, North, Northeast, Northwest, Southeast, Southwest, and West. These categories were designed to provide a frame of reference when locating ZIP codes on the map and are used to highlight client concentrations across geographic areas.

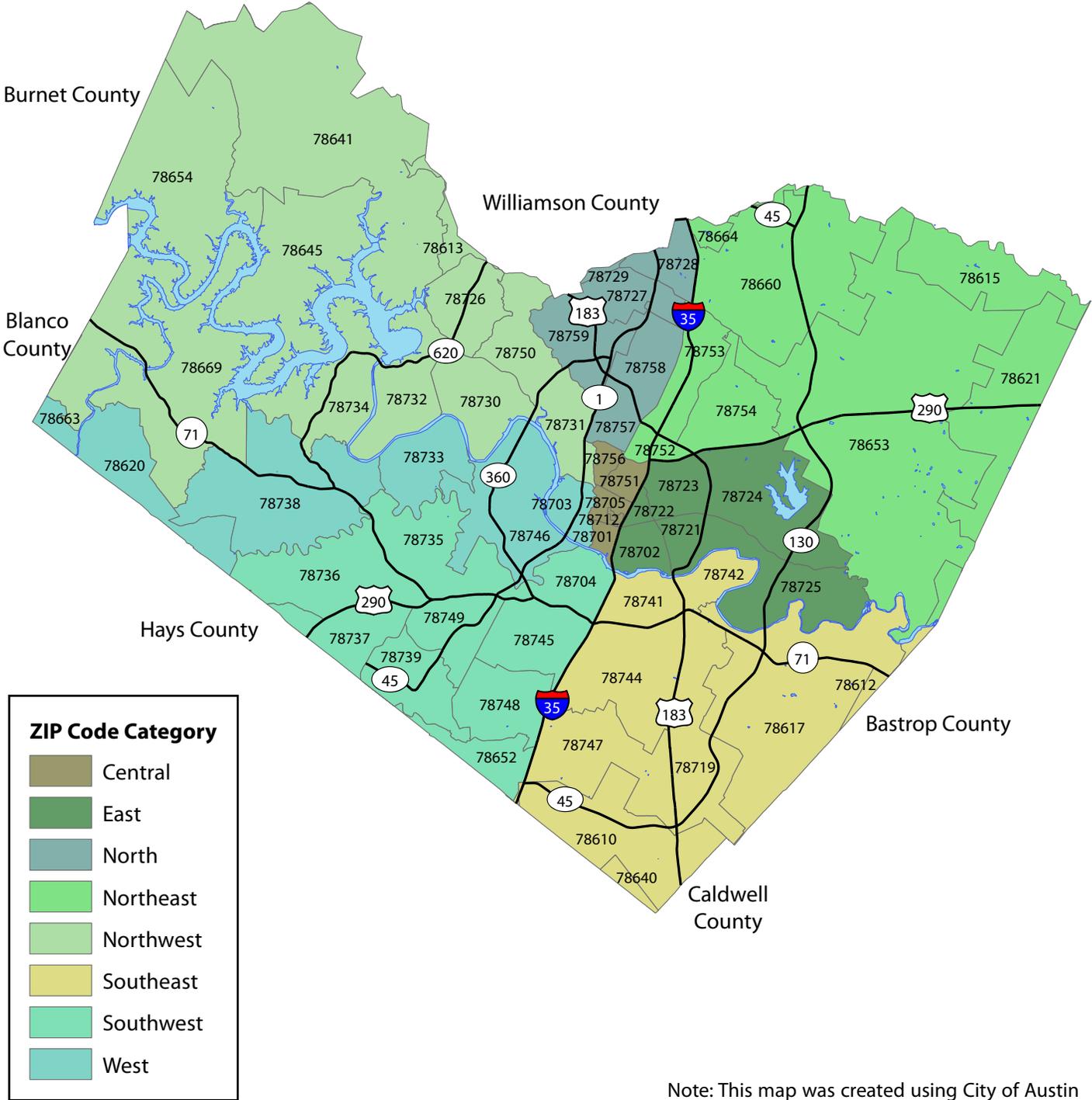
Descriptive categories are loosely based on Multiple Listing Service (MLS) categories. Occasionally, a ZIP code spans multiple MLS areas. For such ZIP codes, categorization was based on where the bulk of the ZIP code area was located. For example, if a ZIP code spanned the West, South, and Southwest areas, but the majority of the ZIP code area was located in the West area, it was classified as “West.”

A number of ZIP codes are located in Travis County and an adjoining county. These ZIP codes were classified by where the area found inside Travis County lines was mostly located. For example, a ZIP code area may be located in the West area of Travis County, but the majority of the ZIP code area outside of Travis County may be in the Southwest area. In this example, the ZIP code would be classified as “West.”

Please note that the 78616 ZIP code has a miniscule portion of its area within Travis County boundaries and thus is not included on the ZIP code classification map.

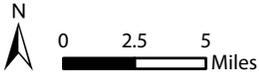
# ZIP Code Categories

Travis County, 2012



Note: This map was created using City of Austin shapefiles. ZIP code categories are loosely based on Multiple Listing Service (MLS) categories.

Created by: Travis County HHS/VS Research & Planning Division, 2013.



# Appendix C

## Methodology

Community conditions discussed in this report reflect the most recent information available at the time of writing (November 2012 through February 2013). Terminology used in the report is based upon the terms used by the original data source. Therefore, terminology may differ within or across issue areas. For example, one data source may use the term “African American” while another may use “Black.” Finally, estimates from the American Community Survey have been tested at a 90% confidence level for reliability. In some cases, all noted, estimates were unreliable due to small sample sizes.

Most data included in the *2012 Community Impact Report* cover calendar year 2012<sup>p</sup> and are drawn from contracts and reports provided by contracted service providers. Each contract is classified into the issue area most closely aligned to its central goals and objectives.

## Considerations When Reading This Report

Performance results provide only a starting point for understanding the impact of these programs. These summary statistics are not necessarily an indication of the programs’ overall performance, but rather a snapshot and general gauge of their performance over a one-year period. Readers are encouraged to locate the particular programs of interest in each issue area report and review the detailed programmatic and performance information. Within these reports, service providers offer explanations for variance in performance. This information, in particular, is critical to providing context and meaning to these summary results.

These performance results do not reflect the programs’ full value to and impact on the community, which would require formal program evaluations, qualitative studies, and a review of other research. Therefore, it is also important to keep the following considerations in mind when reviewing program performance.

Participant characteristics can significantly influence a program’s performance results. For example, performance results may be lower for programs with clients who face considerable challenges (e.g., serious mental illness or addiction issues) and have little social support. Readers should therefore use caution when comparing output and outcome results across programs.

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<sup>p</sup> The report covers calendar year 2012 because the majority of the social service contracts included in the report follow a calendar year schedule.

Many additional factors beyond the program's control may also impact the program's performance. For example, if jobs become scarce, an effective workforce development program may experience lower client employment rates, regardless of the quality of training and support provided to their clients. Similarly, if jobs become abundant, a workforce development program may experience higher client employment rates, even if the program provided training that was not marketable. Without controlling for these factors, the true impact or efficacy of the program on outcomes cannot be discerned.

Readers should also use caution when examining outcome results for programs with less than 30 clients. For such small programs, the outcome of just a few clients can greatly affect the program's total outcome result. In these instances, examining percentages may be less helpful than examining raw numbers.

Finally, this report captures a narrow set of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. For example, though an individual was unable to obtain employment within the time period analyzed, a program may have increased the readiness and capacity of the individual to succeed on the job once eventually employed. Additionally, performance measures may not all be equal in importance or value to the community. Also, some agencies may have negotiated performance measure goals that were more difficult to achieve than others.

# Endnotes

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