Legal Services

2012 Community Impact Report

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

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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[a] 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.[b]

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.

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.

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.[1]

- 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.[2]
- 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.[3]
- 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).[4]
- 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).[5] Renters are more likely to be cost burdened than owners.[6]
- 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.[7]
- 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.[8] 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.[9]
- 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%).[10]
- 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.[11] In 2011, there were 79,573 adults aged 65 and older living in Travis County, comprising 7.5% of the population[12] by 2020, a projected 124,750 older adults will make up 10.4% of the county population.[13]

Client Demographics

Service providers collected client demographic data, when possible.[c] 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,[d] 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

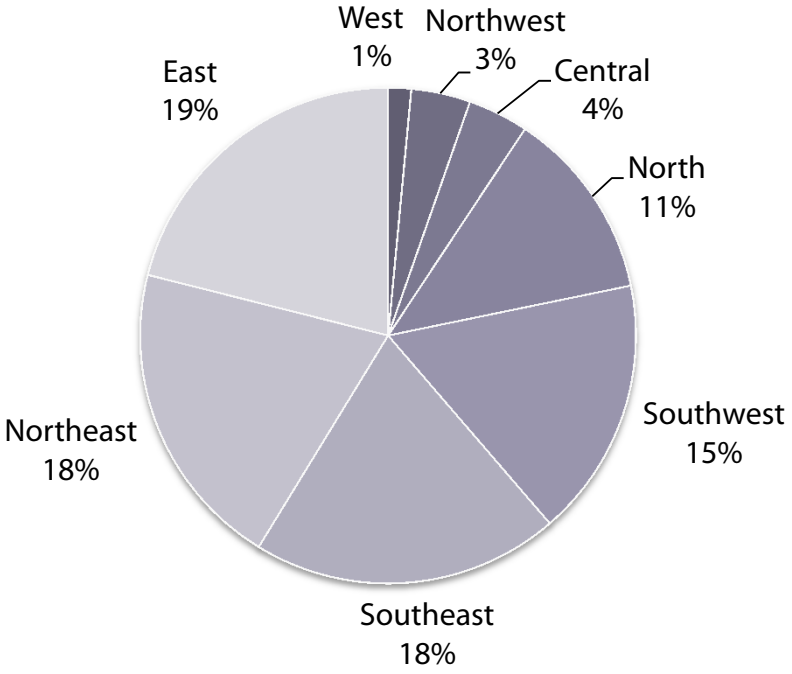
When possible, the contracted service providers also documented the ZIP code where clients resided when they entered the program.[e] Service providers collected residential information for 84% of all clients, including clients with ZIP codes within Travis County (75%), clients with ZIP codes outside 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.)

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

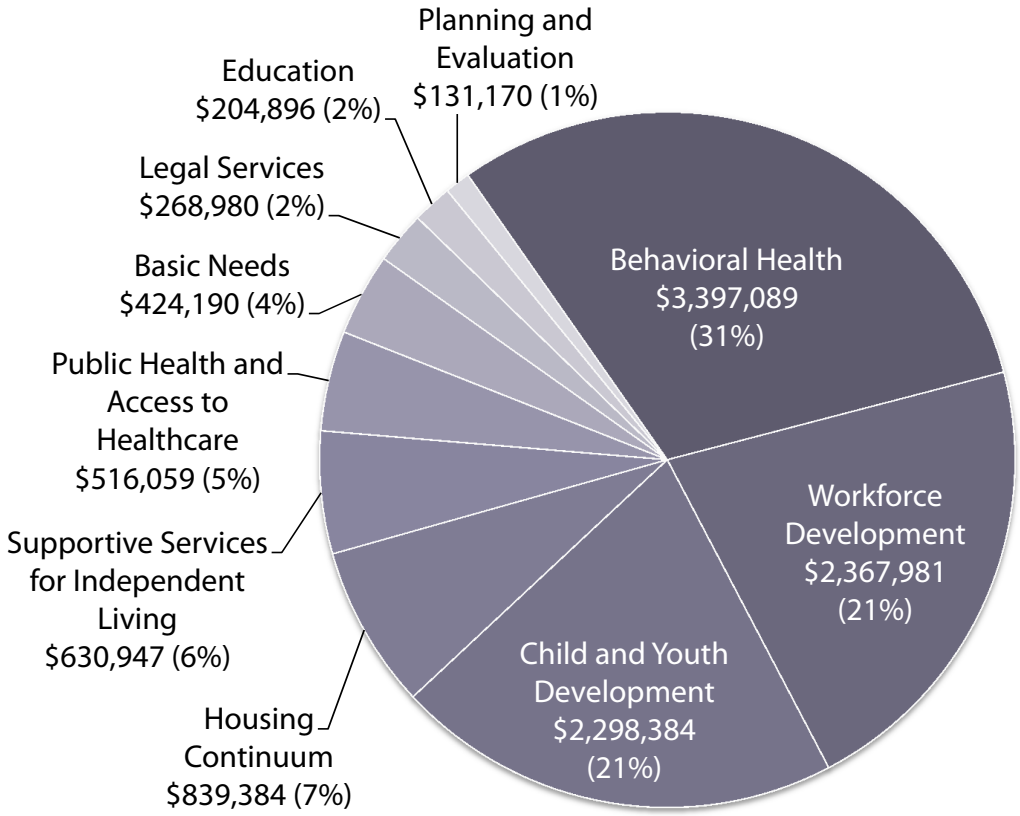


Investment by Issue Area

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

Legal Services Goals and Services

Programs and services within this issue area provide legal assistance to improve the navigation of systems, access to services, and knowledge of legal rights. Some examples of services provided by programs within this issue area include legal counseling, education and advocacy toward preventing homelessness, neglect and abuse, or financial insecurity among low income or otherwise vulnerable Travis County residents.

Community Conditions

Current Conditions and Trends

For many Texans, particularly those in poverty, access to effective legal services is limited. More than six million Texans qualify for legal aid services, but due to a lack of funding for these services, only about 20% of those in need receive them.[14] In 2010, Texas ranked 39th in per capita revenue spent to provide civil legal aid.[15] Continued funding reductions can be expected in the near future. For example, one primary funding source for legal aid services that continues to decline is the Interest on Lawyers Trust Accounts (IOLTA) program administered by the Access to Justice Foundation. Because interest rates have plummeted in recent years, and are now being held at historically low levels, proceeds from these accounts are very low, falling 75%[16] in five years, from $20 million in 2007 to just over $5 million in 2012.[17] Additionally, cuts in funding from the Legal Services Corporation, which comprises approximately one-third of the funding for legal aid services in Texas, was projected to show a 15% combined reduction for the three largest providers of civil legal services in Texas in FY 2012.[18] Reduced funding in the face of growing need remains a threat to the availability of legal assistance for hundreds of thousands of low-income Texans.

Demand for Legal Services

The recent economic recession increased the need for legal services. A still-growing number of low-income individuals and families need assistance with a variety of civil and criminal legal issues, including domestic violence, employment disputes, veteran and elderly benefits, and foreclosures.[19]

Current trends point to an increased need. However, local legal service providers report a decrease in service demand and delivery. This decrease in service delivery may be due to a reduction in both legal service capacity and the availability of public benefits.[20] Legal referral calls to 2-1-1 Texas were lower in 2012 after three year of steady increase: From 2009 to 2011, legal service referral calls increased 38%, from 8,238 calls in 2009 to 11,347 in 2011.[21] In 2012, 211 Texas only took 8,290 legal service referral calls,[22] representing a 38% reduction in calls in a single year.

The Lawyer Referral Service of Central Texas reports that the number of referrals for reduced-fee legal services has dropped 50% over the past four years, from 1,683 calls in 2008 to 836 calls in 2012.[23] Agency officials attribute this to the fact that clients cannot afford even the nominal fees the agency requires clients to pay for services, and that some clients, as a last resort, are choosing to represent themselves.[24] Agency officials also noted that referrals in general (full fee and reduced fee) have decreased over the same time period. As has been the trend, many people cannot afford any legal fees, may not qualify for pro bono legal services, and are increasingly representing themselves (pro se).[25]

For family law issues, the Referral Service of Central Texas now makes referrals to lawyers who practice "Limited Scope" representation. Rather than full representation, from the outset of a legal matter to the conclusion, lawyers assist pro se litigants on a limited basis.[26] This type of service meets the needs of those who cannot afford fees associated with full representation. As the public learns about this alternative, there have been increases in this type of referral. The Referral Service of Central Texas made 12 such referrals in 2010, increasing to 97 referrals by 2012.[27]

Representation within Criminal Justice and Protective Systems

Some populations have disproportionately poor outcomes in the criminal justice and protective public systems. Those populations require legal services for fair access and representation within those systems. Travis County provides supports and representation for a variety of populations in need of such legal services through the Health and Human Services & Veterans Service Department, the District Attorney's Office, and throughout the County Civil and Criminal Court systems.

Indigent parents, commonly recognized by Texas Courts as parents who are at or below 150% of the Federal Poverty Level, are disproportionately involved in the child welfare system (particularly poor mothers of color).[28] Under Texas state law, indigent parents are entitled to legal representation as they work to maintain parental access to their children.[29] In Texas in FY 2011, nearly half of all confirmed perpetrators in cases of child abuse and neglect were the victims' mothers; of those mothers, close to 63% were African American or Hispanic.[30] Although causality is difficult to isolate, a variety of conditions point to the correlation between poverty and child neglect, such as lack of adequate family resources, parental stress and subsequent substance abuse or mental health issues, and family isolation.[31] Substance abuse is a significant factor for families involved with the child welfare system in Travis County: Of a total 6,348 investigations completed by Child Protective Services in FY 2011 in Travis County, about 44% alleged drug or alcohol abuse by a caretaker.[32]

Children with open cases at Child Protective Services require legal services independent from their parents or guardians. In FY 2011 in Travis County, there were 12,461 initial intakes alleging child abuse or neglect, 1,491 confirmed cases, and 403 children removed from their homes.[33] The total confirmed cases of abuse and neglect involved 2,483 children in Travis County during FY 2011. Over half (52%) of these child victims were Hispanic, 26% African American, 19% Anglo, and 3% identified as some other race/ethnicity.[34] Hispanic children and African American children are over-represented in the child welfare population compared to their representation in the Travis County child population as a whole: Hispanic children age 0 to 17 comprise 47% of the county child population and African American children make up 10%.[35]

Youth at risk of involvement or already involved in the juvenile justice system may also need specialized services to deter juvenile crime and protect the unique needs of juveniles in the criminal justice systems. According to reporting by the Texas Department of Public Safety, overall juvenile arrests (under age 18) in Travis County fell by 39% between 2008 and 2011 (with variations in degree by age, race, and sex).[36] However, during the same time period there was an increase in juvenile arrests for drug violations—a 1% increase in total drug abuse violations, and a 4% increase in drug possession.[37]

People managing serious mental health issues often experience repeat arrests, are over-represented in jail settings, and require specialized legal services. The U.S. Department of Justice, Bureau of Justice Assistance promotes a community-focused approach in order to reduce costly repeat arrest and incarceration for individuals with serious mental health issues.[38] According to research, the incidence of mental health issues, such as schizophrenia, bipolar disorder, major depression, and post-traumatic stress disorder, is two to four times higher in individuals in prison than in the general population. A 2010 report from Austin/Travis County Integral Care found that 17% to 20% of the inmates booked in Travis County have severe mental health issues.[39]

Access to Public Benefits and Systems

Some populations may need legal services to help identify and utilize public benefits that allow them a basic level of safety and a healthy standard of life.

To help meet basic needs, many low-income individuals and families rely on public benefits (services or cash supplements provided by state and federal government). For some, this economic safety net is weakened due to individual challenges, such as limited literacy, inaccessible transportation, or other family conditions. Many low-income individuals and families do not enroll in or are denied services for which they may be eligible, and need legal assistance navigating systems of benefit application and provision.

As citizens, native-born children in immigrant families have access to public benefits that is legally unaffected by the immigration status of their parents.[40] However, eligible low-income children of immigrant parents receive benefits at a lower rate than do children of native-born parents.[41] Families with mixed immigration status often need specialized legal services to understand and apply for child benefits.

Applications for immigrant benefits are adjudicated by the Executive Office of Immigration Review (EOIR) in the Department of Justice and U.S. Citizenship and Immigration Services (USCIS) in the Department of Homeland Security. U.S. immigration law authorizes only licensed lawyers and representatives accredited by the Board of Immigration Appeals (BIA) to represent individuals in proceedings. In compliance with this regulation, Travis County HHS/VS contracts with a BIA accredited organization.

Recent actions by both EOIR and USCIS underscore the importance of immigrants' access to adequate legal counsel in the adjudication of applications for immigrant benefits. In June 2011, a multi-agency effort (a partnership between the Department of Homeland Security, the Department of Justice, and the Federal Trade Commission) commenced to investigate fraud by "notarios" or immigration consultants.[42] "Notarios" are individuals who are not attorneys or accredited representatives, thus not authorized to provide counsel in immigration cases, and often target vulnerable immigrants by relying on the client's unfamiliarity with the English language and U.S. immigration laws. Given the complexity of immigration law, immigrants served by "notarios" risk financial loss, and risk losing or forfeiting their eligibility for immigration benefits.

According to the 2011 American Community Survey, there are 194,362 immigrants living in Travis County (comprising 18% of the total county population).[43] In the nation as a whole, immigrants make up 13% of the population, and in Texas, they make up 16% of the population.[44] In FY 2011, in the Austin-Round Rock Core Based Statistical Area (CBSA), 6,068 individuals obtained legal permanent residency status[45] and 3,528 people became naturalized citizens.[46]

Veterans account for 9.5% of the total U.S. adult population but comprise 13% of all sheltered homeless.[47] Veteran homelessness is particularly high in Texas. In 2010, Texas was among four states comprising 28% of the total U.S. veteran population.[48] The same four states accounted for 50% of the homeless veteran population.[49] In addition to homelessness, veterans also experience a high risk of unemployment, mental health issues, drug and alcohol abuse, and suicide.[50]

Veterans are eligible for a range of benefits to ensure their health, safety, and quality of life after serving in the United States Military. However, veterans are often unable to access the public benefits available to them. Many veterans need legal services to help identify and utilize public benefits that can protect quality of life for themselves and their families.

Emerging Issues

Declining revenues for the Interest on Lawyers Trust Accounts (IOLTA) and reductions in other critical legal service funding at a federal level, paired with continued service need increases, threaten the availability of legal services to many who need them. Travis County is seeing the impact of those factors through reduced legal service capacity, subsequent reductions in demand and utilization, as well as a trend toward pro se (self) representation.

Travis County has begun to implement cost-saving strategies for certain required legal services. In 2009, with financial assistance from the Texas Supreme Court Commission of Children, Youth and Families, Travis County established the Offices of Child and Parental Representation. These two public defender

offices represent indigent parents and children in Child Protective Services (CPS) cases brought by the State of Texas.[51] The public defender offices were established to offset costs the Travis County Courts ensued by appointing private attorneys to cases of indigent parents and children in confirmed cases of neglect and abuse. The County took over full funding responsibility for both offices in FY 2012.[52]

In 2011, the Travis County Criminal Justice Planning Office was awarded a Justice and Mental Health Collaboration Program planning grant by the U.S. Department of Justice, Bureau of Justice Assistance.[53] The program is currently in its second year—moving from collaborative planning to implementation. The plan documents current best practice, existing and future collaborations, and efforts to improve public safety and reduce the tax burden on the community by reducing inappropriate utilization of county services and programs by individuals who cycle through the criminal justice and mental health systems.[54]

The Travis County Criminal Courts established a Veterans' Court program in fall of 2010.[55] The Veterans Court is a pre-trial diversion program for veterans who are charged with non-violent misdemeanor offenses that may be related to post-traumatic stress disorder or other mental health problems resulting from their military service. Participants are evaluated for psychological, chemical dependency, and other issues that can be addressed through various types of treatment and supportive services, and may also be assisted in obtaining employment, education, health and housing services.[56]

In the summer of 2011, the Texas State Legislature voted in special session to apply $17.5 million toward recent state and federal legal services funding losses.[57] However, that $17.5 million dollar resource must pass through an additional vote during the 2013 Texas Legislative Session to be adopted into the State budget.[58]

Further Resources

Travis County HHS/VS investments in legal services are most closely tied to the Basic Needs, Housing Continuum, Child and Youth Development, Education, and Behavioral Health issue areas. One set of services is intended to help secure public benefits and prevent financial instability and homelessness. Other services are focused on children and youth involved in the juvenile justice or child protection systems and are intended to minimize negative impacts as they move through these systems.

Following are selected resources that provide more information on research and data related to legal services:

The Travis County Criminal Justice Planning, Justice and Public Safety Division

http://www.co.travis.tx.us/criminal_justice/default.asp

Travis County Criminal Justice Planning supports the Travis County Commissioners Court and key stakeholders by providing quality data analysis and facilitating the planning and implementation of county-wide initiatives for the enhancement of public safety.

Texas Access to Justice Foundation (TAJF)

http://www.teajf.org/news/publications.aspx

Texas Access to Justice Foundation is the leading funding source for legal aid in Texas. TJAF was created by the Supreme Court of Texas in 1984 to administer the Interest on Lawyers' Trust Accounts (IOLTA) Program. Since then, TAJF has diversified its funding sources to include public funding and private donations. TJAF provides updates on state-level legal services funding trends.

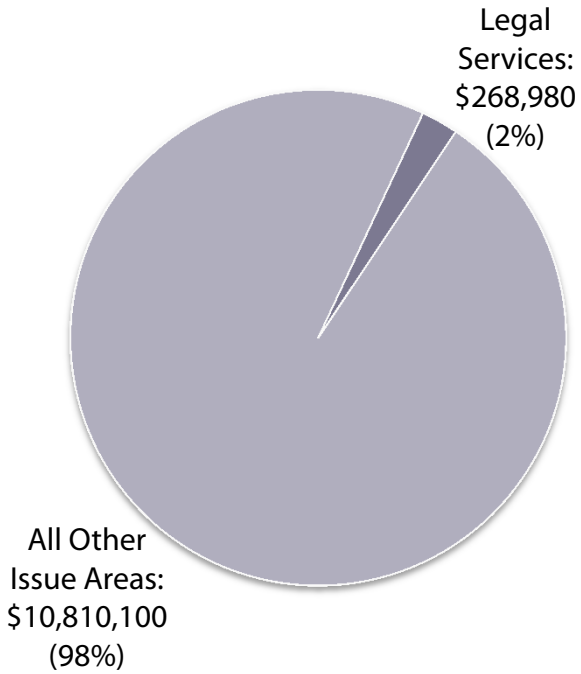
Performance Highlights

Our Investment

Legal services span a wide range of issues and serve a diverse array of clients. TCHHS/VS contracts with agencies offering legal services primarily focused on helping clients obtain financial security, serving at-risk children and youth, and assisting immigrants.

Other TCHHS/VS legal services investments not included in the Community Impact Report include the Neighborhood Conference Committee, Community Development Block Grant programming, and the Office of Veterans Service. Travis County also provides legal services through the Criminal Justice Planning Department and the Court System, offering specialized criminal justice protections and advocacy services for highly vulnerable populations such as abused and neglected children, indigent primary parents, youth offenders, and people impacted by mental illness. Those County programs and services include Juvenile Court, a dedicated Juvenile Public Defender, a dedicated Mental Health Public Defender, the Justice for Mental Health Collaboration Program, the Office of Parental Representation, and the Office of Child Representation.

Investment in Legal Services and Other Issue Areas, 2012



The Department's Legal Services investment includes the following agencies: CASA of Travis County; Immigration Counseling and Outreach Services (which joined with Catholic Charities in mid–2012); and Texas RioGrande Legal Aid.

CASA of Travis County

Child Advocacy

Program Description

CASA of Travis County strives to provide an advocate for abused and neglected children in Travis County, with a vision of ensuring that every child lives in a secure, safe and permanent home. The Child Advocacy program serves child victims of abuse and neglect. A volunteer guardian ad litem spends an average of 20 hours a month with each child, researches the details of the case, advocates for the child's legal, placement, medical, educational and therapeutic needs and presents clear, detailed reports to the judge advocating for the child's best interest.

Funding

The total TCHHS/VS investment in the Child Advocacy program for 2012 was $85,000. This investment comprised 4.0% of the total program budget.

Eligibility Criteria

This program provides advocacy to children from birth to age 18 (and older if they are in college) who have experienced abuse or neglect and who, as a result, have a legal case in the Travis County child protection courts.

CASA of Travis County: Child Advocacy

Client Demographics

The Child Advocacy program served slightly more males (50%) than females (49%). Over one-third (36%) of clients served were children under the age of 5, and 26% were between the ages of 5 and 9. Hispanic or Latino clients comprised 40% of the population served. More than one-half (56%) of clients were White and 27% were Black or African American. Since this program serves children and youth age 18 or younger, income information is not collected.

Gender	Num.	Pct.
Female	759	49%
Male	771	50%
Unknown	4	0.3%
Total	*1,534*	*100%*

Ethnicity		
Hispanic or Latino	606	40%
Not Hispanic or Latino	882	57%
Unknown	46	3%
Total	*1,534*	*100%*

Race		
Population of one race:		
American Indian or Alaska Native	1	0.1%
Asian	4	0.3%
Black or African American	418	27%
White	860	56%
Population of two races:		
Black or African American **and** White	1	0.1%
All other two race combinations	195	13%
Other and Unknown:		
Other	5	0.3%
Unknown	50	3%
Total	*1,534*	*100%*

Age	Num.	Pct.
Under 5	554	36%
5 to 9	404	26%
10 to 14	344	22%
15 to 17	183	12%
18 to 24	23	1%
Unknown	26	2%
Total	*1,534*	*100%*

Income		
Not Applicable	1,534	100%
Total	*1,534*	*100%*

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

CASA of Travis County: Child Advocacy

Client ZIP Codes

Close to one-quarter (23%) of children and youth served in this program resided in the East area of Travis County. The Northeast (21%) and Southeast (20%) also saw high percentages of clients. Staff members explain that ZIP codes outside Travis County (3%) represent courtesy cases where, at the request of a neighboring CASA, CASA of Travis County agrees to serve children in other court jurisdictions who are placed in Travis County as a courtesy to relieve travel burden for the other CASAs. Unknown ZIP codes (4%) represent cases so newly assigned to CASA (within the last 10 days before reporting) that all case information is not yet known. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78621	12	0.8%
78653	32	2.1%
78660	47	3.1%
78664	6	0.4%
78752	69	4.5%
78753	110	7.2%
78754	41	2.7%
Total Northeast	*317*	*20.7%*

Southeast		
78610	2	0.1%
78612	2	0.1%
78617	43	2.8%
78640	3	0.2%
78719	5	0.3%
78741	126	8.2%
78742	4	0.3%
78744	111	7.2%
78747	14	0.9%
Total Southeast	*310*	*20.2%*

West		
78620	4	0.3%
78703	3	0.2%
78746	1	0.1%
Total West	*8*	*0.5%*

Northwest	Num.	Pct.
78613	1	0.1%
78641	9	0.6%
78645	2	0.1%
78654	4	0.3%
78669	1	0.1%
78726	7	0.5%
78731	4	0.3%
78732	1	0.1%
78734	1	0.1%
78750	6	0.4%
Total Northwest	*36*	*2.3%*

Southwest		
78652	4	0.3%
78704	55	3.6%
78735	10	0.7%
78736	4	0.3%
78745	79	5.1%
78748	37	2.4%
78749	15	1.0%
Total Southwest	*204*	*13.3%*

Others		
Outside of Travis Co.	41	2.7%
Unknown	54	3.5%
Total Others	*95*	*6.2%*

North	Num.	Pct.
78727	22	1.4%
78728	21	1.4%
78729	4	0.3%
78757	37	2.4%
78758	80	5.2%
78759	11	0.7%
Total North	*175*	*11.4%*

East		
78702	109	7.1%
78721	72	4.7%
78722	1	0.1%
78723	103	6.7%
78724	64	4.2%
78725	4	0.3%
Total East	*353*	*23.0%*

Central		
78701	23	1.5%
78705	3	0.2%
78751	6	0.4%
78756	4	0.3%
Total Central	*36*	*2.3%*

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

CASA of Travis County: Child Advocacy

CASA of Travis County met or exceeded all performance goals. Program staff members report that they were appointed a very high number of new clients in the first half of 2012, due to the state bringing in extra Child Protective Services (CPS) caseworkers to process a backlog of cases. This led to higher numbers of clients served (see the first output). During the second half of 2012, they noticed lower numbers of volunteers (see the second output) and believe this is tied to the local unemployment rate; when the rate was higher, they had several volunteers who came wanting to do something meaningful "between jobs." Staff have increased their volunteer recruitment, outreach, and marketing efforts to help increase the number of new volunteers.

The Program Director determined that the tracking system for the five positive outcome categories (see the second outcome) led to under-reporting. A change was made to the way outcomes are tracked, which staff believe more accurately reflects the outcomes for these children. The goal of 85% was set before the change in tracking was made; therefore the program exceeded this goal during the contract period.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,534	1,430	107%
Number of volunteers completing training	145	150	97%
Number of volunteers assigned to a case	552	550	100%
Outcomes			
Percentage of unduplicated clients successfully completing the program	92% (551/596)	85% (340/400)	109%
Percentage of clients with overall positive outcomes (i.e. showing improvements in legal, placement, medical, educational and therapeutic outcome categories)	98% (1,498/1,534)	85% (972/1,144)	115%

Immigration Counseling and Outreach Services

Status Improvement Assistance

Program Description

The Status Improvement Assistance program at Immigration Counseling and Outreach Services (ICOS)[f] works to improve the immigration status of low-income immigrants living in central Texas through applications to the United States Citizenship and Immigration Services (USCIS). The program provides outreach to immigrants and completes an intake process to screen potential clients for income and legal eligibility and explain the process. For eligible persons, program staff provide the legal and technical assistance necessary to completely prepare the appropriate applications to the USCIS, mail the application packets to the correct USCIS site and provide any follow-up advocacy and action that may be necessary. This program has three components: refugee adjustment of status assistance, citizenship, and green card replacement. *Pro bono* assistance is available for refugees, the homeless and very low income immigrants.

Funding

The total TCHHS/VS investment in the Status Improvement Assistance program for 2012 was $10,305. This investment comprised 16.2% of the total program budget.

Eligibility Criteria

Clients served must have incomes at or below 200% of the Federal Poverty Income Guideline level and reside in Travis County. Three distinct groups of immigrants are helped by this program:

- Refugees: must apply for Adjustment of Status to Lawful Permanent Residency (LPR) status one year after being admitted to the U.S.
- Citizenship applicants: persons who are able to apply to "naturalize" as citizens of the United States and also children who must document derived citizenship because a parent naturalized.
- Lawful permanent residents: every ten years they must renew their green card (LPR card), which is evidence of their status. Also, some must replace a lost, stolen or damaged card.

f ICOS merged with Catholic Charities in mid–2012. The Status Improvement Assistance program has been expanded and renamed as the Immigration Legal Services program under Catholic Charities for 2013.

Immigration Counseling and Outreach Services

Status Improvement Assistance

Client Demographics and Client ZIP Codes

Individual client demographics and ZIP codes are unavailable, due to the transition of the Status Improvement Assistance program from ICOS to Catholic Charities.

Immigration Counseling and Outreach Services: Status Improvement Assistance

The Status Improvement Assistance program transitioned in mid–2012 from ICOS to Catholic Charities. Therefore, some methodological changes were made in measuring performance. As a result, inconsistencies may exist in how data was captured on clients served across the contract year.

The program exceeded all but one performance measure goal, missing the target for the number of adjustment of status to LPR applications processed (see the second output). Staff report that they focused most of their effort on Deferred Action for Childhood Arrivals (DACA) cases, in lieu of accepting their regular types of cases. Due to the merger with Catholic Charities, the program essentially doubled the potential output for cases, while the goals were set before the merger. Thus, most performance surpassed expectations.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	338	260	130%
Number of Adjustment of Status to LPR applications processed	141	238	59%
Number of citizenship applications processed	18	8	225%
Number of LPR card renewal / replacement applications processed	25	24	104%
Outcomes			
Percentage of persons whose cases were resolved and who received LPR status	100% (199/199)	96% (220/230)	105%
Percentage of persons whose cases were resolved and who received citizenship	100% (19/19)	80% (4/5)	125%
Percentage of persons whose cases were resolved and who received new LPR cards	100% (26/26)	90% (18/20)	111%

Texas RioGrande Legal Aid

Legal Assistance Program

Program Description

The goal of the Legal Assistance Program at Texas RioGrande Legal Aid (TRLA) is to address the basic human needs of eligible clients by providing legal assistance:

- To obtain, preserve or increase financial security for clients in their public benefits cases;
- To obtain or preserve safe, decent, and affordable housing for clients facing eviction and/or homelessness; and
- To obtain available resources and benefits for homeless clients.

The program works to meet these goals by: educating low-income individuals and social service agency staff who work with poor and/or homeless populations about housing legal rights and responsibilities under municipal, state, and federal laws; educating low-income individuals and social service agency staff who work with poor populations about legal rights and responsibilities related to public benefits under municipal, state, and federal laws; preventing homelessness through intervention in crisis situations; and promoting self-sufficiency for economically-disadvantaged clients.

Funding

The total TCHHS/VS investment in the Legal Assistance Program for 2012 was $173,675. This investment comprised 14.0% of the total program budget.

Eligibility Criteria

TRLA serves low-income and disadvantaged clients in a 68–county service area that covers the southwestern third of the state of Texas, including the entire Texas–Mexico border region. To be eligible for free legal services, clients must have an income at or below 125% of the Federal Poverty Income Guideline (FPIG) level. In certain cases, clients may have incomes up to 200% of FPIG and be eligible for services. Clients include the unemployed, working poor, elderly, people with disabilities, victims of domestic violence, the homeless, foster youth, and other at-risk populations. The program's screening process is designed to prioritize clients whose legal problems are life-threatening or life-altering. TCHHS/VS funding is used to serve income-eligible clients who reside in Travis County.

Texas RioGrande Legal Aid: Legal Assistance Program

Close to two-thirds (65%) of clients served were female. Nearly one-half (49%) of clients were in the 40 to 59 age group and 28% of clients were between the ages of 25 and 39. One-third of clients were Hispanic or Latino. Over one-half (60%) of clients were White and 32% of clients were Black or African American. More than one-third (39%) of clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

Gender	Num.	Pct.
Female	1,072	65%
Male	560	34%
Unknown	7	0.4%
Total	*1,639*	*100%*

Ethnicity		
Hispanic or Latino	546	33%
Not Hispanic or Latino	1,085	66%
Unknown	8	0.5%
Total	*1,639*	*100%*

Race		
Population of one race:		
American Indian or Alaska Native	1	0.1%
Asian	24	1%
Black or African American	531	32%
Native Hawaiian or Other Pacific Islander	2	0.1%
White	983	60%
Population of two races:		
American Indian or Alaska Native **and** White	1	0.1%
Black or African American **and** White	18	1%
All other two race combinations	36	2%
Other and Unknown:		
Other	36	2%
Unknown	7	0.4%
Total	*1,639*	*100%*

Age	Num.	Pct.
10 to 14	12	1%
15 to 17	6	0.4%
18 to 24	121	7%
25 to 39	453	28%
40 to 59	810	49%
60 to 74	193	12%
75 and over	36	2%
Unknown	8	0.5%
Total	*1,639*	*100%*

Income		
<50% of FPIG	634	39%
50% to 100%	493	30%
101% to 150%	284	17%
151% to 200%	122	7%
>200%	106	6%
Total	*1,639*	*100%*

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

Texas RioGrande Legal Aid: Legal Assistance Program

Client ZIP Codes

Over one-quarter (26%) of clients in the Legal Assistance Program lived in the East area of Travis County. The Southeast (20%) area also had a large share of clients in residence. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78653	23	1.4%
78660	50	3.1%
78752	52	3.2%
78753	87	5.3%
78754	31	1.9%
Total Northeast	*243*	*14.8%*

Southeast		
78617	42	2.6%
78741	178	10.9%
78742	4	0.2%
78744	92	5.6%
78747	13	0.8%
Total Southeast	*329*	*20.1%*

West		
78620	1	0.1%
78703	5	0.3%
78733	2	0.1%
78738	3	0.2%
78746	3	0.2%
Total West	*14*	*0.9%*

Northwest	Num.	Pct.
78645	14	0.9%
78726	7	0.4%
78730	3	0.2%
78731	10	0.6%
78732	4	0.2%
78734	12	0.7%
78750	8	0.5%
Total Northwest	*58*	*3.5%*

Southwest		
78652	5	0.3%
78704	79	4.8%
78735	4	0.2%
78736	2	0.1%
78737	2	0.1%
78739	1	0.1%
78745	71	4.3%
78748	28	1.7%
78749	18	1.1%
Total Southwest	*210*	*12.8%*

Others		
Unknown	132	8.1%
Total Others	*132*	*8.1%*

North	Num.	Pct.
78727	19	1.2%
78728	12	0.7%
78729	17	1.0%
78757	13	0.8%
78758	96	5.9%
78759	17	1.0%
Total North	*174*	*10.6%*

East		
78702	138	8.4%
78721	71	4.3%
78722	7	0.4%
78723	110	6.7%
78724	70	4.3%
78725	22	1.3%
Total East	*418*	*25.5%*

Central		
78701	26	1.6%
78705	4	0.2%
78751	22	1.3%
78756	9	0.5%
Total Central	*61*	*3.7%*

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

Texas RioGrande Legal Aid: Legal Assistance Program

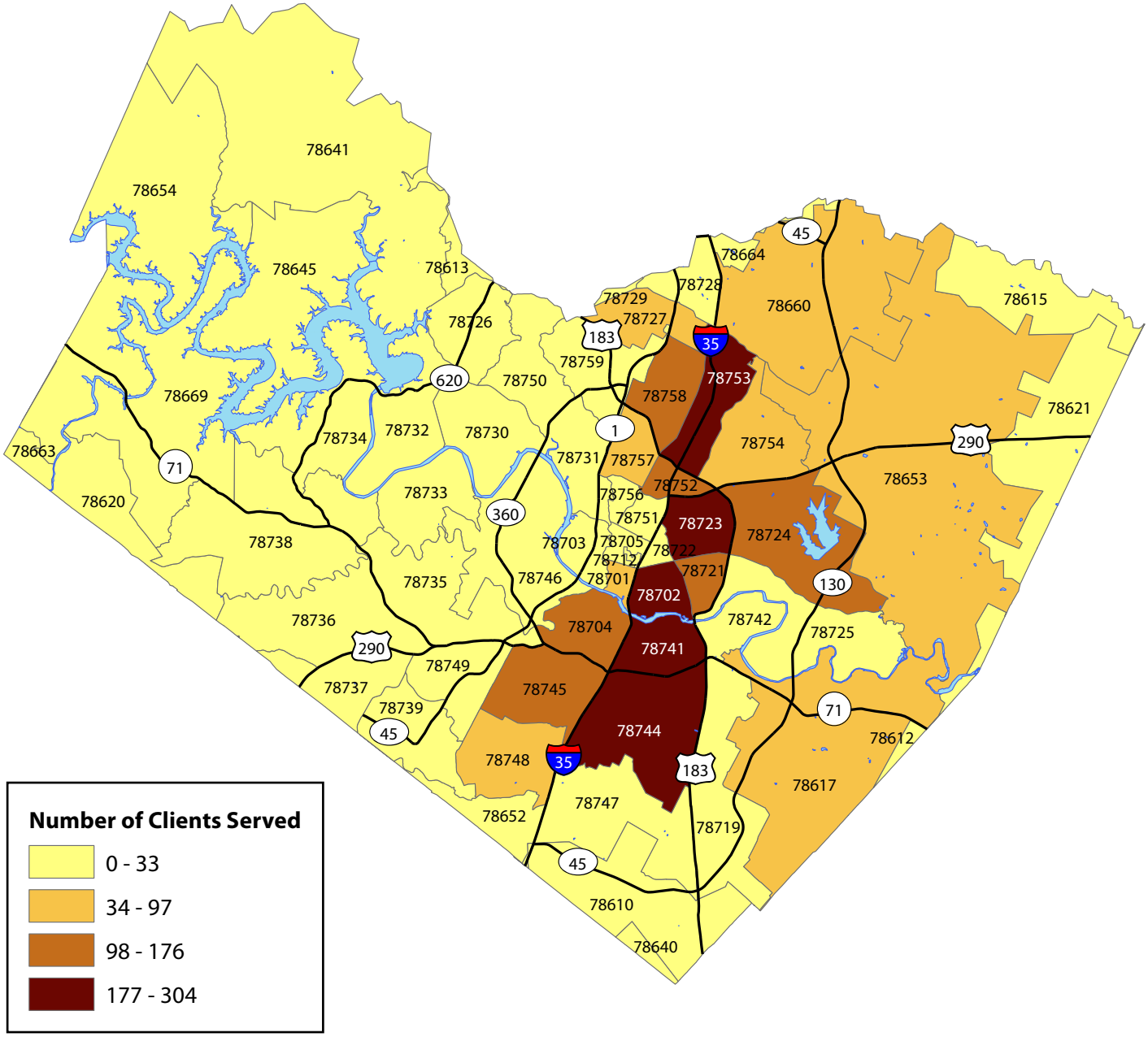
Texas RioGrande Legal Aid had mixed performance results, exceeding goals on all outcome measures but falling short of targets on all output measures. Program staff explain that a public benefits paralegal that carried a caseload left the program during the second quarter of 2012; they were able to hire a new paralegal during the third quarter of the year and worked to increase their public benefits outreach. However, the reduced number of public benefits legal assistance clients served (see the third output) negatively impacted the overall number of clients served (see the first output). New staff were hired to the housing team and staff were encouraged to close out cases, which impacted the first outcome measure.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,639	2,000	82%
Number of housing legal assistance clients served	1,277	1,458	88%
Number of public benefits legal assistance clients served	486	750	65%
Outcomes			
Percentage of clients who, because of being provided legal assistance, experienced improvement in their ability to maintain or access housing	98% (1,075/1,095)	95% (932/986)	104%
Percentage of clients who, because of being provided legal assistance, obtained, preserved or increased a public benefit	98% (383/392)	94% (425/450)	103%
Percentage of clients who were satisfied with the legal services provided	98% (1,453/1,482)	96% (1,382/1,436)	102%

Client ZIP Code Map

Legal Services Clients Served by ZIP Code

Travis County, 2012



Number of Clients Served

- 0 - 33
- 34 - 97
- 98 - 176
- 177 - 304

Notes: This map shows 2,946 clients by ZIP code. 227 (8% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries or they were homeless. Client ZIP codes are not included for Immigration Counseling and Outreach Services, which merged with Catholic Charities in mid-2012.

N

0 2.5 5 Miles

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.

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.

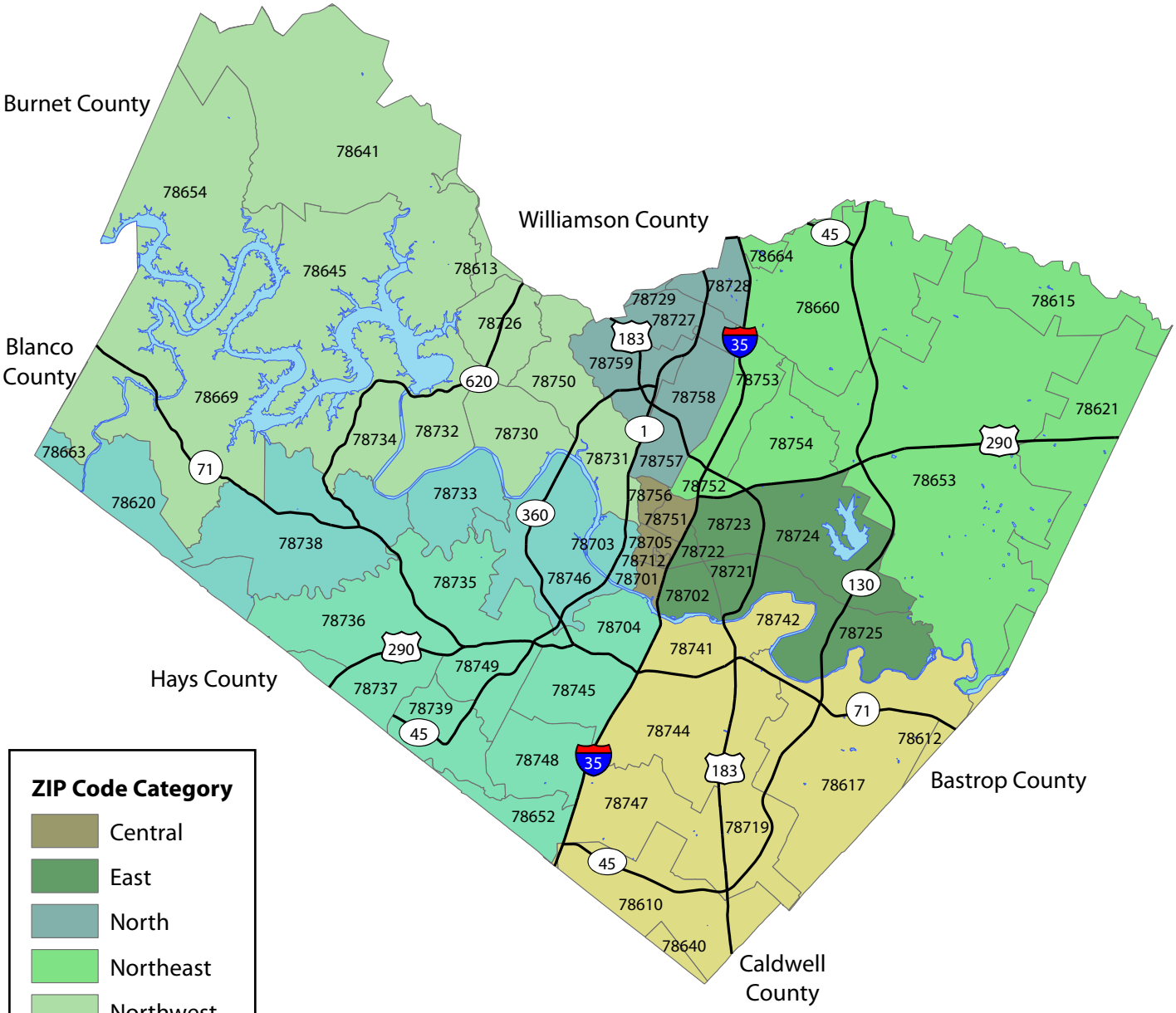
Descriptive categories are loosely based on Multiple Listing Service (MLS) categories. Occasionally, a ZIP code spans multiple MLS areas. For such ZIP codes, categorization was based on where the bulk of the ZIP code area was located. For example, if a ZIP code spanned the West, South, and Southwest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



ZIP Code Category

- Central
- East
- North
- Northeast
- Northwest
- Southeast
- Southwest
- West

N

0 2.5 5 Miles

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[g] 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.

g 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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