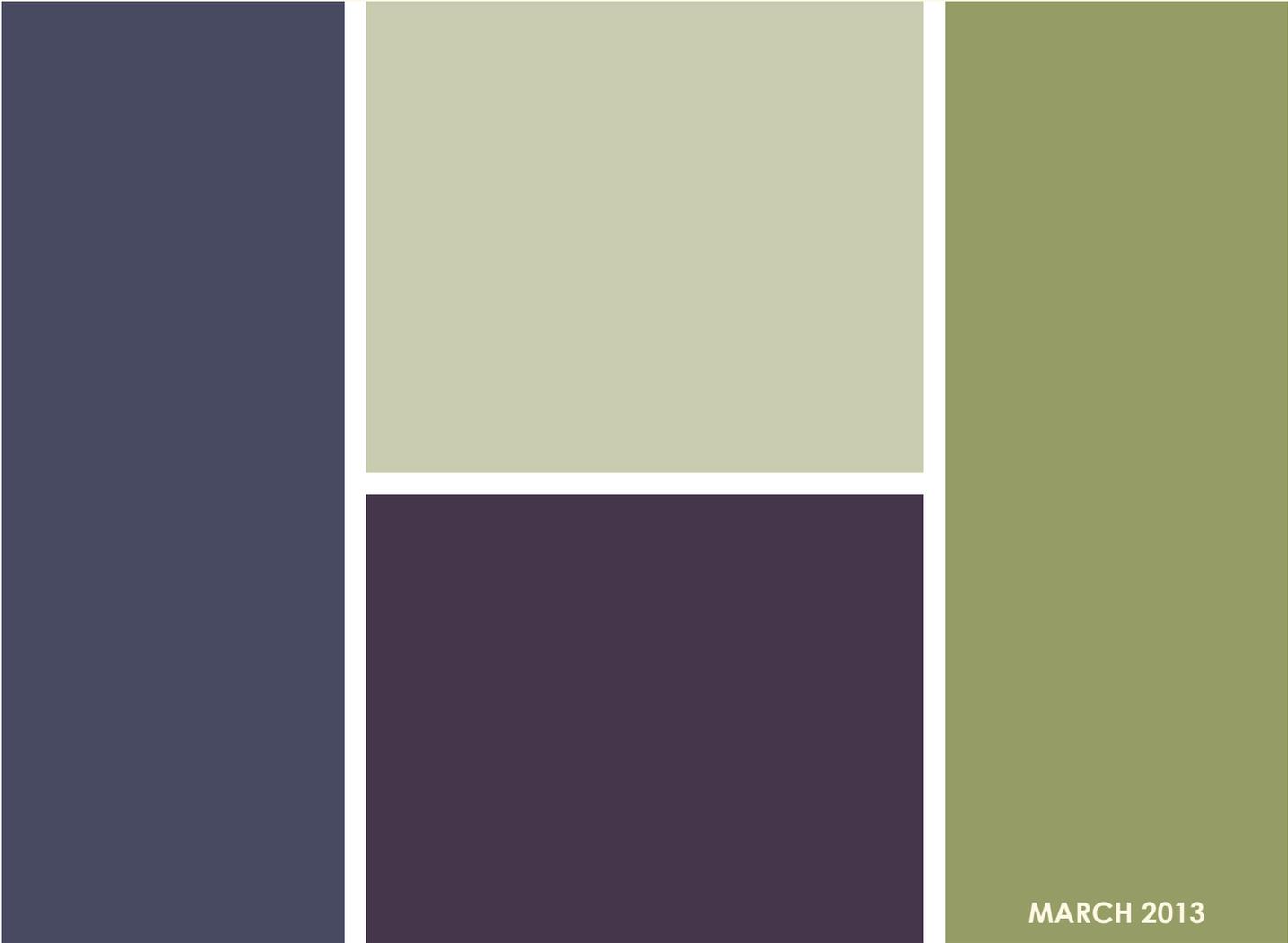




PLANNING AND EVALUATION

2012 Community Impact Report

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



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PLANNING AND EVALUATION 2012 Community Impact Report

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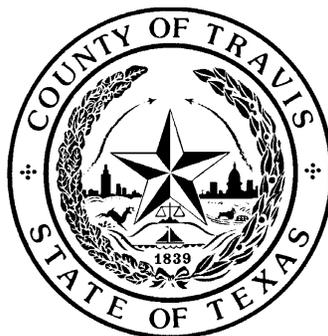


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Introduction

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^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 population¹² 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.^e

Client Location by ZIP Code

When possible, the contracted service providers also documented the ZIP code where clients resided when they entered the program.^f 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.^g

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.

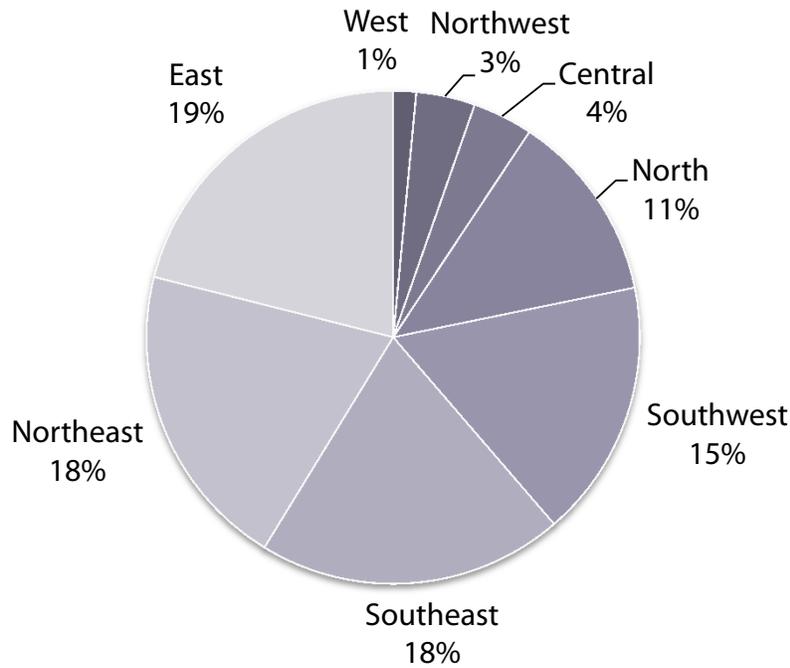
d For the purposes of tracking reported client data, TCHHS/VS has adopted demographic categories used by the U.S. Census Bureau. The U.S. Census Bureau considers race and Hispanic origin to be two separate and distinct concepts. Hispanics and Latinos may be of any race. Therefore, clients reporting their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

e Client demographics were not reported for Planning and Evaluation investments. For specific income guideline levels, please see Appendix A in any of the 2012 issue area reports.

f 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).

g Client ZIP code data were not reported for Planning and Evaluation investments. For ZIP code classification map, please see Appendix B in any of the 2012 issue area reports.

Areas of Client Residence, 2012

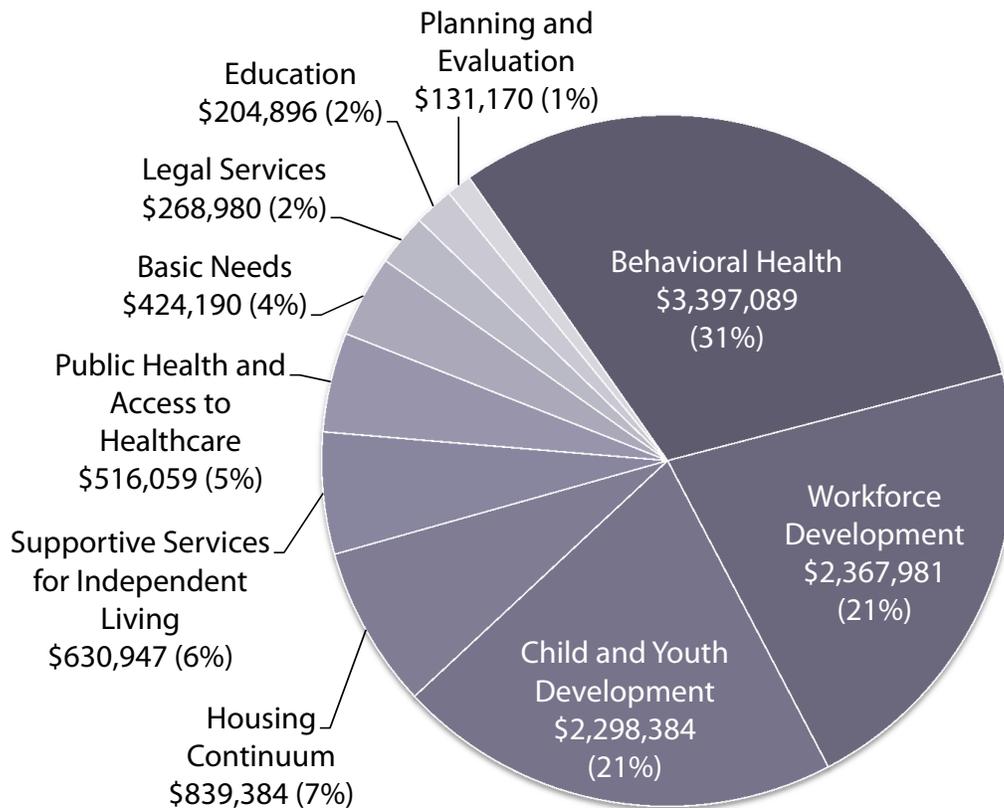


Investment by Issue Area

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

PLANNING AND EVALUATION GOALS AND SERVICES

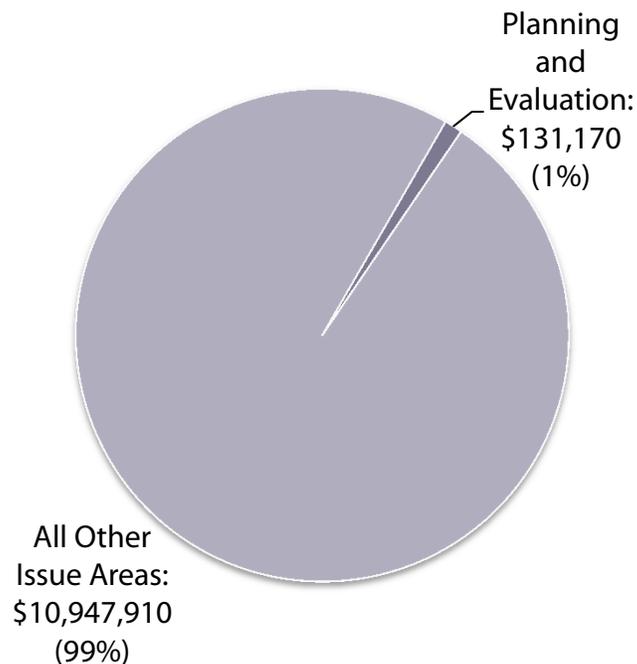
Programs within this area provide planning and evaluation services to improve knowledge of community conditions and needs and improve effectiveness and efficiency of health and human services.

Performance Highlights

OUR INVESTMENT

TCHHS/VS invests in programs that provide planning and evaluation services to supplement the Department's own planning and evaluation work.

INVESTMENT IN PLANNING AND EVALUATION AND OTHER ISSUE AREAS, 2012



The Department's Planning and Evaluation investment includes the following agencies: Community Action Network, Green Doors, and the Ray Marshall Center for the Study of Human Resources.

COMMUNITY ACTION NETWORK

Community Action Network

Program Description

Community Action Network (CAN) is a partnership of agencies, organizations and individuals who work together to enhance the social, health, educational and economic well-being of Central Texas. CAN's role is to enhance awareness of community issues, strengthen partnerships and support collaborative strategies to promote equity and opportunity. The CAN mission is to achieve sustainable social, health, educational and economic outcomes through engaging the community in a planning and implementation process that coordinates and optimizes public, private, individual actions and resources. CAN staff provide management, coordination, communication and follow-through for all phases of this community collaborative process.

CAN received additional funding to conduct the 2012 CAN Policy Forum. This full-day forum educated participants on current and future economic, political, community engagement, and demographic trends that will impact our community in future years, and identified creative, cross-cutting, collaborative strategies and associated barriers that need to be overcome to move the community in the right trajectory and towards greater equity and opportunity for all people.

Funding

The total TCHHS/VS investment in the Community Action Network program from October 1, 2011 to December 31, 2012 was \$78,870. This investment comprised 25.6% of the total program budget. The additional investment in the 2012 CAN Policy Forum was \$2,900, which comprised 38.7% of the total 2012 CAN Policy Forum program budget.

The Community Action Network (CAN) met or exceeded all performance measure goals. Staff members report that they needed to convene additional meetings beyond regularly planned meetings in order to implement the 2012 CAN Work Plan. These additional meetings impacted all three outputs. CAN scheduled additional Board meetings to ensure all governance issues were addressed in 2012 (see the first outcome). CAN also utilized a text-in survey tool at the 2011 CAN Retreat that required participants to use their smart phones to respond to survey questions. Although approximately 80 people attended the fall 2011 retreat, only 48 people responded to the survey (see the second outcome). Further, CAN decided that instead of convening a CAN Retreat in the fall of 2012, CAN would hold a Policy Forum and give community members that are not on CAN boards and committees an opportunity to participate in identifying opportunities for moving CAN Dashboard indicators in the right direction. (Performance for the Policy Forum is reported on the following pages.) Finally, the number of respondents to the CANews survey was low (see the third outcome) but somewhat expected by staff, as they made a conscious decision to not send the survey out multiple times to the public. Receipt of multiple surveys can cause people to opt out of the distribution list, which means that they will opt out, potentially unknowingly, of receiving CANews.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of meetings convened	81	48	169%
Number of attendees participating in meetings convened by CAN staff (unduplicated)	614	121	507%
Number of attendees participating in meetings convened by CAN staff (duplicated)	1,069	838	128%
Outcomes			
Board member participation rate at CAN Board meetings	72% (172/240)	80% (163/204)	90%
Percentage of CAN Retreat participants who indicate that their involvement in CAN councils, committees, issue area groups, public hearings or meetings helped their organization maximize its resources and/or its impact in the community	75% (36/48)	80% (64/80)	94%

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Percentage of CANews respondents who indicate that their involvement in CAN councils, committees, issue area groups, public hearings or meetings helped their organization maximize its resources and/or its impact in the community	74% (148/201)	80% (224/280)	92%

The 2012 CAN Policy Forum had fewer participants attending than originally projected (see the first output). Staff note that CAN limited RSVPs to its email campaign to 170 people. Once this number of RSVPs were obtained, CAN pursued key individuals to invite to the event until the guest list was up to 205 people. There was no charge for attending the event and therefore no financial commitment or consequences on the part of those who RSVP'd. The event was a full day, which may have deterred participants from taking part in the event. Further, parking at the University of Texas was complicated, so some participants who parked in the wrong parking lot left early from the full-day event, as they were responsible for their own parking costs.

Survey questions were asked in two parts, and participants used their smart phones to text in answers. Staff believe that participants were not familiar or adept at this survey methodology, which led to reduced response rates. Finally, the survey questions that were written into the contract did not fit with how the sessions were actually convened. Staff report that some participants were confused by the questions.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of participants attending the Policy Forum	132	200	66%
Outcomes			
Percentage of Policy Forum participants who indicate that their participation increased their awareness of community issues	91% (52/57)	80% (100/125)	114%

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Percentage of Policy Forum participants who indicate that their participation increased their awareness of collaborative strategies that will enhance the community's well-being and promote greater equity and opportunity	95% (36/38)	80% (100/125)	118%

Opportunity Mapping Initiative

Program Description

The Opportunity Mapping Initiative is focused on the nexus between housing and opportunity, and provides a comprehensive framework (via maps) for TCHHS/VS and the broader community to understand how housing interacts with other important public policy issues, including public education, economic mobility, public health, environment, and neighborhood stability. Ultimately, the intent is that this framework enables community development practitioners, businesses, and policy makers to offer products and services and to create policies that increase socioeconomic equity for all Central Texans. The 2012 update of the Central Texas Opportunity Maps provides Travis County with comprehensive, real-time maps that demonstrate how socioeconomic opportunity is spatially distributed in Travis County and how that compares with where different historically discriminated groups reside.

Funding

The total TCHHS/VS investment in the Opportunity Mapping Initiative program for 2012 was \$6,000. This investment comprised 20.0% of the total program budget. TCHHS/VS also funds the Supportive Housing Program and the Veterans Transitional Rental Assistance Program, which are both described in the Housing Continuum issue area report.

Performance Goals and Results

The Opportunity Mapping initiative produced a report and provided supplementary report data, including GIS shapefiles and other supporting documentation. The report will be available at: <http://www.greendoors.org/programs/opportunity-mapping.php>.

RAY MARSHALL CENTER FOR THE STUDY OF HUMAN RESOURCES

Workforce Development Evaluation Services

Program Description

The Ray Marshall Center for the Study of Human Resources at The University of Texas at Austin (RMC) provides consulting and evaluation services to evaluate the impact of local investments in workforce development. This work offers independent confirmation of the benefits Travis County HHS/VS creates through its investments in the workforce development programs at: American YouthWorks, Ascend Center for Learning (formerly Austin Academy), Austin Area Urban League, BiGAUSTIN, Capital IDEA, Goodwill Industries of Central Texas, Skillpoint Alliance (Gateway program), and Workforce Solutions (Rapid Employment Model program).

Across all of these services, RMC utilizes federal unemployment insurance (UI) data to track employment, earnings, qualification for UI benefits and filing of UI claims for all participants. RMC provides:

- An outcome study that compares participant status across these four dimensions before and after services;
- An impact study that utilizes a quasi-experimental model to compare outcomes for county-funded participants to those of a comparison group of non-participants; and
- A Return on Investment study to quantify the financial benefit our community gains from these investments.

Funding

The total TCHHS/VS investment in the Workforce Development Evaluation Services program for 2012 was \$43,400.

Performance Goals and Results

The evaluation reports produced by the Ray Marshall Center are available at: <http://www.utexas.edu/research/cshr/rmc1/index.php/projects/current-projects/278-an-evaluation-of-workforce.html>.

Appendix A

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^h 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.

^h 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

- 1 U.S. Census Bureau Population Division, Subcounty Resident Population Estimates: April 1, 2000 to July 1, 2009, Texas, <http://www.census.gov/popest/data/cities/totals/2009/SUB-EST2009-states.html>, and U.S. Census Bureau Population Division, Subcounty Resident Population Estimates: April 1,2010 to July 1,2011, Texas, <http://www.census.gov/popest/data/cities/totals/2011/SUB-EST2011-states.html>.
- 2 U.S. Census Bureau, 2006-2011 American Community Survey 1-Year Estimates, Travis County, B17002. Ratio of Income to Poverty Level in the Past 12 Months—Universe: Population for Whom Poverty Status is Determined, <http://factfinder2.census.gov>.
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- 4 “Texas TANF and Food Stamps Enrollment Statistics, Food Stamp Cases and Recipients by County,” Texas Health and Human Services Commission, accessed December 21, 2012, http://www.hhsc.state.tx.us/research/TANF_FS.asp.
- 5 U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates, Travis County, B25070. Gross Rent as a Percentage of Household Income in the Past 12 Months—Universe: Renter-Occupied Housing Units, and B25091. Mortgage Status by Selected Monthly Costs as a Percentage of Household Income in the Past 12 Months—Universe: Owner-Occupied Housing Units, <http://factfinder2.census.gov/>.
- 6 Ibid.
- 7 “2012 ECHO Point in Time Homeless Count—Results”, Austin/Travis County Ending Community Homelessness Coalition (ECHO), accessed November 28, 2012, <http://www.austinecho.org/coc-reports/>.
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- 10 U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates, United States, Texas, and Travis County, S2701. Health Insurance Coverage Status—Universe: Total Civilian Noninstitutionalized Population, <http://factfinder2.census.gov>.
- 11 William H. Frey, “The Uneven Aging and ‘Younging’ of America: State and Metropolitan Trends in the 2010 Census,” Metropolitan Policy Program at Brookings, June 2011, 9, <http://www.brookings.edu>.
- 12 U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates, Travis County, B01001, Sex by Age—Universe: Total Population, <http://factfinder2.census.gov/>.
- 13 “Tables for Texas Population Projections,” Texas State Data Center, 2012, Scenario 0.5, <http://txsdc.utsa.edu/Data/TPEPP/Projections/Tables.aspx>.