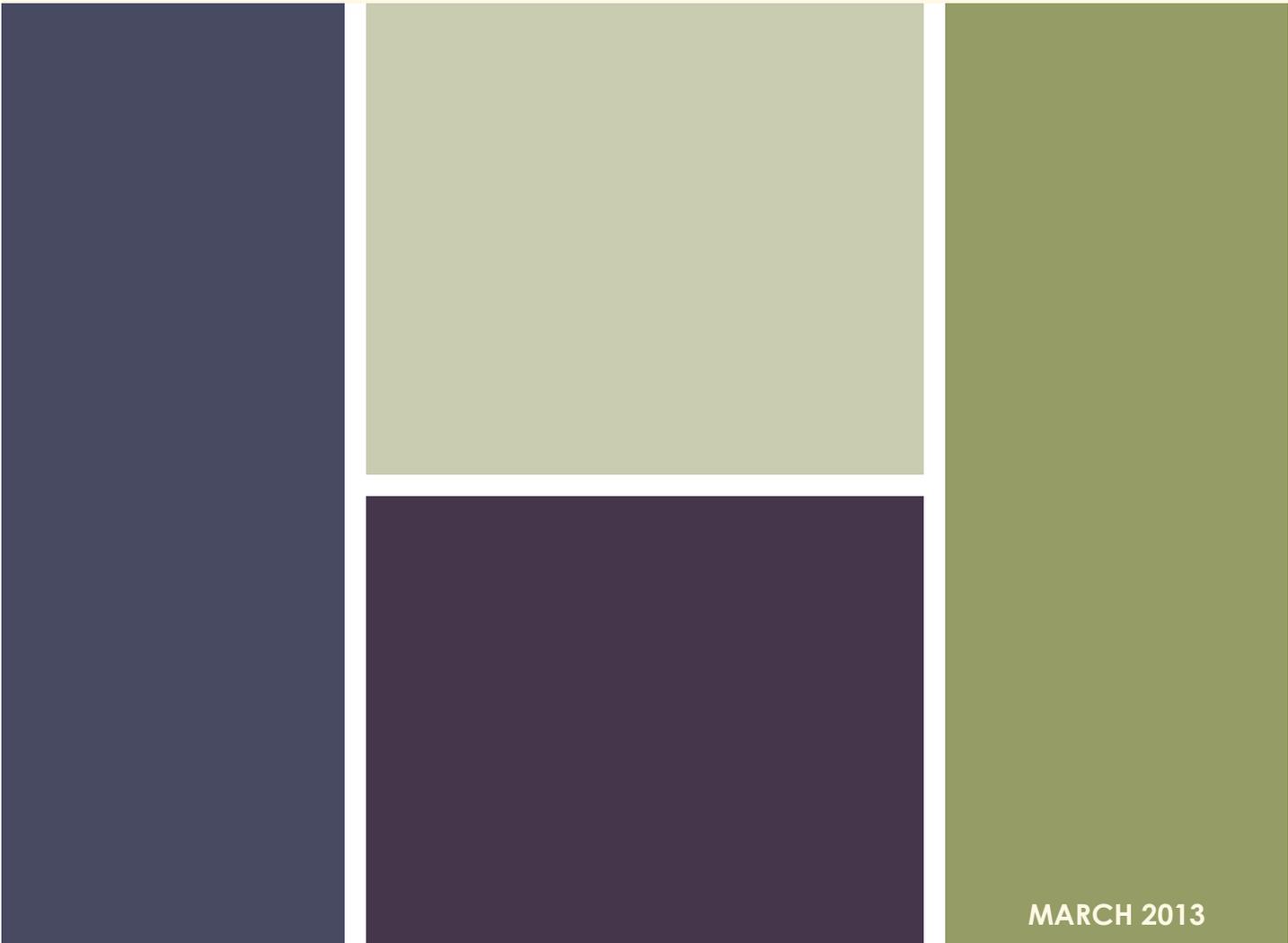




WORKFORCE DEVELOPMENT

2012 Community Impact Report

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



MARCH 2013

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

County Executive

Sherri E. Fleming

Project Advisor

Blanca Tapia Leahy

Project Leads

Courtney Bissonnet Lucas

Korey Darling

Lead Writer

Lawrence Lyman

Research & Planning Division

Blanca Tapia Leahy, Division Director

Lawrence Lyman, Planning Manager

DeAnna Ball

Tara Carmean

Rachel Coff

Korey Darling

Courtney Bissonnet Lucas

Brook Son

Sandra Valenzuela

Elizabeth Vela

Miranda Dupont, UT MSSW Intern

Lori Miranda, UT MSSW Intern

Questions or Comments?

For questions or for more information, please contact the Research & Planning Division at HHS_R&P@co.travis.tx.us.

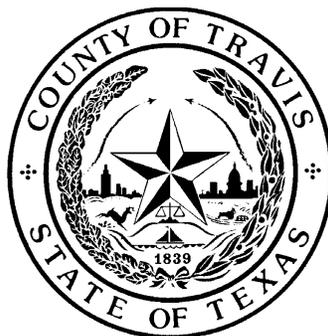


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Introduction

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. (See Appendix A for specific guideline income levels.)

Client Location by ZIP Code

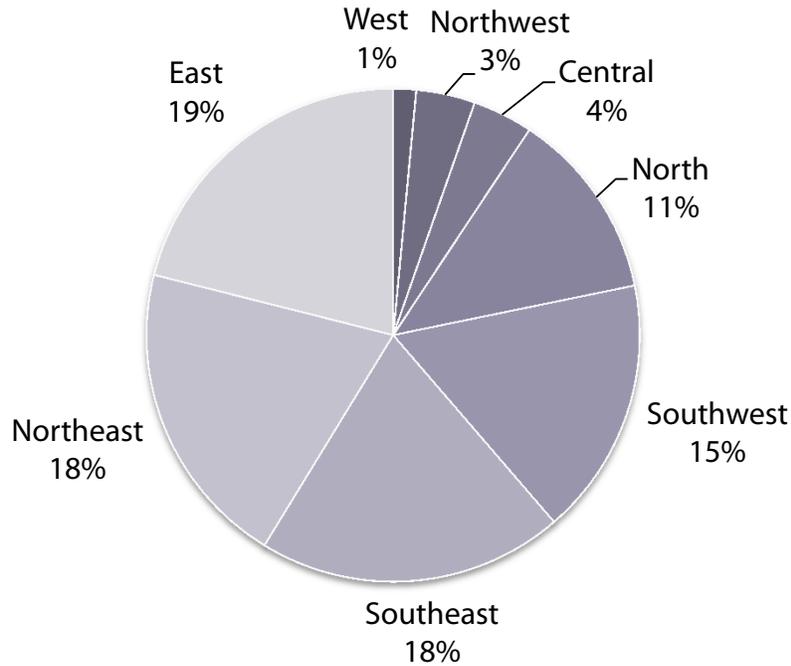
When possible, the contracted service providers also documented the ZIP code where clients resided when they entered the program.^e Service providers collected residential information for 84% of all clients, including clients with ZIP codes within Travis County (75%), clients with ZIP codes outside of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

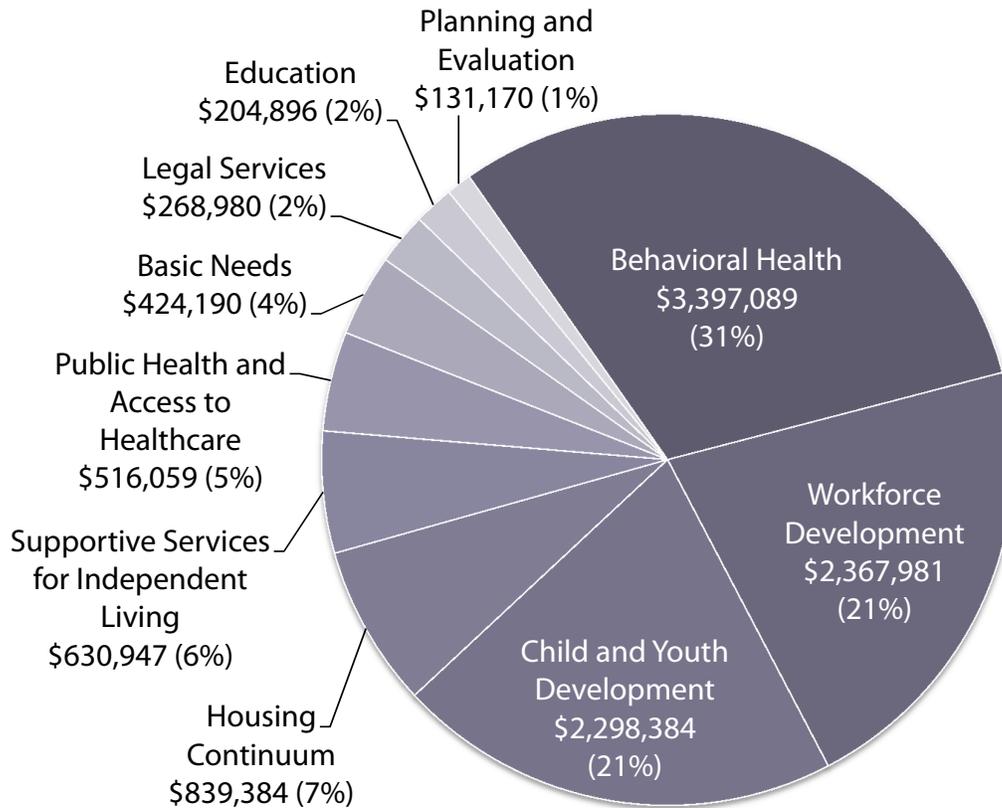


Investment by Issue Area

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

WORKFORCE DEVELOPMENT GOALS AND SERVICES

Programs within this issue area provide employment and training services to help individuals improve workplace skills, obtain employment, and succeed in the workplace, and help employers secure a skilled workforce. Some examples of services provided by programs within this issue area include job readiness training, occupation-specific training, job search and job placement assistance, and related instruction, coaching or counseling leading to employment and earnings gain.

Community Conditions

Current Conditions and Trends

To inform programs and services intended to help participants get jobs, keep jobs, and increase earnings, it is critical to monitor the local, state and national economic trends that drive the labor market. Since recession ended in 2009, national economic trends have slowly but steadily improved. The state of Texas overall, and the Austin Metropolitan area in particular, have recovered at an even quicker pace. The number of Travis County residents employed has increased 10 of the past 12 months, with the exception of typical seasonal dips in May and December of this year. As a result Travis County has added almost 25,000 new jobs this year, and almost 37,000 in the past two years. High demand for workforce development services persists in response to these economic conditions as Travis County tries to prepare job seekers to fill the positions in a growing job market. While Travis County and the broader central Texas region have outperformed state and national trends for several years, potential challenges to continued growth may arise from the national and global economy.

Employment

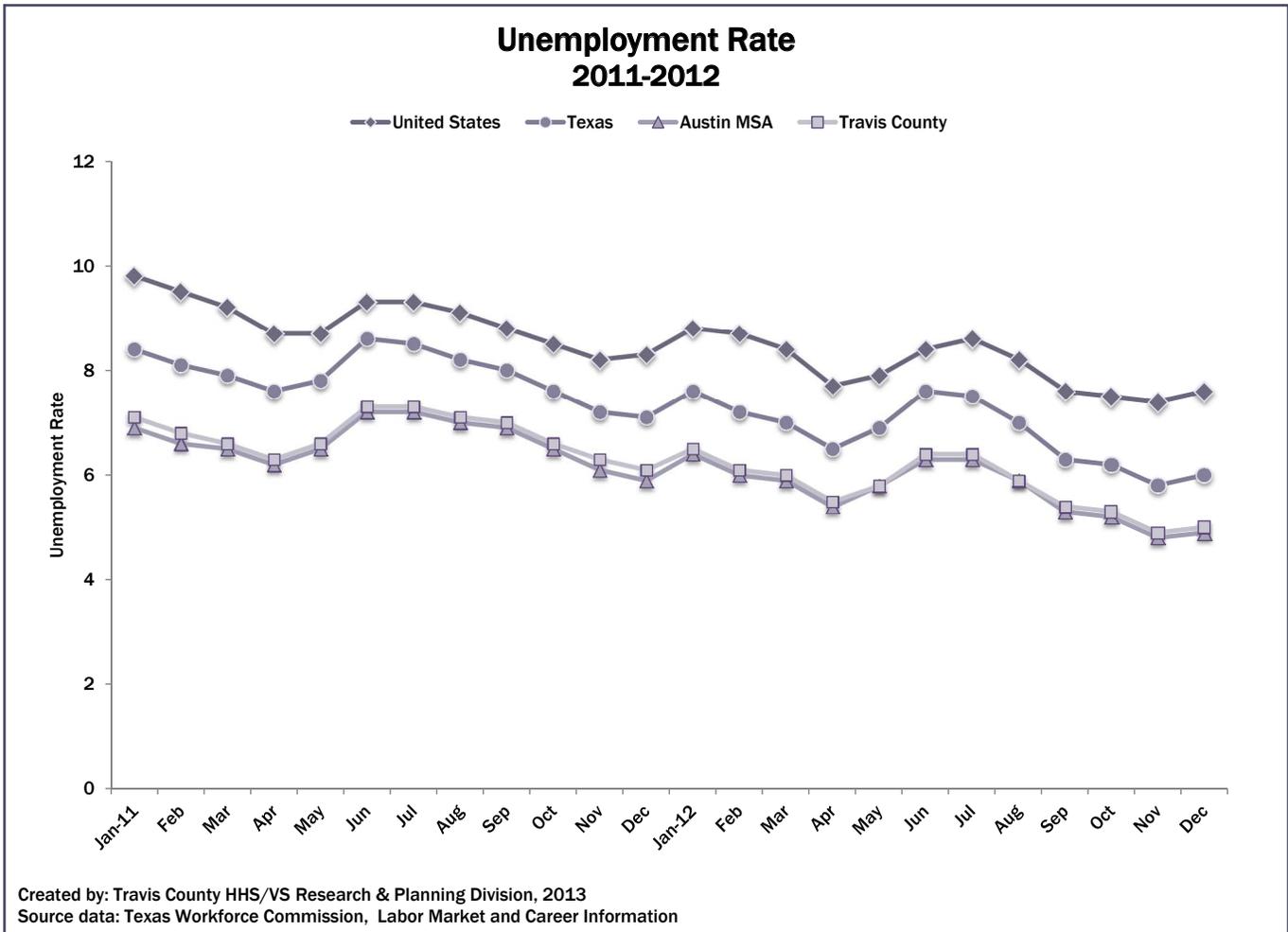
Overall employment in Travis County increased 5% between the second quarter of 2011 and the second quarter of 2012. Federal, state, and local government together still comprise the largest industry sector in Travis County, providing 21% of 602,732 total jobs in the second quarter of 2012.¹⁴ Other leading industries include professional and business services (17%) and trade, transportation, and utilities (15%). The fastest growth is found in professional and business services, which grew by 7% (adding 6,723 jobs), and education and health services, which grew by 6% (adding 3,686 jobs) from 2011 to 2012.¹⁵ While the federal, state, and local government combined to comprise the largest industry sector in Travis County, the number of employees in this sector declined from 130,937 in 2011 to 127,279 in 2012.¹⁶

The December 2012 industry breakdown for the Austin-Round Rock Metropolitan Statistical Area (MSA) is similar to the county with the same three leading industries: government (21%), trade, transportation, and utilities (18%), and professional and business Services (15%). The fastest job growth is again found in professional and business services, which increased 10% (11,700 jobs) from December 2011 to December 2012; this represents more than one-third of all new jobs added over the past year.¹⁷

Unemployment

National, state, and local unemployment rates follow the same 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.¹⁸ 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 (seasonally adjusted rates are 6.1% and 7.8%, respectively).¹⁹

While following the same trends, 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.²⁰ The County unemployment rate in December 2012 was lower than in December 2011 (4.9% compared to 5.9%). The number of people unemployed was also lower, down 4,900, while the number of people employed rose by 24,896.²¹



^f Seasonal adjustment is a statistical technique that attempts to measure and remove the influences of predictable seasonal patterns to reveal how employment and unemployment change from month to month.

Discouraged Workers

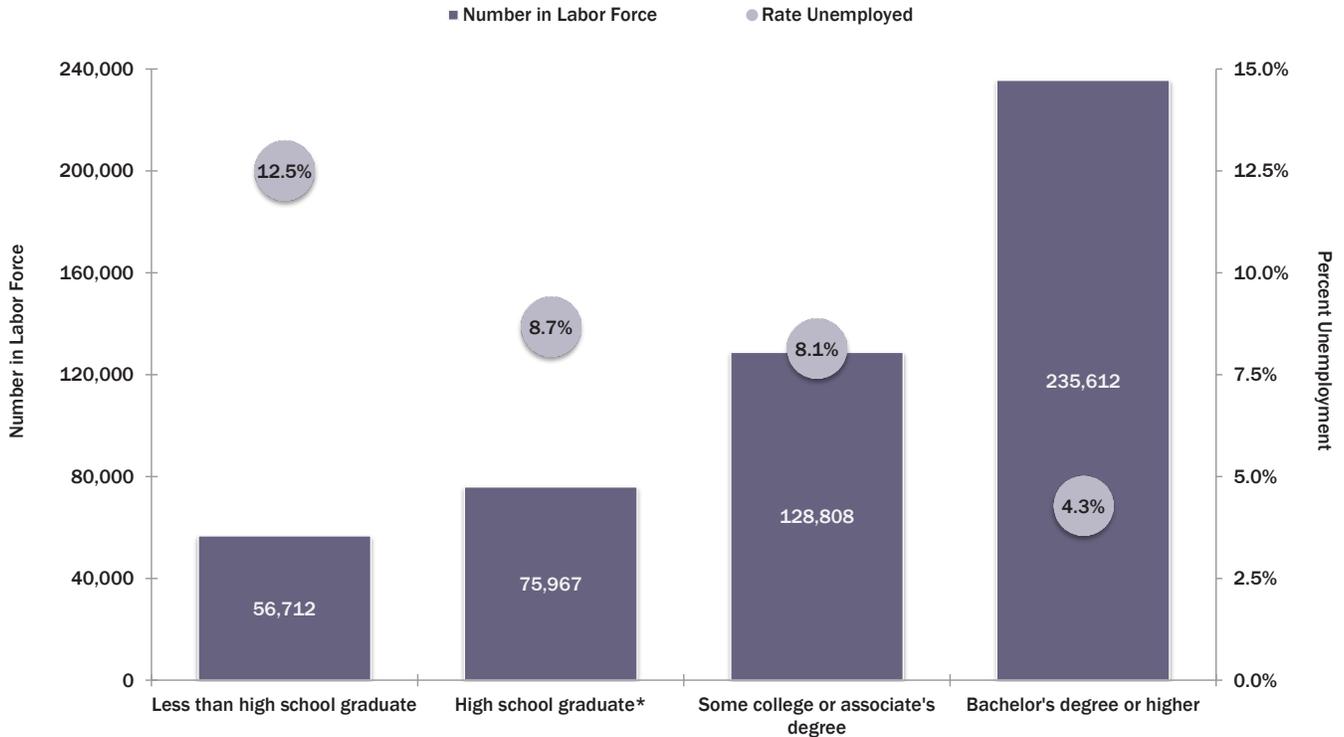
As defined by the Department of Labor, Bureau of Labor Statistics, the standard unemployment rate found above includes “all jobless persons who are available to take a job and have actively sought work in the past four weeks.” Not included in the unemployment rate are those people who were “marginally attached to the labor force,” or “discouraged workers.” Discouraged workers are persons who are not in the labor force, want and are available for work, and have looked for a job sometime in the prior 12 months. They are not counted as unemployed because they had not searched for work in the prior four weeks, for the specific reason that they believed no jobs were available for them. The criteria for the “marginally attached” are the same as for discouraged workers, with the exception that any reason could have been cited for the lack of job search in the prior four weeks. These statistics are not available at the local level, but are calculated as a four quarter rolling average at the national and state level. The most recent release (October 2011 through September 2012) found 12.6 million Texans in the labor force, of whom 6.9% (870,000) were unemployed, another 0.5% (63,000) were “discouraged workers,” and 0.7% (88,000) were “marginally attached” to the labor force.²²

Education

Powerful correlations persist between both educational attainment and employment and educational attainment and earnings. In 2011, the unemployment rate among college graduates was 4.3%, and for those with some college or an associate’s degree the unemployment rate was 8.1%.²³ For high school graduates with no further education, 8.7% were unemployed,⁹ and for those without a high school diploma, the rate was 12.5%.²⁴

g Estimates for high school graduates with no further education are not reliable at a 90% confidence level for the one-year sample.

Labor Force by Educational Attainment Levels and Unemployment Rates Population Age 25 to 64, Travis County, 2011



Created by: Travis County HHS/VS Research & Planning Division, 2013
Source data: 2011 American Community Survey 1-Year Estimates, B23006

*The estimate in the category "High school graduate – rate unemployed" is not reliable at a 90% confidence level.

Among Travis County residents age 25 and over with earnings in 2011, those who graduated high school but went no further earned 38% more per year than those who did not.²⁵ Those with some college or an associate’s degree earned 41% more than those whose formal education stopped after high school, while those with a bachelor’s degree earned 37% more than those with some college or an associate’s degree; finally, those with a graduate or professional degree earned 35% more than those with a bachelor’s degree.²⁶

Emerging Issues

Evaluation Findings

Travis County invests in workforce development as part of our efforts to promote social and economic well-being. There are clear and direct connections among improved skills, stable employment, and higher earnings. Travis County has contracted with the Ray Marshall Center at the University of Texas for more than five years to evaluate the effectiveness of our investments in improving employment and earnings for county residents. This evaluation points to key issues for future investments:

- Short-term interventions can provide quick benefits. Participants do show higher employment rates and higher quarterly earnings after services. However, benefits fade over time, indicating a need for more ongoing support and continued skill development to foster greater stability and future advancement.
- Longer-term interventions (12+ months) can be effective in producing long-term gains in earnings, relative to both pre-service earnings and to the comparison group; however, among residents in need, jobs and income are an immediate requirement so a long-term (12-24 months or more) commitment to training before moving into a job or better job is rarely a viable option. Pathways that integrate long-term training concurrent with employment, so that residents do not have to forgo needed earnings in the present to secure greater earnings in the future, are needed.
- Return-on-investment calculations demonstrate that long-term interventions are cost effective. Limitations to currently available data prevent completion of comparable calculations for shorter-term programs. Further work is needed to see how the benefits of relatively expensive, long-term interventions can be made possible for more residents in need.

Offender Re-entry

In addition to these conclusions drawn from evaluation of the full range of our investments, special attention to high-need population groups is also needed. Right now, Travis County directs particularly close attention to ex-offenders returning to our community. Research on offenders in Texas shows that education, training, and employment reduce likelihood of re-offense: ²⁷

- Prisoners who participate in job training and educational programs while incarcerated are less likely to return to prison after release (8% of program participants and 14% of non-participants returned to state custody within 12 months).²⁸
- Persons with stable employment after release from prison and state jail are less likely to be reincarcerated within 12 months (those who avoided reincarceration were employed 53% of the time during the first six months after release, while those who were reincarcerated spent 32% of the time working).²⁹

Further Resources

Workforce development has strong ties with both the Child and Youth Development and Education issue areas. Access to affordable child care is a common barrier to finding and maintaining employment. Subsidized child care is a support service aimed to increase participation in the workforce. While the relationship among these issue areas has long been recognized, there is an emerging trend toward “dual generational” models that intentionally address the needs of parents and children to foster long-term benefits for both. In the current pilot projects like the CareerAdvance® program in Tulsa, Oklahoma,³⁰ the focus is largely on parents with young children; career-focused education and training for adults is linked with high quality early childhood education for their children. In this way, parents acquire more valuable vocational skills and improved parenting skills, while children get a stronger educational and developmental start that can help them be successful through school and ultimately into adulthood.

Below are some selected resources for additional information regarding workforce development and related topics.

The Ray Marshall Center for the Study of Human Resources

<http://www.utexas.edu/research/cshr/rmc1/>

Part of the Lyndon B. Johnson School of Public Affairs at the University of Texas at Austin, the Ray Marshall Center is a university-based research center dedicated to strengthening education, workforce, and social policies and programs that affect current and future generations of American workers.

The Urban Institute

<http://urban.org/index.cfm>

The Urban Institute is a non-partisan center for research on economic and social policy. The Justice Policy Center, the Labor, Human Services and Population Policy Center, and the Low-Income Working Families Project are particularly relevant to this topic.

The Annie E. Casey Foundation

<http://www.aecf.org>

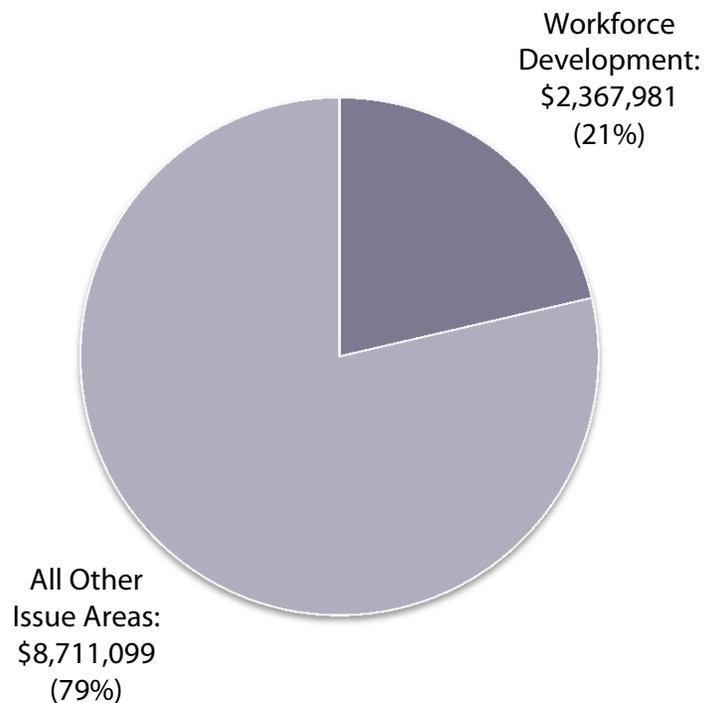
A private charitable organization dedicated to helping build better futures for disadvantaged children in the United States. Their Family Economic Success Initiatives are particularly relevant.

Performance Highlights

OUR INVESTMENT

TCHHS/VS has departmental and contracted programs that offer workforce development services. Contracted services in this issue area help to ensure the development of a skilled workforce.^h Services focus on training and assistance designed to help individuals gain the skills and knowledge necessary to obtain and retain employment, while helping meet employer demand for skilled workers.

INVESTMENT IN WORKFORCE DEVELOPMENT AND OTHER ISSUE AREAS, 2012



The Department's Workforce Development investment includes the following agencies: American YouthWorks; Ascend Center for Learning; Austin Area Urban League; Austin Community College; BiGAUSTIN; Capital IDEA; Goodwill Industries of Central Texas; Skillpoint Alliance; Travis County Emergency Services District (ESD) 4; and Workforce Solutions–Capital Area Workforce Board.

^h Results of the county-funded evaluation of local workforce investments are available on the Ray Marshall Center website: <http://www.utexas.edu/research/cshr/rmc1/>.

Workforce Development

Program Description

The Workforce Development program provides job training and job placement services. The goal of job training is to prepare participants for successful entrance into and performance in the workplace and the program works to enroll participants into project-based training programs, such as Casa Verde Builders, Green Energy Corps, Environmental Corps (E-Corps), Computer Corps, and American YouthWorks' Service Learning Academy. The goal of job placement is to aid participants in finding and securing employment before, during, and after training. Participants work with an Academic Coach or Counselor for assistance in job search, gathering and completing applications, creating a professional portfolio (including a resume, cover letter, and references), preparing for and scheduling interviews and acquiring professional clothing. Participants are able to participate in a variety of job development workshops, short-term internships, job shadowing, and community job fairs. The program also offers a concurrent program of preparation for post-secondary education, including assistance with college application and enrollment, financial aid, and scholarships.

In addition, TCHHS/VS pays the American YouthWorks E-Corps to conduct improvements to Travis County parks. These projects serve as a hands-on, work-based learning opportunity for participants in the Workforce Development program described above.

Funding

The total TCHHS/VS investment in the Workforce Development program for 2012 was \$201,992. This investment included both on-going funding (\$66,145) and one-time funding (\$135,847); these funding amounts comprised 2.9% and 6.0% of the total program budget, respectively. The additional TCHHS/VS investment towards E-Corps for 2012 was \$83,300.

Workforce Development

Eligibility Criteria

This program serves disengaged (out-of-school/out-of-work) youth between the ages of 16 and 24 years old living in the Austin/Travis County area. Participants are from low-income families at or below 200% of the Federal Poverty Income Guideline level or with family incomes at or below 80% of the Austin Median Family Income level. Clients may include homeless youth; persons with disabilities; victims of abuse, neglect, or violence; ex-offenders; and those in need of basic educational services.

AMERICAN YOUTHWORKS: WORKFORCE DEVELOPMENT

Client Demographics

Slightly more than one-half (52%) of clients served were male, and 48% of clients were female. Close to two-thirds (64%) of clients were in the 18 to 24 age group. One-half (50%) of clients were Hispanic or Latino, and 86% of clients were White. One-third (33%) of clients had incomes between 50% and 100% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

Gender	Num.	Pct.
Female	136	48%
Male	147	52%
<i>Total</i>	283	100%

Ethnicity	Num.	Pct.
Hispanic or Latino	142	50%
Not Hispanic or Latino	132	47%
Unknown	9	3%
<i>Total</i>	283	100%

Race	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	1	0.4%
Black or African American	25	9%
Native Hawaiian or Other Pacific Islander	1	0.4%
White	244	86%
<i>Population of two races:</i>		
American Indian or Alaska Native and White	2	1%
All other two race combinations	3	1%
<i>Other and Unknown:</i>		
Other	7	2%
<i>Total</i>	283	100%

Age	Num.	Pct.
15 to 17	67	24%
18 to 24	182	64%
25 to 39	33	12%
40 to 59	1	0.4%
<i>Total</i>	283	100%

Income	Num.	Pct.
<50% of FPIG	40	14%
50% to 100%	93	33%
101% to 150%	88	31%
151% to 200%	17	6%
>200%	18	6%
Unknown	27	10%
<i>Total</i>	283	100%

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

AMERICAN YOUTHWORKS: WORKFORCE DEVELOPMENT

Client ZIP Codes

Workforce Development clients largely resided in southern areas of Travis County, with 43% of clients living in the Southeast area and 23% of clients located in the Southwest area. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78653	1	0.4%
78664	2	0.7%
78752	4	1.4%
78753	4	1.4%
78754	1	0.4%
<i>Total Northeast</i>	<i>12</i>	<i>4.2%</i>

Southeast	Num.	Pct.
78617	8	2.8%
78741	37	13.1%
78744	64	22.6%
78747	12	4.2%
<i>Total Southeast</i>	<i>121</i>	<i>42.8%</i>

West	Num.	Pct.
78703	1	0.4%
<i>Total West</i>	<i>1</i>	<i>0.4%</i>

Northwest	Num.	Pct.
78613	1	0.4%
78641	1	0.4%
78731	2	0.7%
78750	1	0.4%
<i>Total Northwest</i>	<i>5</i>	<i>1.8%</i>

Southwest	Num.	Pct.
78704	14	4.9%
78735	1	0.4%
78737	1	0.4%
78745	30	10.6%
78748	17	6.0%
78749	2	0.7%
<i>Total Southwest</i>	<i>65</i>	<i>23.0%</i>

Others	Num.	Pct.
Outside of Travis Co.	20	7.1%
Unknown	5	1.8%
<i>Total Others</i>	<i>25</i>	<i>8.8%</i>

North	Num.	Pct.
78728	2	0.7%
78757	1	0.4%
78758	2	0.7%
78759	1	0.4%
<i>Total North</i>	<i>6</i>	<i>2.1%</i>

East	Num.	Pct.
78702	12	4.2%
78721	4	1.4%
78722	6	2.1%
78723	11	3.9%
78724	2	0.7%
78725	4	1.4%
<i>Total East</i>	<i>39</i>	<i>13.8%</i>

Central	Num.	Pct.
78705	2	0.7%
78751	7	2.5%
<i>Total Central</i>	<i>9</i>	<i>3.2%</i>

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

AMERICAN YOUTHWORKS: WORKFORCE DEVELOPMENT

Performance Goals and Results

All performance measures for the Workforce Development program met or exceeded the targeted range of expectations. Staff members explain that carryover clients from the 2011-2012 school year impacted the total number of clients served (see the first output) and the number of participants enrolled in job readiness training (see the second output). Staff attribute the high number of clients obtaining employment at a livable wage (see the first outcome) to higher enrollment and better client tracking, combined with effective programming. Several programs ended in December of 2012, so more job placements should be reported in the first quarter of 2013 (see the second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	283	200	142%
Number of participants enrolled in job readiness training	283	190	149%
Number of participants enrolled in job training	193	180	107%
Outcomes			
Percentage of successful exits who obtained employment at a livable wage of \$9.00 or more	48% (28/58)	51% (25/49)	95%
Percentage of participants receiving job placement services who obtained employment, post secondary education, apprenticeship training, the military or other national service	71% (72/102)	78% (70/90)	91%
Percentage of successfully exiting participants who obtained employment, post secondary education, apprenticeship training, the military or other national service and retained employment for 6 months or longer	76% (58/76)	76% (53/70)	101%

ASCEND CENTER FOR LEARNING

Workplace Competency

Program Description

The Workplace Competency program at Ascend Center for Learning, formerly The Austin Academy, empowers at-risk youth and economically disadvantaged adults by teaching them the long-term skills necessary to: acquire and retain gainful employment; meet the hiring criteria of local employers; achieve economic and personal self-sufficiency; and contribute to their community in a positive manner. The program provides job readiness training, basic education (GED classes), job placement assistance, case management, wrap-around support services, and follow-up. The Ascend Center for Learning incorporates into its academic curriculum the basic life skills necessary for the economic and personal self-sufficiency of its participants.

Funding

The total TCHHS/VS investment in the Workforce Competency program for 2012 was \$43,609. This investment comprised 12.7% of the total program budget.

Eligibility Criteria

This program serves members of households with incomes under 200% of the Federal Poverty Income Guideline level who reside in Travis County and surrounding counties. Although not an eligibility requirement, the majority of clients reside in Dove Springs, South Austin, Montopolis, Del Valle, East Austin and Northeast Austin. Residents with low socioeconomic status and low educational attainment disproportionately populate these areas.

ASCEND CENTER FOR LEARNING: WORKPLACE COMPETENCY

Client Demographics

Nearly three-quarters (73%) of clients in this program were female, and 27% of clients were male. Over one-half (52%) of clients were ages 25 to 39. More than one-half (53%) of clients were Hispanic or Latino. Two-thirds (67%) of clients were White, and 30% of clients were Black or African American. Close to one-half (48%) 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	98	73%
Male	37	27%
<i>Total</i>	<i>135</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	72	53%
Not Hispanic or Latino	63	47%
<i>Total</i>	<i>135</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	40	30%
Native Hawaiian or Other Pacific Islander	1	1%
White	91	67%
Some other race	3	2%
<i>Total</i>	<i>135</i>	<i>100%</i>

Age	Num.	Pct.
15 to 17	3	2%
18 to 24	36	27%
25 to 39	70	52%
40 to 59	25	19%
60 to 74	1	1%
<i>Total</i>	<i>135</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	65	48%
50% to 100%	41	30%
101% to 150%	19	14%
151% to 200%	8	6%
Unknown	2	1%
<i>Total</i>	<i>135</i>	<i>100%</i>

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

ASCEND CENTER FOR LEARNING: WORKPLACE COMPETENCY

Client ZIP Codes

One-third (33%) of Workplace Competency clients lived in the East area of Travis County. Almost one-quarter (24%) of clients resided in the Southeast area. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	3	2.2%	78731	1	0.7%	78727	1	0.7%
78660	1	0.7%	78750	1	0.7%	78728	2	1.5%
78752	4	3.0%	<i>Total Northwest</i>	2	1.5%	78729	1	0.7%
78753	7	5.2%				78757	4	3.0%
78754	2	1.5%				78758	3	2.2%
<i>Total Northeast</i>	17	12.6%				<i>Total North</i>	11	8.1%
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78617	6	4.4%	78704	4	3.0%	78702	24	17.8%
78741	15	11.1%	78735	2	1.5%	78721	9	6.7%
78744	9	6.7%	78739	1	0.7%	78722	1	0.7%
78747	3	2.2%	78745	9	6.7%	78723	7	5.2%
<i>Total Southeast</i>	33	24.4%	78748	4	3.0%	78724	1	0.7%
			<i>Total Southwest</i>	20	14.8%	78725	3	2.2%
						<i>Total East</i>	45	33.3%
West			Central					
	Num.	Pct.		Num.	Pct.			
78746	1	0.7%	78701	4	3.0%			
<i>Total West</i>	1	0.7%	78751	1	0.7%			
			78756	1	0.7%			
			<i>Total Central</i>	6	4.4%			

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

ASCEND CENTER FOR LEARNING: WORKPLACE COMPETENCY

The Workplace Competency program exceeded all performance goals. Program staff report that they added Adult Basic Education to their curriculum and thus were able to serve more people (see the first and third outputs) than originally projected. Staff explain that they help clients obtain employment throughout their time in the program, not just after they finish Job Readiness. Therefore, the first outcome measure shows more people obtaining employment than completing Job Readiness. The employment retention percentage (see the second outcome) counts only current Job Readiness students, while the placement rate includes former students who come back to the Ascend Center for Learning for additional help with job placement, which could be several years after completing the program.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	135	110	123%
Number of clients enrolled in Job Readiness and Computer Literacy	80	80	100%
Number of clients enrolled in Basic Education	120	25	480%
Outcomes			
Percentage of Job Readiness clients who obtain employment	127% (33/26)	66% (37/56)	192%
Percentage of Job Readiness clients who retained employment after 6 months	84% (36/43)	57% (21/37)	148%
Percentage of clients obtaining employment at \$9.00/hour or more	91% (30/33)	81% (30/37)	112%

AUSTIN AREA URBAN LEAGUE

Essential Office Skills Training

Program Description

The Essential Office Skills training program provides training in Microsoft Office products—MS Word, Excel, PowerPoint, and Outlook. Basic office protocol training is also available, as needed. Career Development is provided by Austin Area Urban League's (AAUL) Career Connections Center (CCC) and provides clients direct access to community and employer job fairs, as well as current Central Texas job listings. The AAUL-CCC maintains an employer database of more than 100 partner agencies who utilize its job search assistance and placement services.

Note: TCHHS/VS has funded the Workforce Development program, of which Essential Office Skills Training was a component, for the past several years. In 2012, Austin Area Urban League's service model was revamped to align with the Workforce and Education Readiness Continuum (WERC) program funded by the City of Austin. The existing Workforce Development program ended after the first quarter of 2012 and the new Essential Office Skills Training program began during the second quarter of 2012. All program and performance data included in this report reflects the Essential Office Skills Training program data. The first reported class enrolled in this revised program began in September 2012.

Funding

The total TCHHS/VS investment in the Essential Office Skills Training program from June 15, 2012 to December 31, 2012 was \$34,330. This investment comprised 16.3% of the total program budget. The TCHHS/VS investment in the Workforce Development program from January 1, 2012 to March 30, 2012 was \$11,444, comprising 5.4% of the total program budget.

Eligibility Criteria

This program's target population includes the unemployed or under-employed, those transitioning from prisons or welfare to work, public housing residents, families facing significant barriers to self-sufficiency, health, and well-being, and the homeless. More than 85% of past clients had incomes below 150% of the Federal Poverty Income Guideline level.

AUSTIN AREA URBAN LEAGUE: ESSENTIAL OFFICE SKILLS TRAINING

Client Demographics

Over three-quarters (78%) of clients were female, and 22% of clients were male. More than one-half (56%) of clients were in the 40 to 59 age range. Over one-quarter (28%) of clients were Hispanic or Latino. Black or African American clients comprised 61% of the total population served. All clients had incomes between 151% and 200% of the Federal Poverty Income Guideline level. (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.

Gender	Num.	Pct.
Female	14	78%
Male	4	22%
<i>Total</i>	<i>18</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	5	28%
Not Hispanic or Latino	13	72%
<i>Total</i>	<i>18</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	1	6%
Black or African American	11	61%
White	1	6%
Some other race	5	28%
<i>Total</i>	<i>18</i>	<i>100%</i>

Age	Num.	Pct.
25 to 39	3	17%
40 to 59	10	56%
60 to 74	5	28%
<i>Total</i>	<i>18</i>	<i>100%</i>

Income	Num.	Pct.
151% to 200%	18	100%
<i>Total</i>	<i>18</i>	<i>100%</i>

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

AUSTIN AREA URBAN LEAGUE: ESSENTIAL OFFICE SKILLS TRAINING

Client ZIP Codes

One-third (33%) of clients resided in the North area of Travis County, and another 33% of clients were located in the East area. (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			Others			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	1	5.6%	Outside of Travis Co.	1	5.6%	78727	2	11.1%
78653	1	5.6%	<i>Total Others</i>	<i>1</i>	<i>5.6%</i>	78729	1	5.6%
78754	1	5.6%				78758	1	5.6%
<i>Total Northeast</i>	<i>3</i>	<i>16.7%</i>				78759	2	11.1%
						<i>Total North</i>	<i>6</i>	<i>33.3%</i>
Southeast						East		
78741	2	11.1%				78702	1	5.6%
<i>Total Southeast</i>	<i>2</i>	<i>11.1%</i>				78721	2	11.1%
						78724	2	11.1%
						78725	1	5.6%
						<i>Total East</i>	<i>6</i>	<i>33.3%</i>

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

AUSTIN AREA URBAN LEAGUE: ESSENTIAL OFFICE SKILLS TRAINING

The Essential Office Skills (EOS) Training program did not meet performance goals for 2012. The EOS day class began in September 2012 and lasted for eight weeks. In the fourth quarter of the year, the program launched a new EOS class and switched to a six-week class format. Staff members note that several students were in a transition period in their career and were still working on gaining additional skills before seeking employment (see the first outcome). Staff report that they had no clients working for six months at the time the performance report was submitted (see the third outcome).

Please note that the performance results below reflect on 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
Outputs			
Number of Essential Office Skills (EOS) clients enrolled in the day-time program	18	78	23%
Number of EOS clients completing the day-time program	16	63	25%
Outcomes			
Percentage of EOS clients completing the day-time program who advance in or gain employment within 90 days of program exit	19% (3/16)	59% (37/63)	32%
Percentage of EOS clients who obtain employment at a livable wage (greater than or equal to \$10.00/hour)	6% (1/16)	59% (22/37)	11%
Percentage of EOS clients who advanced in or gained employment and retained employment for six months	N/A	56% (5/9)	N/A

Teacher and Director TRAC

Program Description

The goal of Teacher TRAC is to increase the number of professionally trained early care and education workers in Travis County. The goal of Director TRAC is to improve the qualifications of Travis County child care directors, permitting directors to meet Texas Department of Family and Protective Services Minimum Standards and Texas Rising Star Director Standards through college credit coursework.

These Austin Community College (ACC) programs assist participants in successfully completing college courses by providing help in accessing student success services at ACC, monitoring students' progress in courses and contacting students to discuss student success strategies, including life coaching, as needed.

Child care employees receive a \$75 bonus after the completion of their first ACC course with a "C" or above and additional bonuses of \$100 after each additional 12 hours completed with a "C" or above. Child care center directors receive a bonus of \$100 after the completion of 6-9 hours with a "C" or above. Financial support is also provided for the Child Development Associate (CDA) credential application fees.

Funding

The total TCHHS/VS investment in the Teacher and Director TRAC program from October 1, 2011 to December 31, 2012 was \$56,758. This investment comprised 23.5% of the total program budget.

Eligibility Criteria

Eligibility for first enrollment priority requires child care professionals (Teacher TRAC) or directors and assistant directors (Director TRAC) to: work full-time (30 hours per week or more), live or work full-time in Travis County, and have a family income below 200% of the Federal Poverty Income Guideline level. Once eligibility is determined, enrollment preference is ranked by: 1) continuing Teacher or Director TRAC students; 2) individuals working in a child care center working with a mentor through the QC3 project; 3) individuals working in a child care center participating in the Texas or Austin Rising Star system; 4) individuals working in a child care center enrolled in other Travis County funded projects; and 5) individuals working in a child care center located in Travis County.

AUSTIN COMMUNITY COLLEGE: TEACHER AND DIRECTOR TRAC

Client Demographics

Nearly all (99%) Teacher and Director TRAC participants were female and over one-third (39%) were Hispanic or Latino. More than one-half (60%) of participants were White and 28% were Black or African American. The 25 to 39 and 40 to 59 age ranges comprised the largest percentages of participants (41% for each age range). One-third of participants had incomes between 101% and 150% of the Federal Poverty Income Guideline (FPIG) level, while 24% had incomes between 50% and 100% of FPIG. (See Appendix A for specific guideline income levels.)

Gender	Num.	Pct.
Female	215	99%
Male	3	1%
<i>Total</i>	<i>218</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	84	39%
Not Hispanic or Latino	134	61%
<i>Total</i>	<i>218</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	1	0.5%
Asian	6	3%
Black or African American	61	28%
Native Hawaiian or Other Pacific Islander	1	0.5%
White	130	60%
<i>Population of two races:</i>		
American Indian or Alaska Native and White	4	2%
Asian and White	1	0.5%
Black or African American and White	4	2%
Black or African American and American Indian or Alaska Native	2	1%
All other two race combinations	8	4%
<i>Total</i>	<i>218</i>	<i>100%</i>

Age	Num.	Pct.
18 to 24	32	15%
25 to 39	90	41%
40 to 59	90	41%
60 to 74	6	3%
<i>Total</i>	<i>218</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	6	3%
50% to 100%	53	24%
101% to 150%	72	33%
151% to 200%	50	23%
>200%	37	17%
<i>Total</i>	<i>218</i>	<i>100%</i>

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

AUSTIN COMMUNITY COLLEGE: TEACHER AND DIRECTOR TRAC

Client ZIP Codes

Close to one-quarter (22%) of participants were located in the Southwest area of Travis County. The Northeast (19%) and East (18%) areas also had sizeable shares of the participant population. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	1	0.5%	78641	1	0.5%	78727	6	2.8%
78653	4	1.8%	78726	4	1.8%	78728	4	1.8%
78660	12	5.5%	78731	1	0.5%	78729	3	1.4%
78664	6	2.8%	78732	1	0.5%	78757	6	2.8%
78752	4	1.8%	78734	1	0.5%	78758	3	1.4%
78753	12	5.5%	78750	1	0.5%	78759	1	0.5%
78754	2	0.9%	<i>Total Northwest</i>	9	4.1%	<i>Total North</i>	23	10.6%
<i>Total Northeast</i>	41	18.8%						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	1	0.5%	78704	6	2.8%	78702	10	4.6%
78612	2	0.9%	78735	3	1.4%	78721	9	4.1%
78617	6	2.8%	78736	2	0.9%	78722	1	0.5%
78640	5	2.3%	78739	1	0.5%	78723	10	4.6%
78741	13	6.0%	78745	14	6.4%	78724	8	3.7%
78744	7	3.2%	78748	14	6.4%	78725	1	0.5%
78747	2	0.9%	78749	8	3.7%	<i>Total East</i>	39	17.9%
<i>Total Southeast</i>	36	16.5%	<i>Total Southwest</i>	48	22.0%			
West			Others			Central		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78703	1	0.5%	Outside of Travis Co.	15	6.9%	78701	1	0.5%
78733	1	0.5%	<i>Total Others</i>	15	6.9%	78705	2	0.9%
<i>Total West</i>	2	0.9%				78751	2	0.9%
						<i>Total Central</i>	5	2.3%

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

AUSTIN COMMUNITY COLLEGE: TEACHER AND DIRECTOR TRAC

The Teacher and Director TRAC program’s performance met or exceeded the targeted range of expectations for all measures. Program staff noted that additional funding from the City of Austin allowed them to serve more students than anticipated (see the first output). This also impacted the first outcome measure, since there were more classes taken by students.

Program staff explained that there was high attrition following the Child Development Associate (CDA) I classes, and some students chose to not take a class during the summer. However, there are four additional students who may complete the sequence (CDA I, II, and III) this fall, which would make the percentage who earn their Marketable Skills Award closer to their target (see the third outcome). Finally, staff explained that the majority of the directors have completed two or more classes, which was higher than anticipated (see the fourth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of early childhood care and education teachers enrolled in college courses	218	186	117%
Number of children served by early childhood care and education teachers attending college courses through Teacher TRAC	2,460	2,232	110%
Outcomes			
Percentage of college courses successfully completed by Teacher TRAC participants with a “C” or better	81% (231/284)	80% (174/218)	102%
Percentage of children served by a teacher enrolled in Teacher TRAC (in the spring and summer semesters) who successfully completes at least one child development course	83% (1,888/2,266)	80% (1,469/1,836)	104%
Percentage of Teacher TRAC students who earn their Child Development Associate (CDA) Marketable Skills Award	73% (49/67)	81% (42/52)	91%
Percentage of Director TRAC participants who successfully complete two college-level courses	92% (11/12)	70% (7/10)	131%

BiGAUSTIN

Small Business and Job Creation Ex-Offender Re-Entry Program

Program Description

BiGAUSTIN seeks to address the needs of ex-offenders who are looking to revitalize society with their positive contribution. In the Small Business and Job Creation Ex-Offender Re-Entry Program, ex-offenders receive practical business trainings to help hone their skills in order to create, manage, and grow small businesses. In addition to start-up business trainings, the program also connects entrepreneurs with business insights, leadership skill, and innovative ideas so they can create new business or expand an existing enterprise.

Funding

The total TCHHS/VS investment in the Small Business and Job Creation Ex-Offender Re-Entry Program for 2012 was \$25,000. This investment comprised 40.5% of the total program budget.

Eligibility Criteria

Participants must reside in Travis County, be at least 18 years of age, and have an interest in business start-up or development. The average participant will be a low-level offender. These individuals most likely will have been a drug and alcohol-abuser, have been in prison, are unskilled, functionally illiterate, and have a personal history of low-level violence and generations of poverty.

BIGAUSTIN: SMALL BUSINESS AND JOB CREATION EX-OFFENDER RE-ENTRY PROGRAM

Client Demographics

Over two-thirds (71%) of clients were male, and 29% of clients were female. More than one-half (57%) of clients were between the ages of 40 and 59. Hispanic or Latino clients comprised 21% of the client population. A majority (71%) of clients were Black or African American; the remainder of clients were White (14%) or Some other race (14%). Close to one-half (43%) 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	4	29%
Male	10	71%
<i>Total</i>	<i>14</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	3	21%
Not Hispanic or Latino	11	79%
<i>Total</i>	<i>14</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	10	71%
White	2	14%
Some other race	2	14%
<i>Total</i>	<i>14</i>	<i>100%</i>

Age	Num.	Pct.
25 to 39	3	21%
40 to 59	8	57%
Unknown	3	21%
<i>Total</i>	<i>14</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	6	43%
50% to 100%	1	7%
101% to 150%	4	29%
Unknown	3	21%
<i>Total</i>	<i>14</i>	<i>100%</i>

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

BIGAUSTIN: SMALL BUSINESS AND JOB CREATION EX-OFFENDER RE-ENTRY PROGRAM

Client ZIP Codes

One-half (50%) of clients in this program resided in the East area of Travis County. The Southeast and North areas each accounted for 14% of the total client population. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78653	1	7.1%
<i>Total Northeast</i>	<i>1</i>	<i>7.1%</i>

Southeast	Num.	Pct.
78744	2	14.3%
<i>Total Southeast</i>	<i>2</i>	<i>14.3%</i>

Others	Num.	Pct.
Homeless	0	0.0%
Outside of Travis Co.	1	7.1%
Unknown	1	7.1%
<i>Total Others</i>	<i>2</i>	<i>14.3%</i>

North	Num.	Pct.
78757	1	7.1%
78758	1	7.1%
<i>Total North</i>	<i>2</i>	<i>14.3%</i>

East	Num.	Pct.
78702	3	21.4%
78721	2	14.3%
78723	1	7.1%
78724	1	7.1%
<i>Total East</i>	<i>7</i>	<i>50.0%</i>

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

BiGAUSTIN: SMALL BUSINESS AND JOB CREATION EX-OFFENDER RE-ENTRY PROGRAM

Performance Goals and Results

BiGAUSTIN had mixed performance results in 2012, meeting three of four outcome goals but falling short of targets on all output measures. Program staff explain that this new program was the first time that their agency served clients that faced challenges with trust. Many of the participants were uncomfortable with completing paperwork that was required for participation and feared that participation in class sessions and counseling would put them in jeopardy. In addition, the program's initial and traditional outreach efforts methods were lacking or ineffective. As a result, approximately four months into the program, it was evident that program staff needed to refine and adjust their documentation and outreach process in order to attract and graduate program participants. Staff believe that they have made necessary adjustments, such as reaching out to potential participants prior to release, targeting specific forums where individuals meet and receive personal counseling, and developing partnerships that promote ex-offender self-employment to achieve greater success in the coming year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated ex-offenders enrolled in program	14	25	56%
Number of one-on-one business counseling hours provided	70	125	56%
Number of class training session hours provided	93	375	25%
Outcomes			
Percentage of ex-offenders who graduate from the program	21% (3/14)	60% (15/25)	36%
Percentage of ex-offenders who become self-employed or employed by another small business employer following graduation from program	67% (2/3)	66% (10/15)	100%
Percentage of ex-offenders who become banked (maintained relation with bank for at least 3 months)	21% (3/14)	20% (5/25)	107%
Percentage of ex-offenders enrolled in program who increase their financial knowledge	79% (11/14)	60% (15/25)	131%

CAPITAL IDEA

Long-Term Training

Program Description

The Long-Term Training program provides educational sponsorship to low-income adults so that they can reach lifelong self-sufficiency by entering high-skilled, high-paying careers. The program includes: outreach, assessment, counseling and case management, English for Speakers of Other Languages (ESOL) classes, specialized education for entry into employer-sponsored training, Texas Higher Education Assessment (THEA) test preparation, high skills education for targeted occupations, wrap-around social services, and job placement and retention services.

Capital IDEA had unspent funds from their 2011 contract and requested to apply these funds to a program supporting the Long-Term Training program. The Prerequisite Enrollment program focused on participants at the prerequisite level of their training and spanned a three-month period from October 1, 2012 to December 31, 2012. This program provided the following services during the fall 2012 semester: educating applicants on the educational requirements of their chosen career; providing hands-on case management services to help participants navigate the community college system; working with Austin Community College to add additional prerequisite classes specifically for Capital IDEA students; and partnering with instructors to identify academic barriers and provide timely and appropriate intervention to ensure course completion.

Funding

The total TCHHS/VS investment in the Long-Term Training program for 2012 was \$800,000. This investment comprised 27.9% of the total program budget. The additional investment in the Prerequisite Enrollment program from October 1, 2012 to December 31, 2012 was \$113,869, comprising 4.0% of the total Long-Term Training program budget.

Eligibility Criteria

This program serves Central Texas residents (10-county region) with incomes at or below 200% of the Federal Poverty Income Guideline level. Clients must also be U.S. citizens or permanent residents, be 18 years of age or older, have a high school diploma or GED, have not completed a college degree, and make a commitment to give back to the community upon graduating.

CAPITAL IDEA: LONG-TERM TRAINING

Client Demographics

Slightly more than three-quarters (76%) of clients were female, and 24% of clients were male. Over one-half (52%) of clients were between 25 and 39 years old. Hispanic or Latino clients accounted for 45% of the total client population. More than one-third (38%) of clients had a race of Other; 29% of clients were White, and 27% of clients were Black or African American. Nearly one-third (31%) of clients had incomes between 101% and 150% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

Gender	Num.	Pct.
Female	645	76%
Male	199	24%
<i>Total</i>	<i>844</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	383	45%
Not Hispanic or Latino	461	55%
<i>Total</i>	<i>844</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	9	1%
Asian	33	4%
Black or African American	230	27%
Native Hawaiian or Other Pacific Islander	2	0.2%
White	243	29%
<i>Population of two races:</i>		
Asian and White	1	0.1%
All other two race combinations	7	1%
<i>Other and Unknown:</i>		
Other	318	38%
Unknown	1	0.1%
<i>Total</i>	<i>844</i>	<i>100%</i>

Age	Num.	Pct.
18 to 24	291	34%
25 to 39	435	52%
40 to 59	115	14%
60 to 74	3	0.4%
<i>Total</i>	<i>844</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	145	17%
50% to 100%	187	22%
101% to 150%	265	31%
151% to 200%	230	27%
>200%	17	2%
<i>Total</i>	<i>844</i>	<i>100%</i>

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

CAPITAL IDEA: LONG-TERM TRAINING

Client ZIP Codes

Over one-quarter (26%) of clients in the Long-Term Training program resided in the Northeast area of Travis County. The Southeast (18%) and North (15%) areas also had sizeable numbers of clients. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	4	0.5%	78613	21	2.5%	78727	25	3.0%
78653	18	2.1%	78641	15	1.8%	78728	21	2.5%
78660	58	6.9%	78726	3	0.4%	78729	18	2.1%
78664	50	5.9%	78731	5	0.6%	78757	7	0.8%
78752	10	1.2%	78734	3	0.4%	78758	40	4.7%
78753	65	7.7%	78750	7	0.8%	78759	11	1.3%
78754	18	2.1%	<i>Total Northwest</i>	<i>54</i>	<i>6.4%</i>	<i>Total North</i>	<i>122</i>	<i>14.5%</i>
<i>Total Northeast</i>	<i>223</i>	<i>26.4%</i>						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	2	0.2%	78652	1	0.1%	78702	24	2.8%
78612	2	0.2%	78704	17	2.0%	78721	18	2.1%
78617	30	3.6%	78735	2	0.2%	78722	2	0.2%
78640	6	0.7%	78736	1	0.1%	78723	30	3.6%
78719	4	0.5%	78739	1	0.1%	78724	20	2.4%
78741	47	5.6%	78745	46	5.5%	78725	5	0.6%
78744	45	5.3%	78748	25	3.0%	<i>Total East</i>	<i>99</i>	<i>11.7%</i>
78747	13	1.5%	78749	8	0.9%			
<i>Total Southeast</i>	<i>149</i>	<i>17.7%</i>	<i>Total Southwest</i>	<i>101</i>	<i>12.0%</i>	Central		
West			Others				Num.	Pct.
	Num.	Pct.		Num.	Pct.			
78620	1	0.1%	Outside of Travis Co.	84	10.0%	78705	2	0.2%
78703	2	0.2%	<i>Total Others</i>	<i>84</i>	<i>10.0%</i>	78751	5	0.6%
78738	1	0.1%				<i>Total Central</i>	<i>7</i>	<i>0.8%</i>
78746	1	0.1%						
<i>Total West</i>	<i>5</i>	<i>0.6%</i>						

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

CAPITAL IDEA: LONG-TERM TRAINING

The Long-Term Training program exceeded all output goals but fell short of goals on two outcome measures. Staff members note that there was an increased enrollment push due to funding requirements in 2012 that resulted in a larger than expected number of new enrollees joining the program. This impacted all three outputs.

There were fewer clients placed in employment (see the first outcome) than projected, primarily as a result of the ongoing economic downturn. Staff report that healthcare graduates are taking significantly longer to be placed in employment than in prior years. Although the overall average starting wage remained over \$18/hour, the number of graduates whose starting wage was \$15.90/hour or higher was lower than expected mainly because of lower starting wages of non-healthcare graduates (see the third outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	844	700	121%
Number of clients who entered basic education skills training (ESL/ACC English)	27	25	108%
Number of clients who entered job training (degree- or certificate-level)	817	675	121%
Outcomes			
Percentage of clients actively seeking employment who obtained employment	79% (54/68)	90% (63/70)	88%
Percentage of clients who obtained employment at a wage of \$10.00/hr. or higher	100% (54/54)	95% (60/63)	105%
Percentage of clients who obtained employment at a wage of \$15.90/hr. or higher	57% (31/54)	75% (47/63)	77%
Percentage of clients who obtained employment two (2) quarters prior and retained employment for 6 months	100% (63/63)	95% (60/63)	105%

CAPITAL IDEA: LONG-TERM TRAINING

The Prerequisite Enrollment program met the targeted range of performance for all measures. Program staff note that there were 47 students who did not enroll in courses at the prerequisite level (see the output measure) for a number of reasons including illness, pregnancy, financial aid issues, deaths in family, employment issues, or academic suspension. Of the 94 students who attempted 8 or more hours of prerequisite courses, 67 completed 8 or more hours, and only 8 students completed none; the remainder (19) completed some coursework, but less than 8 hours (see the second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of clients enrolled in courses at the prerequisite level during the fall 2012 semester	210	220	95%
Outcomes			
Percentage of clients who completed one or more prerequisite courses during the fall 2012 semester	87% (182/210)	80% (176/220)	108%
Percentage of clients who completed 8 or more hours of prerequisite courses during the fall 2012 semester	71% (67/94)	75% (75/100)	95%

GOODWILL INDUSTRIES OF CENTRAL TEXAS

Ready to Work

Program Description

The Ready to Work program assists low-income persons with barriers to employment in finding and retaining employment in the local job market. Services are provided at the Rosewood Family Enrichment Center located in East Austin, the Goodwill Community Center in Northeast Austin, the Goodwill Resource Center in Southeast Austin, the South Lamar Job Help Center, and in the Travis County Service Centers at Pflugerville and at Palm Square in Austin. The program's objectives are to: assist clients to establish and attain goals in their Individual Service Plan; develop job preparation skills for clients; assist clients to attain employment through the provision of job placement services; assist clients to attain employment at a livable wage; provide retention services that enable clients attaining employment to maintain employment; and reward responsible behavior leading to work attachment and job retention. Services include: intake, assessment and goal-setting with an Individual Service Plan; job readiness and financial literacy training; education and career planning; intensive family case management; support services; job placement assistance; and job retention services, including financial assistance and incentives.

Funding

The total TCHHS/VS investment in the Ready to Work program for 2012 was \$137,439. This investment comprised 12.4% of the total program budget.

Eligibility Criteria

This program serves unemployed and working poor residents of neighborhoods that have the highest unemployment and poverty rates in Austin and Travis County. Participants must live at or below 200% of the Federal Poverty Income Guideline level. The program's target population includes: residents of housing developments and surrounding neighborhoods, permanent supportive housing residents, welfare recipients, single-parent families, persons who are homeless, persons with minimal work experience, the working poor, and persons needing life and work skills. The program also places an emphasis on serving individuals who have previously been incarcerated or who have a criminal background.

GOODWILL INDUSTRIES OF CENTRAL TEXAS: READY TO WORK

Client Demographics

Over one-half (54%) of clients were female, and 46% of clients were male. Nearly one-half (47%) of clients were in the 40 to 59 age range. Close to one-third (30%) of clients were Hispanic or Latino. Slightly more than one-half (51%) of clients were White, and 40% of clients were Black or African American. Most (92%) clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

Gender	Num.	Pct.
Female	281	54%
Male	235	46%
<i>Total</i>	<i>516</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	155	30%
Not Hispanic or Latino	354	69%
Unknown	7	1%
<i>Total</i>	<i>516</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	1	0.2%
Asian	6	1%
Black or African American	204	40%
White	265	51%
Some other race	33	6%
<i>Other and Unknown:</i>		
Unknown	7	1%
<i>Total</i>	<i>516</i>	<i>100%</i>

Age	Num.	Pct.
15 to 17	1	0.2%
18 to 24	47	9%
25 to 39	204	40%
40 to 59	241	47%
60 to 74	20	4%
75 and over	1	0.2%
Unknown	2	0.4%
<i>Total</i>	<i>516</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	475	92%
50% to 100%	27	5%
101% to 150%	6	1%
151% to 200%	7	1%
>200%	1	0.2%
<i>Total</i>	<i>516</i>	<i>100%</i>

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

GOODWILL INDUSTRIES OF CENTRAL TEXAS: READY TO WORK

Client ZIP Codes

Nearly one-quarter (24%) of clients were located in the East area of Travis County. The Southeast area had 21% of clients in residence. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	1	0.2%	78641	1	0.2%	78727	9	1.7%
78653	2	0.4%	78731	1	0.2%	78728	4	0.8%
78660	15	2.9%	78734	1	0.2%	78729	4	0.8%
78664	3	0.6%	78750	5	1.0%	78757	3	0.6%
78752	13	2.5%	<i>Total Northwest</i>	8	1.6%	78758	23	4.5%
78753	21	4.1%				78759	4	0.8%
78754	6	1.2%				<i>Total North</i>	47	9.1%
<i>Total Northeast</i>	61	11.8%						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78617	13	2.5%	78652	1	0.2%	78702	70	13.6%
78719	2	0.4%	78704	24	4.7%	78721	12	2.3%
78741	55	10.7%	78736	1	0.2%	78723	25	4.8%
78742	1	0.2%	78745	26	5.0%	78724	15	2.9%
78744	32	6.2%	78748	8	1.6%	78725	1	0.2%
78747	3	0.6%	78749	8	1.6%	<i>Total East</i>	123	23.8%
<i>Total Southeast</i>	106	20.5%	<i>Total Southwest</i>	68	13.2%			
West			Others			Central		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78620	1	0.2%	Outside of Travis Co.	27	5.2%	78701	61	11.8%
<i>Total West</i>	1	0.2%	Unknown	8	1.6%	78705	2	0.4%
			<i>Total Others</i>	35	6.8%	78751	2	0.4%
						78756	2	0.4%
						<i>Total Central</i>	67	13.0%

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

GOODWILL INDUSTRIES OF CENTRAL TEXAS: READY TO WORK

All output and outcome measures for the Ready to Work program met or exceeded the targeted range of performance expectations. Staff believe high client enrollment in the fourth quarter of the year resulted in the large number of clients participating in training (see the second output). In addition, all clients are offered job readiness trainings as part of the required job readiness curriculum, resulting in a high attendance rate among clients.

A higher than expected percentage of clients obtained employment (see the first outcome) due to increased accessibility to occupational skills training. Finally, staff members report that several staff were relocated to other sites. During this transition, newly assigned case managers had a difficult time contacting clients to follow-up since client phone numbers and addresses had changed. Case managers are working to develop new ideas on how to best develop rapport and create a smooth transition for reassigned clients. In particular, they hope a smoother transition will help when contacting clients regarding employment retention (see the second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	516	570	91%
Number of clients participating in training	511	450	114%
Number of clients who obtain employment	301	300	100%
Outcomes			
Percent of clients who obtain employment	58% (301/516)	53% (300/570)	111%
Percent of clients who obtained employment (2) quarters prior AND retained employment for 180 days	47% (99/210)	50% (150/300)	94%
Percent of clients who obtained employment at \$10/ hour or more	37% (110/301)	33% (100/300)	110%

Youth College and Career/Adult Workforce (Gateway)

Program Description

The goal of the Youth College and Career (YCC) program is to work with schools to build and deliver programs that prepare students for college and career success by creating partnerships with industry and community organizations. YCC focuses on building the college and career awareness of youth in the emerging workforce through its annual College and Career Expo and multiple science, technology, engineering, and math (STEM) initiatives.

The Gateway program provides critical entry-level skills to adults with significant barriers to employment. This program provides rapid (three-to-eight weeks), in-depth career training and is designed to train individuals with industry-relevant and job readiness skills in the following areas: Construction Core, Electrical, Plumbing, Heating Ventilating & Air Conditioning (HVAC), Certified Nurse Aide, Certified Medication Aide, Office Administration and Bookkeeping.

Funding

The total TCHHS/VS investment in the Youth College and Career/Adult Workforce (Gateway) program for 2012 was \$244,965. This investment comprised 16.1% of the total program budget. Skillpoint Alliance also received an additional \$150,000 in one-time funding for the Adult Workforce (Gateway) program from October 1, 2011 to December 31, 2012.

Eligibility Criteria

The target population for YCC programs include students, Kindergarten through grade 12, in the Central Texas region and educators, at both administrative and instructional levels, within Central Texas ISDs. The Gateway program serves unemployed and underemployed individuals who are at or below 200% of the Federal Poverty Income Guideline level. The program also targets former offenders, veterans, the homeless, and currently incarcerated youth.

SKILLPOINT ALLIANCE: YOUTH COLLEGE AND CAREER/ADULT WORKFORCE (GATEWAY)

Client Demographics

Client demographic data were not collected for the 9,857 clients in the Youth College and Career program due to data collection challenges at large-scale events.

Client demographic data were collected for the 219 clients enrolled in the Gateway program. Over one-half (56%) of these clients were female, and 44% of clients were male. Close to one-half (44%) of clients were between 25 and 39 years of age. Hispanic or Latino clients accounted for 42% of the client population. More than one-third (38%) of clients were White, and 28% of clients were Black or African American. Over one-half (53%) of clients had incomes between 151% and 200% of the Federal Poverty Income Guideline level. (See Appendix A for specific guideline income levels.)

Gender	Num.	Pct.
Female	122	56%
Male	97	44%
<i>Total</i>	<i>219</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	92	42%
Not Hispanic or Latino	87	40%
Unknown	40	18%
<i>Total</i>	<i>219</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	5	2%
Asian	4	2%
Black or African American	62	28%
Native Hawaiian or Other Pacific Islander	1	0.5%
White	84	38%
<i>Population of two races:</i>		
Black or African American and White	1	0.5%
<i>Other and Unknown:</i>		
Unknown	62	28%
<i>Total</i>	<i>219</i>	<i>100%</i>

Age	Num.	Pct.
15 to 17	1	0.5%
18 to 24	69	32%
25 to 39	97	44%
40 to 59	46	21%
60 to 74	4	2%
Unknown	2	1%
<i>Total</i>	<i>219</i>	<i>100%</i>

Income	Num.	Pct.
151% to 200%	117	53%
>200%	102	47%
<i>Total</i>	<i>219</i>	<i>100%</i>

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

SKILLPOINT ALLIANCE: YOUTH COLLEGE AND CAREER/ADULT WORKFORCE (GATEWAY)

Client ZIP Codes

Client ZIP code data were not collected for the 9,857 clients in the Youth College and Career program, due to data collection challenges at large-scale events.

Client ZIP code data were collected for the 219 clients enrolled in the Gateway program. Close to one-quarter (20%) of clients resided outside of Travis County. Within the county, the Southeast (19%) and Southwest (15%) areas had the highest client density. (See Appendix B for ZIP code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	6	2.7%	78613	7	3.2%	78727	1	0.5%
78653	1	0.5%	78641	2	0.9%	78728	4	1.8%
78660	5	2.3%	78645	1	0.5%	78729	2	0.9%
78664	4	1.8%	78726	1	0.5%	78757	7	3.2%
78752	2	0.9%	78731	1	0.5%	78758	8	3.7%
78753	10	4.6%	78750	1	0.5%	78759	2	0.9%
78754	1	0.5%	<i>Total Northwest</i>	<i>13</i>	<i>5.9%</i>	<i>Total North</i>	<i>24</i>	<i>11.0%</i>
<i>Total Northeast</i>	<i>29</i>	<i>13.2%</i>						
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	3	1.4%	78704	6	2.7%	78702	5	2.3%
78612	1	0.5%	78739	5	2.3%	78721	2	0.9%
78617	3	1.4%	78745	13	5.9%	78723	9	4.1%
78719	1	0.5%	78748	4	1.8%	78724	6	2.7%
78741	13	5.9%	78749	4	1.8%	78725	2	0.9%
78744	18	8.2%	<i>Total Southwest</i>	<i>32</i>	<i>14.6%</i>	<i>Total East</i>	<i>24</i>	<i>11.0%</i>
78747	3	1.4%						
<i>Total Southeast</i>	<i>42</i>	<i>19.2%</i>	Others			Central		
				Num.	Pct.		Num.	Pct.
			Outside of Travis Co.	43	19.6%	78751	1	0.5%
			Unknown	10	4.6%	<i>Total Central</i>	<i>1</i>	<i>0.5%</i>
			<i>Total Others</i>	<i>53</i>	<i>24.2%</i>			
West								
	Num.	Pct.						
78738	1	0.5%						
<i>Total West</i>	<i>1</i>	<i>0.5%</i>						

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

SKILLPOINT ALLIANCE: YOUTH COLLEGE AND CAREER/ADULT WORKFORCE (GATEWAY)

Skillpoint Alliance met or exceeded the targeted range of performance for all outcome measures, but fell short of goals on the bulk of their output measures. Program staff explain that the number of students provided college and career awareness and training (see the first output) was below goal as a result of a more conservative and equitable method of reporting the number of students reached with classroom presentations of Central Texas Discover Engineering; staff did note high levels of attendance at the annual College & Career Expo and the First Lego League Qualifiers events.

The number of educators receiving professional development through educator institutes (see the second output) greatly exceeded expectations. Staff report that 236 educators participated in the College & Career Expo and the First Lego League Qualifiers events. Educator involvement is not restricted to summer institutes and many participate year-round.

Gateway program outputs were below goals (see the third and fourth outputs) as class size and the number of classes conducted were below original projections. Staff believe the projections were too ambitious in light of the major expansion the Gateway program is undergoing. The challenges of growth, multiple training sites and multiple training disciplines did impact outputs for the year; however, the quality of the program was maintained and improved. Finally, the higher percentage of Gateway clients obtaining employment at a living wage (see the third outcome) is attributed to higher paying Electrician and Nurse Aide jobs.

Performance Measure	Total Program Performance Results	Total Program Performance Goals*	Total Program Performance Goal Achieved
Outputs			
Number of K-12 students provided college and career awareness and training (YCC)	9,857	13,400	74%
Number of educators receiving professional development training through educator institutes (YCC)	430	120	358%
Number of unduplicated clients enrolled in job training (Gateway)	219	430	51%
Number of clients who completed job training (Gateway)	191	343	56%
Outcomes			
Percentage of clients enrolled in job training who successfully completed training	87% (191/219)	80% (343/430)	109%

SKILLPOINT ALLIANCE: YOUTH COLLEGE AND CAREER/ADULT WORKFORCE (GATEWAY)

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals*	Total Program Performance Goal Achieved
Percentage of clients actively seeking employment who obtained employment	74% (142/191)	77% (263/343)	97%
Percentage of clients who obtained employment at a living wage (\$9.00/hour or more)	85% (121/142)	76% (199/263)	113%
Percentage of clients who obtained employment two (2) quarters prior and retained employment for 6 months	70% (69/99)	75% (197/263)	93%

* Total Program Performance Goals for the Adult Workforce (Gateway) program include 2012 contract year goals plus the performance goals attributable to the additional, one-time money expended during 2012.

TRAVIS COUNTY EMERGENCY SERVICES DISTRICT (ESD) 4

Travis County ESD 4 Fire Academy

Program Description

The Travis County ESD 4 Fire Academy is an intense, compressed 6-month course of study with 8 weeks dedicated to Emergency Medical Technician (EMT) training and the remaining 18 weeks dedicated to the firefighter curriculum. The Fire Academy strives to provide each student with the knowledge and skills to become certified through the Texas Commission on Fire Protection as a Basic Structural Firefighter and to become certified through the National EMT Registry, and licensed through the Texas Department of State Health Services, as an EMT-Basic. This prepares the ESD 4 Fire Academy cadet graduates with the requirement which most fire departments in the State of Texas require to receive consideration for employment as a firefighter.

Funding

The total TCHHS/VS investment in the Travis County ESD 4 Fire Academy program from October 1, 2011 to September 30, 2012 was \$96,000.

Eligibility Criteria

Applicants are required to have completed and submit their high school diploma or GED equivalent diploma. Each applicant is required to have a Texas Department of Public Safety (DPS) criminal background check performed and the sealed record submitted to ESD 4 for review. Cadets do not have to be Travis County residents; however, the goal is to conduct an academy with 21 cadets, of which 15 cadets are Travis County residents. The program is focused on garnering applications from demographic populations not highly represented in the fire service profession, including females of all ethnicities and males from Hispanic, Black or African American, and Asian groups.

TRAVIS COUNTY ESD 4: FIRE ACADEMY

Client Demographics

Most (92%) cadets in the Fire Academy were male and one-half (50%) of the cadets were Hispanic or Latino. One-third (33%) of cadets were White and 17% were Black or African American. Over three-quarters (79%) of cadets were between the ages of 18 to 24; the remainder (21%) were in the 25 to 39 age range. Travis County ESD 4 does not request or track income status of cadets in the Fire Academy program.

Gender	Num.	Pct.
Female	2	8%
Male	22	92%
<i>Total</i>	<i>24</i>	<i>100%</i>

Age	Num.	Pct.
18 to 24	19	79%
25 to 39	5	21%
<i>Total</i>	<i>24</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	12	50%
Not Hispanic or Latino	12	50%
<i>Total</i>	<i>24</i>	<i>100%</i>

Income	Num.	Pct.
Not Applicable	24	100%
<i>Total</i>	<i>24</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
Black or African American	4	17%
White	8	33%
<i>Other and Unknown:</i>		
Other	12	50%
<i>Total</i>	<i>24</i>	<i>100%</i>

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

TRAVIS COUNTY ESD 4: FIRE ACADEMY

Client ZIP Codes

One-third (33%) of cadets enrolled in the Fire Academy resided in the Southwest area of Travis County. One-quarter (25%) of cadets were located in the Northeast area, while the Southeast area comprised 17% of cadets served. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78621	1	4.2%
78653	1	4.2%
78660	2	8.3%
78664	1	4.2%
78752	1	4.2%
<i>Total Northeast</i>	<i>6</i>	<i>25.0%</i>

Southeast	Num.	Pct.
78617	1	4.2%
78640	2	8.3%
78744	1	4.2%
<i>Total Southeast</i>	<i>4</i>	<i>16.7%</i>

Southwest	Num.	Pct.
78704	2	8.3%
78748	3	12.5%
78749	3	12.5%
<i>Total Southwest</i>	<i>8</i>	<i>33.3%</i>

Others	Num.	Pct.
Outside of Travis Co.	3	12.5%
<i>Total Others</i>	<i>3</i>	<i>12.5%</i>

North	Num.	Pct.
78727	1	4.2%
<i>Total North</i>	<i>1</i>	<i>4.2%</i>

East	Num.	Pct.
78702	1	4.2%
<i>Total East</i>	<i>1</i>	<i>4.2%</i>

Central	Num.	Pct.
78701	1	4.2%
<i>Total Central</i>	<i>1</i>	<i>4.2%</i>

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

TRAVIS COUNTY ESD 4: FIRE ACADEMY

The Fire Academy met or exceeded goals on three of four output measures and half of its outcome measures. Although the program fell slightly short of goals for the percentage of cadets scoring 70 or above on the firefighter certification exam (see the third outcome), they greatly exceeded goals for graduation from the Academy (see the second outcome). Program staff noted that the number of cadets hired into the workforce within one year (see the fourth output and fourth outcome) only reflect cadets in the 2011–2012 Fire Academy. Cadets graduating from the 2010–2011 Fire Academy are not counted in these measures, although they may have been hired into the workforce in the past year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of cadets served	24	21	114%
Number of cadets graduating from the Academy	24	15	160%
Number of cadets scoring 70 and above on the firefighter exam	16	16	100%
Number of cadets hired into the workforce within one year	11	15	73%
Outcomes			
Percentage of cadets in the Academy from Travis County	88% (21/24)	71% (15/21)	123%
Percentage of cadets graduating from the Academy	100% (24/24)	71% (15/21)	140%
Percentage of cadets scoring 70 and above on the firefighter certification exam	67% (16/24)	76% (16/21)	88%
Percentage of graduates hired into the workforce within one year	46% (11/24)	71% (15/21)	64%

WORKFORCE SOLUTIONS—CAPITAL AREA WORKFORCE BOARD

Rapid Employment Model

Program Description

The Rapid Employment Model (REM) program utilizes a consistent, holistic process to assess customers for eligibility and implements a customer-driven system to provide an array of employment services, including short-term (6 months or less) occupation-specific training and job placement, intensive employment services and job placement, or immediate placement for on-the-job learning. Placement assistance and post-placement support for participants who successfully complete work readiness and occupation-specific training are provided. The program also works to improve placement outcomes for additional hard-to-serve participants who do not enroll in the full REM continuum (pre-employment, training, and placement). Workforce Solutions received additional one-time funding to enhance this program and provide individualized, tailored case management services to clients.

Funding

The total TCHHS/VS investment in the Rapid Employment Model program for 2012 was \$244,275. This investment comprised 100% of the total program budget. Workforce Solutions also received an additional \$125,000 in one-time funding for an enhanced Rapid Employment Model program from October 1, 2011 to December 31, 2012. TCHHS/VS also funds two additional programs at Workforce Solutions: the Child Care Local Match program and the Quality Child Care Collaborative program, which are both described in the Child and Youth Development issue area report.

Eligibility Criteria

Participants enter into the program via the Workforce Solutions Career Center or TCHHS/VS Community Centers. Participants are assessed by Workforce Solutions program specialists and must meet one of the following eligibility criteria: individuals referred by Travis County Probation or released from Del Valle Correctional Center; individuals seeking financial assistance from Travis County who are at 200% or less of the Federal Poverty Income Guideline level; or individuals determined to be eligible for the Supplemental Nutrition Assistance Employment Training (food stamp recipients) or Choices (TANF recipients).

WORKFORCE SOLUTIONS: RAPID EMPLOYMENT MODEL

Client Demographics

Three-quarters (75%) of clients in this program were male, and 25% of clients were female. Over one-half (55%) of clients were between the ages of 25 and 39, and 36% of clients were in the 40 to 59 age range. Nearly one-quarter (24%) of clients were Hispanic or Latino. Slightly less than one-half (47%) of clients were Black or African American, and 35% of clients were White. More than one-half (61%) 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	45	25%
Male	136	75%
<i>Total</i>	<i>181</i>	<i>100%</i>

Ethnicity	Num.	Pct.
Hispanic or Latino	44	24%
Not Hispanic or Latino	136	75%
Unknown	1	1%
<i>Total</i>	<i>181</i>	<i>100%</i>

Race	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	2	1%
Black or African American	85	47%
White	63	35%
Some other race	12	7%
<i>Population of two races:</i>		
American Indian or Alaska Native and White	2	1%
Asian and White	1	1%
Black or African American and White	7	4%
Black or African American and American Indian or Alaska Native	1	1%
<i>Other and Unknown:</i>		
Unknown	8	4%
<i>Total</i>	<i>181</i>	<i>100%</i>

Age	Num.	Pct.
18 to 24	10	6%
25 to 39	100	55%
40 to 59	66	36%
60 to 74	5	3%
<i>Total</i>	<i>181</i>	<i>100%</i>

Income	Num.	Pct.
<50% of FPIG	111	61%
50% to 100%	64	35%
101% to 150%	4	2%
151% to 200%	2	1%
<i>Total</i>	<i>181</i>	<i>100%</i>

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

WORKFORCE SOLUTIONS: RAPID EMPLOYMENT MODEL

Client ZIP Codes

One-quarter (25%) of Rapid Employment Model clients lived in the Northeast area of Travis County, and another 25% of clients resided in the Southeast area. The Southwest (18%) and East (16%) area also saw higher percentages of clients. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78653	5	2.8%
78660	10	5.5%
78664	3	1.7%
78752	5	2.8%
78753	16	8.8%
78754	6	3.3%
<i>Total Northeast</i>	45	24.9%

Southeast	Num.	Pct.
78617	13	7.2%
78640	2	1.1%
78719	1	0.6%
78741	14	7.7%
78744	14	7.7%
78747	1	0.6%
<i>Total Southeast</i>	45	24.9%

West	Num.	Pct.
78703	3	1.7%
<i>Total West</i>	3	1.7%

Northwest	Num.	Pct.
78613	1	0.6%
78669	1	0.6%
<i>Total Northwest</i>	2	1.1%

Southwest	Num.	Pct.
78704	7	3.9%
78735	1	0.6%
78736	1	0.6%
78745	11	6.1%
78748	8	4.4%
78749	5	2.8%
<i>Total Southwest</i>	33	18.2%

North	Num.	Pct.
78727	5	2.8%
78728	1	0.6%
78758	9	5.0%
78759	4	2.2%
<i>Total North</i>	19	10.5%

East	Num.	Pct.
78702	6	3.3%
78721	2	1.1%
78722	1	0.6%
78723	15	8.3%
78724	5	2.8%
<i>Total East</i>	29	16.0%

Central	Num.	Pct.
78701	2	1.1%
78751	2	1.1%
78756	1	0.6%
<i>Total Central</i>	5	2.8%

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

WORKFORCE SOLUTIONS: RAPID EMPLOYMENT MODEL

The Rapid Employment Model (REM) program exceeded all performance targets. Clients entering the program after January 15, 2012 were required to participate in the WorkReady Austin (WRA) Work Readiness Certificate process, and when introducing this new requirement, staff anticipated a higher attrition rate for clients not willing to invest time into pre-occupational training requirements. Staff report that the program increased the number of client enrollments in pre-employment activities to ensure overall program goals were met, and this effort impacted all three output measures.

Clients completed the pre-employment (WRA) activities in a faster timeframe over the course of the year, which enabled them to move through training and enter employment in a smoother transition. Further, as staff became more familiar with WRA, they were better equipped to assist clients through the process efficiently and to the next phase of the REM program, positively impacting the first outcome. Employment and training retention (see the second outcome) was higher than expected because of the program’s capabilities to track employment through Unemployment Insurance (UI) wage estimates and for staff to conduct follow-up with clients.

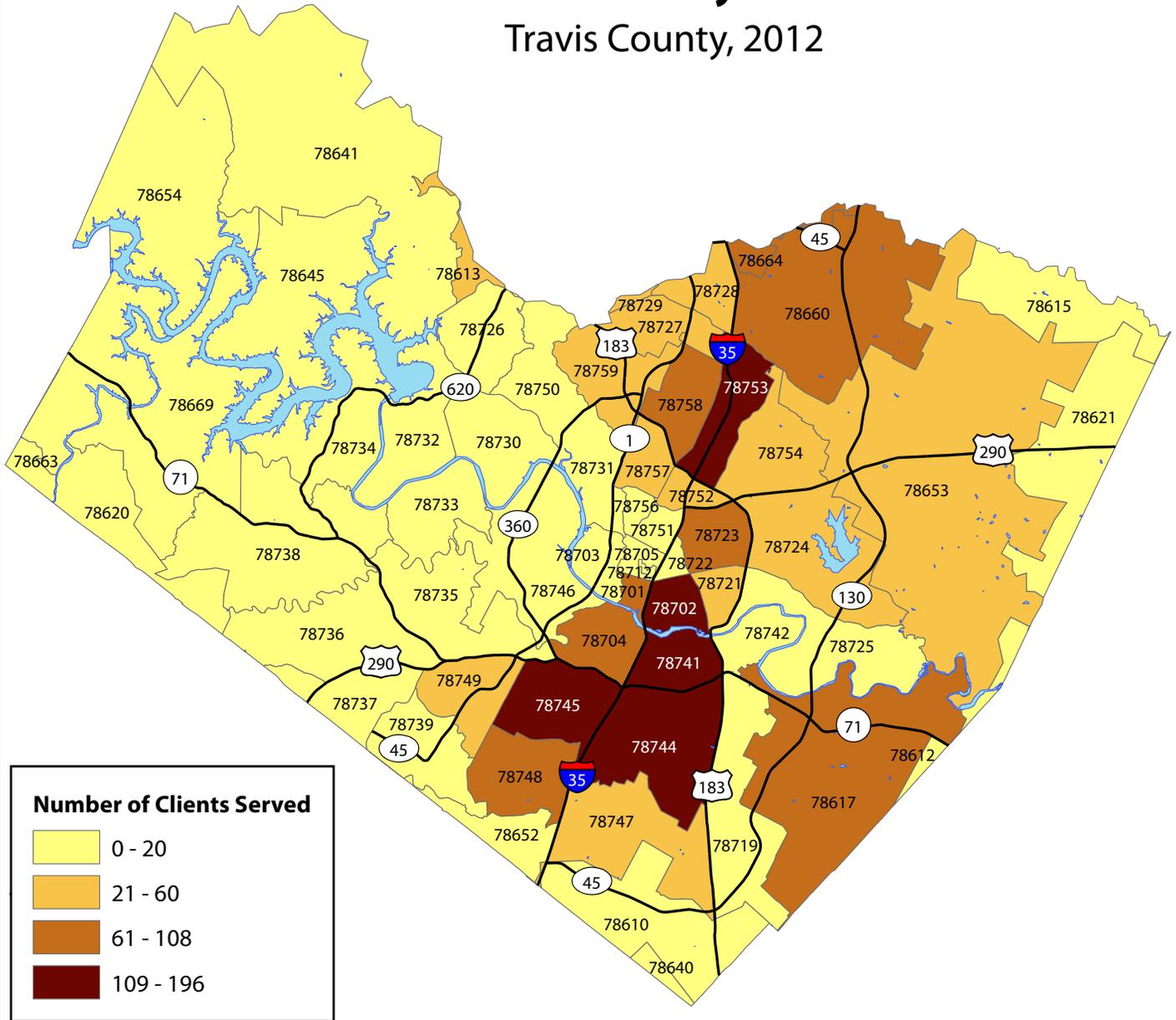
Performance Measure	Total Program Performance Results	Total Program Performance Goals*	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	181	120	151%
REM clients completing pre-employment training	100	84	119%
REM clients completing occupation-specific training or intensive employment training	76	67	113%
Outcomes			
Percentage employed or enrolled in advanced training resulting in a 1-year certificate or greater within 3 months of training completion	80% (61/76)	70% (47/67)	114%
Percentage retained in employment or advanced training resulting in a 1-year certificate or greater for 6 months	56% (20/36)	50% (24/47)	109%
Average wage at entry for REM completers	\$12.46	\$10.00	125%

* Total Program Performance Goals include 2012 contract year goals plus the performance goals attributable to the additional, one-time money expended during 2012.

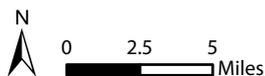
Client ZIP Code Map

Workforce Development Clients Served by ZIP Code

Travis County, 2012



Notes: This map shows 2,234 clients by ZIP code. 10,075 (82% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries. The majority of unknown ZIP codes (9,867) were clients of Skillpoint Alliance; they were unable to collect ZIP code data for Youth College and Career program clients.



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.

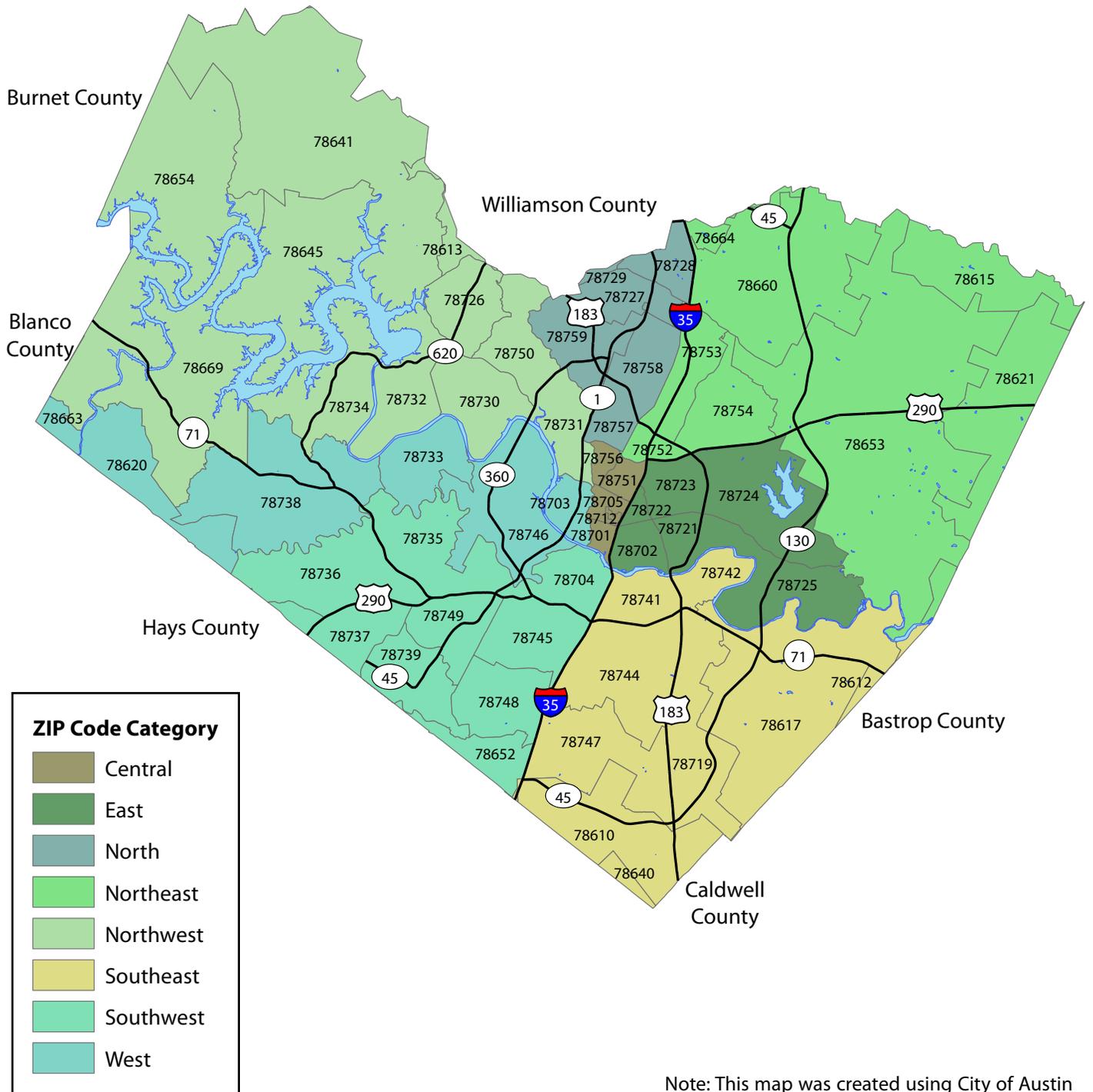
Descriptive categories are loosely based on Multiple Listing Service (MLS) categories. Occasionally, a ZIP code spans multiple MLS areas. For such ZIP codes, categorization was based on where the bulk of the ZIP code area was located. For example, if a ZIP code spanned the West, South, and Southwest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



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 2012ⁱ 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.

ⁱ 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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- 6 Ibid.
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- 13 “Tables for Texas Population Projections,” Texas State Data Center, 2012, Scenario 0.5, <http://txsdc.utsa.edu/Data/TPEPP/Projections/Tables.aspx>.
- 14 “Capital Area Workforce Development Area November 2012,” TRACER Texas Labor Market Information, November 2012, http://www.tracer2.com/admin/uploadedpublications/1739_capitalareawda.pdf.
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- 16 Ibid.
- 17 “Austin-Round Rock-San Marcos MSA October 2012,” TRACER Texas Labor Market Information, November 2012, http://www.tracer2.com/admin/uploadedpublications/1712_austinmsa.pdf.
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