

The background of the page is composed of several large, solid-colored rectangles. At the top, there are three horizontal rectangles: a dark grey one on the left, a teal one in the middle, and a yellow one on the right. Below these, there is a wide, light yellow horizontal band that serves as a background for the title and subtitle. Below this band, there are three more vertical rectangles: a light green one on the left, a teal one in the middle, and a yellow one on the right. The bottom right corner of the yellow rectangle contains the date.

# **BASIC NEEDS**

## **2013 Community Impact Report**

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

**MARCH 2014**

# **BASIC NEEDS**

## **2013 Community Impact Report**

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

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# TRAVIS COUNTY

## HEALTH and HUMAN SERVICES & VETERANS SERVICE

### PURPOSE

#### Who we are:

A Department of Travis County that serves the community under the guidance of the Commissioner's Court

#### What we do:

Address community needs through internal and external investments and services

#### What we strive to accomplish:

Maximize quality of life for all people in Travis County

- Protect vulnerable populations
- Invest in social and economic well-being
- Promote healthy living: physical, behavioral, and environmental
- Build a shared understanding of our community

### VALUES

#### We value helping people.

- We provide accessible, person-centered services with respect and care.
- We work to empower people through our service to them, always honoring the strengths and differences of the individuals and families of Travis County.

#### We value the accountability and integrity of our staff.

- We value the diversity of our staff and the experience each of us brings to TCHHS/VS.
- We honor our collective service to the public, including the careful stewardship of public funds.
- We value the quality services we provide to the community in a spirit of shared responsibility.

#### We value cooperation and collaboration in the community at large and within TCHHS/VS.

- We are interdependent and connected.
- We treat one another with respect and value effective communication and teamwork.
- We honor our partners in the community and engage with them to more efficiently and effectively serve our clients.

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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 \$15 million in community-based social service programs. These Department investments align with and supplement our direct services to meet the 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 *2013 Community Impact Report* offers highlights of community conditions most pertinent to the services purchased, and details investment, programmatic, and performance information on the Department's social service contracts. This information allows policy makers, program managers, and others to better understand these investments, recognize accomplishments, identify areas for improvement, disseminate lessons learned, and highlight areas warranting further research.

## Organization of Report

This report addresses nine issue areas plus a summary of Planning and Evaluation investments. The Investment Overview summarizes information from across all nine issue areas. Each issue area section begins with community conditions information and then provides performance highlights about the programs included within that issue area. Each program is classified into the issue area most closely aligned to its central goals and objectives.

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 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. 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.

## Notes on Methodology

Community conditions discussed in this report reflect the most recent information available at the time of writing. Most data included in the *2013 Community Impact Report* cover calendar year 2013, because the majority of the social service contracts included in the report follow a calendar year schedule. Program and performance highlights are drawn from contracts and reports provided by contracted service providers. 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.

## 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 of their performance over a one-year period. Within these reports, service providers offer explanations for variance in performance, which provides context and meaning to summary results.

Performance results do not reflect programs' full value to and impact on the community. Therefore, it is important to keep the following considerations in mind when reviewing program performance.

Readers should use caution when comparing output and outcome results across programs, as participant characteristics can significantly influence a given program's performance goals and 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.

Factors beyond the program's control may also impact the program's performance. For example, the relative scarcity or abundance of jobs in the local economy will impact client employment rates for a workforce development program, regardless of the quality of training and support provided. 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, in which 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 selection of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. Performance measures may not all be equal in importance or value to the community.

# Community Conditions

## BASIC NEEDS GOALS AND SERVICES

Programs and services within the Basic Needs issue area are intended to meet urgent, short-term food, housing, clothing and transportation needs. Some examples of services provided by programs within this issue area include: provision of adequate and healthy food; financial assistance for rent, mortgage, or utilities; clothing; and other assistance, including transportation, to meet specific public health or safety needs.

## HIGHLIGHTS OF COMMUNITY CONDITIONS

In a modern industrialized society, utilities, food, and transportation are some of the basic necessities for physical and psychological health and well-being. Utilities are needed for cooking, food storage, heating and cooling, and providing safe drinking water. Food averts hunger and adequate nutrition is essential for optimal physical and mental health. Transportation supports the ability to participate in the job market, pursue an education, purchase food, or obtain medical care. When these basic needs are not met, individuals and households encounter barriers to full participation in their community.

### Community Overview

#### *Demographics*

Income is a primary determinant of whether one can meet basic needs. Poverty statistics are often used as a proxy measure to describe the number of people or share of the population that, because of income level, may face challenges meeting their basic needs. Poverty thresholds are used for calculating all official poverty statistics and are updated annually by the U.S. Census Bureau.<sup>a</sup> In 2012, the poverty threshold was \$11,945 for a single adult and \$23,283 for a household of two adults and two children.<sup>1</sup> In 2012, about 18% of Travis County residents (197,657) lived at or below 100% of the poverty threshold,

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<sup>a</sup> The term poverty threshold is often misused interchangeably with the term poverty guidelines, also known as the federal poverty income guidelines (FPIG). While the poverty threshold is a statistical tool issued by the U.S. Census Bureau used to calculate the number of people in poverty, the poverty guidelines are a simplified version of the poverty thresholds issued by the U.S. Department of Health and Human Services and used to determine financial eligibility for certain programs. For more information on poverty thresholds and poverty guidelines, please see the resources section of this chapter.

and 36% of residents (385,000) lived at or below 200% of the poverty threshold.<sup>2</sup> Travis County poverty rates have increased in recent years. The following table shows the individual and child poverty rates in Travis County from 2008 to 2012.

Poverty Status Population for Whom Poverty Status is Determined Travis County, 2008-2012					
	2008	2009	2010	2011	2012
Individuals in Poverty	144,336	163,630	194,156	192,436	197,657
Individual Poverty Rate	15%	16%	19%	18%	18%
Children (Under 18) in Poverty	47,723	56,690	62,168	63,680	67,791
Child Poverty Rate	19%	23%	25%	25%	26%

Created by: Travis County HHS/VS Research & Planning Division, 2014  
Source data: 2008-2012 American Community Survey 1-Year Estimates, C17001

Poverty status is used to determine eligibility for many public assistance programs but does not reflect what individuals and families need to meet basic needs. The Center for Public Policy Priorities developed a comprehensive methodology for estimating the basic cost of living, using the Better Texas Family Budgets tool. An interactive online calculator, it estimates that households in the Austin-Round Rock-San Marcos metropolitan area need incomes of at least double the poverty threshold to make ends meet.<sup>3,b</sup> Using this standard to consider economic hardship, in 2012 more than one-third (36%) of Travis County residents (about 385,000 people) lived in households with incomes below 200% of the poverty threshold.<sup>4</sup>

Asset poverty<sup>c</sup> and liquid asset poverty<sup>d</sup> are other indicators of economic insecurity. In Texas, about 26% of Texans are asset poor and about 50% are liquid asset poor.<sup>5</sup>

b The tool calculates expenses based on the cost of housing, food, child care, medical insurance, medical out-of-pocket expenses, transportation, taxes less tax credits, and other necessities. Figures vary according to family size, type, and health insurance status. It is estimated that households in the Austin-Round Rock-San Marcos metropolitan area with employer-sponsored insurance require incomes equivalent to 181%-215% of the poverty threshold. For example, a single person would need an income of at least \$21,608 (181% of the poverty threshold in 2012); a family of four with two children would need at least \$50,023 (215% of the poverty threshold in 2012). Those without employer-sponsored insurance likely need incomes of 236%-271% of the poverty threshold to cover the costs of necessities including medical insurance.

c Asset poverty refers to the condition in which a household's assets, such as a savings account, or durable assets, such as a home, business or car, are overwhelmed by debt.

d Liquid asset poverty refers to the condition in which households have less than three months of savings to fall back on in the event of a job loss, health crisis, or other income-disrupting emergency.

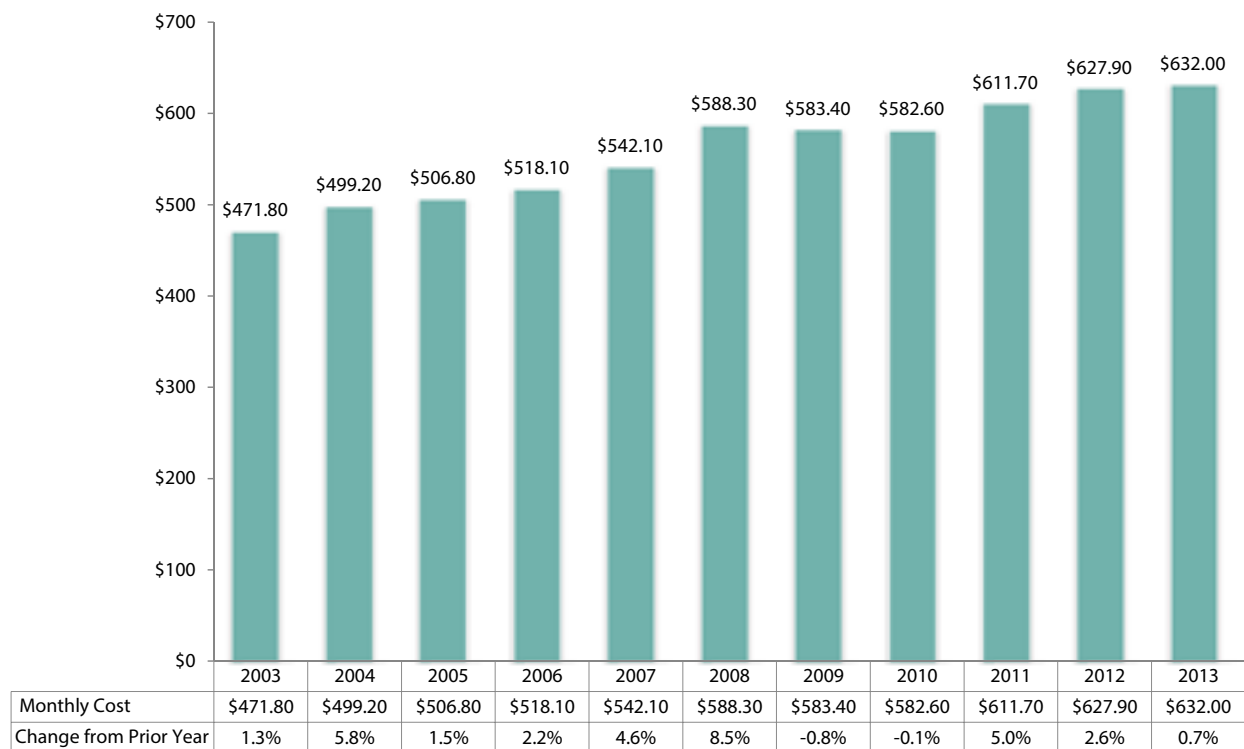


## Cost of Living in Travis County

The cost of living affects the ability to secure basic necessities, such as utilities, food and transportation. As an example, the cost of food has increased by about 31% from 2003 to 2012, according to the Thrifty Food Plan.<sup>e</sup> In 2003, a family of four could manage on a food budget of about \$472 per month, compared to \$632 in 2013.<sup>f</sup>

### Monthly Cost of Food, Thrifty Food Plan

Family of Four\*, U.S., 2003-2013



\*Calculations are for the monthly cost of food, using the Thrifty Food Plan, for a family of four with two children 6-8 and 9-11 years

Created by: Travis County HHS/VS Research & Planning Division, 2014

Source data: United States Department of Agriculture, Center for Nutrition Policy and Nutrition, 2003-2013

An additional note about income and costs is that while the overall cost of living has risen (as should be expected due to inflation), household income has not. The difference between the reported median household income in Travis County from 2008 to 2012 was not statistically significant,<sup>7,8</sup> while the cost of goods and services as reported by the Consumer Price Index<sup>f</sup> rose by 7%,<sup>9</sup> and the cost of food rose by 11%.<sup>10</sup>

<sup>e</sup> The USDA's Thrifty Food plan serves as the national standard for a nutritious diet at a minimal cost and is used as a basis for food stamp allotments

<sup>f</sup> The Consumer Price Index (CPI) is a measure of the average change over time in the prices paid by urban consumers for a market basket of consumer goods and services.

### Change in Income and Costs, 2008-2012

	<i>Cost of Goods/Services</i>	<i>Cost of Food</i>	<i>Median Income</i>
	<i>Consumer Price Index, All Items First Half Semi-Annual Average South Urban Area</i>	<i>Consumer Price Index, FoodFirst Half Semi-Annual Average South Urban Area</i>	<i>Annual Household Median Income Travis County</i>
2008	207.8	208.6	\$55,467*
2012	222.7	232.4	\$57,368*
Percent Change	7%	11%	3.4%

\*The difference between these two estimates is not statistically significant at a 90% confidence level.

Created by: Travis County HHS/VS Research & Planning Division, 2014

Source data: Bureau of Labor Statistics, Consumer Price Index; 2008 & 2012 American Community Survey 1-Year Estimates, B19013

## System Overview: Basic Needs Services

### **Food**

According to the United States Department of Agriculture, food security is the ability to ensure access at all times to enough food for an active, healthy life for all household members.<sup>11</sup> In Texas, about 18% of households were food insecure in 2010-2012, compared to about 15% nationally.<sup>12</sup> In Travis County, an estimated 18% of individuals (about 181,000) are food insecure, and about 25% of Travis County children (about 58,900) are food insecure.<sup>13</sup>

### **Transportation**

Transportation is a necessary expense for essential functions, such as maintaining a job or buying food, yet the cost can be an additional strain for those with limited incomes. Housing, jobs, and services are increasingly decentralized and widely dispersed. Travis County is largely a car-dependent region, with 80% of workers driving alone to work, versus only 4% who use public transportation.<sup>14</sup> Although public transportation may be an affordable option for individuals with limited incomes, it may not be available or reliable. Focus group participants for a local community health assessment in Travis County identified several problems with public transportation, including long wait times for the bus and having to walk over a mile to the nearest bus stop.<sup>15</sup> Focus group participants also noted that residents who live or work outside of central Austin don't have access to the public transportation system because it doesn't extend to outlying areas.<sup>16</sup>

## ***Utilities***

Energy is a basic need, required for heating, cooling, refrigeration and basic electricity. Energy costs in Travis County have increased in recent years. On October 1, 2012 Austin Energy implemented a 7% system-wide average rate increase, adding an additional \$8 to \$113 to a typical home's monthly bill,<sup>17</sup> and adopted a tiered residential rate structure, meaning the cost of electricity rises the more electricity is used.<sup>9</sup> Water costs are also rising. Austin's water rates have risen 100% since 2000 and Austin Water Utility plans to raise rates another 19% by 2016.<sup>18</sup> Residents in areas serviced by other water utilities may also face increases considering the growing presence of large multistate private water companies in Texas, which often bring higher water rates to the communities they serve.<sup>19</sup>

## ***Services and Assistance Requests***

The goal of a safety net is to help low-income individuals and families bridge the gap between available income and the cost of meeting basic needs. The safety net includes federally-funded, state-administered benefits and a local network of nonprofit agencies, faith-based organizations, and city and county agencies that fund and/or provide services for a combination of emergency food, rent, utility, clothing, and transportation assistance to residents in need.

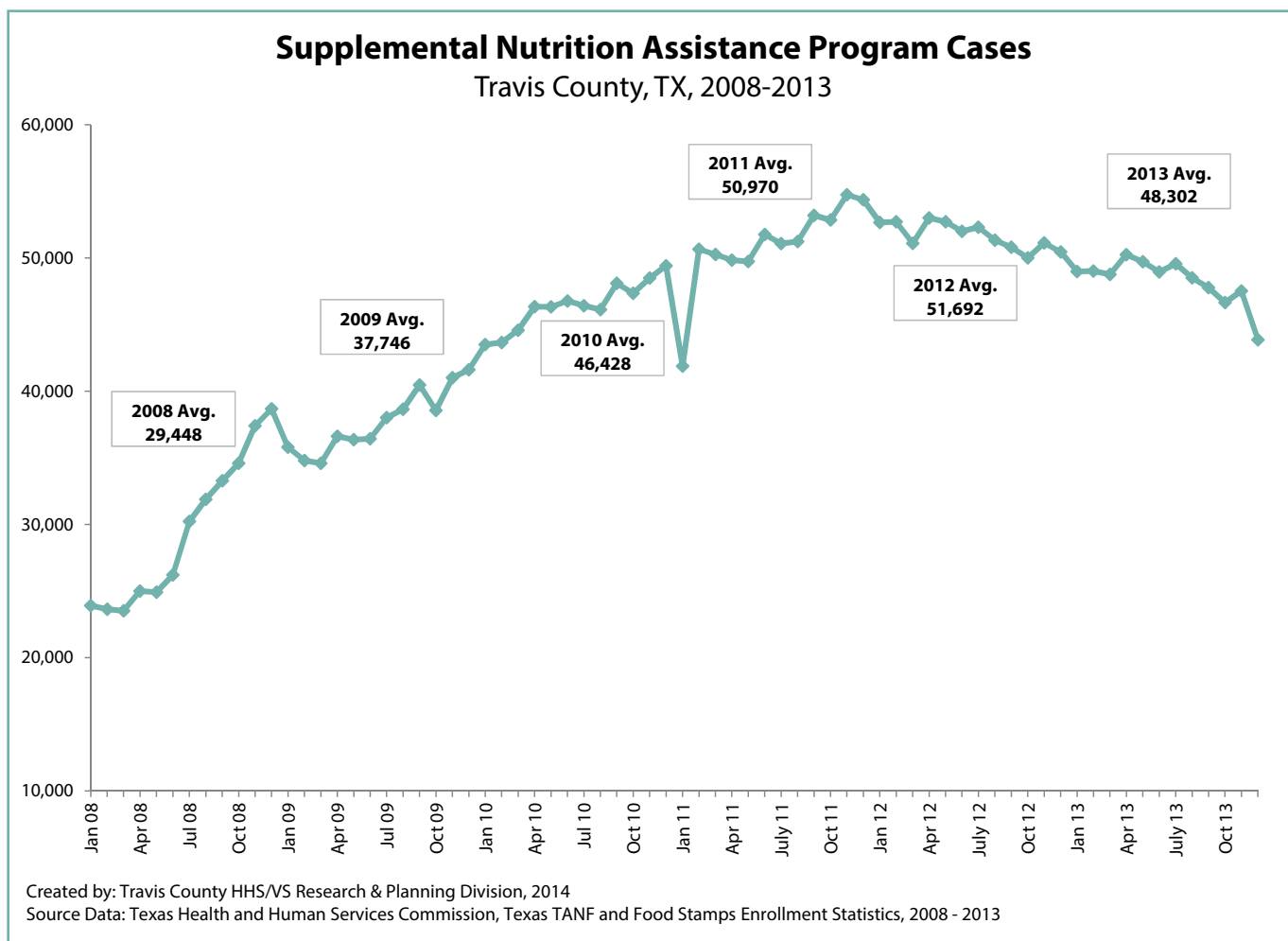
Calls to 2-1-1, the United Way for Greater Austin Area Navigation Center, continue to suggest a significant demand for basic needs services, including rent, utilities, food and transportation. In 2013, 2-1-1 received 121,085 calls from Travis County residents.<sup>20</sup> Overall, 2-1-1 callers most often needed help applying for Supplemental Nutrition Assistance Program (SNAP), accounting for 47,498 calls. Requests for utility bill assistance<sup>h</sup> and rent payment assistance accounted for 19,513 calls and 12,302 calls, respectively. Calls for food pantries represented 9,817 calls, and transportation assistance represented 4,658 calls.<sup>21</sup>

Food-related statistics show both a need for and use of safety net services. Enrollment in the Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp Program) shows that individuals and families are in need of or are seeking assistance to meet their food and nutrition needs. As shown in the following chart, the number of SNAP cases in Travis County has leveled off at higher numbers than in years prior. In December 2013, there were 43,868 SNAP cases in Travis County with 99,936 people (about 9% of all Travis County residents) receiving benefits.<sup>22</sup> The majority of SNAP recipients in Travis County were children under 18 years of age (60%) and 33% of recipients were adults between ages of 18 to 59.

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g Information about Austin Energy's rates and tiered system is available at <http://www.austinenergy.com/About%20Us/Rates/index.htm>.

h Utility assistance included calls seeking help with electric, water and gas bills.



Many households need assistance in meeting utility costs. In 2013, the 2-1-1 Navigation Center received 14,332 calls for Electric Service Payment Assistance.<sup>23</sup> Utilization of Austin Energy's Customer Assistance Programs also suggests a need for assistance in meeting utility costs. These Customer Assistance Programs include discounts, financial support, payment arrangements, and services for the medically vulnerable. The CAP discount program was created for customers who receive assistance through eligible assistance programs<sup>i</sup> and can reduce utility bills by an average of \$650 per year.<sup>24</sup> In 2013, 27,000 households were enrolled in the CAP Discounts program.<sup>25</sup> The Financial Support Plus 1 Fund is an additional Austin Energy program which provides emergency financial help to customers experiencing temporary difficulty paying their utility bill.<sup>j</sup> In 2013, 2,477 households received assistance from the Financial Support Plus 1 Program.<sup>26</sup>

<sup>i</sup> Eligible assistance programs include: Medicaid, SNAP, Children's Health Insurance Program (CHIP), Comprehensive Energy Assistance Program (CEAP), Medical Access Program (MAP), Supplemental Security Income (SSI), and the Telephone Lifeline Program.

<sup>j</sup> Funding is distributed by local social service agencies. Identified agencies conduct screening, determine eligibility, and arrange for funding to be applied to the Austin Energy Account.

## ***Gaps in the Safety Net***

Despite the availability of the aforementioned services, there are gaps in the safety net. In order to be eligible for federal safety net benefits, families must meet income eligibility guidelines typically set at or slightly above the federal poverty income guidelines (FPIG).<sup>k</sup> For example, eligibility for the Supplemental Nutrition Assistance Program (SNAP) requires a gross monthly income at or below 130% of FPIG,<sup>27</sup> and income eligibility for utility bill assistance through the Comprehensive Energy Assistance Program (CEAP) is typically set at 125% of FPIG.<sup>28</sup> However, as the cost of living in Travis County has been estimated to require an income of at least twice the poverty level,<sup>29</sup> many families may be ineligible for assistance yet not earn enough to fully cover the costs of their basic expenses. Some families may meet income guidelines for benefits but still be ineligible for other reasons or face barriers to obtaining them. For example, even with legal status most immigrants are not eligible to receive SNAP benefits until they have lived in the United States for at least five years. Also, while U.S.-born children living in immigrant families may be eligible for SNAP benefits, they are less likely to receive them, perhaps due to parents' misperception about eligibility or fear of interaction with government agencies.<sup>30</sup> Language can also be a barrier. The United States Department of Agriculture used state level administrative data and the American Community Survey to determine SNAP access rates<sup>l</sup> in Texas. One of the study's findings was that a lack of English proficiency may be a significant barrier to SNAP access. In Travis County, access rates for Spanish speakers who were and were not linguistically isolated<sup>m</sup> were 64.7% and 74.8%, respectively. Regarding individuals who spoke a language other than Spanish or English, access rates for those who were and were not linguistically isolated were 14.3% and 26.9%, respectively.<sup>31</sup>

Eligible individuals and families are experiencing a decrease in SNAP benefits. The American Recovery and Reinvestment Act of 2009 (ARRA) included a temporary increase in SNAP benefits, in response to the economic downturn at that time. The higher levels continued until November 2013, when the temporary increase expired and SNAP benefits were cut for all individuals and families nation-wide. The SNAP benefits for the remaining months of FY 2014 are based on the cost of the June 2013 Thrifty Food Plan, which is lower than ARRA levels, and will average less than \$1.40 per person per meal in 2014.<sup>32</sup> For example, a family of four will see SNAP benefits reduced by \$36 dollars per month. In Texas an estimated 3,997,000 SNAP recipients will be impacted by these cuts in FY 2014.<sup>33</sup>

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k The 2013 federal poverty income guidelines were \$11,490 for an individual and \$23,550 for a family of four.

l Access rates were defined as the proportion of eligible individuals who receive SNAP benefits. For the purpose of the study, "access rates" were used as opposed to "participation rates" in order to distinguish them because of differing methodology.

m A linguistically isolated household is one in which no member 14 years old and over: (1) speaks only English, or (2) speaks a non-English language and speaks English "very well."

## Further Resources

Community conditions discussed elsewhere in this report, particularly workforce and housing trends, also impact the ability to meet basic needs. Families facing unemployment or with limited earnings may need to rely on supports and services to bridge the gap between income and costs; those with a high housing cost burden may have less financial resources available to meet other basic necessities.

Below are selected resources that provide more information on research and data related to food security and poverty:

### **Food Research and Action Center**

[www.frac.org](http://www.frac.org)

The Food Research and Action Center (FRAC) is the leading national nonprofit organization working to improve public policies and public-private partnerships to eradicate hunger and under-nutrition in the United States.

### **The Texas Hunger Initiative, Baylor University School of Social Work**

[www.baylor.edu/texashunger/](http://www.baylor.edu/texashunger/)

The Texas Hunger Initiative (THI) is a capacity-building and collaborative project with many state and federal partners. THI works to develop and implement strategies to end hunger through policy, education, community organizing, and community development.

### **Center for Public Policy Priorities—Better Texas Family Budgets Calculator**

[www.familybudgets.org](http://www.familybudgets.org)

The Center for Public Policy Priorities evaluates public policy as it affects low- and moderate-income Texans through independent research and policy analysis, public education, advocacy, coalition-building, and technical assistance. Their Better Texas Family Budget calculator is an online public education tool that uses data from the U.S. Census Bureau and other public sources to measure what families have to earn to cover basic expenses in 26 metropolitan areas of Texas. The calculator measures rental housing and utilities, food, health insurance, child care, transportation, and other necessities.

### **United States Poverty Bureau—Poverty Pages**

[www.census.gov/hhes/www/poverty/](http://www.census.gov/hhes/www/poverty/)

The United States Census Bureau is a leading source of quality data about people and the economy. The Census Bureau Poverty pages include reports on poverty data from several major household surveys and programs, including the American Community Survey. Information also includes research on the Supplemental Poverty Measure.

### **United States Census Bureau—Poverty Thresholds**

[www.census.gov/hhes/www/poverty/data/threshld/](http://www.census.gov/hhes/www/poverty/data/threshld/)

Poverty thresholds, defined by the United States Census Bureau, are the dollar amounts used to determine poverty status. Thresholds vary according to family size and ages of the members. The Census Bureau provides tables by year of the poverty thresholds by size of family and number of children.

### **The United States Health and Human Services—Poverty Guidelines**

[www.aspe.hhs.gov/poverty/](http://www.aspe.hhs.gov/poverty/)

The United States Department of Health and Human Services publishes the annual federal poverty income guidelines used for administrative purposes, such as determining financial eligibility for certain programs. They also provide background information on the poverty guidelines and poverty measurements.

### **Focus on Poverty in Travis County: Snapshot from the American Community Survey 5-year Estimates**

[www.co.travis.tx.us/health\\_human\\_services/research\\_planning/publications/acs/acs\\_focus\\_on\\_poverty\\_2011.pdf](http://www.co.travis.tx.us/health_human_services/research_planning/publications/acs/acs_focus_on_poverty_2011.pdf)

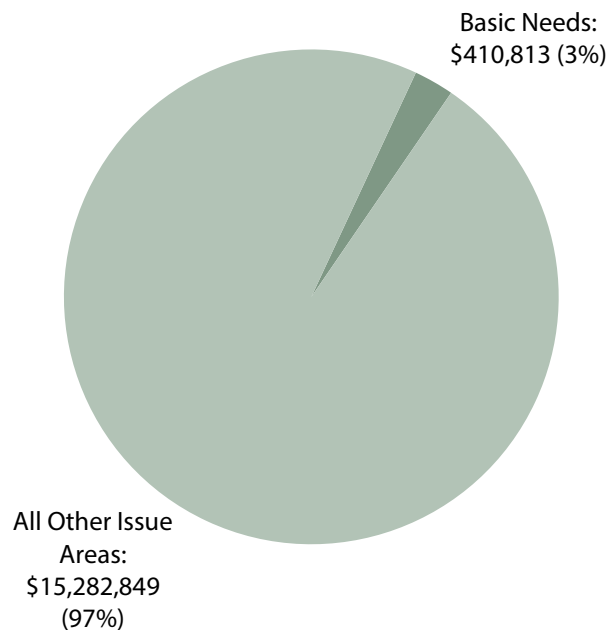
This report was researched and written by the staff at the Travis County Department of Health and Human Services & Veterans Service, Research & Planning Division. The report uses American Community Survey 2005-2009 5-Year Estimates to look at how demographic, social, and employment characteristics and geography interact with poverty.

# Investment Overview

## OUR INVESTMENT

TCHHS/VS has departmental and contracted programs that offer services to address residents' basic needs. This service area includes contracted services that provide food to avert hunger, and offer transportation assistance to meet specific public health or safety needs. These contracted services work in tandem with services provided directly by the TCHHS/VS Department. The Department is a major provider of basic needs assistance for individuals and families within Travis County. The Family Support Services division provides an array of basic needs and housing services across seven community centers.

## INVESTMENT IN BASIC NEEDS AND OTHER ISSUE AREAS, 2013





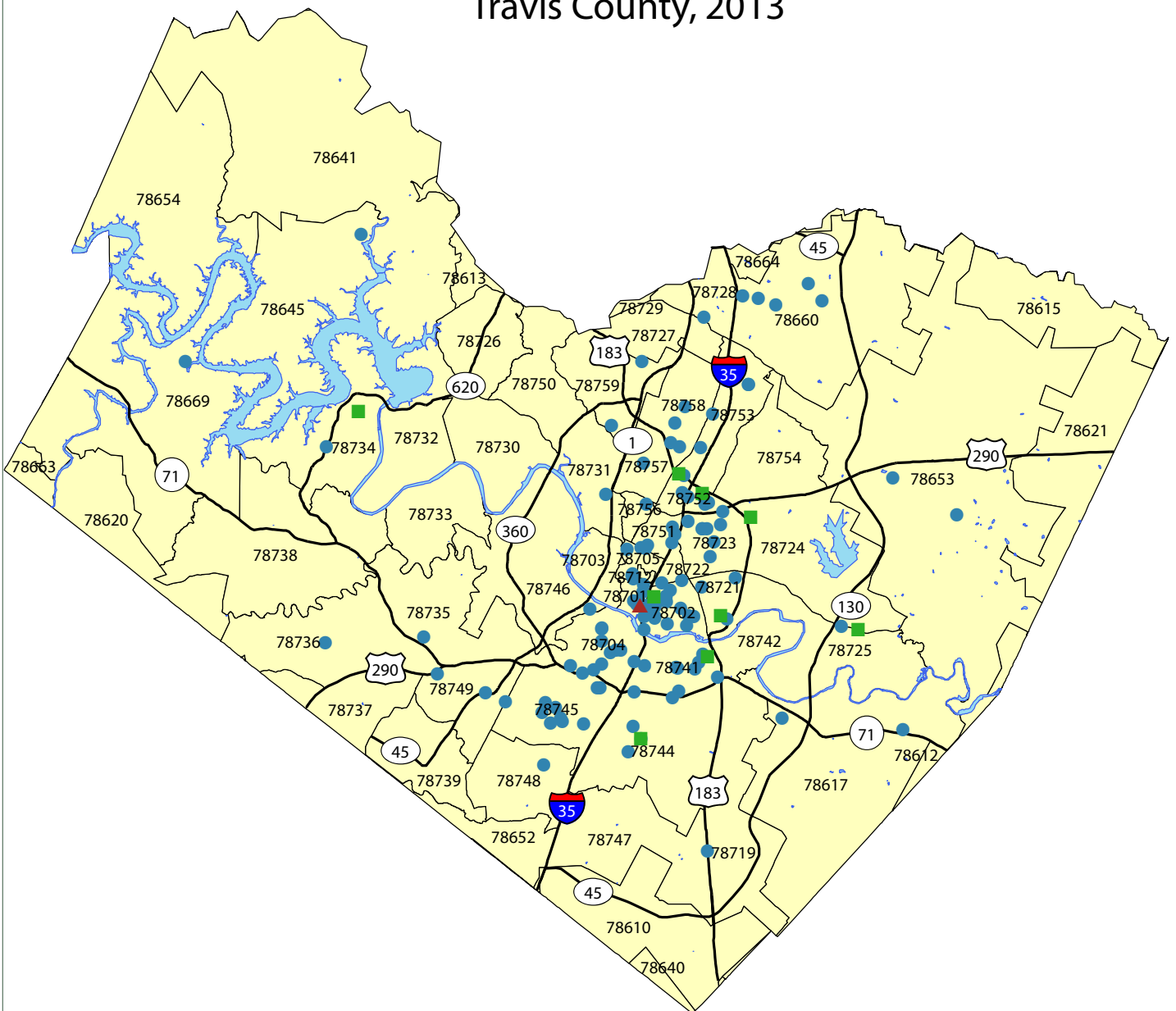
## FUNDING SUMMARY

The 2013 Funding Amount reflects calendar year funding (January 1 through December 31, 2013) unless otherwise noted.

Agency Name	Program Name	2013 Funding Amount
Capital Area Food Bank of Texas, Inc.	Food Bank	\$57,766
Capital Area Food Bank of Texas, Inc.	Mobile Food Pantry	\$19,312
Capital Area Rural Transportation System (CARTS)	Transportation/JARC	\$75,000
Capital Area Rural Transportation System (CARTS)	Transportation/Rural Transit	\$130,755
Caritas of Austin	Community Kitchen	\$127,980

# Basic Needs

## Service Provision Locations Travis County, 2013



### Service Providers

- Capital Area Food Bank: Food Bank
- Capital Area Food Bank: Mobile Food Pantry
- ▲ Caritas of Austin

Notes: Service providers in this issue area do not collect client ZIP code information. Service provision locations are not included for the CARTS JARC or Rural Transit programs. JARC serves all clients accessing the Del Valle Flex route while Rural Transit services can be accessed anywhere the client is located.

Source data: Contracted service providers, 2013-2014.  
This map was created using City of Austin shapefiles.  
Created by: Travis County HHS/VS Research & Planning Division, 2014.



# CAPITAL AREA FOOD BANK OF TEXAS, INC.

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## Food Bank

### Program Description

Capital Area Food Bank of Texas, Inc. is the primary source of food and grocery products to other non-profit organizations. The Food Bank's primary mechanism of distributing food is through its network of 300 partner agencies. These human service agencies stock their pantry shelves with food from the Food Bank and then, in turn, directly provide the food to their clients, either as bags of groceries to fix and eat at home or as prepared meals served on-site at the agency.

The Food Bank serves as a clearinghouse that solicits, transports, and stores truckloads of donated food and other grocery products and then distributes the food and grocery products in manageable quantities to human service agencies that help people in need.

### Funding

The total TCHHS/VS investment in the Food Bank program for 2013 was \$57,766. This investment comprised 0.6% of the total program budget. TCHHS/VS also funds the Mobile Food Pantry program, which is described later in this report.

### Eligibility Criteria

Central Texas human service agencies serving children, abuse victims, the elderly, the chronically ill, the unemployed, the working poor, the homeless and other Texans impacted by recent hardships are eligible to receive food. Food Bank partner agencies include soup kitchens, emergency food pantries, shelters, senior centers, low-income child care facilities, youth programs, rehabilitation centers, emergency relief organizations, and many other groups.

# CAPITAL AREA FOOD BANK OF TEXAS, INC.: FOOD BANK

## Performance Goals and Results

The Food Bank program exceeded performance targets across all measures that were tracked. The program served 190 unique client agencies (see the first output), which was more than expected. Staff members attributed this to the Summer Food Service Program, which worked with 52 new sites to provide meals to children of low-income families while they are out of school for the summer. The second output measure and first outcome measure are based off of the total pounds of donated food provided to Travis County (see the third output). Staff members reported that the pounds of donated food was higher than expected, making more food available to Partner Agencies. The Partner Agency satisfaction survey was not conducted in 2012, due to changes within the department and redevelopment of the survey (see the second outcome). The survey will now be distributed during the second quarter of the year. In the interim, agencies are able to provide feedback directly to the agency either through the website or by directly contacting the agency's Agency Relations staff members.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated Travis County client agencies provided with cost savings	190	130	146%
Number of meal equivalents provided in Travis County	5,661,457	5,000,000	113%
Pounds of donated food provided to Travis County	6,793,748	6,000,000	113%
<b>Outcomes</b>			
Number of dollars saved by Travis County agencies	\$11,277,621	\$9,960,000	113%
Percent of unduplicated Partner Agencies satisfied (no complaints on satisfaction survey)	N/A	90% (117/130)	N/A

# CAPITAL AREA FOOD BANK OF TEXAS, INC.

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## Mobile Food Pantry

### Program Description

The Mobile Food Pantry is a direct service program designed to reach low-income families who do not have access to adequate local food assistance, whether they are restricted geographically, living in rural communities lacking emergency food assistance organizations, or in urban neighborhoods where existing organizations cannot keep up with high demand. The Mobile Food Pantry program provides a means for filling these gaps in service, distributing food directly to those who need it most, while also helping to mitigate the growth in demand on individual agencies.

Capital Area Food Bank of Texas, Inc. has two dedicated Mobile Food Pantry vehicles, capable of transporting refrigerated, non-refrigerated, and frozen items over long distances, ensuring a wide variety of food available to recipients. Currently there are nine Mobile Food Pantry distributions within the County each month, serving a monthly average of 6,000 individuals. Each household receives an average of 26 pounds of food at each distribution.

### Funding

The total TCHHS/VS investment in the Mobile Food Pantry program for 2013 was \$19,312. This investment comprised 5.8% of the total program budget. TCHHS/VS also funds the Food Bank program, which is described earlier in this report.

### Eligibility Criteria

There are no strict income eligibility guidelines for the Mobile Food Pantry program; however, it is anticipated that all Mobile Food Pantry clients will have household incomes at or below 185% of the Federal Poverty Level. The neighborhoods served by the program are selected based on prevalence of poverty, therefore Capital Area Food Bank of Texas, Inc. has determined that area-eligibility is sufficient to ensure food assistance is delivered to those who need it.

# CAPITAL AREA FOOD BANK OF TEXAS, INC.: MOBILE FOOD PANTRY

## Performance Goals and Results

The Mobile Food Pantry program exceeded performance targets across most measures. The program was able to serve more unduplicated clients than originally projected, which staff explained was based partially on need, as well as a methodological change in how unduplicated client numbers are calculated. Two of the nine Mobile Food Pantry distributions operated in conjunction with family nights at schools, which have been discontinued, resulting in a lower number than anticipated (see the second output). Staff members said they are currently working with partners in the area to find new Mobile Pantry distributions to compensate for the loss. The third output measure as well as the outcome measure are based off of the pounds of food distributed through Mobile Food Pantry distributions in Travis County (see the fourth output). Staff noted an increase in donated inventory as the reason more food was available to distribute to clients via Mobile Food Pantries.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated individuals served	7,238	6,000	121%
Number of Mobile Food Pantry distributions held in Travis County	91	108	84%
Number of meal equivalents provided in Travis County	746,998	458,333	163%
Pounds of food distributed through Mobile Food Pantry distributions in Travis County	896,397	550,000	163%
<b>Outcomes</b>			
Cost savings provided to Travis County agencies	\$1,488,019	\$913,000	163%

# CAPITAL AREA RURAL TRANSPORTATION SYSTEM (CARTS)

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## Transportation/JARC

### Program Description

CARTS provides public transportation services to residents who live in rural Travis County outside of the Capital Metro service area. The Job Access/Reverse Commute (JARC) route is a vital link for persons needing employment, medical, social, education and other services. The route helps families in Del Valle access services at the UT Children's Wellness Center, as well as providing residents with direct service to the ACC Riverside Campus, allowing transfer to other Capital Metro routes.

### Funding

The total TCHHS/VS investment in the Transportation/JARC program for 2013 was \$75,000. This investment comprised 2.5% of the total program budget. TCHHS/VS also funds the Transportation/Rural Transit program, which is described later in this report.

### Eligibility Criteria

CARTS does not require an age or income level for eligibility. Transportation is provided to the public in Precinct 4 according to the Capital Metro bus schedule.

The JARC program provided far less trips than initially expected. Staff attributed this to a miscalculation in total program performance goals. The goals set for this program in the 2013 contract reflected goals for total agency performance rather than total program performance. Please note that CARTS provides services in nine rural counties and operates on a regional basis, moving persons in other communities and throughout Central Texas. However, for the purposes of this contract, CARTS is reporting only those trips provided to Travis County residents.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of Total Trips	75,022	537,000	14%



# CAPITAL AREA RURAL TRANSPORTATION SYSTEM (CARTS)

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## Transportation/Rural Transit

### Program Description

CARTS provides public transportation services to residents who live in rural Travis County outside of the Capital Metro service area. A variety of public transportation services are provided: General Public Dial-A-Ride services schedule rides as needed according to the published schedule and patients requesting transportation to the health clinics are scheduled as requested. Reduced fares are available to adults over 60 years of age and to people with disabilities. Veterans traveling to any VA clinic or hospital are not charged a fare for the trip. The Senior Nutrition Program transports seniors to and from nutrition sites for meals and special programs at no charge. Transportation is also available for residents receiving services from Austin Travis County Integral Care. Trips are scheduled in advance or as needed, and transportation is provided to and from programs and appointments.

### Funding

The total TCHHS/VS investment in the Transportation/Rural Transit program for 2013 was \$130,755. This investment comprised 4.3% of the total program budget. TCHHS/VS also funds the Transportation/JARC program, which is described earlier in this report.

### Eligibility Criteria

CARTS do not require an age or income level. Transportation is provided to the public according to the Travis County schedule and depending on availability. Persons are encouraged to call in and book their ride at least 24 hours in advance, but same day service can be provided depending on availability.

# CARTS: PUBLIC TRANSPORTATION RURAL TRAVIS COUNTY

## Performance Goals and Results

The Public Transportation Rural Travis County program fell short of goals on both performance measures. Staff attributed this to a miscalculation in total program performance goals. The goals set for this program in the 2013 contract reflected goals for total agency performance rather than total program performance. Please note that CARTS provides services in nine rural counties and operates on a regional basis, moving persons in other communities and throughout Central Texas. However, for the purposes of this contract, CARTS is reporting only those trips provided to Travis County residents.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	407	34,560	1%
Total number of trips provided	19,439	514,000	4%

## Community Kitchen

### Program Description

The goal of Caritas of Austin's Community Kitchen program is to assist low-income residents with basic nutrition needs. The Community Kitchen provides lunch to anyone who is hungry and also offers respite from the heat or inclement weather.

### Funding

The total TCHHS/VS investment in the Community Kitchen program for 2013 was \$127,980. This investment comprised 71.2% of the total program budget. TCHHS/VS also funds the Best Single Source Plus program, which is described in the Housing Continuum issue area report.

### Eligibility Criteria

The Caritas Community Kitchen serves a nutritious meal to anyone who is hungry. This well-balanced lunch meets the nutritional needs of many homeless individuals, as well as unemployed or underemployed workers.

The Community Kitchen program met both performance targets. The Community Kitchen customer survey was conducted for a duration of one week during the summer of 2013.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	89,686	85,000	106%
<b>Outcomes</b>			
Percentage of unduplicated clients provided a meal, who were satisfied with the meal, as measured in the annual survey	93% (202/218)	90% (203/225)	103%

# Appendix

## 2013 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%
1	\$5,745	\$11,490	\$14,363	\$17,235	\$22,980
2	\$7,755	\$15,510	\$19,388	\$23,265	\$31,020
3	\$9,765	\$19,530	\$24,413	\$29,295	\$39,060
4	\$11,775	\$23,550	\$29,438	\$35,325	\$47,100
5	\$13,785	\$27,570	\$34,463	\$41,355	\$55,140
6	\$15,795	\$31,590	\$39,488	\$47,385	\$63,180
7	\$17,805	\$35,610	\$44,513	\$53,415	\$71,220
8	\$19,815	\$39,630	\$49,538	\$59,445	\$79,260
<b><i>For families/households with more than 8 persons, add \$4,020 for each additional person.</i></b>					

Data source: "2013 Poverty Guidelines," U.S. Department of Health & Human Services, *Federal Register*, Vol. 78, No. 16, January 24, 2013, pp. 5182-5183, <http://aspe.hhs.gov/poverty/13poverty.cfm>.

## 2013 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 Austin MFI guidelines 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% (Extremely Low)	50% (Very Low)	80% (Low)
1	\$15,400	\$25,650	\$41,000
2	\$17,600	\$29,300	\$46,850
3	\$19,800	\$32,950	\$52,700
4	\$21,950	\$36,600	\$58,550
5	\$23,750	\$39,550	\$63,250
6	\$25,500	\$42,500	\$67,950
7	\$27,250	\$45,400	\$72,650
8	\$29,000	\$48,350	\$77,300

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