Safety Intervention Services

2014 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

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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 nearly $16 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 *2014 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: Behavioral Health, Child and Youth Development, Food and Transportation, Housing Continuum, Planning and Evaluation, Public Health, Safety Intervention Services, Supportive Services for Community Living, and Workforce Development[a]. 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.

a TCHHS/VS issue areas were updated in February 2014 to more accurately reflect the Department's investment portfolio and priorities.

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. The majority of the social service contracts included in the report followed a calendar year schedule. Note that calendar year contracts are transitioning to a fiscal year for 2015; to assist with this transition, these contracts followed a 9–month (January–September) calendar during 2014. The remainder followed a fiscal year calendar (October 1, 2013 through September 30, 2014) unless otherwise noted. 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

Safety Intervention Services Goals and Services

Programs and services within this issue area promote the safety and well-being of individuals, families, and communities that have experienced victimization, loss, and/or harm. The focus of these programs/services include: services and interventions for individuals and families who are victims of or committed an act of domestic violence, abuse, and/or neglect of a child; trauma informed services to promote healing and resilience; advocacy for victims of crimes and/or abuse/neglect; restorative justice services; and reintegration services for youth and adult offenders.

Highlights of Community Conditions

Note: The issue area of Safety Intervention Services was created in FY15. The issue area scope is still in development and may be refined in future years as this portfolio of investments is further developed.

Travis County invests in a continuum of services for individuals who are impacted or potentially impacted by crime. This encompasses a variety of services for marginalized populations who are more vulnerable to crime, individuals and families who experience crime, and individuals who commit crime. Crime and its effects have serious social and economic implications for a community.[1] In addition to increased fear, isolation, and decreased participation in community life, the damaging effects of crime on a community creates conditions that perpetuate more crime.[2] Victimization and offending are often seen as two distinct components of crime, yet research suggests that there is a strong, patterned relationship between victimization and criminal behavior among both males and females.[3,4] In the United States, criminal offenses are disproportionately committed by males—including violent crimes—and young people age 16 to24 experience the most crime both in terms of victimization and offending.[5] Individuals who experience crime incur loss and often emotional trauma.[6] Community and social services can address the needs of those experiencing crime, as well as in preventing future acts of crime.

Prevalence and Types of Crime

In 2013, there were nearly one million incidents of crime reported in Texas.[7] The majority of reports (860,627) were property crime, with 11% (105,713) considered violent crime.[8,b] In Travis County, there were 51,475 total offenses reported in 2013.[9] Of those, 6,343 resulted in arrests.[10] The majority (83%) of reported murders resulted in an arrest and more than one-third (37%) of assault reports resulted in an arrest. Only 5% of reports of rape resulted in an arrest.

Crime Reporting and Arrests
Travis County, 2013

Offense Type	*Number of Offenses*	*Number of Arrests*	*Arrest Rate*
Violent Crimes			
Murder*	36	30	83%
Rape	257	12	5%
Robbery	821	221	27%
Assault	2,646	976	37%
Property Crimes			
Burglary	7,768	725	9%
Larceny	37,551	4,330	12%
Auto Theft	2,396	49	2%
Total	**51,475**	**6,343**	**12%**

* Includes murder, non-negligent manslaughter, and manslaughter by negligence. This does not include vehicular manslaughter, justifiable homicides, and suicides.
Created by: Travis County HHS/VS Research & Planning Division, 2014
Source data: The Texas Crime Report for 2013, Texas Department of Public Safety

The number of crimes reported may vastly underrepresent the number of crimes committed, as many crimes go unreported. In the U.S., more than one-half (52%) of all violent crimes go unreported to the police.[11] For certain types of violent crimes, that proportion can be even higher: it is estimated that 65% of rape and sexual assaults go unreported,[12] and in cases of intimate partner violence, only one-quarter of all physical assaults, one-fifth of all rapes, and one-half of all stalkings are reported to police.[13] Reasons for lack of reporting include fear of retaliation, the perception that police could not or would not help, and the belief that the crime was not important enough to report.[14]

b Property crime includes burglary, larceny-theft, and motor vehicle theft. Violent crime includes murder (including non-negligent manslaughter and manslaughter by negligence), rape, robbery, and aggravated assault

Populations Vulnerable to Crime

Women

While males disproportionately commit crimes, there are particular crimes, such as intimate partner violence, sexual assault, and stalking, which are predominately committed by males against females.[15] In the United States, more than one-third of women have already experienced rape, physical violence, and/or stalking by an intimate partner,[16] and one-third will be sexually assaulted at some point in their lives.[17] The majority (85%) of individuals experiencing domestic violence are women, and females age 20 to 24 have the highest risk of nonfatal intimate violence.[18] In Travis County, females in this age group comprise 8%[c] of the female population.[19] Nonfatal intimate partner violence often involves unmarried couples, whereas most intimate partner homicides involve spouses or ex-spouses.[20] In 2013, 119 women were killed in Texas by an intimate partner, four of whom resided in Travis County.[21]

SafePlace, a community-based organization in Travis County that provides a wide range of services for individuals and families who have experienced sexual and domestic violence, reported serving 5,453 clients in 2013, 914 of whom were residential clients living in the shelter.[22] More than three-quarters (78%) of clients served were female, and 41% were children.[23] Of those served, two-thirds experienced domestic violence, 11% experienced sexual assault, and 14% experienced both.[24]

Children and Youth

Many children and youth are regularly exposed to physical and emotional violence in their homes, schools, and neighborhoods.[25] Every day in the United States, 1,900 children become victims[d] and four children will die from abuse and neglect.[26] More than 15 million children are exposed to domestic violence each year, and one in four girls, and one in six boys, are sexually abused before the age of 18.[27]

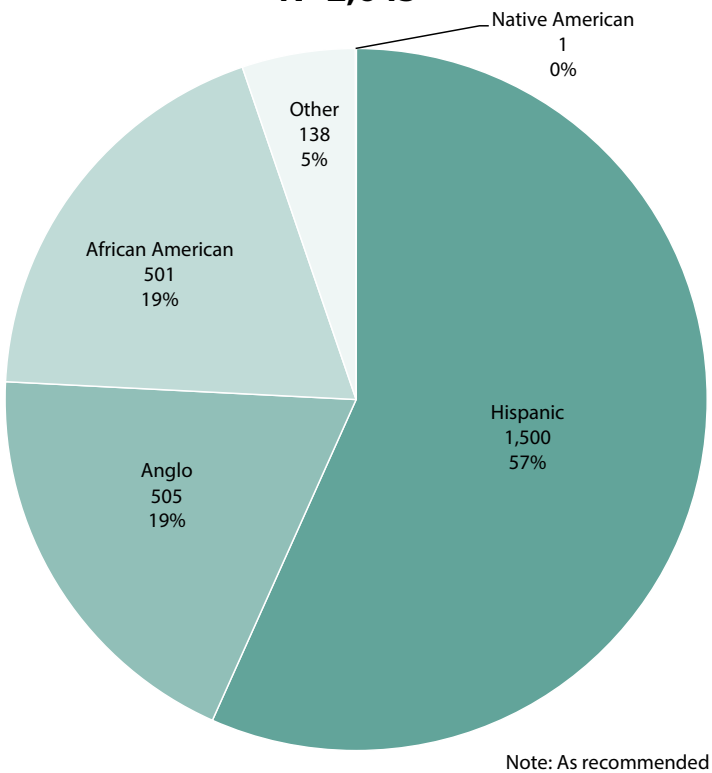
In Texas, there were 229,138 reports of alleged abuse/neglect reported in 2013.[28] In Travis County, there were 10,902 reported cases of abuse/neglect, involving 11,555 alleged victims, with the majority of those cases (86%) assigned for investigation.[29] Of the 7,283 investigations completed, nearly one-quarter (1,726) resulted in a confirmed case of abuse/neglect, resulting in 2,645 confirmed victims and 513 children

c This proportion may be an underrepresentation of 20-24 year-old females in Travis County as a result of the number of colleges and universities within the county. Individual responses to the American Community Survey may vary depending on whether a school or permanent address was listed as their place of residence.

d The language used to describe someone who has experienced abuse, neglect, sexual assault, or any other type of violent victimization is complex. Historically, the term "victim" has been used by law enforcement. In the past several decades, social service providers and advocates have pushed for the term "survivor" for those who have not died as a result of abuse or neglect, because it is considered more empowering than "victim." For the purposes of this report, the term "survivor" will be used in all cases except in the following instances: when an individual has died as a result of the abuse or neglect; when "victim" is the term used by the source data; when it is unclear whether fatalities are included within the data point; and when "victim" is part of a source name.

removed from the home.[30,e] More than one-half (57%) of the confirmed victims are Hispanic, and African American and Anglo children each make up 19% of the confirmed victims.[31,f]

Confirmed Victims of Child Abuse/Neglect by Race/Ethnicity
Travis County, 2013
N=2,645



Note: As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the TexasDepartment of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity.

Created by: Travis County HHS/VS, Research & Planning Division, 2014
Source data: Department of Family and Protective Services, Annual Report & Data Book 2013

Of the 2,645 confirmed victims, post-investigation services were provided to 1,625 of the victims.[32] Child fatalities are the most catastrophic consequence of abuse and neglect:[33] 156 children died in Texas as a result of abuse/neglect, five of whom resided in Travis County.[34,g]

Children and youth exposed to violence are more likely to attempt suicide, abuse drugs and alcohol, run away, and commit sexual assault crimes.[35] Men exposed to physical, sexual, and/or domestic violence as children are nearly four times more likely than their peers to commit domestic violence as adults.[36]

e The remaining cases were either ruled out, unable to be determined, or unable to be completed.

f As recommended by the Texas Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Texas Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data by race/ethnicity in and after 2012 is not directly comparable to race/ethnicity data in and before 2011.

g Includes child fatalities investigated and confirmed by Child Protective Services, Child Day Care Licensing, and Residential Child Care Licensing.

According to the National Center for Victims of Crime, a large portion of children and adolescents have experienced some form of physical assault in their lifetimes, particularly teenagers who experience high levels of assault, maltreatment, and property victimization.[37] Prevention and intervention services can help stop the cycle of violence.

Immigrants

As a group, immigrants tend to be at disproportionately higher risk for certain crimes, including robbery, homicide, human trafficking, and family violence.[38] Immigrant workers, particularly those who are undocumented, are at a higher risk for experiencing wage theft, intimidation, and unsafe working conditions.[39] Recently arrived immigrants are considered at higher risk of victimization from homicide and robbery.[40] Immigrant women in particular seem to experience high rates of family violence.[41]

The challenges and isolation experienced by survivors of abuse and neglect are often amplified for the immigrant population.[42] Many immigrants are not aware of laws and resources that may protect and help them, and some immigrants are unaware that certain crimes, like domestic violence, are a crime.[43] Language barriers, cultural and/or religious beliefs, and a lack of documentation may also deter or prevent an immigrant survivor from seeking help.[44] The perception of law enforcement and the legal system—particularly for undocumented immigrants who fear deportation, and also for refugees and asylum seekers—may prevent immigrants not only from seeking services but also from reporting crimes to the police.[45] The threat of deportation is often a fear tactic used by abusers to exert power and control over an individual.[46] The compounding effect of so many barriers can create a huge sense of isolation for immigrant survivors.[47] Survivors who are immigrants, particularly those with limited English proficiency, represent a population in Texas that is vastly underserved.[48]

Lesbian, Gay, Bisexual, or Transgendered Individuals

In addition to immigrant survivors, members of the lesbian, gay, bisexual, and transgender (LGBT) community are also an underserved community in Texas.[49] In a recent survey of service providers across Texas, programs noted that despite a willingness to serve the LGBT community, several barriers—such as lack of outreach within the LGBT community, the difficulty of identifying survivors and abusers in same-sex relationships, and homophobia among other shelter clients and within the larger community—precluded service provision.[50] In cases of intimate partner violence, an abuser can use the threat of exposure to exploit and control an individual who wishes to keep his or her sexual orientation or gender identity confidential.[51] Service providers also report that protecting the confidentiality of a survivor's sexual orientation or gender identity is crucial since other clients can discriminate against the survivor, causing further victimization and harm.[52]

Members of the LGBT community are also much more likely than the general population, or any other minority group in the United States, to be victimized by violent hate crime.[53] Often, hate crimes against LGBT individuals are not reported because the survivor doesn't want his or her identity as LGBT to be identified in a police report.[54]

Persons with Disabilities

Compared to the general population, persons with disabilities are victimized by crime at much higher rates.[55] It is estimated that people with developmental disabilities are 4 to 10 times more likely to experience crime than the general population.[56] They are also more likely to be re-victimized by the same person, yet more than one-half do not seek assistance from the legal, criminal, or social service systems.[57] Their rate of crime reporting is lower than that of the general population, often because of the nature of the survivors' disabilities.[58] Some survivors are not aware that a crime was committed against them, or they may be intimidated by the reporting process.[59] When the abuser is an intimate partner or someone close to the individual, seeking help can be very difficult for the survivor.[60] People with disabilities are victimized by people they know more often than individuals without disabilities,[61] and often those crimes are perpetrated by a family member or person working in disability-related fields, such as a nurse or caregiver.[62] Many survivor-serving providers across the country report low rates of serving survivors with disabilities, which can be attributed to the low levels of reporting and seeking help.[63]

Services

Services that address crime and its effects on individuals, families, and the community fall along a wide spectrum that includes prevention education, healing and basic needs, legal advocacy, restorative justice, and reintegration services. Many service providers are working to prevent and end violence by addressing social factors that influence perpetration and victimization.[64]

Trauma-Informed Services

Exposure to traumatic experiences, such as physical or sexual abuse, neglect, family or community violence, and/or exploitation can put great stress on an individual, as well as lead to further stress, such as separation from family, friends, and community, and uncertainty about what the future holds.[65] Trauma-informed services are rooted in an understanding of the causes and effects of traumatic experiences, utilize practices that support recovery, and treat more than the symptoms of trauma.[66] Trauma-informed services involve all stakeholders—including caseworkers, service providers, judges, and family members—in the healing process, to increase awareness, reduce barriers, and connect resources in order to effectively serve individuals and achieve greater outcomes for those individuals.[67]

Basic Services

Basic services and concrete resources such as rent deposits or childcare services often do not exist or are substantially insufficient for victims experiencing abuse.[68] The inability to meet basic needs is often the primary reason victims stay with or return to their abuser.[69] The void of essential services is even more critical for undocumented immigrants or immigrants with legal status who are no longer eligible for various types of assistance.[70] In a recent survey, family violence service providers across the state indicated that a lack of transportation, housing, shelter, child care, counseling services, funding, and staff are major challenges in effectively serving their communities.[71]

Legal and Advocacy Services

The high demand for legal services, combined with the underfunding of legal aid programs and the complexities of the various legal systems, means that many individuals impacted by crime, particularly those who are most vulnerable, such as immigrant and low-income individuals, are denied access to services due to lack of capacity or affordability.[72] This presents a major barrier to safety for victims experiencing family violence.[73] Vulnerable populations, such as children and immigrant women, often do not have access to legal representation, whether licensed attorneys, Board of Immigration accredited representatives, or court-appointed legal advocates.

Advocates are trained professionals who provide assistance to and advocacy for victims of crime so that their interests are represented in determining the best options in the aftermath of a crime.[74] Services include court accompaniment, assistance with victim impact statements and legal forms, referrals to community resources, information sharing regarding systems and cases, as well as acting as liaison between the individual or family and the various systems.[75] Legal representation and advocacy help individuals and families facing barriers to obtaining adequate legal counsel to protect their rights, advance their interests, and ensure their needs are met.[76]

Restorative Justice Services

Restorative Justice frames crime as a violation of people and human relationships, rather than a violation of the law, and seeks to repair the harm that was caused.[77,78] It is an approach to justice that seeks resolution through healing, reparation, reintegration, and prevention of future harm by engaging all parties affected by the crime.[79] It aims to hold the offender accountable for his or her actions while allowing those affected by the crime—the victim(s), offender, family, and community—to identify and address their needs in the wake of the crime.[80] It gives those harmed by a criminal act the opportunity to be involved in the response to the crime, to engage in dialogue, and to create mutually beneficial solutions.[81] Research shows that restorative justice programs have a positive effect on both the victim

and the offender, with both parties expressing a sense of satisfaction with and fairness of the process and outcomes.[82]

Reintegration Services for Youth and Adult Offenders

It is estimated that roughly 70 million Americans are living with a criminal record,[83] with nearly 12 million of those in Texas.[84,h] Reentry is the transition of incarcerated individuals back into society.[85] In Travis County, an estimated 2,400 individuals are released from prison each year.[86] As prison release rates rise, so does the strain on social, health, and housing services within the community.[87] Slightly more than two-thirds of prisoners released are arrested again within three years, and more than three-quarters are arrested within five years.[88] This cycling in and out of the criminal justice system creates high costs for the community, both in terms of economics and safety.[89] Incarceration removes an offender from the community; before returning that individual back to the community, experts recommend the development of an individualized reentry plan or intervention (other than incarceration), in order for behavioral changes and long-term success to take place.[90]

Further Resources

Safety Intervention Services has strong ties with the Child and Youth Development, Housing, Behavioral Health, and Workforce Development issue areas. Community conditions and trends related to these issue areas, as well as information on the Department's investments, can be found in their respective issue area sections.

Below are some selected resources for additional information.

Austin/Travis County Reentry Roundtable

www.reentryroundtable.net

The Reentry Roundtable is a community collaboration whose mission is to promote public safety through effective reentry and reintegration of formerly incarcerated persons and individuals with criminal histories.

The Institute for Restorative Justice and Restorative Dialogue at the University of Texas at Austin

www.utexas.edu/research/cswr/rji/

The Institute seeks to build a national mindset that embraces restorative justice principles. Its mission is to advance meaningful accountability, victim healing and community safety through the use of restorative justice solutions to repair the harm related to conflict, crime and victimization.

h This estimate represents distinct individuals with a criminal record in Texas, whether current residents or not.

The National Center for Victims of Crime

www.victimsofcrime.org

The National Center for Victims of Crime advocates for rights, protections, and services for crime victims; provides education, training, and evaluation; and provides current information on victims' issues through collaboration with local, state, and federal partners.

Texas Association Against Sexual Assault

www.taasa.org

Texas Association Against Sexual Assault (TAASA) provides resources for survivors, parents, legal advocates, service providers, teachers, and volunteers that encompass training tools, information on laws and protective orders, toolkits and checklists, and resources for professionals working with survivors of vulnerable populations such as the LGBTQ community, persons with disabilities, immigrants, older adults, and individuals experiencing assault in prison.

Texas Council on Family Violence

www.tcfv.org

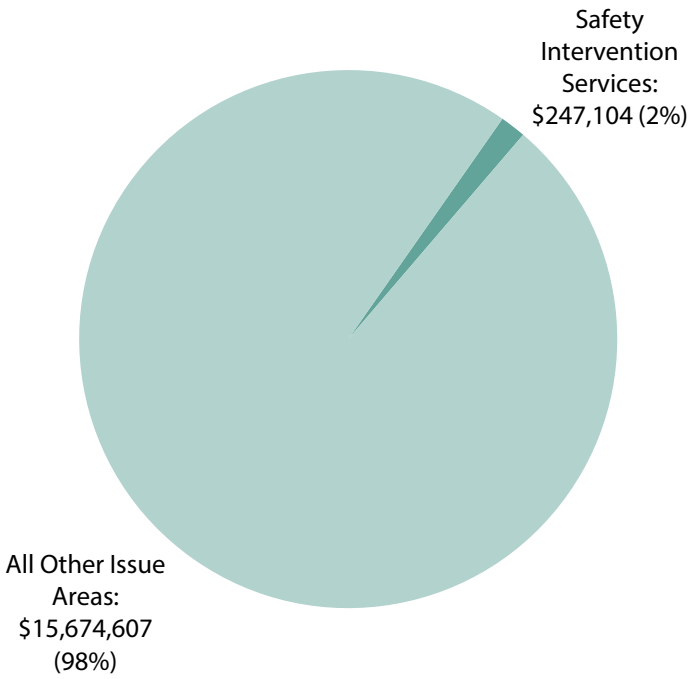
Texas Council on Family Violence (TCFV) promotes safe and healthy relationships by supporting service providers, facilitating strategic prevention efforts, and creating opportunities for freedom from domestic violence. It is one of the largest domestic violence coalitions in the nation and is comprised of family violence service providers, supportive organizations, survivors of domestic violence, businesses and professionals, communities of faith, and other concerned citizens. As a membership-focused organization, TCFV is committed to serving its members, communities in Texas, and thousands of victims of domestic violence and their families by focusing on three major areas: support to service providers, public policy development, and prevention.

Investment Overview

Our Investment

TCHHS/VS has departmental and contracted programs that offer services for adults, children, and families experiencing domestic violence, sexual assault, child abuse and/or neglect. Services include: crisis and transitional housing; counseling; educational/psycho-educational groups; case management; individual and systems advocacy; information and referral; and legal services.

Investment in Safety Intervention Services and Other Issue Areas, 2014



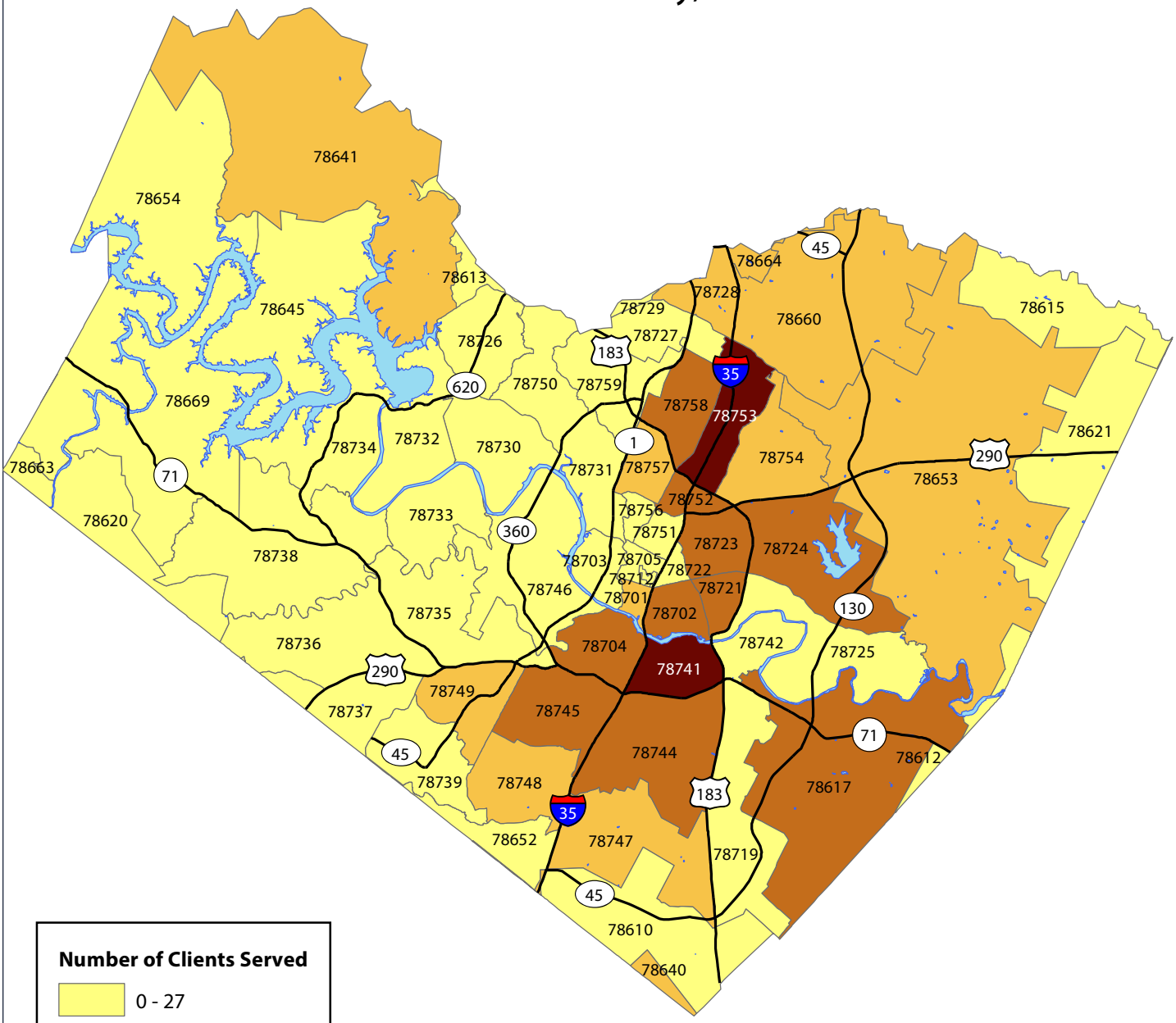
Funding Summary

The 2014 Funding Amount reflects 9–month funding (January 1 through September 30, 2014) unless otherwise noted.

Agency Name	Program Name	2014 Funding Amount
Austin Children's Shelter	Emergency Shelter Program	$36,902
CASA of Travis County	Child Advocacy	$63,750
Catholic Charities of Central Texas	Immigration Legal Services	$7,729
SafePlace	Domestic Violence and Sexual Assault Services	$138,723

Safety Intervention Services

Clients Served by ZIP Code
Travis County, 2014



Number of Clients Served

- 0 - 27
- 28 - 106
- 107 - 237
- 238 - 395

Notes: This map shows 3,388 clients by ZIP code. 719 (21% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries or they were homeless.

N

0 2.5 5 Miles

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

Austin Children's Shelter

Emergency Shelter Program

Program Description

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

Funding

The total TCHHS/VS investment in the Emergency Shelter program from January 1 through September 30, 2014 was $36,902. This investment comprised 2.1% of the total program budget.

Eligibility Criteria

ACS serves both genders and ages newborn to 22 (including sibling sets) in the ESP. Most clients originate from Travis and surrounding counties in Central Texas, though ACS accepts clients from the entire state. The shelter is uniquely positioned to accept sibling groups, which allows them to stay together during a critical and uncertain time. Most referrals are from the Department of Family Protective Services and Children's Protective Services. A small number of non-violent status offenders from Travis County Juvenile Probation are accepted for emergency care services, and a small number of clients from Austin Travis County Integral Care are accepted for respite services. Children from the entire state may be accepted, but preference is given to clients from Travis County. ACS accepts clients regardless of race, religion, creed, sexual orientation, national origin, political beliefs, or gender.

Austin Children's Shelter: Emergency Shelter Program

The Austin Children's Shelter met almost all of their performance goals, falling short on two. Program staff reported that current trends in the foster care system, as well as many intensive treatment centers in the state operating at full capacity, resulted in their emergency shelter frequently being used to house youth in extreme crisis and who displayed extreme behaviors as a result of trauma. Staff noted that because this year included a number of admissions that, in the past, would have been referred to more intensive treatment centers, they had to keep the number of clients served to a minimum, in order to manage such challenging behaviors (see the first and third outputs). Additionally, staff noted that goals may have been based on a 12-month period, rather than 9 months, and with an expectation of opening an additional emergency shelter cottage, which had not yet opened by the end of the contract period.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	112	225	50%
Number of client transports	5,105	5,000	102%
Number of days of supervised care	7,076	10,500	67%
Outcomes			
Percentage of clients who show improvement in at least 5 of 7 key progress areas in Case Review (with a score of 75% or higher)	81% (52/64)	80% (60/75)	102%
Percentage of clients who report improvement on surveys with a score of 70% or more	83% (15/18)	80% (24/30)	104%
Percentage of clients who show progress towards academic goals in case review with an average score of 70% or better	81% (52/64)	80% (56/70)	102%

CASA of Travis County

Child Advocacy

Program Description

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

Funding

The total TCHHS/VS investment in the Child Advocacy program from January 1 through September 30, 2014 was $63,750. This investment comprised 3.0% of the total program budget.

Eligibility Criteria

CASA provides advocacy to children from birth to age 18 (and older if they are in college or other educational pursuit, as allowed by state law) who have experienced abuse or neglect and who, as a result, have a legal case in the Travis County child protection courts.

CASA of Travis County: Child Advocacy

The Child Advocacy program met or exceeded all of their performance goals. Staff reported that a high number of carryover clients from the previous year resulted in more total clients served (see the first output). According to staff, the high number of clients from the previous year also meant that a high number of volunteers from the previous year carried over into this year (see the third output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,490	1,240	120%
Number of volunteers completing training	145	142	102%
Number of volunteers assigned to a case	538	480	112%
Outcomes			
Percentage of unduplicated clients successfully completing the program	86% (399/466)	90% (337/375)	95%
Percentage of volunteers who are retained and take another client's case	59% (116/197)	55% (264/480)	107%

Catholic Charities of Central Texas

Immigration Legal Services

Program Description

The goal of the Immigration Legal Services (ILS) program is to provide high-quality, low-cost legal assistance in immigration-related matters to the immigrant community of central Texas.

This begins with outreach to immigrant populations and, for those who are eligible, results in legal and technical assistance preparing the appropriate applications to the United States Citizenship and Immigration Service (USCIS), mailing the application packets to the correct USCIS site and providing any follow-up advocacy and action that may be necessary.

Funding

The total TCHHS/VS investment in the Immigration Legal Services program from January 1 through September 30, 2014 was $7,729. This investment comprised 1.7% of the total program budget.

Eligibility Criteria

The clients helped by the ILS program are low-income and are generally at or below 200% of the Federal Poverty Income Guidelines (FPIG). The majority reside in Travis County, though ILS serves most of central Texas.

Catholic Charities of Central Texas: Immigration Legal Services

Most of the program's performance measures met or exceeded performance goals, with a few falling short of performance targets. Staff explained that the total program performance goals are based broadly on past performance and potential capacity; as such, there is a natural variance in the number of clients accepted based on capacity at any given time (see the first and second outputs), as well as the type of services that clients need at any given time (see the third through tenth outputs). All of the program outcomes met performance goals.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total number of unduplicated clients served	941	600	157%
Total number of cases accepted for further immigration legal services	461	350	132%
Total number of Lawful Permanent Resident applications filed	47	100	47%
Total number of U.S. Citizenship applications filed	51	50	102%
Total number of Immigration Court appearances	7	10	70%
Total number of applications for immigration benefits filed for victims of crimes	21	30	70%
Total number of applications filed for Deferred Action for Childhood Arrivals (I-821D)	103	100	103%
Total number of applications filed for Renewal of Lawful Permanent Resident cards (I-90)	44	25	176%
Total number of family-based petitions filed for family members (I-130)	55	70	79%
Total number of applications filed for other immigration assistance (including: TPS, FOIA, RFE, Waivers, etc.)	51	20	255%
Outcomes			
Percentage of persons who received Lawful Permanent Resident status (outcome rate)	100% (58/58)	100% (100/100)	100%
Percentage of clients who received U.S. Citizenship	100% (36/36)	100% (50/50)	100%
Percentage of applications approved for immigration benefits on behalf of victims of crime	100% (26/26)	100% (30/30)	100%

Catholic Charities of Central Texas: Immigration Legal Services

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Percentage of Deferred Action for Childhood Arrivals cases approved	100% (69/69)	100% (100/100)	100%
Percentage of applications for Lawful Permanent Resident Renewal/Replacement Cards approved	100% (25/25)	100% (25/25))	100%
Percentage of Family-based Petitions for family members approved	100% (43/43)	100% (70/70)	100%
Percentage of clients for whom other immigration applications were filed who received intended benefit	100% (17/17)	100% (20/20)	100%

SafePlace

Domestic Violence and Sexual Assault Services

Program Description

SafePlace's mission is to end sexual and domestic violence through safety, healing, prevention, and social change. The goals of the program are to provide safety and healing services to people in Austin and Travis County who have experienced rape, sexual abuse and/or domestic violence. The objectives are to: meet victims' immediate needs for safety; help them heal from the trauma they have experienced; and support their efforts to build healthy, self-sufficient lives free of violence.

The Family Shelter provides emergency shelter for women, men, or families escaping a domestic violence situation. At the shelter, staff conduct safety planning with residents, and provide for basic needs, including food, clothing, personal care, and household items. Clients in shelter are also offered counseling, case management, and advocacy services. For adult victims of domestic violence or sexual assault, including adults who were sexually abused as children, SafePlace offers therapeutic counseling services at the Resource Center facility. Services are confidential and free of charge, and include: individual, group and family counseling; play therapy; talk therapy; parental coaching; trauma symptom management; assessment and referral for psychiatric services; safety planning; and crisis intervention. Phone counseling is also available for abuse survivors who have difficulty leaving their homes to come to SafePlace. Program staff are master's degree-level counselors experienced in working with people hurt by violence and trauma, and include individuals fluent in Spanish and American Sign Language.

Funding

The total TCHHS/VS investment in the Domestic Violence and Sexual Assault Services program from January 1 through September 30, 2014 was $138,723. This investment comprised 8.7% of the total program budget.

Eligibility Criteria

SafePlace serves women, children and men who have experienced rape, sexual abuse and/or domestic violence. Clients served are primarily from the City of Austin and Travis County. Clients are eligible for services based on the fact that they are victims of domestic and/or sexual violence. Eligibility is not based on income level.

SafePlace: Domestic Violence and Sexual Assault Services

SafePlace met most of their performance goals, slightly falling short on two. Program staff reported that fewer clients than originally projected left emergency shelter, which impacted the number of unduplicated clients sheltered (see the second output) and the number of bed nights provided (see the fourth output). Staff also noted that some shelter rooms were offline for a short period of time, due to bed bugs, which also impacted the performance of these goals.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,564	1,700	92%
Number of unduplicated clients sheltered	562	650	86%
Number of unduplicated clients counseled	1,083	1,000	108%
Number of unduplicated bed nights provided	25,574	29,000	88%
Outcomes			
Percentage of unduplicated clients who exit shelter and complete an exit form who report leaving to a safe and secure location that does not include the batterer	93% (411/440)	85% (468/550)	110%
Percentage of unduplicated counseling clients surveyed who indicate an increase in their understanding of the dynamics and effects of abuse and trauma	95% (217/228)	95% (166/175)	100%

Appendix

2014 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 by Household Size				
	50%	100%	125%	150%	200%
1 person	$5,835	$11,670	$14,588	$17,505	$23,340
2 persons	$7,865	$15,730	$19,663	$23,595	$31,460
3 persons	$9,895	$19,790	$24,738	$29,685	$39,580
4 persons	$11,925	$23,850	$29,813	$35,775	$47,700
5 persons	$13,955	$27,910	$34,888	$41,865	$55,820
6 persons	$15,985	$31,970	$39,963	$47,955	$63,940
7 persons	$18,015	$36,030	$45,038	$54,045	$72,060
8 persons	$20,045	$40,090	$50,113	$60,135	$80,180
For families/households with more than 8 persons, add $4,060 for each additional person.					

Data source: "2014 Poverty Guidelines," Office of The Assistant Secretary for Planning and Evaluation, U.S. Department of Health & Human Services, January 22, 2014, http://aspe.hhs.gov/poverty/14poverty.cfm.

2014 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-San Marcos, TX Metropolitan Statistical Area (MSA).

Household Size	Income Limits by Household Size		
	30% (Extremely Low)	50% (Very Low)	80% (Low)
1 person	15,850	26,400	42,250
2 persons	18,100	30,200	48,250
3 persons	20,350	33,950	54,300
4 persons	23,850	37,700	60,300
5 persons	27,910	40,750	65,150
6 persons	31,970	43,750	69,950
7 persons	36,030	46,750	74,800
8 persons	40,090	49,800	79,600

Data source: "Austin-Round Rock-San Marcos, TX MSA FY 2014 Income Limits Summary," U.S. Department of Housing and Urban Development, http://www.huduser.org.

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