Public Health

FY 2019 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

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TRAVIS COUNTY
HEALTH and HUMAN SERVICES

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 HHS.
- 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 HHS.

- 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.

Table of Contents

Introduction 6

Investment Overview 8

AIDS Services of Austin: Helping Hands Food Bank 18

AIDS Services of Austin: HIV Case Management 20

Planned Parenthood of Greater Texas: Teen Health Program 22

Austin Public Health: Public Health Interlocal 24

Austin Public Health: Public Health Interlocal - Austin Health Adolescent Program 25

Austin Public Health: Public Health Interlocal - Chronic Disease Prevention and Control Program 27

Austin Public Health: Public Health Interlocal - Communicable Disease 29

Austin Public Health: Public Health Interlocal - Comprehensive Public Health Planning. 32

Austin Public Health: Public Health Interlocal - Environmental Health Services Division 34

Austin Public Health: Public Health Interlocal - Epidemiology and Public Health Preparedness 37

Austin Public Health: Public Health Interlocal - Health Authority 40

Table of Contents

Austin Public Health: Public Health Interlocal - Health Equity Social Service Contracts Program 41

Austin Public Health: Public Health Interlocal - Immunizations 45

Austin Public Health: Public Health Interlocal - Injury Prevention Program. 48

Austin Public Health: Public Health Interlocal - Office of Vital Records 51

Austin Public Health: Public Health Interlocal - Quality of Life Programs 53

Austin Public Health: Public Health Interlocal- Sickle Cell and Health Equity SC Programs 55

City of Austin Animal Services Office: Animal Services Interlocal 58

City of Austin Animal Services Office: Animal Services Interlocal - Sheltering and Prevention Services 59

City of Austin Animal Services Office: Animal Services Interlocal - Wildlife Services 62

Appendix. 64

Endnotes 65

Introduction

The Travis County Commissioners Court, through the Travis County Health and Human Services Department (HHS), annually invests nearly $22 million in community-based social service programs using one-time and ongoing funding structures. 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 HHS investments in health and human services. The *FY 2019 Community Impact Report* offers community context 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—Access to Basic Supports, Behavioral Health, Child and Youth Development, Housing Continuum, Planning and Evaluation, Public Health, Safety Intervention Services, Supportive Services for Community Living, and Workforce Development—as well as pilot and one-time investments under Family Services. The Executive Summary aggregates financial, demographic, and geographic information for all issue areas, and offers a discussion of poverty as a framework for HHS investments. Each issue area section begins with community context and then provides performance highlights. Each program is classified into the issue area most closely aligned to its goals and objectives.

Although this report provides community context 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 the community.

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 context discussed in this report reflects the most recent information available at the time of writing. The majority of the social service contracts included in the report followed a fiscal year calendar (October 1, 2018 through September 30, 2019) 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.

Investment Overview

Community Context

Public health is the practice of preventing disease and promoting good health within groups of people, from small communities to entire countries.[1] Investments in public health promote and protect the health of people and the communities where they live, learn, work, and play. Travis County invests in public health through two separate funding tracks:

- An Interlocal agreement with Austin Public Health focused on disease prevention and surveillance, supportive services that promote access to health care, and other public health services that ensure the health, well-being, and productivity of all Travis County residents.
- Direct social service investments which support People Living with HIV[a] (PLWH) and promote sexual health and well-being among young people.

The remainder of this section provides context for the County's direct social service investments noted in funding track two above.

For information on a range of health conditions that affect the County's population, see the *2017 Critical Health Indicators Report* by the Austin Public Health Department at: http://www.austintexas.gov/sites/default/files/files/Health/Epidemiology/CHI_Report_3.20.17.pdf

HIV/AIDS Services

The human immunodeficiency virus (HIV) weakens people's immune system by destroying cells that fight disease and infections and can lead to acquired immunodeficiency syndrome, or AIDS. Although not curable, medical treatment called antiretroviral therapy can prevent PLWH from developing AIDS, and reduce the chances of transmitting HIV to others.[2]

Understanding progress toward eliminating HIV/AIDS is complicated because the disease is highly stigmatized and incurable. The number of PLWH (prevalence) has been on the rise since medical advancements in the 1990's; a positive indicator that people are living longer with the disease.[3] Eradication of HIV requires that PLWH know their HIV-positive status. Approximately one in seven PLWH are undiagnosed. While the desired outcome is a decline in newly reported HIV cases, new HIV diagnoses are important indicators for nationwide efforts which promote HIV testing and destigmatization.[4]

a Travis County invests in HIV services as part of a Maintenance of Effort agreement with the City of Austin to pull down Federal funding through the Ryan White Part A HIV/AIDS grant. The County's and City's investment helps secure millions of dollars in annual Federal Ryan White grant funding for Austin/Travis County.

Despite medical advances, health disparities exist. Some populations are more impacted by HIV than others as a result of HIV stigma and discrimination.[5] In Texas, populations most impacted include: Latino, black, and white men who have sex with men (MSM), black women, and transgender individuals.[6]

PLWH require specialized medical care, treatment, and other supportive services to manage the disease and live a healthy life within their community. Many PLWH may not receive medical care for many reasons, such as HIV stigma, discrimination, lack of access to services, lack of insurance coverage, poverty, homelessness, mental health issues, and substance use. In 2017, Austin Public Health released the findings from a local needs assessment and reported that the supportive services PLWH most frequently cited needing included case management, food bank, transportation, and housing.[7] The County's investment in HIV/AIDS services supports efforts to provide PLWH with much needed case management and food bank services, thus mitigating barriers to receiving medical care and other basic needs necessary to live a quality life.

Demographics

In 2018, Travis County reported 5,075 PLWH, and a higher rate of PLWH (406.4) than Texas (327.9).[8] Travis County has a higher rate of new HIV diagnoses (16.4) than Texas (15.7), but a similar rate in new AIDS diagnosis, 6.2 and 6.6, respectively.[9]

HIV/AIDS Indicators
Travis County & Texas, 2018

	Travis County		*Texas*	
	Cases	***Rate****	***Cases***	***Rate****
New HIV Diagnosis	205	16.4	4,520	15.7
New AIDS Diagnosis	77	6.2	1,907	6.6
People Living with HIV	5,075	406.4	94,106	327.9

* Rates represent cases per 100,000 population.
Created by: Travis County HHS, Research & Planning Division, 2019
Source data: Texas Department of State Health Services (DSHS), Epidemiology and Surveillance Branch; Justin Buendia PhD, Epidemiologist Team Lead at Texas DSHS, email message to April Klein, November 23, 2019

Some groups of people are disproportionately impacted by HIV/AIDS. In Travis County in 2018, people who are Black, not Hispanic comprised 20% of all new HIV diagnosis, 21% of new AIDS diagnosis, and 22% of all PLWH,[10] yet they comprise only 8% of the Travis County population.[11] People who are Hispanic comprised 45% of new AIDS diagnosis yet make up 34% of the population.[12] The following table breaks down the number and percent of cases by race and Hispanic origin for Travis County and Texas.

HIV/AIDS Indicators by Race and Hispanic Origin Travis County & Texas, 2018				
	Travis County		*Texas*	
New HIV Diagnosis	***Cases***	***Percent***	***Cases***	***Percent***
Black, not Hispanic	40	20%	1584	35%
White, not Hispanic	84	41%	909	20%
Hispanic	72	35%	1,815	40%
Multi-race	4	2%	129	3%
Other	5	2%	83	2%
Total	205	100%	4,520	100%
	Travis County		*Texas*	
New AIDS Diagnosis	***Cases***	***Percent***	***Cases***	***Percent***
Black, not Hispanic	16	21%	715	37%
White, not Hispanic	22	29%	347	18%
Hispanic	35	45%	749	39%
Multi-race	3	4%	73	4%
Other	1	1%	23	1%
Total	77	100%	1,907	100%
	Travis County		*Texas*	
People Living with HIV	***Cases***	***Percent***	***Cases***	***Percent***
Black, not Hispanic	1107	22%	34,648	37%
White, not Hispanic	1,909	38%	22,895	24%
Hispanic	1,800	35%	31,643	34%
Multi-race	183	4%	3,835	4%
Other	72	1%	1083	1%
Total	5071*	100%	94,104*	100%

Notes: Percentage totals may not equal 100% due to rounding. The Other category includes people who are Asian, Native Hawaiian/Pacific Islander, or American Indian/Alaskan Native.
Created by: Travis County HHS, Research & Planning Division, 2019
Source data: Texas Department of State Health Services (DSHS), Epidemiology and Surveillance Branch; Yihua Lee MPH, Epidemiologist at Texas DSHS, email message to April Klein, November 26, 2019

The burden of HIV on sub-populations is also driven by other demographic characteristics and socioeconomic factors, including:

- *Gender:* In 2015, the majority of new HIV diagnoses (89%) and PLWH (86%) were among males. Most (80%) new HIV cases were in men who reported having sex with men (MSM). Gender also intersects

with race: In 2015, Black MSM in the Austin Transitional Grant Area[b] had rates of new diagnoses (794 per 100,000) that were almost 50 times higher than the overall population. Black women also had high rates (27.9 per 100,000) of new diagnosis.

- *Age:* Since 2011, new diagnoses in people under 35 have grown in comparison to other age groups. In 2015, more than one-half (62%) of people newly diagnosed with HIV were 13 – 34 years old.
- *Poverty status:* Of 5,521 PLWH residing in the Austin TGA in 2015, about 37% (2,043) live below 200% of the federal poverty level.
- *Health Insurance status:* In 2015, 1,358 PLWH in the Austin TGA were uninsured.
- *Criminal history:* Recently incarcerated individuals are vulnerable to loss of medical care upon their release. Between 2011 and 2015, 43 to 55 HIV positive inmates whose legal county of residence is Travis County were released from the Texas Department of Criminal Justice (TDCJ).[13]

Gender identity, which refers to a person's internal understanding of their own gender,[14] is an additional risk factor and people who are transgender are at higher risk for getting HIV/AIDS. Among 3 million HIV testing events reported to the CDC in 2015, the percentage of transgender people who received a new HIV diagnosis was more than 3 times the national average.[15] Disparities persist for people who are transgender because many of them face stigma, discrimination, social rejection, and exclusion.[16]

Teen Pregnancy Prevention

Teen pregnancy is considered a public health issue in that it is common, preventable, and associated with negative health outcomes for both teen mothers and their children. Babies born to teenage mothers are more likely to have low birth weights, increased infant mortality, increased risk of hospital admission during early childhood, less supportive home environments, and poorer cognitive development.[17] In turn, teenage mothers may be socially isolated, have mental health concerns, and have fewer or more limited educational and employment opportunities than other teenagers.[18]

Teen pregnancy rates are decreasing in the U.S., yet the U.S. teen pregnancy rate continues to be higher than other western industrialized nations.[19] In 2016, Texas was ranked 4th highest out of 51 (50 states plus the District of Columbia) on teen birth rates among females age 15-19. Texas has a higher teen birth rate for females aged 15-19 (31.0 per 1,000 births) than the U.S. (20.3 per 1,000 births), and a higher repeat birth rate (19%) for females under age 20 than the U.S. (16%).[20]

Demographics

In 2015, 6% of all births in Travis County were to females under 20 years old. Of all births to females under 20 years old, 34% (302) of females were under 17 years old and 66% (598) were 18 and 19 years old.

b The Austin Transitional Grant Area is comprised of 5 counties: Bastrop, Caldwell, Hays, Travis and Williamson. The majority (80%) of PLWH live in Austin/Travis County.

Births by Age for Females Under 20 Years Old Travis County, 2015					
Total Births by Age	*14 and under*	*15-17 years*	*18-19 years*	*Total*	*Percent*
Total births to mothers under 20 years	19	283	598	900	6%

Created by: Travis County HHS, Research & Planning Division, 2019
Source data: Texas Health Data, Texas Department of State Health Services, Center for Health Statistics

In 2019, Travis County had a lower teen birth rate[c] (28) than Texas (37).[21] Within Travis County, teen birth rates vary among sub-populations. In Travis County, teen birth rates are higher for Black females (32) and Hispanic females (51) than White females (7).[22] The differences in teen birth rates point to how institutional and structural conditions may create disparities by effecting access to education, health care, and social supports.

In 2015[d], over one-half (55%) of births to females under 20 years old were to women who lacked a high school degree. Although some young mothers may continue their education to obtain their high school diploma (or equivalency) and further credentials, others may not continue their education due to the challenges of raising a young child. Obtaining a high school diploma and further credentials is positively associated with economic stability for women and their families.

Births by Age and Educational Attainment for Females Under 20 Years Old Travis County, 2015					
Educational Attainment by Age	*14 and under*	*15-17 years*	*18-19 years*	*Total*	*Percent*
High School Graduation	0	39	302	341	38%
No HS Graduation	19	241	235	495	55%
Some College	0	---	61	61	7%
Total	19	280	598	897	100%

Low values are masked with "---"
Created by: Travis County HHS, Research & Planning Division, 2019
Source data: Texas Health Data, Texas Department of State Health Services, Center for Health Statistics

Teen pregnancy prevention efforts addressing these disparities should include reducing the effects of racism and a community-level focus on the social determinants of health. The CDC recommends eliminating disparities in order to achieve health equity, improve life opportunities, improve health outcomes of young people and reduce the economic costs of teen childbearing.[23]

c The teen birth rate is the number of births per 1,000 female population ages 15-19.
d This report utilizes data from various sources which provide data on different timelines.

State and Local Planning Efforts

Public health is an area that benefits from extensive, ongoing, collaborative planning. To that end, several local planning efforts are working to address HIV/AIDS and teen pregnancy prevention in Travis County, some of which are listed below.

Initiatives and groups working to address HIV/AIDS:

- Fast Track Cities – Getting to Zero
- Austin/Travis County Community Health Improvement Plan (CHIP)
- Achieving Together: A Community Plan to End the HIV epidemic in Texas

Initiatives and groups working to address teen pregnancy prevention:

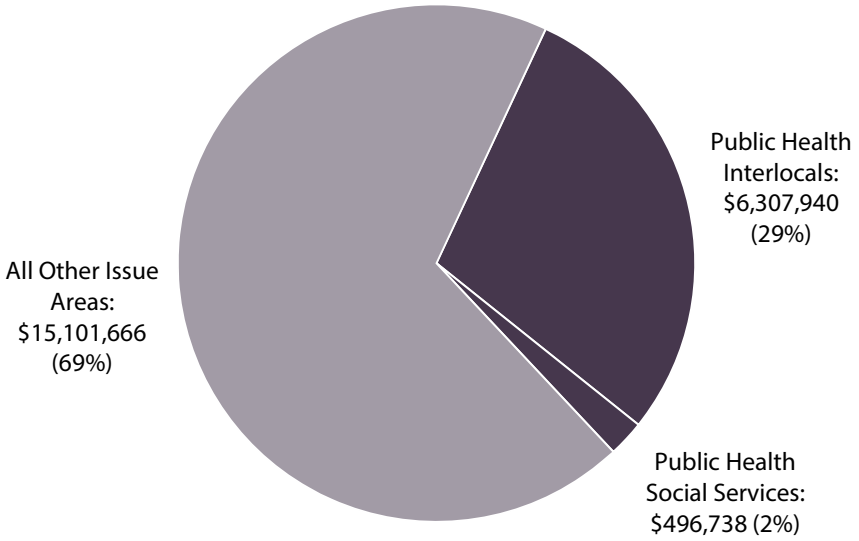
- Austin/Travis County Community Health Improvement Plan (CHIP)
- Healthy Youth Partnership
- Planned Parenthood of Greater Texas

Goals and Services

Programs and services within this issue area work to improve the health and well-being of community members; protect from injury and illness; reduce the occurrence and impact of disease; and increase public health emergency preparedness. Social Services programs provide services to residents living with HIV/AIDS to reduce new infections; increase access to care and improve health outcomes for people living with HIV/AIDS; reduce HIV-related health disparities and health inequities; and achieve a more coordinated response to the HIV epidemic. Social Services programs also work to prevent teen pregnancies, sexually transmitted infections, and associated sexual risk behaviors.

Services may include: education; improving treatment, care, and support for persons living with or facing health concerns; case management and advocacy for additional or other client services; promoting environmental health; animal control and shelter services; supportive services that promote linkage to and maintenance in care; and teen pregnancy and sexually transmitted diseases prevention services.

Investment in Public Health and Other Issue Areas, FY 2019



Funding Summary

The FY 2019 Funding Amount reflects 12–month funding (October 1, 2018 through September 30, 2019) unless otherwise noted.

Agency Name	Program Name	FY 2019 Funding Amount
Public Health Social Services		
AIDS Services of Austin	Helping Hands Food Bank	$123,882
AIDS Services of Austin	HIV Case Management Program	$343,255
Planned Parenthood of Greater Texas	Teen Health Program	$29,601
Public Health Interlocals		
Austin Public Health	Public Health Interlocal	$4,490,200
City of Austin Animal Services Office	Animal Services Interlocal	$1,817,740

Client Demographics

The table below summarizes the demographics for clients served across Public Health Social Services service providers. Note that clients participating in more than one program are counted multiple times.

Gender	Num.	Pct.
Female	811	49%
Male	795	48%
Other	37	2%
Unknown	4	0.2%
Total	*1,647*	*100%*

Ethnicity		
Hispanic or Latino	796	48%
Not Hispanic or Latino	821	50%
Unknown	30	2%
Total	*1,647*	*100%*

Race		
American Indian and Alaska Native	33	2%
Asian	15	1%
Black or African American	404	25%
Native Hawaiian and Other Pacific Islander	2	0.1%
White	1,115	68%
Some other race	27	2%
Two or more races	26	2%
Unknown	25	2%
Total	*1,647*	*100%*

Age	Num.	Pct.
5 to 11	10	1%
12 to 14	384	23%
15 to 17	184	11%
18 to 24	145	9%
25 to 39	323	20%
40 to 54	351	21%
55 to 64	193	12%
65 to 74	45	3%
75 and over	6	0.4%
Unknown	6	0.4%
Total	*1,647*	*100%*

Income		
<50% of FPIG	328	20%
50% to 100%	282	17%
101% to 150%	92	6%
151% to 200%	21	1%
>200%	33	2%
Unknown	891	54%
Total	*1,647*	*100%*

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

See Appendix for specific income guideline levels.

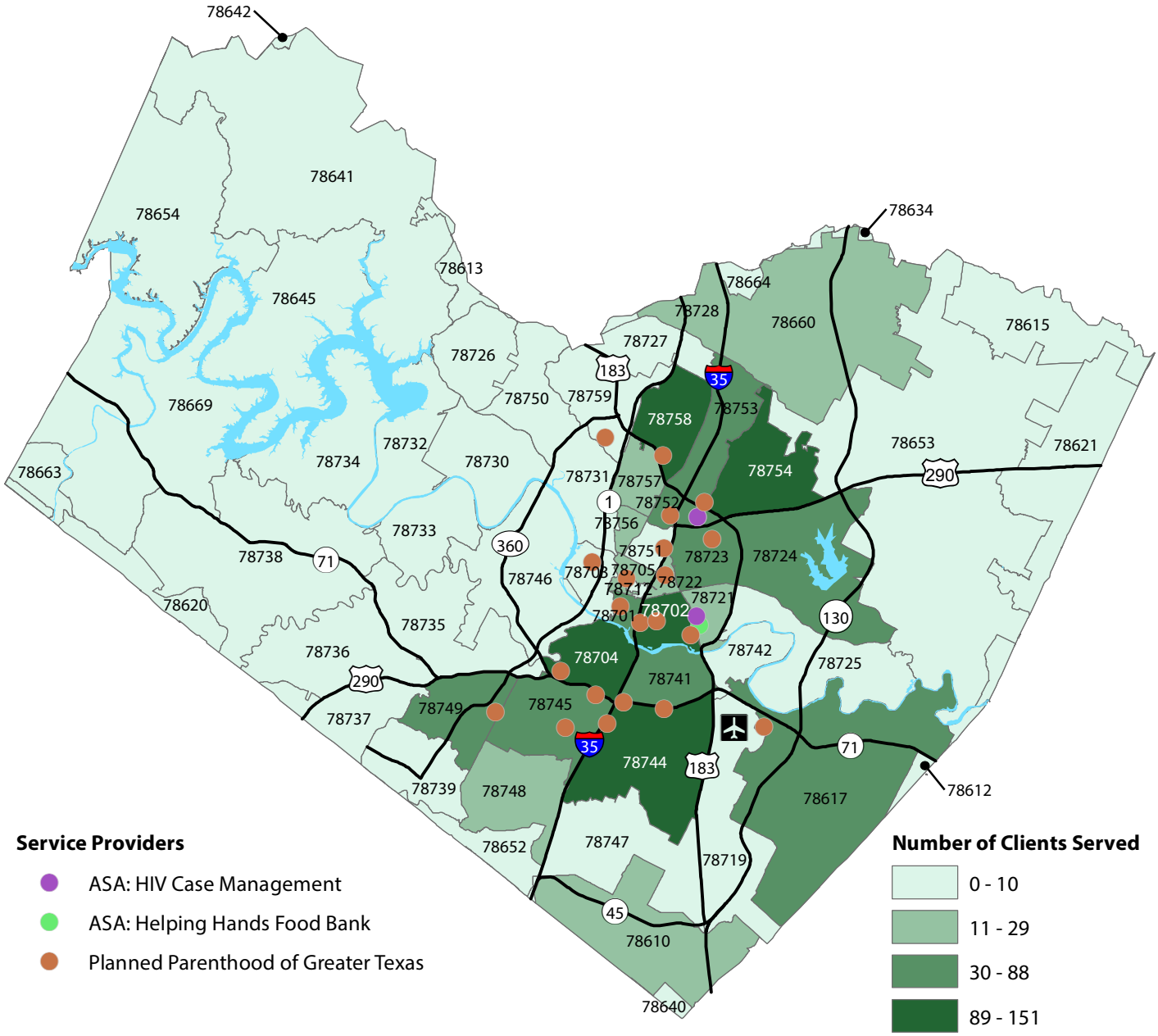
Performance Summary

The table below aggregates performance into roll-up measures that draw from programs in this issue area. These roll-up measures align with the goals for the issue area and are intended to provide a more global picture of the Department's progress towards these goals. Readers should note two considerations regarding methodology: 1) most roll-up measures do not reflect all programs in the issue area, but rather a subset of programs that apply to that measure, and 2) roll-up measures, individually and as a whole, may not reflect the entire service continuum of the issue area.

Roll-up Performance Measures	Issue Area Performance
Outputs	
Number of unduplicated clients living with HIV served	756
Number of unduplicated clients served with teen pregnancy prevention services	891
Outcomes	
Percent of clients who report increased knowledge of prevention strategies	86%
Percent of clients who report using prevention strategies	91%
Percent of clients who are linked to and/or retained in medical care	75%

Public Health Social Services

Service Provision Locations and Clients Served by ZIP Code
Travis County, FY 2019



Note: This map shows 1,569 clients by ZIP code. 78 clients (5% 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.

Source data: Contracted service providers, FY 2019.
This map was created using ArcGIS Online shapefiles.
Created by: Travis County HHS, Research & Planning Division, 2019.

AIDS Services of Austin

Helping Hands Food Bank

Program Description

The mission of the Helping Hands Food Bank is to offer nutritious food—for eating, for cooking, and for life. The primary goals of the grocery program are to:

- Increase access to nutritional products and supplements that enable low-income people living with HIV (PLWH) to improve and maintain their health; and
- Offer educational information on nutrition and healthy dietary choices to low-income PLWH to enhance overall well-being.

Once a client meets with a case manager or intake and eligibility staff and receives their initial food allotment, the client may access supplemental food allotments up to twice per month during business hours. If a client is homebound, case managers deliver food and personal and household hygiene items. Case mangers may also provide food to clients outside of normal business hours as needed on a case-by-case basis for certain emergent situations.

Funding

The total HHS investment in the Helping Hands Food Bank program from October 1, 2018 through September 30, 2019 was $123,882. This investment comprised 39.8% of their total program budget. HHS also funds the HIV Case Management program described later in this report.

Eligibility Criteria

The target population for the Helping Hands Food Bank is low-income individuals with annual incomes at or below 200% of the Federal Poverty Income Guidelines (FPIG), living with HIV/AIDS who reside in Travis County, and who are case managed at AIDS Services of Austin or a partnering AIDS Service Organization. To be eligible for services, a client must show documentation of HIV status, Travis County residency, income verification, proof of identity, and health insurance coverage or declare they are uninsured.

AIDS Services of Austin: Helping Hands Food Bank

The AIDS Services of Austin's Helping Hands Food Bank program met or exceeded most performance goals this year. While the program exceeded the annual goal for number of clients served, staff reported that an unanticipated late start at a new food bank location impacted their ability to reach the goal for the number of units delivered to clients (see first and third outputs below). Additionally, staff reported that clients often face barriers such as transportation and mental health issues which may limit their ability to visit the food bank. Regarding the first outcome, staff reported that 82% of the unduplictaed clients served did have one (rather than the intended two) medical visits over the measurement period.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	448	430	104%
Number of clients served at offsite location(s)	48	N/A	N/A
Total Number of Units (unit of service equals food and hygiene products) delivered to unduplicated clients	4,634	5,400	86%
Outcomes			
Percentage of clients who had at least one medical visit in each 6 month period of the 12 month measurement period	63% (168/268)	85% (366/430)	74%
Percentage of clients surveyed who report satisfaction with quality of services at main location	95% (113/119)	90% (135/150)	106%
Percentage of clients surveyed who report satisfaction with quality of services at offsite location	100% (10/10)	90% (45/50)	111%

AIDS Services of Austin

HIV Case Management Program

Program Description

The HIV Case Management Program links HIV-Positive individuals, including out-of-care and newly diagnosed HIV-Positive individuals, to HIV medical care and supportive services in order to improve health outcomes and decrease community HIV viral load (the aggregate population-level biomarker of a community's viral burden over a specific time period). Goals of the program include:

- Reduce new HIV infections
- Increase access to care and improve health outcomes for people living with HIV/AIDS (PLWH)
- Reduce HIV-related health disparities and health inequities
- Achieve a more coordinated response to the HIV epidemic

Funding

The total HHS investment in the HIV Case Management Program from October 1, 2018 through September 30, 2019 was $343,255. This investment comprised 39.4% of their total program budget. HHS also funds the Helping Hands Food Bank program described earlier in this report.

Eligibility Criteria

The target population for this program is Travis County residents who are HIV positive. To be eligible for services, a client must show documentation of HIV status, Travis County residency, proof of identity, annual income less than or equal to 200% of Federal Poverty Income Guidelines, and health insurance coverage or declare they are uninsured.

AIDS Services of Austin: HIV Case Management Program

Performance Goals and Results

The AIDS Services of Austin HIV Case Management Program had mixed results across performance goals this year. All outcome goals were met, but the program fell short of achieving most of the anticipated output goals. Staff reported that staff attrition as well as diverted funds from other sources resulted in an unexpected focus on staff recruitment, hiring, and training to fill vacancies, which had an undesirable effect on the number of clients the program was able to serve, as well as the amount of case management services provided (see first three outputs). Increased outreach efforts by the Early Intervention Services (EIS) team into new areas of the community supported the program's efforts in reaching the anticipated number of EIS encounters, but the same issues described above impacted the amount of EIS clients receiving an intake (see last two outputs below). Staff also reported that the program is now fully staffed with redeveloped budgets to sustain the program and achieve anticipated performance goals.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	308	345	89%
Number of unduplicated Case Management Service (CMS) clients served	241	325	74%
Number of units of case management services	21,377	32,054	67%
Number of Early Intervention Services (EIS) encounters	2,847	2,825	101%
Number of unduplicated Early Intervention Services clients receiving an intake	77	110	70%
Outcomes			
Percentage of Case Management clients who had a Case Management service plan developed and/or updated two or more times in the measurement year	86% (133/154)	85% (170/200)	102%
Percentage of Case Management clients who had at least one medical visit in each 6 month period of the 12 month measurement period	86% (133/154)	85% (170/200)	102%
Percentage of Early Intervention Service clients who received an intake and were successfully linked to medical care	95% (73/77)	85% (94/110)	111%

Planned Parenthood of Greater Texas

Teen Health Program

Program Description

The goal of this program is to prevent unintended pregnancy and sexually transmitted diseases (STDs) among Travis County youth. The program provides clients with tools to avoid risky behaviors and become self-sufficient, productive members of society, and helps them learn to make informed and responsible decisions about their sexual behavior, setting boundaries, and developing healthy communication.

Funding

The total HHS investment in the Teen Health Program from October 1, 2018 through September 30, 2019 was $29,601. This investment comprised 30.0% of their total program budget.

Eligibility Criteria

Services target low-income youth and young adults up to 24 years old residing in Travis County. Services are also available to parents/caregivers or other adults who routinely work with youth.

Planned Parenthood of Greater Texas: Teen Health Program

The Planned Parenthood of Greater Texas Teen Health Program met or exceeded all performance goals for this year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	891	891	100%
Number of unduplicated clients who received an Evidence-Based Intervention (EBI)	75	75	100%
Number of unduplicated clients that participated in a program for parenting adults	30	30	100%
Outcomes			
Percentage of unduplicated clients demonstrating increased knowledge of how to prevent teen pregnancy or STDs	86% (766/891)	80% (713/891)	107%
Percentage of clients who received an evidence-based intervention that indicated intent to use effective method of birth control and/or condoms if they have intercourse in the next year	91% (68/75)	80% (60/75)	113%

Austin Public Health

Public Health Interlocal

Program Description

The Public Health Interlocal with Austin Public Health provides public health services through a number of programs: Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Authority, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, Sickle Cell Program. Information on each program is provided in the following pages.

Funding

The total HHS investment in the Public Health Interlocal from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

Eligibility criteria vary by program. Please see the individual program pages for eligibility criteria information.

Public Health Interlocal: Austin Healthy Adolescent Program

Program Description

The Austin Healthy Adolescent (AHA) program works to increase the number of Travis County youth who are active decision makers engaged in their own health and the health of their communities. AHA achieves this by providing opportunities for youth to engage in leadership, increasing the awareness of Travis County youth concerning their personal health and the health of their community, and building the capacity of youth service providers to implement best practices in youth leadership programming. AHA is also addressing a variety of risk and protective factors for both teen pregnancy and STI's through participation in various community planning groups.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Authority, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

This program serves youth who reside in Austin/Travis County. The majority of youth (age 10 to 24 years) served come from low- to moderate-income neighborhoods in central and eastern Travis County. Youth attending Del Valle, Reagan, Austin, Travis, Lanier, Eastside Memorial, and LBJ High Schools are served through the peer-to-peer program. Youth attending community programs and health fairs in Travis County are also reached through AHA. The only eligibility requirement is that youth must reside in Austin/Travis County.

Austin Public Health: Austin Healthy Adolescent Program

The Austin Healthy Adolescent Program fell short of achieving all performance goals for this year. Staff reported that this was due to a change in Austin Independent School District policies which only allowed the program to implement the curriculum for one semester instead of two.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of sexuality education and skills development encounters provided to youth	1,838	2,300	80%
Number of unduplicated clients served through the delivery of an evidence informed curriculum	401	750	53%
Outcome			
Percentage of participants who improved their score on a True/False test following the completion of a sexual education curriculum	68% (73/108)	80% (320/400)	84%

Public Health Interlocal: Chronic Disease Prevention and Control Program

Program Description

The Chronic Disease Prevention and Control Program (CDPC) is intended to improve quality of life and reduce the years of potential life lost due to preventable conditions. The CDPC Program exists to inspire people to take steps to adopt healthy lifestyles through promoting and modeling healthy behaviors, preventing and managing chronic disease, and promoting policy, systems and environmental change. Program components include:

- Obesity Prevention Initiatives
- Tobacco Prevention and Control
- Community Diabetes Initiative and Physical Activities Initiatives
- "Fresh for Less" Health Food Access Initiative

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Authority, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

Since strategies address policy, systems, and environmental changes, the target population is jurisdiction-wide. However, all service-based strategies are targeted to those individuals, primarily adults and youth ages 5-17 years old, who suffer disproportionately from chronic disease or risk factors for chronic disease. Strategies are targeted in areas of Travis County with high rates of health disparities, and include more low socioeconomic health status individuals.

Austin Public Health: Chronic Disease Prevention and Control

The Chronic Disease Prevention and Control Program met or greatly exceeded most performance goals for the outputs below, but reported mixed outcome results. Staff reported that overperformance in the first two outputs was due to a greater number of diabetes education classes and Walk Texas and More physical activity group participants, and that overperformance in the fourth and fifth outputs was due to exceptional performance by contractors Farmshare Austin and Sustainable Food Center. Staff reported that underperformance in the last output was a result of two of the eight participating corner stores leaving the Healthy Corner Store Initiative. While the outcome for tobacco-related deaths fell short of the goal, staff report that this could be due to random variation as a result of a small number of individuals sampled for this estimate.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of Public Health Encounters	2,399	1,500	160%
Number of Public Health Activities	226	175	129%
Number of community changes	16	15	107%
Total number of days in operation for farm stands and mobile markets	384	225	171%
Total customer transactions at the farm stands and mobile markets	5,791	2,500	232%
Total number of healthy items stocked as a result of Healthy Corner Store Initiative	24	32	75%
Outcomes			
Number of tobacco-related deaths in Travis County	729	<650	Did Not Meet Goal
Percentage of adults currently smoking in Travis County	12%	<10%	Did Not Meet Goal
Number of deaths related to heart disease in Travis County	1,052	<800	Did Not Meet Goal
Percentage of individuals receiving tobacco cessation outreach that enroll in cessation services	89 (563/635)%	25%	355%
Percentage of participants who self-report lifestyle changes made as a result of attending diabetes education classes	91% (229/253)	75%	121%

Public Health Interlocal: Communicable Disease

Program Description

The Communicable Disease program provides Sexually Transmitted Disease (STD), Tuberculosis (TB), and HIV prevention/outreach education services to prevent disease morbidity and to protect the community from the spread of these communicable diseases.

STD clinical services include testing and for HIV (rapid testing), syphilis, gonorrhea, chlamydia, herpes. Treatment is provided at no additional cost for syphilis, gonorrhea, chlamydia, and genital warts (HPV). HIV and STD testing is also provided in satellite locations throughout the county to make testing accessible to all residents, and the mobile outreach van targets areas with high-risk populations.

Comprehensive TB clinical services include medical evaluation, on-site x-ray and treatment for latent TB infection and active TB disease at no charge. The program provides directly-observed therapy for all active and infectious TB cases, and for those who are suspected of having active TB. A weekly TB screening clinic is conducted for the general public. If a clearance chest x-ray is needed for entry into a rehab facility or for immigration applications, it can also be provided.

Public health follow-up for HIV, syphilis, and TB include interviewing clients to obtain information on potentially-exposed individuals in order to conduct proper contact investigations, decrease morbidity and reduce/prevent the spread of disease.

In-clinic social work intervention is provided as needed on a case-by-case basis for STD and TB clinic clients. HIV prevention case management is provided for individuals identified as HIV positive who continue to engage in high-risk behavior, as well as HIV medical case management for HIV positive individuals who may be homeless, pediatric cases, or pregnant women.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Authority, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Public Health Interlocal: Communicable Disease

Eligibility Criteria

The STD clinic and HIV outreach prevention programs serve all clients 13 years of age and older. The TB clinic serves all clients in the community requiring evaluation for TB infection and active disease. TB services are provided to individuals who reside or work in Travis County/City of Austin, and no one is refused services due to their inability to pay for the services.

Austin Public Health: Communicable Disease

The Communicable Disease program met the targeted range of performance across most measures and greatly exceeded performance for the number for HIV/STD tests provided. Staff reported that this was due to a focus on advertising and service availability to address the high need for HIV/STD testing services in the community (see third output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of STD patient visits at the RBJ and Correctional Facility clinics	11,234	12,000	94%
Number of TB clinic patient visits at RBJ	5,273	5,500	96%
Number of HIV/STD tests provided in outreach settings	2,807	1,700	165%
Number of units of medical social work services provided by Medical Social Workers	29,312	30,000	98%
Outcomes			
Percentage of clients who come into the STD clinic and receive services the same day	99% (11,147/11,304)	90%	110%
Percentage of patients with active TB that complete therapy in 12 months	100% (37/37)	100%	100%
Percentage of TB contacts evaluated	82% (770/936)	90%	91%

Austin Public Health

Public Health Interlocal: Comprehensive Public Health Planning

Program Description

Austin Public Health (APH) earned national public health accreditation in May 2016. In 2021, APH will apply for reaccreditation from the national accrediting body, the Public Health Accreditation Board (PHAB). Accreditation illustrates that APH meets or exceed the ten essential public health services and twelve domains of public health accreditation, meaning that APH has the capacity to ensure processes are in place to carry out essential public health programs, activities, and administration. On an annual basis, APH submits reports to PHAB on improvement areas. Reporting to PHAB, along with PHAB's oversight, helps ensure that APH is held accountable to meet gaps/focus areas, improve performance, and maintain capacity. APH compiles progress-to-date on focus areas as well as ongoing statuses of community health improvement planning, strategic planning, performance management, and quality improvement. Quality improvement activities and formal projects are especially focused on so that PHAB may see APH demonstrate continuous quality improvement across the agency.

In FY 2019, efforts will be focused on the implementation of the Community Health Improvement Plan (CHIP), an essential Reaccreditation and Accreditation requirement. Efforts will be focused on performance management, community engagement, partner and stakeholder communication, action planning, quality improvement, and report writing.:

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Authority, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

The development of the Community Health Assessment (CHA) and subsequent Community Health Improvement Plan (CHIP) will not provide direct services to clients.

Austin Public Health: Comprehensive Public Health Planning

The Comprehensive Public Health Planning program met or exceeded all performance goals. Staff noted that the number of Core Coordinating and Steering Committee meetings were above expected because Core meetings took place monthly and Steering Committee meetings took place quarterly and that the frequency of meetings varies from year to year depending on the CHA/CHIP needs. Regarding the first outcome below, staff noted that the number of changes to be implemented was pre-selected during Interlocal discussions. The actual number of changes implemented and counted was due to recommended changes in FY 2019.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of Core Coordinating Committee meetings convened	12	8	150%
Number of Steering Committee meetings convened	4	2	200%
Number of community health planning events to include forums, focus groups and key informant interviews	2	2	100%
Maintain Public Health Accreditation	1	1	100%
Outcomes			
Rate of identifiable changes made based on evaluation findings and Public Health Accreditation Board (PHAB) accreditation feedback	46% (13/28)	29% (2/7)	163%
Rate of identifying issues based on After Action Reports	100% (2/2)	100% (2/2)	100%

Austin Public Health

Public Health Interlocal: Environmental Health Services Division

Program Description

Environmental Health Services Division (EHSD) operates programs designed to promote and protect the public health. The EHSD administratively performs inspections and investigates complaints to ensure compliance with various state laws and local codes in the City of Austin, unincorporated areas of Travis County, and other smaller municipalities throughout Travis County. EHSD programs include:

- Consumer Health: Staff Sanitarians inspect restaurants, grocery stores, food manufacturers, mobile food vendors, temporary event food vendors, farmers markets, plan reviews, and custodial care foodservices. Requested annual environmental health and safety inspections of custodial care facilities are also conducted.
- Environmental Health: General environmental complaints involving improper disposal of solid waste, high grass and weeds, animal pens, junk and abandoned vehicles, substandard buildings, and other public health and nuisance issues are investigated and compliance actions taken when required. The program also permits and inspects all public and semi-public pools and spas for compliance with state health and safety laws and County Orders.
- Environmental and Vector Control: The program performs routine vector (mosquito/rodent) control and provides consultative outreach to residents and community groups.
- Customer Service: City of Austin Customer Service support staff provides all of the administrative services and maintenance of the programs in the following areas: permit application intake; permit issuance, complaint, and request processing; reception services; cashiering; data entry; and records management.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Authority, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Public Health Interlocal: Environmental Health Services Division

Eligibility Criteria

Environmental Health Services Division provides services to the following:

- Any persons operating or patronizing food enterprises located in Travis County, that store, prepare, package, serve, vend or otherwise provide food for human consumption, whether it is conducted in a mobile, stationary, temporary, or permanent facility or location.
- Travis County residents using public or semi-public pools located in Travis County.
- Travis County residents submitting complaints concerning any general environmental or public health nuisance occurring within Travis County.
- Travis County residents wanting to adopt or foster a child.
- Travis County day care operators.
- Travis County residents requesting consultation and education on rodent and mosquito control measures.

Austin Public Health: Environmental Health Services Division

The Environmental Health Services Division met or exceeded most performance goals. Staff noted that the number of field services conducted also included mosquito trapping and activities, which boosted the overall number reported (see the third output). Increase in demands of the food safety program has reduced proactive surveillance, and investigations are initiated on a complaint basis only (see the fourth output). Finally, staff noted that significant vacancies and training of new employees caused a decrease in number of inspections that could be performed (see the last outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total number of food permits issued	13,866	14,000	99%
Number of Mobile Vending permit renewal & routine inspections conducted	2,075	2,150	97%
Number of field services conducted in the Environmental & Vector Control Program	1,573	800	197%
Number of General Environmental complaint investigations	466	650	72%
Outcomes			
Percentage of public pools and spas in compliance upon inspection	90% (2,063/2,280)	85% (1,679/1/975)	106%
Percentage of food establishment inspections resulting in a score of 80 or greater	93% (7,705/8,244)	90% (10,260/11,400)	104%
Percentage of field services conducted that result in control measures being applied in the Environmental and Vector Control Program	1% (12/1,573)	<25% (200/800)	Met Goal
Number of routine inspections per fixed food establishment in the County	177% (833/470)	200% (880/440)	89%

Austin Public Health

Public Health Interlocal: Epidemiology and Public Health Preparedness

Program Description

The Epidemiology and Public Health Preparedness Unit (EPHP) protects the public health of citizens and visitors of Travis County through a number of activities including epidemiologic surveillance and investigation, data collection and analysis, toxicological evaluation and risk assessment, and emergency preparedness and response planning. EPHP supports Travis County by:

- Analyzing health data to examine the burden of disease within the county for a variety of diseases, conditions and risk factors.
- Informing and educating the public and medical communities on adverse health conditions by preparing written reports and summaries to include data briefs for posting on the Austin Public Health website, articles in the Travis County Medical Society Journal, and articles in peer-reviewed journals.
- Providing epidemiologic support for disease and outbreak investigations, which includes study design, survey design, data collection, analyses and interpretation, and report dissemination.
- Identifying, monitoring, and preventing the spread of disease in the community through the implementation of preventative measures and interventions.
- Conducting epidemiologic response and preparedness planning activities related to diseases and conditions and public health disasters (both natural and man-made) such as hurricane response, response to weapons of mass destruction, extreme weather events, and disease pandemics.
- Developing, revising, maintaining, and exercising public health emergency response plans.
- Conducting and providing toxicological evaluations, consultations, and recommendations for environmental permitting, monitoring and enforcement activities to ensure the protection of human health.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Public Health Interlocal: Epidemiology and Public Health Preparedness

Eligibility Criteria

Persons served by EPHP are all residents or visitors of Travis County and the City of Austin. For some emergency response plans, pre-established agreements exist for response activities (e.g., mass sheltering for citizens of Galveston County, TX). All employed and volunteer first responders are eligible for transport exposures services.

Austin Public Health: Epidemiology and Public Health Preparedness

The Epidemiology and Public Health Preparedness Program met or exceeded most program goals this year. Staff noted that for unknown reasons, more patients with a suspected or probable notifiable condition were reported this fiscal year compared with prior fiscal years (see second output). Staff also noted that the need to recertify for Public Health Accreditation increased performance results for several output measures through concentration on the application of Project Public Health Ready (see last two outputs). Limited funding has acted as a barrier to employ the desired number of epidemiologists (see fifth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of potential human rabies exposure consultations provided	2,515	2,500	101%
Number of cases investigated by Epidemiology and Public Health Preparedness	2,101	1,500	140%
Number of emergency bioterrorism drills conducted	15	8	188%
Number of Air, Hazardous Waste and Water Quality Permits reviewed	61	30	203%
Outcomes			
Percentage of emergency plans reviewed and updated	100% (22/22)	100% (8/8)	100%
Percentage of salmonellosis cases for which a three-day food history is collected	78% (198/255)	N/A	N/A
Percentage of all infectious diseases reported that result in intervention strategies implemented	83% (1,754/2,101)	N/A	N/A
Incidence rate of measles, pertussis, mumps and rubella per 100,000 population	27	<28	Met Goal
Number of epidemiologists per 100,000 population	7	11	65%

Austin Public Health

Public Health Interlocal: Health Authority

Program Description

Austin Public Health provides the services of the Health Authority as described in Section 121.024 of the Texas Health & Safety Code. The duties of the health authority include: establishing, maintaining, and enforcing quarantine in the health authority's jurisdiction; aiding in relation to local quarantine, inspection, disease prevention and suppression, birth and death statistics, and general sanitation in the health authority's jurisdiction; reporting the presence of contagious, infectious, and dangerous epidemic diseases in the health authority's jurisdiction; reporting on any subject on which it is proper to direct that a report be made; and aiding in the enforcement of the following in the health authority's jurisdiction: proper rules, requirements, and ordinances; sanitation laws; quarantine rules; and vital statistics collections.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

Services provided are limited to activities occurring in those areas within the jurisdiction of Travis County.

Performance Goals and Results

The Health Authority does not report performance due to the nature of this function.

Public Health Interlocal: Health Equity Social Service Contracts Program

Program Description

The goal of the Health Equity Social Service Contracts Program is to reduce health disparities in vulnerable populations through social service contracts. Current contracts include:

- University of Texas' Mama Sana/Vibrant Woman Maternal Health Equity program works to improve birth outcomes and maternal/infant health among vulnerable communities of color in Travis County by addressing the unique barriers faced by low-income African American and Latina women.
- University of Texas' Alliance Wellness Program – African American Health works to increase awareness of and engagement in existing health-promotion programs, provide support to sustain engagement in healthy lifestyle behaviors, demonstrate impact of its health promotion program through biometric measures and self-assessments, and reduce risk for chronic disease within the African American community.
- allgo's LGBTQ People of Color (POC) Sexual Health and Wellness Program works to increase physical, emotional, mental, and social health and well-being of LGBTQ POC in Austin/Travis County through implementation of nontraditional community-based interventions, including: culturally and linguistically appropriate services to increase accessibility and utilization of health and wellness services by LGBTQ POC; community-based services to maximize social supports that lead to greater access and more appropriate service design and delivery, including services conducted in venues where LGBTQ POC feel most comfortable; and services designed to consider social and institutional barriers to care and holistic health and wellness of LGBTQ POC.
- Austin Revitalization Authority's Austin Outreach & Community Service – African American Health program works to reduce, and ultimately eliminate, racial/ethnic health disparities, with a vision of social equity, a diverse population, and with Austin as a place where the necessities of life are affordable and accessible to all. This project targets HIV prevention to African American women residing in low-income housing developments and the surrounding neighborhoods.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Public Health Interlocal: Health Equity Social Service Contracts Program

Eligibility Criteria

The target population and eligibility criteria for each program include:

- Mama Sana/Vibrant Woman Maternal Health Equity
  - In lieu of the standard eligibility requirements in, all women of color who reside within Travis County are eligible to receive the services provided by the Mana Sana/Vibrant Woman Maternal Health Equity Program.
- Alliance Wellness Program
  - This program targets African American individuals and individuals of African descent who are at least 18 years old and residents of Travis County. Individuals must have a willingness to commit to the program requirements.
- LGBTQ People of Color (POC) Sexual Health and Wellness Program
  - All LGBTQ POC that live within Travis County are eligible to receive services.
- Austin Outreach & Community Service
  - This program targets African American women residing in low-income housing developments or in the surrounding neighborhoods, primarily in zip codes 78701, 78702, 78704, 78723, 78745, 78752, 78753, 78756, and 78758. To be eligible for services, clients must reside in Travis County.

Austin Public Health: Health Equity Social Service Contracts Program

The Health Equity Social Service Contracts program met the targeted rage of performance for all output performance goals, and greatly exceeded goals in some cases. Staff noted that Mama Sana served more clients this program period than expected due to increased outreach and awareness, and as a result, also hosted more courses (see first three outputs). The Alliance Wellness Program also noted serving more clients due to an increased focus on outreach (see the fourth output). Overperformance in the last output was attributed to a need to host more sessions due to a variety of client scheduling needs.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total Number of Unduplicated Clients Served (Mama Sana)	189	150	126%
Number of 16-week long prenatal education courses offered in a 12-month contract period (Mama Sana)	13	8	163%
Number of monthly skills/support group (inter-conception education) offered in a 12-month period (Mama Sana)	54	10	540%
Total Number of Unduplicated Clients Served (Alliance Wellness)	54	40	135%
Resource list of programs, instructors, websites, apps, healthy eating establishments, etc. (Alliance Wellness)	1	1	100%
One policy or environmental change is identified that the group will work on and one strategy to address it is devised (Alliance Wellness)	3	1	300%
Total Number of Unduplicated Clients Served (allgo)	85	75	113%
Number of health care providers provided training to address stigma and access (allgo)	22	20	110%
Total Number of Unduplicated Clients Served (Austin Outreach)	88	96	92%
Number of Healthy Love small group intervention sessions (Austin Outreach)	17	12	142%

Austin Public Health: Health Equity Social Service Contracts Program

The Healthy Equity Social Service Contracts met most goals within an acceptable margin. Overperformance in many outcomes is reflective of serving more clients than anticipated as discussed in the previous page, but reasons for overperformance in other cases is unknown. The Alliance Wellness program underperformed in reaching client physical activity and nutrition goals, and reported that these type of goals take time to achieve, and the program is reconsidering target goals for this program (see the seventh outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outcomes			
Percent of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts (Mama Sana)	91% (67/74)	80% (48/60)	113%
Percentage of participants who maintain any breast-feeding up to three months	80% (60/75)	70% (28/40)	114%
Percentage of participants who initiate breastfeeding	95% (70/74)	90% (54/60)	105%
Percent of singletons born to participants in the Mama Sana/Vibrant Woman Program who are born at term (37 weeks, 0 days or more)	88% (65/74)	80% (48/60)	110%
Percent of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts (Alliance Wellness)	92% (47/51)	75% (30/40)	123%
Percent of players with the same or decreased weight based on average of readings taken while in program	49% (38/77)	50% (20/40)	99%
Percentage of physical activity and nutrition goals achieved	35% (36/102)	60% (48/80)	59%
Percentage of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts (allgo)	94% (80/85)	89% (67/75)	105%
Percent of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts (Austin Outreach)	100% (88/88)	90% (86/96)	112%
Percent of individuals who complete an educational program and demonstrate improved knowledge (Austin Outreach)	100% (88/88)	90% (86/96)	112%

Austin Public Health

Public Health Interlocal: Immunizations

Program Description

The Immunizations program works to improve immunization coverage levels and to prevent diseases that are vaccine preventable in Travis County. Program services include:

- Shots for Tots/Big Shots: Two immunization clinics located within (and in close proximity to) high need/low income zip codes serve children and adults.
- Public education and awareness: The program implements and/or supports over 15 community public health fairs and significant public health events annually and collaborates with internal and community partners to raise awareness about the importance of immunizations and vaccine preventable diseases.
- High risk adult populations: The program provides on-site, direct service to very high risk and high need clients county-wide seeking care in Austin Public Health's Sexually Transmitted Disease clinics. In addition, the program's mobile clinic immunizes clients at elevated risk for vaccine preventable diseases through a series of collaborations with 17 social service organizations. Populations targeted include: homeless, men who have sex with men, substance abusers, uninsured, undocumented laborers, and non-English speaking residents.
- Perinatal Hepatitis B prevention: The program provides specific harm reduction outreach to pregnant mothers at risk for transmitting Hepatitis B to their children. A registered nurse (RN) case manages clients in addition to providing technical assistance and educational sessions to local hospitals.
- Vaccines for Children (VFC): The program provides vaccine ordering and inventory support for all VFC providers. The program provides technical support and trainings to approximately 100 Travis County providers, including special training and assistance to ensure proper storage and handling techniques. Staff perform unannounced visits and auditing of VFC facilities to ensure Centers for Disease Control recommended storage and handling of vaccines.
- Flu clinics: The program provides approximately 3,500 doses of quadrivalent flu which is targeted to adults and children that experience multiple barriers to medical care and/or experience financial hardship. All flu doses purchased are given through targeted flu clinics and/or distributed to internal partner organizations serving the uninsured. Partner recipients agree that no one will be turned away based on inability to pay.
- Information, referral and appointment phone line: The program accepts between 16,000 and 18,000 phone calls annually for appointments, information, and referrals pertaining to immunizations for Travis County.
- Texas Statewide Immunization Registry Support: The program provides quality assurance, data support, and data entry activities to the ImmTrac electronic immunization system.

Public Health Interlocal: Immunizations

- Population assessment and audits: The program meets state requirements by regularly auditing immunization records at private and public childcare centers and schools assigned annually by Texas Department of State Health Services. The program audits and monitors to ensure that children receive their vaccinations, providing optimal protection for themselves and the community. The team reviews over 10,000 immunization records annually and provides a follow-up to each audited facility.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

Clinical immunizations are targeted to both children and adults including: uninsured or underinsured children and adults, children covered by CHIP, children who are Native American or Native Alaskan heritage, children on Medicaid, populations identified at significant increased risk for vaccine preventable disease.

Austin Public Health: Immunizations

The Immunizations program met or exceeded all performance goals. Staff reported that he goal for number of adults immunized was exceeded as a result of successful focused outreach activities of the Delivery System Reform and Incentive Payment (DSRIP) Program which prioritized Travis County "high-risk" /vulnerable clients.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of children immunized	7,574	8,000	95%
Number of adults immunized	3,521	3,000	117%
Outcomes			
Percent of Perinatal Hepatitis B clients who receive follow-up education within 60 days of referral	100% (40/40)	100%	100%

Public Health Interlocal: Injury Prevention Program

Program Description

The Injury Prevention program strives to reduce the frequency and severity of injuries by adopting evidence-based programs and by assisting community partners with incorporating injury prevention strategies into their ongoing efforts. Services include:

- Vision Zero/Reduction of traffic-related deaths and serious injuries: An action plan was created to eliminate traffic-related deaths and serious injuries by 2025. The plan focuses on engineering, education, and enforcement as the key mechanisms to reduce these injuries and fatalities.
- Child Passenger Safety: Child Passenger Safety Fitting Stations provide monthly servicing totaling about 600 seats collectively per year. Seats are provided through a partnership with Safe Kids Austin free to clients. The stations are held at Austin/Travis County HHSD Neighborhood Centers, which provide the site and staff for the monthly event. The program also conducts classroom presentations on car seat safety and conducts a 32–hour Child Passenger Safety Certification training to increase the number of Child Passenger Safety Technicians in Travis County.
- Bike Safety: Bike Safety: The program partners with the Austin Transportation Department's Vision Zero program to distribute safety gear (such as bike lights) to increase safety of riders, and also participates in helmet fitting stations. As needed this program assists in bicycle rodeos and other bicycle safety events.
- Infant Suffocation: The program staff is an active participant in the Safe Kids Austin Safe Sleep Task Force, which analyzes infant suffocation deaths to determine exact causes and identify prevention activities. The program intends to increase focus in this area by identifying data related to suffocations, conducting train-the-trainer sessions to provide information to staff who have contact with parents of infants, and work with partners to expand the reach of safe sleep messages.
- Drowning Prevention: The program intends to increase focus in this area by utilizing this data to inform programming and partnering with other organizations such as Collins Hope on programmatic efforts to reduce drownings. Staff currently distribute Water Safety Cards at health fairs and outreach events, and conducts trainings for health care providers, service professionals, and other groups on water safety.
- Child Fatalities: The program works with the Travis County Child Fatality Review Team, which reviews all child deaths in Travis County.
- Safe Kids Austin: The program was a founding member of the Coalition, which focuses on bringing together stakeholders for Travis and surrounding Counties to identify specific causes of unintentional injuries and provides networking opportunities with partner agencies to strategize and implement injury prevention activities for children.

Public Health Interlocal: Injury Prevention Program

- Elderly Fall Prevention: The program staff is a certified instructor for the Stepping On Fall Prevention Course and partners with other agencies to conduct trainings in Senior Centers and other community-based locations
- Heat Safety: The program provides guidance to organization and/or signage templates to promote not leaving children in hot cars. This message is reinforced in presentations and media efforts.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

All Travis County residents are eligible for services; however, the program focuses on serving underserved communities as identified by health and demographic data sources.

Austin Public Health: Injury Prevention Program

The Injury Prevention Program met or exceeded all performance goals this year. Staff reported that the program provided more car seat check events, media interviews, and trainings for professionals this year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total number of unduplicated clients served	1,938	650	298%
Number of health promotion and education encounters in the area of injury prevention	1,966	650	302%
Number of health promotion/health education activities or programs conducted and/or facilitated in the area of injury prevention	77	35	220%
Community changes in the area of injury prevention	1	1	100%
Outcomes			
Age adjusted mortality rate due to unintentional injuries (per 100,000 population)	42	<53	Met Goal

Austin Public Health

Public Health Interlocal: Office of Vital Records

Program Description

The Office of Vital Records (OVR) is the local registrar for the City of Austin. The Registrar of Vital Records ensures proper registration of every birth, death, and fetal death that occurs within the city limits of Austin to record occurrence of event and to capture demographic and medical data used in public health planning. The OVR also provides a location alternative to the Department of State Health Services for added customer accessibility in obtaining certified copies of City of Austin deaths and of births that occur within the State of Texas.

The OVR registers, archives, and issues certified copies of birth, death, and fetal death records, and reports demographic and medical data for the City of Austin area that falls in Travis, Hays, and Williamson Counties. The OVR also offers multi-level technical assistance to the general public as well as social workers in order to facilitate navigating the legal systems associated with the modification and/or proper use of vital records documents. These systems include issues on paternity, dual citizenship, apostilles, adoptions, amendments, name changes, jurisdictional boundaries, and more. Technical assistance expands to multi-jurisdictional agencies and organizations. One of the most prevalent customers is law enforcement representatives who call for verifications on fraud-related issues.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

The Office of Vital Records office serves the general public without consideration of residency, income level, or age; the medical community; funeral home/mortuary representatives; and city, county, state, and federal agencies and organizations.

Austin Public Health: Office of Vital Records

The Office of Vital Records met the targeted range of performance for one of three measures. Staff reported that customer volume was overestimated for this year, resulting in fewer death and birth certificates issued than projected (see the first output). It was also reported that the State implemented a new system in January of 2019 which had functionality issues that resulted in delays with some supplemental record services (see the third output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of certified copies of death and birth certificates issued	45,973	56,750	81%
Number of birth and death records registered or amended	27,710	30,000	92%
Number of supplemental record services performed	1,072	1,200	89%

Austin Public Health

Public Health Interlocal: Quality of Life Programs

Program Description

The Quality of Life Programs work to reduce health disparities in vulnerable populations through implementation of strategies being employed both regionally and nationally to address health disparities. These best and promising practices are:

- Culturally and linguistically appropriate
- Community based in order to maximize family and social supports
- Holistic in nature, addressing basic needs and other barriers to care

Quality of Life Programs provide community-based prevention, education, health promotion, and referral services in community settings through the mobile health van program and participation in community events and health fairs. Activities not only increase personal awareness of individual health status, but provide resources, tools, information and referral to primary care and other support services to support healthy living.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Eligibility Criteria

The target population of Quality of Life Programs is Blacks, Hispanics, and Asians living in Austin and Travis County; however, due to the nature of services, there are no eligibility requirements nor are clients asked to verify any identifying information. All services are offered free of charge. Youth under 18 years of age need parental consent for screening services.

Austin Public Health: Quality of Life Programs

The Quality of Life (QOL) Programs exceeded both output goals but fell short of targets on one outcome measure. Staff reported that the program was able to serve more clients and deliver more services than anticipated due to the addition of outreach staff and outreach sites (see outputs). Staff also noted that clients reported having difficulty following through with referrals due to scheduling and time conflicts (see last outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of clients served	5,439	4,500	121%
Number of units of preventative health service	10,511	6,000	175%
Outcomes			
Percentage of clients that report improved awareness of health status resulting from QOL prevention team initiative	97% (3,139/3,238)	95% (1,710/1,800)	102%
Percentage of clients who followed through with referrals to healthcare provider or community resource	75% (62/83)	86% (43/50)	87%

Public Health Interlocal: Sickle Cell and Health Equity-SC Programs

Program Description

The Sickle Cell Anemia Association of Austin (a subcontractor for Austin Public Health) is the only referral organization to provide resources, peer navigation assistance, and education to populations affected by sickle cell disease in the Austin/Travis County region. Sickle Cell Anemia Association of Austin staff acts as navigators to help individuals, caregivers, and family members to gain access to resources, respite, newborn sickle cell trait notification, and other support. By educating those affected, along with at risk populations, the program provides resources that are essential to public health. The agency provides services in two categories:

1. Notification, Hemoglobinopathy Education and Navigation Services: intake and navigation services, including doctor recommendations and hospital or clinic referrals for treatment; financial assistance for prescription medications, life situation hardships, and bereavement; monthly support group meetings for adults and children; liaison for clients and their medical doctors or nurses; newborn screening notification and education to new parents whose newborn has tested positive for sickle cell trait; sickle cell summer camp opportunities for children; and certified hemoglobinopathy education (in English and Spanish) for parents, individuals, groups, and families about sickle cell disease and sickle cell trait in regards to symptoms, treatment, and management.
2. Community Based Education: health education about sickle cell disease and sickle cell trait through facilitation of health fairs and health presentations to community organizations; and outreach, awareness, and advocacy.

For a portion of clients, designated on an as-needed basis, intensive case management services are provided and are designed to support the overall health and well-being of the sickle cell survivor and the survivor's family.

Funding

The total HHS investment in the Public Health Interlocal, which includes Austin Healthy Adolescent Program, Chronic Disease Prevention and Control Program, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services Division, Epidemiology and Public Health Preparedness, Health Equity Social Service Contracts Program, Immunizations, Injury Prevention Program, Office of Vital Records, Quality of Life Programs, and Sickle Cell Program, from October 1, 2018 through September 30, 2019 was $4,490,200.

Public Health Interlocal: Sickle Cell and Health Equity-SC Programs

Eligibility Criteria

The Sickle Cell Anemia Association of Austin program is targeted to the City of Austin/Travis County parents of newborns, children, adults, and individuals with sickle cell disease, those that carry sickle cell trait, or those who may carry the silent trait. All individuals with sickle cell disease or sickle cell trait are eligible to receive program services, regardless of income, race, ethnicity, sexual orientation, or religious affiliation; however, individuals must be residents of the City of Austin or Travis County.

Austin Public Health: Sickle Cell and Health Equity-SC Programs

The Sickle Cell and Health Equity-SC Programs met or exceeded the targeted range of performance across all but one measure. Staff reported that underperformance in the first output below was due to policy changes at the Department of State Health Services which no longer notifies the program of all newborns testing positive for sickle cell trait or disease, which limits opportunities for notification and education services. As a result of this change, the goal for this measure has been renegotiated to 292. Staff also noted that an increased focus on community outreach took place this year to reach more clients in response to the aforementioned policy changes (see second output). Overperformance in the third output was reportedly due to hiring a new case manager and development of plans to pursue case management with more clients; this had the effect of exceeded performance for clients engaging in navigation services (first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients with Sickle Cell trait or disease provided with notification and hemoglobinopathy education	258	400	65%
Number of Community Health Fairs where information and education regarding Sickle Cell trait and disease are provided	43	10	430%
Number of clients provided case management services	156	20	780%
Outcomes			
Percentage of unduplicated clients with sickle cell disease or sickle cell trait who engage in navigation services	98% (252/258)	87% (348/400)	112%
Percentage of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts	86% (213/248)	90% (18/20)	95%

City of Austin Animal Services Office

Animal Services Interlocal

Program Description

The Animal Services Interlocal with the City of Austin Animal Services Office provides animal services through two programs: Sheltering and Prevention Services and Wildlife Services. Information on each program is provided in the following pages.

Funding

The total HHS investment in the Animal Services Interlocal from October 1, 2018 through September 30, 2019 was $1,817,740.

Eligibility Criteria

Eligibility criteria vary by program. Please see the individual program pages for eligibility criteria information.

City of Austin Animal Services Office

Animal Services Interlocal: Sheltering and Prevention Services

Program Description

The Sheltering and Prevention Services program allows the City of Austin and Travis County to combine resources and capabilities in providing a collaborative animal control enforcement and shelter services program that serves a regional populace in the identification and vaccination of domestic pets, the maintenance of shelter facilities, and the control of animals at large (both domestic and wild). The program has three components:

- Animal Protection & Control Services: rabies control activities; training Animal Protection Officers and Travis County Sheriff's Office personnel; responding to calls for sick and injured stray animals and transporting those animals to the shelter or afterhours emergency clinic for care; conducting dangerous dog investigations and hearings; providing customer service either by telephone or directly to residents who visit the shelter; dispatching personnel to resolve customer complaints/calls for service associated with enforcement of the "Regulations of Travis County, Texas Governing Animal Control" and referring customers to the appropriate agency when the issues or service request is outside the scope of the regulations or when the service required to resolve the issue is provided by another agency; and providing dispatch services, including management of field resources while in the field, distribution of service requests to field resources, customer service resolution by telephone, filing of citations, and bite report tracking for all reported animal bites requiring rabies quarantine.
- Shelter Services: The Austin Animal Center accepts every Travis County lost animal delivered to the shelter by animal control, emergency service personnel, and those brought in/dropped off by residents. Each animal is provided food, water, shelter, waste management, and veterinary care. Additional shelter services include acceptance and maintenance of animals, quarantine, medical care, vaccinations/microchips, sterilization and immunization, euthanasia, and adoption. Sterilization and immunization is performed in the shelter and at clinics in targeted areas of Travis County. Pets of owners residing in these neighborhoods can receive free rabies vaccinations and microchip. A mobile veterinary service provides sterilization services; animals are sterilized and also receive a rabies vaccination and microchip at no cost to the owner. Services are provided in convenient locations within the neighborhood in order to eliminate transportation barriers.
- Prevention Services: education/outreach and prevention programs to impact animal welfare and reduce shelter intake. Programs are designed to proactively reduce the number of pets entering the shelter, to improve health and welfare of pets, and to improve neighborhood safety. Programs include: responsible pet owner class, providing speakers for education opportunities in neighborhoods (e.g., group meetings, newsletters, church meetings, schools, clubs, etc.), free rabies vaccinations in targeted neighborhoods (education about pet responsibility issues and animal welfare issues is offered while conducting the clinic), free sterilization services in targeted neighborhoods, and free microchips and identification tags for all Travis County residents so that pets can avoid being impounded at the shelter.

City of Austin Animal Services Office

Animal Services Interlocal: Sheltering and Prevention Services

Funding

The total HHS investment in the Animal Services Interlocal, which includes Sheltering and Prevention Services and Wildlife Services, from October 1, 2018 through September 30, 2019 was $1,817,740.

Eligibility Criteria

The City of Austin provides animal protection and control, sheltering, and prevention services including sterilization, vaccinations, and microchipping to Travis County residents. These services are provided through mobile clinics and off-site clinics in targeted areas of Travis County. Targeted areas include neighborhoods with large numbers of stray animals, low return to owner rates, or other health and safety concerns.

City of Austin Animal Services Office: Sheltering and Prevention Services

The Sheltering and Prevention Services program met or exceeded the targeted range of performance across all measures except one. Staff reported that for unknown reasons, the program took in a higher number of companion animals, especially kittens, compared to previous years (see the second output). In response to more sheltered animals than expected, the program focused heavily on adoption efforts to get animals out (see the third output), and these efforts resulted in performing more spay/neuters (see the fifth output). Staff also noted that they focused on requests to partners for the transfer of animals into their programs (see the last output), which was also in response to a high number of sheltered animals received. Staff also noted that returning companion animals to owners is an ongoing challenge that is largely dependent on the behavior of the owner, and that the program offers free microchipping and pet identification tags in an effort to help owners locate their pets (see the forth output)

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Average response time (in minutes)	84	140	Met Goal
Number of companion animals sheltered	18,190	16,000	114%
Number of animals adopted	8,784	7,400	119%
Number of companion animals returned to owner	3,010	3,465	87%
Number of spay/neuters performed at Austin Animal Center	6,723	6,000	112%
Number of animals sterilized at community clinics	10,473	11,000	95%
Number of spay/neuter community clinics	204	200	102%
Number of animals transferred to partners	5,594	4,800	117%
Outcomes			
Percentage of priority calls completed	99.9% (15,598/15,655)	100% (15,000/15,000)	100%

City of Austin Animal Services Office

Animal Services Interlocal: Wildlife Services

Program Description

The Wildlife Services program has a dedicated employee serve as the primary point of contact for wildlife calls from the unincorporated areas of Travis County. Responsibilities include call analysis and response, field response including data collection, yard audits, and a comprehensive outreach program. Wildlife calls that pose potential public safety risks have a two-hour or same-day response, depending on the time of day the call is received, and calls that pose imminent public safety threats are forwarded to 9-1-1. Calls that do not demonstrate a possible public safety threat are returned within three days. Coyote calls are reviewed for potential public safety threats using the City's Coyote Behavior, Behavior Classification and Recommended Response Guide and escalate to Animal Protection Supervisors as needed. Program staff also conduct quarterly follow up with callers to evaluate resident satisfaction with response.

Funding

The total HHS investment in the Animal Services Interlocal, which includes Sheltering and Prevention Services and Wildlife Services, from October 1, 2018 through September 30, 2019 was $1,817,740.

Eligibility Criteria

The City of Austin provides wildlife management services to the unincorporated areas of Travis County.

City of Austin Animal Services Office: Wildlife Services

The Wildlife Services program met its goal for average response time, with an average of a one-day response (see the first output). Staff noted that this program is still new and experiencing many staff transitions and training for properly counting and reporting outreach. Performance results may reflect some duplication and may be contributing to apparent over- or underperformance. Staff also noted that using the NextDoor web application to make community members aware of the program's services was an effective tool for outreach.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Average response time (in days)	1 day	3 days	Met Goal
Number of outreach hours	241	300	80%
Number of calls requiring an escalated response	579	30	1930%
Outcomes			
Percentage of calls returned within response time	100% (839/839)	90% (540/600)	111%

Appendix

2019 Federal Poverty Income Guidelines

Most HHS 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	$6,245	$12,490	$15,613	$18,735	$24,980
2 persons	$8,455	$16,910	$21,138	$25,365	$33,820
3 persons	$10,665	$21,330	$26,663	$31,995	$42,660
4 persons	$12,875	$25,750	$32,188	$38,625	$51,500
5 persons	$15,085	$30,170	$37,713	$45,255	$60,340
6 persons	$17,295	$34,590	$43,238	$51,885	$69,180
7 persons	$19,505	$39,010	$48,763	$58,515	$78,020
8 persons	$21,715	$43,430	$54,288	$65,145	$86,860
For families/households with more than 8 persons, add $4,420 for each additional person.					

Data source: "2019 Poverty Guidelines for the 48 Contiguous States and the District of Columbia," Office of The Assistant Secretary for Planning and Evaluation, U.S. Department of Health & Human Services, January 11, 2019, https://aspe.hhs.gov/poverty-guidelines.

2019 Austin Median Family Income Guidelines

Some 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, TX Metropolitan Statistical Area (MSA).

Household Size	Income Limits by Household Size		
	Extremely Low*	Very Low (50%)	Low (80%)
1 person	$19,900	$33,150	$52,850
2 persons	$22,750	$37,850	$60,400
3 persons	$25,600	$42,600	$67,950
4 persons	$28,400	$47,300	$75,500
5 persons	$30,700	$51,100	$81,550
6 persons	$34,590	$54,900	$87,600
7 persons	$39,010	$58,700	$93,650
8 persons	$43,430	$62,450	$99,700

*The FY 2014 Consolidated Appropriations Act changed the definition of extremely low-income to be the greater of 30/50^{ths} (60%) of the Section 8 very low-income limit or the poverty guideline as established by the Department of Health and Human Services, provided that this amount is not greater than the Section 8 50% very low-income limit.

Data source: "Austin-Round Rock, TX MSA FY 2019 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2019/2019summary.odn.

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