Austin ISD Interlocals

FY 2020 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.

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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 County 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 2020 Community Impact Report* 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 investments through Austin ISD Interlocals. 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. In this year's report, the Executive Summary also provides an overview of COVID–19's impact across all issue areas.

Each issue area section provides demographic, geographic, and performance highlights. Each program is classified into the issue area most closely aligned to its goals and objectives. The 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

The majority of the social service contracts included in the report followed a fiscal year calendar (October 1, 2019 through September 30, 2020) unless otherwise noted. Program and performance highlights are drawn from contracts and reports provided by contracted service providers.

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.

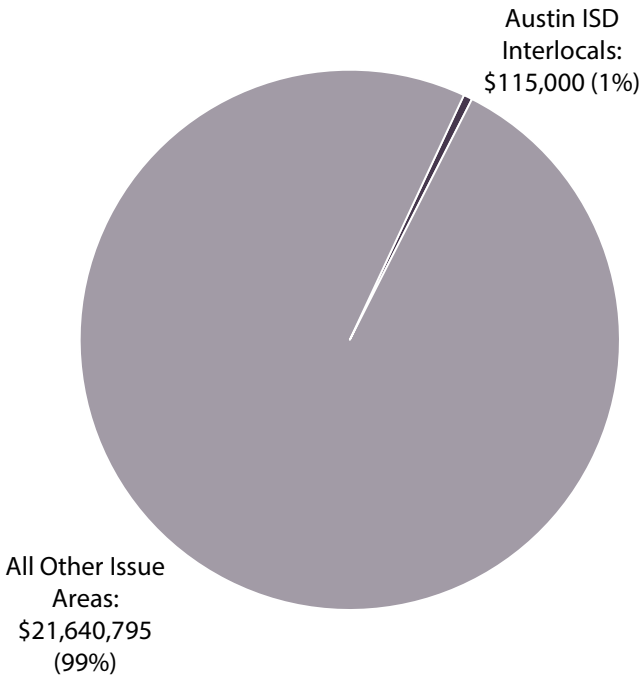
Factors beyond the program's control may also impact the program's performance. For example, the relative scarcity or abundance of jobs in the local economy will impact client employment rates for a workforce development program, regardless of the quality of training and support provided. In addition, the community is facing additional economic impacts due to the COVID–19 pandemic, which has globally impacted performance across issue areas. 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

Investment in Austin ISD Interlocals and Other Issue Areas, FY 2020



Funding Summary

The FY 2020 Funding Amount reflects 12–month funding (October 1, 2019 through September 30, 2020) unless otherwise noted.

Agency Name	Program Name	FY 2020 Funding Amount
Austin Independent School District	AISD My Brother's Keeper Success Mentor Program	$15,000
Austin Independent School District	School-based Family Resource Centers	$100,000

Client Demographics

The table below summarizes the demographics for clients served across the Austin ISD Interlocals. My Brother's Keeper Success Mentor Program ended six months into the contract year, so only individuals served in that time period are reflected below. For School-based Family Resource Centers, income data is only collected on those who enter case management and need help applying for benefits.

Gender	Num.	Pct.
Female	10,226	55%
Male	8,171	44%
Unknown	43	0.2%
Total	*18,440*	*100%*

Ethnicity		
Hispanic or Latino	16,140	88%
Not Hispanic or Latino	2,273	12%
Unknown	27	0.1%
Total	*18,440*	*100%*

Race		
American Indian and Alaska Native	130	1%
Asian	306	2%
Black or African American	1,264	7%
Native Hawaiian and Other Pacific Islander	16	0.1%
White	16,021	87%
Some other race	180	1%
Two or more races	174	1%
Unknown	349	2%
Total	*18,440*	*100%*

Age	Num.	Pct.
Under 5	3,964	21%
12 to 14	2,566	14%
15 to 17	1,661	9%
18 to 24	1,265	7%
25 to 39	3,662	20%
40 to 54	2,759	15%
55 to 64	415	2%
65 to 74	112	1%
75 and over	32	0.2%
Unknown	1,089	6%
Total	*18,440*	*100%*

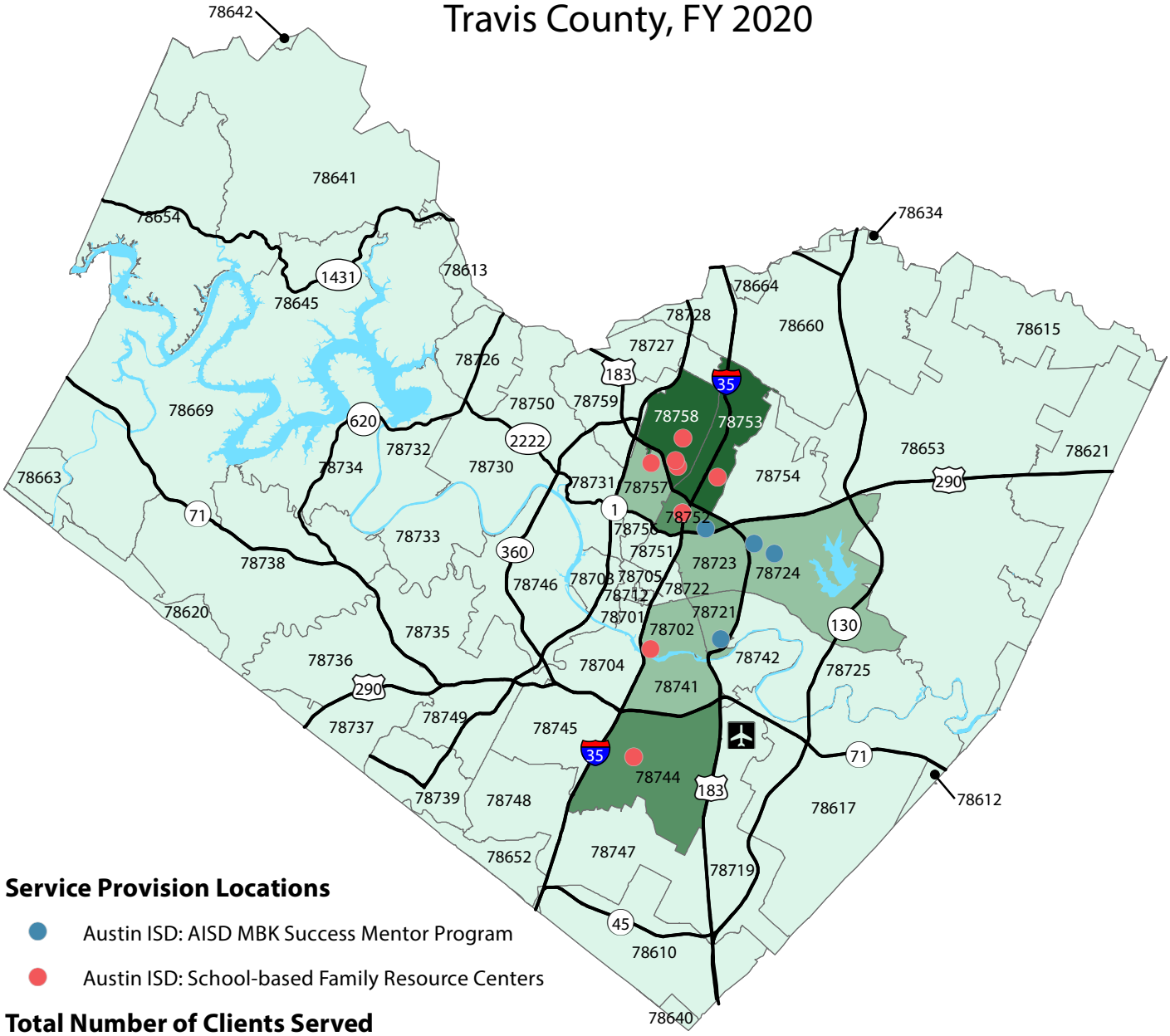
Income		
<50% of FPIG	119	1%
50% to 100%	118	1%
101% to 150%	46	0.2%
151% to 200%	232	1%
Unknown	17,925	97%
Total	*18,440*	*100%*

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

See Appendix for specific income guideline levels.

Austin ISD Interlocals

Service Provision Locations and Clients Served by ZIP Code
Travis County, FY 2020



Service Provision Locations

- Austin ISD: AISD MBK Success Mentor Program
- Austin ISD: School-based Family Resource Centers

Total Number of Clients Served

- 0 - 174
- 175 - 610
- 611 - 1,456
- 1,457 - 6,859

Source data: Contracted service providers, FY 2020. TxDOT: Roadways, U.S. Census Bureau TIGER/Line Area: Water, ArcGIS Online: Zip Code Areas, CAPCOG: Counties.
Created by: Travis County HHS, Research & Planning Division, 2020.

Notes: This map shows 18,339 clients by ZIP code. 101 clients (1% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries.

N

0 5 10 Miles

Austin Independent School District

AISD My Brother's Keeper Success Mentor Program

Program Description

Modeled after the national My Brother's Keeper (MBK) Initiative, the overarching goal of the program is to improve life conditions for males of color. The AISD MBK Success Mentor Program aims to improve school attendance for chronically absent males of color by matching trained mentors with identified students.

Funding

The total HHS investment in the AISD My Brother's Keeper Success Mentor Program from October 1, 2019 through September 30, 2020 was $15,000. This investment comprised 15.8% of their total program budget.

Eligibility Criteria

The AISD MBK Success Mentor Program strives to serve 6th and 9th grade male students of color at middle and high school campuses who have been identified as being chronically absent in the previous school year. While priority is given to male students of color, program flexibility allows for the inclusion of female students of color who also exhibit chronic absenteeism. The aim of the program is to maintain a male to female student ratio of 60% to 40%, respectively. To be eligible for the program, students must attend one of the five targeted MBK campuses and have a history of chronic absenteeism.

Austin ISD: AISD MBK Success Mentor Program

The AISD MBK Success Mentor Program ended in March 2020, so performance only reflects six months of time, rather than a full contract year. Outcome data was unavailable due to COVID impacts, as well as the program's termination. Student attendance was not collected and/or counted in the spring semester (see the first outcome), and the challenges presented by the pandemic and how schools determined grade level promotion impacted timely data gathering (see the second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	223	200	112%
Outcomes			
Percentage of clients who improve attendance	N/A	60% (120/200)	N/A
Percentage of clients who progress to the next academic level	N/A	80% (160/200)	N/A

Austin Independent School District

School-based Family Resource Centers

Program Description

School-based Family Resource Centers (FRCs) provide wraparound family support services with the goal of stabilizing families in transition and crisis so that their children are in school and ready to learn. FRCs work in collaboration with the campus and other partners to address barriers to learning, thus improving student outcomes in terms of attendance, academics, and behavior that increase the potential of graduation from high school. The FRCs work to stabilize families through case-managed and responsive family support services; adult education classes and workshops; and community school and family engagement efforts that are all aimed at helping families achieve and maintain stability so that their students can succeed in school. FRCs work to enhance accessibility to campus and community resources for families who are fearful, disenfranchised, or have experienced significant barriers in accessing health, education and social services on behalf of their children and families. They provide the added value of encouraging strong family-school relationships to improve student success.

Funding

The total HHS investment in the School-based Family Resource Centers program from October 1, 2019 through September 30, 2020 was $100,000. This is the sixth year of one-time funding authorized by the Travis County Commissioners Court. This investment comprised 21.7% of their total program budget.

Eligibility Criteria

School-based FRCs are located in Austin ISD Title I schools with high rates of students eligible for free/reduced price lunch, an indicator that reflects high concentrations of lower income families. However, there are no eligibility requirements. The FRC serves anyone who requests services from the program, but case management services are only provided to families with children enrolled in the target campuses because of the linkage to schools. Clients are presumed to be residents of Travis County who have preschool or school aged children.

When families are enrolled in the database, student and family information is validated with Austin ISD data through the AISD eCST data system; however, no additional affirmative verification is done for eligibility.

Austin ISD: School-based Family Resource Centers

The School-based Family Resource Centers' performance results reflect the impact of their COVID–19 pandemic response for the vulnerable population they serve. Beginning in March 2020, campuses and FRCs closed, as did site-based partner services and adult education classes, groups, workshops, and events. Staff provided the following explanations for output performance:

- A change in program design to meet the pandemic-induced needs of clients, combined with additional external resources, enabled a tripling of persons and families served over what had been anticipated (see the first and second outputs).
- Outreach/navigation services were ceased as staff pivoted to meeting food and housing/rent/utilities needs (see the fourth output).
- As partner services shifted online, rather than site-based, there was no way to track client information in the database, though staff continued to support linkage to these services (see the fifth output).
- Adult Education Services slightly exceeded goals, likely due to improvements in notifying families of opportunities online and across multiple campuses, in addition to implementing new virtual adult ESL classes in partnership with Austin Community College (see the sixth output).
- The shift toward a rapid response model and limited case management services, along with addition of significant external resources in the FRCs, such as the RISE 1.0 grant and Austin Energy Plus 1 program, led to larger numbers of clients served with Responsive and Case Management Services (see the eighth and ninth outputs). Services focused on linkage to housing/rent/utility assistance and food assistance as well as support in linkage to health services and PPE.

In terms of outcomes, staff reported that more persons/families in the standard Case Management program were in need of resources with which they were unfamiliar, and a higher percentage than projected became knowledgeable of those resources (see the first outcome).

Staff explained that lower performance in the area of health care access was likely a reflection of the impact of the pandemic (see the second outcome). Health and public health systems pivoted to respond to COVID–19, and clinics and health service providers closed and then re-opened with reduced patient loads to promote safety precautions, making it difficult for social service staff to provide linkage.

The third outcome was impacted by the pandemic-related school campus and FRC closures, and thus campus connectedness was impeded. Finally, attendance could not be reliably reported due to these school shutdowns and the shift to remote learning, as well as the challenges Austin ISD faced in tracking attendance (see the fourth outcome).

Austin ISD: School-based Family Resource Centers

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	18,217	6,000	304%
Number of unduplicated families served	5,924	1,950	304%
Number of unduplicated service encounters	12,418	8,200	151%
Number of unduplicated clients served with Service Navigation (Outreach)	344	700	49%
Number of unduplicated clients served with Partner Services	70	200	35%
Number of unduplicated clients served with Adult Education Services	1,019	900	113%
Number of unduplicated participants served with Family and Community Engagement Services	2,228	2,300	97%
Number of unduplicated clients served with Responsive Services	3,708	1,375	270%
Number of unduplicated clients served with Case Management Services	321	305	105%
Outcomes			
Percentage change in % of unduplicated families in crisis or at risk for KNOWLEDGE OF ACCESS TO RESOURCES	86% decrease	68% decrease	127%
Percentage change in % of unduplicated families in crisis or at risk for HEALTH CARE ACCESS	19% decrease	44% decrease	42%
Percentage change in % of unduplicated families in crisis or at risk for SCHOOL CONNECTEDNESS	8% decrease	23% decrease	36%
Percentage of enrolled days attended by AISD students whose families are receiving case management services	N/A	N/A	N/A

Appendix

2020 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	$6,380	$12,760	$15,950	$19,140	$25,520
2 persons	$8,620	$17,240	$21,550	$25,860	$34,480
3 persons	$10,860	$21,720	$27,150	$32,580	$43,440
4 persons	$13,100	$26,200	$32,750	$39,300	$52,400
5 persons	$15,340	$30,680	$38,350	$46,020	$61,360
6 persons	$17,580	$35,160	$43,950	$52,740	$70,320
7 persons	$19,820	$39,640	$49,550	$59,460	$79,280
8 persons	$22,060	$44,120	$55,150	$66,180	$88,240
For families/households with more than 8 persons, add $4,480 for each additional person.					

Data source: "2020 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 17, 2020, https://aspe.hhs.gov/poverty-guidelines.

2020 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	$20,550	$34,200	$54,700
2 persons	$23,450	$39,050	$62,500
3 persons	$26,400	$43,950	$70,300
4 persons	$29,300	$48,800	$78,100
5 persons	$31,650	$52,750	$84,350
6 persons	$35,160	$56,650	$90,600
7 persons	$39,640	$60,550	$96,850
8 persons	$44,120	$64,450	$103,100

*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 2020 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2020/2020summary.odn.