Public Health

FY 2020 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

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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

Public Health Social Services 10

Planned Parenthood of Greater Texas: Teen Health Program 13

Vivent Health: Helping Hands Food Bank Program 15

Vivent Health: HIV Case Management Program. 17

Public Health Interlocals 20

Austin Public Health Overview 21

Austin Public Health: Austin Healthy Adolescent Program 22

Austin Public Health: Chronic Disease Prevention and Control Program 24

Austin Public Health: Communicable Disease Program 26

Austin Public Health: Comprehensive Public Health Planning. 29

Austin Public Health: Environmental Health Services Division. 31

Austin Public Health: Epidemiology and Public Health Preparedness. 34

Austin Public Health: Health Authority 37

Austin Public Health: Immunizations. 38

Austin Public Health: Injury Prevention Program 41

Table of Contents

Austin Public Health: Quality of Life Programs 44

Austin Public Health: Sickle Cell and Health Equity Programs 46

City of Austin Animal Services Office Overview 49

City of Austin Animal Services Office: Sheltering and Prevention Services 50

City of Austin Animal Services Office: Wildlife Services 53

Appendix 55

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

Community Context

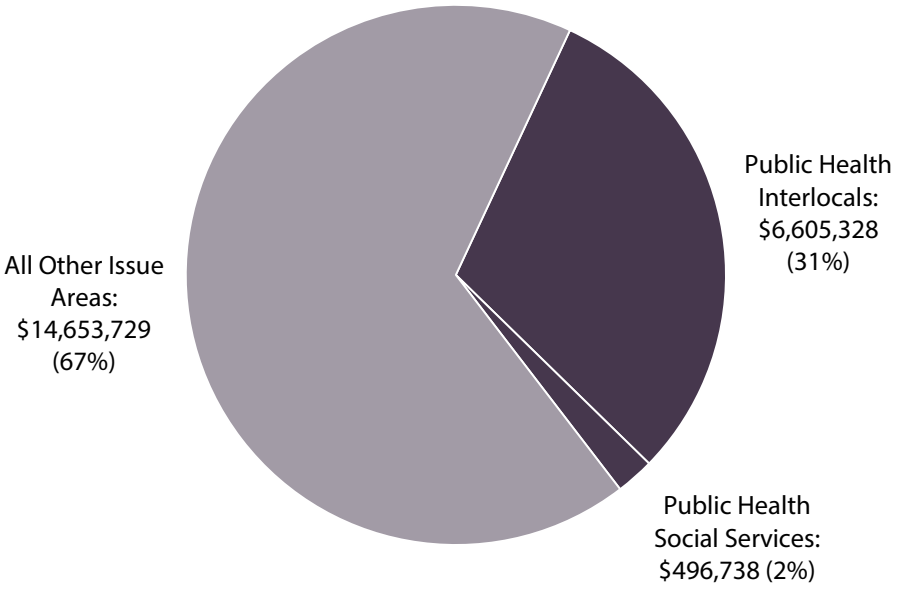
Issue area sections usually begin with an overview of relevant community context. Due to the COVID–19 pandemic, and its significant impact on the community across all issue areas, the *FY 2020 Community Impact Report* instead provides an overview of these impacts in the Executive Summary. For a summary of FY 2019 community context, please see https://www.traviscountytx.gov/health-human-services/research-planning/cir-2019.

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 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
Planned Parenthood of Greater Texas	Teen Health Program	$29,601
Vivent Health	HIV Case Management Program	$343,255
Vivent Health	The Helping Hands Food Bank Program	$123,882

Public Health Social Services

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	509	38%
Male	782	58%
Other	43	3%
Unknown	9	1%
Total	*1,343*	*100%*

Ethnicity		
Hispanic or Latino	675	50%
Not Hispanic or Latino	646	48%
Unknown	22	2%
Total	*1,343*	*100%*

Age	Num.	Pct.
5 to 11	53	4%
12 to 14	59	4%
15 to 17	306	23%
18 to 24	99	7%
25 to 39	247	18%
40 to 54	284	21%
55 to 64	220	16%
65 to 74	48	4%
75 and over	5	0.4%
Unknown	22	2%
Total	*1,343*	*100%*

Race	Num.	Pct.
American Indian and Alaska Native	29	2%
Asian	5	0.4%
Black or African American	331	25%
Native Hawaiian and Other Pacific Islander	1	0.1%
White	939	70%
Two or more races	16	1%
Unknown	22	2%
Total	*1,343*	*100%*

Income	Num.	Pct.
<50% of FPIG	312	23%
50% to 100%	281	21%
101% to 150%	111	8%
151% to 200%	29	2%
>200%	26	2%
Unknown	584	43%
Total	*1,343*	*100%*

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

See Appendix for specific income guideline levels.

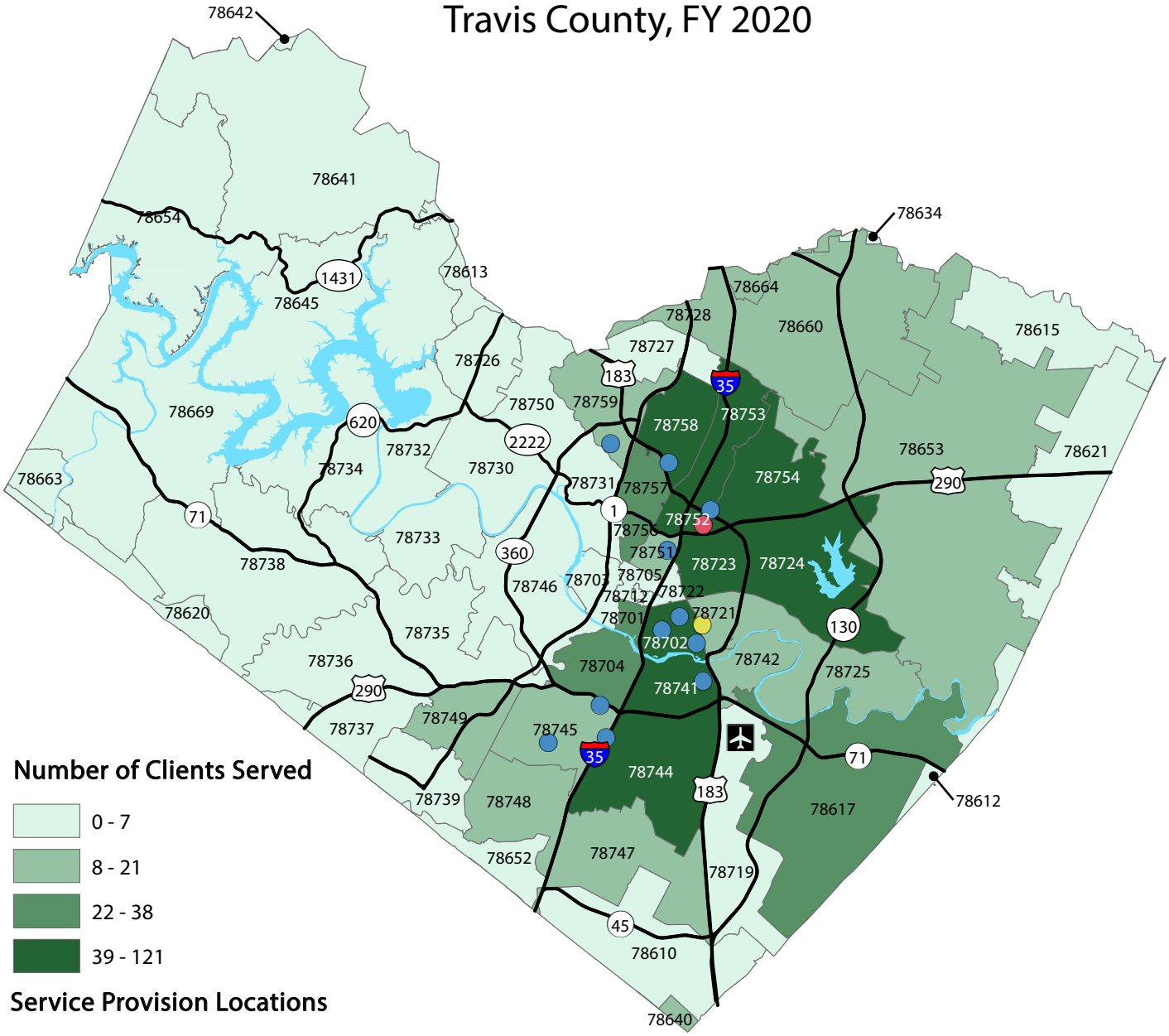
Performance Summary

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	760
Number of unduplicated clients served with teen pregnancy prevention services	583
Outcomes	
Percent of clients who report increased knowledge of prevention strategies	89%
Percent of clients who report using prevention strategies	87%
Percent of clients who are linked to and/or retained in medical care	85%

Public Health Social Services

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



Number of Clients Served

- 0 - 7
- 8 - 21
- 22 - 38
- 39 - 121

Service Provision Locations

- Planned Parenthood of Greater Texas
- Vivent Health: HIV Case Management
- Vivent Health: The Helping Hands Food Bank

Notes: This map shows 1,263 clients by ZIP code. 80 clients (6% 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 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.

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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, 2019 through September 30, 2020 was $29,601. This investment comprised 36.0% of their total program budget.

Eligibility Criteria

Services target low-income youth and young adults up to 24 years old. Services are also available to parents/caregivers or other adults who routinely work with youth. To be eligible for the program, clients must reside in Travis County.

Planned Parenthood of Greater Texas: Teen Health Program

The Teen Health Program met or exceeded all but one performance goal. The number of unduplicated clients served was lower than expected due to the pandemic (see the first output). Staff noted that the local stay-at-home orders to prevent the spread of COVID–19 shifted the program's service delivery online and impacted the ability of key community partners to plan for supplementary programs like the Teen Health Program. Program staff maintained communication with these partners, which has allowed some programing to continue online. Planning for continued online programming is underway.

Staff reported that the higher than projected percentage of participants demonstrating increased knowledge is due to the quality of the program and the skill of program staff (see the first outcome). The program uses evidence-based interventions that have been shown through rigorous evaluation to increase knowledge about pregnancy prevention strategies.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	583	891	65%
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	33	30	110%
Outcomes			
Percentage of unduplicated clients demonstrating increased knowledge of how to prevent teen pregnancy or STDs	89% (520/583)	80% (713/891)	111%
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	87% (65/75)	80% (60/75)	108%

Vivent Health

The Helping Hands Food Bank Program

Program Description

The mission of the Vivent Health (formerly AIDS Services of Austin, Inc.) Helping Hands Food Bank Program is to offer nutritious food for eating, for cooking, and for life. The primary goals of this grocery-style 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.

The program provides clients an initial food allotment, and then allows the client access to the Food Bank up to twice per month. If a client is homebound, case managers deliver food and personal/household hygiene items. Case mangers may also provide food to clients outside of normal distribution hours as needed on a case-by-case basis and/or for certain emergent situations.

Funding

The total HHS investment in The Helping Hands Food Bank Program from October 1, 2019 through September 30, 2020 was $123,882. This investment comprised 52.6% 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 Program is low-income PLWH residing in Travis County. Services are open to PLWH who are living at or below 150% of the Federal Poverty Income Guidelines (FPIG) with exceptions made for up to 200% of FPIG for clients with complicating or urgent medical need.

To be eligible for services, a client must show documentation of HIV status, Travis County residency, proof of identity, income verification, and health insurance coverage or declare they are uninsured. Clients must be enrolled in an HIV Case Management service with Vivent Health or another AIDS service organization.

Vivent Health: The Helping Hands Food Bank Program

The Helping Hands Food Bank program met or exceeded the targeted range of performance for all but one measure, falling slightly short of goals for clients served at offsite locations (see the second output). Staff explained that a pilot project for a second food bank location was suspended as utilization by clients was not as great as anticipated; output data reflects performance for only the first two quarters of the year. Further, due to the suspension of this pilot project, as well as COVID–19, a separate survey was not distributed to clients who received services at the offsite location (see the third outcome).

Due to COVID–19, staff were unable to distribute client surveys onsite. While 300 clients received a survey via USPS mail with a stamped envelope for returning, the Food Pantry only received 23 surveys back. However, all reported satisfaction with quality of services (see the second outcome).

Finally, the program held six nutrition education classes over the course of the contract year. COVID–19 limited the number of classes held between the months of March and August 2020 and the program transitioned to virtual nutrition education classes for smaller groups in August and September 2020. Staff did not receive all pre/post tests back from online participants (see the fourth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	495	450	110%
Number of clients served at offsite location(s)	42	50	84%
Number of units delivered to unduplicated clients (unit of service equals food and hygiene products)	5,821	5,400	108%
Number of unduplicated clients attending Nutrition Education Classes	30	30	100%
Outcomes			
Percentage of clients who had at least one medical visit in each 6 month period of the 12 month measurement period	85% (335/394)	85% (383/450)	100%
Percentage of clients surveyed who report satisfaction with quality of services at main location	100% (23/23)	90% (135/150)	111%
Percentage of clients surveyed who report satisfaction with quality of services at offsite location(s)	N/A	90% (45/50)	N/A
Percentage of clients surveyed who show an increase in knowledge after attending a Nutrition Education Class	88% (21/24)	90% (27/30)	97%

Vivent Health

HIV Case Management Program

Program Description

The HIV Case Management Program at Vivent Health (formerly AIDS Services of Austin, Inc.) 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; and
- Achieve a more coordinated response to the HIV epidemic.

Funding

The total HHS investment in the HIV Case Management Program from October 1, 2019 through September 30, 2020 was $343,255. This investment comprised 38.0% 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, income level, with an annual income less than or equal to 200% of Federal Poverty Income Guidelines (FPIG), and health insurance coverage or declaration that they are uninsured.

Vivent Health: HIV Case Management Program

The HIV Case Management Program was greatly impacted by COVID–19. The overall number of clients served and the number of Case Management Service (CMS) clients served both encountered two obstacles: an over-calculation of annual goals, and a decrease in program enrollment due to factors of COVID–19 (see the first and second outputs). The CMS program experienced a significant drop in new client intakes between March and May 2020, near the beginning of the community's response to the pandemic. While the agency still conducted intakes remotely, many clients were hesitant to engage in services either because they were unable to meet in person or due to safety concerns. In June, staff began to see intake numbers increase and expect they will remain stable in the future. Units of case management services were also impacted by the decrease in new client intakes, as well as an over-calculation of goals (see the third output). For all three outputs, goals have been adjusted accordingly for the FY 21 contract term.

Also due to COVID–19, Early Intervention Services was unable to perform traditional outreach, and the number of intakes was severely limited (see the fourth and fifth outputs). Staff have worked with their partners to develop plans to continue to offer HIV 101 classes in the future. Vivent Health currently has three vacant positions slated to be filled shortly which will help support intake efforts. The program is also working on expanding outreach efforts on Social Media and Geosocial applications to recruit more clients into services.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	265	345	77%
Number of unduplicated Case Management Service (CMS) clients served	211	300	70%
Number of units of case management services (unit of service equals 15 minutes spent with or on behalf of client)	19,435	26,600	73%
Number of Early Intervention Services encounters	1,267	2,825	45%
Number of unduplicated Early Intervention Services clients receiving an intake	67	110	61%
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	84% (99/118)	85% (170/200)	99%

Vivent Health: HIV Case Management Program

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Percentage of Case Management clients who had at least one medical visit in each 6 month period of the 12 month measurement period	83% (98/118)	85% (170/200)	98%
Percentage of Early Intervention Service clients who received an intake and were successfully linked to medical care	96% (71/74)	85% (94/110)	112%

Public Health Interlocals

Interlocals Overview

Travis County HHS has two interlocal agreements with City of Austin entities (Austin Public Health and Animal Services Office) to provide public heath services to Travis County residents. Programs under the interlocal agreement with Austin Public Health cover a wide range of services needed to protect the overall health and safety of the community. Austin Public Health service areas supported by Travis County HHS include adolescent health, chronic diseases, communicable diseases, comprehensive public health planning, environmental health, epidemiology and public health preparedness, immunizations, injury prevention, quality of life, and sickle cell disease. Animal Services Office service areas include animal sheltering and wildlife management.

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 Public Health	Public Health Interlocal	$4,462,925
City of Austin Animal Services Office	Animal Services Interlocal	$2,142,403

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, Immunizations, Injury Prevention Program, Quality of Life Programs, and 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, 2019 through September 30, 2020 was $4,462,925.

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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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

Austin Healthy Adolescent Program reported mixed results for FY20. The program reported that the number of youth who were provided skills development encounters was high because some schools required that more lessons be delivered, and that these schools also had a large number of students in the classroom (see first output). The number of unduplicated clients served was low due to cohorts being canceled or limited as classrooms shifted to virtual learning as a result of the COVID-19 pandemic (see second output).

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	3,847	2,300	167%
Number of unduplicated clients served through the delivery of an evidence informed curriculum	621	750	83%
Outcome			
Percentage of participants who improved their score on a True/False test following the completion of a sexual education curriculum	63% (180/288)	80% (320/400)	78%

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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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

Chronic Disease and Prevention and Control reported mixed results for FY20. The program reported that underperformance in the third and fourth outputs below was due to programmatic limitations as a result of the COVID-19 pandemic. The mobile market program shifted to a delivery model which resulted in fewer days of operation, but higher than expected public health encounters and market transactions which occurred during deliveries (see first and second outputs). The first three outcomes below are population level indicators, and as population grows, the number of deaths related to smoking and/or heart disease is also expected to rise; but the program may lack resources to impact prevalence county-wide. Reasoning for overperformance in the fourth and fifth outcomes below was not provided.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of Public Health Encounters	2,397	1,500	160%
Number of Public Health Activities	167	175	95%
Number of community changes	13	15	87%
Total number of days in operation for mobile markets	244	300	81%
Total customer transactions at the mobile markets	5,547	3,500	158%
Outcomes			
Number of tobacco-related deaths in Travis County	753	<650	Goal Not Met
Percentage of adults currently smoking in Travis County	11.7%	<12%	Goal Met
Number of deaths related to heart disease in Travis County	1,092	<800	Goal Not Met
Percentage of individuals receiving tobacco cessation outreach that enroll in cessation services	86% (334/396)	25%	337%
Percentage of participants who self-report lifestyle changes made as a result of attending diabetes education classes	92% (99/108)	75%	122%
Percentage of participants who self-report increase in being active as a result of participating physical activity initiatives	73% (30/41)	70%	105%

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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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 reported mixed results for FY20. All underperformance was a result of fewer patient encounters, fewer clinic visits, or social worker reassignments as a result of the COVID-19 pandemic.

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	8,621	12,000	72%
Number of TB clinic patient visits at RBJ	2,936	5,500	54%
Number of HIV/STD tests provided in outreach settings	1,377	1,700	81%
Number of units of medical social work services provided by Medical Social Workers	25,948	30,000	86%
Outcomes			
Percentage of clients who come into the STD clinic and receive services the same day	97% (8,557/8,865)	90% (10,800/12,000)	107%
Percentage of patients with active TB that complete therapy in 12 months	96% (24/25)	100%	96%
Percentage of TB contacts evaluated	89% (634/709)	90%	99%

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 2020, 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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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

Performance goals for Comprehensive Public Health Planning program are based on anticipated meetings and planning events needed to achieve and maintain accreditation with the Public Health Accreditation Board. The structure of planning processes is iterative and ongoing, therefore over- or underperformance in the outputs and outcomes below is expected.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of Core Coordinating Committee meetings convened	9	8	113%
Number of Steering Committee meetings convened	2	2	100%
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	36% (10/28)	29% (2/7)	125%
Rate of identifying issues based on After Action Reports	300% (9/3)	100% (2/2)	300%

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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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.

Public Health Interlocal: Environmental Health Services Division

- 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

Environmental Health reported mixed results for FY20. Number of food permits issued or renewed was low due to food establishment closures as a result of COVID-19 (see first output below). Field services conducted for the vector control program were high due to the presence of West Nile virus since 2012 (see third output below). Food establishment inspections have been low due to ongoing staff vacancies and limitations to on-site activities due to COVID-19 (see the last three outcomes below).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total number of food permits issued	11,801	13,500	87%
Number of Mobile Vending permit renewal & routine inspections conducted	2,180	2,050	106%
Number of field services conducted in the Environmental & Vector Control Program	1,307	800	163%
Number of General Environmental complaint investigations	300	500	60%
Outcomes			
Percentage of public pools and spas in compliance upon inspection	86% (1,888/2,199)	85% (1,679/1,975)	101%
Percentage of food establishment inspections resulting in a score of 80 or greater	93% (7,015/7,550)	90% (8,685/9,650)	103%
Percentage of field services conducted that result in control measures being applied in the Environmental and Vector Control Program	1% (11/1,307)	<5% (40/800)	Goal Met
Percentage of Risk 1 fixed food establishments inspected in compliance with the Inspection Frequency Standard (IFS).	83% (1,824/2,189)	90% (1,228/1,364)	93%
Percentage of Risk 2 fixed food establishments inspected in compliance with the IFS.	67% (2,783/4,152)	90% (3,120/3,466)	74%
Percentage of Risk 3 fixed food establishments in inspected in compliance with the IFS.	60% (3,583/5,937)	90% (5,247/5,829)	67%
Percentage of fixed food establishments inspected in compliance with the IFS.	67% (8,190/12,278)	90% (9,594/10,659)	74%

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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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 reported mixed results for FY20. The program reported that the document revision schedule did not require any planning documents to be reviewed and revised in FY20 (see first outcome). Reasoning for over- or underperformance in other outputs and outcomes was not provided.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of potential human rabies exposure consultations provided	2,862	2,500	114%
Number of cases investigated by Epidemiology and Public Health Preparedness	1,802	1,500	120%
Number of emergency bioterrorism drills conducted	8	8	100%
Number of Air, Hazardous Waste and Water Quality Permits reviewed	79	30	263%
Outcomes			
Percentage of emergency plans reviewed and updated	0% (0/5)	100% (8/8)	N/A
Percentage of salmonellosis cases for which a three-day food history is collected	72% (263/366)	75%	96%
Percentage of all infectious diseases reported that result in intervention strategies implemented	96% (1,725/1,802)	80%	120%
Incidence rate of measles, pertussis, mumps and rubella per 100,000 population	4.1	<28	Goal Met
Number of epidemiologists per 100,000 population	.54	1	Goal Not Met

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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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: 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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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 reported that underperformance in FY20 overall was due to prolonged clinic closures and clinic staff reassignment as a result of COVID-19.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of child immunization visits	6,958	8,000	87%
Number of adults immunization visits	2,277	3,000	67%
Outcomes			
Percent of Perinatal Hepatitis B clients who receive follow-up education within 60 days of referral	97% (35/36)	85% (1,679/1,975)	114%

Austin Public Health

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: 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 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 conduct 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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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 reported mixed results for FY20. Underperformance in the first two outputs below resulted from limitations to in-person activities due to the COVID-19 pandemic.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total number of unduplicated clients served	653	850	77%
Number of health promotion and education encounters in the area of injury prevention	676	900	75%
Number of health promotion/health education activities or programs conducted and/or facilitated in the area of injury prevention	35	35	100%
Community changes in the area of injury prevention	1	1	100%
Outcomes			
Age adjusted mortality rate due to unintentional injuries (per 100,000 population)	47	<53	Goal Met

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 from October 1, 2019 through September 30, 2020 was $4,462,925.

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 Programs reported mixed results for FY20. Operations were halted completely due to the COVID-19 pandemic for the entirety of Quarter 3 and Quarter 4. Disruption of services impacted number of clients served, health services provided, and referral follow-through (see outputs and second outcome below).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of clients served	2,376	7,500	32%
Number of units of preventative health service	5,219	9,000	58%
Outcomes			
Percentage of clients that report improved awareness of health status resulting from QOL prevention team initiative	97% (1,434/1,486)	95% (3,563/3,750)	102%
Percentage of clients who followed through with referrals to healthcare provider or community resource	62% (34/55)	85% (85/100)	73%

Public Health Interlocal: Sickle Cell and Health Equity 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 from October 1, 2019 through September 30, 2020 was $4,462,925.

Public Health Interlocal: Sickle Cell and Health Equity 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 Programs

The Sickle Cell and Health Equity-SC Programs met or exceeded all FY20 performance goals. The program reported that a shift to virtual outreach provided more opportunities than anticipated for client engagement (see outcomes below), and that more education events were provided online via virtual webinars (see second output). There may be a discrepancy in the overperformance in the third output below, as overlap in case management clients and hemoglobinopathy education clients was reported; the program is working toward creating more distinction between these performance measures in the next fiscal year.

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	277	274	101%
Number of Community Health Fairs where information and education regarding Sickle Cell trait and disease are provided	23	10	230%
Number of clients provided case management services	225	21	1071%
Outcomes			
Percentage of unduplicated clients with sickle cell disease or sickle cell trait who engage in navigation services	99% (273/277)	87% (255/292)	113%
Percentage of individuals who achieve healthy outcomes as a result of receiving services through Health Equity Social Service Contracts	98% (271/277)	86% (18/21)	114%

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, 2019 through September 30, 2020 was $2,142,403.

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 from October 1, 2019 through September 30, 2020 was $2,142,403.

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 reported mixed results for FY20. The program reported that staff vacancies, COVID-19 related staff leave time, and limitations to program services due to COVID-19 stay-at-home orders impacted the program's performance overall. Additionally, at the time of this report, complete Q4 figures for the sixth output below were not available, and reporting only represents animal sterilizations through August 2020.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Average response time (in minutes)	66	140	Goal Met
Number of companion animals sheltered	8,810	16,000	55%
Number of animals adopted	5,900	7,400	80%
Number of companion animals returned to owner	2,924	3,465	84%
Number of spay/neuters performed at Austin Animal Center	4,835	6,000	81%
Number of animals sterilized at community clinics	5,130	11,000	47%
Number of spay/neuter community clinics	135	200	68%
Number of animals transferred to partners	6,526	4,800	136%
Outcomes			
Percentage of priority calls completed	99.6% (19,435/19,504)	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 from October 1, 2019 through September 30, 2020 was $2,142,403.

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 had mixed performance for FY20. The program reported that the COVID-19 stay-at-home orders severely limited the number outreach hours the program was able to provide (see second output). The program also reported an exceptionally high amount of high priority response calls related to coyotes, snakes, injured wildlife, and exposure investigations (see third output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Average response time (in days)	1	3	Goal Met
Number of outreach hours	107	300	36%
Number of calls requiring an escalated response	584	30	1947%
Outcomes			
Percentage of calls returned within response time	100% (863/863)	90% (540/600)	111%

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.