Safety Intervention Services

FY 2015 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

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TRAVIS COUNTY
HEALTH and HUMAN SERVICES & VETERANS SERVICE

PURPOSE

Who we are:

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

What we do:

Address community needs through internal and external investments and services

What we strive to accomplish:

Maximize quality of life for all people in Travis County

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

VALUES

We value helping people.

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

We value the accountability and integrity of our staff.

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

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

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

Table of Contents

Introduction 5

Community Conditions 7

Investment Overview 16

Austin Children's Shelter: Emergency Shelter Program 19

CASA of Travis County: Child Advocacy 23

Catholic Charities of Central Texas: Immigration Legal Services 27

SafePlace: Domestic Violence and Sexual Assault Services 31

Appendix A 35

Appendix B 36

Endnotes 38

Introduction

The Travis County Commissioners Court, through Travis County Health and Human Services & Veterans Service Department (TCHHS/VS), annually invests nearly $17.5 million in community-based social service programs. These Department investments align with and supplement our direct services to meet the needs of local residents. Community-based organizations are frequently geographically and culturally embedded in the communities they serve and are often best positioned to provide needed services.

Purpose of Report

The annual Community Impact Report provides an overview of TCHHS/VS investments in health and human services. The *FY 2015 Community Impact Report* offers highlights of community conditions most pertinent to the services purchased, and details investment, programmatic, and performance information on the Department's social service contracts. This information allows policy makers, program managers, and others to better understand these investments, recognize accomplishments, identify areas for improvement, disseminate lessons learned, and highlight areas warranting further research.

Organization of Report

This report addresses nine issue areas: Behavioral Health, Child and Youth Development, Food and Transportation, Housing Continuum, Planning and Evaluation, Public Health, Safety Intervention Services, Supportive Services for Community Living, and Workforce Development. The Investment Overview summarizes information from across all nine issue areas. Each issue area section begins with community conditions information and then provides performance highlights about the programs within that issue area. Each program is classified into the issue area most closely aligned to its goals and objectives.

Although this report highlights community conditions for individual issue areas separately, each issue area must be considered in a broader context. Community conditions related to a single issue area may have similar or related root causes and broad-level consequences. Current economic conditions also have a global impact on community conditions.

This report provides detailed information about each program covered by an issue area, including an overview of program goals, services provided, eligibility criteria, and funding. Client demographics and ZIP codes are summarized for each program when applicable. Also captured are each program's performance results, compared to its contractual performance goals, and explanations of notable variance (+/- 10%) between the performance results and goals.

Notes on Methodology

Community conditions discussed in this report reflect the most recent information available at the time of writing. The majority of the social service contracts included in the report followed a fiscal year calendar (October 1, 2014 through September 30, 2015) unless otherwise noted. Program and performance highlights are drawn from contracts and reports provided by contracted service providers. Estimates from the American Community Survey have been tested at a 90% confidence level for reliability. In some cases, all noted, estimates were unreliable due to small sample sizes.

Considerations When Reading This Report

Performance results provide only a starting point for understanding the impact of these programs. These summary statistics are not necessarily an indication of the programs' overall performance, but rather a snapshot of their performance over a one-year period. Within these reports, service providers offer explanations for variance in performance, which provides context and meaning to summary results.

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

Readers should use caution when comparing output and outcome results across programs, as participant characteristics can significantly influence a given program's performance goals and results. For example, performance results may be lower for programs with clients who face considerable challenges (e.g., serious mental illness or addiction issues) and have little social support.

Factors beyond the program's control may also impact the program's performance. For example, the relative scarcity or abundance of jobs in the local economy will impact client employment rates for a workforce development program, regardless of the quality of training and support provided. Without controlling for these factors, the true impact or efficacy of the program on outcomes cannot be discerned.

Readers should also use caution when examining outcome results for programs with less than 30 clients, in which the outcome of just a few clients can greatly affect the program's total outcome result. In these instances, examining percentages may be less helpful than examining raw numbers.

Finally, this report captures a selection of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. Performance measures may not all be equal in importance or value to the community.

Community Conditions

Safety Intervention Services Goals and Services

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

Highlights of Community Conditions

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

Travis County invests in a continuum of services for individuals who are impacted or potentially impacted by crime. This encompasses a variety of services for marginalized populations who are more vulnerable to crime, individuals and families who experience crime, and individuals who commit crime. Crime and its effects have serious social and economic implications for a community.[1] In addition to increased fear, isolation, and decreased participation in community life, the damaging effects of crime on a community creates conditions that perpetuate more crime.[2] Victimization and offending are often seen as two distinct components of crime, yet research suggests that there is a strong, patterned relationship between victimization and criminal behavior among both males and females.[3,4] In the United States, criminal offenses are disproportionately committed by males—including violent crimes—and young people age 16 to 24 experience the most crime both in terms of victimization and offending.[5] Individuals who experience crime incur loss and often emotional trauma.[6] Community and social services can address the needs of those experiencing crime, as well as in preventing future acts of crime.

Prevalence and Types of Crime

In 2014, there were more than 913,000 incidents of crime reported in Texas, which was slightly down compared to 2013 (966,340 incidents reported).[7] The majority (804,555) of 2014 reports were property

crime, with 12% (108,848) considered violent crime.[8,a] In Travis County, there were 48,082 total offenses reported in 2014 (compared to 51,475 in 2013).[9] Of those, 7,049 resulted in arrests.[10] The majority (62%) of reported murders resulted in an arrest and 40% of assault reports resulted in an arrest. Only 2% of reports of rape[b] resulted in an arrest.

Crime Reporting and Arrests
Travis County, 2014

Offense Type	*Number of Offenses*	*Number of Arrests*	*Arrest Rate*
Violent Crimes			
Murder*	34	21	62%
Rape**	680	12	2%
Robbery	947	273	29%
Assault	2,648	1,062	40%
Property Crimes			
Burglary	6,972	701	10%
Larceny	34,267	4,934	14%
Auto Theft	2,534	46	2%
Total	**48,082**	**7,049**	**15%**

* Includes murder, non-negligent manslaughter, and manslaughter by negligence. This does not include vehicular manslaughter, justifiable homicides, and suicides.
**For 2014, the Rape definition has been redefined by the FBI in the Uniform Crime Reporting program as: "Penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim." This redefinition will cause a significant increase in the number of Rapes to be reported in 2014. Statistics reported in this crime category include assaults to commit rape; however, statutory rape (rape against a female under the age of consent) is excluded.
Created by: Travis County HHS/VS, Research & Planning Division, 2015
Source data: The Texas Crime Report for 2014, Texas Department of Public Safety

The number of crimes reported may vastly underrepresent the number of crimes committed, as many crimes go unreported. In the U.S., more than one-half (52%) of all violent crimes go unreported to the police.[11] For certain types of violent crimes, that proportion can be even higher: it is estimated that 65% of rape and sexual assaults go unreported,[12] and in cases of intimate partner violence, only 56% of violent crime by an intimate partner is reported to police.[13] Reasons for lack of reporting include fear of retaliation, the perception that police could or would not help, and the belief that the crime was not important enough to report.[14]

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

b For 2014, the Rape definition has been redefined by the FBI in the Uniform Crime Reporting program as: "Penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim." This redefinition will cause a significant increase in the number of Rapes to be reported in 2014. Statistics reported in this crime category include assaults to commit rape; however, statutory rape (rape against a female under the age of consent) is excluded.

Populations Vulnerable to Crime

Women

While males disproportionately commit crimes, there are particular crimes, such as intimate partner violence, sexual assault, and stalking, which are predominately committed by males against females.[15] In the United States, more than one-third of women have already experienced rape, physical violence, and/or stalking by an intimate partner,[16] and one-third will be sexually assaulted at some point in their lives.[17] The majority (85%) of individuals experiencing domestic violence are women, and women are between 90% and 95% more likely to experience domestic violence than men.[18] Females between the ages of 18 and 24 are most commonly abused by an intimate partner.[19] In Travis County, females in this age group comprise approximately 10%[c] of the female population.[20] Nonfatal intimate partner violence often involves unmarried couples, whereas most intimate partner homicides involve spouses or ex-spouses.[21] In 2014, 132 women were killed in Texas by an intimate partner, two of whom resided in Travis County.[22]

SafePlace, a community-based organization in Travis County that provides a wide range of services for individuals and families who have experienced sexual and domestic violence, reported serving 4,980 clients in 2014, 673 of whom were residential clients living in the shelter.[23] More than three-quarters (79%) of clients served were female.[24] Of those served, 62% experienced domestic violence, 13% experienced sexual assault, and 21% experienced both.[25]

Children and Youth

Many children and youth are regularly exposed to physical and emotional violence in their homes, schools, and neighborhoods.[26] Every day in the United States, 1,900 children become victims[d] and four children will die from abuse and neglect.[27] More than 15 million children are exposed to domestic violence each year, and one in four girls, and one in six boys, are sexually abused before the age of 18.[28]

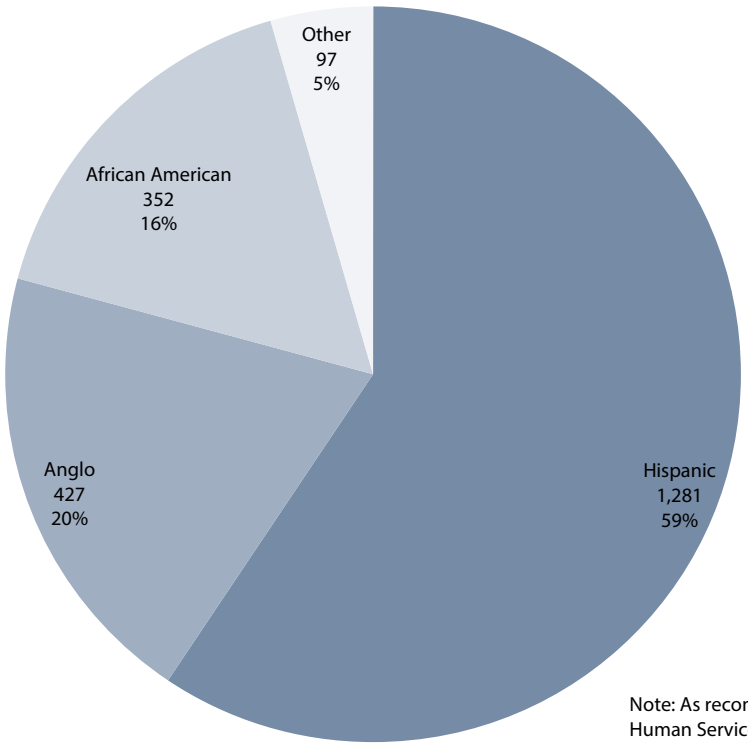
In Texas, there were 254,276 reports of alleged abuse/neglect reported in 2014.[29] In Travis County, there were 11,797 intakes alleging abuse/neglect, involving 11,212 alleged victims, with the majority of those cases (90%) assigned for investigation.[30] Of the 7,151 investigations completed, one-fifth (1,434 resulted

c This proportion may be an under representation of 18-24 year-old females in Travis County as a result of the number of colleges and universities within the county. Individual responses to the American Community Survey may vary depending on whether a school or permanent address was listed as their place of residence.

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

in a confirmed case of abuse/neglect, resulting in 2,157 confirmed victims and 446 children removed from the home.[31,e] Hispanic children comprised the largest share (59%) of confirmed victims, while one-fifth (20%) were Anglo, and 16% were African American.[32,f]

Confirmed Victims of Child Abuse/Neglect by Race/Ethnicity
Travis County, 2014
N=2,157



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

Created by: Travis County HHS/VS, Research and Planning Division, 2015
Source data: Texas Department of Family and Protective Services, Annual Report and Data Book 2014

Of the 2,157 confirmed victims, post-investigation services were provided to 1,033 of the victims.[33] Child fatalities are the most catastrophic consequence of abuse and neglect:[34] 151 children died in Texas as a result of abuse/neglect, nine of whom resided in Travis County.[35,g]

Children and youth exposed to violence are more likely to attempt suicide, abuse drugs and alcohol, run

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

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

g Includes child fatalities investigated and confirmed by Child Protective Services, Adult Protective Services, Child Day Care Licensing, and Residential Child Care Licensing. Fatality Counts were frozen on 1/21/15 and does not include corrections or updates, if any, that may subsequently be made to DFPS data.

away, and commit sexual assault crimes.[36] Men exposed to physical, sexual, and/or domestic violence as children are nearly four times more likely than their peers to commit domestic violence as adults.[37] According to the National Center for Victims of Crime, a large portion of children and adolescents have experienced some form of physical assault in their lifetimes, particularly teenagers who experience high levels of assault, maltreatment, and property victimization.[38] Prevention and intervention services can help stop the cycle of violence.

Immigrants

As a group, immigrants tend to be at disproportionately higher risk for certain crimes, including robbery, homicide, human trafficking, and family violence.[39] Immigrant workers, particularly those who are undocumented, are at a higher risk for experiencing wage theft, intimidation, and unsafe working conditions.[40] Recently arrived immigrants are considered at higher risk of victimization from homicide and robbery.[41] Immigrant women in particular seem to experience high rates of family violence.[42]

The challenges and isolation experienced by survivors of abuse and neglect are often amplified for the immigrant population.[43] Many immigrants are not aware of laws and resources that may protect and help them, and some immigrants are unaware that certain crimes, like domestic violence, are a crime.[44] Language barriers, cultural and/or religious beliefs, and a lack of documentation may also deter or prevent an immigrant survivor from seeking help.[45] The perception of law enforcement and the legal system—particularly for undocumented immigrants who fear deportation, and also for refugees and asylum seekers—may prevent immigrants not only from seeking services but also from reporting crimes to the police.[46] The threat of deportation is often a fear tactic used by abusers to exert power and control over an individual.[47] The compounding effect of so many barriers can create a huge sense of isolation for immigrant survivors.[48] Survivors who are immigrants, particularly those with limited English proficiency, represent a population in Texas that is vastly underserved.[49]

Lesbian, Gay, Bisexual, or Transgendered Individuals

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

causing further victimization and harm.[53]

Members of the LGBT community are also much more likely than the general population, or any other minority group in the United States, to be victimized by violent hate crime.[54] Often, hate crimes against LGBT individuals are not reported because the survivor doesn't want his or her identity as LGBT to be identified in a police report.[55]

Persons with Disabilities

Compared to the general population, persons with disabilities are victimized by crime at much higher rates.[56] It estimated that people with developmental disabilities are 4 to 10 times more likely to experience crime than the general population.[57] They are also more likely to be re-victimized by the same person, yet more than one-half do not seek assistance from the legal, criminal, or social service systems.[58] Their rate of crime reporting is lower than that of the general population, often because of the nature of the survivors' disabilities.[59] Some survivors are not aware that a crime was committed against them, or they may be intimidated by the reporting process.[60] When the abuser is an intimate partner or someone close to the individual, seeking help can be very difficult for the survivor.[61] People with disabilities are victimized by people they know more often than individuals without disabilities,[62] and often those crimes are perpetrated by a family member or person working in disability-related fields, such as a nurse or caregiver.[63] Many survivor-serving providers across the country report low rates of serving survivors with disabilities, which can be attributed to the low levels of reporting and seeking help.[64]

Services

Services that address crime and its effects on individuals, families, and the community fall along a wide spectrum that includes prevention education, healing and basic needs, legal advocacy, restorative justice, and reintegration services. Many service providers are working to prevent and end violence by addressing social factors that influence perpetration and victimization.[65]

Trauma-Informed Services

Exposure to traumatic experiences, such as physical or sexual abuse, neglect, family or community violence, and/or exploitation can place great stress on an individual, as well as lead to further stress, such as separation from family, friends, and community, and uncertainty about what the future holds.[66] Trauma-informed services are rooted in an understanding of the causes and effects of traumatic experiences, utilize practices that support recovery, and treat more than the symptoms of trauma (such as mental health disorders or behavioral problems).[67] Trauma-informed services involve all stakeholders

– including caseworkers, service providers, judges, and family members – in the healing process, to increase awareness, reduce barriers and connect resources in order to effectively serve individuals and achieve greater outcomes for those individuals.[68]

Basic Services

Basic services and concrete resources such as rent deposits or childcare services often do not exist or are substantially insufficient for victims experiencing abuse.[69] The inability to meet basic needs is often the primary reason victims stay with or return to their abuser.[70] The void of essential services is even more critical for undocumented immigrants or immigrants with legal status who are no longer eligible for various types of assistance.[71] In a recent survey, family violence service providers across the state indicated that a lack of transportation, housing, shelter, child care, counseling services, funding, and staff are major challenges in effectively serving their communities.[72]

Legal & Advocacy Services

The high demand for legal services, combined with the underfunding of legal aid programs and the complexities of the various legal systems, means that many individuals impacted by crime, particularly those who are most vulnerable, such as immigrant and low-income individuals, are denied access to services due to lack of capacity or affordability.[73] This presents a major barrier to safety for victims experiencing family violence.[74] Vulnerable populations, such as children and immigrant women, often do not have access to legal representation, whether licensed attorneys, Board of Immigration accredited representatives, or court-appointed legal advocates.

Advocates are trained professionals who provide assistance to and advocacy for victims of crime so that their interests are represented in determining the best options in the aftermath of a crime.[75] Services include court accompaniment, assistance with victim impact statements and legal forms, referrals to community resources, information sharing regarding systems and cases, as well as acting as liaison between the individual or family and the various systems.[76] Legal representation and advocacy help individuals and families facing barriers to obtaining adequate legal counsel to protect their rights, advance their interests, and ensure their needs are met.[77]

Restorative Justice Services

Restorative Justice frames crime as a violation of people and human relationships, rather than a violation of the law, and seeks to repair the harm that was caused.[78,79] It is an approach to justice that seeks resolution through healing, reparation, reintegration, and prevention of future harm by engaging all parties affected by the crime.[80] It aims to hold the offender accountable for his or her actions while

allowing those affected by the crime—the victim(s), offender, family, and community—to identify and address their needs in the wake of the crime.[81] It gives those harmed by a criminal act the opportunity to be involved in the response to the crime, to engage in dialogue, and to create mutually beneficial solutions.[82] Research shows that restorative justice programs have a positive effect on both the victim and the offender, with both parties expressing a sense of satisfaction with and fairness of the process and outcomes.[83]

Reintegration Services for Youth and Adult Offenders

It is estimated that roughly 70 million Americans are living with a criminal record,[84] and Texas is home to nearly 12 million such individuals.[85,h] Reentry is the transition of incarcerated individuals back into society.[86] In Travis County, an estimated 2,400 individuals are released from prison each year.[87] As prison release rates rise, so does the strain on social, health and housing services within the community.[88] Slightly more than two-thirds of prisoners released are arrested again within three years, and more than three-quarters are arrested within five years.[89] This cycling in and out of the criminal justice system creates high costs for the community, both in terms of economics and safety.[90] Incarceration removes an offender from the community; before returning that individual back to the community, experts recommend the development of an individualized reentry plan or intervention (other than incarceration), in order for behavioral changes and long-term success to take place.[91]

Further Resources

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

Below are some selected resources for additional information regarding workforce development and related topics.

Austin/Travis County Reentry Roundtable

www.reentryroundtable.net/

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

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

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

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

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

The National Center for Victims of Crime

www.victimsofcrime.org

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

Texas Association Against Sexual Assault

www.taasa.org

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

Texas Council on Family Violence

www.tcfv.org

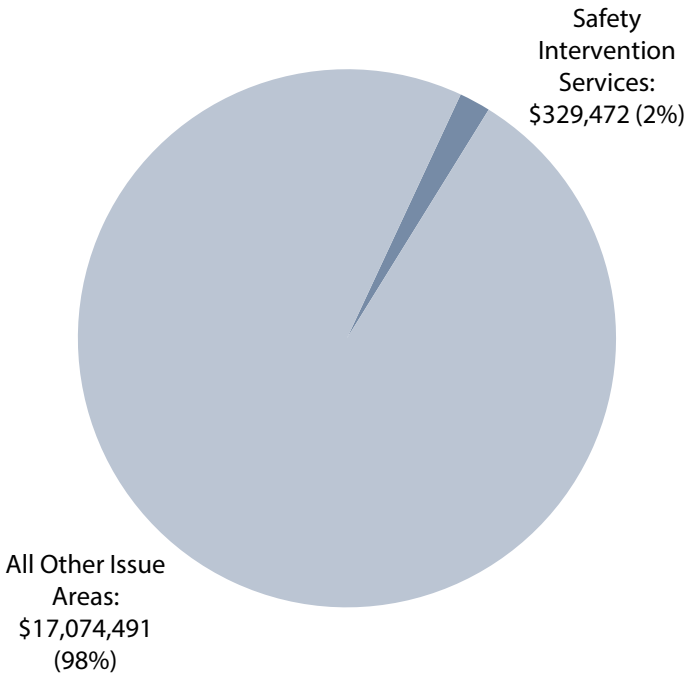
Texas Council on Family Violence (TCFV) promotes safe and healthy relationships by supporting service providers, facilitating strategic prevention efforts, and creating opportunities for freedom from domestic violence. It is one of the largest domestic violence coalitions in the nation and is comprised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

Investment Overview

Our Investment

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

Investment in Safety Intervention Services and Other Issue Areas, FY 2015



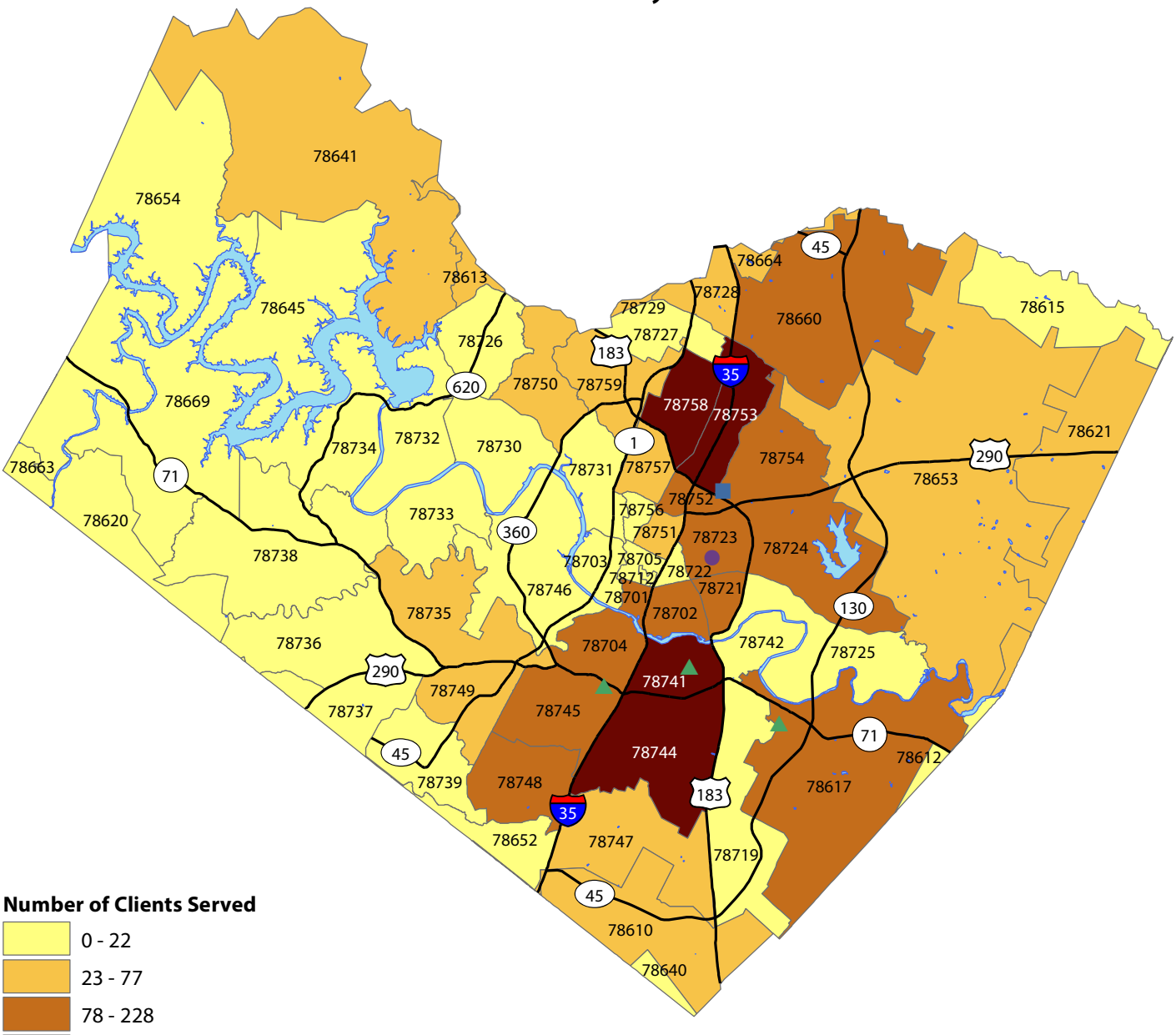
Funding Summary

The FY 2015 Funding Amount reflects 12–month funding (October 1, 2014 through September 30, 2015) unless otherwise noted.

Agency Name	Program Name	FY 2015 Funding Amount
Austin Children's Shelter	Emergency Shelter Program	$49,203
CASA of Travis County	Child Advocacy	$85,000
Catholic Charities of Central Texas	Immigration Legal Services	$10,305
SafePlace	Domestic Violence and Sexual Assault Services	$184,964

Safety Intervention Services

Service Provision Locations and Clients Served by ZIP Code
Travis County, FY 2015



Number of Clients Served

- 0 - 22
- 23 - 77
- 78 - 228
- 229 - 484

Service Providers

- Austin Children's Shelter
- Catholic Charities of Central Texas
- SafePlace

Service provision locations are not included for CASA of Travis County as services can be accessed anywhere the client is located.

Notes: This map shows 3,928 clients by ZIP code. 698 (15% 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, 2015.
This map was created using City of Austin shapefiles.
Created by: Travis County HHS/VS, Research & Planning Division, 2016.

N

0 2.5 5 Miles

Austin Children's Shelter

Emergency Shelter Program

Program Description

The Emergency Shelter Program (ESP) is the largest residential program of Austin Children's Shelter (ACS), providing Emergency Shelter for the most vulnerable and disaffected children and youth in Central Texas. The ESP also includes specialized services for teen parents and their children (Teen Parent Program). The overall goal of the ACS Emergency Shelter Program is to provide a safe, secure and supportive environment in which to stabilize the youth, assess and meet their needs and to prepare them for their next placement, whether that is in a residential treatment facility, in a foster care home, independent living, or back with their family. Additionally, the goal for our Teen Parent Program (within the ESP) is to provide a safe, secure, and supportive environment in which a young parent can learn and practice the basic life and parenting skills necessary to be successful in independent living and young children can be safe, secure and thrive until they transition to a more permanent living situation. Based on each individual client's Service Plan, a variety of on-campus support is provided to our youth such as: intensive case management to continuously assess needs and advocate for permanency plans; individual and group therapy to assist in learning coping skills and work through previous traumas; and psychiatric care (if appropriate) to assist in medical stabilization of client related to their mental health or trauma histories. Children/youth can remain in the ESP between 30 to 60 days, which is determined on an individual basis.

Funding

The total TCHHS/VS investment in the Emergency Shelter Program from October 1, 2014 through September 30, 2015 was $49,203. This investment comprised 1.9% of the total program budget.

Eligibility Criteria

This program serves victims of child abuse and neglect, aged birth through 17, who need access to immediate, safe housing because they have no protective caregivers. ACS primarily serves children, youth, young adults, and families from Austin, Texas and its surrounding cities and counties. There is no income eligibility requirement for access to the ESP program. Referrals and funding comes from placement agencies such as Child Protective Services (CPS) or Travis County Juvenile Probation Department (TCJPD) or through contracts with community agencies.

Austin Children's Shelter: Emergency Shelter Program

Client Demographics

This program served more females (62%) than males (38%). More than one-half (55%) of clients were in the 15 to 17 age range, and 43% were Hispanic or Latino. The majority (72%) of clients were White. Because this program serves children and youth, income information is not collected.

Gender	Num.	Pct.
Female	80	62%
Male	50	38%
Total	*130*	*100%*

Ethnicity		
Hispanic or Latino	56	43%
Not Hispanic or Latino	74	57%
Total	*130*	*100%*

Race		
Black or African American	25	19%
White	93	72%
Two or more races	12	9%
Total	*130*	*100%*

Age	Num.	Pct.
Under 5	19	15%
5 to 9	7	5%
10 to 14	22	17%
15 to 17	72	55%
18 to 24	10	8%
Total	*130*	*100%*

Income		
Unknown	130	100%
Total	*130*	*100%*

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

Austin Children's Shelter: Emergency Shelter Program

Client ZIP Codes

The majority (60%) of children and youth served had ZIP codes outside of Travis County. Program staff explained that youth come from outlying and rural areas due to the limited resources for emergency shelter and emergency housing in other areas of the state. Staff also noted that ACS is well known for working with youth who are often not accepted or who do not meet admission criteria elsewhere, e.g. youth who have histories of self-harm, violence, LGBT youth, etc. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78660	1	0.8%
78753	1	0.8%
Total Northeast	*2*	*1.5%*

North		
78728	1	0.8%
78729	1	0.8%
Total North	*2*	*1.5%*

Southeast	Num.	Pct.
78741	3	2.3%
Total Southeast	*3*	*2.3%*

Southwest		
78704	2	1.5%
78737	1	0.8%
78745	6	4.6%
78748	4	3.1%
Total Southwest	*13*	*10.0%*

East	Num.	Pct.
78723	12	9.2%
78724	4	3.1%
Total East	*16*	*12.3%*

Others		
Homeless	5	3.8%
Outside of Travis Co.	78	60.0%
Unknown	11	8.5%
Total Others	*94*	*72.3%*

Total Clients	***130***

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

Austin Children's Shelter: Emergency Shelter Program

The Emergency Shelter Program met all performance goals for 2015 except for one. Program staff explained that in the fourth quarter, Austin Children's Shelter began significant construction of the emergency shelter cottages, which, long-term should result in more clients served, but, in the short-term, impacted how many children were admitted, thus lowering the number of unduplicated clients served compared to original projections (see the first output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	130	165	79%
Number of days of supervised care	9,806	10,001	98%
Number of client transports	6,786	6,540	104%
Outcomes			
Percentage of clients who make progress toward treatment plan goals in at least 5 of 7 key progress areas in Case Review (with a score of 70% or higher)	78% (57/73)	80% (55/69)	98%
Percentage of clients who show progress towards academic and/or vocational goals in Case Review with an average score of 70% or better	73% (52/71)	80% (55/69)	92%

CASA of Travis County

Child Advocacy

Program Description

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

Funding

The total TCHHS/VS investment in the Child Advocacy program from October 1, 2014 through September 30, 2015 was $85,000. This investment comprised 2.6% of the total program budget.

Eligibility Criteria

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

CASA is appointed as guardian ad litem to: all children under the age of four, all children in sibling groups, all children with special needs, all children whose parents are in the Travis County Family Drug Treatment Court, and all youth in the Travis County Crossover Court (for youth with co-occurring child protection and juvenile justice cases).

CASA of Travis County: Child Advocacy

Client Demographics

The Child Advocacy program served more males (52%) than females (48%), and 40% of clients were under the age of 5. More than one-third (39%) of clients were Hispanic or Latino. More than one-half of clients were White and 22% were Black or African American. All of the children CASA serves are in care of the State, having been removed from their homes, and are defined as having no income.

Gender	Num.	Pct.
Female	886	48%
Male	944	52%
Total	*1,830*	*100%*

Ethnicity		
Hispanic or Latino	713	39%
Not Hispanic or Latino	1,077	59%
Unknown	40	2%
Total	*1,830*	*100%*

Race		
American Indian and Alaska Native	3	0.2%
Asian	7	0.4%
Black or African American	409	22%
White	989	54%
Some other race	4	0.2%
Two or more races	271	15%
Unknown	147	8%
Total	*1,830*	*100%*

Age	Num.	Pct.
Under 5	727	40%
5 to 9	492	27%
10 to 14	356	19%
15 to 17	233	13%
18 to 24	22	1%
Total	*1,830*	*100%*

Income		
Not Applicable	1,830	100%
Total	*1,830*	*100%*

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

CASA of Travis County: Child Advocacy

Client ZIP Codes

The largest proportion of clients served by the Child Advocacy program resided in the Southeast and East areas of Travis County, with 22% of the client population in each area. The Northeast (19%) also had a large share of clients in residence.(See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78621	12	0.7%
78653	39	2.1%
78660	51	2.8%
78664	9	0.5%
78752	44	2.4%
78753	141	7.7%
78754	48	2.6%
Total Northeast	*344*	*18.8%*

Northwest		
78613	2	0.1%
78641	6	0.3%
78645	5	0.3%
78669	3	0.2%
78726	9	0.5%
78731	7	0.4%
78732	5	0.3%
78734	10	0.5%
78750	3	0.2%
Total Northwest	*50*	*2.7%*

North		
78727	11	0.6%
78728	25	1.4%
78729	9	0.5%
78757	23	1.3%
78758	139	7.6%
78759	14	0.8%
Total North	*221*	*12.1%*

Southeast	Num.	Pct.
78610	11	0.6%
78612	1	0.1%
78617	67	3.7%
78719	4	0.2%
78741	178	9.7%
78742	3	0.2%
78744	135	7.4%
78747	8	0.4%
Total Southeast	*407*	*22.2%*

Southwest		
78652	9	0.5%
78704	71	3.9%
78735	17	0.9%
78736	3	0.2%
78737	1	0.1%
78739	3	0.2%
78745	53	2.9%
78748	50	2.7%
78749	13	0.7%
Total Southwest	*220*	*12.0%*

West		
78620	1	0.1%
78703	1	0.1%
78733	3	0.2%
78738	4	0.2%
78746	3	0.2%
Total West	*12*	*0.7%*

East	Num.	Pct.
78702	87	4.8%
78721	96	5.2%
78722	10	0.5%
78723	122	6.7%
78724	83	4.5%
78725	3	0.2%
Total East	*401*	*21.9%*

Central		
78701	22	1.2%
78705	7	0.4%
78751	9	0.5%
78756	3	0.2%
Total Central	*41*	*2.2%*

Others		
Homeless	5	0.3%
Outside of Travis Co.	28	1.5%
Unknown	101	5.5%
Total Others	*134*	*7.3%*

Total Clients	***1,830***

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

CASA of Travis County: Child Advocacy

The Child Advocacy program met or exceeded all but one goal for FY 2015. Program staff noted that the percentage of volunteers who were retained and took another client's case now only represents those volunteers whose initial case closed during the grant period (see the second outcome). According to staff, this gives a more accurate representation of volunteer retention.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,830	1,700	108%
Number of volunteers completing training	205	220	93%
Number of volunteers assigned to a case	650	650	100%
Outcomes			
Percentage of unduplicated clients successfully completing the program	87% (637/730)	90% (495/550)	97%
Percentage of volunteers who are retained and take another client's case	46% (123/266)	55% (357/650)	84%

Catholic Charities of Central Texas

Immigration Legal Services

Program Description

The goal of the Immigration Legal Services (ILS) program is to provide high-quality, low-cost legal assistance in immigration-related matters to the immigrant community of central Texas. This begins with outreach to immigrant populations and, for those who are eligible, results in legal and technical assistance preparing the appropriate applications to the United States Citizenship and Immigration Service (USCIS), mailing the application packets to the correct USCIS site, and providing any follow-up advocacy and action that may be necessary.

Funding

The total TCHHS/VS investment in the Immigration Legal Services program from October 1, 2014 through September 30, 2015 was $10,305. This investment comprised 1.3% of the total program budget.

Eligibility Criteria

The clients helped by the ILS program are low income and are generally at or below 200% of the Federal Poverty Income Guidelines (FPIG). Clients who earn more than 200% of FPIG may also receive services if they demonstrate financial hardship or extenuating circumstances. The majority of clients reside in Travis County, though ILS serves most of central Texas.

Catholic Charities of Central Texas: Immigration Legal Services

Client Demographics

This program served more females (57%) than males (42%). Nearly one-third (31%) of clients were in the 18 to 24 age range, and 84% were Hispanic or Latino. The majority (84%) identified as Some other race. More than one-quarter (27%) of clients had incomes between 50% and 100% of the Federal Poverty Income Guidelines (FPIG). (See Appendix A for specific income guideline levels.)

Gender	Num.	Pct.
Female	429	57%
Male	317	42%
Unknown	3	0.4%
Total	*749*	*100%*

Ethnicity		
Hispanic or Latino	630	84%
Not Hispanic or Latino	39	5%
Unknown	80	11%
Total	*749*	*100%*

Race		
Asian	24	3%
Black or African American	11	1%
White	4	1%
Some other race	629	84%
Two or more races	1	0.1%
Unknown	80	11%
Total	*749*	*100%*

Age	Num.	Pct.
Under 5	1	0.1%
5 to 9	3	0.4%
10 to 14	9	1%
15 to 17	103	14%
18 to 24	229	31%
25 to 39	186	25%
40 to 59	165	22%
60 to 74	37	5%
75 and over	6	1%
Unknown	10	1%
Total	*749*	*100%*

Income		
<50% of FPIG	164	22%
50% to 100%	200	27%
101% to 150%	131	17%
151% to 200%	98	13%
>200%	47	6%
Unknown	109	15%
Total	*749*	*100%*

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

Catholic Charities of Central Texas: Immigration Legal Services

Client ZIP Codes

More than one-quarter (26%) of clients lived outside of Travis County, and 22% lived in the Northeast. The Southeast (17%) also had a sizeable share of clients in residence. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78621	9	1.2%
78653	12	1.6%
78660	20	2.7%
78664	18	2.4%
78752	14	1.9%
78753	74	9.9%
78754	21	2.8%
Total Northeast	*168*	*22.4%*

Northwest		
78613	5	0.7%
78641	18	2.4%
78645	1	0.1%
78654	3	0.4%
78726	2	0.3%
78734	5	0.7%
78750	3	0.4%
Total Northwest	*37*	*4.9%*

North		
78727	4	0.5%
78728	5	0.7%
78729	5	0.7%
78757	3	0.4%
78758	47	6.3%
78759	2	0.3%
Total North	*66*	*8.8%*

Southeast	Num.	Pct.
78610	3	0.4%
78612	4	0.5%
78617	14	1.9%
78640	10	1.3%
78719	1	0.1%
78741	29	3.9%
78744	54	7.2%
78747	10	1.3%
Total Southeast	*125*	*16.7%*

Southwest		
78652	3	0.4%
78704	4	0.5%
78735	7	0.9%
78736	2	0.3%
78745	13	1.7%
78748	10	1.3%
Total Southwest	*39*	*5.2%*

West		
78746	1	0.1%
Total West	*1*	*0.1%*

East	Num.	Pct.
78702	6	0.8%
78721	10	1.3%
78723	9	1.2%
78724	42	5.6%
78725	3	0.4%
Total East	*70*	*9.3%*

Central		
78751	1	0.1%
Total Central	*1*	*0.1%*

Others		
Outside of Travis Co.	192	25.6%
Unknown	50	6.7%
Total Others	*242*	*32.3%*

Total Clients	***749***

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

Catholic Charities of Central Texas: Immigration Legal Services

Most of the program's performance measures met or exceeded performance goals, with a few falling short of performance targets. Staff explained that the number of clients served were higher than usual (see the first and second outputs) due to a large amount of deferred action cases and "other" immigration assistance cases (see the sixth and ninth outputs) as a result of renewals of those programs. The amount of those cases directly affected the amount of intakes possible for some of the other types of cases (see the third, fourth, and fifth outputs). Staff also noted that they can only serve the viable cases that come to the organization and that there is no control over and way to predict the types of cases that come into the office; as a result, some types of cases were higher than anticipated (see the seventh output) while others were lower (see the eighth output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total number of clients whose cases are accepted for further immigration legal services	749	682	110%
Total number of clients provided consultations whose cases are not accepted for further immigration legal services	553	418	132%
Total number of Lawful Permanent Resident applications filed	79	100	79%
Total number of U.S. Citizenship applications filed	30	50	60%
Total number of applications filed for victims of crimes	6	30	20%
Total number of applications filed for Deferred Action for Childhood Arrivals (1-821D)	303	100	303%
Total number of applications filed for Renewal of Lawful Permanent Resident cards (1-90)	67	50	134%
Total number of family-based petitions filed for family members (1-130)	60	70	86%
Total number of applications filed for other immigration assistance (including: TPS, FOIA, RFE, Waivers, etc.)	102	45	227%
Outcomes			
Percent of immigration applications approved (outcome rate)	98% (550/562)	90% (567/630)	109%

SafePlace

Domestic Violence and Sexual Assault Services

Program Description

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

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

Funding

The total TCHHS/VS investment in the Domestic Violence and Sexual Assault Services program from October 1, 2014 through September 30, 2015 was $184,964. This investment comprised 8.1% of the total program budget.

Eligibility Criteria

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

SafePlace: Domestic Violence and Sexual Assault Services

The majority (83%) of clients served were female, and 38% of clients were in the 25 to 39 age range. More than one-half (53%) of clients were Hispanic or Latino, and 71% identified as White. Nearly one-quarter (23%) of clients had incomes below 50% of the Federal Poverty Income Guidelines (FPIG). (See Appendix A for specific income guideline levels.)

Note: Counseling clients do not provide income status information. Only clients receiving emergency shelter services are included in the income information below.

Gender	Num.	Pct.
Female	1,593	83%
Male	322	17%
Unknown	2	0.1%
Total	*1,917*	*100%*

Ethnicity		
Hispanic or Latino	1,013	53%
Not Hispanic or Latino	798	42%
Unknown	106	6%
Total	*1,917*	*100%*

Race		
American Indian and Alaska Native	10	1%
Asian	30	2%
Black or African American	249	13%
Native Hawaiian and Other Pacific Islander	2	0.1%
White	1,363	71%
Some other race	101	5%
Two or more races	119	6%
Unknown	43	2%
Total	*1,917*	*100%*

Age	Num.	Pct.
Under 5	161	8%
5 to 9	155	8%
10 to 14	128	7%
15 to 17	95	5%
18 to 24	244	13%
25 to 39	731	38%
40 to 59	372	19%
60 to 74	24	1%
75 and over	3	0.2%
Unknown	4	0.2%
Total	*1,917*	*100%*

Income		
<50% of FPIG	442	23%
50% to 100%	288	15%
101% to 150%	142	7%
151% to 200%	63	3%
>200%	94	5%
Unknown	888	46%
Total	*1,917*	*100%*

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

SafePlace: Domestic Violence and Sexual Assault Services

Client ZIP Codes

More than one-quarter (26%) of clients lived in the Southeast area of Travis County. The Northeast (15%), East (14%), and Southwest (14%) also had sizeable shares of clients in residence. (See Appendix B for ZIP code classification map.)

Northeast	Num.	Pct.
78615	2	0.1%
78621	8	0.4%
78653	26	1.4%
78660	32	1.7%
78664	25	1.3%
78752	63	3.3%
78753	106	5.5%
78754	31	1.6%
Total Northeast	*293*	*15.3%*

Northwest		
78613	19	1.0%
78641	11	0.6%
78645	5	0.3%
78654	2	0.1%
78669	3	0.2%
78726	5	0.3%
78730	4	0.2%
78731	3	0.2%
78732	4	0.2%
78734	5	0.3%
78750	23	1.2%
Total Northwest	*84*	*4.4%*

North		
78727	6	0.3%
78728	12	0.6%
78729	14	0.7%
78757	15	0.8%
78758	92	4.8%
78759	13	0.7%
Total North	*152*	*7.9%*

Southeast	Num.	Pct.
78610	10	0.5%
78612	4	0.2%
78617	45	2.3%
78640	12	0.6%
78719	3	0.2%
78741	274	14.3%
78742	4	0.2%
78744	121	6.3%
78747	26	1.4%
Total Southeast	*499*	*26.0%*

Southwest		
78652	3	0.2%
78704	61	3.2%
78735	13	0.7%
78736	7	0.4%
78737	6	0.3%
78739	2	0.1%
78745	108	5.6%
78748	44	2.3%
78749	14	0.7%
Total Southwest	*258*	*13.5%*

West		
78620	15	0.8%
78703	6	0.3%
78733	5	0.3%
78738	1	0.1%
78746	2	0.1%
Total West	*29*	*1.5%*

East	Num.	Pct.
78702	45	2.3%
78721	54	2.8%
78722	2	0.1%
78723	85	4.4%
78724	66	3.4%
78725	12	0.6%
Total East	*264*	*13.8%*

Central		
78701	75	3.9%
78705	14	0.7%
78751	21	1.1%
Total Central	*110*	*5.7%*

Others		
Homeless	10	0.5%
Outside of Travis Co.	161	8.4%
Unknown	57	3.0%
Total Others	*228*	*11.9%*

Total Clients	***1,917***

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

SafePlace: Domestic Violence and Sexual Assault Services

This program had mixed performance results for FY 2015, meeting or exceeding most goals, but falling short on two performance goals. Staff reported that emergency shelter clients stayed longer than originally projected, which impacted the number of people served (see the first and second outputs).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,917	2,200	87%
Number of unduplicated clients sheltered	596	900	66%
Number of unduplicated clients counseled	1,411	1,450	97%
Number of unduplicated bed nights provided	34,568	34,000	102%
Outcomes			
Percentage of unduplicated clients who exit shelter and complete an exit form who report leaving to a safe and secure location that does not include the batterer	97% (482/497)	85% (765/900)	114%
Percentage of unduplicated counseling clients surveyed who indicate an increased ability to manage the effects of trauma	97% (222/229)	90% (180/200)	108%

Appendix A

2015 Federal Poverty Income Guidelines

Most TCHHS/VS contracts require programs to serve participants with household incomes at or below 200% of the Federal Poverty Income Guideline (FPIG) level. Some programs have chosen to follow a more stringent threshold. The following table presents the federal poverty thresholds by household size and income.

Household Size	Income Limits by Household Size				
	50%	100%	125%	150%	200%
1 person	$5,885	$11,770	$14,713	$17,655	$23,540
2 persons	$7,965	$15,930	$19,913	$23,895	$31,860
3 persons	$10,045	$20,090	$25,113	$30,135	$40,180
4 persons	$12,125	$24,250	$30,313	$36,375	$48,500
5 persons	$14,205	$28,410	$35,513	$42,615	$56,820
6 persons	$16,285	$32,570	$40,713	$48,855	$65,140
7 persons	$18,365	$36,730	$45,913	$55,095	$73,460
8 persons	$20,445	$40,890	$51,113	$61,335	$81,780
For families/households with more than 8 persons, add $4,160 for each additional person.					

Data source: "2015 Poverty Guidelines," Office of The Assistant Secretary for Planning and Evaluation, U.S. Department of Health & Human Services, January 22, 2015, http://aspe.hhs.gov/poverty/15poverty.cfm.

2015 Austin Median Family Income Guidelines

The Blackland Community Development Corporation and Foundation for the Homeless contracts require participants in their programs to have a household income at or below 50% of the Austin Median Family Income (MFI) level. Other programs may also use Austin MFI guidelines when measuring client incomes. The following table presents the median family income limits established by the U.S. Department of Housing and Urban Development (HUD) for the Austin-Round Rock-San Marcos, TX Metropolitan Statistical Area (MSA).

Household Size	Income Limits by Household Size		
	30% (Extremely Low)	50% (Very Low)	80% (Low)
1 person	$16,150	$26,900	$43,050
2 persons	$18,450	$30,750	$49,200
3 persons	$20,750	$34,600	$55,350
4 persons	$24,250	$38,400	$61,450
5 persons	$28,410	$41,500	$66,400
6 persons	$32,570	$44,550	$71,300
7 persons	$36,730	$47,650	$76,200
8 persons	$40,890	$50,700	$81,150

Data source: "Austin-Round Rock-San Marcos, TX MSA FY2015 Income Limits Summary," U.S. Department of Housing and Urban Development, http://www.huduser.org/portal/datasets/il/il15/FY2015_IL_tx.pdf.

Appendix B

ZIP Code Classification Map

ZIP codes located within Travis County are classified into one of the following eight descriptive categories: Central, East, North, Northeast, Northwest, Southeast, Southwest, and West. These categories were designed to provide a frame of reference when locating ZIP codes on the map and are used to highlight client concentrations across geographic areas.

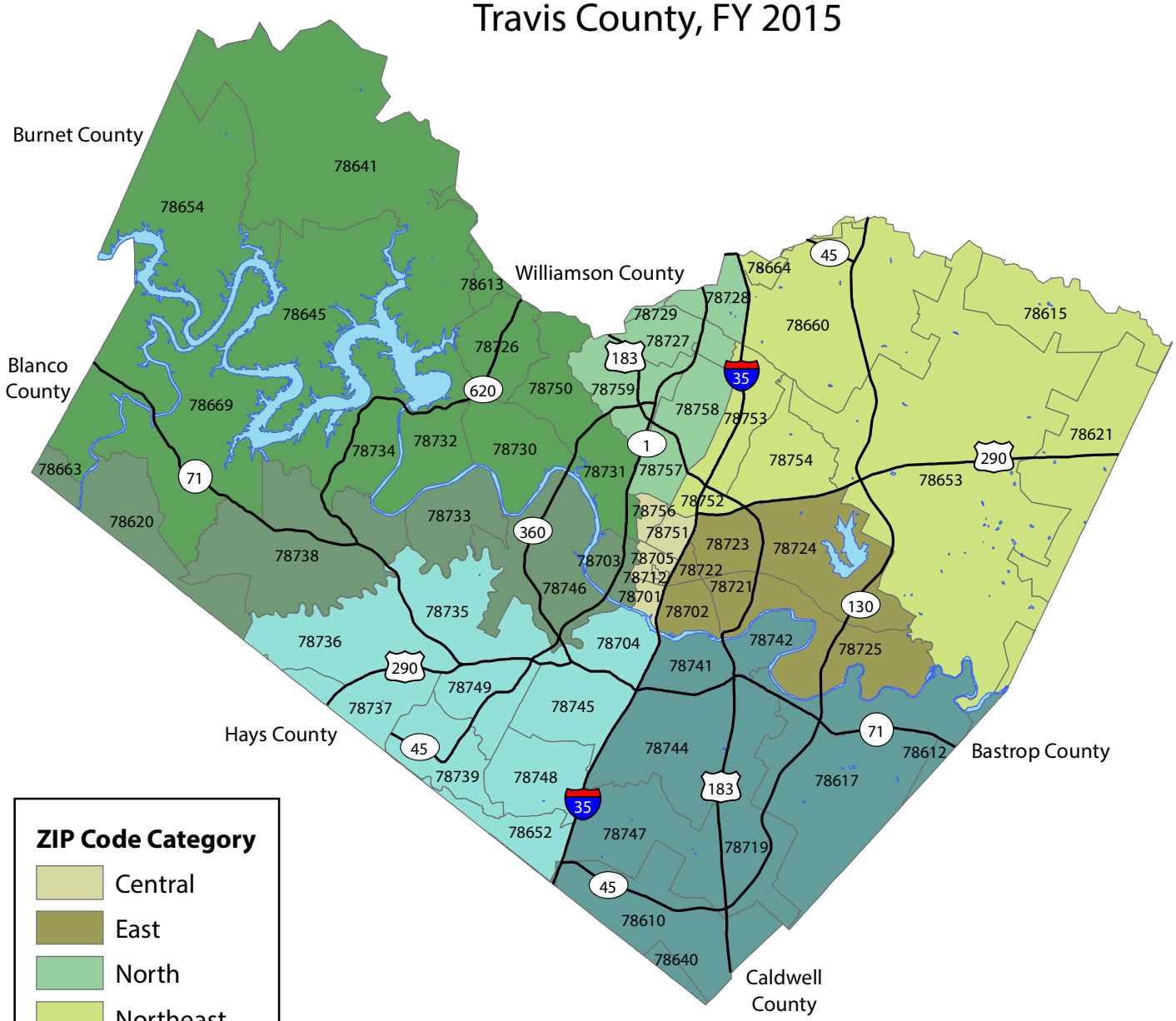
Descriptive categories are loosely based on Multiple Listing Service (MLS) categories. Occasionally, a ZIP code spans multiple MLS areas. For such ZIP codes, categorization was based on where the bulk of the ZIP code area was located. For example, if a ZIP code spanned the West, South, and Southwest areas, but the majority of the ZIP code area was located in the West area, it was classified as "West."

A number of ZIP codes are located in Travis County and an adjoining county. These ZIP codes were classified by where the area found inside Travis County lines was mostly located. For example, a ZIP code area may be located in the West area of Travis County, but the majority of the ZIP code area outside of Travis County may be in the Southwest area. In this example, the ZIP code would be classified as "West."

Please note that the 78616 ZIP code has a miniscule portion of its area within Travis County boundaries and thus is not included on the ZIP code classification map.

ZIP Code Categories

Travis County, FY 2015



ZIP Code Category

- Central
- East
- North
- Northeast
- Northwest
- Southeast
- Southwest
- West

N

0 2.5 5 Miles

Note: This map was created using City of Austin shapefiles. ZIP code categories are loosely based on Multiple Listing Service (MLS) categories.

Created by: Travis County HHS/VS, Research & Planning Division, 2015.

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