# Housing Continuum

## FY 2017 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

FEBRUARY 2018

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Research & Planning Division


**County Executive**
Sherri E. Fleming

**Project Leads**
Courtney Bissonnet Lucas
Brittain Ayres

**Lead Writer, CDBG Office**
Martha Brown

**Research & Planning Division**
Lawrence Lyman, Division Director
Korey Darling, Planning Manager
Brittain Ayres
Tara Carmean
Rachel Coff
Anna Lisa Conlin
Anne Fine
Courtney Bissonnet Lucas
Rochelle Olivares
Tonya Pennie


**Questions or Comments?**

For questions or for more information, please contact the Research & Planning Division at HHS_R&P@traviscountytx.gov.

# TRAVIS COUNTY
# HEALTH and HUMAN SERVICES

## PURPOSE

### Who we are:

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

### What we do:

Address community needs through internal and external investments and services

### What we strive to accomplish:

Maximize quality of life for all people in Travis County

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

## VALUES

### We value helping people.

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

### We value the accountability and integrity of our staff.

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

### We value cooperation and collaboration in the community at large and within HHS.

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

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# Introduction

The Travis County Commissioners Court, through the Travis County Health and Human Services Department (HHS), annually invests over $19.5 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 HHS investments in health and human services. The *FY 2017 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—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 a pilot project under Holistic Family Services. The Investment Overview summarizes information from all nine issue areas and the pilot project. 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. 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, 2016 through September 30, 2017) 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

## Housing Continuum Goals and Services

Programs and services within this issue area promote both availability of and access to safe, decent, affordable, and stable housing. Programs span the housing continuum from providing temporary shelter to rental and homeownership assistance. Goals of the services are to prevent homelessness, reduce housing cost burden, and promote housing stability.

Services may include: emergency shelter including food, bedding, and needed supplies; safe and affordable transitional housing; short and long term financial assistance for rent, mortgage, and utilities; case management, support services, tenant education, and legal advocacy to promote housing stability and reduce housing discrimination; repair of rental and owned housing to address substandard housing and improve living conditions and energy efficiency; assessment of energy usage and living patterns to educate clients regarding energy usage; repairs and retrofits to address energy efficiency; homebuyer assistance and education; assistance in the creation of affordable housing units; and infrastructure improvements to assist with neighborhood quality.

## Highlights of Community Conditions

The Austin area housing market has experienced a sustained period of growth, with both median prices and sales volumes hitting record highs in 2016.[1] The strength of the regional economy has supported ongoing in-migration that has resulted in rapid population growth in the region. In 2015 the Austin-Round Rock Metropolitan area surpassed two million residents and it has been among the fastest growing metropolitan area (with a population of over one million) in recent years.[2] This population growth has resulted in increased demand for housing, and steep and rapid increases in local housing prices and rents throughout the region.

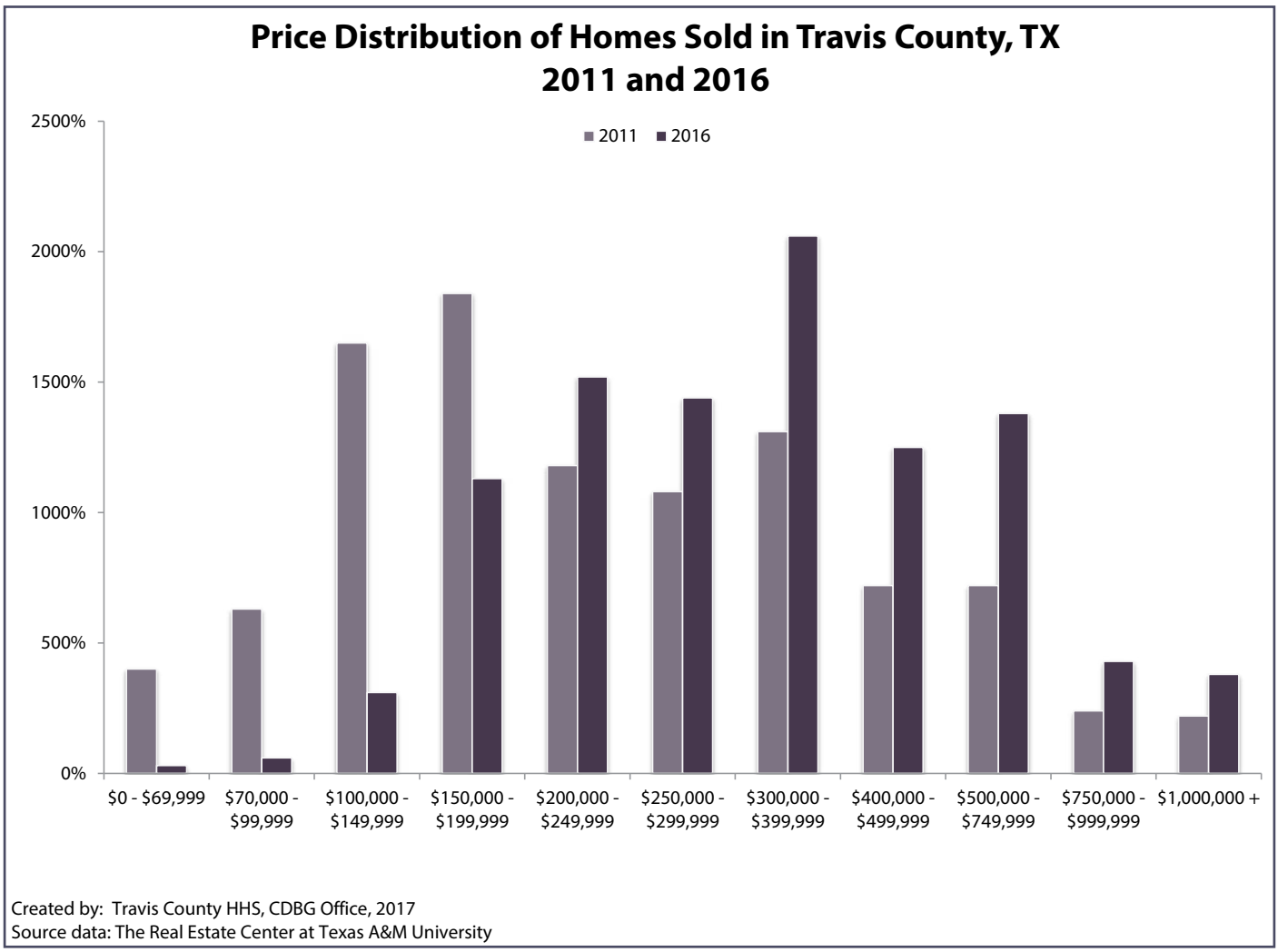
While regional population growth continued in 2016, the pace slowed within the City of Austin, and shifted to suburban areas including Georgetown, Cedar Park, Round Rock and Pflugerville.[3] Housing inventory is very low within the City of Austin, with only 2.0 months of inventory[4] available in November 2017.[5] It is likely that the extremely tight housing market within Austin is a factor in the shifting population patterns and new housing development trends reflect the demand for housing in the areas outside the urban core. During October and November 2017, the number of home sales within Austin declined, while

the number of sales in the MSA overall increased, and regionally, housing inventory does appear to be increasing. In the twelve months prior to September 2017, new housing starts in the Austin area were at their highest level since 2006.[6] The majority of this new development is concentrated outside Austin's urban core, in areas such as Pflugerville and the west side of Cedar Park/Leander.[7]

Regional demand is particularly high for homes for affordable to moderate income households, and while nearly half of new starts in the 12 month period prior to September 2017 were in the $200,000-$300,000 price range[8] much of this growth is outside the City of Austin. As demand for housing shifts to areas outside the urban core, it will be important for local governments and agencies to look for ways to create or preserve affordable and moderately priced housing throughout the regional market.

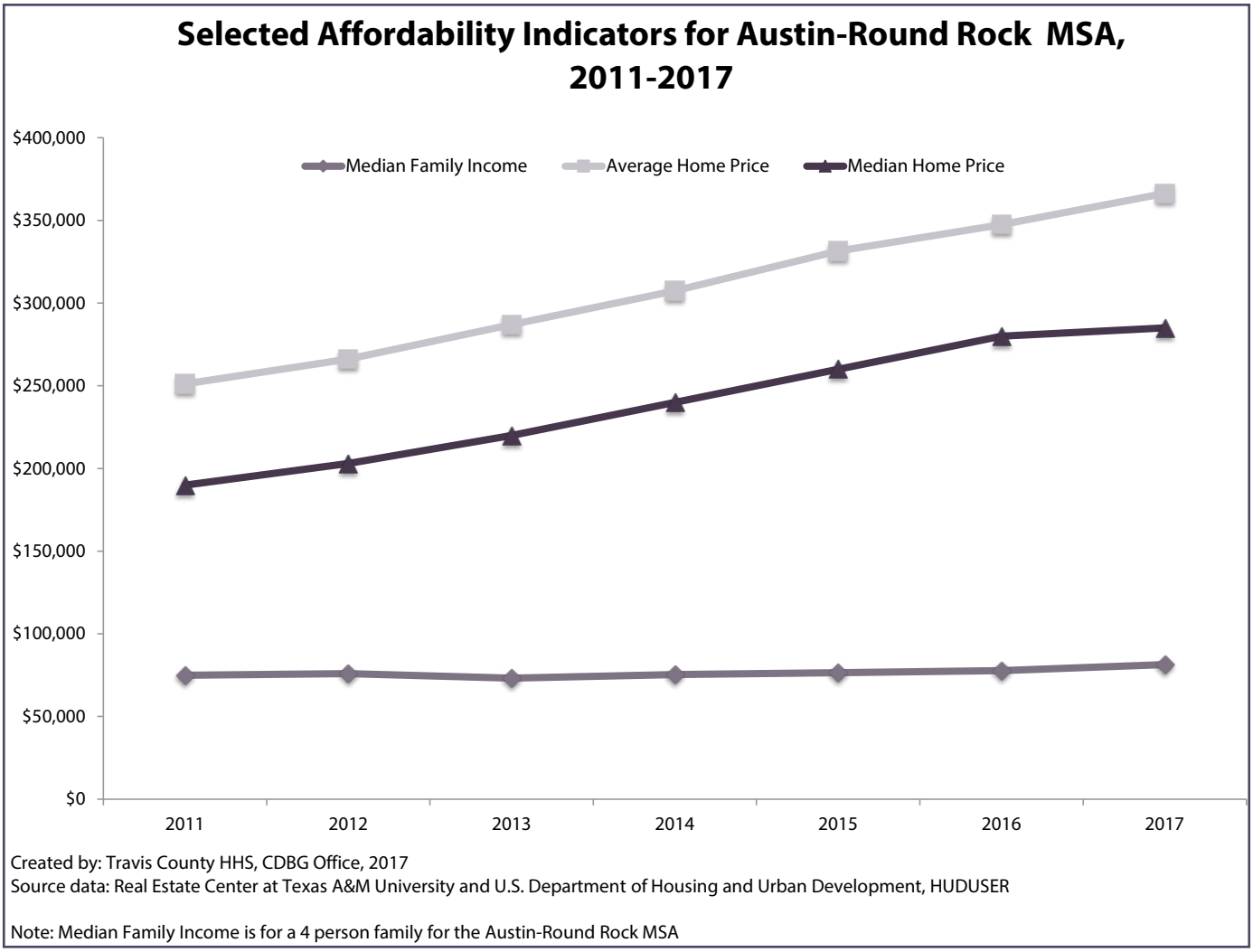
## Owner Housing Market Conditions and Affordability

Over the last decade, Travis County's owner housing market has become increasingly expensive, as the price distribution of available housing stock has skewed towards higher-priced housing and this trend has accelerated over recent years. For example, in 2011, 45% of the homes sold in Travis County were priced below $199,999; in 2016, only 15% of the homes sold were in this price range.[9] Conversely, in 2011, 12% of the homes sold in Travis County were priced at $500,000 or more; in 2016, 22% of all homes sold were in this range.[10]




The regional housing market also remains expensive as compared to other markets in the state of Texas. In November 2017, the Austin-Round Rock Metropolitan Statistical Area (MSA) had the highest median home price ($294,000) and the highest average home price ($367,709) of the Texas MSA's tracked by the Real Estate Center at Texas A&M University.[11]

Increases in home prices in the Austin-Round Rock MSA are significantly outpacing growth in income. Between 2011 and 2017, Travis County median home price rose by 50% and the average home price rose by 46%.[12] By contrast, the Median Family Income (MFI) increased by only 9%[13,14] over the same period. The following chart illustrates the prevailing and widening gap between what the median family earns and what the median home costs.

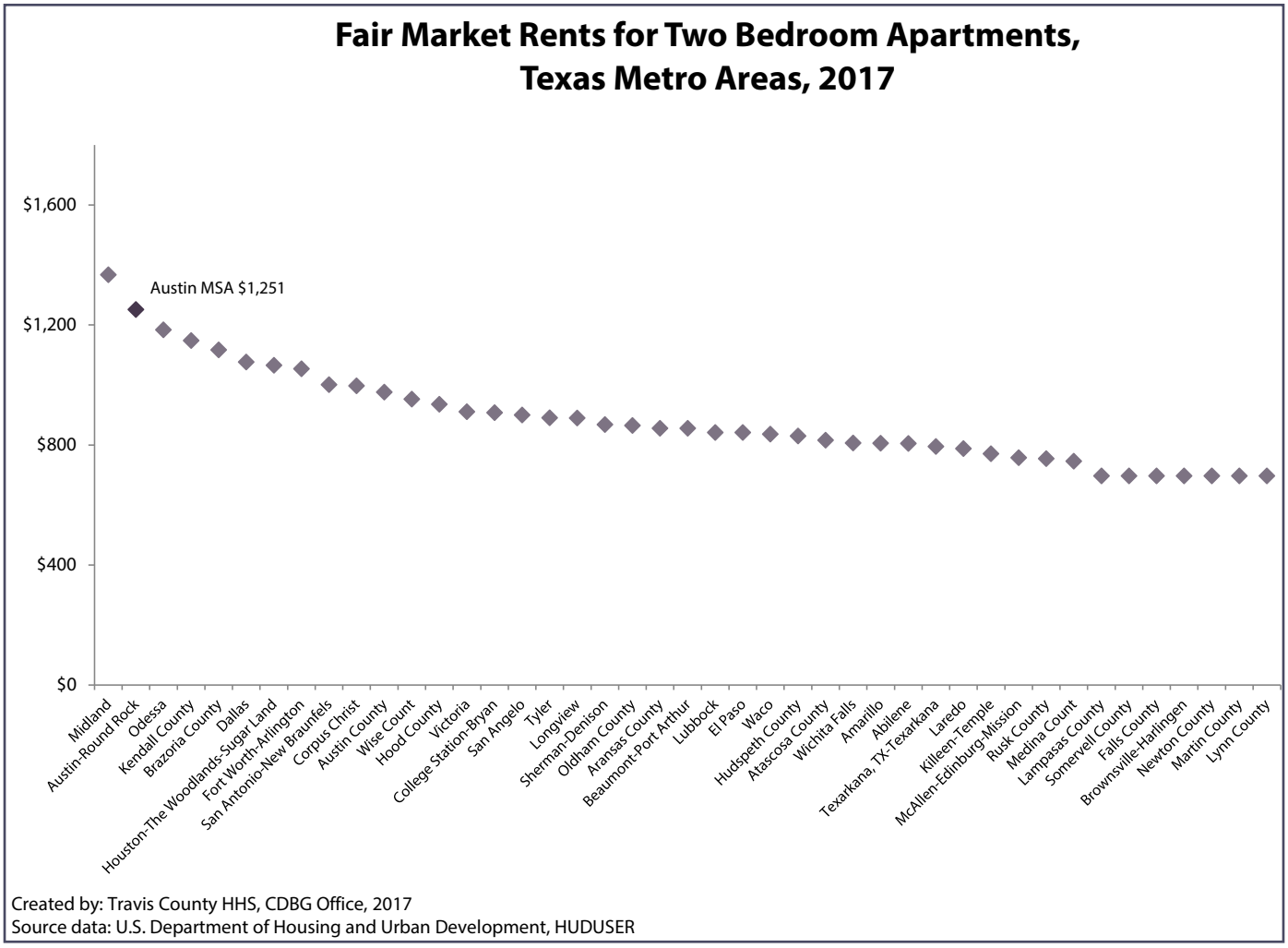



Created by: Travis County HHS, CDBG Office, 2017
Source data: Real Estate Center at Texas A&M University and U.S. Department of Housing and Urban Development, HUDUSER

Note: Median Family Income is for a 4 person family for the Austin-Round Rock MSA

## Rental Housing Market Conditions and Affordability

As illustrated in the chart below, fair market rents (the federal standard for what is considered affordable) in the Austin area rental market are among the highest in Texas. For Fiscal Year (FY) 2018, Austin's fair market rents for apartments are the second highest in the state.[15]




American Community Survey data show that, between 2010 and 2016, median contract rent in Travis County rose 36% from $769 to $1,044 per month.[16] In addition to high rent, Travis County also has high occupancy rates, at 92% in 2016.[17] These conditions create a tight rental market, especially for those seeking more affordable housing.

## Cost Burden for Renters and Owners

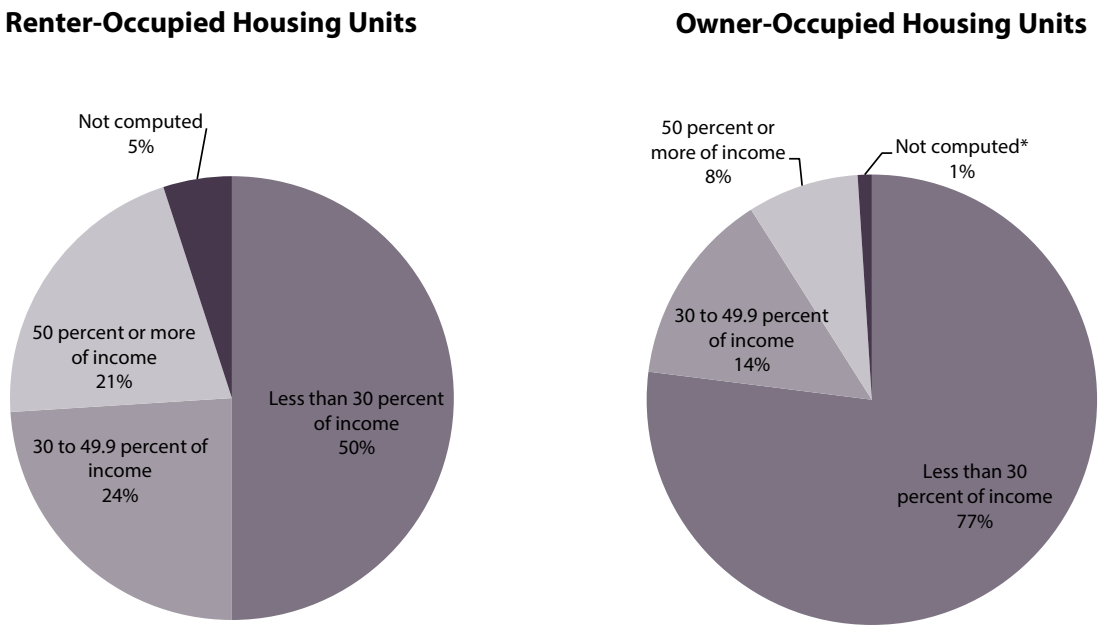
In 2016, there were slightly more owner occupied housing units (52% of units) in Travis County than rental units (48% of units).[18] This owner-occupancy rate was lower than that of the state (61%) and the nation (63%).[19]

A large percentage of both renters and owners in Travis County experience a housing cost burden, which is defined as spending 30% or more of household income on housing costs (spending 50% or more constitutes a severe cost burden).[20] However, the percentage of households that are cost burdened is

much higher among renters than owners, as illustrated in the following chart: 45% of renter households (110,598 households out of a total of 221,524 households) in Travis County spend 30% or more of their income on rent, and 21% (46,544 households) of them spend at least half of their income on rent.[21] Comparatively, 22% of owner households (52,775 households out of a total of 236,286 households) spend 30% or more of their income on housing costs and 8% (19,499) spend at least half.[22]

## Percent of Household Income Spent on Housing Costs

Travis County, 2016




*This estimate is not reliable at 90% confidence level.

Created by: Travis County HHS, CDBG Office, 2017
Source data: U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates

Although owner costs skew higher than renter costs,[23,24] renter incomes tend to be lower than owner incomes. The difference is striking: Travis County's owner-occupied median household income is $102,065, while the renter-occupied median household income is $50,037.[25]

In total, 100,769 renter households and 52,775 owner households (153,544 households in total) in Travis County experience a housing cost burden; for approximately 66,043 of those households, it is a severe housing cost burden.[26,27]

## Utility Costs

Energy and water costs also play a significant role in the affordability of housing. Energy costs in Travis County have increased in recent years. On October 1, 2012, Austin Energy implemented a 7% system-wide average rate increase, adding an additional $8 to $113 to a typical home's monthly bill,[28] and adopted a tiered residential rate structure, meaning the cost of electricity rises the more electricity is used.[29] Another small increase—less than $3 for the average bill—went into effect for Austin Energy customers as of November 2014.[30] In the areas outside of the City of Austin with deregulated electricity service, costs may be even higher. In 2012, average residential prices in deregulated areas of Texas were 18.6% higher than average prices in areas of Texas outside deregulation.[31]

Water costs are also rising. Austin's water rates increased by 123% between 2000 and 2014, and Austin Water Utility plans to raise rates another 31% by 2019.[32] Residents in areas served by other water utilities may also face increases considering the growing presence of large multistate private water companies in Texas, which often bring higher water rates to the communities they serve.[33]

## Foreclosures

Foreclosure trends are complex and cannot stand alone as an accurate proxy measure for housing affordability, but the trend does reflect a certain amount of risk in the community. Foreclosure trends demonstrate an approximation of households on the threshold of losing their housing stability. With the onset of the national recession in 2007, foreclosure rates across the country increased dramatically due to a decline in housing prices and widespread job losses.[34] In Travis County, between 2008 and 2010, the number of foreclosure postings[35] increased significantly from 3,289[36] to 5,121[37]. In 2011, this number began to decline, and in 2013 foreclosure postings had declined to pre-recession levels with 2,069[38] postings for the year. Available 2017 data indicate that foreclosure levels in Travis County remain low with 940[39] postings through November. This decline in foreclosure levels is consistent with national trends, with national foreclosure rates steadily declining and remaining low since peaking in 2010.[40] Because foreclosure numbers have been maintaining pre-recession levels for several years, it is likely that these numbers will be monitored but not reported in future Community Impact Reports unless a significant change in data is observed.

## Homelessness

The Ending Community Homelessness Coalition (ECHO), a nonprofit in Austin/Travis County, defines what it means to be homeless as:

An individual or family who lacks a fixed, regular, and adequate nighttime residence meaning:

1. Has a primary nighttime residence that is a public or private place not meant for human habitation (cars, parks, sidewalks, abandoned buildings); or
2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
3. Is exiting an institution where s/he has resided for 90 days or less and who resided in an emergency shelter or place not meant for habitation immediately before entering that institution.[41]

The primary causes of homelessness in the U.S. are poverty and the lack of affordable housing. Other major factors that may contribute to homelessness include: economic factors (such as insufficient income or loss of employment), domestic violence, mental illness, and substance use disorder Additionally, release from incarceration without sufficient transitional assistance and aging out of foster care may also contribute to homelessness for specific populations. Homelessness can be short term or long term, or even a chronic condition.

The 2017 Austin/Travis County Point-In-Time Count, conducted by ECHO on January 28, 2017, provided a point-in-time snapshot of the Austin area homeless population, at a total of 2,036 homeless individuals.[42] Fifty-nine percent (1,202) of these individuals were sheltered at the time of the count and 41% (834) were unsheltered.[43] Additionally, the following subpopulations were tracked: veterans (169)[44], people with severe mental illness (519)[45], chronically homeless (553)[46], adults with a substance use disorder (345)[47], persons who have experienced domestic violence (740)[48] and unaccompanied youth (98).[49] The co-occurrence of two or more of these issues for many homeless individuals is part of what makes homelessness a very complex issue to address, requiring an array of services and interventions.

Over the past several years, the issue of veteran's homelessness has been a focus at both the federal and local levels. In May 2015, Austin's Mayor Adler convened a group of stakeholders charged with the task of effectively ending veteran homelessness.[50] In August 2016, the U.S. Interagency on Homelessness confirmed that Austin had effectively ended veteran homelessness, meaning Austin had the infrastructure and systems in place to quickly assist and house any homeless veterans.

It should be noted that there are individuals without permanent housing who do not fall within traditional definitions of homelessness and therefore may not be included in the point-in-time count, such as families who have lost their homes but are residing with friends or relatives. Therefore the point-in-time number

gives us an indication of the size of the homeless population, but may not demonstrate the extent of a community's homelessness needs.

A fuller picture of homelessness needs may be gained by looking at the total number of individuals receiving some type of service related to homelessness. Homelessness services encompass a spectrum that may include rental assistance, case management, shelter stays and permanent supportive housing, as well as programs that provide job search training, substance abuse counseling, and mental health care services. As of October 31, 2017, a total of 11,151 people received homelessness services in Travis County.[51] It is important to note that this number includes both individuals who are literally homeless (6,430 individuals)[52], but also those at risk for homelessness or receiving housing stabilization services (4,721 individuals)[53].

## Further Resources

For further supporting data and information about housing affordability and related topics, please see the following.

**Other Social Service Issue Areas**

The Housing Continuum issue area has strong ties, as both a cause and an effect, with a number of other issue areas that are covered in this report. Among the notable connections: a housing cost burden is likely to impact a family's ability to meet their basic needs such as food and transportation; unstable employment or declining earnings influence the ability to maintain housing; conversely, unstable housing can be a challenge to gaining and retaining employment; and student mobility, a by-product of unstable housing, is a significant contributor to poor school attendance, poor academic performance, and student dropout rates.

**Travis County Affordable Housing Committee**

In 2015 the County created an Affordable Housing Policy Committee in order to align affordable housing policies across all Travis County departments, in accord with the recommendations outlined in the Fair Housing Plan of the Analysis of Impediments. The committee is comprised of key staff from various County departments and a representative from the City of Austin. The committee has met on a monthly basis since 2015 and has drafted Affordable and Fair Housing policies and procedures that will move through review and approval processes. Additionally, an advisory group will be convened with the intention of providing technical expertise and stakeholder feedback on the committee recommendations.

**The Real Estate Center at Texas A&M University**

www.recenter.tamu.edu

The Real Estate Center at Texas A&M University provides both data sets and research reports on an array of topics related to real estate in Texas including: housing market activity and affordability, land use, and economic conditions. Information is available at both the statewide and Metropolitan Statistical Area (MSA) levels.

**U.S. Department of Housing and Urban Development Office of Policy Development and Research**

www.huduser.org

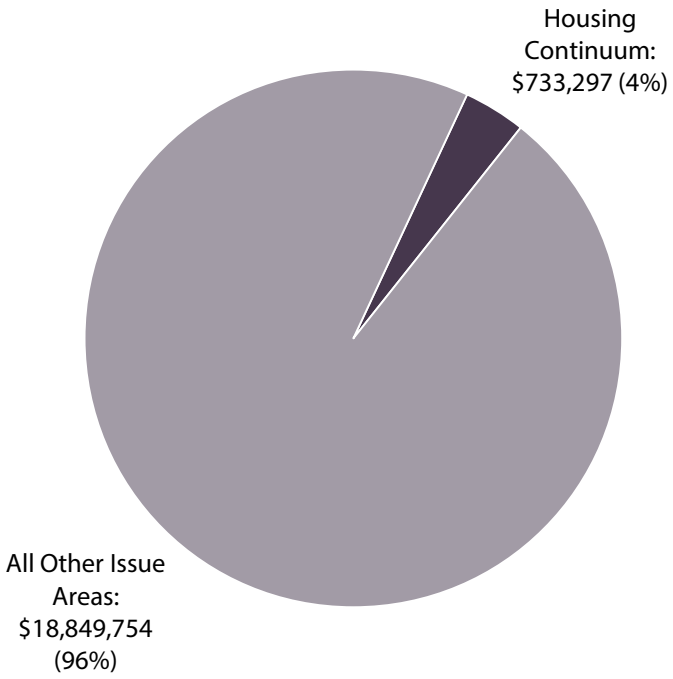
The U.S. Department of Housing and Urban Development's Office of Policy Development and Research conducts research on housing and community development issues. The website provides research reports, maps, market analyses, and data sets.

# Investment Overview

## Our Investment

HHS has departmental and contracted programs that offer housing services. The contracted services encompassed in this service area primarily provide emergency and transitional shelter for youth and families who are homeless or near-homeless. Other services include counseling on housing rights and emergency landlord-tenant mediations. These contracted services work in tandem with services provided directly by the HHS Department. The Department is a major provider of rent and utility assistance and home repair and weatherization for individuals and families within Travis County. The Department also administers the Community Development Block Grant (CDBG) program focused in the Village of Webberville and the unincorporated areas of the county. The CDBG program contracts with various entities to provide minor home repair services; to create new, affordable, single-family homes; to prevent discrimination through fair housing and tenants' rights counseling; to promote sustainable neighborhoods through infrastructure and public facility improvements; and to address inequitable access to services through expanded social work services. Further, the CDBG program comprehensively plans for housing needs, provides technical assistance and training, and implements a fair housing plan to develop policy and to improve opportunity and housing options throughout the county.

# Investment in Housing Continuum and Other Issue Areas, FY 2017




# Funding Summary

The FY 2017 Funding Amount reflects 12–month funding (October 1, 2016 through September 30, 2017) unless otherwise noted.

| Agency Name | Program Name | FY 2017 Funding Amount |
|---|---|---|
| Austin Tenants' Council | Tenants' Rights Telephone Counseling and Mediation | $212,295 |
| Casa Marianella | Emergency Shelter and Transitional Housing | $181,002 |
| Foundation Communities | Children's HOME Initiative | $198,000 |
| Saint Louise House | Supportive Housing for Homeless Women and their Children | $142,000 |

# Housing Continuum Client Demographics

The table below summarizes the demographics for clients served across Housing Continuum service providers. Note that clients participating in more than one housing program are counted multiple times.

| Gender | Num. | Pct. |
|---|---|---|
| Female | 460 | 63% |
| Male | 272 | 37% |
| Transgender | 4 | 1% |
| *Total* | *736* | *100%* |

| Ethnicity | | |
|---|---|---|
| Hispanic or Latino | 314 | 43% |
| Not Hispanic or Latino | 422 | 57% |
| *Total* | *736* | *100%* |

| Race | | |
|---|---|---|
| Asian | 26 | 4% |
| Black or African American | 205 | 28% |
| Native Hawaiian and Other Pacific Islander | 1 | 0.1% |
| White | 479 | 65% |
| Some other race | 2 | 0.3% |
| Two or more races | 23 | 3% |
| *Total* | *736* | *100%* |

| Age | Num. | Pct. |
|---|---|---|
| Under 5 | 81 | 11% |
| 5 to 11 | 107 | 15% |
| 12 to 14 | 30 | 4% |
| 15 to 17 | 14 | 2% |
| 18 to 24 | 91 | 12% |
| 25 to 39 | 229 | 31% |
| 40 to 54 | 132 | 18% |
| 55 to 64 | 37 | 5% |
| 65 to 74 | 14 | 2% |
| 75 and over | 1 | 0.1% |
| *Total* | *736* | *100%* |

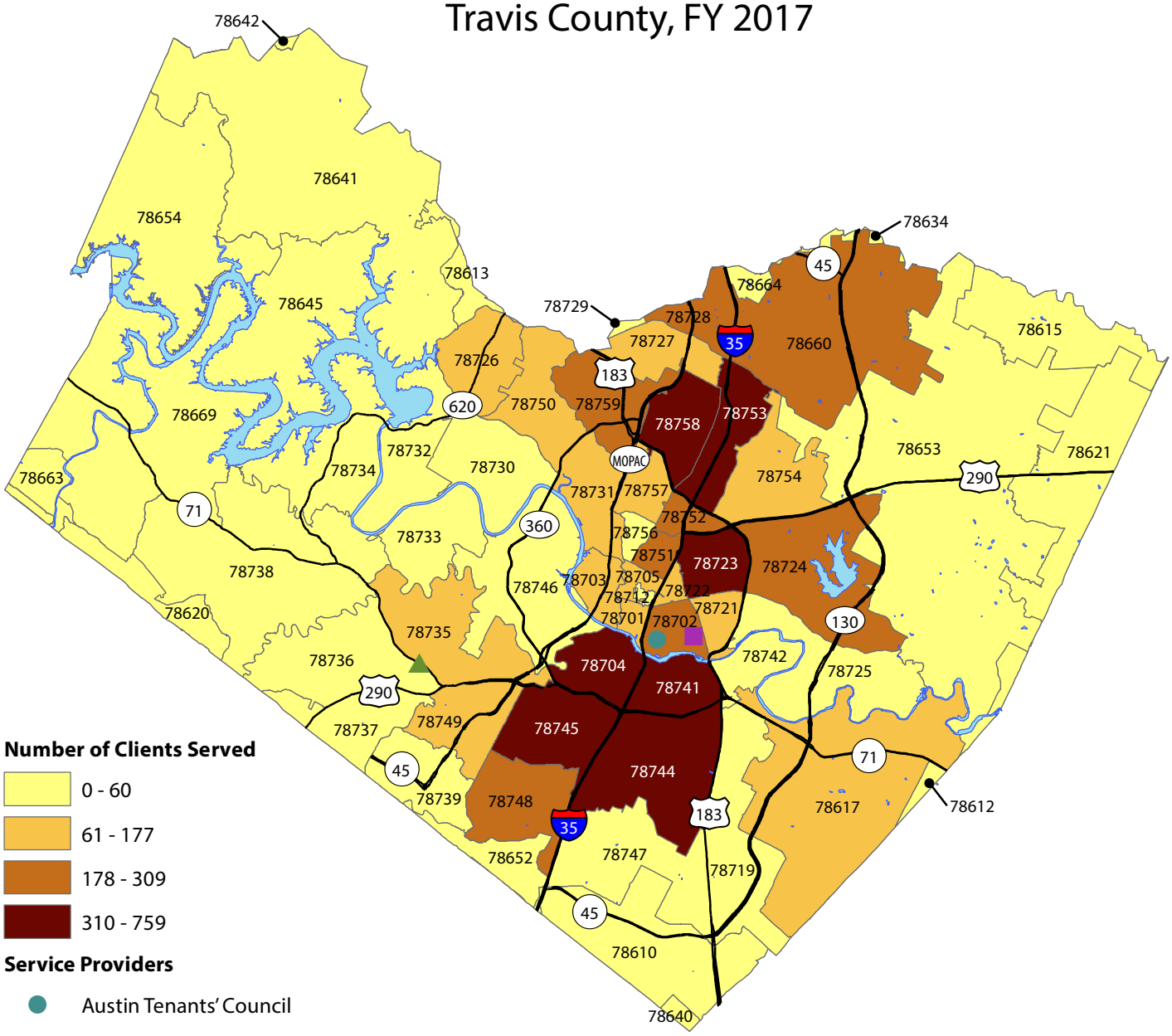
| Income | | |
|---|---|---|
| 0 to 30% of MFI | 524 | 71% |
| 30.1 to 50% | 115 | 16% |
| 50.1% to 60% | 40 | 5% |
| 60.1% to 80% | 25 | 3% |
| >80% | 29 | 4% |
| Unknown | 3 | 0.4% |
| *Total* | *736* | *100%* |

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

See Appendix for specific income guideline levels.

# Housing Continuum

## Service Provision Locations and Clients Served by ZIP Code
## Travis County, FY 2017




**Number of Clients Served**

- 0 - 60
- 61 - 177
- 178 - 309
- 310 - 759

**Service Providers**

- Austin Tenants' Council
- Casa Marianella
- Foundation Communities

Service provision locations are not included for Saint Louise House or Casa Marianella's Posada Esperanza shelter, as this information is confidential.

Source data: Contracted service providers, FY 2017.
This map was created using ArcGIS Online shapefiles.
Created by: Travis County HHS, Research & Planning Division, 2017.

Notes: This map shows 7,960 clients by ZIP code. 322 clients (4% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries or they were homeless.

N

0 2.5 5 Miles

# Austin Tenants' Council

## Tenants' Rights Telephone Counseling and Mediation

### Program Description

Four services are available under the Tenants' Rights Telephone Counseling and Mediation program:

- Telephone Counseling: The telephone counseling line provides education and information regarding residential tenant-landlord issues. Trained counselors provide information, guidance, and referrals in order to increase clients' knowledge about tenant-landlord law and to improve their ability to resolve housing problems.
- In-House Counseling: Clients who require more in-depth assistance can receive information about their rights and responsibilities, brochures, and other materials through in-house counseling. Staff may also review lease agreements and other pertinent information provided by the client at the in-person appointment. In-house counseling services are offered at the Austin Tenants' Council office and provided via legal clinics at Martin Junior High and Webb Middle School.
- Emergency Mediations: Clients experiencing eviction, lockout, wrongful seizure of property, utility shut-off, and other crisis situations are referred to the mediation program. Because of the crisis nature of the services, clients are not required to come to the office. These services are provided over the phone at the Austin Tenants' Council's office during its normal operating hours. The counselor then contacts the landlord and attempts to resolve the problem through advocacy and negotiation on behalf of the client. If a satisfactory negotiated settlement is not reached, the client may be referred to Legal Aid, Volunteer Legal Services, Lawyer Referral Services, or to a private attorney for legal assistance.
- Online Counseling: Clients whose housing problem requires more time and support than can be offered through the telephone counseling line, but who are unable to come into the office for In-House Counseling or who would prefer to access services online, can receive online counseling. Clients are given information about their rights and responsibilities, and are directed to materials or other agencies. Additionally, staff may review lease agreements and other pertinent information provided by the client over the course of the online counseling session.

### Funding

The total HHS investment in the Tenants' Rights Telephone Counseling and Mediation program from October 1, 2016 through September 30, 2017 was $212,295. This investment comprised 87.7% of the total program budget.

# Austin Tenants' Council

## Tenants' Rights Telephone Counseling and Mediation

### Eligibility Criteria

This program targets Travis County residents experiencing landlord/tenant issues, primarily at 60% or less of the Median Family Income. However, services may be provided to Travis County residents at any income level as long as the client has a fair housing or landlord/tenant issue.

# Austin Tenants' Council: Tenants' Rights Telephone Counseling and Mediation

Performance Goals and Results

The Tenants' Rights Telephone Counseling and Mediation program met or exceeded all performance goals. Staff noted that new phone equipment, additional phone lines, and an additional staff on "backup" for overflow calls likely contributed to higher than projected numbers of telephone counseling clients served and telephone counseling surveys received (see the first output and first outcome).

The online counseling program began this year and the services provided greatly exceeded the anticipated goal (see the fourth output); goals for next year have been adjusted accordingly. The program also saw far more emergency mediation cases than expected (see the third output). Staff explained that this is likely a combination of an increase in local need as well as the result of an internal reexamination of the service criteria for these cases. Staff closely examined what type of situation qualifies a client for emergency mediation services, and thus more clients were able to be served.

| Performance Measure | Total Program Performance Results | Total Program Performance Goals | Total Program Performance Goal Achieved |
|---|---|---|---|
| ***Outputs*** | | | |
| Number of unduplicated clients provided telephone counseling | 7,869 | 7,000 | 112% |
| Number of unduplicated clients provided in-house counseling | 88 | 95 | 93% |
| Number of unduplicated clients provided emergency mediation | 133 | 90 | 148% |
| Number of unduplicated clients provided online counseling | 404 | 50 | 808% |
| ***Outcomes*** | | | |
| Percentage of unduplicated telephone counseling clients that reported increased knowledge or skills in addressing their housing problems | 99% (319/323) | 90% (225/250) | 110% |
| Percentage of clients for whom emergency mediation resulted in an improved situation or condition | 77% (103/133) | 76% (68/90) | 102% |
| Percentage of unduplicated in-house counseling clients that reported increased knowledge or skills in addressing their housing problems | 98% (54/55) | 75% (71/95) | 130% |

# Casa Marianella

## Emergency Shelter and Transitional Housing

### Program Description

This program provides emergency shelter and transitional housing for immigrants. Emergency shelter is provided through the Casa Adult Shelter and serves male and female adults (including youth ages 18 to 24). Transitional housing is provided via the Posada Esperanza Family Shelter and at apartments and houses that the agency rents for exiting shelter residents and homeless immigrants that would otherwise not be served due to shelter capacity. The Family Shelter serves women and children escaping violence, while the transitional apartments and houses serve single adults and adults with children.

The shelters are home-like facilities designed to meet emergency or transitional needs so that immigrant individuals and families can resolve their immediate crisis, get stabilized, and once again become independent, which then opens up space for new shelter residents. Casa Marianella provides immediate safe housing, food, clothing, access to medical and mental health care, comprehensive case management, life skills and ESL education, all in renovated houses in residential neighborhoods in East Austin. The program also provides recuperative care to homeless immigrants with illnesses, injuries, and disabilities.

All services, with the exception of the transitional apartments, are free. As a tool to help develop independence, the program charges apartment residents a small amount for rent and utilities, about $250/month. Stays vary from a few days to over one year; duration is based on need, with an average stay of three to nine months.

### Funding

The total HHS investment in the Emergency Shelter and Transitional Housing program from October 1, 2016 through September 30, 2017 was $181,002. This investment comprised 68.9% of the total program budget.

# Casa Marianella

## Emergency Shelter and Transitional Housing

### Eligibility Criteria

Casa Marianella serves indigent, homeless immigrants. Travis County funding is targeted to two populations—families with children and unaccompanied youth ages 24 and younger. To be eligible for the program, clients must be homeless or leaving an unsafe living situation and have incomes below 30% of the Median Family Income. Adults must be immigrants and children must be immigrants or American-born children of an immigrant parent.

# Casa Marianella: Emergency Shelter and Transitional Housing



Casa Marianella exceed all performance goals. Staff noted that demand for shelter space was very high, which resulted in more clients served than projected (see the first output). As requests for shelter services came in, many clients initially stayed in overflow spaces; staff then worked to move people out of shelter more quickly in order to continue to serve a large number of shelter clients. The high number of overflow clients, coupled with shorter shelter stays in the later part of the year, resulted in a higher than expected number of clients receiving emergency shelter (see the second output).

Staff prioritized the creation of additional transitional housing options for shelter clients, helping them move out of shelter more quickly and successfully. The program rented additional transitional housing spaces and found host families in the community for clients ready to move out of shelter but without sufficient income to move into long-term housing. These factors led to large numbers of clients receiving transitional housing (see the third output).

The program's case management structure is designed to help ensure that nearly every shelter client receives care for his/her immediate needs and is on a successful track for moving from shelter into housing. Case management staff are now either primarily focused on permanent housing or on transitional housing. Staff believe that these efforts, combined with a bountiful employment economy in Austin and a healthy and motivated clientele, led to high rates of clients moving from shelter into housing (see the first outcome). Finally, staff reported that clients in transitional housing have been staying employed and managing their rent and other bills. Staff encouraged many transitional housing clients to move into their own stable housing to make room for new clients needing transitional housing (see the second outcome).

| Performance Measure | Total Program Performance Results | Total Program Performance Goals | Total Program Performance Goal Achieved |
|---|---|---|---|
| ***Outputs*** | | | |
| Number of unduplicated clients served | 166 | 98 | 169% |
| Number of unduplicated clients receiving Emergency Shelter | 40 | 20 | 200% |
| Number of unduplicated clients receiving Transitional Housing | 126 | 78 | 162% |
| ***Outcomes*** | | | |
| Percentage of unduplicated Emergency Shelter clients who transition into safe and stable housing at program exit | 93% (26/28) | 80% (12/15) | 116% |

# Casa Marianella: Emergency Shelter and Transitional Housing

Performance Goals and Results

| Performance Measure | Total Program Performance Results | Total Program Performance Goals | Total Program Performance Goal Achieved |
|---|---|---|---|
| Percentage of unduplicated Transitional Housing clients who transition into safe and stable housing at program exit | 89% (75/84) | 78% (25/32) | 114% |

# Foundation Communities

## Children's HOME Initiative

### Program Description

The Children's HOME Initiative (CHI) is a transitional housing program that serves homeless or at-risk families with children. Families are provided transitional housing at one of three Foundation Communities housing communities—Live Oaks Trails, Lakeline Station, or Cardinal Point—for 18 months, with an option to extend an additional six months as appropriate. Case Managers meet weekly with each family and within the first three months develop a Housing Road Map that identifies key factors in achieving long-term, post-CHI housing stability. During a family's participation, they have access to: a Financial Stability Advisor who individualizes a plan to achieve financial management skills as well as awareness and understanding of their relationship with money; a Parent-Child Advocate who emphasizes parent-child relationship and creates individualized plans that coach and educate families toward healthier relationships; and a Career Case Manager who focuses on education and employment related goals with participants. These three positions are dedicated to CHI participants and are in addition to having an intensive relationship with a Case Manager.

### Funding

The total HHS investment in the Children's HOME Initiative from October 1, 2016 through September 30, 2017 was $198,000. This investment comprised 63.1% of the total program budget. HHS also funds the Afterschool and Summer Youth Programs, which is described in the Child and Youth Development issue area report.

### Eligibility Criteria

CHI provides transitional housing for families with children experiencing homelessness. To be eligible for the program, the lead applicant for each family must:

- Be 18 years of age or older, unless federal/state regulations provide for a variance.
- Have a Social Security Number (SSN) or Individual Tax ID Number (ITIN). (Applicants without an SSN and only a ITIN must provide an original, current Criminal History Search from the Austin Police Department or Texas Department of Public Safety.)
- Not owe monies for damages under a prior lease.

# Foundation Communities

## Children's HOME Initiative

- Not have a nonpayment pattern in rental history, i.e. more than 3 instances of evictions, skips or broken leases.
- Have no history of damages and/or lease violations, unless directly related to protections under the Violence Against Women Act.
- Not have a negative rental history at Foundation Communities' properties. Negative rental history occurs when a former resident has been evicted, left/skipped without notice, was asked to move by management, owed money for rent and/or damages, or was non-renewed.
- Submit proof of employment, proof of retirement, proof of disability benefits, or proof of full-time student status.
- Meet criminal history requirements:
  - Not have a criminal history that reflects any prior felony convictions or deferred adjudication for felony offenses within the last ten years. Any applicant with more than two felony convictions will be denied regardless of time frame.
  - Not have a criminal history that reflects misdemeanor convictions or deferred adjudication involving violent crimes against persons, property, or for drug-related or prostitution-related offenses within the last seven years.
  - Not be subject to a lifetime registration requirement pursuant to Chapter 62 of the Texas Code of Criminal Procedure or any other state's sex offender registration program.
  - Not have one of the following criminal convictions: Capital Murder or Murder/Manslaughter, Rape, Sexual Assault, Kidnapping, Arson, Felony Manufacture of Methamphetamines.
- Meet income requirements:
  - Monthly income cannot exceed the maximum allowable income as determined by Federal and governmental regulation in effect for a particular community.
  - Total household income cannot exceed 30% of Median Family Income for the area.
  - Applicants must earn 2.5 times the qualified rental amount. Applicants receiving disability or retirement income must provide verification of income equal to at least two times the rent amount.
  - No co-signers are permitted.

# Foundation Communities: Children's HOME Initiative



The Children's HOME Initiative had mixed performance results for FY 2017. Staff reported that no participants had the opportunity the participate in the program for at least one year, as this was the initial year of this contract (see the third output). Staff explained that the program served slightly fewer households than expected due to fewer early exits in their Lakeline Station and Live Oak Trails properties, as well as construction of their Cardinal Pointe property being incomplete and thus unable to house families (see the second output).

Households who enrolled in the program during the contract year did not have the opportunity to exit, as families remain in the program for 18–24 months. More outcome data will be available in future years once families begin to exit the program. Staff noted that only one household exited into safe and stable housing before their maximum time allotment in the program (see the second outcome) and this household was unable to increase their income (see the first outcome). This household exited the program less than six months prior to the end of the contract year, so no data is available for the third outcome at this time.

| Performance Measure | Total Program Performance Results | Total Program Performance Goals | Total Program Performance Goal Achieved |
|---|---|---|---|
| ***Outputs*** | | | |
| Number of unduplicated clients served | 101 | 105 | 96% |
| Number of unduplicated households served | 26 | 30 | 87% |
| Number of households entering and remaining as active participants for at least one year | N/A | 24 | N/A |
| ***Outcomes*** | | | |
| Percentage of unduplicated households served who increase income resources by program exit | 0% (0/1) | 67% (20/30) | 0% |
| Percentage of unduplicated households who transition into safe and stable housing at program exit | 100% (1/1) | 77% (23/30) | 130% |
| Percentage of exited households who maintain safe and stable housing at 6–month follow-up | N/A | 74% (17/23) | N/A |

# Saint Louise House

## Supportive Housing for Homeless Women and their Children

### Program Description

Saint Louise House provides transitional housing and comprehensive support services to homeless women and their children. Women-led families live in fully-furnished, two-bedroom apartments. Rent varies by income, ranging from $20 per month to a maximum of 30% of income. Mothers commit to participate in case management and either work or enroll in school.

Case managers support mothers as they identify their own strengths, resources, and abilities and set goals that will help them build lives outside poverty. Direct support to children includes age-appropriate groups, a children's activities fund, and counseling. Families have access to flexible funding to meet needs tied directly to goals set in their weekly- and long-term service plans. Additional services include on-site parenting support, counseling, employment services, life skills workshops and a food pantry.

Saint Louise House addresses every family's needs on an individualized basis, so there is no uniform time limit for participation in the program. However, it is expected that families will participate for no more than four years.

### Funding

The total HHS investment in the Supportive Housing for Homeless Women and their Children program from October 1, 2016 through September 30, 2017 was $142,000. This investment comprised 17.4% of the total program budget.

### Eligibility Criteria

Saint Louise House targets homeless single mothers and their children not served by other area housing programs. These families need more time and support than emergency shelters and traditional transitional housing programs can provide but do not meet the stringent entry requirements of permanent supportive housing or affordable housing programs.

To be eligible for the program, individuals must:

- Be at or below 50% of area Median Family Income on entry.

# Saint Louise House

## Supportive Housing for Homeless Women and their Children

- Have some form of income.
- Be a single female with custody of at least one child and no more than four children, at least one of which is age 16 or under on entry.
- Belong to any one of the four categories of homelessness established by HUD's definition contained in the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH) or be at risk of homelessness.
- Be able to turn electricity on in their own name.
- Have the ability to work or go to school.
- Be willing to participate in case management.
- Meet background check requirements: Criminal background involving violent or sexual crimes may disqualify applicant. Registered sex offenders are not eligible.
- Maintain sobriety for six months before entry.
- Meet child vaccination requirements: Vaccinations are required for all children at Saint Louise House unless there is a documented medical need for a delayed or restricted vaccination schedule. If a client does not vaccinate for religious reasons, they would not be excluded from the program.

# St. Louise House: Supportive Housing for Homeless Women and their Children



The Supportive Housing for Homeless Women and their Children program exceeded all performance goals. Staff explained that the number of unduplicated clients served during the year was significantly higher than anticipated because of the unusually high number of families who exited in the fourth quarter of 2016 (see the first and second outputs).

The high number of exits was due to a successful partnership with the Ending Community Homelessness Coalition to provide affordable housing opportunities to families ready to graduate by providing housing choice vouchers (see the first outcome). However, staff noted that access to additional vouchers is currently on hold.

| Performance Measure | Total Program Performance Results | Total Program Performance Goals | Total Program Performance Goal Achieved |
|---|---|---|---|
| ***Outputs*** | | | |
| Number of unduplicated clients served | 146 | 129 | 113% |
| Number of unduplicated clients served who have participated in the Saint Louise House program for at least 12 months | 108 | 80 | 135% |
| ***Outcomes*** | | | |
| Percentage of unduplicated households who transition into safe and stable housing at program exit | 100% (12/12) | 50% (2/4) | 200% |
| Percentage of unduplicated households who have resided at Saint Louise House at least 12 months and increased their score on the Self-Sufficiency Matrix since entering Saint Louise House | 97% (32/33) | 92% (33/36) | 106% |

# Appendix

## 2017 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 | $6,030 | $12,060 | $15,075 | $18,090 | $24,120 |
| 2 persons | $8,120 | $16,240 | $20,300 | $24,360 | $32,480 |
| 3 persons | $10,210 | $20,420 | $25,525 | $30,630 | $40,840 |
| 4 persons | $12,300 | $24,600 | $30,750 | $36,900 | $49,200 |
| 5 persons | $14,390 | $28,780 | $35,975 | $43,170 | $57,560 |
| 6 persons | $16,480 | $32,960 | $41,200 | $49,440 | $65,920 |
| 7 persons | $18,570 | $37,140 | $46,425 | $55,710 | $74,280 |
| 8 persons | $20,660 | $41,320 | $51,650 | $61,980 | $82,640 |
| ***For families/households with more than 8 persons, add $4,180 for each additional person.*** | | | | | |

Data source: "2017 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 26, 2017, https://aspe.hhs.gov/poverty-guidelines.

## 2017 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 | $17,100 | $28,500 | $45,600 |
| 2 persons | $19,550 | $32,600 | $52,100 |
| 3 persons | $22,000 | $36,650 | $58,600 |
| 4 persons | $24,600 | $40,700 | $65,100 |
| 5 persons | $28,780 | $44,000 | $70,350 |
| 6 persons | $32,960 | $47,250 | $75,550 |
| 7 persons | $37,140 | $50,500 | $80,750 |
| 8 persons | $41,320 | $53,750 | $85,950 |

*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 2017 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2017/2017summary.odn.

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