Access to Basic Supports

FY 2016 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.

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Introduction

The Travis County Commissioners Court, through Travis County Health and Human Services & Veterans Service Department (TCHHS/VS), annually invests over $18.8 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 2016 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, 2015 through September 30, 2016) 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

Access to Basic Supports Goals and Services

Programs and services within this issue area provide: access to food to prevent hunger and promote wellness; access to transportation for critical needs and to improve transportation utilization; and access to legally entitled benefits for identified populations. Some populations have disproportionately poor outcomes in government systems: veterans, immigrants, and people living in low-income households. Those populations require legal services for fair access and representation within those systems.

Highlights of Community Conditions

The Access to Basic Supports issue area encompasses residents' access to food, transportation, public benefits, and legal rights all of which are basic necessities. Food is critical for life and health, transportation creates connection to society and opportunity, and legal support may be required to protect individuals' legal rights and access to public systems.

Poverty Statistics

Income is a primary determinant of whether one can meet basic needs. Poverty statistics are often used as a proxy measure to describe the number of people or share of the population that, because of income level, may face challenges meeting their basic needs. Poverty thresholds are used for calculating all official poverty statistics and are updated annually by the U.S. Census Bureau.[1,a] In 2015, the poverty threshold was $12,331 for a single adult and $24,036 for a household of two adults and two children. In 2015, about 13% of Travis County residents (153,579) lived below 100% of the poverty threshold and 31% of residents (362,208) lived below 200% of the poverty threshold.[2] The table below shows the individual and child poverty rates in Travis County from 2011 to 2015.[3] While the number and rate of individuals and children living in poverty has decreased between 2014 and 2015 there are still a significant number of Travis County residents who continue to face economic challenges.

a The term poverty threshold is often misused interchangeably with the term poverty guidelines, also known as the federal poverty income guidelines (FPIG). While the poverty threshold is a statistical tool issued by the U.S. Census Bureau used to calculate the number of people in poverty, the poverty guidelines are a simplified version of the poverty thresholds issued by the U.S. Department of Health and Human Services and used to determine financial eligibility for certain programs. For more information on poverty thresholds and poverty guidelines, please see the resources section of this chapter.

Poverty Status by Age Population for Whom Poverty Status is Determined, Travis County, 2011-2015					
	2011	*2012*	*2013*	*2014*	*2015*
Individuals in Poverty	192,436	197,657	176,920	193,753	153,579
Individual Poverty Rate	18%	18%	16%	17%	13%
Children (under 18) in Poverty	63,680	67,791	55,554	63,659	48,676
Child Poverty Rate	25%	26%	22%	24%	18%

Created by: Travis County HHS/VS, Research & Planning Division, 2016
Source data: 2011-2015 American Community Survey 1-Year Estimates, C17001

Poverty status is used to determine eligibility for many public assistance programs but does not reflect what individuals and families need to meet basic needs. The Center for Public Policy Priorities developed a comprehensive methodology for estimating the basic cost of living, using the Better Texas Family Budgets tool. An interactive online calculator, it estimates that households in the Austin-Round Rock-San Marcos metropolitan area need incomes of almost or in some cases more than double the poverty threshold to make ends meet.[4,b]

While the cost of living has risen (as should be expected due to inflation), the cost of housing has outpaced the growth in income. The following table shows that the median household income in Travis County rose from 2011 to 2015 by 23%,[5,6] while the median contract rent[c] rose by 27%,[7,8] and the median home price rose by 40%.[9] The cost of transportation as reported by the Consumer Price Index[d] decreased by 6%,[10] while the cost of food and cost of goods and services rose by 6%[11] and 10%[12] respectively.

b Using data from the U.S. Census Bureau and other government sources, the tool calculates family budgets based on housing and utilities, food, medical care, child care, transportation, and other necessities such as clothing and telephone services. Figures vary according to family size, type, and health insurance status. It is estimated that households in the Austin-Round Rock-San Marcos metropolitan area with employer-paid insurance premiums require incomes equivalent to 175-208% of the poverty threshold. For example, a single person would need an income of at least $21,612 (175% of the poverty threshold in 2015); a family of four with two children would need at least $50,016 (208% of the poverty threshold in 2015). Those without employer-paid insurance premiums likely need incomes of 228-262% of the poverty threshold to cover the costs of necessities including medical insurance.

c Contract rent is the monthly rent agreed to or contracted for, regardless of any furnishings, utilities, fees, meals, or services that may be included. (American Community Survey and Puerto Rico Community Survey 2015 Subject Definitions, pg. 16)

d The Consumer Price Index (CPI) is a measure of the average change over time in the prices paid by urban consumer for a market basket of consumer goods and services.

Change in Income and Costs, 2011-2015						
	Transportation	*Cost of Goods/ Services*	*Cost of Food*	*Housing*		*Median Income*
	Consumer Price Index, Transportation South Urban Area	*Consumer Price Index, All Items South Urban Area*	*Consumer Price Index, Food South Urban Area*	*Median Contract Rent Travis County*	*Median Home Price Austin LMA*	*Annual Household Median Income Travis County*
2011	211.0	217.2	224.6	769	215,000	53,036
2015	198.5	229.5	246.4	976	301,500	65,269
Percent Change	-6%	6%	10%	27%	40%	23%

Created by: Travis County HHS/VS, Research & Planning Division, 2016
Source data: Bureau of Labor Statistics, Consumer Price Index First Half Semi Annual Average; Real Estate Center Texas A&M University, Housing Activity for Austin; 2011 & 2015 American Community Survey 1 - Year Estimates, B25058, B19013

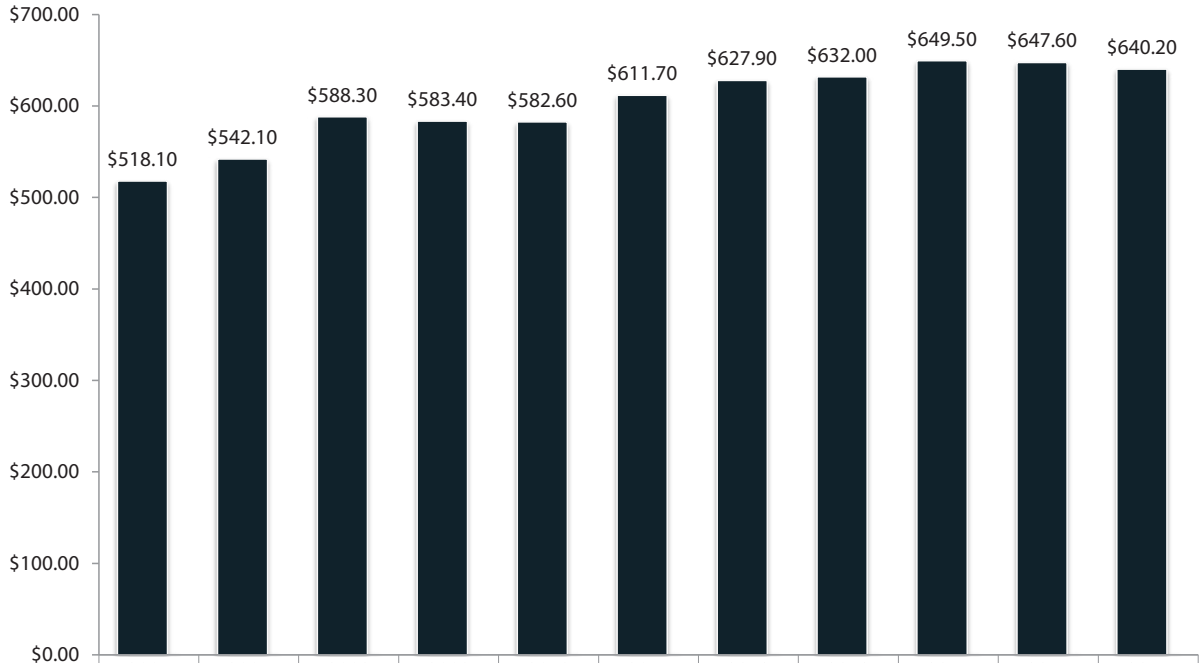
Food

Food is a basic necessity for physical and psychological health and well-being. Food averts hunger and adequate nutrition is essential for optimal physical and mental health. According to the United States Department of Agriculture, food security is the ability to ensure access at all times to enough food for an active, healthy life for all household members.[13] Between 2013 and 2015, about 15.4% of households in Texas were food insecure compared to about 13.7% nationally.[14] In Travis County, an estimated 17.1% of individuals (about 186,860) are food insecure,[15] and about 24% of Travis County children (61,520) are food insecure.[16]

The U.S. Department of Agriculture's (USDA) Thrifty Food Plan (TFP) represents a national standard against which a nutritional diet at a minimum cost is measured, and also serves as the basis for Supplemental Nutrition Assistance Program (SNAP) allotments.[17] The cost of food has increased by about 24% from 2006 to 2016, according to the TFP.[18] In 2006, a family of four could manage on a food budget of $518 per month, compared to $640 in 2016.[19]

Monthly Cost of Food, Thrifty Food Plan

Family of Four*, U.S., 2006-2016



	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Monthly Cost	$518.10	$542.10	$588.30	$583.40	$582.60	$611.70	$627.90	$632.00	$649.50	$647.60	$640.20
Change from Prior Year	2.2%	4.6%	8.5%	-0.8%	-0.1%	5.0%	2.6%	0.7%	2.8%	-0.3%	-1.1%

*Calculations are for the monthly cost of food in June, using the Thrifty Food Plan, for a family of four with two children 6-8 & 9-11 years.
Created by: Travis County HHS/VS Research & Planning Division, 2016
Source data: United States Department of Agriculture, Center for Nutrition Policy and Nutrition, 2002-2012

Calls to 2-1-1, the United Way for Greater Austin Navigation Center,[e] continue to suggest a demand for food-related needs[f] in Travis County. In 2015, 2-1-1 received 106,070 calls from Travis County residents.[20] Of these calls, there were 21,857 calls related to food assistance. Callers with needs related to existing Supplemental Nutrition Assistance Program (SNAP) benefits or who were seeking general information about the SNAP program accounted for 14,674 needs. Callers with needs related to food pantries represented 5,956 needs.[21]

Safety Net Services

The goal of a safety net is to help low-income individuals and families bridge the gap between available income and the cost of meeting basic needs. The safety net includes federally-funded, state-administered

e United Way for Greater Austin helps Central Texas residents navigate the health and human services system by maintaining the Navigation Center. The service provides simple, one-call access to call specialists who listen to each caller's situation, assess information and then connect callers to the appropriate nonprofit and/or government resources.

f 2-1-1 reported the number of total calls and unique needs. Some callers may identify multiple needs during one call.

benefits and a local network of nonprofit agencies, faith-based organizations, and city and county agencies that fund and/or provide services. The majority of programs target households with incomes at or near the federal poverty threshold, while at the local level and in the nonprofit sector, there often may be more flexibility and focus on tailoring of eligibility to serve low-income and vulnerable residents.

Some of the programs available for those in need of food assistance include: the Supplemental Nutrition Assistance Program (SNAP), in which food benefits are administered through the Lone Star Card which can be used as a credit card at any store that accepts SNAP; the Women, Infants and Children Program (WIC), a health and nutrition program with a focus on improving the diet of infants, children, and pregnant, postpartum, and breastfeeding women; Feeding Texas, a statewide nonprofit leading a unified effort in response to hunger through a network of food banks with the Central Texas Food Bank locally supporting the needs of Travis County; Meals on Wheels, which provides nutritious meals and supportive services to older adults; Child and Adult Care Food Program (CACFP) which provides support to child and adult care facilities for the provision of nutritious meals and snacks; the School Breakfast Program (SBP), a federally assisted meal program operating in public and nonprofit private schools and residential child care institutions; and the National School Lunch Program (NSLP) which is a federally assisted meal program that provides nutritionally balanced, low-cost or free lunches to children each school day.

At some point during the year about 1 in 4 Americans participates in 1 or more of the 15 domestic food and nutrition assistance programs administered by the U.S. Department of Agriculture (USDA).[22] In fiscal year 2015, participation in some programs decreased but increased or stabilized for others from the previous year. The five largest programs in fiscal year 2015: SNAP, NSLP, WIC, SBP, and CACFP accounted for 96% of the total USDA expenditures for domestic food and nutrition assistance. [23] SNAP accounted for 71%, over two-thirds of Federal food and nutrition spending in fiscal year 2015.[24]

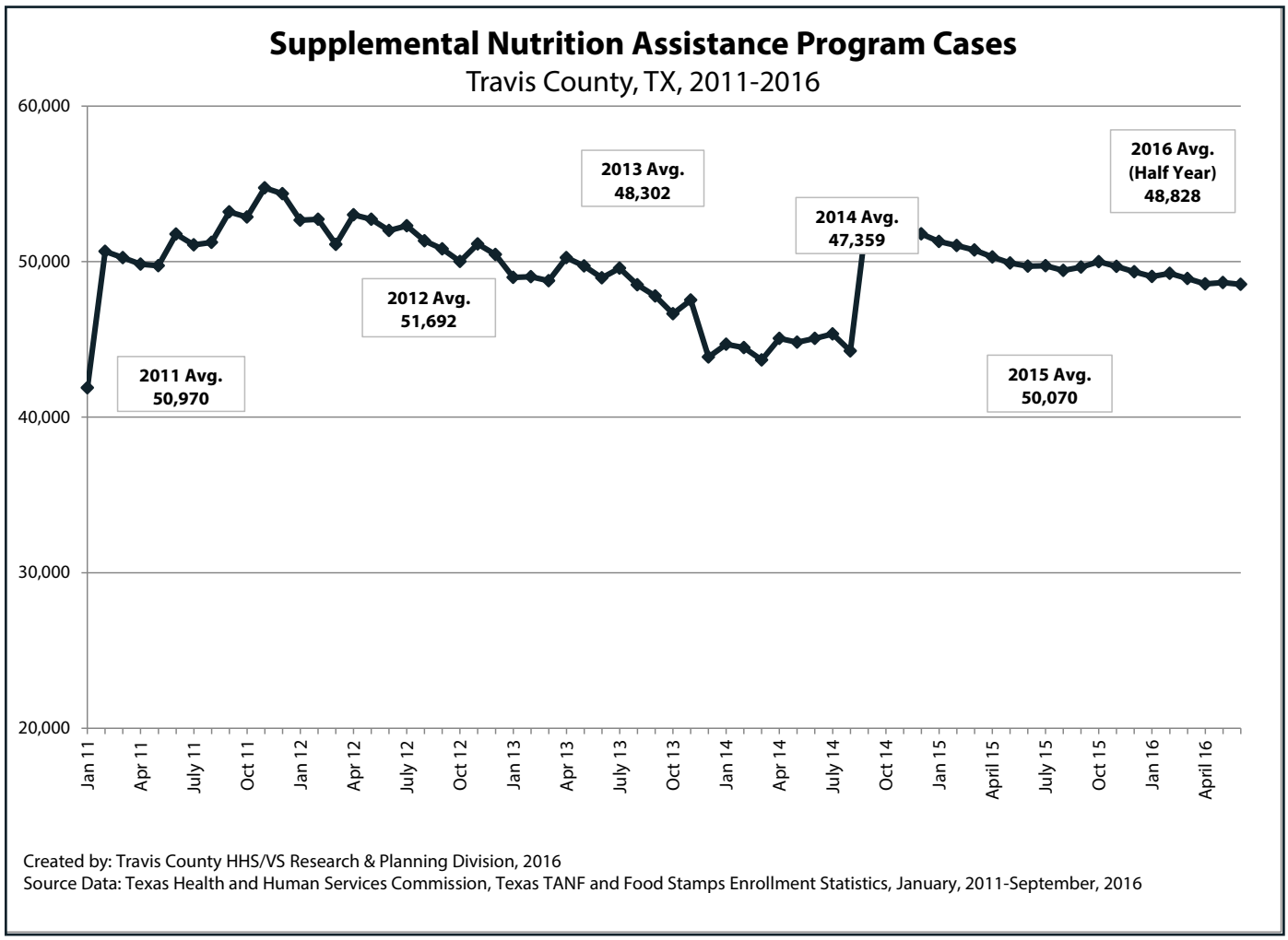
Despite the availability of the aforementioned food and nutrition services, there are gaps in the safety net. In order to be eligible for federal safety net benefits, families must meet income eligibility guidelines typically set at or slightly above the federal poverty income guidelines (FPIG).[g] For example, eligibility for SNAP requires a gross monthly income at or below 130% of FPIG and a net monthly income at or below 100% of FPIG.[25] However, as the cost of living in Travis County has been estimated to require an income of at least twice the poverty threshold, [26] many families may be ineligible for assistance yet not earn enough to fully cover the costs of their basic expenses.

Although enrollment rates fluctuate, residents consistently seek federal benefits assistance to meet their food and nutrition needs. In June 2016, the most recent data shown in the following chart, there were 48,543 SNAP cases in Travis County with 107,444 people (about 9% of all Travis County residents) receiving benefits.[27,28] The majority of SNAP recipients in Travis County were children under 18 years of

g The 2015 federal poverty income guidelines were $11,770 for an individual and $24,250 for a family of four.

age (58%) and 35% of recipients were adults ages 18 to 59.[29]

Readers should use caution and consider the following methodological notes when interpreting SNAP trend data from the chart: (1) The Texas Health and Human Services Commission (HHSC) has not identified an explanation for the January 2011 data point which is an exception to the general trend line. Because the preceding and succeeding months did not have this issue (there were 49,409 cases in December 2010 and 50,657 cases in February 2011) it is considered an anomaly in the data. (2) HHSC changed the way SNAP food benefits enrollment is reported by county in September 2014. Enrollment totals beginning with September 2014 will differ from the numbers previously reported.



Created by: Travis County HHS/VS Research & Planning Division, 2016
Source Data: Texas Health and Human Services Commission, Texas TANF and Food Stamps Enrollment Statistics, January, 2011-September, 2016

Transportation

System Overview

Transportation supports the ability to participate in the job market, pursue an education, purchase food or other goods, and obtain medical care or other services. Individuals and households without affordable,

reliable access to transportation often encounter barriers to full participation in the community.

Travis County is largely a car-dependent region with 92% of workers who work outside the home driving alone or carpooling to work versus only 4% who use public transportation.[30] While the majority of Travis County households do have at least one vehicle, about 6% (approximately 27,207 households) are without a vehicle.[31] For those without a personal vehicle, public transportation is often a necessity.

Public transportation, defined as shared passenger service available to the public, includes fixed-route via bus or train and demand response via vans.[32] Public transportation is typically funded through some combination of federal, state, and local government funds, sale tax, and rider fares.[33] There are two public transit providers in Travis County. The Capital Metropolitan Transportation Authority (Capital Metro) provides urban public transportation services within the member jurisdictions that voted to join Capital Metro and dedicate a one-percent sales tax to public transportation services, including: Austin, Jonestown, Lago Vista, Leander, Manor, Point Venture, San Leanna, Volente, and portions of Travis and Williamson counties.[34] The Capital Area Rural Transportation System (CARTS) provides rural transit and paratransit services in the non-urbanized areas of Travis County (and the non-urbanized areas of other Central Texas counties).[35]

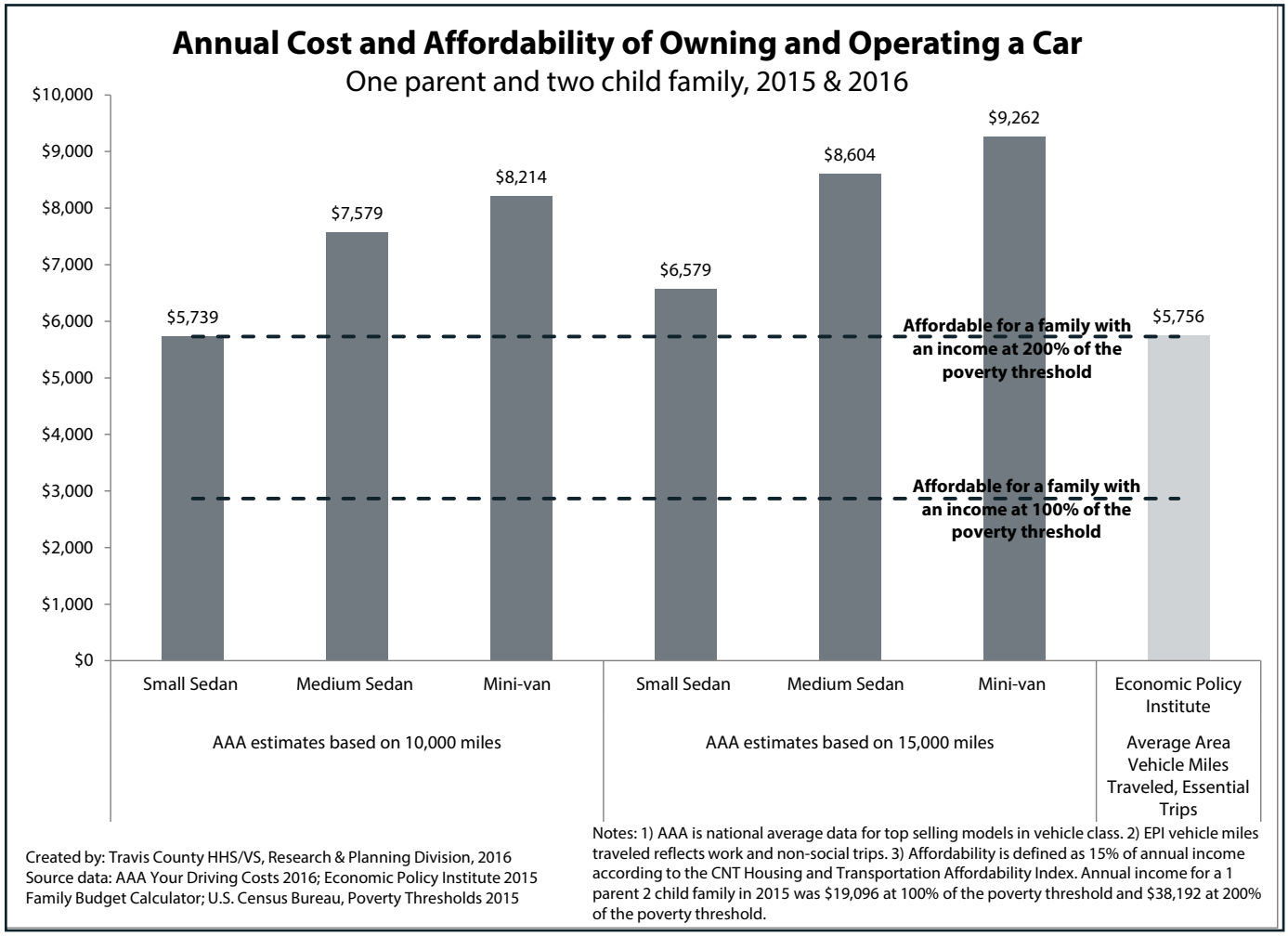
Transportation Challenges and Needs

A discussion of the full range of systemic mobility challenges posed by rapid growth in Central Texas is beyond the scope of this report. However, the high personal costs associated with owning a vehicle and the gaps in the public transportation system are the two most significant barriers to reliable transportation. Such transportation challenges disproportionately affect older adults, people with disabilities, and those with low incomes.[36] Travis County residents living outside of Austin's urban core may find their transportation options particularly limited.

Transportation costs can be a strain, particularly for those with limited incomes. The Center for Neighborhood Technology (CNT), a nonprofit research and advocacy organization that developed the Housing and Transportation (H+T®) Affordability Index, considers transportation costs to be affordable if they are 15% or less of household income.[37,h] According to this index, a "typical" Travis County household with the area median income spends 21% of income on transportation costs; a Travis County household with 80% of the area median income spends about 24% of the household income on transportation costs.[38] The costs of owning a car include both fixed costs like insurance and depreciation, and variable or operating costs like fuel and maintenance. The following chart provides estimates of the annual cost of

h Based on research in communities ranging from large cities with extensive transit to small micropolitan areas with extremely limited transit options, CNT has found that 15% of the Area Median Income (AMI) is an attainable goal for transportation affordability. This 15% standard for transportation affordability is considered in combination with HUD's standard for housing affordability which is 30% of household income.

owning and operating a car based on several scenarios, and compares the actual cost of car ownership to the 15% affordability standard for families with incomes at 100% and 200% of the federal poverty threshold (annual incomes of $19,096 and $38,192 respectively for a household with one adult and two children). In almost all scenarios shown in the chart, owning a car may be unaffordable for low-income families.



Although public transportation may be an affordable option for individuals with limited incomes, it may not be available or reliable. According to the Austin/Travis County 2012 Community Health Assessment, challenges around public transportation include long wait times for the bus, long walks to the nearest bus stops, and rising fares.[39] Additionally, there are some areas that are not served by either of Travis County's public transit providers. The Capital Area Regional Transit Coordination Committee (RTCC) has identified several geographical areas of major service gaps (i.e. with limited to no public transit services) within Travis County boundaries.[40] Furthermore, in its summary of priority areas of need, the RTCC's Coordinated Plan states, "There is a pressing need for additional transit service in the communities that are outside of both Capital Metro and CARTS service areas."

Transportation challenges related to both access and cost may also be greater for Travis County residents in unincorporated areas. Based on public input received by Travis County's Community Development Block Grant Program, lack of transportation is an ongoing concern for low-income residents of the unincorporated areas. Lack of transportation can make it difficult for residents to access both public services and basic needs, which tend to be located in more densely populated urban areas. Residents in unincorporated areas also likely have higher transportation costs than residents of more densely developed urban neighborhoods, as they generally must travel farther for work, school and shopping, and have less access to public transit options.[41]

Calls to 2-1-1, the United Way for Greater Austin Navigation Center, continue to suggest a demand for transportation assistance, and indicate some of the types of transportation needs. In 2015, 2-1-1 received 106,070 calls from Travis County residents, including 3,879 calls for transportation needs. Callers with transportation-related needs most often needed transportation to medical appointments, accounting for 905 needs. Other transportation-related calls covered a diverse range of needs, including bus fare (554 needs), gas money (325 needs), child passenger safety seats (206 needs) senior ride programs (179 needs) and disability-related transportation (178 needs).[42]

Legal Rights and Benefits

For many Texans, particularly those in poverty, access to effective legal services is limited. There is a significant gap between the civil legal needs of low-income people and the availability of services to meet these needs. Due to a lack of resources, only approximately 10% of the civil legal needs of low income Texans are being met.[43] Approximately 5.3 million Texans qualify for legal aid however there is approximately one legal aid lawyer for every 9,800 Texans who qualify, with Texas ranking 47th in access to legal aid lawyers.[44] Eligibility for legal services requires an annual income at or below 125% of FPIG; an individual must earn no more than $14,850 a year, and for a family of four the household income cannot exceed $30,375.[45] In some situations those with an annual income of up to 200% FPIG may be eligible for legal services.[46]

Access to legal aid has worsened dramatically over the last decade due to declines in traditional funding sources. The Texas Interest on Lawyers' Trust Account (IOLTA) program was established in 1984 by the Supreme Court of Texas as a mechanism for funding legal aid services for low-income Texans.[47] That same year, the Court created the Texas Access to Justice Foundation (TAJF), a nonprofit organization, to administer the program including the collection and granting of IOLTA funds.[48] The interest on the IOLTA accounts is remitted to TAJF, which grants the funds to nonprofit organizations that provide free civil aid to low-income Texans.[49] The IOLTA program relies on the interest from funds held in lawyers' trust accounts to support civil legal aid services.[50] Since the interest rate drop in 2007, TAJF has experienced a

loss of $128 million due to declines in funding from the state's IOLTA program.[51] Due to historically low interest rates IOLTA funding has fallen from $20.1 million in 2007 to approximately $4.9 million in 2015, a 75% decline.[52]

Public Benefits Legal Needs

Local communities benefit when they maximize the full leverage of federal benefits available to their residents, both by improving the economic welfare of low-income residents,[53] and by decreasing the need for local assistance when federal benefits are claimed allowing limited local resources to address other needs toward residents' self-sufficiency. Federal benefits programs such as the Supplemental Nutrition Program (SNAP), the Women, Infants and Children Program (WIC), Temporary Assistance for Needy Families (TANF), Medicaid, and Supplemental Security Income (SSI) help to mitigate the effects of poverty,[54] while Social Security Disability Insurance (SSDI) helps to provide income stability to workers who are unable to work due to disability.[55]

These programs are federal entitlement programs, meaning they are rights granted by law to citizens (and certain non-citizens) who meet the programs' eligibility criteria. In practice, many barriers block access to these rights. The application and eligibility process for federal benefits programs can be laborious, requiring documentation that may be difficult or unrealistic for an applicant to procure and submit within a required time frame.[56] Minor errors or omissions can lead to a denial, or an applicant can be wrongfully denied due to an administrative error.[57] Per program eligibility guidelines, most applicants are low-income and are unable to obtain professional legal assistance to appeal denials unless assistance is free or low-cost.

Calls to the United Way for Greater Austin Navigation Center, 2-1-1, suggest a demand for legal assistance. In 2015, of the 106,070 calls 2-1-1 received from Travis County residents, 3,214 calls were related to legal needs.[58] Callers with general legal aid and legal counseling needs[i] accounted for 750 and 270 needs respectively.[59]

Immigration Legal Needs

U.S. immigration law is extremely complex and changes frequently and non-citizens without an attorney often lack the knowledge necessary to obtain the immigration benefits, status, or protections for which they might qualify. U.S. immigration law authorizes only licensed attorneys and representatives accredited by the Board of Immigration Appeals (BIA) to represent individuals in proceedings related to applications for immigrant benefits.[60] However, unlike in criminal proceedings the U.S. government does not have to provide or pay for a lawyer to represent the defendant. This is true even for children in immigration court,

i General legal aid and legal counseling needs include those of individuals in need of assistance disputing a decision regarding benefit approval and/or denial; these categories do not include callers needing assistance with the application process.

for whom independent child advocates are only appointed in very few cases on a discretionary basis (unlike in the domestic child welfare system).[61] Research shows that non-citizens obtain better outcomes in immigration proceedings when they have professional legal representation; however due to barriers such as costs of private attorneys and the limited capacity of legal aid, many individuals do not have legal representation in immigration proceedings.[62]

Approximately 212,000 immigrants live in Travis County, comprising 18% of the total county population.[63] About 67% (140,960) of Travis County immigrants are non-citizens,[64] approximately 30,000 of those non-citizens are below the poverty level;[65] and would likely meet income qualifying criteria for legal aid.

Further Resources

Food and Poverty

Center for Public Policy Priorities – Better Texas Family Budgets Calculator

www.familybudgets.org

The Center for Public Policy Priorities evaluates public policy as it affects low- and moderate- income Texans through independent research and policy analysis, public education, advocacy, coalition-building, and technical assistance. Their Better Texas Family Budget calculator is an online public education tool that uses data from the U.S. Census Bureau and other public sources to measure what families have to earn to cover basic expenses in 26 metropolitan areas of Texas. The calculator measures rental housing and utilities, food, health insurance, child care, transportation, and other necessities.

Food Research and Action Center

www.frac.org

The Food Research and Action Center (FRAC) is the leading national nonprofit organization working to improve public policies and public-private partnerships to eradicate hunger and under-nutrition in the United States.

United States Census Bureau – Poverty and Poverty Thresholds

www.census.gov/topics/income-poverty/poverty.html

The United States Census Bureau is a leading source of quality data about people and the economy. The Census Bureau Poverty pages include reports on poverty data from several major household surveys and programs. Information also includes research on the Supplemental Poverty Measure.

Poverty thresholds, defined by the United States Census Bureau, are the dollar amounts used to determine

poverty status. Thresholds vary according to family size and ages of the members. The Census Bureau provides tables by year of the poverty thresholds by size of family and number of children.

The United States Health and Human Services – Poverty Guidelines

www.aspe.hhs.gov/poverty/

The United States Department of Health and Human Services publishes the annual federal poverty income guidelines used for administrative purposes, such as determining financial eligibility for certain programs. They also provide background information on the poverty guidelines and poverty measurements.

Transportation

Capital Area Metropolitan Planning Organization (CAMPO)

www.campotexas.org

CAMPO coordinates regional transportation planning with counties, cities, Capital Metropolitan Transportation Authority, Capital Area Rural Transportation System, Central Texas Regional Mobility Authority, and the Texas Department of Transportation. CAMPO updates and releases a long-range regional transportation plan every 5 years. CAMPO also serves as the lead agency for the Capital Area Regional Transit Coordination Committee (RTCC) which works to create efficiencies, eliminate duplication, increase coordination, and address service gaps in the public transportation system.

Travis County Transportation Plan

www.traviscountytx.gov/tnr/transportation-plan/project-overview

Travis County is developing a locally focused transportation plan to identify transportation needs and solutions, incorporate future options and choices, and prioritize improvements in the unincorporated areas of the county.

Legal Rights and Benefits

American Immigration Council

www.americanimmigrationcouncil.org/

The American Immigration Council is a leading resource for the development of immigration policies. Through research and analysis, the Council works to promote the development of immigration policies that promote fairness and due process.

Texas Access to Justice Foundation

www.teajf.org/

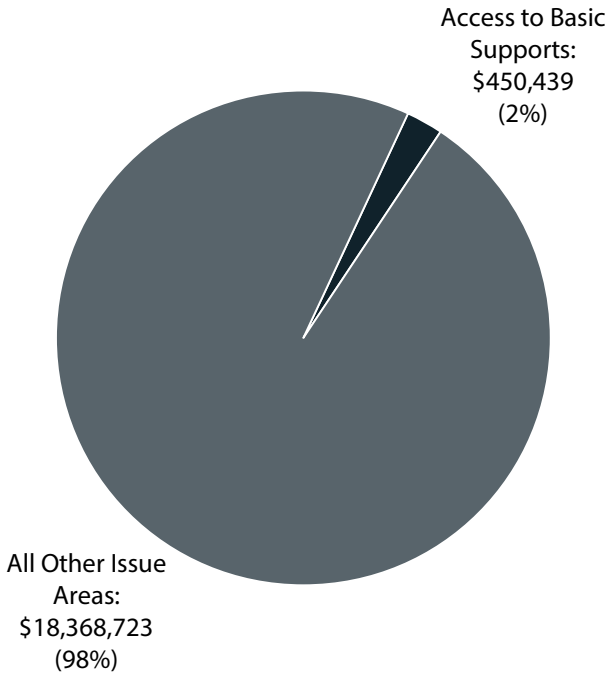
The Texas Access to Justice Foundation (TAJF) is the leading funder of legal aid in Texas. With TAJF grants, legal aid organizations provide free civil legal assistance to low-income Texans.

Investment Overview

Our Investment

TCHHS/VS has contracted programs that offer basic support services related to food, transportation, and legal rights and benefits. Services may include: food and meals; programs that support access to healthy food; education about nutrition, safe food preparation and handling; transportation and access to transportation to provide health or safety needs and promote access to employment or education; Licensed attorney, Board Accredited Legal representation, or other authorized representation; appropriate consultation for system compliance; prevention activities around fraudulent/predatory practices in legal/benefits systems; legal clinics or helplines; and system navigation assistance.

Investment in Access to Basic Supports and Other Issue Areas, FY 2016



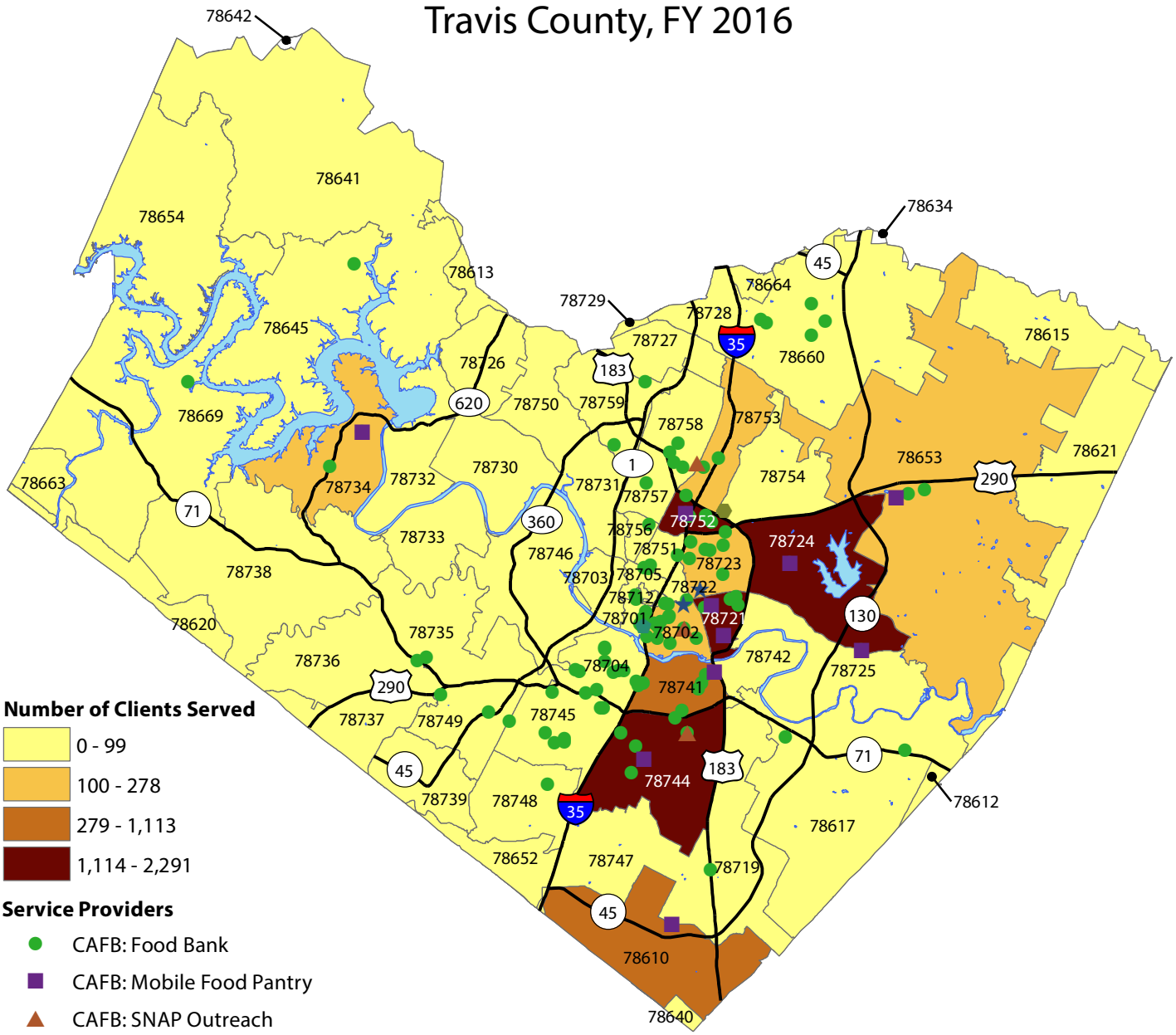
Funding Summary

The FY 2016 Funding Amount reflects 12–month funding (October 1, 2015 through September 30, 2016) unless otherwise noted.

Agency Name	Program Name	FY 2016 Funding Amount
Capital Area Food Bank of Texas, Inc.	Food Bank	$57,766
Capital Area Food Bank of Texas, Inc.	Mobile Food Pantry	$19,312
Capital Area Food Bank of Texas, Inc.	SNAP Outreach	$10,000
Capital Area Rural Transportation System	CARTS-JARC	$75,000
Capital Area Rural Transportation System	CARTS-Rural Transit	$130,755
Caritas of Austin	Community Kitchen	$127,980
Catholic Charities of Central Texas	Immigration Legal Services	$10,305
Sustainable Food Center	Spread the Harvest	$19,321

Access to Basic Supports

Service Provision Locations and Clients Served by ZIP Code
Travis County, FY 2016



Number of Clients Served

- 0 - 99
- 100 - 278
- 279 - 1,113
- 1,114 - 2,291

Service Providers

- CAFB: Food Bank
- CAFB: Mobile Food Pantry
- CAFB: SNAP Outreach
- Caritas
- Catholic Charities of Central Texas
- Sustainable Food Center

Service provision locations are not included for the CARTS JARC or Rural Transit programs. JARC serves all clients accessing a specific route serving southeast Travis County while Rural Transit services can be accessed anywhere the client is located.

N

0 2.5 5 Miles

Notes: This map shows 11,335 clients by ZIP code. 511 (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. Client ZIP codes are not included for Capital Area Food Bank's Food Bank program or the CARTS JARC program. Client ZIP codes for Caritas only reflect clients completing an annual survey.

Source data: Contracted service providers, FY 2016.
This map was created using ArcGIS Online shapefiles.
Created by: Travis County HHS, Research & Planning Division, 2017.

Capital Area Food Bank of Texas, Inc.

Food Bank

Program Description

The goal of the Food Bank program is to provide emergency food assistance to food insecure individuals and households. The Capital Area Food Bank of Texas (CAFB) serves as a centralized warehouse for donated and rescued food. The food is re-distributed to the community via a network of 285 hunger-relief charities and social service centers across 21 Central Texas counties, including Travis County. Partner Agencies are encouraged to procure additional food through their own resources, but many depend on CAFB for a majority of the food they distribute to clients each year.

Funding

The total TCHHS/VS investment in the Food Bank program from October 1, 2015 through September 30, 2016 was $57,766. This investment comprised 0.6% of the total program budget. TCHHS/VS also funds two additional programs at Capital Area Food Bank of Texas, Inc.: the Mobile Food Pantry program and the SNAP Outreach program, both of which are described later in this report.

Eligibility Criteria

This program targets individuals who are "food insecure," meaning they lack dependable access to nutritionally adequate food. The neighborhoods served by the program are selected based on prevalence of poverty. In order to be eligible to receive USDA commodities distributed by the Capital Area Food Bank of Texas (CAFB), clients must have household income levels at or below 185% of the Federal Poverty Income Guidelines (FPIG). Clients earning above 185% FPIG will not be turned away but will be provided food other than USDA commodities. Food is distributed through CAFB partner agencies based in Travis County. These agencies serve clients in their immediately surrounding areas.

Capital Area Food Bank of Texas, Inc.: Food Bank

The Food Bank program met or exceeded all of its performance goals for FY 2016. According to staff, there were a higher number of Summer Food Service Program locations than in the previous year, which accounted for more agencies served (see the first output). Program staff explained that two factors contributed to an increase in the pounds of food donated and the number of meal equivalents provided to agencies: greater production largely due to more retail pick-up activities, and less transition time than anticipated following the program's move to a new location (see the second and third outputs).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated Travis County Agencies served	196	175	112%
Pounds of donated food provided to agencies in Travis County	8,238,908	7,000,000	118%
Number of meal equivalents provided to agencies in Travis County	6,865,757	5,833,333	118%
Outcomes			
Dollars saved by agencies in Travis County	14,170,922	$12,040,000	118%
Percentage of unduplicated Partner Agencies satisfied	97% (72/74)	90% (45/50)	108%

Capital Area Food Bank of Texas, Inc.

Mobile Food Pantry

Program Description

The goal of the Mobile Food Pantry program is to provide emergency food assistance to food insecure individuals and households. The program is designed to serve communities that are not served by other agencies because of lack of capacity or where no agencies are present. The program has two dedicated Mobile Food Pantry vehicles, capable of transporting refrigerated, non-refrigerated, and frozen items over long distances, ensuring a wide variety of food available to recipients. Before each distribution, the truck is loaded with available meat, produce, bread, and other staple groceries. The vehicle is then driven to centrally located distribution points for regularly scheduled service on a monthly basis, where food is taken directly from the truck and given to Central Texans in need.

Funding

The total TCHHS/VS investment in the Mobile Food Pantry program from October 1, 2015 through September 30, 2016 was $19,312. This investment comprised 5.7% of the total program budget. TCHHS/VS also funds two additional programs at Capital Area Food Bank of Texas, Inc.: the Food Bank program , which is described earlier in this report, and the SNAP Outreach program, which is described later in this report.

Eligibility Criteria

This program targets individuals who are food insecure, meaning they lack dependable access to nutritionally adequate food. In order to receive USDA commodities distributed by Capital Area Food Bank, clients must have household income levels at or below 185% Federal Poverty Income Guidelines (FPIG). Clients earning above 185% FPIG will not be turned away, but provided food other than USDA commodities.

Capital Area Food Bank of Texas, Inc.: Mobile Food Pantry

The Mobile Food Pantry met or exceeded all of its program goals. According to program staff, two additional Travis County sites were added to the program in January, which were not originally factored in to the total program performance goal (see the third output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	9,211	9,000	102%
Number of duplicated clients served	78,784	75,000	105%
Number of Mobile Food Pantry distributions held in Travis County	119	105	113%
Pounds of food distributed through Mobile Food Pantry distributions in Travis County	816,622	800,000	102%
Number of meals equivalents provided in Travis County	680,519	666,667	102%

Capital Area Food Bank of Texas, Inc.

SNAP Outreach

Program Description

Through a direct mail campaign, the goal of CAFB's Supplemental Nutrition Assistance Program (SNAP) Outreach is to increase awareness of available federal nutrition assistance benefits that provide greater household food security, and connect eligible households with application assistance.

Funding

The total TCHHS/VS investment in the SNAP Outreach program from October 1, 2015 through September 30, 2016 was $10,000. This investment comprised 4.2% of the total program budget. TCHHS/VS also funds two additional programs at Capital Area Food Bank of Texas, Inc.: the Food Bank program and the Mobile Food Pantry program, both of which are described earlier in this report.

Eligibility Criteria

The target population is food insecure households residing in predominantly low-income zip codes within Travis County.

Capital Area Food Bank of Texas, Inc.: SNAP Outreach

The SNAP Outreach program met two of its program goals but fell slightly short on the other two. Program staff explained that there were fewer responses to the letters mailed than previously anticipated,which directly impacted the number of calls received, applications submitted, and SNAP benefits generated as a result of submitted applications (see the second and third outputs and the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of outreach letters sent	40,000	40,000	100%
Number of client screening calls received	320	380	84%
Number of households completing and submitting SNAP applications	73	80	91%
Outcomes			
Estimated dollars in SNAP benefits generated as a result of submitted applications	$170,970	$200,819	85%

Capital Area Rural Transportation System

CARTS–JARC

Program Description

CARTS goal is to provide reliable, friendly, affordable transportation services to every customer, enhancing their quality of life by allowing them to maintain their independence. The JARC route targets the Southeast part of Travis County.

Funding

The total TCHHS/VS investment in the CARTS–JARC program from October 1, 2015 through September 30, 2016 was $75,000. This investment comprised 18.4% of the total program budget. TCHHS/VS also funds the CARTS-Rural Transit program, described later in this report.

Eligibility Criteria

This program serves the general public but targets individuals who are low-income, seniors, and person with disabilities. There are no eligibility requirements for to receive services.

Capital Area Rural Transportation System: CARTS–JARC

The CARTS–JARC program met it's performance goal for FY 2016.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total Number of Trips	64,849	70,000	93%

Capital Area Rural Transportation System

CARTS–Rural Transit

Program Description

Overall the goal of CARTS is to provide reliable, friendly, affordable transportation services to every customer within the CARTS district (a Rural Transit District), enhancing their quality of life by allowing them to maintain their independence, and to connect persons within the CARTS District to metropolitan transit resources as needed. The Rural Transit service is provided to support the transportation needs of the community centers operated by Travis County, with a limit of 8,000 hours of service within FY2016.

Funding

The total TCHHS/VS investment in the CARTS–Rural Transit program from October 1, 2015 through September 30, 2016 was $130,755. This investment comprised 8.2% of the total program budget. TCHHS/VS also funds the CARTS–JARC program, described earlier in this report.

Eligibility Criteria

CARTS services in rural Travis County are directed to the general public but may target low-income individuals, seniors, and persons with disabilities in conformance with Travis County policies, subject to agreement by both parties. In order to receive services, clients must live in Travis County, outside the city limits of Austin. Requests for services that originate within the urbanized area of the county are restricted to those clients registered by Travis County as eligible.

Capital Area Rural Transportation System: CARTS–Rural Transit

The CARTS–Rural Transit program met one of its performance goals but fell short on the other one. Program staff reported that some services within the county were cut, causing a drop in clients served (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	302	408	74%
Total Number of Trips	15,061	14,320	105%

Caritas of Austin

Community Kitchen

Program Description

The overall goal of the Community Kitchen is to assist low-income individuals with basic nutrition by providing a nutritious meal, with no questions asked, to anyone who is hungry. Lunch is served Monday through Friday and diners may receive one meal per day for an indefinite amount of days. The Community Kitchen also offers diners a respite from the heat or inclement weather.

Funding

The total TCHHS/VS investment in the Community Kitchen program from October 1, 2015 through September 30, 2016 was $127,980. This investment comprised 76.2% of the total program budget. TCHHS/VS also funds the Best Single Source Plus program at Caritas of Austin, described in the Housing Continuum issue area report.

Eligibility Criteria

The Caritas Community Kitchen serves a nutritious meal to anyone that is hungry.

Caritas of Austin: Community Kitchen

The Community Kitchen met both of its program goals for FY 2016.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of meals served	78,085	85,000	92%
Outcomes			
Percentage of unduplicated Community Kitchen patrons provided a meal, who were satisfied with the meal, as measured in the annual survey	97% (189/195)	90% (180/200)	108%

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 immigration legal services to the residents who live within the 25 county coverage area of the Austin Diocese. Services include family based immigration, services for victims of crime and domestic abuse, asylum, and unaccompanied minor assistance.

Funding

The total TCHHS/VS investment in the Immigration Legal Services program from October 1, 2015 through September 30, 2016 was $10,305. This investment comprised 1.1% of the total program budget.

Eligibility Criteria

This program targets low-income individuals and families who are seeking immigration services. To be eligible for services, individuals must have incomes at or below 200% of the Federal Poverty Income Guidelines (FPIG), except for limited cases where the individual or family has extenuating circumstances. The majority of clients reside in Travis County, although ILS serves most of Central Texas (clients must be residents of the twenty-five county area of Austin Diocese).

Catholic Charities of Central Texas: Immigration Legal Services

Performance Goals and Results

The Immigration Legal Services program met or exceeded most of its program goals, falling short on two of them. Program staff noted that caseloads are determined by the clients served and their eligibility for different types of immigration relief (see the third through ninth outputs).

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	712	720	99%
Total number of clients provided consultations whose cases are not accepted for further immigration legal services.	786	480	164%
Total number of Lawful Permanent Resident applications filed	70	80	88%
Total number of U.S. Citizenship applications filed	56	40	140%
Total number of applications filed for victims of crimes	28	15	187%
Total number of applications filed for Deferred Action for Childhood Arrivals (1-821D)	151	300	50%
Total number of applications filed for Renewal of Lawful Permanent Resident cards (1-90)	88	50	176%
Total number of family-based petitions filed for family members (1-130)	78	70	111%
Total number of applications filed for other immigration assistance (including: TPS, FOIA, RFE, Waivers, etc.)	71	60	118%
Outcomes			
Percentage of immigration applications approved	98% (381/389)	93% (650/700)	105%

Sustainable Food Center

Spread the Harvest

Program Description

Spread the Harvest seeks to reduce financial barriers to food gardening by providing free gardening materials - including seeds, plants, compost, and fertilizer - to individuals, families, schools, places of worship, and public service providers residing or located in the City of Austin and Travis County.

Funding

The total TCHHS/VS investment in the Spread the Harvest program from October 1, 2015 through September 30, 2016 was $19,321. This investment comprised 64.7% of the total program budget.

Eligibility Criteria

The target populations of this program include individuals, families, and institutions that are located in Travis County and face financial barriers to food gardening. Program membership is open to: residents who earn 250% or less of the Federal Poverty Income Guidelines (FPIG); schools located in Travis County; and places of worship and public service providers who work with underprivileged communities.

Sustainable Food Center: Spread the Harvest

The Spread the Harvest program met all performance goals for FY 2016.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated individual and non-institutional gardeners receiving resources through Spread the Harvest	1,353	1,500	90%
Number of unduplicated gardeners in housing, school, or other group programs receiving resources through Spread the Harvest (persons may receive services and resources on multiple occasions).	11,377	11,000	103%
Number of Meal Equivalents (garden fresh produce shared by gardeners; 2 meal equivalents fit into one plastic grocery store bag)	11,719	12,162	96%
Outcomes			
Percentage of Spread the Harvest participants choosing "a lot" or "considerably" when asked, "To what extent has Spread the Harvest made it easier for you to grow your own food?"	82% (635/770)	85% (597/700)	97%
Percentage of Spread the Harvest participants choosing "a lot" or "considerably" when asked, "To what extent has participation in Spread the Harvest has made it easier for you to eat healthy food?"	75% (575/770)	75% (525/700)	100%
Percentage of Spread the Harvest participants choosing "agree" when asked, "I am satisfied with services received from Sustainable Food Center."	97% (748/770)	95% (665/700)	102%

Appendix

2016 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	$5,940	$11,880	$14,850	$17,820	$23,760
2 persons	$8,010	$16,020	$20,025	$24,030	$32,040
3 persons	$10,080	$20,160	$25,200	$30,240	$40,320
4 persons	$12,150	$24,300	$30,375	$36,450	$48,600
5 persons	$14,220	$28,440	$35,550	$42,660	$56,880
6 persons	$16,290	$32,580	$40,725	$48,870	$65,160
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: "2016 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 25, 2016, https://aspe.hhs.gov/poverty-guidelines.

2016 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	$16,350	$27,250	$43,600
2 persons	$18,700	$31,150	$49,800
3 persons	$21,050	$35,050	$56,050
4 persons	$24,300	$38,900	$62,250
5 persons	$28,440	$42,050	$67,250
6 persons	$32,580	$45,150	$72,250
7 persons	$36,730	$48,250	$77,200
8 persons	$40,890	$51,350	$82,200

*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 2016 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2016/2016summary.odn.

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