PUBLIC HEALTH

FY 2016 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

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Public Health

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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

Public Health Goals and Services

Programs and services within this issue area work to improve the health and well-being of community members by encouraging healthy behaviors; providing health education programs; enforcing regulations that protect from injury and illness; reducing the occurrence and impact of disease; and increasing public health emergency preparedness.

Services may include: education; improving treatment, care, and support for persons living with or facing health concerns; case management and advocacy for additional or other client services; promoting environmental health; and animal control and shelter services.

Highlights of Community Conditions

What is Public Health? Public health promotes and protects the health of people and the communities where they live, learn, work, and play. It is the practice of preventing disease and promoting good health within groups of people, from small communities to entire countries.[1] Travis County invests in disease prevention and surveillance, supportive services that promote access to health care, and other services that contain local health spending and ensure the health, well-being, and productivity of Travis County residents.

Attaining Health Equity, which is defined as achieving the highest level of health for all people, requires that communities address the Social Determinants of Health (SDOH).[2] SDOH are conditions in the environment in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.[3] Our health is determined in part by access to social and economic opportunities; the resources and supports available in our communities; school quality; workplace safety; quality of water, food, and air; and our social interactions and relationships.[4] The Office of Disease Prevention and Health Promotion's Healthy People 2020 initiative identified five key areas of SDOH, which include: economic stability; education; social and community context; health and health care; and neighborhood and built environment.[5]

The following sections outline some selected data points describing the public health status of Travis County residents and the current system. Public health data has varying and significant time lags;

therefore, not all years of data are consistent across this report. This report does not contain all existing data for our community but more in-depth reports are listed at the end of this report.

Leading Causes of Death

Cause-of-death statistics help authorities determine their focus for prevention and intervention efforts. The following table describes the leading causes of death in 2014.

Leading Causes of Death, 2014

Underlying Cause of Death	*Travis County Number of Deaths* [6]	*Travis County Rank* [7]	*Texas Rank*[8]	*U.S. Rank* [9]
Malignant neoplasms (cancer)	1,131	1	2	2
Diseases of the heart	971	2	1	1
Accidents (unintentional injuries)	485	3	5	4
Cerebrovascular diseases (stroke)	249	4	3	5
Chronic lower respiratory diseases	188	5	4	3
Alzheimer's disease	185	6	6	6
Intentional self-harm (suicide)	143	7	*	10
Diabetes mellitus	104	8	7	7
Chronic liver disease and cirrhosis	99	9	10	**
Nephritis, nephrotic syndrome, nephrosis	85	10	9	9

*Texas Note: The eighth leading cause of death is septicemia. Suicide is not one of the ten leading causes of death.
**U.S. Note: The eighth leading cause of death is influenza and pneumonia. Chronic liver disease and cirrhosis is not one of the ten leading causes of death.
Created by: Travis County HHS/VS, Research & Planning Division, 2016
Source data: Texas Department of State Health Services, Center for Health Statistics, and the U.S. Centers for Disease Control and Prevention

Chronic Disease Prevalence

Chronic diseases are responsible for 7 of 10 deaths each year, and diseases account for 86% of the nation's health care costs.[10]

The following chart includes selected Behavior Risk Factor Surveillance System (BRFSS) data[a] on selected chronic diseases and related risk factors in Travis County and Texas.

a The Texas Behavior Risk Factor Surveillance System (BRFSS) collects data regarding health-related risk behaviors, chronic health conditions, and use of preventive services. Data is used to help identify public health problems, set priorities and goals, design policies and interventions.

Selected Chronic Diseases and Related Risk Factors Travis County & Texas, 2015		
Chronic Disease: Percent with Disease		
	Travis County	***Texas***
Angina or coronary heart disease	2.0%	3.4%
Stroke	1.8%	3.0%
Diabetes	7.5%	11.4%
Chronic obstructive pulmonary disease (COPD)	4.2%	5.1%
Currently has asthma	9.0%	7.6%
Risk Factors: Percent at Risk		
Heavy alcohol consumption	10.0%	5.8%
Inactive physical activity level	27.5%	33.4%
Overweight or obese (BMI>25)	61.0%	68.7%
Current smoker	14.1%	15.2%

Created by: Travis County HHS/VS, Research & Planning Division, 2016
Source data: Texas Behavioral Risk Factor Surveillance System Survey Data, Texas Department of State Health Services, 2015

The Travis County population is slightly healthier than that of the state per most above indicators. Austin area residents in particular are known for their healthy lifestyles. However, an analysis of these health indicators at the sub-county level—either in smaller geographic units or by race/ethnicity—shows there are clear disparities in health status[b] in nearly all of the indicators. For example, while the prevalence of diabetes in Travis County is lower than for Texas, disparities exist by race and ethnicity. In Travis County, 16% of Black adults have diabetes compared with 10.2% among Hispanics and 4.7% among Whites.[11]

Sexually Transmitted Diseases (STDs)

STDs and HIV/AIDS are substantial health challenges and pose a threat to individuals' immediate and long-term health and well-being.

b Healthy People 2020 defines health disparity as "a particular type of health difference that is closely linked with social, economic, and/or environmental disadvantage. Health disparities adversely affect groups of people who have systematically experienced greater obstacles to health based on their racial or ethnic group; religion; socioeconomic status; gender; age; mental health; cognitive, sensory, or physical disability; sexual orientation or gender identity; geographic location; or other characteristics historically linked to discrimination or exclusion."

Sexually Transmitted Diseases Travis County & Texas, 2015			
Sexually Transmitted Diseases[12]			
	Travis County Cases	***Travis County Rate***	***Texas Rate***
Chlamydia	7,787	661.8	487.3
Gonorrhea	2,431	206.6	136.7
Primary and Secondary Syphilis	181	15.4	6.2
HIV/AIDS [13]			
People Living with HIV	4,422	375.8	301.2

Note: Rates are per 100,000 population.
Created by: Travis County HHS/VS, Research & Planning Division, 2016
Source data: Texas Department of State Health Services, HIV and STD Program Reports, 2015

Travis County has higher rates of STDs and HIV than Texas. Some Travis County residents are disproportionately affected by STDs and HIV. In Travis County, the prevalence rate of HIV infections among Black males is twice the rate compared with White males and the prevalence rate among Black females is over 12 times higher than White females.[14] Concurrently, Blacks are more likely to die from HIV than other races.[15]

Maternal and Child Health

The health of mothers and their children is an important barometer for the health of future generations and has critical predictive value in public health planning.

Birth Outcomes Travis County & Texas, 2013			
	Travis County Cases	***Travis County Rate***	***Texas Rate***
Low birth weight births (less than 5.5 pounds)	1,293	8.2%	8.3%
Preterm births (born before 37 weeks gestation)	1,714	10.9%	12%
Infant mortality (children who died before their first birthday)	60	3.8%	5.8%
Teen birth rate (age 19 and younger)	1,010	6.4%	9.8%

Created by: Travis County HHS/VS, Research & Planning Division, 2016
Source data: KIDS COUNT Data Center, 2013

Disparities are also seen in birth outcomes by race and ethnicity. Health insurance status, economic factors and maternal education level are important SDOH that contribute to the disparities in Travis County birth outcomes. One example of health disparities in birth outcomes is the varying low birth weight rates by the race/ethnicity of mothers. In 2013, 7.3% of births to White mothers were low birth weight, compared

to 7.4% of births to Hispanic mothers, 9.5% of births to "Asian, Multiracial or other Race" mothers, and 16.2% of births to Black mothers.[16]

Access to Health Care and Preventive Services

Whether or not people have access to health care can explain why some people are healthier than others. Some of the barriers to healthcare include lack of insurance, cost of care, and provider shortages.

Health insurance: In Travis County 14% of residents do not have health insurance.[17] Of these 168,371 uninsured individuals, the majority (about 145,180 people) are adults between the ages of 18 and 64. Another 20,652 uninsured individuals are children under 18 years old.[18]

About 82% of all adults aged 18-64 years old have health insurance. However, health insurance coverage varies by gender and race/ethnicity. More adult women had health insurance than men, 84.5% and 79.3% respectively. Asian adults had the highest rates of health insurance (92.3%), while Hispanic or Latino adults had the lowest (64.4%).[19]

Cost of care: The cost of health care can act as a barrier to seeking medical care. About 14% of respondents reported that there was a time in the past 12 months when they needed to see a doctor but could not because of the cost.[20]

Provider shortages: Having a primary care provider is associated with a higher likelihood of receiving appropriate care and better health outcomes. Texas ranks 45th in the number of physicians per population.[21] In 2013, there were approximately 950 primary care physicians in Travis County and the ratio of the Travis County population to primary care physicians was 1,184:1.[22]

Routine check-ups: Sixty-three percent of adults in Travis County reported receiving a routine check-up from a medical professional in the past year. Adults over 65 years old had the highest prevalence of routine check-ups (86%), while uninsured adults had the lowest (40%).[23]

Public Health System

The Public Health system in Travis County includes many organizations, and agencies engaged in various health related activities.

Austin Public Health[c]

Austin Public Health, is the local public health department for Austin and Travis County. Public health departments play a critical role in protecting and improving the health of people and communities. Austin Public Health provides a range of services such as promoting healthy behaviors, preventing diseases, providing food protection, offering immunizations and preparing for and responding to public health emergencies. In May 2016, Austin Public Health earned national accreditation from the Public Health Accreditation Board (PHAB), becoming the 3rd accredited public health department in Texas, joining Houston and Tarrant County.

Austin Public Health coordinates a comprehensive community planning initiative, known as the Community Health Assessment (CHA).[d] In 2011, Austin Public Health partnered with Travis County Health and Human Services, Central Health, St. David's Foundation, Seton Healthcare Family, and the University of Texas Health Science Center to produce the first CHA. The CHA served as the foundation for the Community Health Improvement Plan (CHIP),[e] which prioritized four priority areas: 1) Chronic Disease- Focus on Obesity, 2) Built Environment – Focus on Access to Healthy Foods, 3) Built Environment - Transportation, and 4) Access to Primary Care and Mental/Behavioral Health Services – Focus on Navigating the Healthcare System. Work groups comprised of various partners were formed to address each priority area over a three to five year period. At the time of this report, planning for the next CHA is underway with support from additional community partners - Capital Metro and the Dell Medical School. A completed CHA is anticipated in September 2017 and will inform the next iteration of the CHIP.

Central Health

Central Health is the hospital district for Travis County and is charged with improving access to quality health care for low-income residents. Central Health funds health care services for low-income and uninsured residents and enrolls residents into the Medical Access Program (MAP), a local health coverage program for qualified low-income residents. Central Health also supports several affiliated organizations: CommUnityCare, Sendero Health Plans, and the Community Care Collaborative.[24]

CommUnityCare: Central Health's affiliated Federally Qualified Health Care (FQHC) System, which is the largest community health center system in Travis County.

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c On December 1, 2016, Austin/Travis County Health and Human Services Department (A/TCHHSD) officially changed its name to Austin Public Health.

d The Austin/Travis County CHA represents a collaborative and community participatory process that describes the health status, strengths, and opportunities in Travis County. It includes qualitative data from focus groups, key informant interviews, and community forums, as well as quantitative data from local, state and national indicators.

e The Austin/Travis County CHIP is an action-oriented strategic plan that outlines community-driven goals, objectives, strategies and measures.

Sendoro Health Plans: Central Health's local nonprofit corporation that services as the Central Texas community's health maintenance organization (HMO).

Community Care Collaborative (CCC): a non-profit partnership between Central Health and Seton Healthcare Family which has close relationships with Dell Medical School at the University of Texas and Austin Travis County Integral Care. The CCC takes a multipronged approach to transform health care delivery.

Dell Medical School and Dell Seton Medical Center at The University of Texas at Austin

Dell Medical School at The University of Texas at Austin opened to students in 2016. Construction on a new teaching hospital, to replace University Medical Center Brackenridge, is in progress and scheduled to open in May 2017. The new hospital will be called the Dell Seton Medical Center at The University of Texas and will provide a new Level 1 trauma center and serve as the primary training facility for the new medical school. The new hospital is also expected to ease some provider shortages in the region.

Affordable Care Act (ACA)

Since the implementation of ACA,[f] the number of uninsured Texans has declined. Despite progress, Texas remains the state with the largest percentage (17.1%) and highest number (4.6 million) of uninsured residents.[25] In Travis County, the number of residents with health insurance increased by 18% from 2011 to 2015.[26] Although more Travis County residents have health insurance, many uninsured adults remain in a coverage gap.[g] Texas declined a provision of the ACA that allows states to expand Medicaid coverage to individuals with family incomes at or below 133% of the federal poverty level (generally $32,319 for a family of four in 2016.) If Texas expanded Medicaid, it is estimated an additional 1,107,000 Texans who could have gained health insurance.[27]

1115 Waiver

The 1115 Waiver allows Texas to expand Medicaid managed care while preserving hospital funding, provides incentive payments for health improvements, and directs more funding to hospitals that serve large numbers of uninsured patients.[28] The waiver provided significant benefits to Travis County and Central Texas.[h] Since its inception in December 2011, the waiver has provided more than $521 million to Travis County hospitals to care for uninsured and Medicaid patients and more than $336 million to support local health care transformation projects through the Delivery System Reform Incentive Payment

f The Affordable Care Act was signed into law by President Obama on March 23rd, 2010 and upheld in the Supreme Court on June 28th, 2012.

g A coverage gap is when U.S. citizen adults in Texas do not get health insurance through their job and do not qualify for Medicaid or financial help in the marketplace.

h The 1115 Waiver operating in Regional Health Partnership (RHP) 7 comprises a six-county area: Travis, Lee, Hays, Fayette, Caldwell and Bastrop Counties.

(DSRIP) program.[29] These projects focus on critical health needs, including behavioral health, chronic disease management, and specialty care access.[i] Although the 1115 Waiver was set to run on a five year cycle, a 15–month extension was granted and will extend the Texas 1115 Waiver through December 2017 at its current funding.[30]

Legislative Issues to Watch

Affordable Care Act (ACA): The results of the 2016 Presidential election created a lot of uncertainty about the future of health care coverage in Texas and the United States. The President-elect vowed to repeal and replace the ACA, which will have significant ramifications. If Congress passes a reconciliation bill repealing portions of ACA, similar to one vetoed by President Obama in January 2016, approximately 2.6 million people in Texas will become uninsured.[31] The federal government will spend less on Medicaid/CHIP and Marketplace financial assistance and Texas will lose an estimated $62 billion in federal funding for health care.[32] An increase in the number of uninsured Texans and a decrease in the amount of federal funds Texas receives will add financial pressure on state and local governments, and health providers.[33] In addition to the ACA, federal policy and funding changes for economic supports, education, and workforce development could impact the SDOH that contribute to the overall health and well-being of Travis County residents.

2017 Texas Legislative Session: At the time of this report, state legislators are filling bills for the 85th Legislative Session. Difficult decisions about the state budget are expected. State agencies were instructed to cut their budget requests by four percent[34] and legislators need to address the 1115 Waiver to avoid significant cuts in health care funding when it expires. Similarly to the uncertainty at the Federal level, the results of the 85th Texas Legislature could impact policy and funding for health related services, economic supports, education, and workforce development.

Further Resources

Public Health is tied to the Behavioral Health issue area. Behavior health[j] is an essential component of the overall health and well-being of a population; improving the health and well-being of the community requires addressing poor behavioral health status within the community.[35]

i Read more about RHP 7 1115 Waiver projects at http://www.texasrhp7.org/.

j Behavioral health expands the term "mental health" to include substance use, behaviors, habits, and external forces that contribute to mental or emotional well-being.

As mentioned previously, Public Health reaches beyond health care services to include the SDOH. Therefore, Public Health has ties to each of the issues areas, including: Access to Basic Supports, Child & Youth Development, Housing, Safety intervention, Supportive Services, and Workforce Development.

Below are a few selected resources that provide more information about public health data, research, and local planning efforts.

Austin/Travis County Community Health Assessment (CHA) and the Community Health Improvement Plan (CHIP)

www.austintexas.gov/healthforum

This community planning effort examines the health of the Austin/Travis County community. Work on CHIP strategies and objectives are ongoing.

City of Austin Critical Health Indicators Report

http://www.healthyatc.org/content/sites/travis/Critical_Health_Indicators_2015.pdf

The 2015 Critical Health Indicators Report includes information on the current health indicators of Travis County's population, including trends and health disparities.

Chronic Disease in Travis County: A Surveillance Report of Disease Indicators

https://austintexas.gov/sites/default/files/files/Health/Chronic_Disease/Chronic_Disease_in_Travis_County_August_2016_Final.pdf

The Chronic Disease in Travis County report includes mortality data from the Texas Department of State Health Services, prevalence of chronic disease & risk behaviors from the BRFSS, and hospital discharge data from the Texas Health Care Information Collection.

Healthy ATC

http://www.healthyatc.org/

Healthy ATC is a partnership between Central Health, Austin Public Health, and Travis County Health and Human Services. Healthy ATC works to help community members and policy makers learn about the health of the community by providing local health data, resources, best practices, news articles, and information about community events.

Healthy People 2020

https://www.healthypeople.gov/

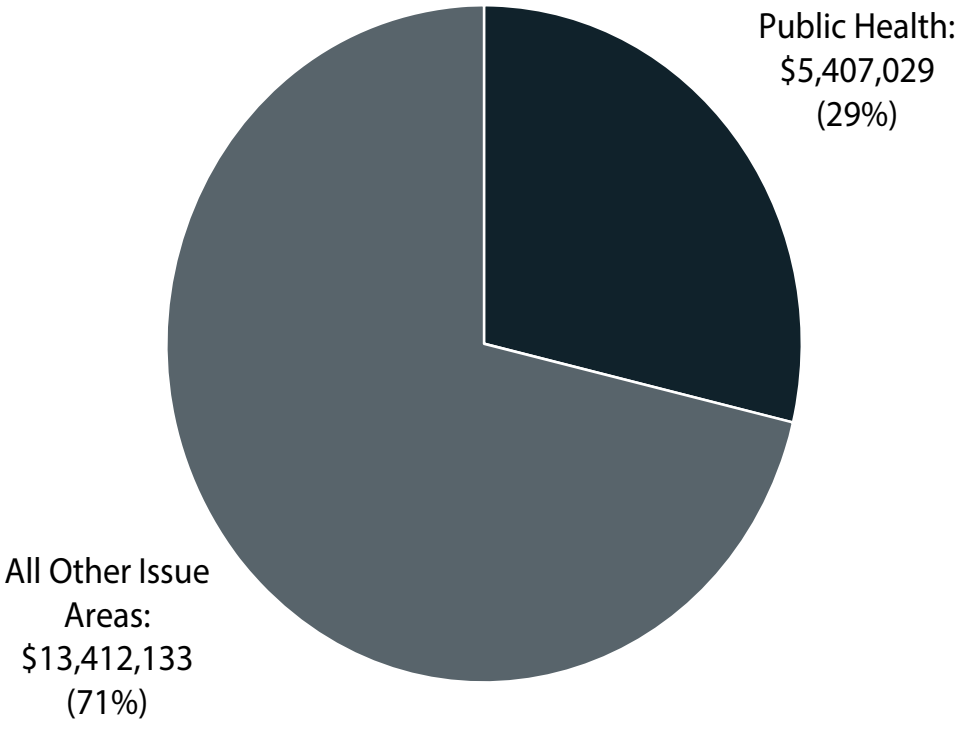
Healthy People 2020 provides science-based, 10–year national objectives for improving the health of all Americans.

Investment Overview

Our Investment

TCHHS/VS has departmental and contracted programs that offer public health services. A significant portion of our Public Health investments go to the Austin/Travis County Health and Human Services Department, as they carry out the county's responsibilities for public health on our behalf. The City of Austin also provides Animal Services for the entire county. Other services contracted through non-profits in this issue area focus their efforts on prevention of teen pregnancy and HIV/AIDS and improving outcomes for people living with HIV/AIDS. Please note that the scope of this summary does not include the roles and responsibilities assumed by Central Health (the Travis County Healthcare District).

Investment in Public Health and Other Issue Areas, FY 2016



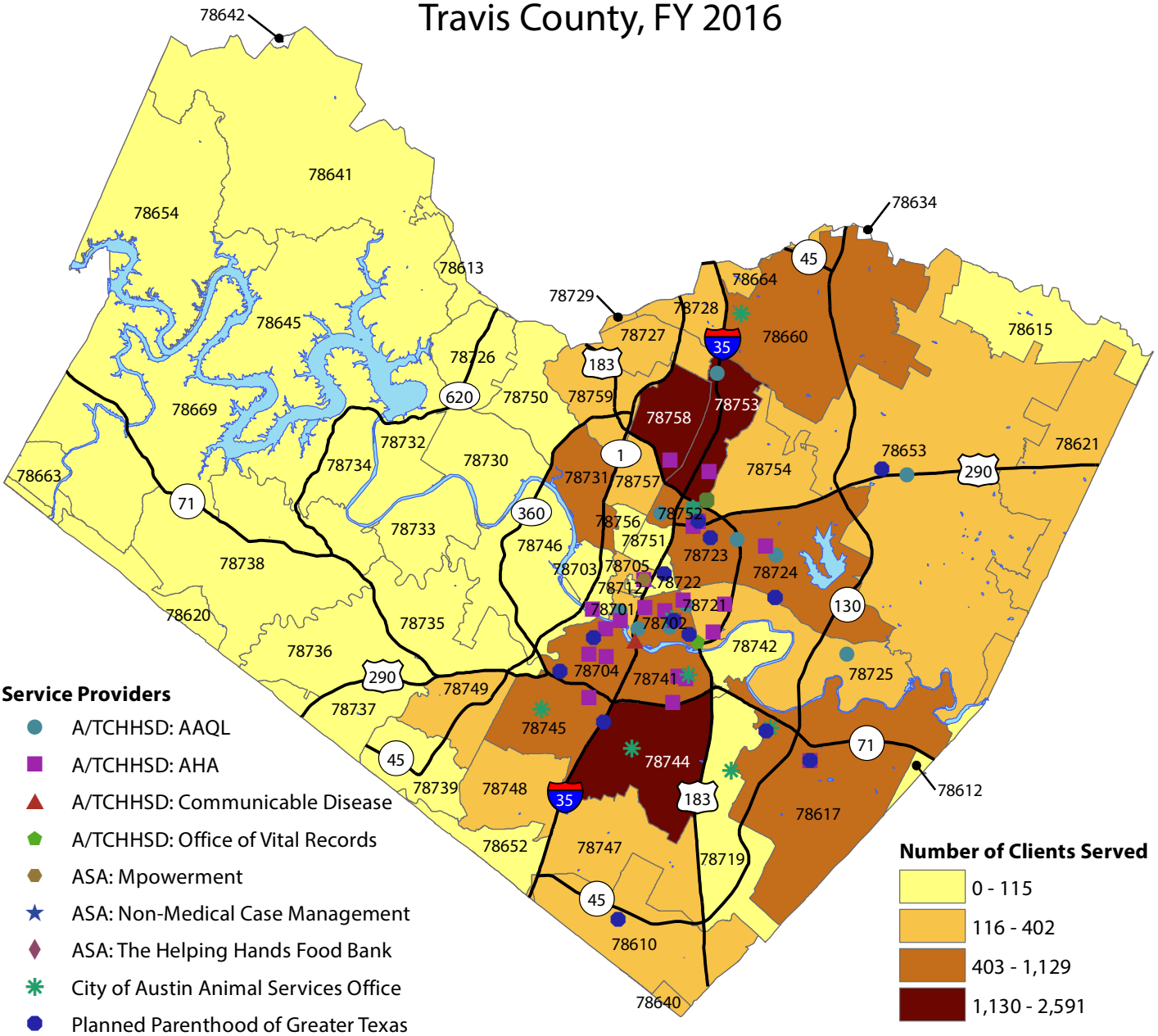
Funding Summary

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
AIDS Services of Austin	Mpowerment	$135,000
AIDS Services of Austin	Non-Medical Case Management	$193,937
AIDS Services of Austin	The Helping Hands Food Bank	$62,500
Austin/Travis County Health and Human Services Department	Public Health Interlocal	$3,464,600
City of Austin Animal Services Office	Animal Services	$1,445,691
Planned Parenthood of Greater Texas	Teen Health Program	$29,601
The Wright House Wellness Center, Inc.	HIV Case Management	$75,700

Public Health

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



Service Providers

- A/TCHHSD: AAQL
- A/TCHHSD: AHA
- A/TCHHSD: Communicable Disease
- A/TCHHSD: Office of Vital Records
- ASA: Mpowerment
- ASA: Non-Medical Case Management
- ASA: The Helping Hands Food Bank
- City of Austin Animal Services Office
- Planned Parenthood of Greater Texas
- Wright House Wellness Center

Service provision locations are not included for Austin/Travis County Health and Human Services Department's Chronic Disease Prevention and Control, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, or Sickle Cell programs due to the nature of the services provided.

N

0 2.5 5 Miles

Number of Clients Served

- 0 - 115
- 116 - 402
- 403 - 1,129
- 1,130 - 2,591

Notes: This map shows 18,534 clients by ZIP code. 1,390 (7% 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 the City of Austin Animal Services Office. Client ZIP code data was only available for three Austin/Travis County Health and Human Services Department programs: Austin Healthy Adolescent, Immunizations, and Sickle Cell.

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

AIDS Services of Austin

Mpowerment

Program Description

The Mpowerment program is designed to reach young, gay, bisexual, and questioning men ages 18 to 29 with peer-based programming to build a community in which safer sex is the norm, develop peer leaders to supplement HIV/STD prevention messages, increase knowledge and skills of participants to support positive cultural norms for engaging in safer sex. The primary intervention delivered in this space is a community-level evidence- based intervention endorsed by the Centers for Disease Control and Prevention (CDC) known as Mpowerment. AIDS Services of Austin (ASA) branded the Austin Mpowerment program as Q Austin and it is known and referred to as Q Austin in the community that ASA is working to reach. Q Austin collaborate with ASA's Testing and Linkage to Care team by offering three weekly HIV testing clinics within the project space. When an individual receives a HIV diagnosis at Q Austin they are automatically linked with one the of the Q Austin staff who help facilitate the HIV positive support group (Q+) with young men seeking men (MSM) at Q Austin. This staff person is knowledgeable of service providers and next steps following a diagnosis and can assist with linkage to medical care. Increased testing opportunities along with linkage services imbedded in this unique program assist with supporting prevention services along the HIV continuum of care.

Funding

The total TCHHS/VS investment in the Mpowerment program from October 1, 2015 through September 30, 2016 was $135,000. This investment comprised 44.2% of the total program budget. TCHHS/VS also funds the Non-Medical Case Management and The Helping Hands Food Bank, which are both described later in this report.

Eligibility Criteria

In order to be eligible for the program, a client must be a young man age 18-29, men seeing men (MSM), bi-sexual, transgender, or queer, and reside in Travis County. The program specifically targets African American, Latino, and White MSM, ages 18 to 29, however any individual in this age group is eligible.

AIDS Services of Austin: Mpowerment

Performance Goals and Results

The Mpowerment Program met or exceeded most of the performance goals for this fiscal year. Staff reported that extensive recruitment within the community led to higher than expected numbers of participants in Core Group (see first and second output). The program staff reported that participation in Austin Pride Week activities led to substantial increase in overall social event participation as well as hosting recurring social events, such as television watch parties and craft nights (see fourth output). Participation in the Austin Pride Festival and the Hill Country Ride for AIDS allowed for substantial outreach opportunities (see fifth output). AIDS Services of Austin has a staff person dedicated to social media engagement, which led to increased social media interaction and engagement with clients (see sixth and seventh output). Staff reported that Below the Belt sessions include information about PrEP (Pre-Exposure Prophylaxis) and TasP (Treatment as Prevention), which helps participants understand risk reduction options available beyond condoms (see first outcome). The percentage of unduplicated Core Group participants who attend two or more events was lower than expected due to repeat visits being primarily self-reported using an online application (see second outcome). In the next program year, staff plan to use paper sign in sheets in addition to the online application.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of Core Group duplicated participants	421	350	120%
Number of Core Group unduplicated participants	45	34	132%
Number of unduplicated men who attend one Below the Belt session	96	102	94%
Number of social event participants	1,474	1,250	118%
Number of outreach activity participants	2,481	2,200	113%
Number of new FaceBook "likes"	1,852	300	617%
Total number of new Twitter followers	424	450	94%
Outcomes			
Percentage of unduplicated men who attend one Below the Belt session and report an HIV risk reduction strategy, other than condoms, they can attempt.	89% (85/96)	75% (77/102)	117%
Percentage of unduplicated Core Group participants who attend two or more events.	62% (28/45)	76% (26/34)	81%

AIDS Services of Austin

Non-Medical Case Management

Program Description

The Non-Medical Case Management program links clients to primary medical care and psychosocial, legal, financial, and other support services and coordinates and advocates for needed services. The goals of the Non-Medical Case Management program are achieved by:

- Providing eligibility screening and ongoing assessment to HIV positive individuals in order to link them to appropriate services and ensure clients receive the optimal benefits that they are eligible for;
- Facilitating the intake process for individuals eligible for the Non-Medical Case Management program and referring individuals to the most appropriate HIV case management services in the community;
- Ensuring that HIV positive individuals have access to, enter into, and remain in primary HIV medical care in order to improve and maintain health;
- Ensuring that HIV-positive individuals have access to health care and medications through both private insurance or other public benefits;
- Linking HIV positive individuals to social and other support services in order to assist clients in remaining in primary HIV medical care;
- Providing ongoing eligibility and benefit screening to ensure that case managed clients maintain access to or become enrolled in eligible assistance programs and services;
- Working with clients accessing Health Insurance Continuation services to help them to maintain private insurance to ensure clients maintain access to primary medical care and have access to HIV related medications; and
- Working with clients to help them meet individualized service plan goals, and increase self-sufficiency by addressing barriers to client needs through advocacy, assisting in applying for social and primary medical services, and teaching clients the appropriate skills for successful self-advocacy and treatment adherence.

Funding

The total TCHHS/VS investment in the Non-Medical Case Management program from October 1, 2015 through September 30, 2016 was $193,937. This investment comprised 49.3% of the total program budget. TCHHS/VS also funds the Mpowerment program, which is described earlier in this report, and The Helping Hands Food Bank, which is described later in this report.

AIDS Services of Austin

Non-Medical Case Management

Eligibility Criteria

The target population for AIDS Services of Austin's (ASA) Case Management Non-Medical Program is primarily low-income people residing in City of Austin and/or Travis County. In order to be eligible for services, a client must show documentation of HIV status, City of Austin and/or Travis County residency, proof of identity, income verification, and health insurance coverage or declare they are uninsured.

AIDS Services of Austin: Non-Medical Case Management

Performance Goals and Results

The Non-Medical Case Management program had mixed performance results. The number of unduplicated clients served was lower than anticipated due to a decrease in the number of clients enrolling in case management and staffing challenges within the agency (see first output). The number of units of service was less than expected due to lower numbers of clients served and successful client graduation (see second output). Both the percentage of clients making progress on service plan objectives and the percentage of clients receiving primary medical care based on "In-Care Verification" was lower than the goal due to the exemption of certain clients from the outcome calculation because of short-term service duration, clients that were prescreened only, and clients served by the health insurance program (see first and second outcome). These discrepancies in reporting are being addressed for the next fiscal year to ensure accurate reporting.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	247	300	82%
Number of Units of Service	10,084	15,120	67%
Outcomes			
Percentage of clients making progress on service plan objectives	47% (117/247)	80% (240/300)	59%
Percentage of clients receiving primary medical care based on "In-Care Verification"	55% (136/247)	85% (255/300)	65%

AIDS Services of Austin

The Helping Hands Food Bank

Program Description

The mission of the Helping Hands Food Bank is to offer nutritious food—for eating, for cooking, and for life. The primary goals of the grocery program are to:

- Increase access to nutritional products and supplements that enable low-income HIV/AIDS positive persons to improve or maintain their health; and
- Offer educational information on nutrition and healthy dietary options to low-income people living with HIV/AIDS to enhance overall well-being.

Funding

The total TCHHS/VS investment in the The Helping Hands Food Bank program from October 1, 2015 through September 30, 2016 was $62,500. This investment comprised 22.8% of the total program budget. TCHHS/VS also funds the Mpowerment and Non-Medical Case Management programs, which are both described earlier in this report.

Eligibility Criteria

The target population for the Helping Hands Food Bank is low-income individuals with annual income at or below 150% of Federal Poverty Income Guidelines (FPIG), living with HIV/AIDS disease who reside in Travis County, and who are case managed at AIDS Services of Austin or a partnering AIDS service organization. Preference is given to individuals who are symptomatic with HIV/AIDS. To be eligible for services, a client must show documentation of HIV status, be a resident of five county target area (Travis, Williamson, Hays, Bastrop, and Caldwell), income verification, proof of identity, and health insurance coverage or declare they are uninsured.

AIDS Services of Austin: The Helping Hands Food Bank

Performance Goals and Results

The Helping Hands Food Bank program met or exceeded nearly all of the performance goals. Staff report that the total number of food and hygiene products delivered to unduplicated clients was lower than anticipated due to transportation, eligibility, and weather barriers (see second output). Program staff is working with other AIDS Services Organizations to assist in connecting more clients to the food bank services. The number of clients completing the survey and reporting satisfaction with services was higher than anticipated because AIDS Services of Austin conducted the client satisfaction survey, rather than surveying clients through the City of Austin HIV Resources Administration Unit (see outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	361	380	95%
Total Number of Units (unit of service equals food and hygiene products) delivered to unduplicated clients	4,218	4,719	89%
Outcomes			
Percentage of clients surveyed who report satisfaction with quality of services	97% (125/129)	90% (81/90)	108%

Austin/Travis County Health and Human Services Department

Public Health Interlocal

Program Description

The Public Health Interlocal with the Austin/Travis County Health and Human Services Department (A/TCHHSD) provides public health services through a number of programs: African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, and Sickle Cell. Information on each program is provided in the following pages.

Funding

The total TCHHS/VS investment in the Public Health Interlocal from October 1, 2015 through September 30, 2016 was $3,464,600.

Eligibility Criteria

Eligibility criteria vary by program. Please see the individual program pages for eligibility criteria information.

Austin/Travis County Health and Human Services Department

Public Health Interlocal: African American Quality of Life Unit

Program Description

The African American Quality of Life Unit works to reduce health disparities through community outreach and partnership. The program provides community-based health screenings as well as information and referrals related to issues presented or detected by screenings. Services include blood pressure exams, blood sugar exams, pregnancy exams, and referrals to support services. Community-based services are provided from a metro-sized mobile van fitted with exam rooms. Locations are selected by a ZIP code analysis of areas with high morbidity and mortality rates. Van staff are often joined by other service providers from A/TCHHSD as well as representatives from the private sector. These representatives set up tents around the mobile van to provide information and education to participants on a range of health issues and services. Information is also distributed via fliers and radio announcements.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Eligibility Criteria

Program services are free to all residents of Travis County. Youth under 18 years old need parental consent for screenings.

Austin/Travis County HHSD: African American Quality of Life Unit

The African American Quality of Life Unit had mixed performance for the 2016 fiscal year. Staff reported that a vacant nursing position limited the number of units of services provided and the number of clients served by the Preventative Team Initiative (see first and second outputs). Staff also reported that they have made a concerted effort to encourage clients to complete surveys, which resulted in an increase in number of clients complete the survey (see outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of units of preventative health services provided by AAQL	3,677	4,500	82%
Number of clients served by the AAQL Preventative Team Initiative	2,528	3,000	84%
Outcomes			
Percentage of clients that report improved awareness of health status resulting from the AAQL Prevention Team Initiative	99% (827/836)	95% (285/300)	104%

Austin/Travis County Health and Human Service Department

Public Health Interlocal: Austin Healthy Adolescent Program

Program Description

The Austin Healthy Adolescent (AHA) program works to positively impact the high rates of teen pregnancies and sexually transmitted infections through the dissemination and support of peer-to-peer education, youth engagement, and youth leadership. The goal of the AHA program is to increase the number of Travis County youth who are active decision makers engaged in improving their own health and the health of their communities. AHA achieves this by providing opportunities for youth to engage in leadership, increasing the awareness of Travis County youth concerning their personal health and the health of their community, and building the capacity of youth service providers to implement best practices in youth leadership programming.

The program provides direct sexual health education and skill development using the Cuidate curriculum for youth in central and eastern Travis County zip codes with higher than average rates of teen pregnancy. The peer-to-peer health education model utilizes adolescents as community health workers to improve the sexual and reproductive knowledge of their peers. A full-time professional health educator works with a team of peer health educators to implement the six lessons of the evidenced-based sexual health curriculum.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Austin/Travis County Health and Human Service Department

Public Health Interlocal: Austin Healthy Adolescent Program

Eligibility Criteria

Austin Healthy Adolescent Program serves youth who reside in Travis County. The majority of youth (12 to 17 years) served will come from low to moderate income neighborhoods in central and eastern Travis County. Youth attending Del Valle, Reagan, Lanier and Eastside High Schools as well as youth attending Dobie and Mendez Middle Schools will be served through the program. Youth who are at-risk of placement into the criminal justice system such as youth who have been placed into Travis County's Neighborhood Conference Committee (NCC) and/or the Gardner Betts Juvenile Detention facility will also be served through our programming. Finally, youth attending the central and eastern Travis County recreation centers as well as youth enrolled in the City of Austin Parks and Recreation Department Roving Leaders program will be reached through the program.

Austin/Travis County HHSD: Austin Healthy Adolescent Program

Performance Goals and Results

The Austin Healthy Adolescent Program exceeded the performance measure for this fiscal year. Staff report that during quarter two they hosted three large school assembles, which contributed to the high number of development encounters for youth 10-24. Staff also report that they sponsored and co-facilitated a conference for middle school students, which had a large reach for development youth encounters.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of development encounters for youth 10-24 (leadership, healthy decision making, sexual health ed.)	3,235	2,300	141%

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Chronic Disease Prevention and Control

Program Description

The Chronic Disease Prevention and Control program strives to inspire people to take steps to adopt healthy lifestyles through promoting and modeling healthy behaviors, preventing and managing chronic disease, and promoting policy, systems, and environmental change. Program components include:

- Healthy Places, Healthy People-Community Transformation addresses the needs of Austin/Travis County with special focus on the populations that experience health disparities. Programs are implemented across multiple sectors addressing where people work, play, learn and live.
- Tobacco Prevention and Control efforts subscribe to the Centers for Disease Control model for comprehensive tobacco control programs with an emphasis on policy, systems, and environmental changes. Program goals are: prevent youth initiation of tobacco, increase cessation among youth and adults, ensure compliance with all tobacco laws, eliminate secondhand smoke, and reduce health disparities.
- Community Diabetes Program implements eight community walking/exercise groups through free exercise programs, Diabetes Empowerment Education Program classes and nutrition education, which promotes healthy food options and implementation of Texas Diabetes Council best practices.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Chronic Disease Prevention and Control

Eligibility Criteria

Since strategies address policy, systems, and environmental changes, the target population is jurisdiction-wide. However, all service-based strategies are targeted to those individuals, primarily adults and youth ages 5-17 years old, who suffer disproportionately from chronic disease or risk factors for chronic disease. Strategies are targeted in areas of Travis County with high rates of health disparities, and include more low socioeconomic health status individuals.

Austin/Travis County HHSD: Chronic Disease Prevention and Control

Performance Goals and Results

The Chronic Disease Prevention and Control program met or exceeded most of the performance measure goals for fiscal year 2016. The number of public health encounters and community changes was greater than anticipated due to the mini-grants distributed through the program that had a greater impact on the number of public health encounters and community changes (see first and second output). The percentage of individuals receiving tobacco cessation outreach that enroll in cessation services increased due to the street outreach team on tobacco cessation expanding the service's reach (see fourth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of Public Health Encounters (i.e. persons reached through a one-time, planned learning experience based on sound theories that provide individuals, groups, and communities the opportunity to acquire information and the skills needed to make quality health decisions. Encounters include individuals participating in diabetes education, exercise classes, tobacco prevention presentations and community outreach)	2,542	2,000	127%
Number of Community Changes (i.e. New or modified program, practice, environmental, systems or policy in the community created through working with community partners, agencies/organizations, or other HHSD programs which may last six months or longer)	19	12	158%
Outcomes			
Number of tobacco related deaths in Travis County	671	700	96%
Percentage of adults currently smoking in Travis County	11%	10%	109%
Number of deaths related to heart disease in Travis County	158	800	20%
Percentage of individuals receiving tobacco cessation outreach that enroll in cessation services	75%	25%	300%
Percentage of participants reporting lifestyle changes as a result of attending diabetes education classes	73%	75%	98%

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Communicable Disease

Program Description

The Communicable Disease program provides Sexually Transmitted Disease (STD), Tuberculosis (TB), and HIV prevention/outreach education to prevent disease morbidity and to protect the community from the spread of these communicable diseases.

STD comprehensive clinical services include testing for HIV (rapid testing), syphilis, gonorrhea, and chlamydia. If a client presents with symptoms of herpes, testing is available at no additional cost. Treatment is provided at no additional cost for syphilis, gonorrhea, chlamydia, and genital warts (HPV). HIV and STD testing is also provided in satellite locations throughout the city and county to make testing accessible to all residents, and the mobile outreach van targets areas with high-risk populations.

Comprehensive TB clinical services include medical evaluation, on-site x-ray and treatment for latent TB infection and active TB disease at no charge. Field staff provide directly-observed therapy, where all clients on treatment for active TB and those suspected of having active TB are observed taking their medications by a public health staff person. A weekly TB screening clinic is conducted for the general public one afternoon a week. If a clearance chest x-ray is needed for entry into a rehab facility or for immigration applications, a clearance x-ray can also be provided.

Public health follow-up for newly-identified HIV, syphilis, and TB cases/suspects is conducted by Disease Intervention Specialists and TB Contact Investigators. Follow-up activities include interviewing clients to obtain necessary information on potentially-exposed individuals in order to conduct proper contact investigations, decrease morbidity, and reduce/prevent the spread of disease.

Social work intervention is provided on a case-by-case basis for STD and TB clinic clients. HIV prevention case management is provided for individuals identified as HIV positive who continue to engage in high-risk behavior, and HIV medical case management is available for individuals who are identified as being HIV positive and who may be homeless, pediatric cases, or pregnant women.

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Communicable Disease

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Eligibility Criteria

The STD clinic and HIV outreach prevention serves all clients 13 years of age and older. The TB clinic serves all clients in the community requiring evaluation for TB infection and active disease. TB services are generally provided to individuals who reside in Travis County/City of Austin, and no one is refused services due to their inability to pay for the services.

Austin/Travis County HHSD: Communicable Disease

Performance Goals and Results

The Communicable Disease program met or exceeded nearly all the performance goals. The number of TB clinic patient visits at RBJ was lower than expected because of changes in the LTBI treatment regimen (see second output). Staff also reported that the percentage of patients with active TB that complete therapy in 12 months was higher than expected due to a shorter medication regimen (see second outcome). The number of HIV/STD tests provided in outreach settings was greater than expected due to the outreach team increasing the number of testing events in outreach settings (see third output). Staff reported that a new program year for housing and more clients experiencing homelessness enrolled in medical social work services, which accounts for the increase in number of units of medical social work services provided by Medical Social Workers (see fourth output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of STD patient visits at the RBJ & Correctional Facility clinics.	13,860	13,000	107%
Number of TB clinic patient visits at RBJ	8,590	10,000	86%
Number of HIV/STD tests provided in outreach settings	2,558	1,700	150%
Number of units of medical social work services provided by Medical Social Workers (units are measured in 15 minute increments)	27,574	22,000	125%
Outcomes			
Percentage of clients who come into the STD clinic who are examined, tested and/or treated the same day	96% (13,387/13,888)	90% (13,000/14,444)	107%
Percentage of patients with active TB that complete therapy in 12 months	100% (43/43)	90%	111%
Percentage of TB contacts evaluated (for active TB disease)	84% (969/1,157)	90%	93%

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Comprehensive Public Health Planning

Program Description

The Austin/Travis County Health and Human Services Department (HHSD) coordinated interconnected phases of public health planning in Travis County, creating a Community Health Assessment and a Community Health Improvement Plan. A Community Health Assessment (CHA) engages community members and local public health system partners to collect and analyze health-related data from many sources, informs community decision-making, prioritizes health problems, and assists in development and implementation of community health improvement plans. A Community Health Improvement Plan (CHIP) is an action-oriented plan that outlines the priority community health issues based on CHA findings. The community and partners work together to identify how issues will be addressed and how to measure progress. The long-term goal is to ultimately improve the community's health.

For the third phase of public health planning, Austin/Travis County HHSD, along with its partners, stakeholders, and community members, coordinated the Community Health Improvement Plan Implementation in order to:

1. Engage community members on health issues.
2. Address health disparities in communities.
3. Differentiate needs in various communities.
4. Enable leaders to allocate resources for the health priorities based on the community needs.
5. Assist local public health system to focus on programs/services that address community health needs.
6. Meet prerequisites for Public Health Accreditation.
7. Strengthen viability to successfully compete for funding opportunities.
8. Enable collaboration with partners and create opportunities for new partnerships.
9. Promote action planning among partners and stakeholders to achieve healthy communities and healthy behaviors.

Austin/Travis County HHSD activities related to CHA/CHIP include:

- Serve as a coordinator of the CHIP Implementation activities and information provider that helps CHIP partners and stakeholders optimize their resources;

Public Health Interlocal: Comprehensive Public Health Planning

- Coordinate CHIP Core Coordinating Committee meetings where partners and stakeholders will monitor and manage the CHIP Implementation;
- Coordinate CHIP Steering Committee meetings where executives representing partner agencies and stakeholders will review, discuss, and approve CHIP Implementation activities;
- Coordinate CHIP Community meetings where community members, partners, and stakeholders will review the CHIP and progress on the CHIP;
- Provide in-person training and presentations at conferences and/or meetings related to the CHIP Implementation;
- Facilitate meetings with community and partner work groups;
- Coordinate CHIP Implementation efforts in order to satisfy prerequisites for the Public Health Accreditation;
- Provide Travis County with ongoing written updates of the CHIP Implementation process, including an Annual CHIP Report on progress; and
- Share research, data, and information through the Austin/Travis County HHSD website, community presentations, media/press releases, and other appropriate venues.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Comprehensive Public Health Planning

Eligibility Criteria

The Community Health Improvement Plan (CHIP) Implementation does not provide direct social services to clients. It provides coordination for the CHIP implementation efforts and facilitates a professional forum for creative and collaborative problem solving, inclusive community participation, and community consensus building.

Preparing for Public Health Accreditation requires the cooperation and participation of representatives across Austin/Travis County HHSD and emphasizes the collaboration with partners and engagement with community members. While Accreditation preparation is administrative, the plans, policies, procedures, preparedness, and capacity that is strengthened will benefit the community and taxpayers.

Austin/Travis County HHSD: Comprehensive Public Health Planning

Performance Goals and Results

The Comprehensive Public Health Planning program met or exceeded nearly all of the performance goals for fiscal year 2016. The Core Coordinating Committee met more frequently than anticipated leading to increased performance results (see first output). The number of Accreditation Presentation and/or Communications to elected officials was higher than anticipated because during the accreditation process and after accreditation status was earned, communications ensued and an engagement event was held to include elected officials (see fourth output). The number of Partner Engagements for planning or networking/ collaborating opportunities was higher than expected because of the combination of engagement opportunities related to planning, accreditation, and CHA/CHIP occurring due to progress and community collaboration. The percentage of entities represented at Steering Committee and Core Coordinating Committee was higher than expected because of higher meeting turn out possibly due to bylaws which state a mandatory attendance policy (see second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
CHA CHIP Outputs			
Number of Core Coordinating Committee meetings convened	12	8	150%
Number of Steering Committee meetings convened	2	2	100%
Number of CHA CHIP engagement opportunities within a setting open to community members	2	2	100%
Accreditation Outputs			
Number of Accreditation Presentations and/or Communications to elected officials	3	2	150%
Number of Partner Engagements for planning or networking/ collaboration opportunities	4	2	200%
Number of plans, presentations, and updates presented/given on any of the 5 focus areas: Communication, Performance Management, CQI, Planning, and Workforce Development	4	4	100%
Outcomes			
Percentage of identifiable changes/proposed recommendations made based on surveys completed at CHA/CHIP community forums/events	19% (15/77)	20% (2/10)	97%
Percentage of entities represented at Steering Committee and Core Coordinating Committee meetings compared to how many entities make up each group at each meeting	85%	60%	142%

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Environmental Health Services

Program Description

Environmental Health Services staff administratively perform inspections and investigate complaints to ensure compliance with various state laws and local codes in the City of Austin, unincorporated areas of Travis County, and other smaller municipalities throughout Travis County. Environmental Health Services programs include:

- Consumer Health: Staff Sanitarians inspect restaurants, grocery stores, food manufacturers, mobile food vendors, temporary event food vendors and custodial care food services. Requested annual environmental health and safety inspections of custodial care facilities are also conducted.
- Environmental Health: General environmental complaints involving improper disposal of solid waste, high grass and weeds, animal pens, junk and abandoned vehicles, substandard buildings, and other public health and nuisance issues are investigated and compliance actions taken when required.
- Rodent and Vector Control: The program performs routine vector (mosquito) control and provides consultative outreach to residents and community groups.
- Customer Service: City of Austin Customer Service support staff provide all of the administrative services and maintenance of the programs including permit application intake, complaint and request processing, reception services, cashiering, data entry, and records management.

Routine and requested inspections, and complaints investigated by the programs include:

- Retail food establishment permitting, inspection, and investigations;
- Food products establishment permitting, inspection, and investigations;
- Foodborne illness and food sanitation investigations;
- Food enterprise and public pool plan review and approval;
- Public and semi-public swimming pools and spas permitting, inspection, and investigation;
- Custodial care environmental health and safety inspections;
- Junkyard and automotive wrecking and salvage-yard permitting, inspection, and investigations;
- Public nuisance complaint investigations and abatement;
- Application of routine mosquito control measures in Travis County; and
- Miscellaneous health-related inspections, including mass gatherings, flea markets, farmers markets, and others.

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Environmental Health Services

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Eligibility Criteria

Environmental Health Services provides services to the following:

- Any persons operating or patronizing food enterprises located in Travis County that store, prepare, package, serve, vend, or otherwise provide food for human consumption, whether it is conducted in a mobile, stationary, temporary or permanent facility or location;
- Travis County residents using public or semi-public pools located in Travis County;
- Travis County residents submitting complaints concerning any general environmental or public health nuisance occurring within Travis County;
- Travis County residents wanting to adopt or foster a child, and day care operators; and
- Travis County residents requesting consultation and education on rodent and mosquito control measures.

Austin/Travis County HHSD: Environmental Health Services

Overall, Environmental Health Services met most of the performance goals for the program year. The number of Mobile Vending permit renewal and routine inspections conducted was greater than expected due to an increase in applications (see second output). The number of field services conducted in the Rodent and Vector program was less than expected due to the dicontinuation of adulticiding (spraying) in the field services (see third output and second outcome). Due to vacancies and newly hired employees, the number and percent of public pools and spas inspected and therefore in compliance was lower than anticipated (see first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Total number of food permits issued	13,227	12,500	106%
Number of Mobile Vending permit renewal and routine inspections conducted	2,223	2,000	111%
Number of field services conducted in the Rodent and Vector Program	2,937	6,000	49%
Number of General Environmental complaint investigations	667	620	108%
Outcomes			
Percent of public pools and spas in compliance	81% (967/1,195)	90% (1,733/1,926)	90%
Percent of inspections resulting in a score of 80 or greater	92% (8,444/9,186)	90% (8,989/9,988)	102%
Percent of field services conducted that result in control measures being applied in the Rodent & Vector program	5% (155/2,937)	35% (2,100/6,000)	15%
Number of routine inspection per fixed food establishment in the County	2 (853/440)	2 (900/450)	97%

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Epidemiology and Health Statistics Unit

Program Description

The Epidemiology and Health Statistics Unit (EHSU) protects the public health of residents and visitors of Travis County through a number of activities including epidemiologic surveillance and investigation, data collection and analysis, toxicological evaluation and risk assessment, and emergency preparedness and response planning. EHSU supports Travis County by:

- Analyzing health data to examine the burden of disease within the county for a variety of diseases, conditions and risk factors;
- Providing epidemiologic support for disease and outbreak investigations, which includes study design, survey design, data collection, analyses and interpretation, and report dissemination;
- Identifying, monitoring, and preventing the spread of disease in the community through the implementation of preventative measures and interventions;
- Conducting epidemiologic response and preparedness planning activities related to diseases and conditions, and public health disasters (both natural and man-made) such as hurricane response, response to weapons of mass destruction, extreme weather events, and disease pandemics;
- Developing, revising, maintaining, and exercising public health emergency response plans; and
- Conducting and providing toxicological evaluations, consultations, and recommendations for environmental permitting, monitoring and enforcement activities to ensure the protection of human health.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Public Health Interlocal: Epidemiology and Health Statistics Unit

Eligibility Criteria

Persons served by EHSU are all residents or visitors of Travis County. For some emergency response plans, pre-established agreements exist for response activities (e.g., mass sheltering for citizens of Galveston County, TX). The EHSU supports follow-up services of all employed and volunteer first responders exposed to blood and body fluids resulting from transport exposures.

Austin/Travis County HHSD: Epidemiology and Health Statistics Unit

The Epidemiology and Health Statistics Unit had mixed performance for FY 2016. The number of potential human rabies exposure consultations provided was lower than expected likely due to a decrease in the number of rabid animals identified (see first output). The increase in the number of cases investigated by Epidemiology and Health Statistics is due to the population increase in Travis County and improved disease reporting and electronic laboratory reports (see second output). The number of emergency bioterrorism drills conducted increase due to the testing of an emergency notification system that requires multiple drills to ensure that it is working correctly (see third output). The incident rate per 100,000 population of reported cases of Measles, Pertussis, Mumps, and Rubella in community served was lower than estimated due to a decrease in the number of pertussis cases reported (see fourth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of potential human rabies exposure consultations provided	1,735	2,500	69%
Number of cases investigated by Epidemiology and Health Statistics	1,802	1,500	120%
Number of emergency bioterrorism drills conducted	26	8	325%
Number of Air, Hazardous Waste and Water Quality Permits reviewed	31	30	103%
Outcomes			
Percent of emergency plans reviewed and updated	88% (7/8)	100% (8/8)	88%
Percent of all foodborne illnesses investigations initiated within 3 hours of notification	94% (31/33)	95%	99%
Percent of all infectious diseases reported that result in intervention strategies implemented	79% (1,681/2,117)	70%	113%
Incidence rate per 100,000 population of reported cases of Measles, Pertussis, Mumps and Rubella in community served	10	28	35%

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Immunizations

Program Description

The Immunizations program works to improve immunization coverage levels and to prevent diseases which are vaccine-preventable. Program services include:

- Shots for Tots/Big Shots: Two immunization clinics located within (and in close proximity to) high need/low income ZIP codes serve children and adults.
- Information, referral and appointment phone line: The program accepts between 16,000 and 18,000 phone calls annually for appointments, information, and referrals pertaining to immunizations for Travis County.
- Population assessment and audits: The program meets state requirements by regularly auditing immunization records at private and public childcare centers and schools assigned annually by Texas Department of State Health Services. The team reviews over 10,000 immunization records annually and provides a follow-up to each audited facility.
- Public education and awareness: The program supports over 15 community public health fairs and significant functions annually and collaborates with partners to raise awareness about the importance of immunizations and vaccine preventable diseases.
- High risk adult populations: The program provides on-site, direct service to very high risk and high need clients county-wide seeking care in Health and Human Service Department Sexually Transmitted Disease clinics. In addition, the program's mobile clinic immunizes clients at elevated risk for vaccine preventable diseases through a series of collaborations with 17 social service organizations. Populations at targeted include: homeless, men who have sex with men, substance abusers, uninsured, undocumented laborers, non-English speaking.
- Perinatal Hepatitis B prevention: The program provides specific harm reduction outreach to pregnant mothers at risk for transmitting Hepatitis B to their children. A Nurse (RN) Senior provides case management to clients in addition to providing technical assistance and educational sessions to local hospitals.
- Vaccines for Children (VFC): VFC is a federal program that guarantees vaccine availability for uninsured and low-income children. The program provides vaccine ordering and inventory support for all VFC providers. The program provides technical support and trainings to approximately 100 Travis County providers. The program provides special training and assistance to ensure proper storage and handling techniques to providers. Staff perform unannounced visits and auditing of VFC facilities to ensure Centers for Disease Control recommended storage and handling of vaccines.

Public Health Interlocal: Immunizations

- Flu Clinics: The current budget for flu provides approximately 4,000 doses of quadrivalent flu which is targeted to adults and children that experience multiple barriers to medical care and/or experience financial hardship. All flu doses purchased will be given through targeted flu clinics and/or distributed to our internal partner organizations serving the uninsured. Partner recipients agree that no one will be turned away based on inability to pay.
- Texas Statewide Immunization Registry Support: Provide quality assurance, data support, and data entry activities to the ImmTrac electronic immunization system.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Eligibility Criteria

All clients in Travis County, meeting eligibility guidelines from Texas Department of State Health Services (DSHS) for Vaccines for Children (VFC) can be served through the Shots-for-Tots and VFC community providers.

Under Texas Vaccines for Children Program the following groups of children (birth – 18 years of age) should receive free vaccines: uninsured or underinsured children; children who are covered by CHIP; children who are of Native American or Native Alaskan heritage; children on Medicaid.

All uninsured adults are eligible to be seen in the Big Shots clinics or other participating community providers in Travis County.

Austin/Travis County HHSD: Immunizations

The Immunizations program met or exceeded the range for their performance goals in FY 2016.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of client visits (children) at Shots for Tots clinics	8,156	8,500	96%
Number of client visits (adults) at Big Shots clinics	2,781	3,000	93%
Outcomes			
Percent of Perinatal Hepatitis B clients who receive follow-up education within 60 days of referral	100% (35/35)	100%	100%

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Injury Prevention

Program Description

The Injury Prevention program strives to reduce the frequency and severity of injuries by adopting evidence-based programs and by assisting community partners with incorporating injury prevention strategies into their ongoing efforts. Services include:

- Car Seats: Child Passenger Safety Fitting Stations provide free car seats to clients who need them. The stations are held at Austin/Travis County HHSD Neighborhood Centers, which provide the site and staff for the monthly event. The program also conducts classroom presentations on car seat safety and conducts a 32–hour Child Passenger Safety Certification training to increase the number of Child Passenger Safety Technicians in Travis County.
- Bike Safety: The program staff is certified by the League of American Bicyclists as a league cycling instructor and conducts Youth Instructor Training quarterly to school staff, nonprofits, agencies, and individuals. The program also conducts bike safety classes and bike skills rodeos for elementary schools.
- Infant Suffocation: The program staff is an active participant in the Safe Kids Austin Safe Sleep Task Force, which analyzes infant suffocation deaths to determine exact causes and identify prevention activities.
- Drowning Prevention: The program staff is an active participant in the Central Texas Water Safety Coalition, which completes analysis of drowning deaths to determine exact causes and identify prevention activities.
- Child Fatalities: The program works with the Travis County Child Fatality Review Team, which reviews all child deaths in Travis County.
- Safe Kids Austin: The program was a founding member of the Coalition, which focuses on bringing together stakeholders for Travis and surrounding Counties to identify specific causes of unintentional injuries and provides networking opportunities with partner agencies to strategize and implement injury prevention activities for children.

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Injury Prevention

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Eligibility Criteria

All Travis County residents are eligible.

Austin/Travis County HHSD: Injury Prevention

The Injury Prevention program exceeded the performance outputs due to an unexpected increase in the number of car seat events led by community partners and supported with assistance from A/TCHHSD as well as a corresponding increase in demand for car seats among Travis County residents.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of health promotion and education encounters in the area of injury prevention (car seat events, bike safety classes, safe sleep for infants classes) (Encounter: A one-time interaction where by an individual is provided information)	1,729	1,000	173%
Number of health promotion/health education activities or programs conducted and/or facilitated in the area of injury prevention (Public Health Activity: A one-time, planned learning experience based on sound theories that provide individuals, groups, and communities the opportunity to acquire information and the skills needed to make quality health decisions)	57	35	163%

Austin/Travis County Health and Human Service Department

Public Health Interlocal: Office of Vital Records

Program Description

The Office of Vital Records (OVR) is the Local Registrar for the City of Austin. The Registrar of Vital Records ensures proper registration of every birth, death, and fetal death within the city limits of Austin to record occurrence of event and to capture demographic and medical data used in public health planning. The OVR also provides a location alternative to the Department of State Health Services for added customer accessibility in obtaining certified copies of City of Austin deaths and births that occur within the State of Texas.

The OVR registers, archives, and issues certified copies of birth, death, and fetal death records, and reports demographic and medical data for the City of Austin area that falls in Travis, Hays, and Williamson Counties. Supplemental to these duties, OVR offers multi-level technical assistance to the general public as well as social workers in order to facilitate navigating the legal systems associated with the modification and/or proper use of these documents. These systems include issues on paternity, dual citizenship, apostilles, adoptions, amendments, name changes, jurisdictional boundaries, and more. Technical assistance expands to multi-jurisdictional agencies and organizations; some of the most prevalent customers are law enforcement representatives who call for verifications on fraud-related issues.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Eligibility Criteria

The Office of Vital Records office serves the general public without consideration of residency, income level, or age; the medical community; funeral home/mortuary representatives; and city, county, state, and federal agencies and organizations.

Austin/Travis County HHSD: Office of Vital Records

The Office of Vital Records had mixed performance outputs for the 2016 fiscal year. During the course of the year, issues related to acceptable identity documents became well-publicized. Slight differences in the Austin/Travis County Office of Vital Records policy compared with the Department of State Health Services (DSHS) Vital Statistics policies may have resulted in more requests for certified birth certificate copies being directed to our office that may have otherwise been serviced by DSHS Vital Statistics (see first output). In August 2015, the Office of Vital Records modified the definition of supplemental record services by discontinuing one of the items previously included in the county. Reports of Death were being counted, but are not required and are not meaningful as a measure of work performed, therefore, supplemental record service counts no longer include that report (see third output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of certified copies of death and birth certificates issued	46,896	41,000	114%
Number of birth and death records registered or amended	28,050	29,200	96%
Number of supplemental record services performed	1,085	2,300	47%

Austin/Travis County Health and Human Services Department

Public Health Interlocal: Sickle Cell

Program Description

The Sickle Cell Anemia Association of Austin (a subcontractor for Austin/Travis County HHSD) is the only referral organization to provide resources, peer navigation assistance and education to populations affected by sickle cell disease in the Austin/Travis county region. Sickle Cell Anemia Association of Austin staff acts as navigators to help individuals, caregivers, and family members to gain access to resources, respite, newborn sickle cell trait notification, and other support. By educating those affected, along with at risk populations, the program provides resources that are essential to public health. The agency provides services in two categories:

1. Notification, Hemoglobinathy Education and Navigation Services: intake and navigation services, including doctor recommendations and hospital or clinic referrals for treatment; financial assistance for prescription medications, life situation hardships, and bereavement; monthly support group meetings for adults and children; liaison for clients and their medical doctors or nurses; newborn screening notification and education to new parents whose newborns have tested positive for sickle cell trait; sickle cell summer camp opportunities for children; and certified hemoglobinapathy education (in English and Spanish) for parents, individuals, groups, and families about sickle cell disease and sickle cell trait in regards to symptoms, treatment and management.
2. Community Based Education: health education about sickle cell disease and sickle cell trait through facilitation of health fairs and health presentations to community organizations; and outreach, awareness, and advocacy.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Public Health Interlocal: Sickle Cell

Eligibility Criteria

The Sickle Cell Anemia Association of Austin program is targeted to the City of Austin/Travis County parents of newborns, children, adults and individuals with sickle cell disease, those that carry sickle cell trait, or those who may carry the silent trait. All individuals with sickle cell disease or sickle cell trait are eligible to receive program services, regardless of income, race, ethnicity, sexual orientation, or religious affiliation.

Austin/Travis County HHSD: Sickle Cell

The Sickle Cell program exceeded all the performance goals for the 2016 fiscal year. The number of unduplicated clients provided with community-based education was greater than anticipated due to an increase in staff available to attend events and better time management and resource utilization within the agency, which allowed agency staff to reach more families through education at health fairs and public events (see first output). The number of unduplicated clients with sickle cell trait or sickle cell disease provided with notification and hemoglobinathy education was greater than expected is due to increased births for babies with sickle cell over the year and an increased capacity amount staff to visit clinics and work directly with families (see second output and first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided with community-based education	2,530	1,813	140%
Number of unduplicated clients with sickle cell trait or sickle cell disease provided with notification and hemoglobinathy education	389	73	533%
Outcomes			
Percent of unduplicated clients with sickle cell disease or sickle cell trait who were provided with navigation services	96% (372/389)	92% (67/73)	104%

Austin/Travis County Health and Human Services Department

Teen Pregnancy Prevention Pay for Success Feasibility Study

Program Description

The Teen Pregnancy Prevention Pay for Success Feasibility Study investigated options for a Pay for Success (PFS) teen pregnancy prevention and positive youth development project and developed a blueprint setting out the path to such a project. The objective was to construct an innovative and inaugural learning community related to the PFS social issue area of Teen Health and positive development and to disseminate lessons learned and expertise to social service providers in Travis County. The feasibility study resulted in a program implementation plan to produce a pay for performance Peer-to-Peer (P2P) health education model to decrease the prevalence of teen pregnancy among Latina females ages 13-19. While the process did identify a number of promising approaches for future implementation, launching a PFS project was not deemed feasible at this time.

Funding

The total TCHHS/VS investment in the Public Health Interlocal, which includes the African American Quality of Life Unit, Austin Healthy Adolescent Program, Chronic Disease Prevention and Control, Communicable Disease, Comprehensive Public Health Planning, Environmental Health Services, Epidemiology and Health Statistics Unit, Immunizations, Injury Prevention, Office of Vital Records, Sickle Cell, and the Teen Pregnancy Prevention Pay for Success Feasibility Study, from October 1, 2015 through September 30, 2016 was $3,464,600.

Eligibility Criteria

The primary populations of the research were Latino populations age 13-19. However, the overall adolescent population of Travis County was included to a lesser degree.

Performance Goals and Results

The performance goal of this program is the completion of the feasibility study.

City of Austin Animal Services Office

Animal Services

Program Description

The Animal Services program allows the City of Austin and Travis County to combine resources and capabilities in providing a collaborative animal control enforcement and shelter services program that serves a regional populace in the identification and vaccination of domestic pets, the maintenance of shelter facilities, and the control of animals at large (both domestic and wild). The program has three components:

- Animal Control Services: rabies control activities; training Animal Control and Travis County Sheriff's Office personnel; responding to calls for sick and injured stray animals and transporting those animals to the shelter or after hours emergency clinic for care; conducting dangerous dog investigations and hearings; providing customer service either by telephone or directly to residents who visit the shelter; dispatching personnel to resolve customer complaints/calls associated with enforcement of the "Regulations of Travis County, Texas Governing Animal Control" and referring customers to the appropriate agency when the issues or service request is outside the scope of the regulations or when the service required to resolve the issue is provided by another agency; and providing dispatch services, including management of field resources while in the field, distribution of service requests to field resources, customer service resolution by telephone, filing of citations, and bite report tracking for all reported animal bites requiring rabies quarantine.
- Shelter Services: The Austin Animal Center accepts every Travis County lost animal delivered to the shelter by animal control, emergency service personnel, and those brought in/dropped off by residents. Each animal is provided food, water, shelter, waste management, and veterinary care. Additional shelter services include acceptance and maintenance of animals, quarantine, medical care, vaccinations, sterilization and immunization, euthanasia, and adoption. Sterilization and immunization is performed in the shelter and at clinics in low-income areas of Travis County. Pet owners in low-income neighborhoods can receive free rabies vaccinations and microchip if they are residents of Travis County. A mobile veterinary service provides sterilization services; animals are sterilized and also receive a rabies vaccination and microchip at no cost to the owner. Services are provided in convenient locations within the neighborhood in order to eliminate transportation barriers.
- Prevention Services: education/outreach and prevention programs to impact animal welfare and reduce shelter intake. Programs are designed to improve the conditions and standards of care that animals experience, as well as reduce the number of unwanted animals coming into the shelter. Programs include: responsible pet owner class, providing speakers for education opportunities in neighborhoods (e.g., group meetings, newsletters, church meetings, schools, clubs, etc.), free rabies vaccinations in economically disadvantaged neighborhoods (education about pet responsibility issues and animal welfare issues is offered while conducting the clinic), free sterilization services in east Austin neighborhoods on a weekly basis, and free microchips and identification tags for all Travis County residents so that pets can avoid being impounded at the shelter.

City of Austin Animal Services Office

Animal Services

Funding

The total TCHHS/VS investment in the Animal Services program from October 1, 2015 through September 30, 2016 was $1,445,691.

Eligibility Criteria

The Animal Services program serves residents of and animals within the City of Austin and Travis County. Sterilization and immunization clinics target low-income neighborhoods with large numbers of stray animals. Pet owners in low-income neighborhoods can receive free rabies vaccinations if they are residents of Travis County.

City of Austin Animal Services Office: Animal Services

Performance Goals and Results

City of Austin Animal Services met most of the performance goals for the 2016 fiscal year. The number of citations issued for violations was greater than expected due to writing more citations at the onset of bite investigations as a result of required compliance with state rabies quarantine requirements (see first output for Animal Control Services). The number of citations processed to Court was lower than expected because owners complied with quarantine requirements (see second output for Animal Control Services). The number of attendees at responsible pet ownership classes was lower than expected because more pet owners are choosing not to take this option (see third output for Animal Control Services). City of Austin Animal Services is continuing to experience an increase in the number of calls for service for both priority levels of service (citizen and public safety agencies) and the increased traffic is contributing to longer than desired response times (see fourth output for Animal Control Services and outcome measure).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Animal Control Services			
Average number of citations issued for violations	2,000	1,800	111%
Number of citations that are processed to Court (as opposed to dropped due to compliance with officer-provided alternatives to Court)	669	950	70%
Number of attendees at responsible pet ownership classes	130	200	65%
Average response time (in minutes)	227	145	157%
Shelter Services			
Number of companion animals sheltered	16,357	17,500	93%
Number of animals adopted	7,724	7,200	107%
Number of animals returned to owner	2,882	3,200	90%
Prevention Services			
Number of spay/neuters performed at Austin Animal Center	6,080	6,400	95%
Number of animals sterilized at community clinics	8,980	9,000	100%
Number of spay/neuter community clinics	215	200	108%
Outcomes			
Percent response to priority calls completed	96% (18,356/19,076)	94% (14,100/15,000)	102%

Planned Parenthood of Greater Texas

Teen Health Program

Program Description

The Teen Health Program provides youth with the tools to avoid risky behaviors and become self-sufficient, productive members of society through the prevention of unintended pregnancy and sexually transmitted diseases, and encouraging personal development. The program provides health education programming designed to prevent pregnancy and STDs among teens (both boys and girls); educates teens about behaviors that can put them at risk for pregnancy and STDs; and helps them learn about making informed and responsible decisions about their sexual behavior, setting boundaries, and developing healthy communication with parents and potential partners. This strategy utilizes best practices, evidence-based interventions, and has demonstrated success.

Funding

The total TCHHS/VS investment in the Teen Health Program from October 1, 2015 through September 30, 2016 was $29,601. This investment comprised 31.6% of the total program budget.

Eligibility Criteria

The target population is young people ages 12 to 21 who reside in the City of Austin and/or Travis County, however eligibility is open to all residents of the five county area: Travis, Williamson, Hays, Bastrop, and Caldwell. At least one-third of clients are considered economically disadvantaged as indicated by the Texas Education Agency or are being reached at community service organizations that serve primarily economically disadvantaged families (below 200% FPIG).

Planned Parenthood of Greater Texas: Teen Health Program

The Teen Health Program met or exceeded all of the performance goals for the 2016 fiscal year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	843	859	98%
Number of Sisters Saving Sisters, Making Proud Choices, or ¡Cuídate! clients served	74	72	103%
Outcomes			
Percentage of unduplicated clients demonstrating improved life skills or education	88% (739/843)	80% (687/859)	110%
Percentage of Sisters Saving Sisters, Making Proud Choices, or ¡Cuídate! clients demonstrating improved life skills or education	91% (67/74)	81% (58/72)	112%

The Wright House Wellness Center, Inc.

HIV Case Management

Program Description

The Wright House Wellness Center's (WHWC) Case Management program assists HIV-positive clients in accessing and maintaining primary medical care and adhering to medical treatment regimens to improve health outcomes, increasing self-sufficiency (as defined by the client and case manager in each client's individualized care plan), reducing the spread of HIV, and maintaining or improving quality of life for individuals and their communities. The program takes a client-centered, whole-person approach. The client and Case Manager collaborate to identify barriers to achieving the client's goals and develop an individualized care plan that serves as a road map for overcoming those barriers. Common issues experienced by clients include housing instability, poor physical health, inconsistent medical adherence, mental illness, substance abuse, unemployment, high-risk behaviors, weak or nonexistent social support networks, language and cultural barriers, and difficulty navigating systems of care. Case management activities include intake and assessment, care planning, housing assistance, medication adherence and health literacy education, care coordination, logistical support such as transportation assistance, information and referral, client advocacy, psychosocial support, and follow-up/re-assessment. Services are primarily provided at WHWC offices, but a significant percentage of services are delivered in other locations such as in clients' homes, at client medical appointments, and in other community social service settings.

Funding

The total TCHHS/VS investment in the HIV Case Management program from October 1, 2015 through September 30, 2016 was $75,700. This investment comprised 24.6% of the total program budget.

Eligibility Criteria

Services are offered to HIV-positive individuals living within Travis County who are not enrolled in any other HIV case management program. The Wright House Wellness Center's target population includes: men, women and transgender persons; White, African American, Latino/a, and others; individuals with current or previous substance abuse, including injection drug users; individuals with current or previous mental illness; and recently incarcerated individuals.

The Wright House Wellness Center, Inc.: HIV Case Management

Performance Goals and Results

The HIV Case Management program did not meet performance measure goals during FY16. The number of unduplicated clients served was lower than anticipated due to loss of staff. The remaining case managers had full case loads and therefore, The Wright House Wellness Center was not able to accept any new clients (see first output). The percentage of HIV+ clients who had a case management Care Plan developed and/or updated two or more times during the reporting period was lower than anticipated due to the loss of case managers. The remaining case managers had trouble contacting clients who were served by the previous case managers (see first outcome). The percentage of HIV+ clients who had two or more medical visits in an HIV medical setting during the reporting period was lower than expected due to a lack of communication with case mangers. Staff also reported problems with the database to track client medical visits (see second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	86	125	69%
Case Management Units of Service	6,380	6,991	91%
Outcomes			
Percentage of HIV+ clients who had a case management Care Plan developed and/or updated two or more times during the reporting period	33% (28/86)	95% (119/125)	34%
Percentage of HIV+ clients who had two or more medical visits in an HIV medical setting during the reporting period	36% (31/86)	95% (119/125)	38%

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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