Holistic Family Services

FY 2016 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

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TRAVIS COUNTY
HEALTH and HUMAN SERVICES & VETERANS SERVICE

PURPOSE

Who we are:

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

What we do:

Address community needs through internal and external investments and services

What we strive to accomplish:

Maximize quality of life for all people in Travis County

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

VALUES

We value helping people.

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

We value the accountability and integrity of our staff.

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

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

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

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Introduction

The Travis County Commissioners Court, through Travis County Health and Human Services & Veterans Service Department (TCHHS/VS), annually invests over $18.8 million in community-based social service programs. These Department investments align with and supplement our direct services to meet the needs of local residents. Community-based organizations are frequently geographically and culturally embedded in the communities they serve and are often best positioned to provide needed services.

Purpose of Report

The annual Community Impact Report provides an overview of TCHHS/VS investments in health and human services. The *FY 2016 Community Impact Report* offers highlights of community conditions most pertinent to the services purchased, and details investment, programmatic, and performance information on the Department's social service contracts. This information allows policy makers, program managers, and others to better understand these investments, recognize accomplishments, identify areas for improvement, disseminate lessons learned, and highlight areas warranting further research.

Organization of Report

This report addresses nine issue areas—Access to Basic Supports, Behavioral Health, Child and Youth Development, Housing Continuum, Planning and Evaluation, Public Health, Safety Intervention Services, Supportive Services for Community Living, and Workforce Development—as well as a pilot project under Holistic Family Services. The Investment Overview summarizes information from all nine issue areas and the pilot project. Each issue area section begins with community conditions information and then provides performance highlights about the programs within that issue area. Each program is classified into the issue area most closely aligned to its goals and objectives.

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

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

Notes on Methodology

Community conditions discussed in this report reflect the most recent information available at the time of writing. The majority of the social service contracts included in the report followed a fiscal year calendar (October 1, 2015 through September 30, 2016) unless otherwise noted. Program and performance highlights are drawn from contracts and reports provided by contracted service providers. Estimates from the American Community Survey have been tested at a 90% confidence level for reliability. In some cases, all noted, estimates were unreliable due to small sample sizes.

Considerations When Reading This Report

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

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

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

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

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

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

Investment Overview

Our Investment

The investment in Holistic Family Services is in its first year of implementation. This pilot program uses a Wraparound Family Intervention approach to address multiple complex needs of whole families, in an effort to create lasting, positive change for children in these families. Services focus on families with children in the outlying areas of Travis County, and more specifically, impacted block groups in areas of very low or low opportunity outside of the City of Austin. For the first year of this pilot program, services targeted families residing in the 78653 ZIP code. The program service design includes:

- Home-centered services to families with children, which begin with family assessment and reduce the need for multiple providers to do the same assessment work with family members
- Centralized coordination of services to perform assessment, develop a service plan, coordinate and monitor services across multiple service providers and areas of intervention, and demonstrate results of services provided
- Family-driven system of care that includes the family in discussions to determine the best intervention for the family
- Culturally and linguistically appropriate service delivery system
- Access to a network of services that can address each of the five targeted social service issue areas: housing, workforce development and/or adult education, child and youth development, behavioral health, and food and transportation
- Periodic assessment during the service delivery period to measure progress and/or need for additional services
- Step down planning and community integration
- Evaluation of status at exit and at 6 and 12 months following family exit from the program

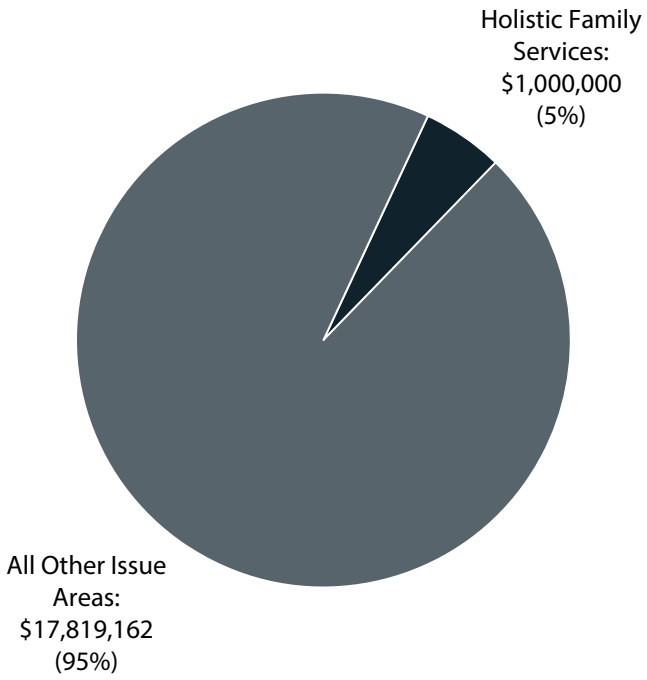
Identified program outcomes for each of the five targeted social service issue areas include:

- Housing
  - Stable housing while in the program (stay in current housing or move to an improved housing situation)
  - Sustained stable family housing conditions
- Workforce Development and/or Adult Education
  - Enter or advance in the workforce by gaining employment or having an increase in earnings
  - Increase earned income to support greater stability (increased family financial resources earned)
  - Retain employment

  - Earn recognized credentials, academic (diploma, GED, degree) or vocational (employer recognized certification)

- Child and Youth Development
  - On target or improved developmental functioning
  - School ready and/or improved school functioning
  - Social and emotional functioning
  - Avoid or resolve Child Protective Services and/or juvenile justice involvement
- Behavioral Health
  - Receive services based on assessed needs
  - Establish a service home for ongoing behavioral health needs
  - Decrease in crisis situations and hospitalizations
  - Self or family report of improved functioning and management of diagnosis
- Food and Transportation
  - Regular access to fresh and healthy food
  - Reasonable plan for transportation to work and/or education activities during service and at exit

Investment in Holistic Family Services and Other Issue Areas, FY 2016



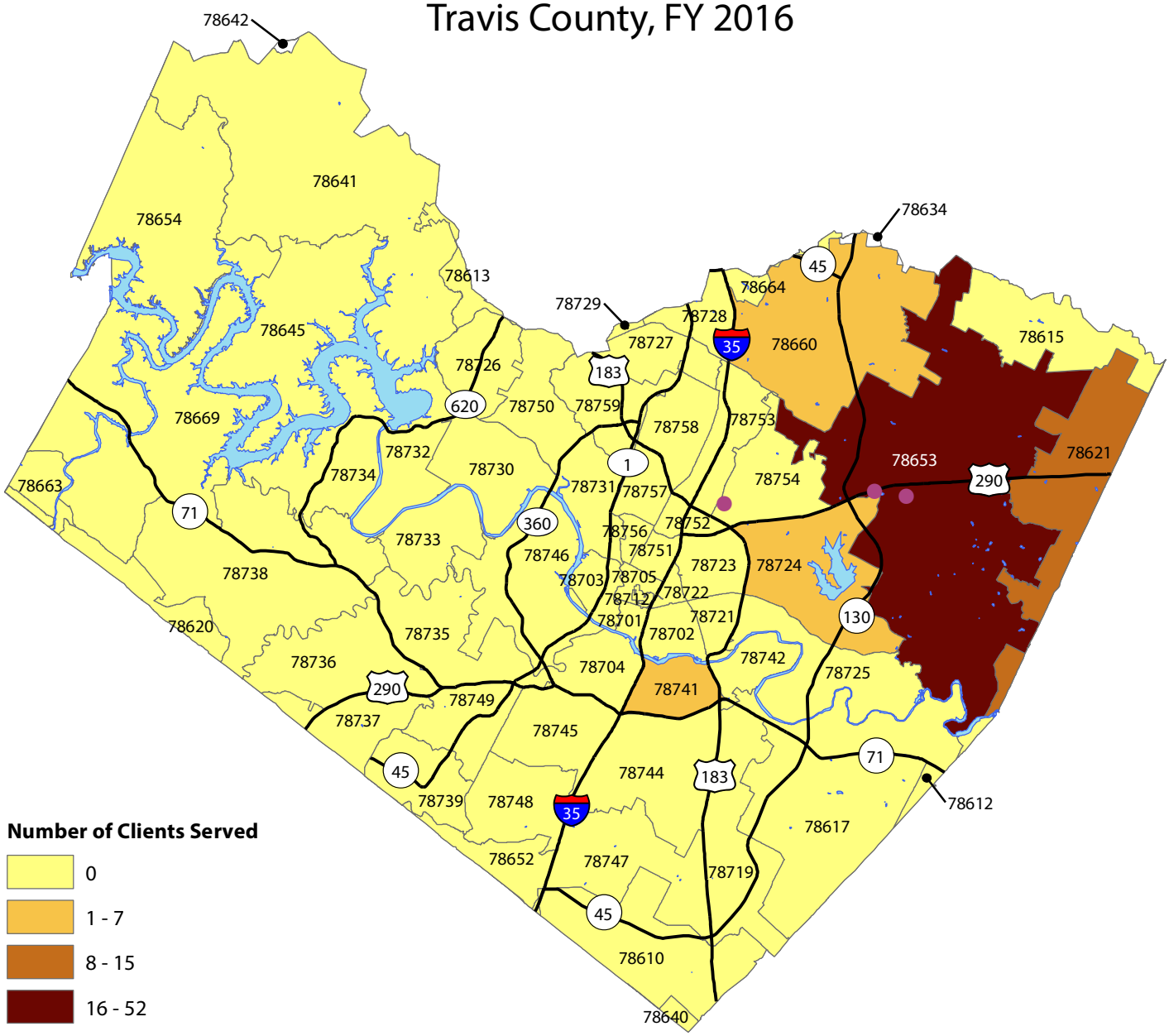
Funding Summary

The FY 2016 Funding Amount reflects 11–month funding (November 1, 2015 through September 30, 2016).

Agency Name	Program Name	FY 2016 Funding Amount
Austin Travis County Integral Care	Families With Voices/Familias Con Voces Collaborative	$1,000,000

Holistic Family Services

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



Number of Clients Served

- 0
- 1 - 7
- 8 - 15
- 16 - 52

Service Provider

- Austin Travis County Integral Care

Notes: This map shows 81 clients by ZIP code. 10 (11% of the total) from the service provider were not included because their ZIP codes were unknown or outside of Travis County boundaries or they were homeless.

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

N
0 2.5 5 Miles

Austin Travis County Integral Care

Families With Voices/Familias Con Voces Collaborative

Program Description

The goals of the Families With Voices/Familias Con Voces Collaborative include:

- Using a Wraparound Holistic Family Team approach, address service needs with the family and family members and assist them in achieving progress in identified benchmarks as they move through the continuum on the Self Sufficiency Matrix;
- Using the Self Sufficiency Matrix, assess each eligible family and family member in the following key service need areas (outcome scales) to determine level of need, self-sufficiency, stability, and functioning. These areas are: behavioral health, child and youth development, food and transportation, housing continuum, and workforce development; and
- Through the collection and management of data, demonstrate improvements and progress, creating lasting and positive change for children in these families.

Services provided include:

- Care Coordination and Case Management: A Family Wraparound Team (FWT) is developed around every family served. The FWT consists, at a minimum, of the following team members: the family, Family Wraparound Team Care Coordinator, a housing specialist, a behavioral health specialist, a child and youth development specialist, a workforce development specialist, and any external providers who provide non-traditional services such as mentoring, respite care, and recreational therapy. Food Services staff meet with the FWT on an as-needed basis.
- Coordinated Assessment: The Self-Sufficiency Matrix is the tool used for Coordinated Assessment. This evidence-based assessment tool identifies stressors, such as lack of employment, lack of access to healthy and nutritious foods, lack of healthcare, lack of stable housing, and/or lack of income, in addition to any behavioral, developmental, mental health, or substance abuse concerns or issues. The Coordinated Assessment is administered every ninety days with each family receiving services. The Coordinated Assessment is also used to facilitate and guide the Person Centered Care Planning (PCCP) process for family members who identify needs for behavioral health services and supports. PCCP allows individuals receiving services to have a strong voice in the development of their care plan, which research indicates increases successful individual and family outcomes.
- Workforce Development Services: The Employment Specialist/Career Counselor completes an initial Individual Employment Plan with each client, reviews program forms and documentation, and initiates services with the client. Services include job readiness training, job development/placement, job retention support, and occupational skills training leading to an industry-recognized credential.
- Housing and Food Services: Working from the Family Wraparound plan, a Housing Specialist and Food Services Specialist works with families to provide supports and financial assistance, covering expenses such as rent, utilities, mortgage, rent/utilities debt, minor home repair, and basic furnishings. Housing services include an assessment of housing needs, landlord outreach, provision of emergency housing

supports, and homelessness prevention and rapid re-housing. The Food Services Specialist conducts food needs assessments with the family, attends Family Team meetings, transports fresh food to the family as needed, provides food vouchers to the family as needed, and through effective outreach efforts, assists in developing and maintaining community gardens in 78653 service area.

- Child and Youth Development Services: Children ages 0-3 are screened using the Ages and Stages Questionnaire (ASQ) or ASQ-SE as appropriate. All children age 4 or over are screened using the Child and Adolescent Needs and Strengths (CANS) assessment. The program provides evidence-based care for children with emotional and cognitive diagnoses and works with their families to provide guidance and understanding. Services include, but are not limited to: psychiatric evaluations, individual therapy, individual/group counseling, cognitive-behavioral therapy, family therapy, parenting sessions, medication management, physical therapy, occupational therapy and speech language therapy.
- Behavioral Health Services: The Behavioral Health Specialist meets and addresses all of the behavioral health service needs of the family, including children and adults, and may serve as a member of the Family Wraparound team. Services available to children and families include, but are not limited to: intensive outpatient services (including individual and family counseling/therapy), psychiatric evaluations and medication management, skills training, case management, care coordination using the System of Care Wraparound practice model, the Youth Empowerment Program for children with a serious emotional disturbance, the In-Home Counseling Program for youth on juvenile probation, and Integrated Primary Care and Behavioral Health School-Based Clinic Services. Services are provided by licensed counselors and/or qualified mental health practitioners. All service options can and are provided in the home, community, school, or clinic.

Funding

The total TCHHS/VS investment in the Families With Voices/Familias Con Voces Collaborative from November 1, 2015 through September 30, 2016 was $1,000,000. This investment comprised 100% of the total program budget. TCHHS/VS also funds the Main Mental Health Interlocal, Parenting In Recovery/ Family Drug Treatment Court, Substance Abuse Managed Services Organization, and System of Care Managed Services Organization programs, which are described in the Behavioral Health issue area report, and the Community Advancement Network program, which is described in the Planning and Evaluation issue area report.

Austin Travis County Integral Care

Families With Voices/Familias Con Voces Collaborative

Eligibility Criteria

To be eligible for this program, families must:

- Have dependent children between the ages of 0-22;
- Reside in the 78653 ZIP code or be a homeless family in the Manor Independent School District;
- Fall within the income guidelines: at or below 60% of Median Family Income (MFI) at intake (80% of families) or up to 80% of MFI at intake (20% of families); and
- Demonstrate need in one or more of the five core areas of housing continuum, workforce development, child and youth development, behavioral health, and basic needs (food and transportation).

These families show systemic struggles meeting the basic necessities of everyday life including nutritious food, housing, employment, clothing, transportation, healthcare, and psychological well-being, including optimal physical and mental health.

ATCIC: Families With Voices/Familias Con Voces Collaborative

Services to families began June 2, 2016. The program served more individuals than expected (see the fourth output) due the large family size of the families enrolled. Baseline data collected in FY 2016 will be used to establish goals for FY 2017. Outcome measures will be also be reported for FY 2017.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated families served	18	17	106%
Number of unduplicated existing families served	3	N/A	N/A
Number of unduplicated new families served	15	N/A	N/A
Number of unduplicated clients served	91	68	134%
Number of Self-Sufficiency Matrix assessments conducted	23	N/A	N/A
Number of Ages and Stages Questionnaire (ASQ) assessments conducted	5	N/A	N/A
Number of Child and Adolescent Needs and Strengths (CANS) assessments conducted	0	N/A	N/A
Number of Adult Needs and Strengths Assessments (ANSA) conducted	6	N/A	N/A
Number of Family VI-SPADT assessments conducted	1	N/A	N/A
Number of employment plans developed	18	N/A	N/A
Number of food and nutrition assessments completed	34	N/A	N/A

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.