Housing Continuum

FY 2016 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

JANUARY 2017

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FY 2016 Community Impact Report

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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

Housing Continuum Goals and Services

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

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

Highlights of Community Conditions

The Austin housing market has experienced a sustained period of growth, with both prices and sales volume hitting historic highs in 2015.[1] While the pace of growth slowed in 2016, single family home prices and sales volume remain high throughout the region.[2] The strength of the regional economy supports ongoing in-migration that has resulted in rapid population growth in the region. In 2015 the Austin-Round Rock Metropolitan area surpassed two million residents and it has been the fastest growing metropolitan area (with a population of over one million) for the past five consecutive years.[3] This population growth has resulted in increased demand for housing, driving up both local housing prices and rents. Housing inventory remains very low in the Austin-Round Rock Metropolitan Statistical Area (MSA), with only 2.3 months of inventory available in November 2016.[4,a]

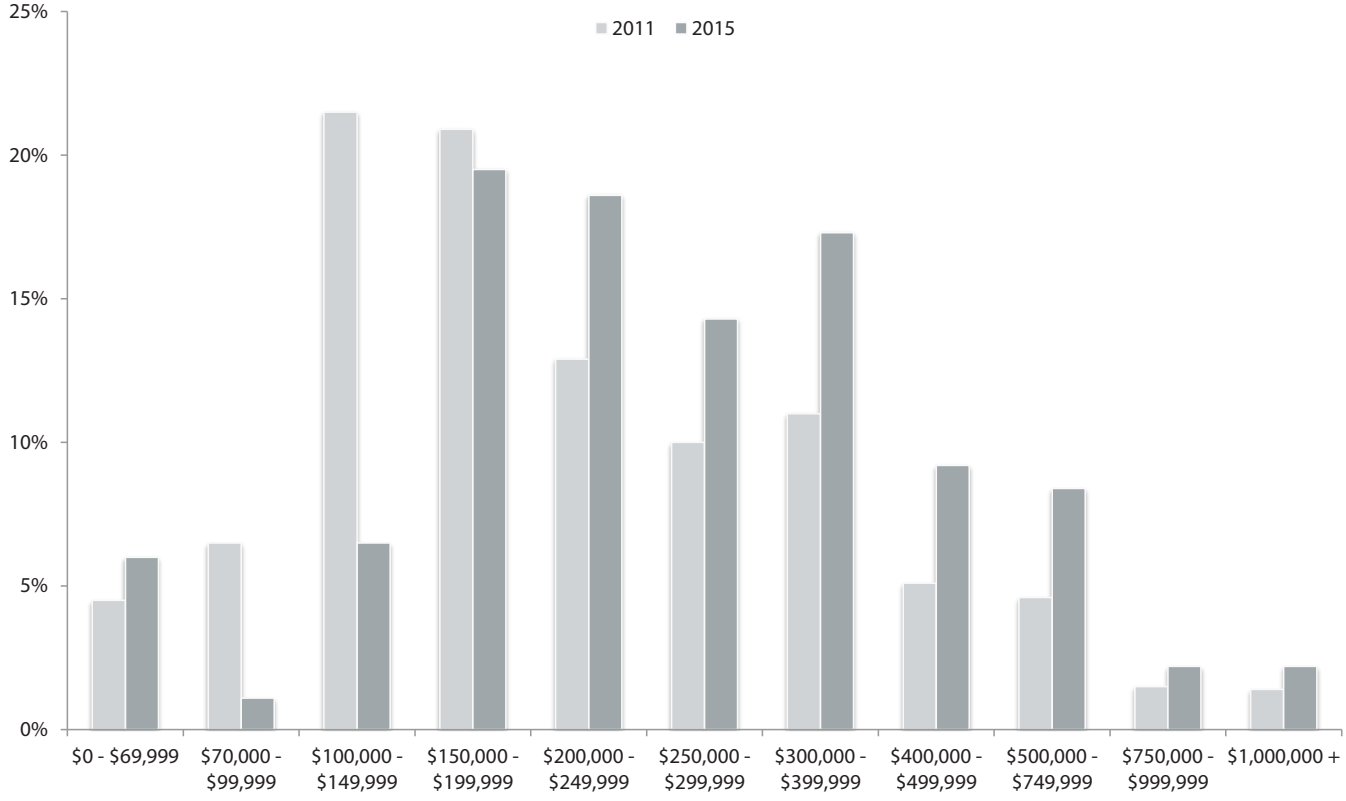
a Months of housing inventory refers to the number of months that would be needed to sell all homes currently on the market. A market is generally considered balanced with four to six months of housing inventory, while a lower number indicates high demand and/or low supply.

The regional housing market is likely to remain extremely competitive over the next year, and low housing inventory will remain a key challenge in creating affordability in the housing market.[5] As home prices and rents remain high or continue to escalate, low- and moderate-income households will find it increasingly difficult to locate affordable housing, and it is likely that housing developers and public entities will face significant challenges in meeting the region's need for affordable housing.

Owner Housing Market Conditions and Affordability

Over the last decade, Austin's owner housing market has become increasingly expensive, as the price distribution of available housing stock has skewed towards higher-priced housing and this trend has accelerated over recent years. For example, in 2011, 53% of the homes sold in Austin were priced below $199,999; in 2015, only 28% of the homes sold were in this price range.[6] Conversely, in 2011, 8% of the homes sold in Austin were priced at $500,000 or more; in 2015, 13% of all homes sold were in this range.[7]

Price Distribution of Homes Sold in Austin Local Market Area, 2011 and 2015

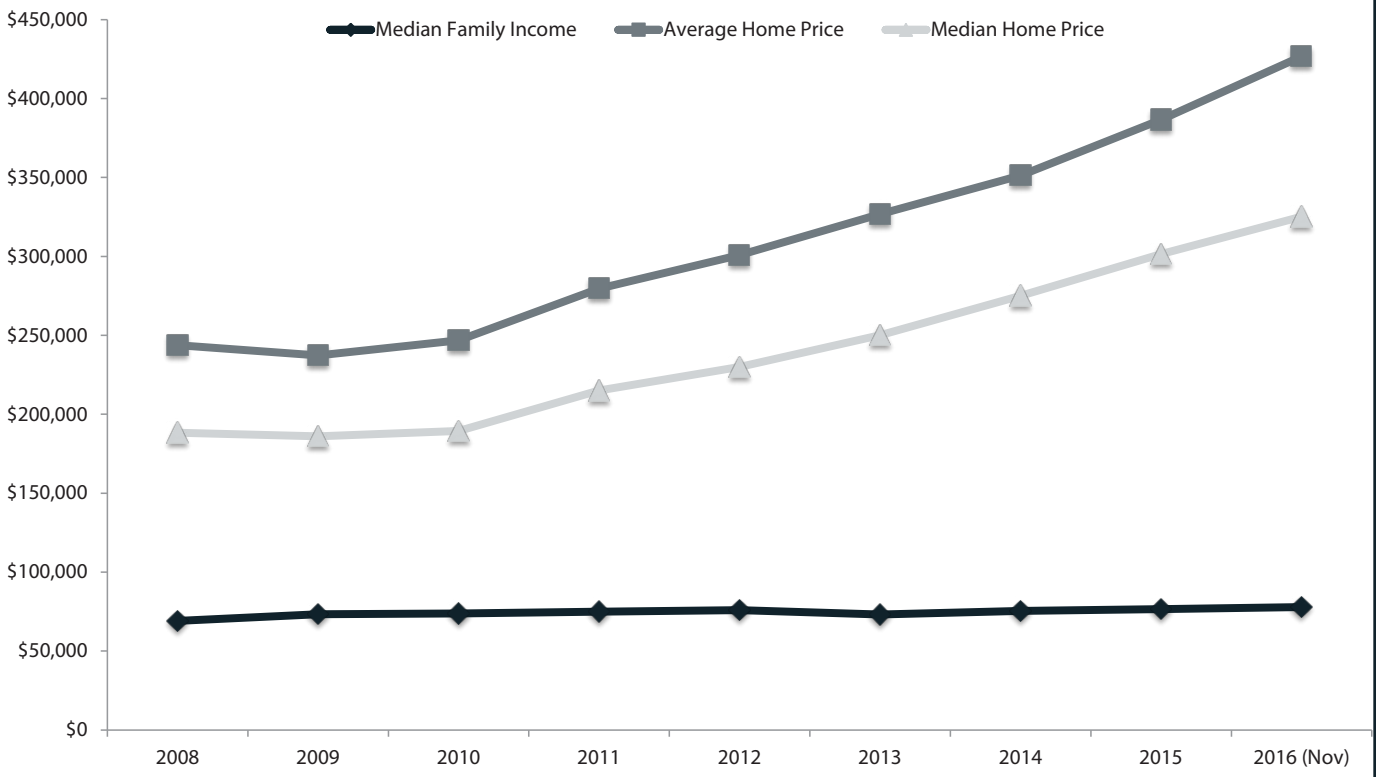


Created by: Travis County HHS, CDBG Office, 2017
Source data: The Real Estate Center at Texas A&M University

Austin's housing market also remains expensive as compared to other markets in the state of Texas. In November 2016, the Austin-Round Rock MSA had the highest median home price ($290,000) and the highest average home price ($366,938) of the Texas MSA's tracked by the Real Estate Center at Texas A&M University.[8]

Increases in home prices in the Austin MSA are significantly outpacing growth in income. Between 2011 and 2016, the Austin MSA median home price rose by 51% and the average home price rose by 53%.[9] By contrast, the Median Family Income (MFI) increased by only 4%[10,11] over the same period. The following chart illustrates the prevailing and widening gap between what the median family earns and what the median home costs:

Selected Affordability Indicators for Austin Local Market Area, 2008-2016

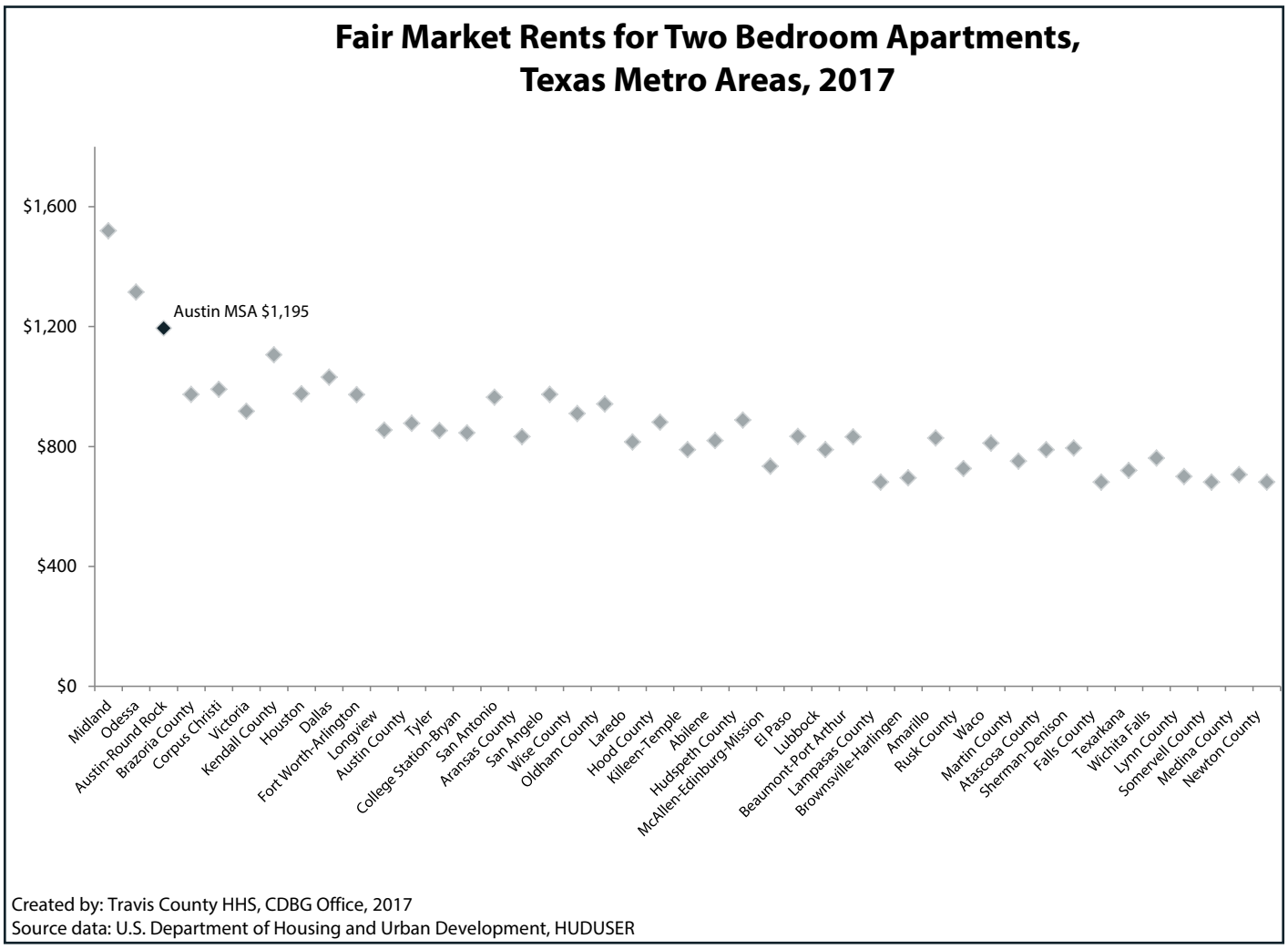


Created by: Travis County HHS, CDBG Office, 2017
Source data: Real Estate Center at Texas A&M University and U.S. Department of Housing and Urban Development, HUDUSER

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

Rental Housing Market Conditions and Affordability

As illustrated in the chart below, fair market rents (the federal standard for what is considered affordable) in the Austin area rental market are among the highest in Texas. For Fiscal Year (FY) 2017, Austin's fair market rents for efficiencies, one-bedroom, two-bedroom, and three-bedroom units are the third highest of all Texas metropolitan areas, and fair market rents for four-bedroom apartments are the fourth highest in the state.[12]



Created by: Travis County HHS, CDBG Office, 2017
Source data: U.S. Department of Housing and Urban Development, HUDUSER

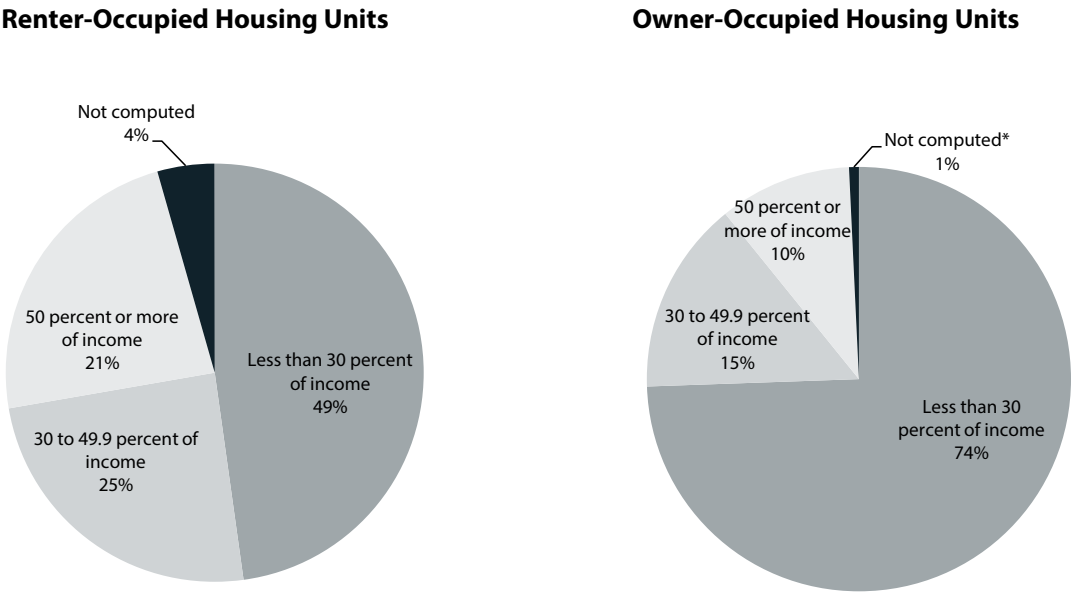
American Community Survey data show that between 2010 and 2015, median contract rent in Travis County rose 28% from $761 to $976 per month.[13] In addition to high rent, Travis County also has high occupancy rates, at 92% in 2015.[14] These conditions create a tight rental market, especially for those seeking more affordable housing.

Cost Burden for Renters and Owners

In 2015, there were slightly more owner occupied housing units (51% of units) in Travis County than rental units (49% of units).[15] However, this owner-occupancy rate was lower than that of the state (61%) and the nation (63%).[16]

A large percentage of both renters and owners in Travis County experience a housing cost burden, which is defined as spending 30% or more of household income on housing costs (spending 50% or more constitutes a severe cost burden).[17] However, the percentage of households that are cost burdened is much higher among renters than owners, as illustrated in the following chart: 46% of renter households in Travis County spend 30% or more of their income on rent, and 21% of them spend at least half of their income on rent.[18] Comparatively, 25% of owner households spend 30% or more of their income on housing costs and 10% spend at least half.[19]

Percent of Household Income Spent on Housing Costs
Travis County, 2015



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

Created by: Travis County HHS, CDBG Office, 2017
Source data: U.S. Census Bureau, 2015 American Community Survey 1-Year Estimates

Although owner costs skew higher than renter costs,[20,21] renter incomes tend to be lower than owner incomes. The difference is striking: Travis County's owner-occupied median household income is $93,726, while the renter-occupied median household income is $45,688.[22]

In total, 100,820 renter households and 57,743 owner households (158,563 households in total) in Travis County experience a housing cost burden; for approximately 69,500 of those households, it is a severe housing cost burden.[23,24]

Utility Costs

Energy and water costs also play a significant role in the affordability of housing. Energy costs in Travis County have increased in recent years. On October 1, 2012, Austin Energy implemented a 7% system-wide average rate increase, adding an additional $8 to $113 to a typical home's monthly bill,[25] and adopted a tiered residential rate structure, meaning the cost of electricity rises the more electricity is used.[b] Another small increase—less than $3 for the average bill—went into effect for Austin Energy customers as of November 2014.[26] In the areas outside of the City of Austin with deregulated electricity service, costs may be even higher. In 2012, average residential prices in deregulated areas of Texas were 18.6% higher than average prices in areas of Texas outside deregulation.[27]

Water costs are also rising. Austin's water rates increased by 123% between 2000 and 2014, and Austin Water Utility plans to raise rates another 31% by 2019.[28] Residents in areas serviced by other water utilities may also face increases considering the growing presence of large multistate private water companies in Texas, which often bring higher water rates to the communities they serve.[29]

Foreclosures

Foreclosure trends are complex and cannot stand alone as an accurate proxy measure for housing affordability, but the trend does reflect a certain amount of risk in the community. Foreclosure trends demonstrate an approximation of households on the threshold of losing their housing stability. With the onset of the national recession in 2007, foreclosure rates across the country increased dramatically due to a decline in housing prices and widespread job losses.[30] In Travis County, between 2008 and 2010,

b Information about Austin Energy's rates and tiered system is available at http://austinenergy.com/wps/portal/ae/rates.

the number of foreclosure postings[c] increased significantly from 3,289[31] to 5,121.[32] In 2011, this number began to decline, and in 2013 foreclosure postings declined to pre-recession levels with 2,069 postings[33] for the year. Available 2016 data indicate that this trend has continued with only 869 postings[34] through November. This decline in foreclosure levels is consistent with national trends, with national foreclosure rates declining 75% since peaking in 2010.[35]

Homelessness

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

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

1. Has a primary nighttime residence that is a public or private place not meant for human habitation (cars, parks, sidewalks, abandoned buildings); or
2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
3. Is exiting an institution where s/he has resided for 90 days or less and who resided in an emergency shelter or place not meant for habitation immediately before entering that institution.[36]

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

The 2016 Austin/Travis County Point-In-Time Count, conducted by ECHO on January 22, 2016, provided a point-in-time snapshot of the Austin area homeless population, at a total of 2,138 homeless individuals.[37] Sixty-two percent (1,322) of these individuals were sheltered at the time of the count and 38% (816) were unsheltered.[38] Additionally, the following subpopulations were tracked: veterans (257),[39] people with severe mental illness (524),[40] chronically homeless (736),[41] adults with a substance abuse disorder (188),[42] and unaccompanied youth (111).[43] The co-occurrence of two or more of these issues for many

c This number reflects properties posted for auction (posted for auction indicates pre-foreclosure status, and reflects a risk of foreclosure). A foreclosure posting may or may not result in an actual foreclosure. The same property may be included in the list for foreclosure auction multiple times over a series of months or even years; therefore, some duplication does exist within these foreclosure posting annual totals. Duplicate postings would indicate households finding themselves at risk of foreclosure multiple times. Due to this repetition in the data, duplicate listings within each year have been removed to provide a more accurate count of foreclosures in a given year.

homeless individuals is part of what makes homelessness a very complex issue to address, requiring an array of services and interventions.

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

It should be noted that there are individuals without permanent housing who do not fall within traditional definitions of homelessness and therefore may not be included in the point-in-time count, such as families who have lost their homes but are residing with friends or relatives. Therefore the point-in-time number gives us an indication of the size of the homeless population, but may not demonstrate the extent of a community's homelessness needs.

A fuller picture of homelessness needs may be gained by looking at the total number of individuals receiving some type of service related to homelessness. Homelessness services encompass a spectrum that may include rental assistance, case management, shelter stays and permanent supportive housing, as well as programs that provide job search training, substance abuse counseling, and mental health care services. As of November 2016, a total of 12,006 people received homelessness services in Travis County.[44] It is important to note that this number includes both individuals who are literally homeless (6,629 individuals),[45] but also those at risk for homelessness or receiving housing stabilization services (5,377 individuals).[46]

Further Resources

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

d The "Ending Veteran Homelessness in Austin/Travis County Standards," based on the criteria created by the U.S. Interagency on Homelessness, are as follows: 1. Austin/Travis County has identified all veterans experiencing homelessness; 2. Community no longer has any veterans experiencing involuntary unsheltered homelessness; 3. Austin/Travis County has resources, a plan and timeline for providing permanent housing; 4. Austin/Travis County community has resources, plans and systems in place for continued efforts; 5. Austin/Travis County community has adequate level of resources and appropriate plans to ensure housing stability. The full document is available at: http://austinecho.org/wp-content/uploads/2015/04/Austins-Functional-Zero-Language-for-OneKeyATX-FINAL.pdf.

Other Social Service Issue Areas

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

Travis County Affordable Housing Committee

The County created an Affordable Housing Policy Committee in order to align affordable housing policies across all Travis County departments, in accord with the recommendations outlined in the Fair Housing Plan of the Analysis of Impediments. On April 14, 2015, the Travis County Commissioners Court approved a structure and charge for the committee. Travis County HHS/VS, through the CDBG Office, convened the first session of the Affordable Housing Policy Committee on June 3, 2015, and the committee has met on a monthly basis. The committee consists of key staff from various County departments that implement programs relevant to housing development and services. To date, values have been approved by the Travis County Commissioners Court. The committee has also identified a series of categories to create policy to influence County resources and future development as allowable by law and is almost finished drafting the first set to move through the approval process. Additionally, an advisory group will be convened with the intention of providing technical expertise and stakeholder feedback on the committee recommendations.

The Real Estate Center at Texas A&M University

www.recenter.tamu.edu

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

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

www.huduser.org

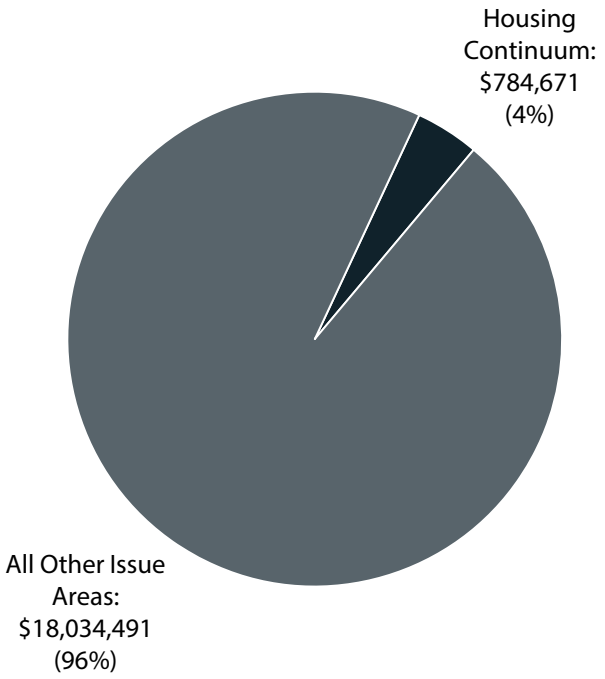
The U.S. Department of Housing and Urban Development's Office of Policy Development and Research conducts research on housing and community development issues. The website provides research reports, maps, market analyses, and data sets.

Investment Overview

Our Investment

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

Investment in Housing Continuum and Other Issue Areas, FY 2016



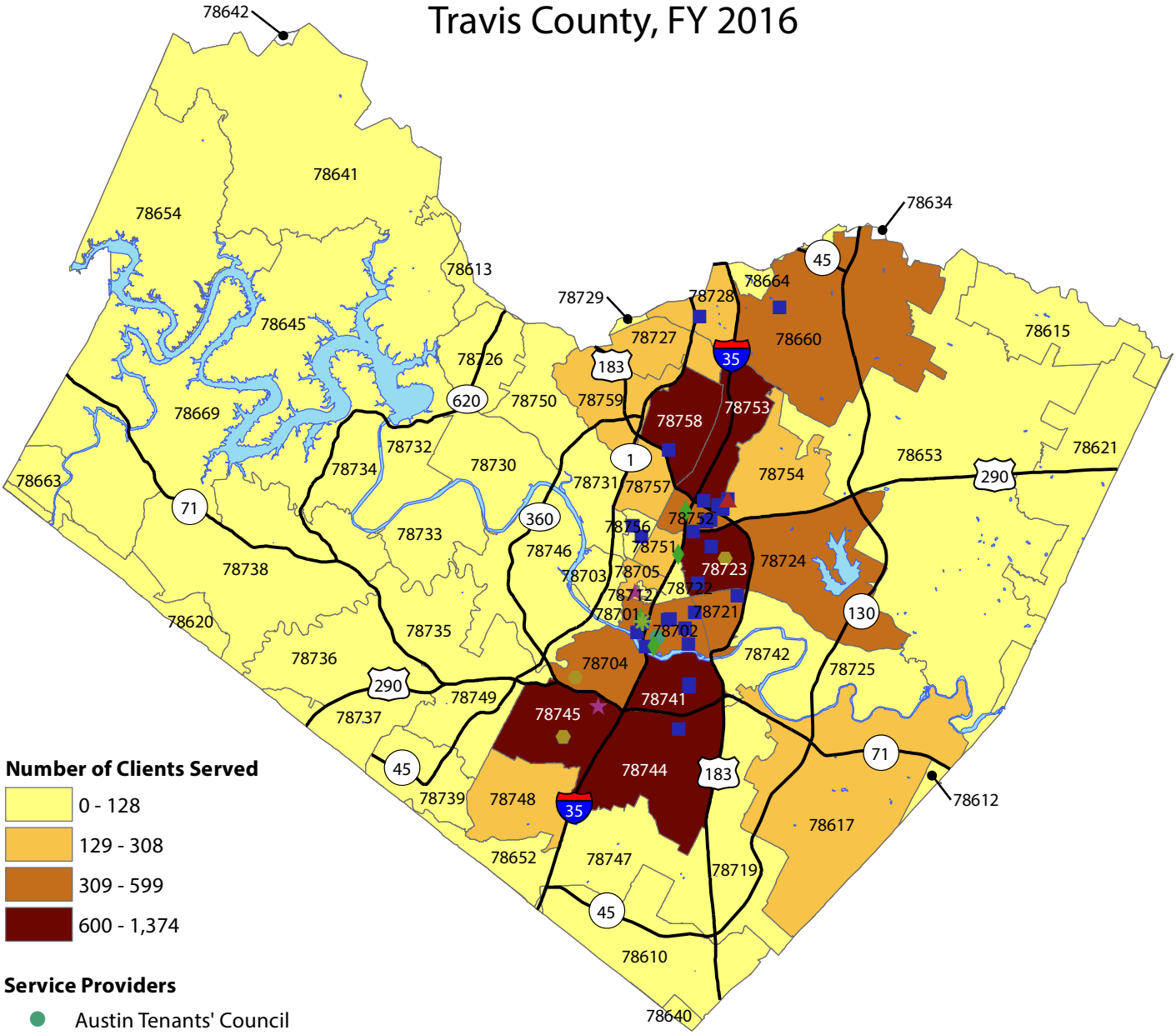
Funding Summary

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
Austin Tenants' Council	Telephone Counseling & Mediation Program	$24,848
Caritas of Austin	Best Single Source Plus	$262,500
Foundation for the Homeless, Inc.	FFH Interfaith Hospitality Network	$13,310
Green Doors	Supportive Housing Program	$32,978
Green Doors	Veteran's Transitional Housing Program	$38,934
LifeWorks	Housing	$140,107
Texas RioGrande Legal Aid, Inc.	Legal Assistance Program	$173,675
The Salvation Army, A Georgia Corporation	Pathways and Partnerships	$98,319

Housing Continuum

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



Number of Clients Served

- 0 - 128
- 129 - 308
- 309 - 599
- 600 - 1,374

Service Providers

- Austin Tenants' Council
- Caritas of Austin
- Foundation for the Homeless, Inc.
- Green Doors: Supportive Housing Program
- Green Doors: Veteran's Transitional Housing Program
- LifeWorks
- Texas RioGrande Legal Aid, Inc.
- The Salvation Army, A Georgia Corporation

Notes: This map shows 12,112 clients by ZIP code. 3,282 (21% 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. The majority of homeless clients (2,651) were from The Salvation Army, as all clients are homeless prior to entering shelter.

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

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Austin Tenants' Council

Telephone Counseling & Mediation Program

Program Description

The Austin Tenants' Council works to address the lack of knowledge about housing rights and protect those rights among low-income and minority residents in the Austin Metropolitan Statistical Area. The core service of the program is Telephone Counseling. Clients who call for counseling are given approximately five minutes to discuss their rights and responsibilities as a tenant or landlord. Staff provide information and referrals for increasing clients' knowledge about tenant-landlord law and improving their ability to resolve housing problems. In-House Counseling is available for clients who want advice in person or their housing problem requires more time and support than can be offered through Telephone Counseling. Clients are given information about their rights and responsibilities and staff may review lease agreements and other pertinent information provided by the client. Lastly, the Emergency Mediation program helps resolve tenant-landlord disputes through mediation. This program assists clients who are dealing with illegal evictions, lock-outs, wrongful seizure of property, utility shut-off, or any other crisis situations.

Funding

The total TCHHS/VS investment in the Telephone Counseling & Mediation Program from October 1, 2015 through September 30, 2016 was $24,848. This investment comprised 45.5% of the total program budget.

Eligibility Criteria

The target population for the Telephone Counseling & Mediation Program is low-income tenants and landlords that reside in Travis County. Participants served by the Telephone Counseling program may have incomes that exceed 200% of the Federal Poverty Income Guidelines (FPIG), as it is not feasible to screen clients prior to service; however, the majority of clients have incomes at or below this limit. Participants in the In-House Counseling and the Emergency Mediation programs must have yearly incomes below 200% of FPIG, and Emergency Mediation clients must be residents of Travis County and/or the City of Austin.

Austin Tenants' Council: Telephone Counseling & Mediation Program

Performance Goals and Results

The Telephone Counseling & Mediation Program met or exceeded all performance targets. Austin Tenants' Council (ATC) has been working to build capacity for their telephone counseling, in-house counseling, and emergency mediation programs in advance of receipt of additional funds next year; this funding will be used to increase capacity via better phone system technology, new counseling models, and increases in staff support for current and new positions. In preparation of these changes, ATC staff took on additional caseload in the last quarter of the contract year to explore what the limits and obstacles have been and to determine exactly what is needed to support additional clients. These efforts did prove out the agency's current capabilities and constraints, and in turn, impacted performance achieved across all measures.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	7,892	7,000	113%
Number of clients provided tenant-landlord counseling by In-House Counseling	91	95	96%
Number of clients provided Emergency Mediation Services	113	100	113%
Outcomes			
Percentage of unduplicated clients/households that reported increased knowledge or skills in addressing their housing problems	99% (270/273)	90% (225/250)	110%
Percentage of clients/households for whom Emergency Mediation Services resulted in an improved situation or condition	79% (89/113)	70% (70/100)	113%

Caritas of Austin

Best Single Source Plus

Program Description

The Best Single Source Plus (BSS+) program is a collaboration among thirteen[e] partner agencies that provides individuals and families in Austin/Travis County with housing prevention and rapid rehousing services including case management and financial assistance. The primary purpose is to establish housing stability and prevent homelessness with a goal that clients have access to basic necessities starting with housing and extending to food, clothing, and other supportive services. Trading competition for collaboration to benefit those most in need, services provided by BSS+ include: one-time rent or utility payments, one-time or short-term mortgage payments, rent or utility move-in deposits, rent or utility subsidy, case management, housing location, mediation and legal services, and housing supports.

Funding

The total TCHHS/VS investment in the Best Single Source Plus program from October 1, 2015 through September 30, 2016 was $262,500. This investment comprised 7.3% of the total program budget. TCHHS/VS also funds the Community Kitchen program, which is described in the Access to Basic Supports issue area report.

Eligibility Criteria

To be eligible for BSS+, clients must be: Austin/Travis County residents living at or below 200% of the Federal Poverty Income Guidelines (FPIG), confirmation of violence victimization or current homelessness exempts clients from this eligibility criterion; experiencing a financial crisis that puts their housing at-risk or has caused them to become homeless; and at a point where up to 12 months of case management and moderate support services or up to 3 months of case management and minimal support services will be sufficient to stabilize their housing and help build self-sufficiency skills (exceptions to this criterion may be made by the case manager, with program manager approval, with explanation of need and reason for differing recommendation).

e Agencies participating in BSS+ include: AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace, The Wright House Wellness Center, and The Salvation Army.

Caritas Of Austin

Best Single Source Plus

Clients must meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Eligibility and Screening Tool. Eligible clients may receive financial assistance and case management supports at only one agency within a 12 month period. One-time financial assistance will be provided when determined that this will stabilize a client's housing and that no further financial assistance will be needed in the next 12 months.

Caritas of Austin: Best Single Source Plus

The Best Single Source Plus (BSS+) program had mixed performance results in FY 2016. Staff explained that historical data has shown that BSS+ has been overestimating the amount of clients that it can serve in one year (see the first output). The collaborative is shifting to serving fewer households due to smaller caseloads that can handle the needs of harder to house clients. Also, the literally homeless (i.e. rapid rehousing) clients often are a household of one or two clients.

The need for one-time financial assistance has decreased (see the second output) as the collaborative shifts to serving more rapid rehousing clients and fewer homeless prevention clients. BSS+ served more households with comprehensive case management services (see the third output) in the final quarter of the contract year due to needing to spend down remaining direct client assistance funds. With the ECHO-led Coordinated Assessment, more partner agencies in the collaborative are serving a larger number of clients who are literally homeless in an effort to help end homelessness and to provide services for the people with the highest need for housing (see the fifth output).

The number of households completing comprehensive case management (see the sixth through eighth outputs) varies and is not as predictable from year to year, depending on the individual needs of the clients served. However, staff noted that there has been an increase in the number of clients remaining in case management over seven months due to the trend to serve more clients who are experiencing homelessness.

Clients remained in case management for longer periods of time, which contributed to a smaller number of clients exiting during the year. Further, these clients have higher needs and are harder to stabilize once in housing due to mental and health issues. BSS+ clients also continue to earn minimum wage or live on fixed lower incomes. However, the percentage of households who exited the program and achieved housing stability (see the first outcome) and the percentage who maintained stable housing (see the second outcome) were both within the range of expected performance.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	3,119	4,604	68%
Number of unduplicated households receiving one-time financial assistance	142	198	72%
Number of unduplicated households receiving comprehensive case management services	1,237	1,079	115%

Caritas of Austin: Best Single Source Plus

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Number of unduplicated households receiving homeless prevention services	827	755	110%
Number of unduplicated households receiving rapid rehousing services	427	324	132%
Number of unduplicated households who complete 1-3 months of comprehensive case management	203	237	86%
Number of unduplicated households who complete 4-6 months of comprehensive case management	187	421	44%
Number of unduplicated households who complete 7 months or more of comprehensive case management	368	421	87%
Outcomes			
Percentage of unduplicated households served that received case management, exited the program and achieved housing stability	71% (515/723)	75% (894/1,192)	95%
Percentage of unduplicated households served that achieved housing stability and remained in stable housing for six months after exit	60% (352/589)	65% (581/894)	92%

Foundation for the Homeless, Inc.

FFH Interfaith Hospitality Network

Program Description

The FFH Interfaith Hospitality Network (FFH IHN) program provides shelter and supportive services to homeless families. FFH strives to help homeless families attain safe and stable housing and the tools and skills necessary to maintain the housing after shelter exit. The program's primary purpose is to ensure that families who are experiencing homelessness have access to shelter, case management and direct financial assistance. Services provided include screening, intake, and assessment; case management; rent, utility and other financial assistance; landlord advocacy; family shelter with meals, ADA accessible van transportation and access to a day center with business equipment, hygiene, laundry and rest areas; job readiness, search, training and retention resources; parenting and other life skills training; financial literacy training and budget counseling; and linkages to community agencies that will provide services to enable families to obtain and maintain safe, stable housing (transitional or permanent). Services will be provided in a manner that enhances the family's stability, respects the family's uniqueness, and enables the family to establish and maintain a permanent home.

Funding

The total TCHHS/VS investment in the FFH Interfaith Hospitality Network program from October 1, 2015 through September 30, 2016 was $13,310. This investment comprised 6.4% of the total program budget.

Foundation for the Homeless, Inc.

FFH Interfaith Hospitality Network

Eligibility Criteria

Services are available to homeless families that cannot resolve their housing crisis through other assistance offered through FFH, and have one or more children under the age of 18 or a child over age 18 who cannot live independently. FFH has historically honored the McKinney-Vento educational definition of homelessness that includes families in "doubled-up" sleeping arrangements. The families that come into the program have exited doubled-up and other housing arrangements and are officially Category 1, Literally Homeless when they enter the program. Because the shelter program relies in part on congregational facilities and volunteers for overnight accommodations program staff screen carefully for evidence of potential violence, including domestic violence from stalking, active/untreated mental health and substance abuse issues, and recent felonies involving violence, dishonesty or distribution of controlled substances. Program staff will also review for patterns of burglary. FFH does not require previous Travis County residency as a condition of receiving shelter services.

Foundation for the Homeless, Inc.: FFH Interfaith Hospitality Network

Performance Goals and Results

The FFH Interfaith Hospitality Network met or exceeded performance targets for all but one measure. Staff reported that the number of unduplicated individuals served (see the first output) was higher than anticipated due to the program serving families with larger sized households. The goal was based on an average household size of three individuals, and half of the households served had four or more individuals. Although it did not impact performance achieved, the program did experience a temporary reduction in shelter space in the last quarter of the contract year. One of the four shelter homes was unavailable for a period of time and closed for improvements and repairs, impacting the capacity in shelter for the quarter.

The number of individuals increasing income at program exit (see the second outcome) is lower than anticipated. Staff explained that a number of families entered the program with earned income or other types of income and exited with the same amount of income. There were also a number of families that left before completing the program, due to non-compliance with rules or voluntarily leaving the program, who did not increase their income.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated individuals served	128	114	112%
Number of bed nights provided	9,845	10,080	98%
Number of meals served	19,690	20,160	98%
Outcomes			
Percentage of individuals that exit into safe and stable housing	70% (79/113)	76% (87/114)	92%
Percentage of individuals that increased income at program exit	53% (60/113)	61% (69/114)	88%

Green Doors

Supportive Housing Program

Program Description

The Supportive Housing Program provides permanent supportive housing for homeless single head-of-household parents with a disability, and their children. The primary goals of the program are to help residents become/remain housing stable and increase self-sufficiency. Qualified social service agency partners provide case management, enabling residents to receive access to appropriate supportive services.

The program provides housing consisting of six cottages built upon approximately three quarters of an acre of land in East Austin. Cottages are two, three and four bedroom single family residences, with a total of 16 bedroom units.

Case management services include: assessment and individual counseling; meeting regularly with Case Manager; referral to substance abuse and detoxification treatment centers; development of an on-going service plan, provision of individual counseling and progress evaluation determinations; referral to other social service agencies; classes designed to improve independent living skills (life skills, job readiness, money management, conflict resolution and decision-making); encouraging saving for emergencies and making on-time payments of rent to build positive rental history; and other supportive services such as financial assistance with rent, utilities, clothing, and food.

Funding

The total TCHHS/VS investment in the Supportive Housing Program program from October 1, 2015 through September 30, 2016 was $32,978. This investment comprised 26.4% of the total program budget. TCHHS/VS also funds the Veteran's Transitional Housing Program, which is described later in this report.

Green Doors

Supportive Housing Program

Eligibility Criteria

The target population includes male/female disabled head-of-households and their young children. Families exiting domestic violence situations receive priority. Green Doors also seeks to serve eligible homeless veteran families through the program. Clients must meet the U.S. Department of Housing and Urban Development (HUD) definition of "homeless,[f]" the head of household must have a documented mental or physical disability and be a single parent with custody of his/her children, and all residents must be willing to participate in case management that leads to greater self-reliance and self-sufficiency.

f The HUD definition of homeless includes: (1) individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or a place not meant for human habitation immediately before entering that institution; (2) individuals and families who will imminently lose their primary nighttime residence; (3) unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition; and (4) individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.

Green Doors: Supportive Housing Program

The Supportive Housing Program exceeded goals for all performance measures in FY 2016.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	21	20	105%
Number of unduplicated clients who access provided supportive services	21	20	105%
Outcomes			
Percentage of unduplicated clients who obtain and remain in safe and stable permanent housing	100% (21/21)	80% (16/20)	125%
Percentage of unduplicated clients who maintain or increase their income (annually)	100% (21/21)	70% (14/20)	143%

Green Doors

Veteran's Transitional Housing Program

Program Description

The Veteran's Transitional Housing Program (VTHP) provides transitional housing and access to supportive services for homeless veterans. All efforts are geared toward moving veterans out of homelessness and on to independent living within the working community.

The principal objectives of the VTHP are to help program participants secure permanent housing, maintain and/or increase their income, and become more self-sufficient through targeted supportive services. The program is available to veterans, which also includes those transitioning from Veteran's Administration (VA) hospitals and other care facilities. It provides participants with stable housing, food, transportation assistance, and access to supportive services for up to 24 months.

Funding

The total TCHHS/VS investment in the Veteran's Transitional Housing Program program from October 1, 2015 through September 30, 2016 was $38,934. This investment comprised 9.8% of the total program budget. TCHHS/VS also funds the Supportive Housing Program, which is described earlier in this report.

Eligibility Criteria

The target population includes single male and female Veterans discharged with a(n) honorable or general discharge from US military service or National Guard Service. Children and persons not having military service history are ineligible.

Clients must meet the HUD definition of literally "homeless," be age 18 years or older, and a veteran; be willing to participate in case management that leads to greater self-reliance and self sufficiency; and be below 50% of the Austin Median Family Income (MFI) level, and for some residences below 30% MFI.

Green Doors: Veteran's Transitional Housing Program

The Veteran's Transitional Housing Program met or exceeded targeted performance for all measures. Staff explained that the number of clients served (see the first output) exceeded expectations due to collaboration with the United States Department of Veterans Affairs. Staff attributed efforts to increase housing stability to the high number of clients accessing support services (see the second output). Finally, staff reported that the percentage of clients exiting the program into safe and stable housing (see the first outcome) exceeded projections due to the program's ability in using rehousing efforts and funds in the community.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	104	85	122%
Number of unduplicated clients who accessed support services	104	85	122%
Outcomes			
Percentage of unduplicated clients who exited the program and moved into safe and stable housing	90% (66/73)	75% (64/85)	120%
Percentage of unduplicated clients who maintained or increased their income (annually)	57% (59/104)	60% (51/85)	95%

LifeWorks

Housing

Program Description

The LifeWorks Housing program provides immediate access to emergency shelter, 24 hours a day, 7 days a week; reunites youth with their families, when possible; offers long-term transitional and/or permanent supportive housing for youth who cannot return home; provides linkage and coordination of services with other LifeWorks programs and/or community resources; and transitions youth to safe and appropriate housing. Program services include:

- Street Outreach: case management services to runaway, homeless, and at-risk street dependent youth and young adults ages 10-23. Services include HIV education and prevention, drug/alcohol assessment and counseling, mental health counseling, groups, employment assistance, immunizations, STD screenings, Acu-Detox services, a drop-in center, family reunification, clothing, medical care, hygiene supplies, food, and nutrition services. Meals are provided twice a week through area churches, and the program operates a clinic that provides full medical services once a week.
- Emergency Shelter: up to 90 days of shelter for homeless, abandoned, runaway, and abused youth, as well as youth who are about to age out of foster care. Food, clothing, medical screening (and medical care, when needed), case management, constructive recreation, workforce development, individual, group and family counseling, and service linkages to community resources are provided.
- Transitional Living Program: up to 18 months of transitional housing for homeless youth ages 18-22. Youth receive access to specialized services tailored to improve their independent living skills, such as case management, counseling, substance abuse counseling, GED and Independent Living Skills classes, workforce development, pregnancy prevention and nutrition consultations.
- Supportive Housing Program: semi-supervised apartment living to formerly homeless youth and their families. Services include case management, life and parenting skills training, subsidized rent and utility payments, transportation, and referral for child care, medical care, and other needs that are identified through service planning and assessment.

Funding

The total TCHHS/VS investment in the Housing program from October 1, 2015 through September 30, 2016 was $140,107. This investment comprised 5% of the total program budget. TCHHS/VS also funds two additional programs at LifeWorks: the Counseling program, which is described in the Behavioral Health issue area report; and the Workforce Development program, which is described in the Workforce Development issue area report.

LifeWorks

Housing

Eligibility Criteria

The Housing program targets youth and young adults under the age of 23 who are in high-risk situations. They may be runaway, homeless or at imminent risk of homelessness, abandoned, and/or victims of abuse, violence and trauma. To address the issues unique to each of these youth, LifeWorks has developed a housing continuum designed to foster self-sufficiency. The following are the eligibility requirements for each of the programs in the LifeWorks housing continuum:

- Street Outreach Program – Homeless, street-dependent, at-risk or runaway youth between the ages of 10-23. Youth must not pose imminent danger to self or others and be able to function in an open setting with minimal supervision.
- Emergency Shelter – Homeless, runaway, "pushed-out," and displaced youth ages 0-19, from Travis County willing to increase their academic skills, employability, and independent living skills to achieve self-sufficiency. Youth in Child Protective Services (CPS) care and extended foster care (ages 11-20) are also eligible. Youth must not pose imminent danger to self or others and be able to function with minimal supervision in an open setting; not have any serious medical conditions that require medical supervision; have no other safe housing options available; and must consent to contact their parent or managing conservator. Youth from outside Travis County may be considered on a case-by-case basis.
- Transitional Living Program – Homeless youth, ages 18-22, who are interested in developing independent living skills while attending school and/or working, willing to increase their academic skills, employability, and independent living skills to achieve self-sufficiency. In addition, youth must not have a serious violent offense on their record or be a sex offender.
- Supportive Housing Program – Homeless youth, ages 18-24, who are currently employed at a minimum part-time and willing to participate in case management, contribute 20% of their income towards rent and deposit 10% of their income into a savings account. The program requires youth to meet 50% of the Median Family Income (MFI) and provide a $150-$200 deposit + $15 application fee. Convictions of assault crimes against property, drug or prostitution related offenses including crimes of a sexual nature disqualify an applicant from program entry.

LifeWorks: Housing

The Housing program met both outcome goals but fell short of targets for two output measures. Staff reported that LifeWorks had a lower than expected number of clients served (see the first output) for a number of reasons. First, there were lower enrollments in the Street Outreach program. This may have been due to an increased police presence in the UT area (where these services are located) since January, which could have discouraged youth from accessing services at the drop in center. Second, shelter enrollments were lower throughout the year due to a decision during the first quarter to keep the overall census at a lower level in order to maintain appropriate levels of safety and supervision with youth who were exhibiting more aggressive behavior in the residential programs. The census was again kept at a lower level at the shelter during April, following the arrest of a youth who was staying at the shelter and was charged in the slaying of a UT student (a situation that took place a few days prior to this youth being brought to the shelter). The reduction in the number of clients served during April was necessary to give shelter residents time to re-establish a sense of safety following the arrest and give LifeWorks staff time to review policies and procedures as well as address the concerns of stakeholders. Finally, the Supportive Housing program experienced lower enrollments throughout the year due to an increase in the number of applicants who completed a lengthy application process, but then received a determination by apartment management that they were ineligible for a lease due to information obtained from their background check. This resulted in available apartments then being leased to other people who were not clients of LifeWorks, as well as delays in the availability of additional apartments due to a lack of vacancies. The number of days of shelter provided (see the second output) was lower due to the decreased enrollment in programs as noted above.

The number of clients provided case management or other support services (see the third output) is higher than anticipated due to a high level of outreach services provided during the first quarter of the year. Staff explained that Street Outreach staff conducted monthly activities to distribute hygiene products and basic need and safe sex kits, and were very successful in reaching a large number of youth.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	192	253	76%
Number of days of shelter provided	16,715	21,800	77%
Number of unduplicated clients provided case management or other supportive services	3,006	2,397	125%

LifeWorks: Housing

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outcomes			
Percentage of unduplicated Shelter, Transitional Living and Supportive Housing clients who exited the program and moved to safe and stable housing	75% (100/133)	75% (149/198)	100%
Percentage of unduplicated clients who received services for at least six months, completed at least three assessments and improve in at least three domains of the Self-Sufficiency Matrix, as assessed in the final quarter	84% (36/43)	76% (13/17)	109%

Texas RioGrande Legal Aid, Inc.

Legal Assistance Program

Program Description

The goal of Texas RioGrande Legal Aid's (TRLA's) Legal Assistance Program is to address the basic human needs of eligible clients by providing legal assistance to: obtain or preserve safe, decent, and affordable housing for clients facing eviction and/or homelessness; obtain, preserve or increase financial security for clients in their public benefits cases; and obtain available resources and benefits for homeless clients.

Potential clients may seek assistance by contacting TRLA's free, statewide hotline, attending one of twice-weekly evening legal clinics, being referred from a partner (e.g. SafePlace or Asian Family Support Services), or by calling or walking into their Austin branch office. Services run from brief counsel and advice to full-extended representation, and relate to public and private housing and/or public benefits legal issues.

Funding

The total TCHHS/VS investment in the Legal Assistance Program program from October 1, 2015 through September 30, 2016 was $173,675. This investment comprised 16.9% of the total program budget.

Eligibility Criteria

TRLA provides free legal advocacy and related educational services to low-income persons, most of whom have incomes below 125% of Federal Poverty Income Guidelines (FPIG). In certain cases, clients may have incomes up to 250% of FPIG and still be eligible for services. TRLA's confidential screening process is designed to prioritize clients whose legal problems are life-threatening or life-altering. Clients must be a resident of Travis County and a Citizen of the United States or one of the eligible categories on the Eligible Alien Determination Form.

Texas RioGrande Legal Aid, Inc.: Legal Assistance Program

Performance Goals and Results

The Legal Assistance Program exceeded all outcome goals but fell short of expectations for all output measures. Staff attributed the low number of clients served to clinic closures over federal holidays and spring break. During the program year, 154 applicants sought services who were financially ineligible. This also contributed to the decrease in number of clients served.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,287	1,775	73%
Number of housing legal assistance clients served	943	1,296	73%
Number of public benefits legal assistance clients served	465	570	82%
Outcomes			
Percentage of clients who, because of being provided legal assistance, experienced improvement in their ability to maintain or access housing	97% (677/700)	95% (755/798)	102%
Percentage of clients who, because of being provided legal assistance, preserved, obtained, or increased a public benefit	97% (351/363)	95% (344/364)	102%
Percentage of clients who were satisfied with the legal services provided	97% (1,028/1,063)	95% (1,099/1,162)	102%

The Salvation Army, A Georgia Corporation

Pathways and Partnerships

Program Description

The Pathways and Partnerships program works to provide a safety net of coordinated basic emergency services designed to meet the needs of adults and children experiencing homelessness in Travis County and to assist them in transitioning to safe housing and financial stability. The program strives to link as many residents as possible to affordable housing opportunities and employment assistance through case management.

Service provisions include a 242–bed Emergency Shelter and Meal Service (800+ meals per day offered to men, women, and families, with evening meals open to anyone, including non shelter residents). Case management is available to all populations in the shelter, as well as employment services for job eligible adults (job search workshop, resource room, computer lab, Goodwill Job Counseling on site, referral to Worker Dorm for extended stay, sack lunches, work clothing, bus passes, savings plans), life skills training (financial fitness, renter's rights/responsibilities, community resources), children's tutoring center, outsourced child care, and referral to TSA HUD funded housing programs (Passages, Rapid Re Housing, Supportive Services for Veteran's Families, Healthy Communities Collaborative, Best Single Source Plus).

Shelter may be extended up to 90 days with 2 one-month emergency extensions on approval basis, case management and employment services also 90 days unless enrolled in long term housing programs where case management may extend for 12 to 18 additional months, and child care is short-term (60 days) until referred to mainstream care.

Funding

The total TCHHS/VS investment in the Pathways and Partnerships program from October 1, 2015 through September 30, 2016 was $98,319. This investment comprised 3.1% of the total program budget.

The Salvation Army, A Georgia Corporation

Pathways and Partnerships

Eligibility Criteria

The target population of Pathways and Partnerships is adults and families (age 18 or older or accompanied by a parent or legal guardian) experiencing homelessness in Travis County. The program is limited to those residing in The Salvation Army Social Service Center 242 bed multi-population emergency shelter. Returning adults may have limited access due to previous criminal trespass warning (1 year) or no further service status (up to 3 months) due to violent or non-compliant history in the Homeless Management Information System (HMIS). Adults with sex offender status are excluded from entering emergency shelter.

The Salvation Army, A Georgia Corporation: Pathways and Partnerships

Performance Goals and Results

The Pathways and Partnerships program met all performance goals for all but one measure. Staff explained that the number of unduplicated clients served (see the first output) was lower than projected due to slower turnover of shelter beds, more single men and women than expected returning to shelter who are not new clients, and a reduction in shelter capacity caused by problems with the air conditioning system at the Social Service Center during August and September.

The number of unduplicated clients provided employment services (see the fifth output) does not match the number reported in the percentage of clients in employment services who improve their employment status (see the second outcome) because the output is measured at program entry while the outcome reflects clients at program exit. Staff noted that an increasing number of clients utilize their Learning Lab, which is open four days per week, which led to more adults participating in these services.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	2,651	3,333	80%
Number of bed nights provided	87,413	84,336	104%
Number of meal equivalents served	252,742	280,000	90%
Number of unduplicated clients provided case management	782	817	96%
Number of unduplicated clients provided employment services	341	373	91%
Outcomes			
Percentage of case managed homeless persons who exit shelter to safe and stable housing	72% (586/809)	70% (526/752)	104%
Percentage of homeless adults participating in employment services who improve their employment status	75% (404/538)	75% (280/373)	100%

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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