Workforce Development

FY 2017 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

FEBRUARY 2018

Workforce Development

FY 2017 Community Impact Report

Travis County Health and Human Services
Research & Planning Division

County Executive
Sherri E. Fleming

Project Leads
Courtney Bissonnet Lucas
Brittain Ayres

Lead Writer
Brittain Ayres

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

Questions or Comments?

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

TRAVIS COUNTY
HEALTH and HUMAN SERVICES

PURPOSE

Who we are:

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

What we do:

Address community needs through internal and external investments and services

What we strive to accomplish:

Maximize quality of life for all people in Travis County

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

VALUES

We value helping people.

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

We value the accountability and integrity of our staff.

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

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

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

Table of Contents

Introduction 5

Community Conditions 7

Investment Overview 16

American YouthWorks: YouthBuild Workforce Development 20

Capital IDEA: Long-Term Training 22

LifeWorks: Workforce Development. 24

Literacy Coalition of Central Texas: Literacy Illuminates 26

Literacy Coalition of Central Texas: Workforce Infusion. 28

Skillpoint Alliance: Gateway 30

Travis County ESD#4: Travis County ESD 4 Fire & EMT Academy 32

Workforce Solutions Capital Area Workforce Board: Workforce and Education Readiness Continuum - Travis County (WERC TC) 34

Appendix. 37

Endnotes 38

Introduction

The Travis County Commissioners Court, through the Travis County Health and Human Services Department (HHS), annually invests over $19.5 million in community-based social service programs. These Department investments align with and supplement our direct services to meet the needs of local residents. Community-based organizations are frequently geographically and culturally embedded in the communities they serve and are often best positioned to provide needed services.

Purpose of Report

The annual Community Impact Report provides an overview of HHS investments in health and human services. The *FY 2017 Community Impact Report* offers highlights of community conditions most pertinent to the services purchased, and details investment, programmatic, and performance information on the Department's social service contracts. This information allows policy makers, program managers, and others to better understand these investments, recognize accomplishments, identify areas for improvement, disseminate lessons learned, and highlight areas warranting further research.

Organization of Report

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

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

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

Notes on Methodology

Community conditions discussed in this report reflect the most recent information available at the time of writing. The majority of the social service contracts included in the report followed a fiscal year calendar (October 1, 2016 through September 30, 2017) unless otherwise noted. Program and performance highlights are drawn from contracts and reports provided by contracted service providers. Estimates from the American Community Survey have been tested at a 90% confidence level for reliability. In some cases, all noted, estimates were unreliable due to small sample sizes.

Considerations When Reading This Report

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

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

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

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

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

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

Community Conditions

Workforce Development Goals and Services

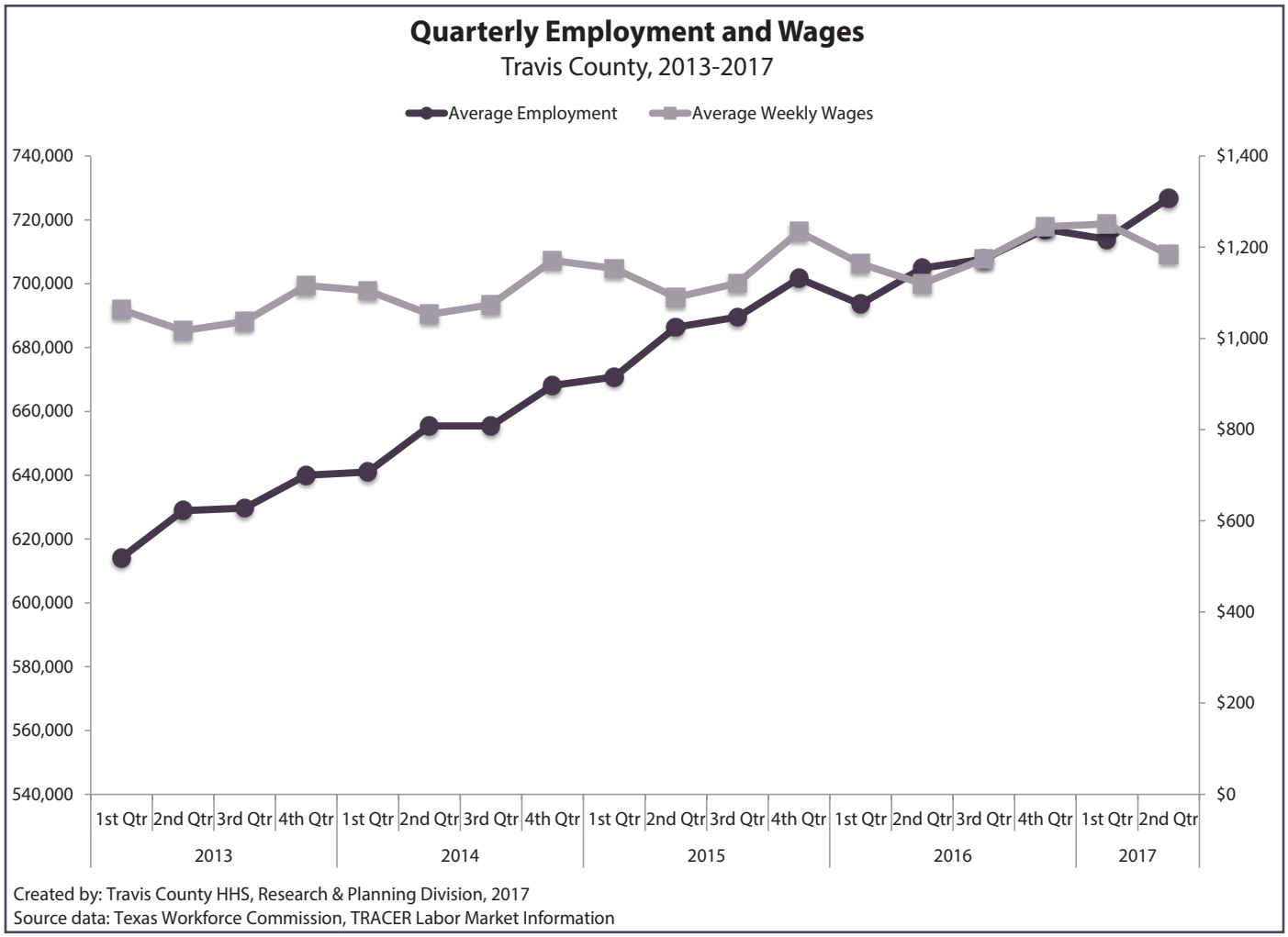
Programs and services within this issue area provide a continuum of employment, training, and adult education services to help individuals improve workplace skills, obtain employment, succeed in the workplace, and help employers secure a skilled workforce. Services may include: Literacy, GED, and adult basic education; English as a Second Language (ESL) classes; job readiness and occupation-specific training (including, but not limited to, vocational certification and formal higher education opportunities); job search and job placement assistance; and related instruction, coaching, or counseling leading to employment and earnings gain.

Highlights of Community Conditions

It is estimated that by 2020, 62% of jobs in Texas will require postsecondary education.[1] In 2016, 36% of Texas residents age 25 and older had an Associate's degree or higher level of educational attainment.[2] Workforce development services and programs play an integral role in growing the state's workforce capacity. The need for services is influenced by residents' various demographic characteristics and factors in the labor market. In Travis County, the unemployment rate is 2.5% as of October 2017[3] and 53% of the residents age 25 and older had an Associate's degree or higher.[4] Workforce development and training programs provide an opportunity for residents to build their skills and improve their employment prospects.

Current State of the Local Economy: Employment and Unemployment

In Travis County, an average of 726,717 individuals were employed with average weekly wages of $1,184 according to 2017 second quarter data.[a,5] The overall number of individuals employed increased 2% between October 2016 and October 2017.[6] Over the last five years, the average number of individuals employed and average weekly wages increased 16% in Travis County.



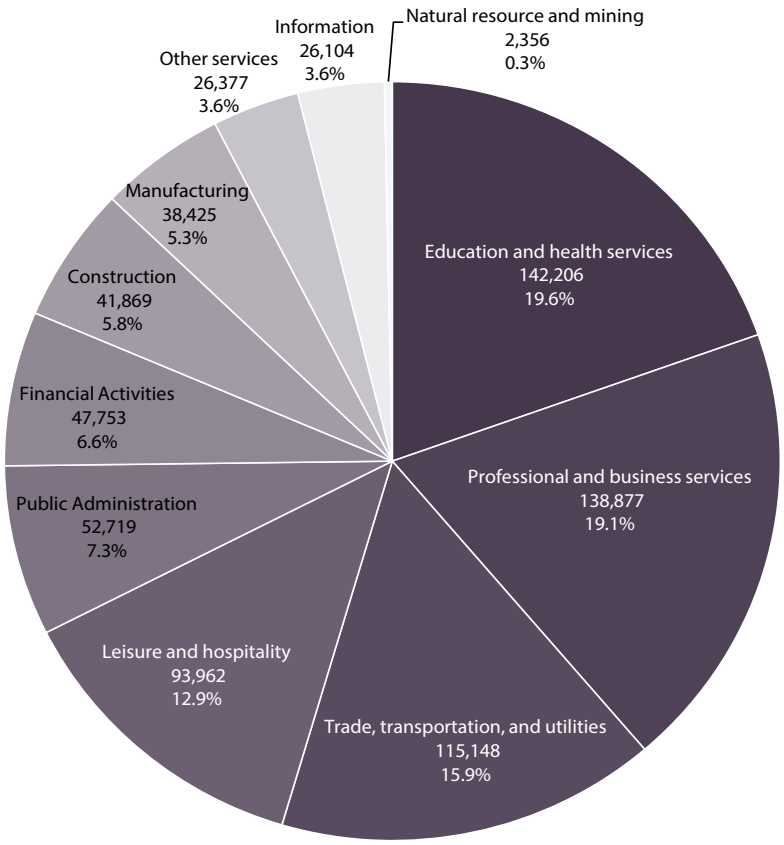
Created by: Travis County HHS, Research & Planning Division, 2017
Source data: Texas Workforce Commission, TRACER Labor Market Information

a At the time of this research, only first and second quarter data was available for 2017.

According to second quarter data in 2017, the industries employing the largest number of individuals in Travis County are Education and health services (142,206) and Professional and business services (138,887).[7] The Professional and business services industry had the lowest percent increase from 2016 to 2017 at 2.3%.[8] The Construction and Public administration industries grew the most from year to year, 4.6% and 4.5%, respectively.[9] The majority of employees in Travis County work for private employers (82%), while the remaining 18% of employees are divided between State (8%), Local (8%), and Federal government (2%).[10]

Employment by Industry

Capital Area Workforce Development Area, October 2017

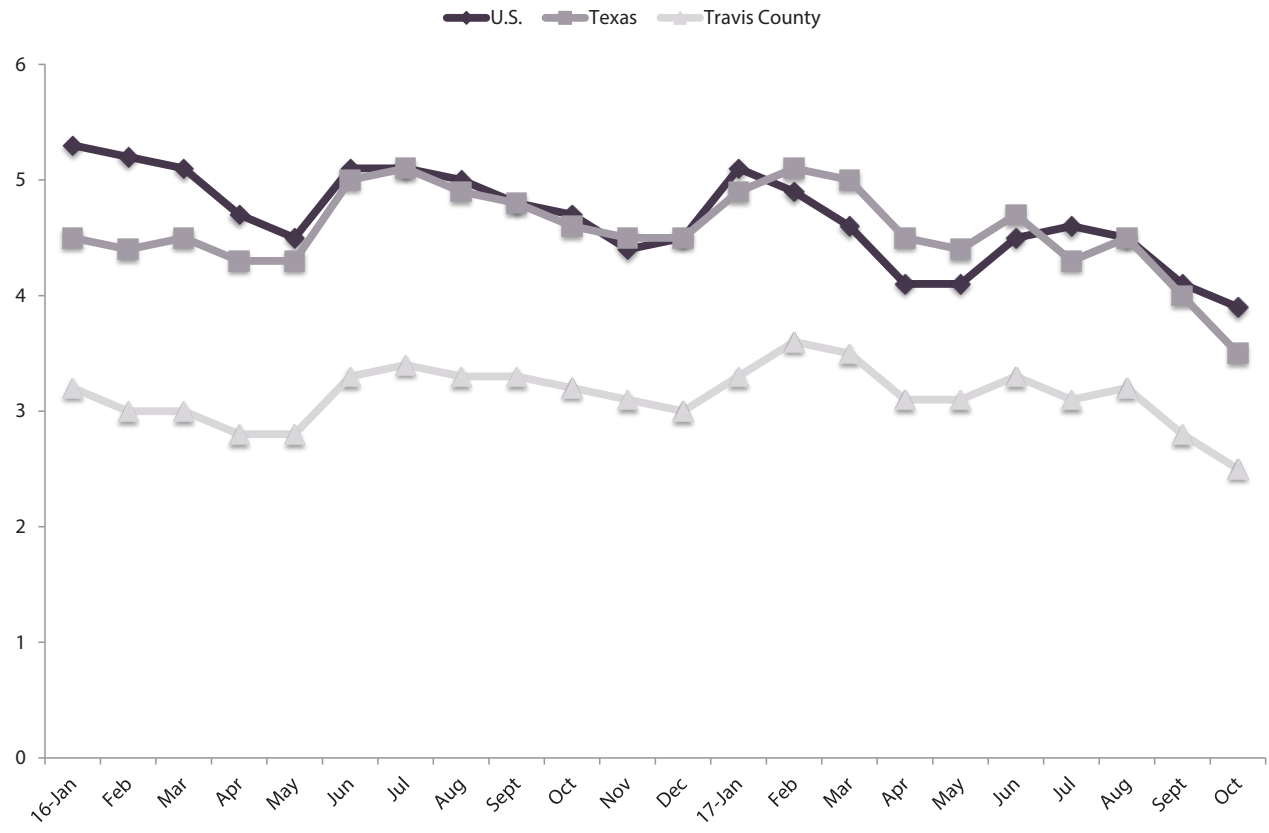


Created by: Travis County HHS, Research & Planning Division, 2017
Source data: TRACER Texas Labor Market Information, October 2017

Unemployment is a measure of individuals 16 and older, who have no job but are available for and actively seeking work.[b,11] The 2017 unemployment rate (not seasonally adjusted[c]) in Travis County began at 3.3% in January and decreased to 2.5% in October (the most recent month of unemployment data at the time of this research).[12] Over the past two years, Travis County's unemployment rate has been consistently lower than that of Texas and the United States. When comparing October unemployment rates for the past several years, 2017 had the lowest unemployment rate for Travis County since 1999 when the unemployment rate was 2.3%.[13] From October 2016 to October 2017, the number of unemployed individuals in the county decreased by 22%, from 22,044 to 17,218 individuals.

Unemployment Rates

U.S., Texas, Travis County, 2016-2017



Created by: Travis County HHS, Research & Planning Division, 2017
Source data: Texas Workforce Commission, TRACER Labor Market Information

Note: At the time of this research, 2017 unemployment rate information was only available through October.

b Actively seeking work during the reference week, which is the week including the 12th of the month. (http://www.tracer2.com/admin/uploadedPublications/330_acronyms.pdf, page 17)

c No adjustment of the time-series data to eliminate the effect of seasonal variations. This data is the actual data with no seasonal adjustments made. (http://www.tracer2.com/admin/uploadedPublications/330_acronyms.pdf)

Not included in the unemployment rate are individuals who are "discouraged workers" or "marginally attached to the labor force." Discouraged workers are those that are "not in the labor force, want and are available for work, and had looked for a job sometime in the prior 12 months" but had not searched for employment in the prior 4 weeks specifically because they believed no jobs were available for them, while marginally attached includes discouraged workers "with the exception that any reason could have been cited for the lack of a job search in the prior 4 weeks."[14] Statistics based on these definitions of unemployment are not available at the local level but are calculated as a four-quarter average[d] for the nation and state-level. Between October 2016 and September 2017, an average of 13.4 million Texans were in the labor force (seasonally adjusted).[15] Approximately 4.5% (about 604,000) of those workers were unemployed, another 0.3% (about 40,000) were discouraged workers, and 0.6% were (about 80,575) were marginally attached to the labor force.[16] The unemployment rate for the combination of unemployed, discouraged workers, and marginally attached workers in Texas is 5.4% compared to the traditional unemployment rate of 4.7%.[17]

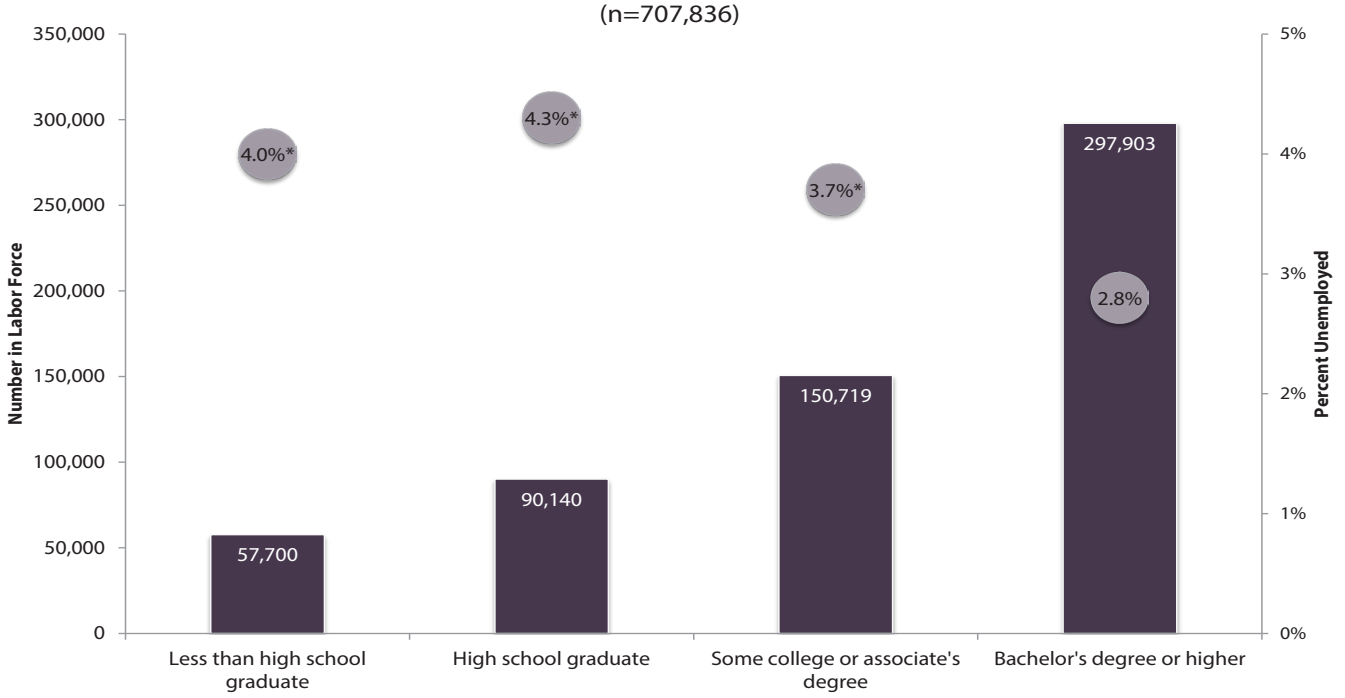
Education, Employment, and Earnings

There are strong correlations between educational attainment and employment, and educational attainment and earnings. In 2016, the unemployment rate among college graduates was 2.8%.[18] For those with some college or an associate's degree the unemployment rate was 3.7%; for high school graduates 4.3% were unemployed, and for those without a high school diploma the rate was 4%.[e, 19]

Earnings increase with each additional level of education. Among Travis County residents age 25 and over with earnings, high school graduates earned 23% more than those who did not graduate high school. Those with some college or an associate's degree earned 26% more than those with only a high school degree, while those with a bachelor's degree earned 31% more than those with some college or an associate's degree; finally those with a graduate or professional degree earned 32% more than those with a bachelor's degree.[20]

d The alternative measures for states are analyzed on a 4-quarter average basis in order to increase the reliability of the CPS estimates, which are based on relatively small sample sizes at the state level, and to eliminate seasonality. (https://www.bls.gov/lau/stalt.htm)

e Estimates for unemployment rates for those with less than high school graduates, high school graduates, and some college or associate's degree are not reliable at a 90% confidence level for the one-year sample.



*This estimate is not reliable at a 90% confidence level.
Created by: Travis County HHS Research & Planning Division, 2017
Source data: 2016 American Community Survey 1-Year Estimates, B23006

Regardless of educational attainment, disparities in median wages between males and females exist at every education level: males with less than a high school diploma or GED earn 46% more than their female counterparts; male high school graduates earn 22% more than female graduates; males with some college or an associate's degree earn 26% more than females with the same education level; males with a bachelor's degree earn 30% more than their female counterparts; and males with a graduate or professional degree earn 46% more than females with the same educational attainment.[21]

Median Earnings In The Past 12 Months* By Sex By Educational Attainment

Population 25 Years And Over With Earnings, Travis County, 2016

Educational Attainment	*Total*	*Male*	*Female*
Less than high school graduate	23,735	27,425	17,161
High school graduate (includes equivalency)	29,895	32,415	26,000
Some college or associate's degree	38,678	42,164	32,622
Bachelor's degree	52,806	63,002	46,665
Graduate or professional degree	72,676	91,422	56,938

*In 2016 Inflation-Adjusted Dollars
Created by: Travis County HHS, Research & Planning Division, 2017
Source data: 2016 American Community Survey 1-Year Estimates, B20004

Impacted Populations

Some individuals face additional barriers to accessing educational attainment, workforce development, and employment opportunities:

Rural Area Residents

Despite the economic growth and prosperity occurring in the Austin-Round Rock Metropolitan Statistical Area, individuals living in more rural areas can face challenges accessing employment due to transportation and limited local job opportunities. The unemployment rate in the outskirts of Travis County is 3.8% compared to 2.7% in the City of Austin.[22] Additionally, the increasing costs of housing in the City of Austin is causing the area to become even less affordable.[23]

Formerly Incarcerated Individuals

Individuals with a criminal record face significant barriers to employment. In 2016, nearly 2,000 individuals convicted in Travis County were released from prison or state jail.[24] Employment significantly reduces the risk of recidivism for formerly incarcerated individuals,[25] although obtaining employment with a criminal record can be extremely difficult. Formerly incarcerated individuals face difficulties in obtaining education and job training; securing job interviews and employment due to background checks; and a disconnected patchwork of laws and regulations that bar these individuals from working in many industries and occupations.[26]

Opportunity Youth

Opportunity youth are 16 to 24-year-olds who are disconnected from school and/or work. There are an estimated 13,880 Opportunity Youth in Travis County (comprising 9.7% of 16-24 year olds in the county) although that number is likely an underestimate given the difficulty in tracking youth that are disconnected.[27] These young people often miss out on key educational and employment experiences and are at an increased risk for negative outcomes including long-term unemployment, poverty, and involvement with the criminal justice system.[28]

Foreign Born Individuals

Just over 200,000 individuals (17%) in Travis County are foreign born.[29] While the employment rates for native and foreign born residents in the county are similar, the educational attainment differs significantly. Of the population 25 years and older, 11% did not graduate high school. Within the native born population, 6% did not graduate high school while 31% of the foreign born population did not graduate high school.[30] Half of foreign born residents in Travis County (51%) also report speaking English

less than "very well."[31] Lower educational attainment and a lack of literacy can be barriers to employment for this population.[32]

Emerging Trends

Master Community Workforce Plan

In May 2017, city, county and local business officials unveiled a regional workforce training plan that lays out a common agenda and established a framework for collaboration to coordinate the region's workforce development organizations and educational institutions. Led by the local workforce board, Workforce Solutions Capital Area, the plan aims to align education and training providers' training programs with employers' needs. The workforce plan will help 10,000 economically disadvantaged individuals secure middle-skill jobs by 2021.[33]

Fair Chance Hiring

In 2016, the City of Austin's Fair Chance Hiring Ordinance went into effect. The ordinance aims to reduce recidivism and unemployment and increase re-integration for qualified job applicants with criminal histories. The law places restrictions on certain employers regarding when they can ask about a job applicant's criminal history and how that information is used during the hiring process.[34]

Further Resources

Workforce Development has strong ties with the Child and Youth Development and Food and Transportation issue areas. Access to child care and transportation are key support services for workers and their families. Community conditions and trends related to these issue areas, as well as information on the Department's investments, can be found in their respective issue area sections.

Below are some selected resources for additional information regarding workforce development and related topics.

Austin Community College, Division of Adult Education

www.austincc.edu/abe

As the fiscal agent of the Capital Area Adult Education Consortium for federally funded adult education (WIOA Title II) for Travis County, Austin Community College is the largest regional provider of adult education services, as well as one of the ten largest providers in Texas. Classes include GED, ESL and Job Training.

Jobs for the Future

www.jff.org

Jobs for the Future works with partners in more than 100 communities across 39 states to design and drive the adoption of and improve education and career pathways leading from high school to college to family-sustaining careers.

Literacy Coalition of Central Texas

www.willread.org

The Literacy Coalition of Central Texas (LCCT) plays a central role in coordinating and supporting high-quality literacy services throughout Central Texas, including adult basic education, family literacy, workplace literacy, health literacy, and literacy for speakers of other languages.

The Ray Marshall Center for the Study of Human Resources

www.raymarshallcenter.org

Part of the Lyndon B. Johnson School of Public Affairs at the University of Texas at Austin, the Ray Marshall Center is a university-based research center dedicated to strengthening education, workforce, and social policies and programs that affect current and future generations of American workers.

Texas Workforce Commission

www.texasworkforce.org

Texas Workforce Commission (TWC) is charged with overseeing and providing workforce development services to employers and job seekers of Texas. As of September 1, 2013, TWC also has oversight over the Adult Basic Education system (transferred from the Texas Education Agency). Their Labor Market and Career Information site provides access to labor market data, career resources, reports and publications, and career searches.

Workforce Solutions Capital Area Workforce Board

http://www.wfscapitalarea.com/

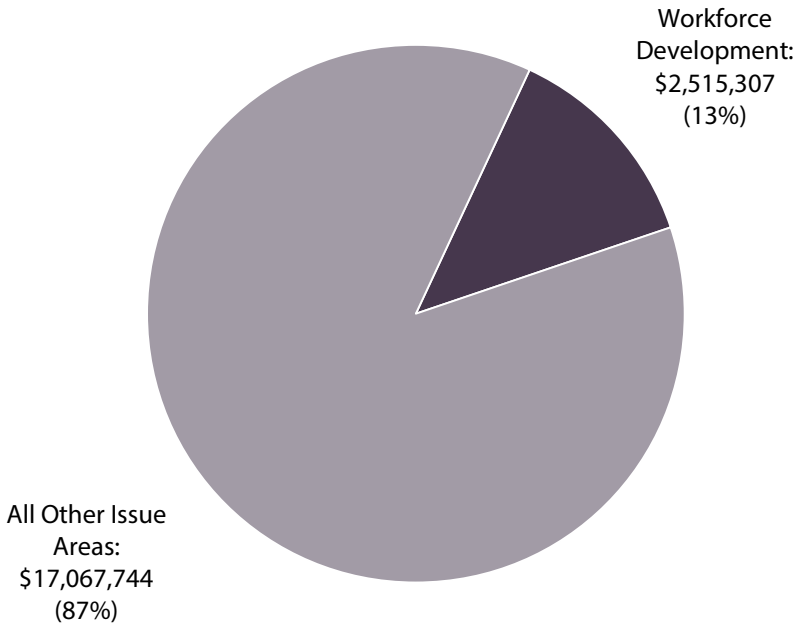
Workforce Solutions Capital Area is the leadership and governing body for the regional workforce system in Travis County. The organization is responsible for the planning, oversight, and evaluation of workforce development activities in the Austin/Travis County area.

Investment Overview

Our Investment

HHS has contracted programs that offer workforce development services to help ensure the development of a skilled workforce. Services focus on training, assistance, and adult education designed to help individuals gain the skills and knowledge necessary to obtain and retain employment, while helping meet employer demand for skilled workers.

Investment in Workforce Development and Other Issue Areas, FY 2017



Funding Summary

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

Agency Name	Program Name	FY 2017 Funding Amount
American YouthWorks	Travis County Metro Parks Program	$100,000
American YouthWorks	YouthBuild Workforce Development	$145,000
Capital IDEA	Long-Term Training	$760,800
LifeWorks	Workforce Development	$241,196
Literacy Coalition of Central Texas	Workforce Infusion	$241,196
Literacy Coalition of Central Texas	Literacy Illuminates	$30,000
Skillpoint Alliance	Gateway	$270,800
Travis County ESD#4	Travis County ESD 4 Fire & EMT Academy	$96,000
Workforce Solutions Capital Area Workforce Board	Workforce and Education Readiness Continuum - Travis County	$630,315

Workforce Development Client Demographics

The table below summarizes the demographics for clients served across Workforce Development service providers. Note that clients participating in more than one workforce development program are counted multiple times.

Gender	Num.	Pct.
Female	2,019	49%
Male	1,514	37%
Transgender	3	0.1%
Unknown	544	13%
Total	*4,080*	*100%*

Ethnicity		
Hispanic or Latino	1,718	42%
Not Hispanic or Latino	1,749	43%
Unknown	613	15%
Total	*4,080*	*100%*

Race		
American Indian and Alaska Native	39	1%
Asian	133	3%
Black or African American	966	24%
Native Hawaiian and Other Pacific Islander	10	0.2%
White	1,894	46%
Some other race	289	7%
Two or more races	57	1%
Unknown	692	17%
Total	*4,080*	*100%*

Age	Num.	Pct.
15 to 17	140	3%
18 to 24	1,196	29%
25 to 39	1,306	32%
40 to 54	653	16%
55 to 64	194	5%
65 to 74	27	1%
75 and over	4	0.1%
Unknown	560	14%
Total	*4,080*	*100%*

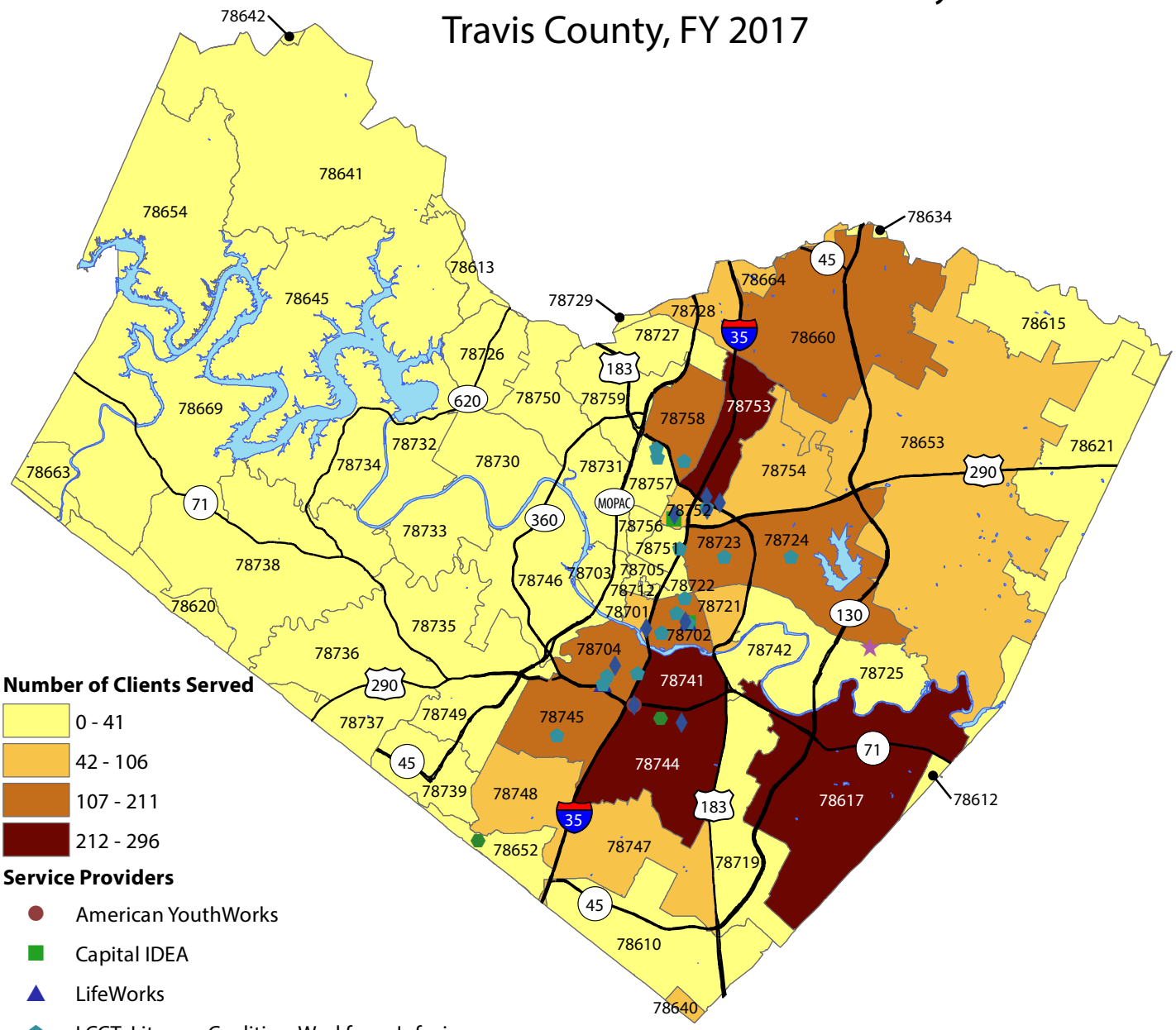
Income		
<50% of FPIG	1,501	37%
50% to 100%	539	13%
101% to 150%	639	16%
151% to 200%	443	11%
>200%	59	1%
Unknown	899	22%
Total	*4,080*	*100%*

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

See Appendix for specific income guideline levels.

Workforce Development

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



Number of Clients Served

- 0 - 41
- 42 - 106
- 107 - 211
- 212 - 296

Service Providers

- American YouthWorks
- Capital IDEA
- LifeWorks
- LCCT: Literacy Coalition-Workforce Infusion
- Skillpoint Alliance
- Travis County ESD#4
- Workforce Solutions

Service provision locations are not included for LCCT Literacy Illuminates, given its program design of a community-wide public awareness campaign.

Notes: This map shows 3,493 clients by ZIP code. 587 clients (14% 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 were not collected for LCCT Literacy Illuminates, as this program was a public awareness campaign.

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

N
0 2.5 5 Miles

American YouthWorks

YouthBuild Workforce Development

Program Description

The goal of this program is to connect Opportunity Youth to employment and education. Participants gain hands-on experience while earning industry-recognized certificates, college credits, and college scholarships in addition to a high school diploma or GED.

As a full-time program, students attending academic classes spend 16-20 hours/week in vocational training, while participants who have completed their GED or Diploma spend up to 40 hours per week in vocational training programs. Training includes some classroom instruction, but mainly features hands-on practice on real-world projects that prepare students for the work environment. Vocational training tracks include: construction, Media Corps: Computer Refurbishing, Media, & Design; TX Conservation Corps: Natural Resource Management; and Medical Careers.

In addition, Travis County HHS pays the American Youthworks TX Conservation Corps program through the Travis County Metro Parks Project to conduct improvements to Travis County parks. These projects serve as a hands-on, work-based learning opportunity for participants in the Workforce Development program described above.

Funding

The total HHS investment in the YouthBuild Workforce Development program from October 1, 2016 through September 30, 2017 was $145,000 . This investment comprised 7.8% of the total program budget. The additional HHS investment towards the Travis County Metro Parks Project for FY 2017 was $100,000.

Eligibility Criteria

The target population for this program is young people ages 16-28 who are disconnected from education and employment; most have family incomes at or below 80% of Median Family Income (MFI) or 200% of Federal Poverty Income Guidelines (FPIG) and face a variety of barriers to reconnecting, including homelessness, pregnant or parenting, LGBT youth, involvement in the criminal justice or foster care systems, mental health issues and persons with disabilities. One-half of enrollees have not have completed High School; no more than 10% fall outside the target population for age or income.

American YouthWorks: YouthBuild Workforce Development

Performance Goals and Results

The YouthBuild Workforce Development program exceeded all performance goals. Staff report that the program's enrollments were higher than expected due to program expansion (see outputs). The percentage of successfully exiting participants receiving job placement services, who obtained employment, post secondary education, apprenticeship training, the military or other national service has increased due to staff maintaining relationships with participants after they leave the program, making it easier to follow-up and verify gainful employment and retention (see second and fourth outcomes).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	273	160	171%
Number of participants enrolled in vocational training	273	160	171%
Number of participants enrolled in academic classes	109	80	136%
Outcomes			
Percentage of successfully exiting participants	79% (126/159)	80% (96/120)	99%
Percentage of successfully exiting participants receiving job placement services, who obtained employment, post secondary education, apprenticeship training, the military or other national service	90% (113/126)	78% (75/96)	115%
Percentage of successfully exiting participants who obtained employment at $10.00/hr. or more	52% (51/99)	53% (28/53)	98%
Percentage of successfully exiting participants who obtained employment, post secondary education, apprenticeship training, the military or other national service and retained placement for 6 months or longer	86% (71/83)	75% (56/75)	115%

Capital IDEA

Long-Term Training

Program Description

Capital IDEA's goal is to lift low-income adults out of poverty by providing financial and wrap-around support through multiple-year, certificate and degree-level education for in-demand, living wage occupations identified by area employers in need of highly skilled workers. Program components include developmental education, job training, and career placement services. In addition to having all tuition, fees, and books paid for by Capital IDEA, participants receive individualized case management, and wrap-around support services.

Funding

The total HHS investment in the Long-Term Training program from October 1, 2016 through September 30, 2017 was $760,800 . This investment comprised 21.1% of the total program budget.

Eligibility Criteria

Capital IDEA's target population is low-income adults in Austin and Travis County who are unemployed, underemployed, or hard to employ and who are willing to commit to long-term training but who face multiple barriers to completing a long-term education program, such as an inability to pay for childcare, lack of funds for tuition, books, and fees, and poor academic preparation. In order to receive services, clients must have incomes at or below 200% of Federal Poverty Income Guidelines (FPIG), be a resident of Central Texas (10-County region), at least 18 years or older, a U.S. citizen or permanent resident, and have a high school diploma or GED but have not already completed a college degree.

Capital IDEA: Long-Term Training

Performance Goals and Results

The Long-Term Training program exceeded nearly all the performance goals. According to staff, the program began the contact year with more students enrolled than the yearly goal and staff have adjusted the program goal accordingly for the next year (see first output). The program has increased recruitment of students directly out of high school, which has increased the number of students entering College Prep Academy and the percentage who complete College Prep Academy (see second output and fourth outcome). With increased enrollment numbers, staff report an increase in participants obtaining and retaining employment (see first and fifth outcomes). The increased employment numbers have also resulted in an increase in participants obtaining employment at a wage of $12/hour or higher (see second and third outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,106	700	158%
Number of participants entering College Prep Academy	85	50	170%
Outcomes			
Percentage of participants seeking employment who obtained employment	100% (105/105)	90% (63/70)	111%
Percentage of participants obtaining employment at a wage of $12/hr or higher	100% (105/105)	90% (57/63)	111%
Percentage of participants obtaining employment at a wage of $20/hr or higher	60% (63/105)	51% (32/63)	118%
Percentage of participants who complete the College Prep Academy	85% (60/71)	90% (45/50)	94%
Percentage of clients who obtained employment two (2) quarters prior and retained employment for six months	84% (73/87)	95% (60/63)	88%

LifeWorks

Workforce Development

Program Description

LifeWorks provides underserved youth and young adults with the opportunity to enhance their skills and education to become work-ready. Educational services aim to increase the number of clients progressing to a higher academic level and completing their GED. Job placement and occupational support services work to increase the number of clients entering and then retaining employment.

Funding

The total HHS investment in the Workforce Development program from October 1, 2016 through September 30, 2017 was $241,196. This investment comprised 32.7% of the total program budget. HHS also funds two additional programs at LifeWorks: the Counseling program, which is described in the Behavioral Health report.

Eligibility Criteria

Services are designed to meet the unique skill set and needs of youth and young adults (ages 16 to 26) who have had high barriers to educational success and workforce experience. To be eligible for services, clients who are 18 years old or older must show proof of income. Most families have incomes at or below 200% of Federal Poverty Income Guidelines (FPIG), but the program does not exclude someone from participating based on income. Clients must be residents of Travis, Williamson, Hayes, or Bastrop counties, be able to show proof of identity, and evidence of the ability to read at a level sufficient to effectively engage in services.

LifeWorks: Workforce Development

Performance Goals and Results

The Workforce Development Program had mixed performance results for the program year. Staff report that a decrease in enrollment can be attributed in part to the lack of affordable housing in Austin/Travis County causing families and youth to move to other counties (see first and second output). The number of youth services in GED services was also impacted by changes to truancy laws that resulted in fewer youth being court-ordered to GED programs and changes to the GED test that make it a less appealing option, as well as increased graduation rates, and credit recovery programs (see second output). The number of clients served in workforce services is higher than the goal due to the program beginning the year with a high number of clients enrolled as well as the success of the program model in engaging youth in services (see third output). Low student attendance and engagement resulted in a low number of Literacy Track youth who received services in the fourth quarter(see first outcome). Increased one-to-one instruction has resulted in higher number of clients taking and passing at least one GED Ready subject-specific exam (see second outcome). Many clients were employed upon entering the program and an increase in the number of clients receiving workforce services was greater than expected due to increased referrals for services, which lead to the mixed performance of youth entering employment (see third outcome). Because many clients are seeking entry-level jobs, the hourly wages are lower than $12/hour (see fourth outcome). Clients in the Workforce Development program tend to cycle in and out of jobs until they find employment that is a right fit, which has led to low performance in job retention (see fifth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served in workforce and education services	170	210	81%
Number of youth served in GED and Literacy services	102	160	64%
Number of clients served in Workforce services	83	50	166%
Outcomes			
Percentage of Literacy Track youth who progress to the next academic level	79% (85/107)	75% (102/136)	106%
Percentage of youth who pass a GED Ready subject-specific exam during the reporting period	83% (30/36)	75% (18/24)	111%
Percentage of youth entering employment	44% (36/81)	66% (33/50)	67%
Average starting hourly wage	$9	$12/hr	78%
Percentage of clients retaining employment at six months	21% (9/42)	39% (13/33)	54%

Literacy Coalition of Central Texas

Literacy Illuminates

Program Description

The Literacy Illuminates program is a strategically designed outreach campaign to promote the Coalition Partners' enrollment periods though radio advertisements and community events. The program aims to improve outreach to adults in need of literacy programs, such as basic reading, writing, English as Second Language (ESL), workplace skills and more; raise awareness of literacy programs and literacy services navigation system (2-1-1); and increase the number of individuals who access services from a wide network of service providers across Travis County.

Funding

The total HHS investment in the Literacy Illuminates program from November 1, 2016 through September 30, 2017 was $30,000. This investment comprised 73% of the total program budget. HHS also funds the Literacy Coalition-Workforce Infusion program, which is described later in this report.

Eligibility Criteria

The program targets adults and families in Travis County who experience low literacy. Adult literacy learners are generally newly immigrated adults from various countries of origin and/or citizens who dropped out of high school and now seek to improve their education and job skills. Most adult literacy students are working-age, low-income adults with young children. There are no eligibility requirements for this program.

.

Literacy Coalition of Central Texas: Literacy Illuminates

The Literacy Illuminates program exceeded all the performance goals for the year. The program implemented a new program design this year and staff were not sure what to expect for performance measures (see outputs). Performance results from this year are being used as benchmarks for the program in the next year. The program design resulted in significant improvements in Facebook outreach efforts (see first and second outcomes). While the number of literacy-related phone calls in campaign months was more than anticipated, the rate was lower. The program will continue to develop outreach efforts in the next program year (see third outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of people reached at Literacy Coalition Central Texas community event	2,010	200	1,005%
Total number of times (impressions) radio commercials will be heard by all listeners during campaign months	2,911,001	1,000,000	291%
Number of people reached through Facebook during campaign months	16,566	2,000	828%
Number of literacy-related phone calls to 2-1-1 during campaign months	393	100	393%
Outcomes			
Percentage of people who were reached on Facebook and who subsequently became engaged	13% (2,119/16,566)	5% (100/2,000)	256%
Percentage change in social media engagement from same months in 2016 to campaign months in 2017	70% (2,119/1,247)	25% increase (100/80)	280%
Percentage change in literacy-related phone calls from same months in 2016 to campaign months in 2017	1% (393/389)	25% increase (100/80)	4%

Literacy Coalition of Central Texas

Workforce Infusion

Program Description

The Literacy Coalition-Workforce Infusion initiative works to increase employment, career advancement and job retention rates by overlaying workforce development programming on the existing adult literacy programs. Specialized workforce curriculum builds career awareness, increases employability skills and empowers clients to make more informed decisions about future education and training needs, while simultaneously improving language comprehension.

Funding

The total HHS investment in the Literacy Coalition-Workforce Infusion program from October 1, 2016 through September 30, 2017 was $241,196. This investment comprised 31.5% of the total program budget. HHS also funds the Literacy Illuminates program, which is described previously in this report.

Eligibility Criteria

This program targets low-skilled, working age adults who are currently enrolled in adult literacy programming at a community based organization in Travis County, and have goals to improve their job status and/or career trajectory. Clients must have gross family income at or below 200% of Federal Poverty Income Guidelines (FPIG), be at least 18 years of age, and be a current resident of Travis County in order to be eligible for services.

Literacy Coalition of Central Texas: Workforce Infusion

The Workforce Infusion program had mixed performance for the year. Staff report that the program served more clients due to increased enrollment in ESL classes at partner sites and pilot projects an vocational training sites (see first and third outputs). The number of clients showing a learning gain on a standardized test is lower than anticipated due to fewer clients completing the 12 hours of literacy instruction. Staff report that partner sites have seen decreased enrollment over time due to the political climate (see first outcome). The program enrolled more clients than expected in work-readiness credentials, but had fewer clients successfully complete credentials (see second outcome). The program plans to refine the recruitment and service delivery approach to address this in the next year. The percentage of clients with improved employment status is lower than anticipated due to staff turnover (see third outcome). The program consistently sees that clients find new or improved employment and then stop attending classes making it difficult to track retention (see fourth outcome). Due to partnerships with English at Work and vocational training sites, students are leaving classes and training with higher hourly wages (see fifth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,271	1,000	127%
Number of unduplicated clients receiving all literacy instruction (ESL, ABE, GED, and Digital Literacy)	805	882	91%
Number of unduplicated clients receiving work readiness skill-building services	696	400	174%
Outcomes			
Percentage of clients showing a learning gain on a standardized test	89% (306/342)	65% (529/810)	137%
Percentage of clients successfully completing a work-readiness credential	42% (291/696)	70% (280/400)	60%
Percentage of clients with an improved employment status	9% (66/696)	25% (100/400)	38%
Percentage of clients reporting improved employment status who maintained their improved employment status at 6 months	27% (29/107)	50% (50/100)	54%
Average wage at initial report of employment status	$12	$10/hr	119%

SKILLPOINT ALLIANCE

Gateway

Program Description

The Gateway program strives to improve the work-preparedness and employment status of residents with economic and social barriers. This is achieved through industry-recognized, entry-level rapid employment training, preparation for relevant certifications and licensure exams, and close employer partnerships so that program staff can support participants in obtaining employment. All services are provided at zero cost to participants.

Funding

The total HHS investment in the Gateway program from October 1, 2016 through September 30, 2017 was $270,800 . This investment comprised 32% of the total program budget.

Eligibility Criteria

In order to receive services, a client must be a resident of the Central Texas 35 corridor Counties: Travis, Williamson, Hayes, Bastrop, Guadalupe, Comal, Bell, Coryell, McClennan, and Falls counties; be eligible to work in the United States; and have income at or below 200% of Federal Poverty Income Guidelines (FPIG) - except in extenuating circumstances. In addition to these requirements, the program targets individuals who are former offenders, veterans, homeless, and currently incarcerated youth.

SKILLPOINT ALLIANCE: GATEWAY

The Gateway program met most of the performance goals. Staff report that some participants have yet to graduate from the program at the time of reporting (see second, third, and fourth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	246	240	103%
Outcomes			
Percentage of participants who graduate job training	79% (194/246)	85% (204/240)	93%
Percentage of graduates who find work within 30 days	42% (81/194)	75% (153/204)	56%
Percentage of employed graduates who are employed continuously for 180 days	56% (48/85)	60% (92/153)	94%
Percentage of employed graduates with a starting wage of at least $12/hr.	60% (49/81)	60% (123/204)	100%

Travis County ESD#4

Travis County ESD 4 Fire & EMT Academy

Program Description

The goal of the ESD 4 Fire & EMT Academy is to provide comprehensive EMT and firefighter training to cadets so that each cadet is equipped with knowledge and skills to obtain fire certification through the Texas Commission on Fire Protection (TCFP) and the National Registry of Emergency Medical Technicians' (NREMT) EMT-Basic certification to become employed as professional first responders. Cadets in the program receive all services tuition-free, including textbooks, gear, and uniforms. In addition, cadets receive $300/month to help with gas and transportation costs.

Funding

The total HHS investment in the Travis County ESD 4 Fire & EMT Academy program from October 1, 2016 through September 30, 2017 was $96,000. This investment comprised 54.2% of the total program budget.

Eligibility Criteria

This program targets high school graduates in the Central Texas area who have an interest in a firefighting or EMT career, who may not otherwise have the opportunity to attend a fire academy due to cost. In order to be eligible for the program, clients must reside in the six county area: Williamson, Hayes, Bastrop, Caldwell, Bell, or Travis counties; have a high school diploma or GED; and meet TCFP and NREMT criteria regarding criminal background.

Travis County ESD#4: Travis County ESD 4 Fire & EMT Academy

The Travis County ESD 4 Fire & EMT Academy met most performance goals for this program year. Staff report that the six month employment retention for this cohort is not available because the graduates obtained employment during the fourth quarter (see fourth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	15	15	100%
Number of Cadets from Travis County	9	9	100%
Outcomes			
Percentage of Cadets passing the Texas Commission on Fire Protection Structural Firefighter Exam	73% (11/15)	80% (12/15)	92%
Percentage of Cadets passing the National Registry of Emergency Medical Technicians' Exam	60% (9/15)	80% (12/15)	75%
Percentage of graduates who obtain employment in the Fire/EMS Service with a minimum wage of $12/hr	60% (9/15)	67% (8/12)	90%
Percentage of graduates who obtain employment in the Fire/EMS Service and retain employment for 6 months	0% (0/0)	100% (8/8)	0%

Workforce Solutions Capital Area Workforce Board

Workforce and Education Readiness Continuum–Travis County (WERC TC)

Program Description

The Workforce and Education Readiness Continuum–Travis County (WERC-TC) is a component of the larger WERC program, which is a collaboration of 8 community partners who provide assessment, targeted education services, occupational training, GED training, work readiness education, and support services to help clients obtain employment and transition out of poverty. Four WERC partners make up WERC–TC: Goodwill, Austin Area Urban League, American Youthworks, and Workforce Solutions. These partners coordinate to ensure clients receive the specific services they need by developing an Individual Employment Plan with clients and, depending on the need, provide High School Diploma or GED (Opportunity Youth Only) preparation, Work Readiness Instruction, Vocational Certification Programs, Training-related Paid Work Experiences/Internships, Resume, Interviewing, and Job Search Workshops, Customized Job Search and Placement Assistance. Partners also assist clients in transitioning into the next appropriate service or employment.

Funding

The total HHS investment in the Workforce and Education Readiness Continuum–Travis County (WERC-TC) program from October 1, 2016 through September 30, 2017 was $630,315. This investment comprised 24.8% of the total program budget. HHS also funds three additional programs at Workforce Solutions Capital Area Workforce Board–the Child Care Local Match program, the Continuity of Child Care Services System program, and the Quality Child Care Collaborative program, all of which are described in the Child and Youth Development issue area report.

Eligibility Criteria

All WERC–TC clients are residents of Travis County; over the age of 16; earn less than 200% of the Federal Poverty Income Guidelines (FPIG); and are a United States citizen, have "Right-to-Work" status or are in the process of gaining this status. Clients are promising candidates who have barriers to enrollment, such as: limited English proficiency; no high school diploma/GED; teen parenting; former incarceration; homelessness; and/or drug/alcohol issues. In particular, staff target formerly incarcerated persons, recipients of other public assistance, Opportunity Youth, and clients living in rural areas.

Workforce Solutions Capital Area Workforce Board: WERC–TC

The WERC program exceeded the performance goals for this year. According to staff, the number of clients served was higher than expected due to the number of carryover clients from the previous year and additional outreach in the summer months for occupational training (see first output). The number of clients enrolled in high school or GED program was higher than expected because of students enrolling in additional support services and enrolling in dual programs (see second output and first outcome). The number of clients enrolled in an occupational training program is higher than expected due to carry over clients and partner agencies providing occupational training in the form of job readiness prep (see third output). The number of clients in an internship was higher than expected due to the need for immediate employment for self-sufficiency and the need for short-term paid training to increase employability (see fourth output and third outcome). The number of clients exiting programs is lower than expected because clients are still enrolled in training programs (see second outcome). The percentage of clients who obtain or improve employment after 6 months was greater than expected because case managers we able to confirm employment with clients and use the unemployment database to reflect wages earned (see fifth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	999	600	167%
Number of unduplicated clients enrolled in a High School or GED program	22	7	314%
Number of unduplicated clients enrolled in an occupational training program	374	315	119%
Number of unduplicated clients enrolled in an Internship	74	60	123%

Workforce Solutions Capital Area Workforce Board: WERC–TC

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outcomes			
Percentage of Clients who successfully complete a GED program or gain High School diploma	77% (10/13)	71% (5/7)	108%
Percentage of Clients who successfully complete an Occupational Training program	85% (215/254)	80% (252/315)	106%
Percentage of Clients who successfully complete an Internship program	91% (52/57)	80% (48/60)	114%
Percentage of Clients who obtain or improve employment or enter post-secondary education/ training/national service	68% (400/588)	70% (420/600)	97%
Percentage of Clients who obtain or improve employment or enter post-secondary education/ training/national service and retain employment or continue post-exit pathway after 6 months	63% (337/534)	50% (210/420)	126%
Average Wage at Entry	$13.13	$12/hr	109%

Appendix

2017 Federal Poverty Income Guidelines

Most HHS contracts require programs to serve participants with household incomes at or below 200% of the Federal Poverty Income Guideline (FPIG) level. Some programs have chosen to follow a more stringent threshold. The following table presents the federal poverty thresholds by household size and income.

Household Size	Income Limits by Household Size				
	50%	100%	125%	150%	200%
1 person	$6,030	$12,060	$15,075	$18,090	$24,120
2 persons	$8,120	$16,240	$20,300	$24,360	$32,480
3 persons	$10,210	$20,420	$25,525	$30,630	$40,840
4 persons	$12,300	$24,600	$30,750	$36,900	$49,200
5 persons	$14,390	$28,780	$35,975	$43,170	$57,560
6 persons	$16,480	$32,960	$41,200	$49,440	$65,920
7 persons	$18,570	$37,140	$46,425	$55,710	$74,280
8 persons	$20,660	$41,320	$51,650	$61,980	$82,640
For families/households with more than 8 persons, add $4,160 for each additional person.					

Data source: "2017 Poverty Guidelines for the 48 Contiguous States and the District of Columbia," Office of The Assistant Secretary for Planning and Evaluation, U.S. Department of Health & Human Services, January 26, 2017, https://aspe.hhs.gov/poverty-guidelines.

2017 Austin Median Family Income Guidelines

Some programs may also use Austin MFI guidelines when measuring client incomes. The following table presents the median family income limits established by the U.S. Department of Housing and Urban Development (HUD) for the Austin-Round Rock, TX Metropolitan Statistical Area (MSA).

Household Size	Income Limits by Household Size		
	Extremely Low*	Very Low (50%)	Low (80%)
1 person	$17,100	$28,500	$45,600
2 persons	$19,550	$32,600	$52,100
3 persons	$22,000	$36,650	$58,600
4 persons	$24,600	$40,700	$65,100
5 persons	$28,780	$44,000	$70,350
6 persons	$32,960	$47,250	$75,550
7 persons	$37,140	$50,500	$80,750
8 persons	$41,320	$53,750	$85,950

*The FY 2014 Consolidated Appropriations Act changed the definition of extremely low-income to be the greater of 30/50^{ths} (60%) of the Section 8 very low-income limit or the poverty guideline as established by the Department of Health and Human Services, provided that this amount is not greater than the Section 8 50% very low-income limit.

Data source: "Austin-Round Rock, TX MSA FY 2017 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2017/2017summary.odn.

Endnotes

1 "Recovery: Job growth and education requirements state report," Anthony Carnevale, Nicole Smith, and Jeff Strohl, June 2015, accessed October 6, 2017, https://cew-7632.kxcdn.com/wp-content/uploads/StateProjections_6.1.15_agc_v2.pdf.
2 U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates, Travis County, B15002, http://factfinder2.census.gov.
3 "Unemployment Rates and Labor Force (LAUS)—United States, Texas, County," TRACER Texas Labor Market Information, accessed November 17, 2017, http://www.tracer2.com/cgi/dataanalysis/labForceReport.asp?menuchoice=labforce.
4 U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates, Travis County, B15002, http://factfinder2.census.gov.
5 "Quarterly Employment and Wages," TRACER Texas Labor Market Information, accessed November 17, 2017.
6 "Capital Area Workforce Development Area October 2017," WDA Profile, TRACER Texas Labor Market Information, accessed November 17, 2016, http://www.tracer2.com/admin/uploadedpublications/1739_capitalareawda.pdf.
7 Ibid.
8 Ibid.
9 Ibid.
10 Ibid.
11 "Acronyms, Terms, and Definitions," TRACER Texas Labor Market Information, page 17, http://www.tracer2.com/admin/uploadedPublications/330_acronyms.pdf.
12 "Unemployment Rates and Labor Force (LAUS)—United States, Texas, County," TRACER Texas Labor Market Information, accessed November 17, 2017, http://www.tracer2.com/cgi/dataanalysis/labForceReport.asp?menuchoice=LABFORCE.
13 Ibid.
14 "Alternative Measures of Labor Underutilization for States, Fourth Quarter 2016 through Third Quarter of 2017 Averages," United States Bureau of Labor Statistics (October 2017), https://www.bls.gov/lau/stalt.htm
15 http://www.tracer2.com/cgi/dataanalysis/labForceReport.asp?menuchoice=LABFORCE
16 Ibid.
17 Ibid.
18 U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates, Travis County, B23006, http://factfinder2.census.gov.
19 U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates, Travis County, B23006, http://factfinder2.census.gov.
20 U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates, Travis County, B20004, http://factfinder2.census.gov.
21 U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates, Travis County, B20004, http://factfinder2.census.gov.
22 U.S. Census Bureau, 2016 Public Use Microdata, 1-Year Estimates.
23 "Austin Metro Area: Master Community Workforce Plan," Workforce Solutions, June 2017, https://www.wfscapitalarea.com/Portals/0/all-content/Master%20Plan/AustinMetroAreaMasterCommunityWorkforcePlan.pdf.
24 "FY16 Statistical Report," Texas Department of Criminal Justice, accessed January 8, 2018, http://tdcj.texas.gov/documents/Statistical_Report_FY2016.pdf.
25 "Research on Reentry and Employment," National Institute of Justice, April 3, 2013, accessed January 5, 2018, https://www.nij.gov/topics/corrections/reentry/pages/employment.aspx.
26 Bronwyn Mauldin, "Reentry and Barriers to Employment," The Annie E. Casey Foundation, accessed on January 5, 2018, http://www.aecf.org/m/resourcedoc/AECF-ReentryAndBarrierstoEmp-2016.pdf.
27 "Travis County," Opportunity Index, accessed on January 8, 2018, https://opportunityindex.org/detail/48453.
28 Martha Ross and Nicole Prchal Svajlenka, "Employment and disconnection among teens and young adilts: The role of place, race, and education," Brookings Institute, May 24, 2016, accessed January 5, 2018, https://www.brookings.edu/research/employment-and-disconnection-among-teens-and-young-adults-the-role-of-place-race-and-education/.
29 U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates, Travis County, S0501, http://factfinder2.census.gov/.
30 Ibid.
31 Ibid.
32 "For middle-income jobs in central Texas, literacy is invaluable," Austin Chamber of Commerce, September 27, 2017, accessed January 8, 2018, https://www.austinchamber.com/blog/middle-income-jobs-in-central-texas-literacy-is-invaluable.

33 "Challenge and vision of the Master Community Workforce Plan," Workforce Solutions Capital Area, accessed January 8, 2018, https://www.wfscapitalarea.com/MasterCommunityWorkforcePlan.
34 "Fair Chance Hiring," City of Austin, accessed January 8, 2018, http://www.austintexas.gov/fairchancehiring.