Safety Intervention Services

FY 2020 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

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County Executive
Sherri E. Fleming

Project Leads
Courtney Bissonnet Lucas
April Klein
Rochelle Olivares

Lead Writer
April Klein

Research & Planning Division
Lawrence Lyman, Division Director
Korey Darling, Planning Manager
Rachel Coff
Anna Lisa Conlin
April Klein
Courtney Bissonnet Lucas
Rochelle Olivares
Octavio Ulloa

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.

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Introduction

The Travis County Commissioners Court, through the Travis County Health and Human Services Department (HHS), annually invests nearly $22 million in community-based social service programs using one-time and ongoing funding structures. 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 2020 Community Impact Report* offers community context 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 pilot and one-time investments under Family Services. The Executive Summary aggregates financial, demographic, and geographic information for all issue areas, and offers a discussion of poverty as a framework for HHS investments. Each issue area section begins with community context and then provides performance highlights. Each program is classified into the issue area most closely aligned to its goals and objectives.

Although this report provides community context 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 the community.

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, 2018 through September 30, 2020) unless otherwise noted. Program and performance highlights are drawn from contracts and reports provided by contracted service providers. Estimates from the American Community Survey have been tested at a 90% confidence level for reliability. In some cases, all noted, estimates were unreliable due to small sample sizes.

Considerations When Reading This Report

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

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

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

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

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

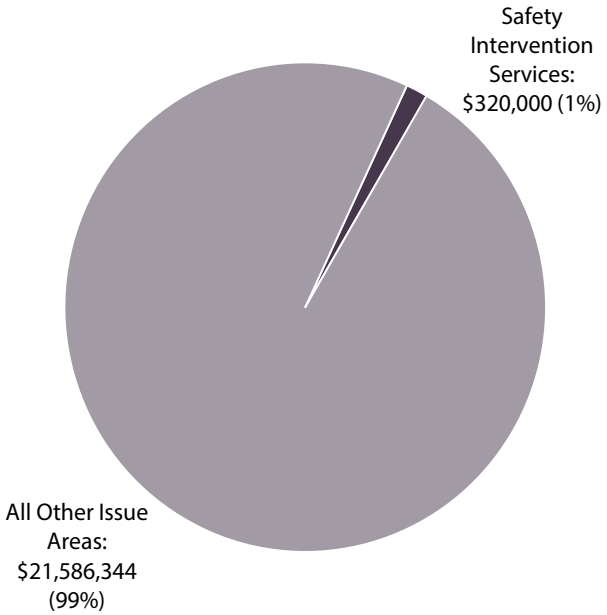
Finally, this report captures a selection of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. Performance measures may not all be equal in importance or value to the community.

Investment Overview

Goals and Services

The full spectrum of the Safety Intervention Services issue area encompasses Crime Prevention, Victim Services, and Community Restoration. Due to funding allocations, services purchased under this issue area fall under the Victim Services category only. Programs and services within this issue area promote the safety and well-being of individuals, families, and populations that have experienced victimization, loss, and/or harm. The focus of these programs/services includes: services and interventions for individuals and families who are victims of or committed an act of domestic violence, abuse and/or neglect of a child; trauma informed services to promote healing and resilience; crisis and transitional housing; counseling; educational/psycho-educational groups; case management; individual and systems advocacy; and information and referral.

Investment in Safety Intervention Services and Other Issue Areas, FY 2020



Funding Summary

The FY 2020 Funding Amount reflects 12–month funding (October 1, 2019 through September 30, 2020) unless otherwise noted.

Agency Name	Program Name	FY 2020 Funding Amount
CASA of Travis County	Child Advocacy	$85,000
The SAFE Alliance	Domestic Violence and Sexual Assault Services	$185,000
The SAFE Alliance	Emergency Care Program	$50,000

Performance Summary

The table below aggregates performance into roll-up measures that draw from programs in this issue area. These roll-up measures align with the goals for the issue area and are intended to provide a more global picture of the Department's progress towards these goals. Readers should note two considerations regarding methodology: 1) most roll-up measures do not reflect all programs in the issue area, but rather a subset of programs that apply to that measure, and 2) roll-up measures, individually and as a whole, may not reflect the entire service continuum of the issue area.

Roll-up Performance Measures	Issue Area Performance
Outputs	
Number of unduplicated clients served	3,542
Number of shelter bed nights provided	40,857
Outcomes	
Percent of children and youth who exit program into permanent living situations	91%
Percent of of clients making progress toward their trauma adjustment goals	94%
Percent of clients who exit shelter to a location that does not include the person who was previously abusive	96%

Safety Intervention Services Client Demographics

The table below summarizes the demographics for clients served across Safety Intervention Services service providers. Note that clients participating in more than one program are counted multiple times

Gender	Num.	Pct.
Female	2,276	64%
Male	1,249	35%
Other	14	0.4%
Unknown	3	0.08%
Total	*3,542*	*100%*

Ethnicity	Num.	Pct.
Hispanic or Latino	1,752	49%
Not Hispanic or Latino	1,716	48%
Unknown	74	2%
Total	*3,542*	*100%*

Age	Num.	Pct.
Under 5	774	22%
5 to 11	903	25%
12 to 14	323	9%
15 to 17	331	9%
18 to 24	201	6%
25 to 39	617	17%
40 to 54	308	9%
55 to 64	68	2%
65 to 74	12	0.3%
Unknown	*5*	*0.1%*
Total	*3,542*	*100%*

Race	Num.	Pct.
American Indian and Alaska Native	20	0.6%
Asian	22	0.6%
Black or African American	815	23%
Native Hawaiian and Other Pacific Islander	2	0.06%
White	1,986	56%
Some other race	312	9%
Two or more races	290	8%
Unknown	95	3%
Total	*3,542*	*100%*

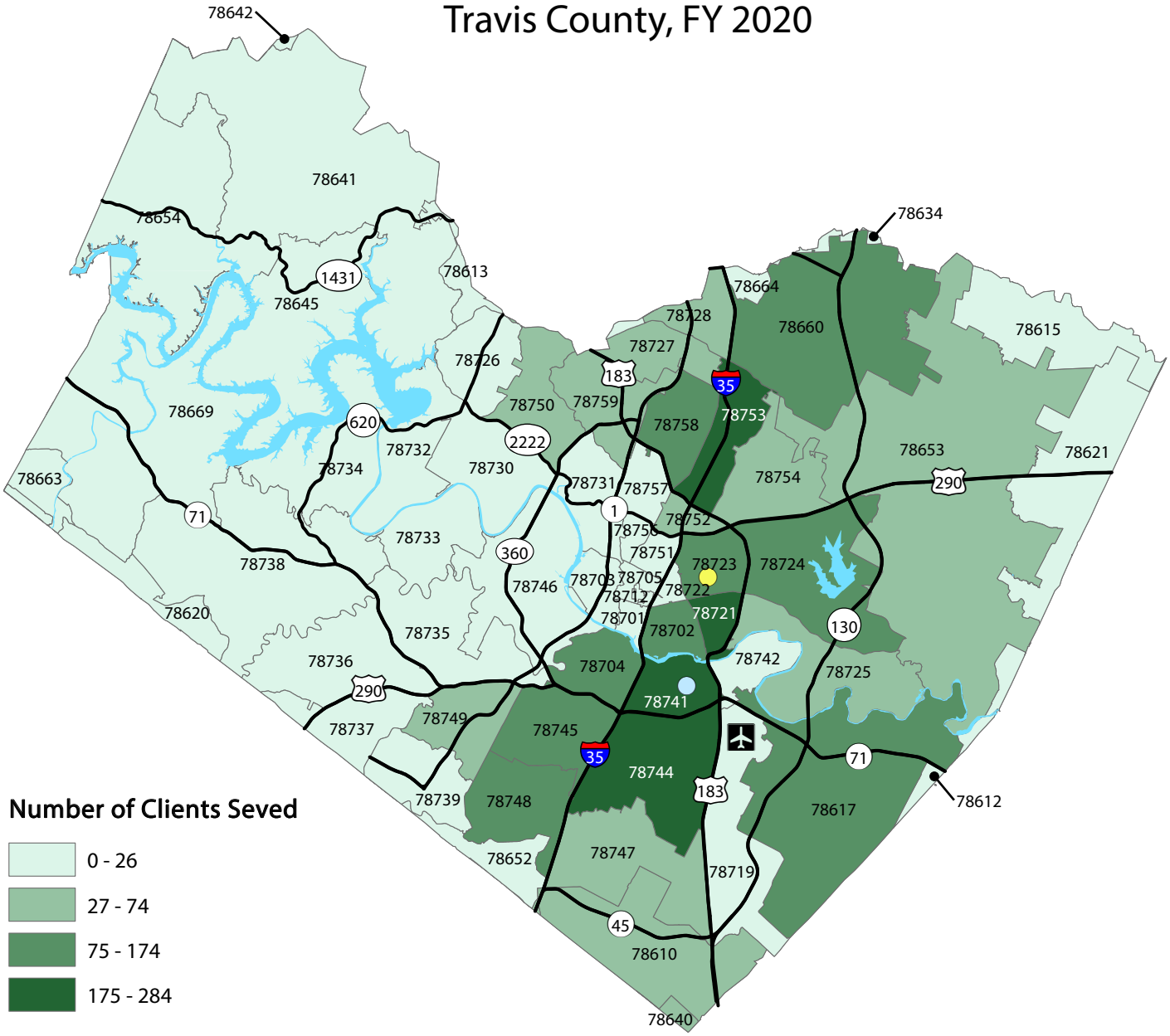
Income	Num.	Pct.
<50% of FPIG	971	27%
50% to 100%	178	5%
101% to 150%	113	3%
151% to 200%	78	2%
>200%	128	4%
Unknown	2,074	59%
Total	*3,542*	*100%*

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

See Appendix for specific income guideline levels.

Safety Intervention Services

Service Provision Locations and Clients Served by ZIP Code
Travis County, FY 2020



Number of Clients Seved

- 0 - 26
- 27 - 74
- 75 - 174
- 175 - 284

Service Provision Locations

- The SAFE Alliance: DV and SA
- The SAFE Alliance: Emergency Care

Notes: This map shows 3,040 clients by ZIP code. 502 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.

Service provision locations are not included for Court Appointed Special Advocates of Travis County as services can be accessed anywhere the client is located.

Source data: Contracted service providers, FY 2020. TxDOT: Roadways, U.S. Census Bureau TIGER/Line Area: Water, ArcGIS Online: Zip Code Areas, CAPCOG: Counties.
Created by: Travis County HHS, Research & Planning Division, 2020.

N

0 5 10 Miles

Court Appointed Special Advocates of Travis County

Child Advocacy

Program Description

Court Appointed Special Advocates (CASA) of Travis County's goal is to provide guardian ad litem services and advocate for the best interest of children in Travis County who have experienced abuse and neglect. This is achieved by training and professionally supervising community volunteers to provide free, long-term, individualized support and advocacy in court as well as in educational, medical, and social settings so that these children may live in safe, permanent, and loving homes. A CASA volunteer guardian ad litem will spend an average of 20 hours per month getting to know a child or family of children, researching the details of the case, and advocating for the child(ren)'s legal, placement, medical, educational and therapeutic needs in order to present clear, detailed reports to the judge on behalf of the child(ren)'s best interest.

Funding

The total HHS investment in the Child Advocacy program from October 1, 2019 through September 30, 2020 was $85,000. This investment comprised 1.6% of the total program budget.

Eligibility Criteria

CASA advocates are appointed to abused or neglected children ages 0-18 (and older if they are in college or other educational pursuit, as allowed by state law) who reside in Travis County and have legal cases in the Travis County child welfare court brought by Child Protective Services. Eligibility is determined by the Travis County judge who determines that children have been abused or neglected or are at risk for the same. Travis County judges only have jurisdiction over children residing in Austin and Travis County who are involved in Child Protective Services cases.

CASA of Travis County: Child Advocacy

Performance Goals and Results

The Court Appointed Special Advocates (CASA) of Travis County Child Advocacy program met most of its performance goals for the year. Program staff reported that they served less clients than anticipated due to being assigned 231 new cases between December 2019 and March 2020, while only 210 cases had closed. As a result, the program requested to pause new case assignments as the case load was higher than the existing staff and volunteers could manage until new volunteers were trained (see first output). The program also faced challenges related to the COVID-19 pandemic that required changes to how advocacy work was conducted, and also caused a hiring freeze, limiting new staff hires needed to manage large case loads. The program resumed taking up new cases in mid-July, 2020. Program staff reported that they saw more people interested in becoming CASA volunteers, thus, higher than anticipated performance in volunteers completing training and being assigned to cases (see second and third outputs). Larger than anticipated numbers of volunteers may have been attributed to a shift to virtual training that did not require travel to the training office (this shift to virtual training arose from COVID-19 stay-at-home orders).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated children and youth served	1,774	2,200	81%
Number of volunteers completing training	285	250	114%
Number of volunteers assigned to a case	973	750	130%
Outcomes			
Percentage of unduplicated children and youth who exit the program into permanent living situations	91% (834/912)	88% (616/700)	104%
Percentage of unduplicated children and youth who have been assigned a volunteer advocate and not paired with a CASA staff member	79% (1,404/1,774)	85% (1,870/2,200)	93%

The SAFE Alliance

Domestic Violence and Sexual Assault Services

Program Description

SAFE's mission is to end sexual assault and exploitation and domestic violence through prevention, intervention, and advocacy for change. The goals of the program are to provide shelter and counseling services to people in Austin and Travis County who have experienced rape, sexual abuse, domestic violence, and/or trafficking in order to meet their immediate needs for safety, help them heal from trauma, and support their efforts to build a healthy, self-sufficient life free of violence.

The program includes shelter and counseling services. The shelter assists survivors with basic needs including food, clothing, personal care, and household items. The staff provide around the clock support and assistance to survivors with cooperative living issues and de-escalation and crisis intervention. The program provides 18 hours per week of counseling to clients outside the shelter with individual, group, and family counseling, play therapy, trauma symptom management, assessment and referral for psychiatric services, safety planning, and crisis intervention.

Funding

The total HHS investment in the Domestic Violence and Sexual Assault Services program from October 1, 2019 through September 30, 2020 was $185,000. This investment comprised 7.5% of the total program budget. HHS also funds the Emergency Care program, which is described later in this report.

Eligibility Criteria

The SAFE Alliance serves adults and children in Austin/Travis County who have been victimized by domestic and/or sexual violence or exploitation (such as human trafficking). SAFE serves all genders and ages. Clients are eligible for services based on the fact that they or at least one member of the family has experienced domestic violence or sexual assault and currently has safety concerns. Eligibility is not based on income level.

The SAFE Alliance: Domestic Violence and Sexual Assault Services

The SAFE Alliance Domestic Violence and Sexual Assault Services program met or exceeded most performance goals for the year. Program staff reported that serving multiple large families with four or more children, and adding housing clients through the Shelter Away program contributed to exceeding the target for number of shelter clients served (see third output). Staff also reported that suspension and reduction of groups due to limitations related to COVID-19 impacted the number of counselling clients served (see fourth output). More staffing allowed for greater emphasis on consistently obtaining exit surveys than anticipated, and more clients utilizing the coordinated entry process and an increase in rapid rehousing options contributed to clients exiting the shelter to locations away from the person who previously abused them (see first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,640	1,700	96%
Number of shelter bed nights provided	32,663	31,000	105%
Number of shelter clients served	669	600	112%
Number of counseling clients served	1,028	1,250	82%
Number of counseling hours provided	7,567	8,000	95%
Outcomes			
Percentage of unduplicated clients who exit shelter and complete an anonymous exit form who report leaving to a location that does not include the person who was previously abusive.	96% (135/140)	85% (85/100)	113%
Percentage of unduplicated adult counseling clients surveyed who indicate an increased ability to manage the effects of trauma	98% (273/278)	90% (238/265)	109%

The SAFE Alliance

Emergency Care Program

Program Description

The overarching goal of SAFE's residential programs and services is to provide victims of child abuse and neglect (ages 0-22) access to immediate, safe housing under the least restrictive supervision and support. Intermediate and long-term goals are to stabilize the children and youth and prepare them for their next placements or for self-sufficiency and independent living, while also helping them to heal from their traumatic histories and establish healthy and supportive relationships with peers and adults.

Funding

The total HHS investment in the Emergency Care Program program from October 1, 2019 through September 30, 2020 was $50,000. This investment comprised 2.3% of the total program budget. HHS also funds the Domestic Violence and Sexual Assault Services program described earlier in this report.

Eligibility Criteria

SAFE's residential programs primarily serves youth, in and around Travis County, who have experienced trauma and were removed from their homes due to physical, sexual, and/or emotional abuse, sexual assault, neglect, family violence, and/or substance abuse. To be eligible for services, individuals must be between the ages of 0 and 22, in the conservatorship of Child Protective Services or referred from juvenile probation, and have experienced abuse and/or neglect.

The SAFE Alliance: Emergency Care Program

The SAFE Alliance Emergency Care Program met or exceeded all performance goals for the year. Staff reported that the percentage of clients making progress in life functioning was exceeded because the percentage of youth in care long enough to meet the 60-day threshold that were able to stabilize, develop relationships with staff, and make progress on at least 5 life functioning goals was higher than anticipated (see first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	128	136	94%
Number of shelter bed nights provided	8,194	9,000	91%
Outcomes			
Percentage of clients making progress in 5 or more areas of life functioning	98% (56/57)	80% (52/65)	123%
Percentage of clients making progress toward their trauma adjustment goals	75% (43/57)	74% (26/35)	102%

Appendix

2020 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	$6,245	$12,490	$15,613	$18,735	$24,980
2 persons	$8,455	$16,910	$21,138	$25,365	$33,820
3 persons	$10,665	$21,330	$26,663	$31,995	$42,660
4 persons	$12,875	$25,750	$32,188	$38,625	$51,500
5 persons	$15,085	$30,170	$37,713	$45,255	$60,340
6 persons	$17,295	$34,590	$43,238	$51,885	$69,180
7 persons	$19,505	$39,010	$48,763	$58,515	$78,020
8 persons	$21,715	$43,430	$54,288	$65,145	$86,860

For families/households with more than 8 persons, add $4,420 for each additional person.

Data source: "2020 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 11, 2020, https://aspe.hhs.gov/poverty-guidelines.

2020 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	$19,900	$33,150	$52,850
2 persons	$22,750	$37,850	$60,400
3 persons	$25,600	$42,600	$67,950
4 persons	$28,400	$47,300	$75,500
5 persons	$30,700	$51,100	$81,550
6 persons	$34,590	$54,900	$87,600
7 persons	$39,010	$58,700	$93,650
8 persons	$43,430	$62,450	$99,700

*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 2020 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2020/2020summary.odn.