FOOD AND TRANSPORTATION

2014 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

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Food & Transportation

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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 nearly $16 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 *2014 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: Behavioral Health, Child and Youth Development, Food and Transportation, Housing Continuum, Planning and Evaluation, Public Health, Safety Intervention Services, Supportive Services for Community Living, and Workforce Development[a]. The Investment Overview summarizes information from across all nine issue areas. Each issue area section begins with community conditions information and then provides performance highlights about the programs included within that issue area. Each program is classified into the issue area most closely aligned to its central 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.

a TCHHS/VS issue areas were updated in February 2014 to more accurately reflect the Department's investment portfolio and priorities.

Performance highlights contribute to local knowledge about the Department's contracted community-based programs. 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 calendar year schedule. Note that calendar year contracts are transitioning to a fiscal year for 2015; to assist with this transition, these contracts followed a 9–month (January–September) calendar during 2014. The remainder followed a fiscal year calendar (October 1, 2013 through September 30, 2014) 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

Food and Transportation Goals and Services

Programs and services within this issue area provide access to food to prevent hunger and transportation for critical needs, as well as related programs to promote wellness and improve food and transportation utilization. Services may include: food and meals; programs that support access to healthy food; education about nutrition, safe food preparation and handling; and transportation and access to transportation to provide health or safety needs and promote access to employment or education.

Highlights of Community Conditions

Food and transportation are basic necessities for physical and psychological health and well-being in a modern industrialized society. Food averts hunger and adequate nutrition is essential for optimal physical and mental health. Transportation supports the ability to participate in the job market, pursue an education, purchase food, or obtain medical care. When these basic needs are not met, individuals and households encounter barriers to full participation in their community.

Community Overview

Poverty statistics

Income is a primary determinant of whether one can meet basic needs. Poverty statistics are often used as a proxy measure to describe the number of people or share of the population that, because of income level, may face challenges meeting their basic needs. Poverty thresholds are used for calculating all official poverty statistics and are updated annually by the U.S. Census Bureau.[b] In 2013, the poverty threshold was $11,888 for a single adult and $23,624 for a household of two adults and two children.[1] In 2013, about 16% of Travis County residents (176,920) lived below 100% of the poverty threshold, and 33% of residents (358,974) lived below 200% of the poverty threshold.[2]

b The term poverty threshold is often misused interchangeably with the term poverty guidelines, also known as the federal poverty income guidelines (FPIG). While the poverty threshold is a statistical tool issued by the U.S. Census Bureau used to calculate the number of people in poverty, the poverty guidelines are a simplified version of the poverty thresholds issued by the U.S. Department of Health and Human Services and used to determine financial eligibility for certain programs. For more information on poverty thresholds and poverty guidelines, please see the resources section of this chapter.

The following table shows the individual and child poverty rates in Travis County from 2009 to 2013.

Poverty Status by Age Population for Whom Poverty Status is Determined, Travis County, 2009-2013					
	2009	*2010*	*2011*	*2012*	*2013*
Individuals in poverty	163,630	194,156	192,436	197,657	176,920
Individual poverty rate	16%	19%	18%	18%	16%
Children (under 18) in poverty	56,690	62,168	63,680	67,791	55,554
Child poverty rate	23%	25%	25%	26%	22%

Created by: Travis County HHS/VS Research & Planning Division, 2014
Source data: 2009-2013 American Community Survey 1-Year Estimates, C17001

Poverty status is used to determine eligibility for many public assistance programs but does not reflect what individuals and families need to meet basic needs. The Center for Public Policy Priorities developed a comprehensive methodology for estimating the basic cost of living, using the Better Texas Family Budgets tool. An interactive online calculator, it estimates that households in the Austin-Round Rock-San Marcos metropolitan area need incomes of at least double the poverty threshold to make ends meet.[3,c] Using this standard to consider economic hardship, in 2013 more than one-third (33%) of Travis County residents (about 358,974 people) lived in households with incomes below 200% of the poverty threshold.[4]

Asset poverty and liquid asset poverty are other indicators of economic insecurity. Asset poverty refers to the condition in which a household's assets, such as a savings account, or durable assets, such as a home, business or car, are overwhelmed by debt. Liquid asset poverty refers to the condition in which households have less than three months of savings to fall back on in the event of a job loss, health crisis, or other income-disrupting emergency. In Texas, about 26% of Texans are asset poor and about 50% are liquid asset poor.[5]

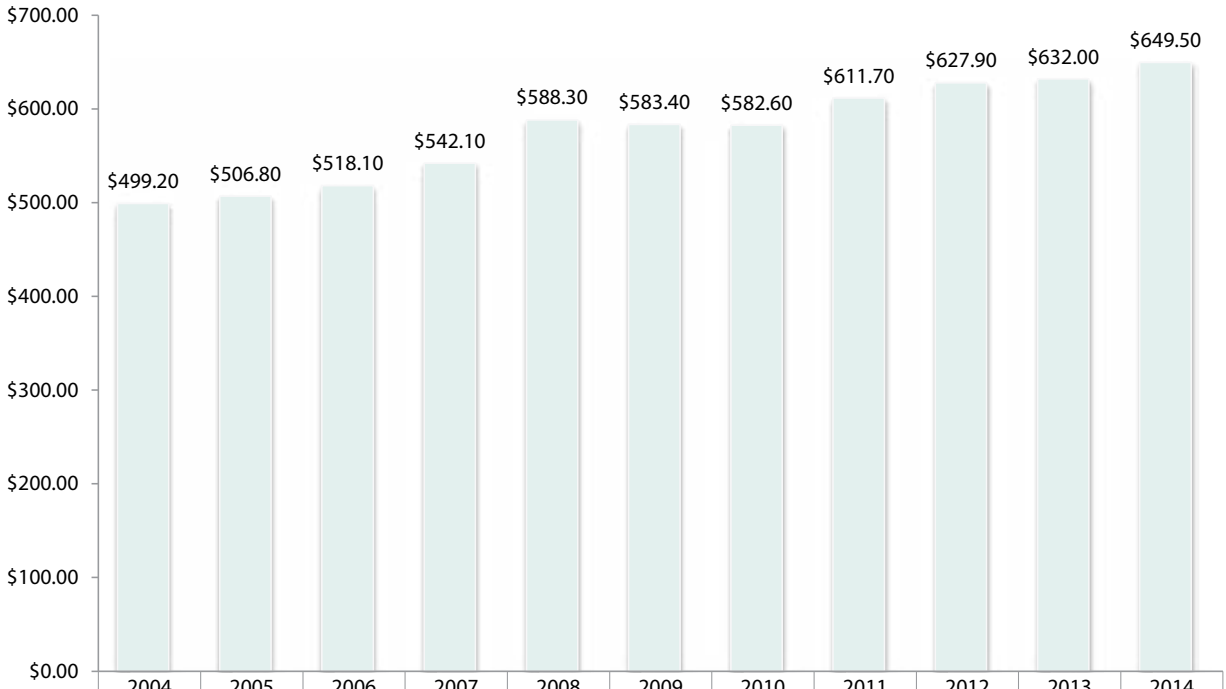
Cost of Living in Travis County

The cost of living affects the ability to secure basic necessities, such as food and transportation. The cost of food has increased by about 30% from 2004 to 2013, according to the Thrifty Food Plan.[d] In 2004, a family of four could manage on a food budget of about $500 per month, compared to $650 in 2014.[6]

c The tool calculates expenses based on the cost of housing, food, child care, medical insurance, medical out-of-pocket expenses, transportation, taxes less tax credits, and other necessities. Figures vary according to family size, type, and health insurance status. It is estimated that households in the Austin-Round Rock-San Marcos metropolitan area with employer-sponsored insurance require incomes equivalent to 182-212% of the poverty threshold. For example, a single person would need an income of at least $21,612 (182% of the poverty threshold in 2013); a family of four with two children would need at least $50,016 (212% of the poverty threshold in 2013). Those without employer-sponsored insurance likely need incomes of 237-267% of the poverty threshold to cover the costs of necessities including medical insurance.

d The USDA's Thrifty Food plan serves as the national standard for a nutritious diet at a minimal cost and is used as a basis for food stamp allotments.

Monthly Cost of Food, Thrifty Food Plan Family of Four*, U.S., 2004-2014



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Monthly Cost	$499.20	$506.80	$518.10	$542.10	$588.30	$583.40	$582.60	$611.70	$627.90	$632.00	$649.50
Change from Prior Year	5.8%	1.5%	2.2%	4.6%	8.5%	-0.8%	-0.1%	5.0%	2.6%	0.7%	2.8%

*Calculations are for the monthly cost of food in June, using the Thrifty Food Plan, for a family of four with two children 6-8 & 9-11 years.
Created by: Travis County HHS/VS Research & Planning Division, 2014
Source data: United States Department of Agriculture, Center for Nutrition Policy and Nutrition, 2004-2014

While the overall cost of living has risen (as should be expected due to inflation), household income has not. The following table shows that the median household income in Travis County rose from 2009 to 2013 by 4%,[7,8] while the cost of goods and services as reported by the Consumer Price Index[e] rose by 9%,[9] and the cost of food rose by 9%.[10]

e The Consumer Price Index (CPI) is a measure of the average change over time in the prices paid by urban consumers for a market basket of consumer goods and services.

Change in Income and Costs, 2009-2013			
	Cost of Goods/Services	*Cost of Food*	*Median Income*
	Consumer Price Index, All Items 1st Half Semi Annual Avg. South Urban Area	*Consumer Price Index, Food 1st Half Semi Annual Avg. South Urban Area*	*Annual Household Median Income* Travis County*
2009	206.5	217.0	$57,981
2013	226.0	236.2	$60,464
Percent Change	9%	9%	4%

*2009 income is reported in 2013 Inflation-Adjusted Dollars
Created by: Travis County HHS/VS Research & Planning Division, 2013
Source data: Source data: Bureau of Labor Statistics, Consumer Price Index; 2009 & 2013 American Community Survey 1-Year Estimates, B19013

System Overview: Food and Transportation Services

Food

According to the United States Department of Agriculture, food security is the ability to ensure access at all times to enough food for an active, healthy life for all household members.[11] In Texas, about 18% of households were food insecure in 2011-2013, compared to about 14% nationally.[12] In Travis County, an estimated 18% of individuals (about 187,000) are food insecure,[13] and about 26% of Travis County children (about 63,000) are food insecure.[14]

Transportation

Transportation is a necessary expense for essential activities, such as maintaining a job or buying food, yet the cost can be an additional strain for those with limited incomes. Housing, jobs, and services are increasingly decentralized and widely dispersed. Travis County is largely a car-dependent region, with 81% of workers driving alone to work, versus only 4% who use public transportation.[15] Although public transportation may be an affordable option for individuals with limited incomes, it may not be available or reliable. Focus group participants for a local community health assessment in Travis County identified several problems with public transportation, including long wait times for the bus and having to walk over a mile to the nearest bus stop.[16] Focus group participants also noted that residents who live or work outside of central Austin don't have access to the public transportation system because it doesn't extend to outlying areas.[17]

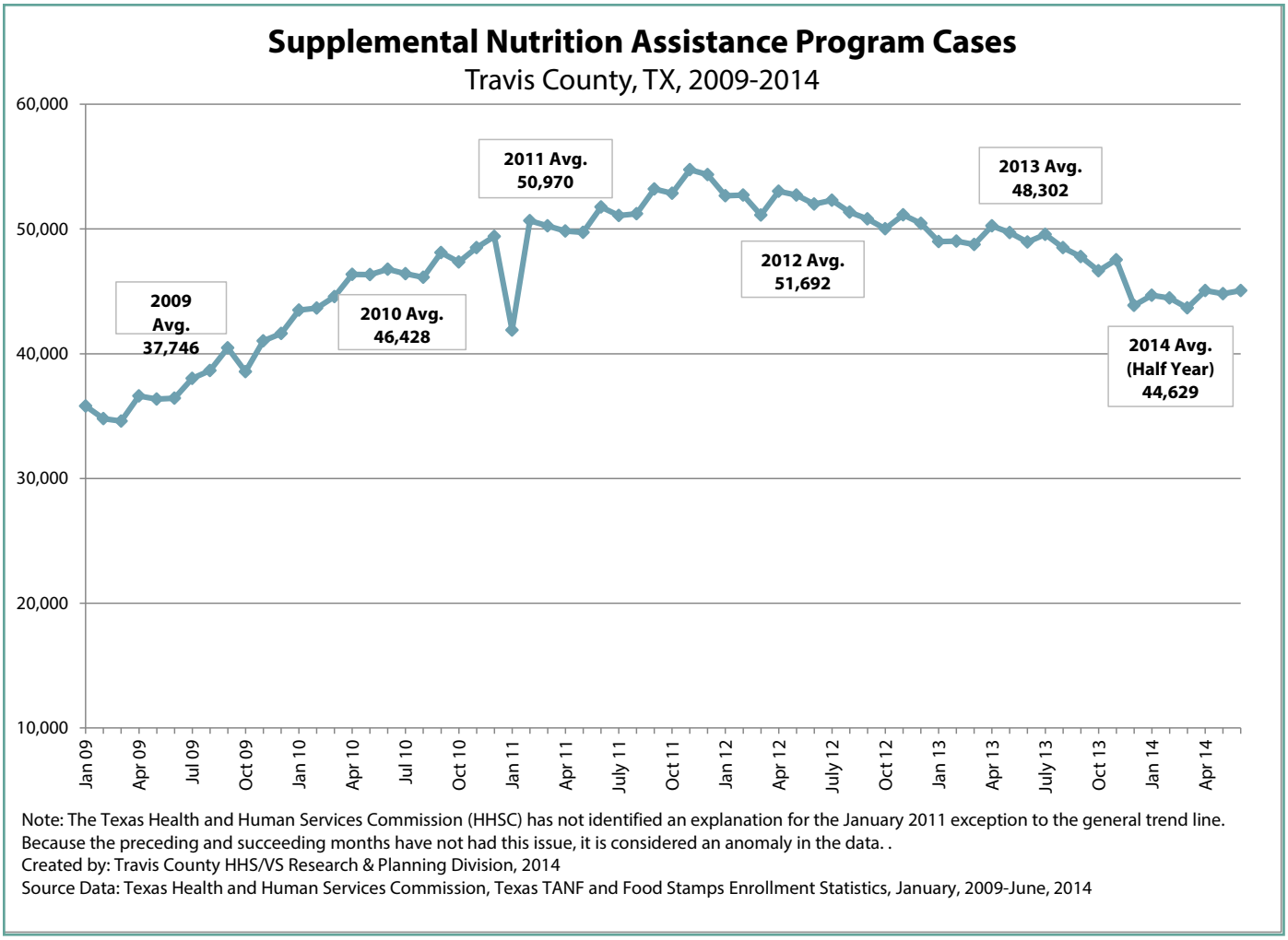
Services and Assistance Requests

The goal of a safety net is to help low-income individuals and families bridge the gap between available income and the cost of meeting basic needs. The safety net includes federally-funded, state-administered benefits and a local network of nonprofit agencies, faith-based organizations, and city and county agencies that fund and/or provide services for a combination of emergency food, rent, utility, clothing, and transportation assistance to residents in need.

Calls to 2-1-1, the United Way for Greater Austin Navigation Center, continue to suggest a significant demand for basic needs services, including food and transportation. In 2013, 2-1-1 received 117,011 calls from Travis County residents.[18] Of these calls, there were 33,589 calls for food assistance and 2,626 calls for transportation needs. Callers with needs related to existing Supplemental Nutrition Assistance Program (SNAP) benefits or who were seeking general information about the SNAP program accounted for 25,682 needs. Callers with needs related to food pantries represented 6,839 needs. Callers with transportation-related needs most often needed transportation to medical appointments, accounting for 955 needs. Other transportation-related calls were related to bus fare (582 needs), gas money (450 needs), disability-related transportation (153 needs) and senior ride programs (131 needs).[19,f]

Food-related statistics show both a need for and use of safety net services. Enrollment in the Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp Program) shows that individuals and families are in need of or are seeking assistance to meet their food and nutrition needs. As shown in the following chart, the number of SNAP cases in Travis County has leveled off in 2014 at higher numbers than in years prior. In June 2014, there were 45,057 SNAP cases in Travis County with 101,069 people (about 9% of all Travis County residents) receiving benefits.[20, 21] The majority of SNAP recipients in Travis County were children under 18 years of age (59%) and 34% of recipients were adults ages 18 to 59.

f 2-1-1 reported the number of total calls and unique needs. Some callers may identify multiple needs during one call.



Note: The Texas Health and Human Services Commission (HHSC) has not identified an explanation for the January 2011 exception to the general trend line. Because the preceding and succeeding months have not had this issue, it is considered an anomaly in the data. .
Created by: Travis County HHS/VS Research & Planning Division, 2014
Source Data: Texas Health and Human Services Commission, Texas TANF and Food Stamps Enrollment Statistics, January, 2009-June, 2014

Gaps in the Safety Net

Despite the availability of the aforementioned services, there are gaps in the safety net. In order to be eligible for federal safety net benefits, families must meet income eligibility guidelines typically set at or slightly above the federal poverty income guidelines (FPIG).[g] For example, eligibility for the Supplemental Nutrition Assistance Program (SNAP) requires a gross monthly income at or below 130% of FPIG.[22] However, as the cost of living in Travis County has been estimated to require an income of at least twice the poverty level,[23] many families may be ineligible for assistance yet not earn enough to fully cover the costs of their basic expenses. Some families may meet income guidelines for benefits but still be ineligible for other reasons or face barriers to obtaining them. For example, even with legal status most immigrants are not eligible to receive SNAP benefits until they have lived in the United States for at least five years. Also, while U.S.-born children living in immigrant families may be eligible for SNAP benefits, they are less likely to receive them, perhaps due to parents' misperception about eligibility or fear of interaction with government agencies.[24] Language can also be a barrier. The United States Department

g The 2013 federal poverty income guidelines were $11,490 for an individual and $23,550 for a family of four.

of Agriculture used state level administrative data and the American Community Survey to determine SNAP access rates[h] in Texas. One of the study's findings was that a lack of English proficiency may be a significant barrier to SNAP access. In Travis County, access rates for Spanish speakers who were and were not linguistically isolated[i] were 64.7% and 74.8%, respectively. Regarding individuals who spoke a language other than Spanish or English, access rates for those who were and were not linguistically isolated were 14.3% and 26.9%, respectively.[25]

Eligible individuals and families are experiencing a decrease in SNAP benefits. The American Recovery and Reinvestment Act of 2009 (ARRA) included a temporary increase in SNAP benefits, in response to the economic downturn at that time. The higher levels continued until November 2013, when the temporary increase expired and SNAP benefits were cut for all individuals and families nationwide. The SNAP benefits for the remaining months of FY 2014 are based on the cost of the June 2013 Thrifty Food Plan, which is lower than ARRA levels, and will average less than $1.40 per person per meal in 2014.[26] For example, a family of four saw SNAP benefits reduced by $36 dollars per month. In Texas an estimated 3,997,000 SNAP recipients were impacted by these cuts in FY 2014.[27]

Further Resources

Community conditions discussed elsewhere in this report, particularly workforce and housing trends, also impact the ability to meet basic needs. Families facing unemployment or with limited earnings may need to rely on supports and services to bridge the gap between income and costs; those with a high housing cost burden may have less financial resources available to meet other basic necessities.

Below are selected resources that provide more information on research and data related to food security and poverty:

Food Research and Action Center

www.frac.org

The Food Research and Action Center (FRAC) is the leading national nonprofit organization working to improve public policies and public-private partnerships to eradicate hunger and under-nutrition in the United States.

h Access rates were defined as the proportion of eligible individuals who receive SNAP benefits. For the purpose of the study, "access rates" were used as opposed to "participation rates" in order to distinguish them because of differing methodology.

i A linguistically isolated household is one in which no member 14 years old and over: (1) speaks only English, or (2) speaks a non-English language and speaks English "very well."

The Texas Hunger Initiative, Baylor University School of Social Work

www.baylor.edu/texashunger/

The Texas Hunger Initiative (THI) is a capacity-building and collaborative project with many state and federal partners. THI works to develop and implement strategies to end hunger through policy, education, community organizing, and community development.

Center for Public Policy Priorities—Better Texas Family Budgets Calculator

www.familybudgets.org

The Center for Public Policy Priorities evaluates public policy as it affects low- and moderate-income Texans through independent research and policy analysis, public education, advocacy, coalition-building, and technical assistance. Their Better Texas Family Budget calculator is an online public education tool that uses data from the U.S. Census Bureau and other public sources to measure what families have to earn to cover basic expenses in 26 metropolitan areas of Texas. The calculator measures rental housing and utilities, food, health insurance, child care, transportation, and other necessities.

United States Poverty Bureau—Poverty Pages

www.census.gov/hhes/www/poverty/

The United States Census Bureau is a leading source of quality data about people and the economy. The Census Bureau Poverty pages include reports on poverty data from several major household surveys and programs, including the American Community Survey. Information also includes research on the Supplemental Poverty Measure.

United States Census Bureau—Poverty Thresholds

www.census.gov/hhes/www/poverty/data/threshld/

Poverty thresholds, defined by the United States Census Bureau, are the dollar amounts used to determine poverty status. Thresholds vary according to family size and ages of the members. The Census Bureau provides tables by year of the poverty thresholds by size of family and number of children.

The United States Health and Human Services—Poverty Guidelines

www.aspe.hhs.gov/poverty/

The United States Department of Health and Human Services publishes the annual federal poverty income guidelines used for administrative purposes, such as determining financial eligibility for certain programs. They also provide background information on the poverty guidelines and poverty measurements.

Focus on Poverty in Travis County: Snapshot from the American Community Survey 5-year Estimates

www.co.travis.tx.us/health_human_services/research_planning/publications/acs/acs_focus_on_poverty_2011.pdf

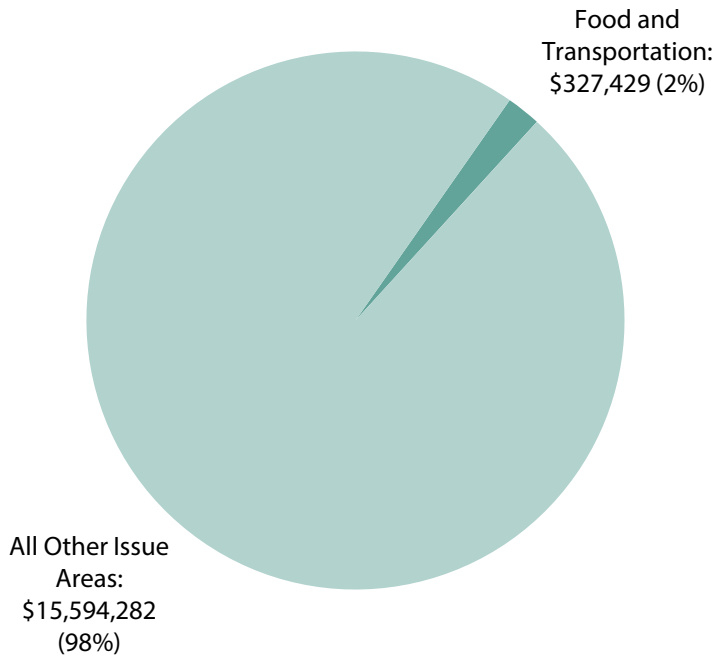
This report was researched and written by the staff at the Travis County Department of Health and Human Services & Veterans Service, Research & Planning Division. The report uses American Community Survey 2005-2009 5-Year Estimates to look at how demographic, social, and employment characteristics and geography interact with poverty.

Investment Overview

Our Investment

TCHHS/VS has departmental and contracted programs that offer services to address residents' food and transportation needs. This service area includes contracted services that provide food to avert hunger, and offer transportation assistance to meet specific public health or safety needs. These contracted services work in tandem with services provided directly by the TCHHS/VS Department. The Department is a major provider of basic needs assistance for individuals and families within Travis County. The Family Support Services division provides an array of basic needs and housing services across seven community centers.

Investment in Food and Transportation and Other Issue Areas, 2014



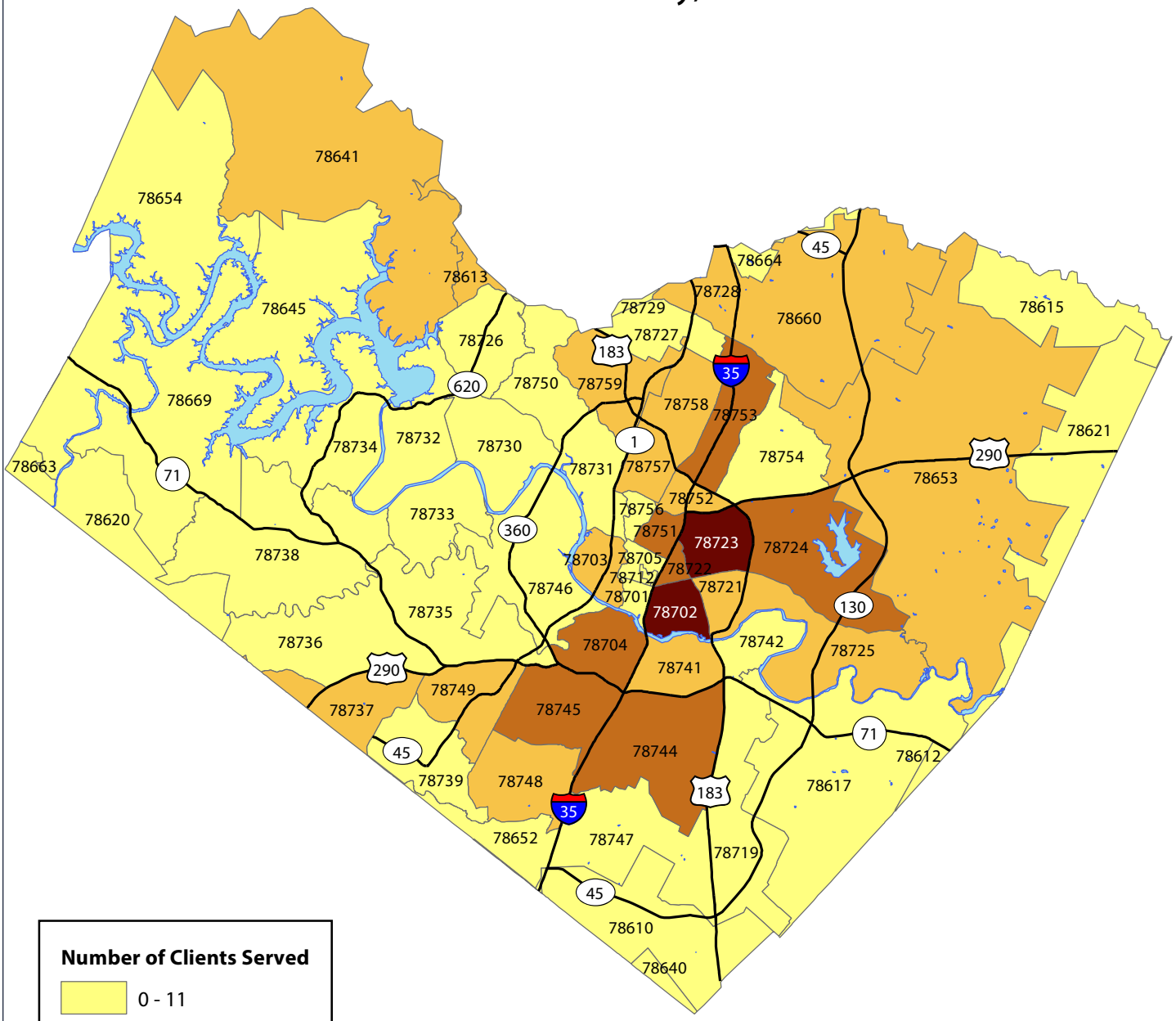
Funding Summary

The 2014 Funding Amount reflects 9–month funding (January 1 through September 30, 2014) unless otherwise noted.

Agency Name	Program Name	2014 Funding Amount
Capital Area Food Bank of Texas	Food Bank	$43,325
Capital Area Food Bank of Texas	Mobile Food Pantry	$19,312
Capital Area Rural Transportation System (CARTS)	JARC	$56,250
Capital Area Rural Transportation System (CARTS)	Rural Transit	$98,066
Caritas of Austin	Community Kitchen	$95,985
Sustainable Food Center	Grow Local	$14,491

Food and Transportation

Clients Served by ZIP Code
Travis County, 2014



Number of Clients Served

- 0 - 11
- 12 - 30
- 31 - 66
- 67 - 163

N

0 2.5 5 Miles

Notes: Most service providers in this issue area do not collect client ZIP code information, including Capital Area Food Bank, CARTS, and Caritas of Austin's Community Kitchen program. This map shows 1,021 clients by ZIP code from Sustainable Food Center. 33 (3% of the total) of their clients were not included because their ZIP codes were unknown or outside of Travis County boundaries.

Source data: Contracted service providers, 2014.
This map was created using City of Austin shapefiles.
Created by: Travis County HHS/VS Research & Planning Division, 2014.

Capital Area Food Bank of Texas

Food Bank

Program Description

Capital Area Food Bank of Texas, Inc. is the primary source of food and grocery products to other non-profit organizations. The Food Bank's primary mechanism of distributing food is through its network of 300 partner agencies. These human service agencies stock their pantry shelves with food from the Food Bank and then, in turn, directly provide the food to their clients, either as bags of groceries to fix and eat at home or as prepared meals served on-site at the agency.

The Food Bank serves as a clearinghouse that solicits, transports, and stores truckloads of donated food and other grocery products and then distributes the food and grocery products in manageable quantities to human service agencies that help people in need.

Funding

The total TCHHS/VS investment in the Food Bank program from January 1 through September 30, 2014 was $43,325. This investment comprised 0.6% of the total program budget. TCHHS/VS also funds the Mobile Food Pantry program, which is described later in this report.

Eligibility Criteria

Central Texas human service agencies serving children, abuse victims, the elderly, the chronically ill, the unemployed, the working poor, the homeless and other Texans impacted by recent hardships are eligible to receive food. Food Bank partner agencies include soup kitchens, emergency food pantries, shelters, senior centers, low-income child care facilities, youth programs, rehabilitation centers, emergency relief organizations, and many other groups.

Client Demographics and Client ZIP Codes

The Capital Area Food Bank of Texas, Inc. does not directly provide food to clients; therefore, no client demographic data or client ZIP code data are collected.

Capital Area Food Bank of Texas: Food Bank

The Food Bank program met or exceeded all of their performance goals. Program staff noted that several sites served were Summer Food Service Program sites, which were not included in the original Partner Agency projections (see the first output). In addition, staff noted that the Capital Area Food bank received more food donations in the past 12 months than ever before (see the second output), mostly as a result of increased efforts to work with grocery retailers to increase their donations. Since the pounds of donated food is used as a formula to calculate the number of meal equivalents provided (see the third output) and the number of dollars saved by agencies in Travis County (see the first outcome), these were also higher than expected.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated Travis County client agencies served	182	130	140%
Pounds of donated food provided to agencies in Travis County	5,446,001	4,875,000	112%
Number of meal equivalents provided to agencies in Travis County	4,538,334	4,062,500	112%
Outcomes			
Dollars saved by agencies in Travis County	$9,040,362	$8,092,500	112%
Percent of unduplicated Partner Agencies satisfied	98% (44/45)	90% (117/130)	109%

Capital Area Food Bank of Texas

Mobile Food Pantry

Program Description

The Mobile Food Pantry is a direct service program designed to reach low-income families who do not have access to adequate local food assistance. The program strives to provide immediate relief to those at risk of hunger through the provision of meals, while simultaneously trying to mitigate the growth in demand on local food pantries. Capital Area Food Bank of Texas, Inc. has two dedicated Mobile Food Pantry vehicles, capable of transporting refrigerated, non-refrigerated, and frozen items over long distances, ensuring a wide variety of food available to recipients. Currently there are seven Mobile Food Pantry distributions within the County each month, serving a monthly average of 6,000 individuals. Each household receives an average of 26 pounds of food at each distribution.

Funding

The total TCHHS/VS investment in the Mobile Food Pantry program from January 1 through September 30, 2014 was $19,312. This investment comprised 10.3% of the total program budget. TCHHS/VS also funds the Food Bank program, which is described earlier in this report.

Eligibility Criteria

There are no strict income eligibility guidelines for the Mobile Food Pantry program; however, it is anticipated that all Mobile Food Pantry clients will have household incomes at or below 185% of the Federal Poverty Level. The neighborhoods served by the program are selected based on prevalence of poverty, therefore Capital Area Food Bank of Texas, Inc. has determined that area-eligibility is sufficient to ensure food assistance is delivered to those who need it.

Client Demographics and Client ZIP Codes

The Capital Area Food Bank of Texas, Inc. does not currently have the capacity to collect detailed demographic data on Mobile Pantry clients; therefore, no client demographic data or client ZIP code data are collected.

Capital Area Food Bank of Texas: Mobile Food Pantry

The Mobile Food Pantry program met one of their performance goals but feel short on their others. Program staff reported that one site operated a twice-monthly distribution to accommodate the closure of another site, resulting in mostly duplicated clients. This, along with the cancellation of some distributions due to weather conditions, resulted in fewer unduplicated clients being served than previously anticipated (see the first output). Staff explained that because the number of Mobile Food Pantry sites decreased from 9 to 7 this year, goals for the number of distributions were adjusted accordingly (see the second output); however, similar adjustments to the related goals of pounds of food distributed and the number of meal equivalents provided were mistakenly not adjusted (see the third and fourth outputs). According to staff, because distribution was at 75% compared to previous years, the volume of food at the sites was also about 75% of the original projections.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	5,594	7,000	80%
Number of Mobile Food Pantry distributions held in Travis County	62	63	98%
Pounds of food distributed through Mobile Food Pantry distributions in Travis County	503,100	625,000	80%
Number of meal equivalents provided in Travis County	419,250	520,833	80%

Capital Area Rural Transportation System (CARTS)

JARC

Program Description

CARTS provides public transportation services to residents who live in rural Travis County outside of the Capital Metro service area. The Job Access/Reverse Commute (JARC) route is a vital link for persons needing employment, medical, social, education and other services. The route helps families in Del Valle access services at the UT Children's Wellness Center, as well as providing residents with direct service to the ACC Riverside Campus, allowing transfer to other Capital Metro routes.

Funding

The total TCHHS/VS investment in the JARC program from January 1 through September 30, 2014 was $56,250. This investment comprised 14.4% of the total program budget. TCHHS/VS also funds the Rural Transit program, which is described later in this report

Eligibility Criteria

CARTS does not require an age or income level for eligibility. Transportation is provided to the public in Precinct 4 according to the Capital Metro bus schedule.

Client Demographics and Client ZIP Codes

Individual client demographics and ZIP codes are unavailable.

Capital Area Rural Transportation System (CARTS): JARC

The JARC program provided more trips than initially expected. Staff reported that the increase in the cost of fuel, as well as heavy traffic, is the reason that ridership increased on this route, according to client surveys. Please note that CARTS provides services in nine rural counties and operates on a regional basis, moving persons in other communities and throughout Central Texas. However, for the purposes of this contract, CARTS is reporting only those trips provided to Travis County residents.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of total trips	59,542	37,500	159%

Capital Area Rural Transportation System (CARTS)

Rural Transit

Program Description

CARTS provides public transportation services to residents who live in rural Travis County outside of the Capital Metro service area. A variety of public transportation services are provided: General Public Dial-A-Ride services schedule rides as needed according to the published schedule and patients requesting transportation to the health clinics are scheduled as requested. Reduced fares are available to adults over 60 years of age and to people with disabilities. Veterans traveling to any VA clinic or hospital are not charged a fare for the trip. The Senior Nutrition Program transports seniors to and from nutrition sites for meals and special programs at no charge. Transportation is also available for residents receiving services from Austin Travis County Integral Care. Trips are scheduled in advance or as needed, and transportation is provided to and from programs and appointments.

Funding

The total TCHHS/VS investment in the Rural Transit program from January 1 through September 30, 2014 was $98,066. This investment comprised 3.4% of the total program budget. TCHHS/VS also funds the JARC program, which is described earlier in this report.

Eligibility Criteria

CARTS do not require an age or income level. Transportation is provided to the public according to the Travis County schedule and depending on availability. Persons are encouraged to call in and book their ride at least 24 hours in advance, but same day service can be provided depending on availability.

Capital Area Rural Transportation System (CARTS): Rural Transit

Performance Goals and Results

The Rural Transit program fell short of goals on both performance measures. Staff explained that during the holidays and summer months, ridership is lower than normal; this, as well as the shift some clients made from Rural Transit to the JARC Transit route, resulted in lower ridership and overall trips. Please note that CARTS provides services in nine rural counties and operates on a regional basis, moving persons in other communities and throughout Central Texas. However, for the purposes of this contract, CARTS is reporting only those trips provided to Travis County residents.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	323	420	77%
Number of trips	15,437	18,000	86%

Caritas of Austin

Community Kitchen

Program Description

The goal of the Community Kitchen program is to assist low-income residents with basic nutrition. The Community Kitchen provides nutritious lunch to anyone who is hungry. Lunch usually consists of a hot entrée or sandwich; soup; vegetables; milk; fresh fruit and/or dessert. The Kitchen also offers diners a respite from the heat or inclement weather.

Funding

The total TCHHS/VS investment in the Community Kitchen program from January 1 through September 30, 2014 was $95,985. This investment comprised 78.5% of the total program budget. TCHHS/VS also funds the Best Single Source Plus program, which is described in the Housing Continuum issue area report.

Eligibility Criteria

The Caritas Community Kitchen serves a nutritious meal to anyone who is hungry. This well-balanced lunch meets the nutritional needs of many homeless individuals, as well as unemployed or underemployed workers.

Caritas of Austin: Community Kitchen

The Community Kitchen program met one of their performance goals but fell short on the other. Program staff explained that the total program goal for the number of hot meals provided (see the first output) was mistakenly set for a 12-month period and was not properly adjusted based on the shorter, 9-month contract length. Staff noted that the goal should have been set at 67,500, for which the program would have achieved 91% of the 9-month target.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of hot meals served	61,630	90,000	68%
Outcomes			
Percentage of unduplicated Community Kitchen patrons provided a meal, who were satisfied with the meal, as measured in the annual survey	98% (223/228)	90% (180/200)	109%

Sustainable Food Center

Grow Local

Program Description

Grow Local is a community-based program that helps low-income individuals and families grow nutritious produce for their own consumption and encourages them to spread the harvest among their neighbors or through area food banks. The goal of the program is to increase the availability and consumption of locally-grown, healthy food by low-income children and adults, and enable and encourage community members to participate in their local food system. The program increases the food gardening skills of low-income children and adults by partnering with social services organizations, community gardens, schools, and other institutions to offer food gardening instruction and materials. The program also improves self-sufficiency and food security by helping gardeners produce enough fruits and vegetables for themselves and their families, to share with others, and to sell at local markets. Clients receive seeds, transplants, compost, and soil amendments, as well as access to tools and gardening books. In addition to these resources, the program also provides educational opportunities, such as workshops and informational emails, and offers technical assistance for clients in order to improve their food gardening skills and increase their yield.

Funding

The total TCHHS/VS investment in the Grow Local program from January 1 through September 30, 2014 was $14,491. This investment comprised 32.9% of the total program budget.

Eligibility Criteria

The Grow Local program targets underserved children and adults within the City of Austin and Travis County, including: low-income residents (for clients supported with Travis County funds, clients must have incomes at or below 200% of the Federal Poverty Income Guidelines); children and adults who are at risk for household food insecurity and/or face a higher risk for diet-related problems; schools serving majority economically disadvantaged students as defined by the percentage of students eligible for free or reduced-priced meals under the National School Lunch and Child Nutrition Program; and underserved residents of Sustainable Food Center's target geographic areas for services.

Sustainable Food Center: Grow Local

The Grow Local program had mixed results, meeting or exceeding goals on one-half of their measures but falling short on the other one-half. Staff explained that they saw a decrease in overall new enrollees (see the first output) as a result of changes to the requirements for program applicants. There were also fewer group gardens, specifically school gardens, (see the second output) which staff attributed to school garden leaders engaging smaller groups of students for more meaningful educational experiences, whereas previously in some cases, applicants listed large groups of students who may have had less direct interaction with the school garden. Program staff noted that favorable growing conditions during the last quarter, meant an increase in the total amount of produce harvested and shared from participants' gardens (see the third output). However, people reported sharing primarily within family units (vs. food pantries or other entities). For this reason, participants may have shared more frequently with the same people, vs. smaller quantities with a larger number of people (see the fourth output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated individual and non-institutional gardeners receiving resources and education through the Grow Local program (persons may receive services and resources on multiple occasions)	1,054	1,260	84%
Number of unduplicated gardeners in housing, school, or other group programs receiving resources and education through the Grow Local program (persons may receive services and resources on multiple occasions)	7,610	12,600	60%
Number of Meal Equivalents (garden fresh produce shared by gardeners; 2 meal equivalents fit into one plastic grocery store bag)	10,076	8,730	115%
Number of Meal Recipients (persons receiving one or more meal equivalents; duplicated)	7,272	9,312	78%
Outcomes			
Percentage of Grow Local gardeners reporting increased knowledge and skills on quarterly surveys	94% (604/645)	90% (525/582)	104%
Percentage of Grow Local gardeners satisfied with services provided who returned their quarterly surveys	97% (627/645)	95% (552/582)	102%

Appendix

2014 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	$5,835	$11,670	$14,588	$17,505	$23,340
2 persons	$7,865	$15,730	$19,663	$23,595	$31,460
3 persons	$9,895	$19,790	$24,738	$29,685	$39,580
4 persons	$11,925	$23,850	$29,813	$35,775	$47,700
5 persons	$13,955	$27,910	$34,888	$41,865	$55,820
6 persons	$15,985	$31,970	$39,963	$47,955	$63,940
7 persons	$18,015	$36,030	$45,038	$54,045	$72,060
8 persons	$20,045	$40,090	$50,113	$60,135	$80,180
For families/households with more than 8 persons, add $4,060 for each additional person.					

Data source: "2014 Poverty Guidelines," Office of The Assistant Secretary for Planning and Evaluation, U.S. Department of Health & Human Services, January 22, 2014, http://aspe.hhs.gov/poverty/14poverty.cfm.

2014 Austin Median Family Income Guidelines

The Blackland Community Development Corporation and Foundation for the Homeless contracts require participants in their programs to have a household income at or below 50% of the Austin Median Family Income (MFI) level. Other 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-San Marcos, TX Metropolitan Statistical Area (MSA).

Household Size	Income Limits by Household Size		
	30% (Extremely Low)	50% (Very Low)	80% (Low)
1 person	15,850	26,400	42,250
2 persons	18,100	30,200	48,250
3 persons	20,350	33,950	54,300
4 persons	23,850	37,700	60,300
5 persons	27,910	40,750	65,150
6 persons	31,970	43,750	69,950
7 persons	36,030	46,750	74,800
8 persons	40,090	49,800	79,600

Data source: "Austin-Round Rock-San Marcos, TX MSA FY 2014 Income Limits Summary," U.S. Department of Housing and Urban Development, http://www.huduser.org.

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