Executive Summary

FY 2020 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

FEBRUARY 2021

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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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Executive Summary

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.

Poverty Overview

Travis County HHS aims to implement social service investments that are strategic, targeted, and responsive to community needs. *Poverty is the touchstone for nearly all of the County's social service investments: Poverty is a root cause of the social problems that the Department's purchased services seek to alleviate; poverty often compounds the access barriers and negative outcomes experienced by residents who are impacted by these social problems; and poverty is frequently the lens for who is targeted for services.* Given that there are multiple measures of poverty, below is a brief description of the various measures, some of their limitations, and how Travis County frames poverty within its social service investments.

The Poverty Threshold

The U.S. Census Bureau annually sets poverty thresholds to determine who is in poverty, which are used for statistical purposes. If a person/family's total before-tax income is below a certain threshold (three times the cost of a minimum food diet) for their household size and type, then they are estimated to be living in poverty. The thresholds vary by age and number of adults and number of children under 18 in the family unit. There are no geographic variations for poverty thresholds.[1] This methodology was developed in the early 1960s.

The Federal Poverty Income Guidelines

The Department of Health and Human Services releases Federal Poverty Income Guidelines (FPIG) in January of each year. The guidelines are updated from the most recently published poverty thresholds from the Census Bureau. These are used for administrative purposes, such as determining financial eligibility for certain programs.[2] The FPIG varies by family/household size and geographically only for Alaska and Hawaii; however, the guidelines do not vary by the age of adults or number of children in a

family/household, or account for regional differences in cost of living.

The U.S. Census Bureau also developed a Supplemental Poverty Measure (SPM) in 2011. The SPM was created because the official poverty measure is arguably not the best measure of economic well-being of American families.[3] The SPM considers additional family resources, geography, and non-cash resources that are excluded from the official poverty measure methodology.[4] For more information about the difference between the SPM and the official poverty measure, see this helpful infographic: https://www.census.gov/library/visualizations/2017/demo/poverty_measure-how.html.

Limitations of Poverty Measures

The official poverty thresholds and the FPIG likely underestimate the number of people who face economic hardship. Although both measures are adjusted for inflation using the Consumer Price Index, shifting household expenses, such as childcare and newer technologies, since the development of these measures likely miscalculate the number of people struggling to meet their basic needs. The measures also fail to consider geographical differences in costs such as food and housing prices. Though the Supplemental Poverty Measure appears to correct for some of these shortcomings, it was not designed to determine program eligibility and has not replaced the official poverty measure but can provide additional understanding of economic factors and trends.[5]

Travis County HHS Approach to Poverty

Because the national measures of poverty have significant limitations, Travis County HHS draws on local sources for a more comprehensive approach. The Center for Public Policy Priorities Family Budget Estimator calculates that households in the Austin-Round Rock Metro Area need an income more than double the federal poverty income guidelines to make ends meet. A single working adult would need an annual income of at least $28,176 to cover expenses, and a family of four with two children and two working adults would need an annual income of at least $63,012.[6] This tool addresses local costs of living more holistically[a] where other poverty measures fall short.

For these reasons, Travis County Health and Human Services fulfills its mandate of serving "indigent" populations by adopting a wider lens for what constitutes poverty and risk of poverty, interpreted here as those at or below 200% of FPIG. Travis County HHS focuses on individuals and families both in poverty and at risk of poverty, because they often encounter difficulties meeting their basic needs and experience reduced well-being due to the economic hardships they face. Some Travis County purchased programs

a Using data from the U.S. Census Bureau and other government sources, the tool calculates family budgets based on housing and utilities, food, health care, childcare, transportation, and other necessities such as clothing and telephone services. Figures vary according to family size and composition, number of adults working, employer-based benefits, and savings goals.

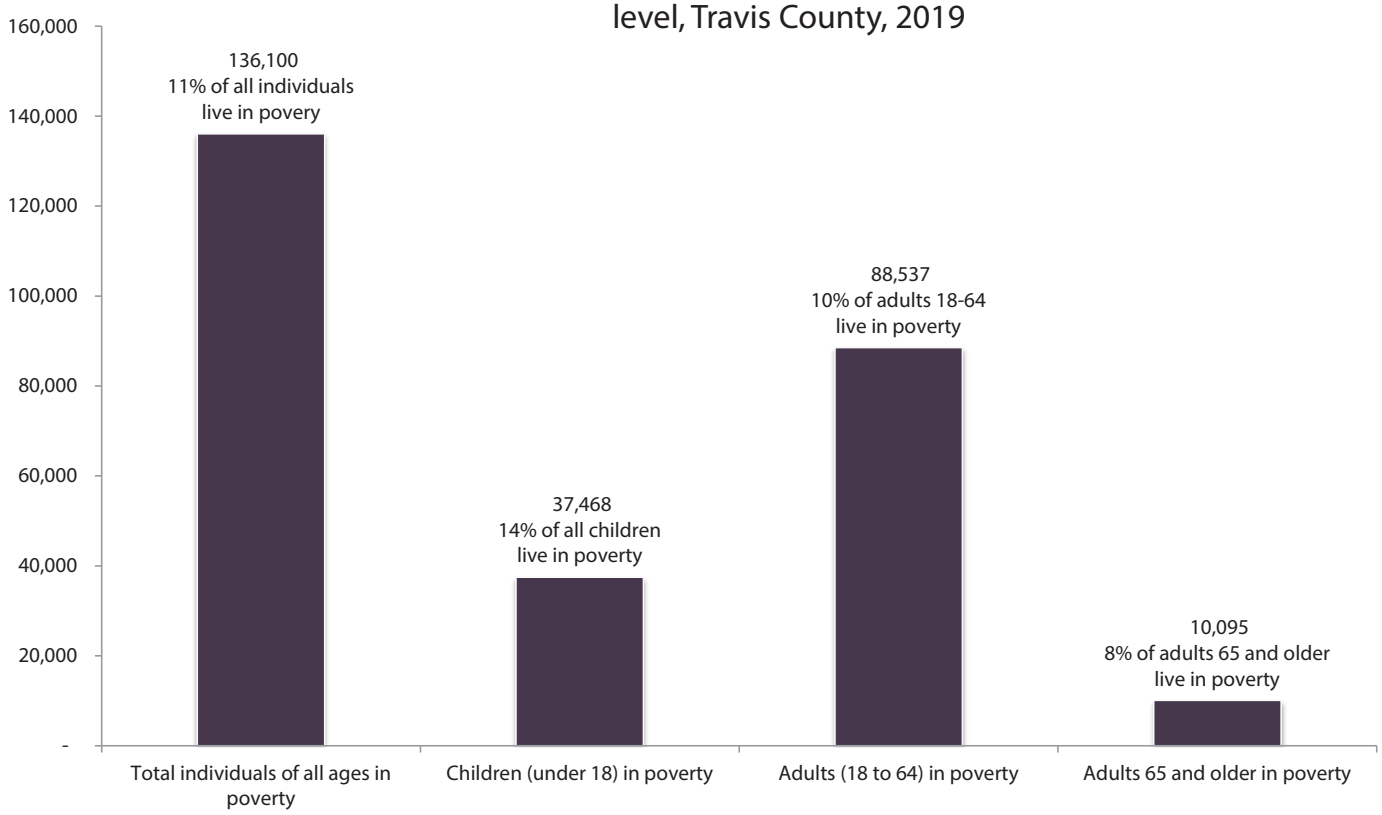
assist vulnerable populations irrespective of income, such as those experiencing abuse and neglect while a select few programs are grant-required to use Median Family Income (see Appendix for specific income guideline levels).

Poverty in Travis County

According to 2019 data, 136,100 (11%) Travis County residents live below the official poverty threshold.[7] The chart below highlights the number and percent by age group in poverty. Among children, 14% live in poverty, while 8% of adults age 65 and over live in poverty.[8]

Poverty Status by Age

Population for whom poverty status is determined with income below poverty level, Travis County, 2019



*Poverty status is determined for all people except institutionalized people, people in military group quarters, people in college dormitories, and unrelated individuals under 15 years old

Created by: Travis County HHS Research & Planning Division, 2020

Source data: 2019 American Community Survey 1-Year Estimates, C17001

The table below shows poverty statistics over time in Travis County. The overall poverty number and rate has declined, from 13% in 2015 to 11% in 2019.[9] The child poverty number and rate has declined from 18% in 2015 to 14% in 2019, while the poverty rate for older adults (65+) has remained relatively flat from 2015 to 2019, 9% and 8% respectively.[10]

Poverty Status by Age
Population for Whom Poverty Status is Determined, Travis County, 2015-2020

	2015	*2016*	*2017*	*2018*	*2019*
Individuals in Poverty	153,579	144,605	140,724	148,295	136,100
Individual Poverty Rate	13%	12%	12%	12%	11%
Children (under 18) in Poverty	48,676	44,289	40,402	42,197	37,468
Child Poverty Rate	18%	17%	15%	16%	14%
Adults 65 and older in Poverty	9,187	8,326	11,582	9,946	10,095
Adults 65 and older Poverty Rate	9%	8%	10%	8%	8%

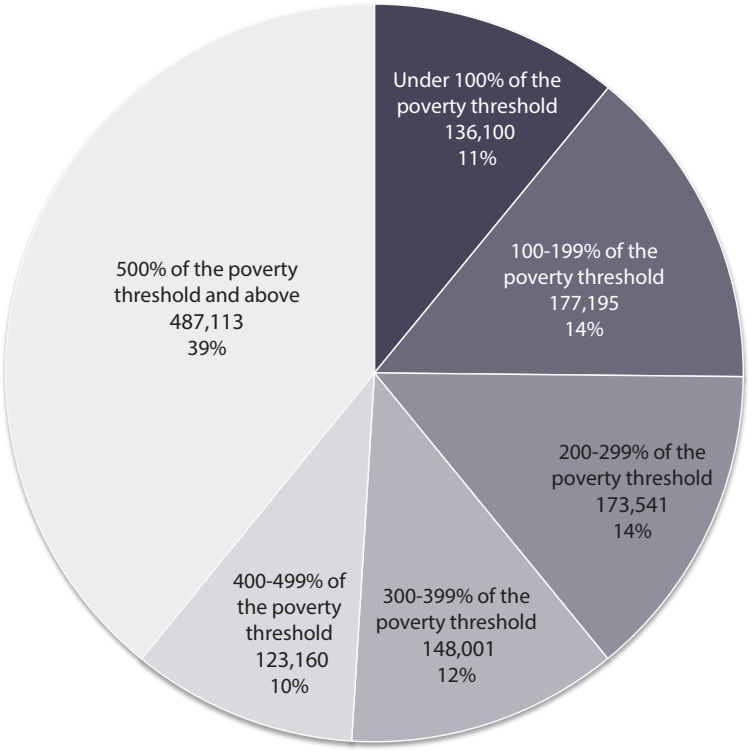
Created by: Travis County HHS Research & Planning Division, 2020
Source data: 2015-2019 American Community Survey 1–Year Estimates, C17001

There is an overall declining trend in the number and rate of those living in poverty in Travis County which can likely be explained by various reasons. With a strong economy and low unemployment, some may have increased their incomes above the poverty thresholds and are no longer counted in poverty. However, given the issue of housing affordibility and displacement in Austin/Travis County, it is also possible that many people in poverty may have been pushed out of Travis County to more affordable areas.

For those in or at risk of poverty, over one-quarter (26%, or 313,295 individuals) of the Travis County population lives below 200% of poverty.[11] This means that over one-quarter of Travis County residents may struggle to meet basic needs due to their income.

Ratio of Income to Poverty Threshold in the Past 12 Months

Population for whom poverty status is determined*, Travis County, 2019
(n = 1,245,110)



2019 Poverty Threshold for:
One person household
100%: $13,300
200%: $26,600
300%: $39,900
400%: $53,200
500%: $66,500

Family of four, including two related children under 18
100%: $25,926
200%: $51,853
300%: $77,779
400%: $103,706
500%: $129,632

*Poverty status was determined for all people except institutionalized people, people in military group quarters, people in college dormitories, and unrelated individuals under 15 years old.
Created by: Travis County HHS, Research & Planning Division, 2020
Source data: 2019 American Community Survey 1-Year Estimates, B17002

Despite the declining official poverty rate, significant needs still exist in Travis County that warrant continued social service investment: there is an estimated 313,295 individuals in Travis County living below 200% of the FPIG.[12] This population can benefit from Travis County purchased programs that aim to mitigate the impacts of poverty and increase resident well being.

Community Context Highlights

Community conditions impact social service providers and the individuals they serve. Economics, demographics, as well as social structures and systems, all influence the level of need within a community and the resources available to successfully address community needs. Community conditions help determine service delivery approaches that are most effective in addressing community needs and issues. These conditions also inform stakeholders of progress toward community goals and a program's contributions in advancing those goals. Most social service programs described in this report serve Travis County residents who are in or near poverty. Some programs assist vulnerable populations, such as those experiencing abuse and neglect, irrespective of their income.

COVID–19 Impacts

Current conditions support the need for social services for Travis County residents. The COVID–19 pandemic disrupted the community during the past contract year. Travis County issued a Declaration of Disaster for the public health emergency on March 6, 2020. Through February 3, 2021, the County has seen 70,631 cases and 677 deaths.[13] The effects of the pandemic are widespread and have impacted all issue areas:

Access to Basic Supports

- Food: Food insecurity has emerged as a major impact of the pandemic, both locally and nationwide. In January 2021, 11% of U.S. adults reported that their household sometimes or often didn't have enough to eat in the last seven days, a sizeable increase from the 3.4% of adults who reported that they didn't have enough to eat over the entirety of 2019.[14] Households with children as well as Black and Latino adults experienced the greatest levels of food insufficiency.[15] Locally, the Central Texas Food Bank has seen dramatic increases in emerging food needs: more than 18,000 households of a total 126,000 households served in November 2020 were first-time clients.[16] CTFB reported a 200% increase in new families seeking services, and overall, the number of individuals visiting CTFB increased by 11.3% from October to November 2020.[17]
- Legal Rights and Benefits: Purchased programs have shifted to a virtual service delivery model due COVID–19. In the area of immigration legal services, narrowed qualifications for lawful immigration at the federal level compounded by pandemic-related administrative slowdowns reduced both case numbers and case completion. In the area of public benefits legal services, a larger proportion of cases in FY 2020 were for housing-related benefits than in the prior year.
- Transportation: Closure of Travis County Community Centers to outside programming in response to COVID–19 cause a dramatic drop in demand for transportation to/from the Centers via the Department's purchased transportation services. Of note, the target population for the Department's purchased services in this area is older adults and people with disabilities participating in the Congregate Meals

program; many of these individuals are high risk according to Austin Public Health's COVID–19 risk-based guidelines.

Behavioral Health

- The Henry J. Kaiser Family Foundation conducted a tracking poll in mid-July 2020, which indicated that the COVID–19 pandemic negatively impacted the mental health of U.S. adults. Among their findings: more than one in three adults reported symptoms of anxiety or depressive disorder during the pandemic; in comparison, from January to June 2019, only 11% of adults reported these symptoms.[18]
- A CDC survey in June 2020 also showed COVID–19's impact on both mental health and substance use, with over 40.9% of adults reporting an adverse mental or behavioral health condition; of these adults, 13.3% reported having started or increased substance use to cope with stress or emotions related to COVID–19.[19]
- The Meadows Mental Health Policy Institute examined the effects of a COVID-induced economic recession and projected that for every five percentage point annual increase in the unemployment rate in Texas, an additional 725 Texans could die each year from suicide (300) and drug overdose (425).[20]

Child and Youth Development

- As of June 2020, out of the 395 childcare sites that have a contract with Workforce Solutions within Travis County, 228 (58%) closed due to COVID–19 pandemic. Only 64 centers that were open were highly rated with 2 or more TRS stars.
- As of September 2020, 11 childcare programs (that HHS staff know of) in Travis County have closed permanently due to low enrollment and related financial strain.
- The COVID–19 pandemic severely affected schools and out of school time (OST) activities as safety measures required schools and OST programs to abruptly close in-person services in the Spring of 2020. As education centers and youth programming shifted towards virtual learning spaces, community roundtable conversations and organized youth professional groups voiced concerns on the widening educational achievement gap for students from low-income households as well as the social-emotional toll on all students. A nationwide study revealed that Black and Hispanic students are falling further behind their White peers simply for not having the prerequisites for remote learning: devices, internet access, and a dedicated space to study.[21] In November 2020, the *Austin American-Statesman* reported that Austin Independent School District released data showing the school district had seen a 50% increase of students failing throughout all campuses as teachers as well as parents struggled to keep their students engaged and making progress.[22]
- Learn All the Time (LATT), an intermediary for youth-serving organizations, conducted a point-in-time survey in May and November 2020 to get a pulse on how the pandemic has impacted their member organizations. LATT reported that respondents experienced large decreases in student participation in their programs, with some reporting a decline as large as 75%. The surveys also revealed that most partners had to furlough or lay-off staff, which further impacted students' relationships with the organizations and participation in programs. The major concern that all of LATT partners have is how

to provide safe in-person programming when the time comes to start providing that service. Another area of concern is funding; as most funding is tied to the number of students served, most programs have not received the same amount of funding as before the pandemic.[23]

Housing Continuum

- Programs report that client needs are more extensive due to the pandemic with rental and utilities assistance being of top concern.
- Supportive housing programs using wrap-around models for achieving housing stability report that securing jobs for income stability is more challenging in the current economy.
- Programs that provide shelter grappled with adapting to COVID–19 safety and distancing protocols in group residential settings while also managing an influx of demand.
- The pandemic has impacted individuals' ability to pay rent and mortgage costs. An estimated 21% of adults in the U.S. were not caught up on rent as of January 2021, with higher rates seen for renters of color and renters with children.[24] Many renters in Austin/Travis County are currently protected by an eviction moratorium, but these protections do not erase debt from unpaid rent.[25] Providers report concern about the rippling effects of expiring moratoriums in future, including a spike in evictions, increased homelessness, and potential local housing market corrections.

Public Health

- Austin Public Health, the public health authority for Travis County, provides a wide range of public services and programs. Staff from many programs were temporarily assigned as contact tracers or other roles within the Epidemiology and Public Health Preparedness division, to provided needed support to the public health response to the COVID–19 pandemic, which reduced programming across other services. All non-essential public health programs shifted to virtual service provision where possible.
- Texas Governor Greg Abbot issued several bans on elective surgeries to preserve bed space for COVID–19 patients.[26] Outpatient health services across the nation were reduced or transitioned to virtual health visits during the pandemic. While healthcare provider visits have rebounded in some areas,[27] it is currently unclear how limited healthcare access during the COVID–19 will impact other health outcomes long-term.
- Planned Parenthood of Greater Texas transitioned its Teen Health education program from in-classroom to virtual; however, reduced school hours during the pandemic limited opportunities for elective or non-essential learning. The agency pivoted to offering virtual teen health education programs to parents of teens.
- Vivent Health maintained in-person essential clinical services for people living with HIV, but transitioned case management services to a virtual setting. Community outreach during the pandemic was a challenge due to social distancing. The Helping Hands Food Bank began offering meal delivery services in place of in-person food bank services, which was challenging as it resulted in a need for more volunteers.

Safety Intervention Services

- Sheltering services for victims of domestic violence are deemed essential. No COVID–19 related impacts were reported by Travis County contractors for sheltering services, but counseling and case management services shifted to virtual or phone communication.
- Domestic violence advocates have voiced concern that shelter-in-place orders will result in greater risk to victims who may be forced to remain home with abusers. It was reported in May of 2020 that across Texas, reports of domestic violence had decreased since shelter-in-place orders were instated, but urban areas saw an increase in these calls of up to 40%, and a reduction in calls could be attributed to limited opportunities to evade abuse and seek help.[28]
- In Austin, arrests for family violence were 17% higher in March 2020 compared to the same reporting period of the previous year, while arrests for other crimes declined.[29]
- Public health emergencies have the potential to increase the risk of child abuse and neglect as a result of increased stressors and financial loss. The Centers for Disease Control and Prevention reported that emergency room visits that could be related to child abuse and/or neglect declined during the COVID–19 pandemic, but the percentage of these visits which resulted in hospitalization increased. These findings raise concern that health-seeking behaviors related to child abuse or neglect have been impacted by COVID–19 pandemic, possibly resulting in sustained or worsened injuries for children who are victims of abuse or neglect.[30]

Supportive Services for Independent Living

- There are 129,438 older adults 65 years or over living in Travis County, comprising 10% of the population.[31]
- Nine percent or 111,176 Travis County residents have a disability.[32] Four percent (11,502) of individuals under 18 years old have a disability, 7% (63,851) of individuals 18 to 64 years old have a disability, and 28% (35,823) of individuals 65 years and over have a disability.[33]
- Research on disabilities and COVID–19 indicates that people with disabilities have been disproportionately exposed to sources of stress and trauma during the COVID–19 pandemic. These impacts are rooted in ongoing systemic and individual ableism[b] and may include[34]:
  - Concerns about health care access and that ableism could result in potential denial of care.
  - Loss of care or risk associated with accessing personal care assistance or routine medical care.
  - Social grief out of concern for potential suffering and death of friends, family members, housemates living in congregate settings, and others in the disability community.
  - Isolation and related negative cognitive, physical, and mental health effects—already a risk prior to the pandemic.

b Ableism refers to discrimination against people with disabilities in favor of people without disabilities. It can be deliberate or unintentional, but it is always based on assumptions that people with disabilities do not matter, have less intrinsic worth, or cannot manage their own lives as well as people without disabilities. Ableism prevents people with disabilities' full inclusion in society. (Source: Guidelines: How to Write about People with Disabilities, 9th edition, Research and Training Center on Independent Living The University of Kansas, http://rtcil.org/products/media/guidelines).

  - Disproportionately negative impacts of the pandemic-related economic crisis due to pre-pandemic higher rates of poverty and unemployment.

- Social isolation can impact people of any age. However even pre-pandemic, some older adults were more susceptible to isolation due to causes including poor health, poorly designed communities, and major life events such as partner/friend loss and retirement.[35] The risk for severe illness with COVID–19 and related safety measures emphasizing social distancing has led to increased social isolation and loneliness.
  - The National Poll on Healthy Aging found that 56% of older adults 50-80 surveyed in March-June 2020 felt isolated from others—more than double the 27% that reported feeling isolated in October 2018.[36]
  - A recent survey by the AARP Foundation and United Health Foundation found that two-thirds of U.S. adults reported experiencing social isolation.[37]
  - Social isolation and loneliness have been linked to higher risks for a variety of physical and mental health conditions.[38]
- Many people have used technology to stay connected while maintaining social distancing during COVID–19. At the same time, technological barriers have emerged as some older adults and people with disabilities may not have access to WIFI or have technological skills to utilize many supportive services which have shifted to virtual delivery.
  - Nationally, while 73% of older adults 65+ do use the internet, older adults along with rural residents, those with lower levels of education and income, Black individuals, and Hispanic individuals are demographic groups with lower rates of home broadband access.[39,40]
- Ensuring access to food for low income older adults and those who need assistance with activities of daily living including preparing meals has been an important focus during the pandemic. Locally, many agencies supporting the aging population have worked to ensure this need is met. National data from Feeding America shows that food insecurity continues to be prevalent among those 60 years and older.[41]
  - Nationally, 7.3% of seniors are food insecure and 2.7% are very low food secure (VLFS). This translates into 5.3 million and 2.0 million seniors, respectively.[42]
  - Food insecurity is greatest among Seniors who are Black, are Hispanic, are renters, have lower incomes, are divorced, separated or never married, have a grandchild present, and/or have a disability.[43]

Workforce Development

- Workforce development agencies have transitioned to offering remote services during the COVID–19 pandemic. The shift to remote services has exposed the following barriers to workforce development opportunities: access to digital media or necessary technology; access to childcare; and learning and language obstacles that may not be easily addressed through remote programming.
- In April 2020, unemployment in Travis County peaked at 12.4%. The latest numbers as of December 2020 show unemployment at 5.1%, which is more than two times higher compared to December of 2019 (2.3%).[44]

- In May 2020 Unemployment Insurance (UI) claims approached 95,000. Of those filing for UI the most represented industries were from the Accommodation & Food Services, Retail Trade, Health Care and Social Assistance and Unknown (uncategorized).[45]

Social Service Providers

Social service providers have reported changes in demand for services as well as necessary changes in service delivery. According to the second Mission Capital Pulse Survey conducted in May 2020, which was intended to be a point-in-time snapshot of the effects of the COVID–19 pandemic on the social service sector in Central Texas, the social sector underwent rapid change and pivoted to meet the increase demand for services and/or support from their communities. Of the 422 survey respondents, 69% reported that their organizations experienced a disruption to services, 37% saw a significant expansion of the types of needs clients have, and 40% changed operations or services to more directly support the COVID–19 response.[46] Respondents stated that their top organizational needs were:

- Funding & Financial Support
- Strategic Guidance or Planning
- Support for Digital/Technology Shift
- Additional staff and volunteer support
- Support and guidance on providing service in-person in a safe way
- Supplies and safety equipment such as PPE

Social services organizations that responded to the same survey stated that the top needs of those they served focused on:

- Financial and job loss support
- Mental health support
- Basic needs such as food, supplies, and housing
- Digital and technology access

Client Demographics

Service providers collected client demographic data, when possible.[c] The table below summarizes the demographics for clients served.[d]

Gender	Num.	Pct.
Female	57,176	53%
Male	48,530	45%
Other	188	0.2%
Unknown	2,916	3%
Total	*108,810*	*100%*

Ethnicity*		
Hispanic or Latino	45,982	42%
Not Hispanic or Latino	55,373	51%
Unknown	7,455	7%
Total	*108,810*	*100%*

Race		
American Indian and Alaska Native	1,073	1%
Asian	2,316	2%
Black or African American	20,510	19%
Native Hawaiian and Other Pacific Islander	98	0.1%
White	66,194	61%
Some other race	8,607	8%
Two or more races	2,581	2%
Unknown	7,431	7%
Total	*108,810*	*100%*

Age	Num.	Pct.
Under 5	6,421	6%
5 to 11	12,562	12%
12 to 14	8,187	8%
15 to 17	7,116	7%
18 to 24	9,604	9%
25 to 39	24,929	23%
40 to 54	18,744	17%
55 to 64	10,478	10%
65 to 74	4,694	4%
75 and over	3,069	3%
Unknown	3,006	3%
Total	*108,810*	*100%*

Income**		
<50% of FPIG	29,981	28%
50% to 100%	19,745	18%
101% to 150%	9,306	9%
151% to 200%	5,866	5%
>200%	4,890	4%
Unknown	38,880	36%
Total	*108,668*	*100%*

*For the purposes of tracking client data, HHS has adopted demographic categories used by the U.S. Census Bureau. The U.S. Census Bureau considers race and Hispanic origin to be two separate and distinct concepts. Hispanics and Latinos may be of any race. Therefore, clients reporting their race, such as White or Black or African American, may also be Hispanic or Latino. Programs that collect race and ethnicity data in a single demographic category are encouraged to report Hispanic or Latino clients as "Some other race" in the race category.
**See Appendix for specific income guideline levels.

c Client demographic data may be unreported for reasons such as protection of client privacy and difficulty obtaining data (e.g., due to services delivered via outreach or at large-scale events). Clients enrolled in programs that do not collect specific demographic information, such as income level, were classified as "unknown" in their respective demographic category.

d Note that clients participating in more than one program are counted multiple times in the summary of contracted service providers' data. The lower number of clients reflected in the income level category is due to one program reporting income by household rather than by client.

Client Location by ZIP Code

When possible, the contracted service providers also documented the ZIP code where clients resided when they entered the program.[e] Service providers collected residential information for 99% (242,634 of a total 244,692 clients)[f] of all clients, including clients with ZIP codes within Travis County (97%), clients with ZIP codes outside of Travis County (1%), and clients who were homeless at entry into the program (2%)[g]; the remainder (1%) represent clients with unknown ZIP codes. The map included later in this overview shows the distribution of clients living in Travis County.

Investment by Issue Area

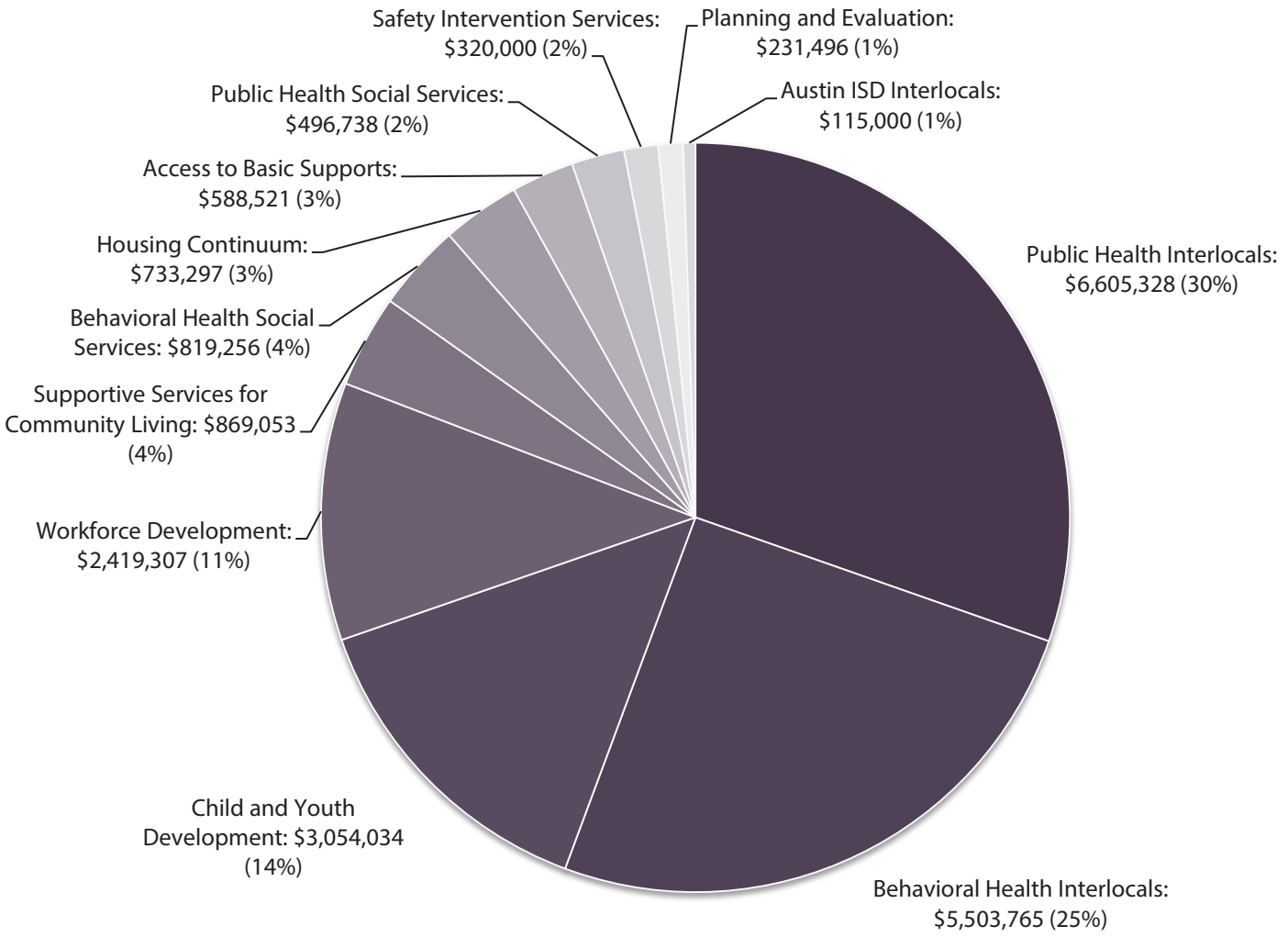
The following chart shows the percent of funding devoted to each issue area for the social service contracts included in this report. Public Health Interlocals accounted for the greatest share of the HHS investment reflected in this report, at 30% of the total investment, followed by Behavioral Health Interlocals (25%). Child and Youth Development (14%) and Workforce Development (11%) contracts also comprised sizeable shares of the total investment.

e Client ZIP code data may be unreported for reasons such as protection of client privacy and difficulty obtaining data (e.g., due to services delivered via outreach or at large-scale events).

f Client demographic and client ZIP code totals do not match, as there was one program that collected ZIP code data but not demographic data.

g The number of homeless clients served is likely underrepresented as some agencies reported the last known permanent ZIP code of the client, rather than noting that the client was homeless at entry into the program.

Investment in Issue Areas for Social Service Contracts, FY 2020



The Department's investments represented varying percentages of each contracted program's total budget. Investment percentages ranged from 0.1% to 100.0%, constituting an average of 27% of a program's total budget. Actual investment percentages for each social service contract are provided on each program's page.

Please note that the chart does not represent total HHS investments and services. The social service contracts included in this report are a subset of the Department's broader investments of general funds in both purchased and direct services. The Department also makes grant-funded program investments.

Funding Summary

Agency Name	Program Name	FY 2020 Funding Amount
Access to Basic Supports		***$588,521***
Capital Area Rural Transportation System	Rural Access	$180,755
Caritas of Austin	Community Kitchen	$84,000
Catholic Charities of Central Texas	Immigration Legal Services	$90,000
Central Texas Food Bank, Inc.	Food Bank Core Services	$57,766
Central Texas Food Bank, Inc.	Mobile Food Pantry	$60,000
Sustainable Food Center	Grow Local	$56,000
Texas RioGrande Legal Aid, Inc.	Public Benefits Advocacy Project	$60,000
Austin ISD Interlocals		***$115,000***
Austin Independent School District	AISD MBK Success Mentor Program	$15,000
Austin Independent School District	School-based Family Resource Centers	$100,000
Behavioral Health Interlocals		***$5,503,765***
Integral Care	Child Therapist for Parenting In Recovery/ Family Drug Treatment Court	$155,600
Integral Care	Expanded Mobile Crisis Outreach Team	$764,819
Integral Care	Families with Voices/Familias Con Voces Collaborative	$1,000,000
Integral Care	Main Mental Health Interlocal	$1,411,054
Integral Care	Main Mental Health Interlocal: IDD Care Coordinator	$65,000
Integral Care	Main Mental Health Interlocal: ThriveCare of Travis County	$125,000
Integral Care	Substance Abuse Managed Services Organization	$1,073,799
Integral Care	Substance Abuse Managed Services Organization: MAT	$75,000

Agency Name	Program Name	FY 2020 Funding Amount
Integral Care	System of Care Managed Services Organization	$833,493
Behavioral Health Social Services		***$819,256***
Any Baby Can of Austin, Inc.	No Estás Solo Program	$54,495
Austin Child Guidance Center	Children's Outpatient Mental Health & Evaluation Services	$50,000
Communities In Schools of Central Texas	CIS Care Coordination for Youth and Family Assessment Center	$455,030
LifeWorks	LifeWorks Youth and Adult Counseling and Community-Based Peer Support and Counseling	$126,681
YWCA Greater Austin	YW Counseling and Referral Center	$133,050
Child and Youth Development		***$3,054,034***
Any Baby Can of Austin, Inc.	Professional Early Childhood Services	$154,000
Austin Child Guidance Center	Infant and Early Childhood Mental Health Project	$58,000
Austin Community College District	Teacher and Director TRAC	$52,000
AVANCE-Austin, Inc.	Parent-Child Education Program	$95,000
Big Brothers Big Sisters of Central Texas	One-To-One Mentoring	$140,000
Boys & Girls Clubs of the Austin Area	Great Futures Start Here	$389,000
Child Inc.	Early Education and Care	$208,780
Communities In Schools of Central Texas	ASPIRE	$98,000
Communities In Schools of Central Texas	Travis County XY–Zone Program	$354,065
Foundation Communities	Afterschool and Summer Youth Programs	$344,100
Girls Empowerment Network	Long Term Program for Girls (clubGEN and 180)	$78,590
Goodwill Industries of Central Texas	Goodwill Career Launch	$145,000

Agency Name	Program Name	FY 2020 Funding Amount
Workforce Solutions Capital Area Workforce Board	Continuity of Child Care System Services	$744,499
Workforce Solutions Capital Area Workforce Board	Quality Child Care Collaborative (QC3)	$193,000
Housing Continuum		***$733,297***
Austin Tenants' Council	Tenants' Rights Telephone Counseling and Mediation	$212,295
Casa Marianella	Emergency Shelter and Transitional Housing	$181,002
Foundation Communities	Children's HOME Initiative	$198,000
Saint Louise House	Supportive Housing for Homeless Women and their Children	$142,000
Planning and Evaluation		***$231,496***
Children's Optimal Health	Collaboration and Spatial Analysis Information Opportunities in Conjunction with COH Board Membership	$35,000
Ending Community Homelessness Coalition, Inc.	ECHO	$50,000
Integral Care	Community Advancement Network	$68,096
Ray Marshall Center for the Study of Human Resources	Evaluation Services	$78,400
Public Health Interlocals		***$6,605,328***
Austin Public Health	Public Health Interlocal	$4,462,925
City of Austin Animal Services Office	Animal Services Interlocal	$2,142,403
Public Health Social Services		***$496,738***
Planned Parenthood of Greater Texas	Teen Health Program	$29,601
Vivent Health	HIV Case Management Program	$343,255
Vivent Health	The Helping Hands Food Bank Program	$123,882
Safety Intervention Services		***$320,000***
Court Appointed Special Advocates of Travis County	Child Advocacy	$85,000
The SAFE Alliance	Domestic Violence and Sexual Assault Services	$185,000

Agency Name	Program Name	FY 2020 Funding Amount
The SAFE Alliance	Emergency Care Program	$50,000
Supportive Services for Community Living		***$869,053***
Any Baby Can of Austin, Inc.	CARE	$50,000
Any Baby Can of Austin, Inc.	Early Childhood Intervention Services	$51,170
Easter Seals Central Texas, Inc.	Clinical Services/Life Center	$81,306
Easter Seals Central Texas, Inc.	Day Habilitation Program at Vaughn House	$50,000
Easter Seals Central Texas, Inc.	Early Childhood Intervention	$11,747
Family Eldercare	Money Management	$50,000
Goodwill Industries of Central Texas	Goodwill Supported Training & Employment Program	$75,097
Helping the Aging, Needy and Disabled	In-Home Care	$54,198
Meals on Wheels Central Texas	Congregate Senior Centers Meal Program	$143,059
Meals on Wheels Central Texas	Meals on Wheels	$167,376
The Arc of the Capital Area	Case Management and Advocacy Services	$120,100
The Arc of the Capital Area	Guardianship Case Management Services	$15,000
Workforce Development		***$2,419,307***
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	Career Development	$241,196
Literacy Coalition of Central Texas	Literacy Illuminates	$30,000[i]

Agency Name	Program Name	FY 2020 Funding Amount
Skillpoint Alliance	Gateway	$270,800
Workforce Solutions Capital Area Workforce Board	Workforce and Education Readiness Continuum - Travis County (WERC TC)	$630,315

i. Funding from December 9, 2019 through September 30, 2020

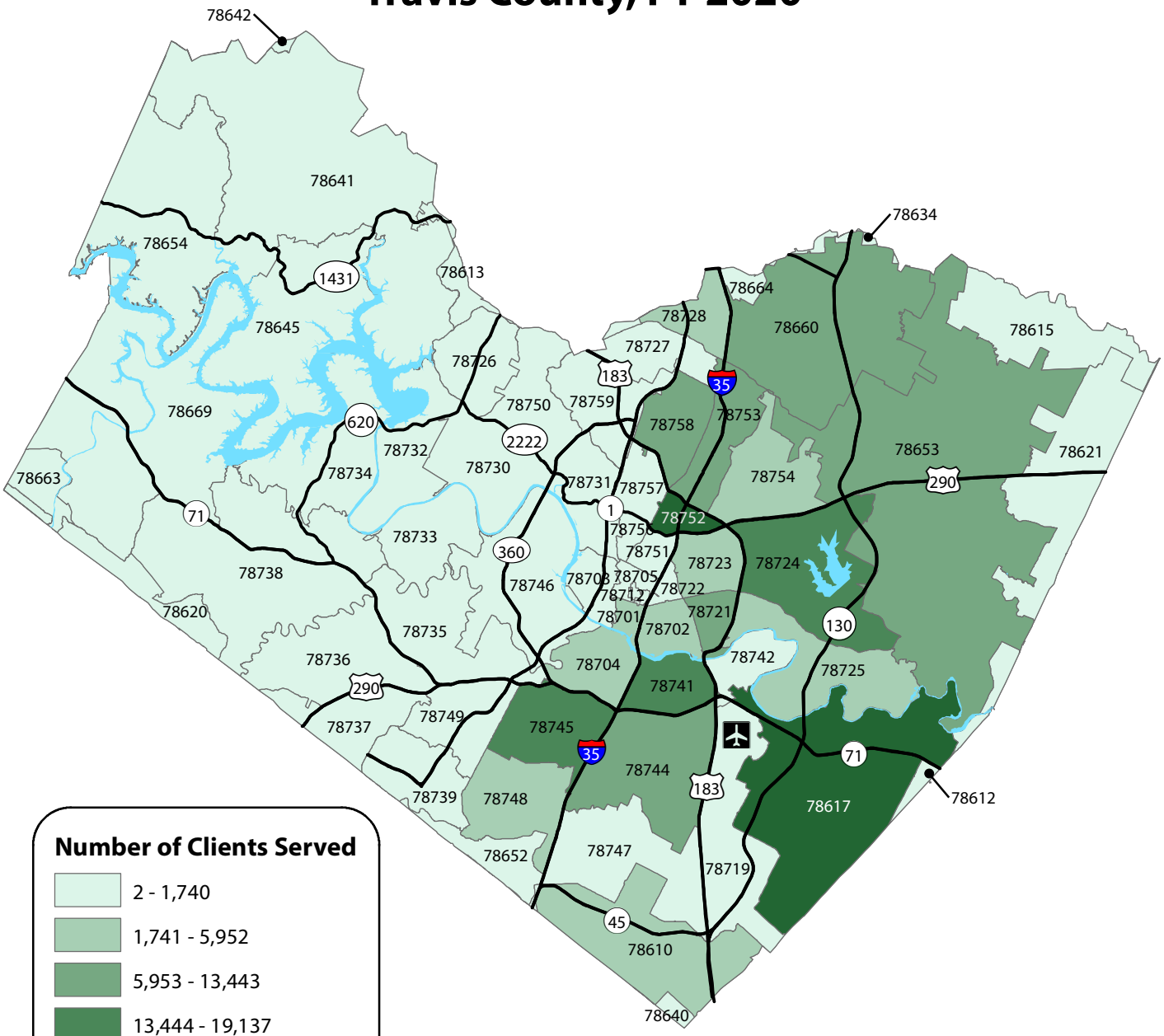
Performance

The social service contracts included in this report have a wide range of goals, objectives, services, and performance measures. In FY 2020, many programs struggled to meet the targeted range of performance across output and outcome measures while others experienced unexpected overperformance. Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Programs falling short of performance goals experienced significant impacts from the COVID–19 pandemic. Some programs had difficulty transitioning to a virtual environment or had to temporarily pause program enrollment or service components to keep staff and clients safe. Some programs experienced lower than expected referrals because referral sources were closed or operating in very limited capacities. Also, for programs serving smaller numbers of clients, even minor differences in actual versus expected performance can significantly impact performance results.

Other programs experienced spikes in need or demand related to the pandemic, often leading to significant overperformance. Within a single program, some service types saw a surge in demand while others declined or remained unchanged. Performance for FY 2020 was varied and unpredictable, depending on the specific impacts COVID–19 had on the program's population and/or service model. HHS staff remained in frequent contact with contractors to understand their unique circumstances and contextualize their performance data. Please note that performance measures reflect the entire program's performance, and not the share of the program funded by HHS.

Total Clients Served by HHS Contracted Service Providers Travis County, FY 2020



Number of Clients Served

- 2 - 1,740
- 1,741 - 5,952
- 5,953 - 13,443
- 13,444 - 19,137
- 19,138 - 41,589

N

0 5 10 Miles

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, 2021.

Note: This map shows 236,967 clients by ZIP code. 7,725 clients (3% 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.

Clients participating in more than one program are counted multiple times in the summary of contracted service providers' data. Some programs did not collect client ZIP code data; therefore, this map does not represent all clients served.

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	$6,380	$12,760	$15,950	$19,140	$25,520
2 persons	$8,620	$17,240	$21,550	$25,860	$34,480
3 persons	$10,860	$21,720	$27,150	$32,580	$43,440
4 persons	$13,100	$26,200	$32,750	$39,300	$52,400
5 persons	$15,340	$30,680	$38,350	$46,020	$61,360
6 persons	$17,580	$35,160	$43,950	$52,740	$70,320
7 persons	$19,820	$39,640	$49,550	$59,460	$79,280
8 persons	$22,060	$44,120	$55,150	$66,180	$88,240
For families/households with more than 8 persons, add $4,480 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 17, 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	$20,550	$34,200	$54,700
2 persons	$23,450	$39,050	$62,500
3 persons	$26,400	$43,950	$70,300
4 persons	$29,300	$48,800	$78,100
5 persons	$31,650	$52,750	$84,350
6 persons	$35,160	$56,650	$90,600
7 persons	$39,640	$60,550	$96,850
8 persons	$44,120	$64,450	$103,100

*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.

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