Housing Continuum

2014 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

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Research & Planning Division

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TRAVIS COUNTY
HEALTH and HUMAN SERVICES & VETERANS SERVICE

PURPOSE

Who we are:

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

What we do:

Address community needs through internal and external investments and services

What we strive to accomplish:

Maximize quality of life for all people in Travis County

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

VALUES

We value helping people.

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

We value the accountability and integrity of our staff.

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

We value cooperation and collaboration in the community at large and within TCHHS/VS.

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

Table of Contents

Introduction 5

Community Conditions 8

Investment Overview 16

- Austin Tenants' Council 19
- Blackland Community Development Corporation 21
- Caritas of Austin 23
- Foundation for the Homeless, Inc. 27
- Green Doors 29
- Green Doors 31
- Green Doors 33
- LifeWorks 35
- Texas RioGrande Legal Aid, Inc. 39
- The Salvation Army 42

Appendix 44

Endnotes 45

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

Housing Continuum Goals and Services

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

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

Highlights of Community Conditions

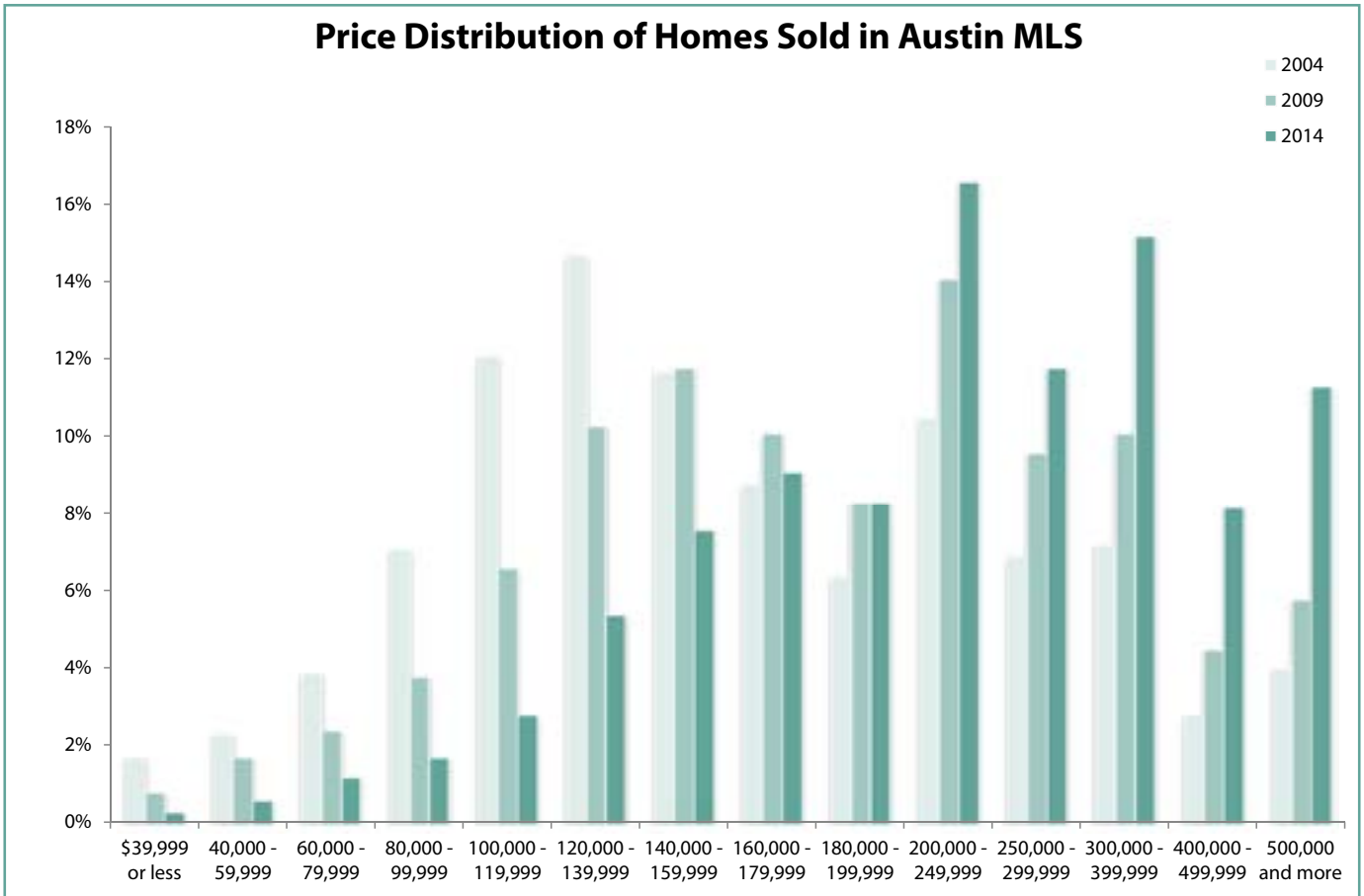
The Austin housing market has seen a period of sustained growth, with both prices and sales volume hitting historic highs in 2014.[1] The strength of the regional economy supports ongoing in-migration which has resulted in rapid population growth in Travis County. In September 2014, the Austin area had the eighth highest growth rate among all metro areas in the nation, and the highest growth rate among metro areas with more than one million people.[2] This population growth has resulted in increased demand in the housing market, driving up both local housing prices and rents. Home prices in the Austin Multiple Listing Service (MLS) area reached a historic high in April 2014 with an average price of $308,752, and in September 2014, there were only 2.8 months of housing inventory[b] in the market.[3]

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

The regional housing market is likely to remain extremely competitive over the next year, and housing affordability will remain a key issue for the region.[4] As home prices and rents escalate, low- and moderate-income households will find it increasingly difficult to locate affordable housing, and it is likely that housing developers and public entities will face significant challenges in meeting the region's need for affordable housing.

Owner Housing Market Conditions and Affordability

Over the last decade, Austin's owner housing market has become increasingly expensive, as the price distribution of available housing stock has skewed towards higher-priced housing. For example, in 2004, 42% of the homes sold in Austin were priced below $140,000; in 2014 (year-to-date,[c] only 12% of the homes sold were in this price range.[5] Conversely, in 2004, 14% of the homes sold in Austin were priced at $300,000 or more; in 2014, more than one-third (35%) of all homes sold were in this range.[6]

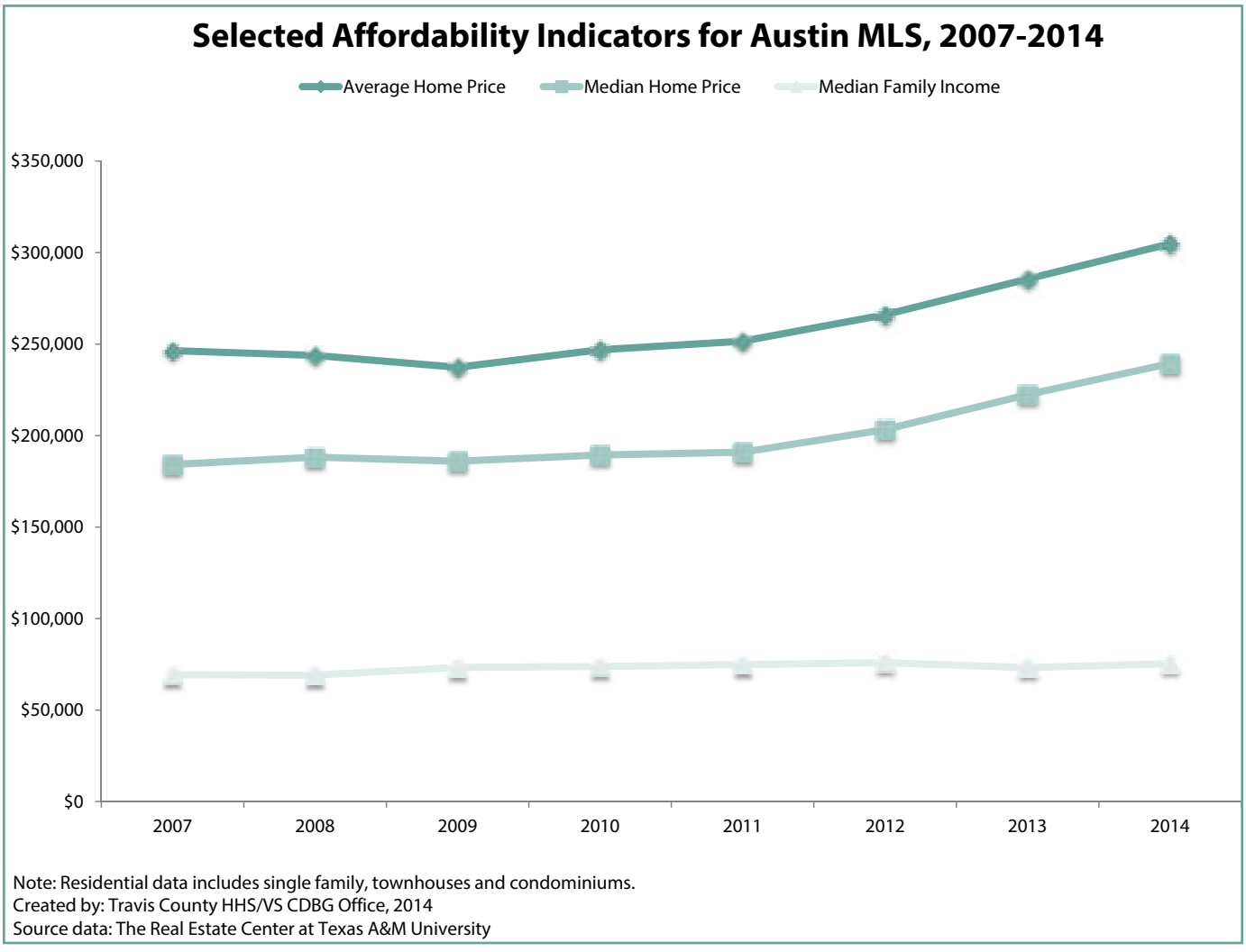


Note: Residential data includes single family, townhouses and condominiums. Data for 2014 refers to data collected through October 2014.
Created by: Travis County HHS/VS CDBG Office, 2014
Source data: The Real Estate Center at Texas A&M University

c Throughout this section, "2014 (year-to-date)" refers to 2014 data collected through the month of July 2014. This is due to availability of data at the time of the writing of this report.

Austin's housing market also remains expensive as compared to other markets in the state of Texas. In 2014 (year-to-date), the Austin MLS had the fourth-highest median home price ($239,400) and the highest average home price ($304,900) of the 48 Texas MLS areas tracked by the Real Estate Center at Texas A&M University.[7]

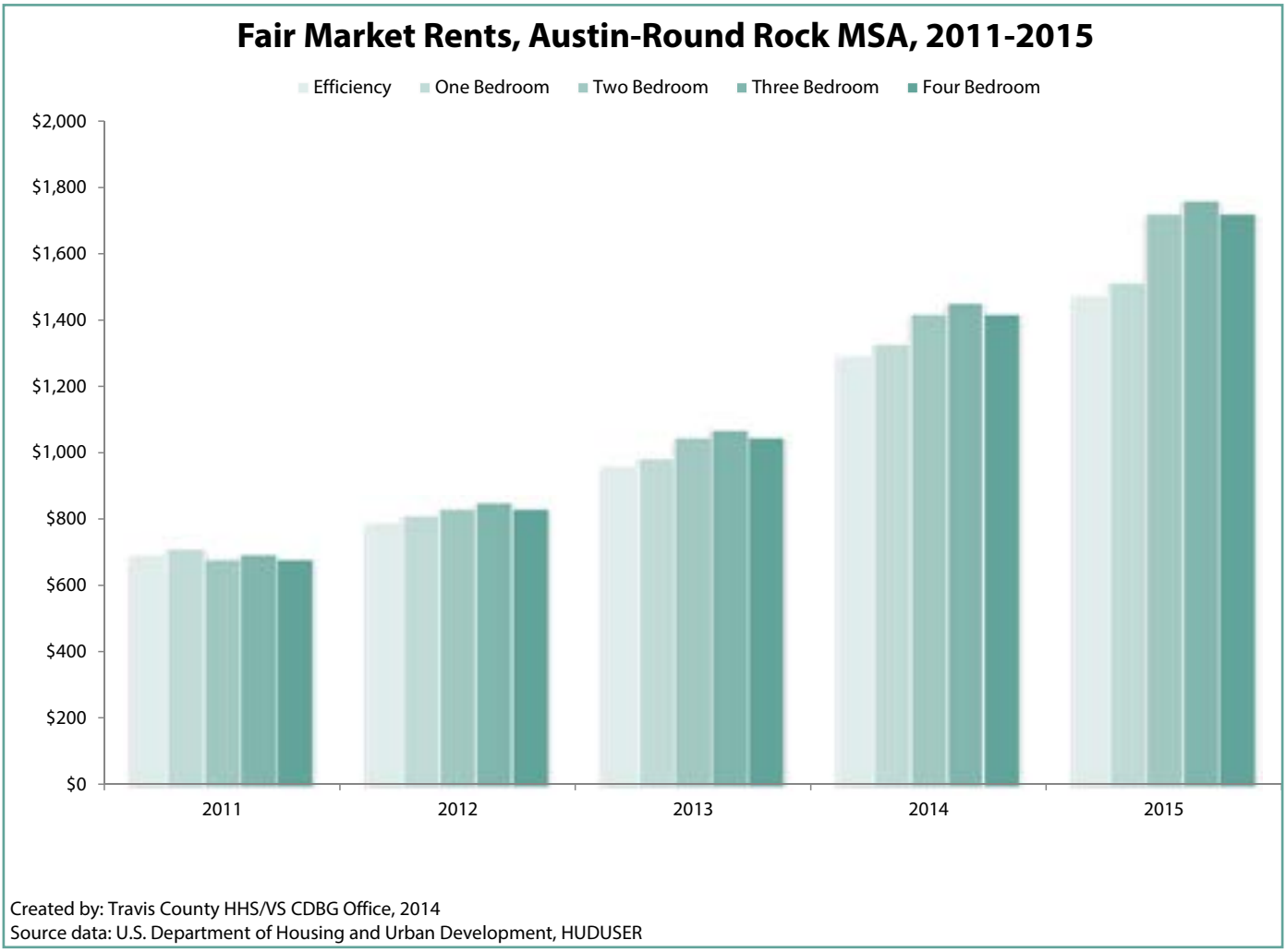
Increases in home prices in the Austin MLS are significantly outpacing growth in income: Between 2007 and 2014, Austin MLS median home price rose by 30%, and the average home price rose by 24%;[8] by contrast the median family income increased by only 9%[9,10] over the same period. The following chart illustrates this prevailing and widening gap between what the median family earns and what the median home costs:



Note: Residential data includes single family, townhouses and condominiums.
Created by: Travis County HHS/VS CDBG Office, 2014
Source data: The Real Estate Center at Texas A&M University

Rental Housing Market Conditions and Affordability

In the Austin area rental market, fair market rents (the federal standard for what is considered affordable), displayed in the chart below, are among the highest in Texas. For FY 2015, Austin's fair market rents for one-bedroom, two-bedroom, and three-bedroom units are the second highest of all Texas metropolitan areas, and fair market rents for four bedroom apartments are the highest.[11]



Created by: Travis County HHS/VS CDBG Office, 2014
Source data: U.S. Department of Housing and Urban Development, HUDUSER

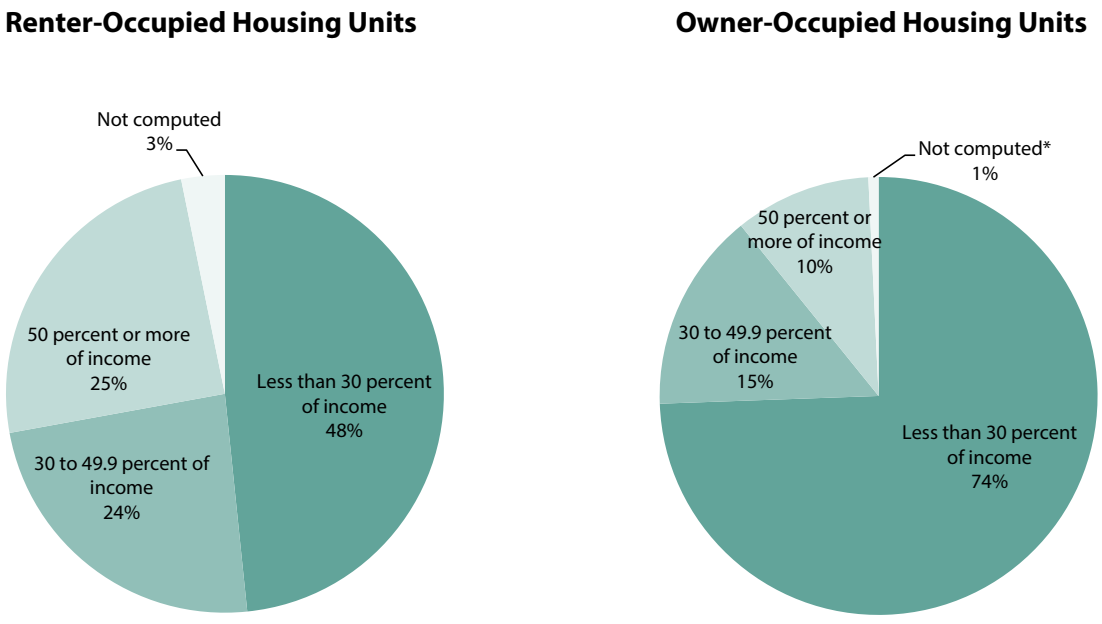
American Community Survey data show that between 2009 and 2013, median contract rent rose 15%, from $758 to $869.[12] The Austin area also has high occupancy rates, at 93% for Travis County in 2013.[13] These conditions create a tight rental market, especially for those seeking more affordable housing.

Cost Burden for Renters and Owners

In 2013, there were slightly more owner occupied housing units (52% of units) in Travis County than rental units (48% of units).[14] This owner-occupancy rate was lower than that of the state (62%) and that of the nation (64%).[15] Although owner costs skew higher than renter costs,[16,17] renter incomes tend to be lower than owner incomes. The difference is striking: Travis County's owner-occupied median household income is $87,271, while the renter-occupied median household income is $39,515.[18]

A large percentage of both renters and owners in Travis County experience a housing cost burden, which is defined as spending 30% or more of household income on housing costs (spending 50% or more constitutes a severe cost burden).[19] However, the percentage of households that are cost burdened is much higher among renters than owners, as illustrated in the following chart: 49% of renter households in Travis County spend 30% or more of their income on rent, and 25% of them spend at least half of their income on rent.[20] Comparatively, 25% of owner households spend 30% or more of their income on housing costs and 10% spend at least half.[21]

Percent of Household Income Spent on Housing Costs
Travis County, 2013



*This estimate is not reliable at 90% confidence level.
Created by: Travis County HHS/VS CDBG Office, 2014
Source data: U.S. Census Bureau, 2013 American Community Survey 1-Year Estimates

In total, close to 155,000 households in Travis County experience a housing cost burden; for approximately 73,000 of those households, it is a severe housing cost burden.[22,23]

Utility Costs

Energy and water costs also play a significant role in the affordability of housing. Energy costs in Travis County have increased in recent years. On October 1, 2012, Austin Energy implemented a 7% system-wide average rate increase, adding an additional $8 to $113 to a typical home's monthly bill,[24] and adopted a tiered residential rate structure, meaning the cost of electricity rises the more electricity is used.[d] Another small increase—less than $3 for the average bill—went into effect for Austin Energy customers as of November 2014.[25] In the areas outside of the City of Austin with deregulated electricity service, costs may be even higher. In 2012, average residential prices in deregulated areas of Texas were 18.6% higher than average prices in areas of Texas outside deregulation.[26]

Water costs are also rising. Austin's water rates increased by 123% between 2000 and 2014, and Austin Water Utility plans to raise rates another 31% by 2019.[27] Residents in areas serviced by other water utilities may also face increases considering the growing presence of large multi-state private water companies in Texas, which often bring higher water rates to the communities they serve.[28]

Foreclosures

Foreclosure trends are complex and cannot stand alone as an accurate proxy measure for housing affordability, but the trend does reflect a certain amount of risk in the community. Foreclosure trends demonstrate an approximation of households on the threshold of losing their housing stability. With the onset of the national recession in 2007, foreclosure rates across the country increased dramatically due to a decline in housing prices and widespread job losses.[29] In Travis County, between 2008 and 2010, the number of foreclosure postings[e] increased significantly from 3,289 to 5,121. In 2011, this number began to decline, and in 2013 foreclosure postings declined to pre-recession levels with 2,069 postings for the year. 2014 data through September indicate that this trend has continued with 1,200 postings. This decline in foreclosure levels is consistent with national trends, with most states posting double digit declines in foreclosure rates over the last twelve months.[30]

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

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

Homelessness

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

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

1. Has a primary nighttime residence that is a public or private place not meant for human habitation (cars, parks, sidewalks, abandoned buildings); or
2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
3. Is exiting an institution where s/he has resided for 90 days or less and who resided in an emergency shelter or place not meant for habitation immediately before entering that institution.[31]

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

The 2014 Austin/Travis County Point-In-Time Count, conducted on January 25, 2014, provided a point-in-time snapshot of the Austin area homeless population, at a total of 1,987 homeless individuals.[32] Seventy-seven percent (1,539) of these individuals were sheltered at the time of the count and 23% (448) were unsheltered.[33] It should be noted that there are individuals without permanent housing who do not fall within traditional definitions of homelessness and who may not be included in the point-in-time count (for example, families who have lost their homes but are residing with friends or relatives). Therefore the point-in-time number gives us an indication of the size of the homeless population, but may not demonstrate the extent of a community's homelessness needs.

A fuller picture of homelessness needs may be gained by looking at the total number of individuals receiving some type of service related to homelessness. Homelessness services encompass a spectrum that may include rental assistance, case management, shelter stays and permanent supportive housing, as well as programs that provide job search training, substance abuse counseling, and mental health care services. During 2013, a total of 14,165 people received homelessness services in Travis County.[34] It is important to note that this number includes not only individuals who are currently homeless, but also those at risk for homelessness, and formerly homeless individuals who are currently sheltered. Of those served, 7,730 individuals were sheltered.[35]

Additionally, among those receiving services, the following subpopulations were tracked: people with severe mental illness (2,617), chronically homeless (1,604), veterans (1,221), chronic substance abusers (1,142), and unaccompanied children (240).[36] The co-occurrence of two or more of these issues for many homeless individuals is part of what makes homelessness a very complex issue to address, requiring an array of services and interventions.

Further Resources

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

The Real Estate Center at Texas A&M University

www.recenter.tamu.edu

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

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

www.huduser.org

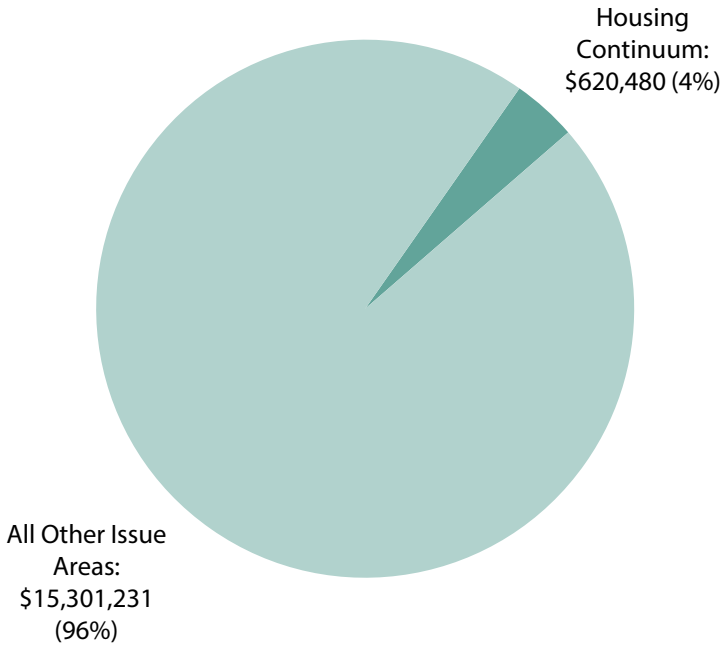
The U.S. Department of Housing and Urban Development's Office of Policy Development and Research conducts research on housing and community development issues. The website provides research reports, maps, market analyses, and data sets.

Investment Overview

Our Investment

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

Investment in Housing Continuum and Other Issue Areas, 2014



Funding Summary

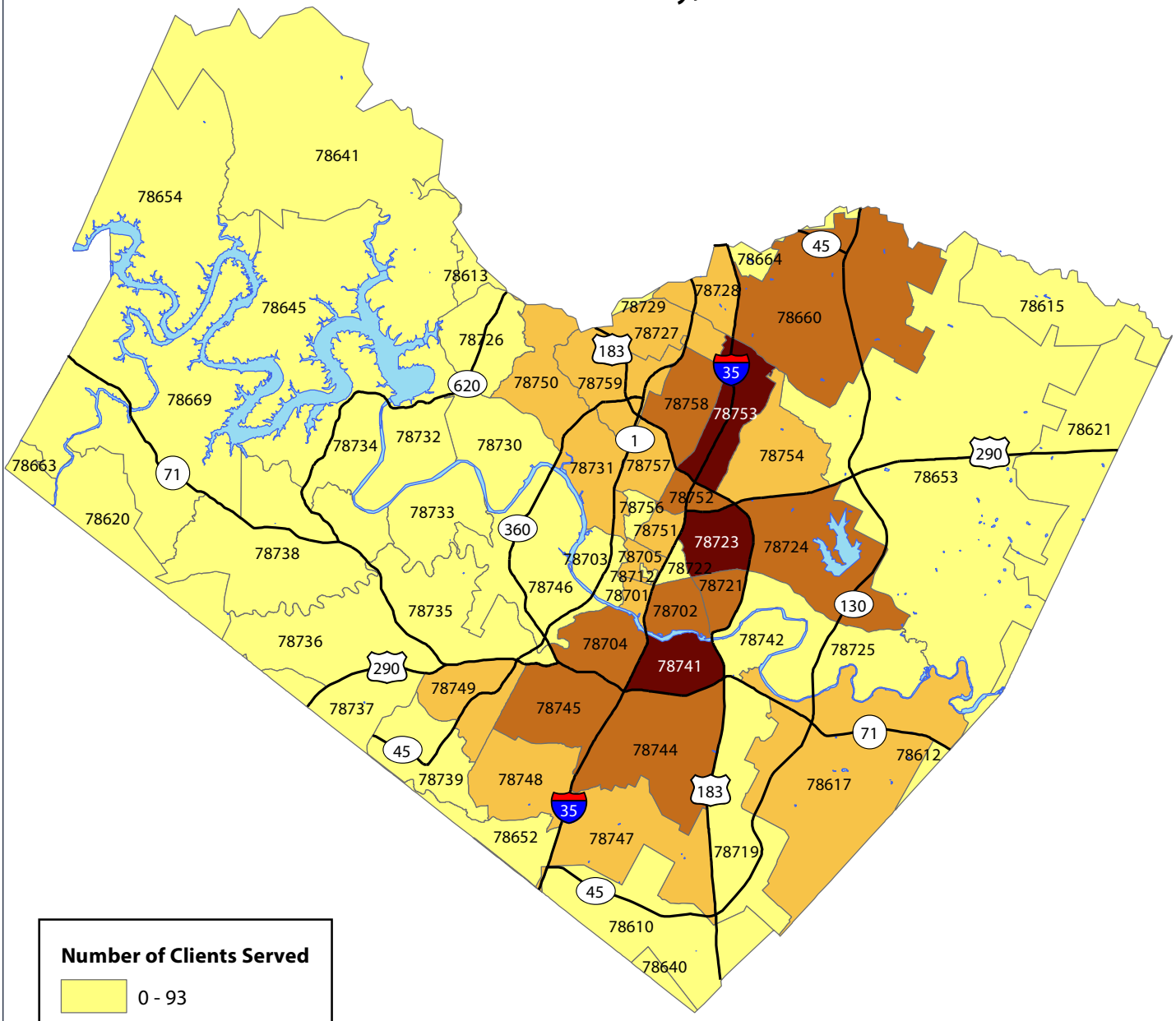
The 2014 Funding Amount reflects 9–month funding (January 1 through September 30, 2014) unless otherwise noted.

Agency Name	Program Name	2014 Funding Amount
Austin Tenants' Council	Telephone Counseling & Mediation Program	$18,636
Blackland Community Development Corporation	Blackland Transitional Housing	$6,976
Caritas of Austin	Best Single Source Plus	$196,875
Foundation for the Homeless, Inc.	Interfaith Hospitality Network	$9,983
Green Doors	Supportive Housing Program	$24,734
Green Doors	Veteran Permanent Supportive Housing Program	$25,000*
Green Doors	Veterans Transitional Rental Assistance Program	$29,201
LifeWorks	Housing	$105,080
Texas RioGrande Legal Aid, Inc.	Legal Assistance Program	$130,256
The Salvation Army	Pathways and Partnerships	$73,739

*6–month funding (January 1 through June 30, 2014)

Housing Continuum

Clients Served by ZIP Code
Travis County, 2014



Number of Clients Served

- 0 - 93
- 94 - 282
- 283 - 729
- 730 - 1,341

N

0 2.5 5 Miles

Notes: This map shows 11,206 clients by ZIP code. 2,320 (17% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries or they were homeless. The majority of homeless clients (2,061) were from The Salvation Army, as all clients are homeless prior to entering shelter.

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.

Austin Tenants' Council

Telephone Counseling & Mediation Program

Program Description

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

Funding

The total TCHHS/VS investment in the Telephone Counseling & Mediation Program from January 1 through September 30, 2014 was $18,636. This investment comprised 39.3% of the total program budget.

Eligibility Criteria

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

Austin Tenants' Council: Telephone Counseling & Mediation Program

The Telephone Counseling & Mediation Program met or exceeded all but one performance goal. The program fell short of its target for clients/households for whom Emergency Mediation services results in an improved situation or conditions (see the second outcome). Staff explained that landlords are not willing to mediate due to high demand for housing units. Instead, they just get a new tenant to move into the unit.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	6,579	5,257	125%
Number of clients provided tenant-landlord counseling by In-House Counseling services	74	71	104%
Number of clients provided Emergency Mediation services	71	75	95%
Outcomes			
Percentage of unduplicated clients/households that report increased knowledge or skills in addressing their housing problems	97% (251/260)	90% (168/187)	107%
Percentage of clients/households for whom Emergency Mediation services results in an improved situation or conditions	63% (45/71)	85% (64/75)	74%

Blackland Community Development Corporation

Blackland Transitional Housing

Program Description

The mission of the Transitional Housing program is to empower homeless and near-homeless families to achieve greater self-sufficiency by providing them with twelve months of safe, extremely affordable rental housing, intensive case management, and life skills education, all of which allows them time to focus on improving their life situation. The objectives are for clients to leave having secured affordable and stable housing and meeting most of their case management goals, including, but not limited to, maintaining steady employment, obtaining affordable and stable day care, maintaining sobriety, increasing parenting skills, improving their financial situation (increasing income and improving credit ratings), improving problem-solving skills, and strengthening their social network.

Funding

The total TCHHS/VS investment in the Blackland Transitional Housing program from January 1 through September 30, 2014 was $6,976. This investment comprised 8.1% of the total program budget.

Eligibility Criteria

The program targets homeless and near-homeless families with minor children. To qualify, families must have incomes at or below 50% of the Austin Median Family Income (MFI) level, be employed and earning at least $700 per month, and be willing to meet with a case manager once a week and attend weekly life skills classes. Many clients are survivors of violence and abuse, ex-offenders (excluding violent crimes or crimes of a sexually predatory nature), people who are recently sober, and people with mental health issues and/or disabilities.

Blackland Community Development Corporation: Transitional Housing

The Transitional Housing program met both output goals but fell slightly short of expectations on both outcome measures. Staff members explained that it was a transition year for Blackland. It was the first year the program had a new case manager in many years and the first year staff strictly enforced program guidelines with their participants. Staff noted that families that did not meet case management goals had many chances and additional help to do so, yet still failed for reasons such as drug use, poor relationship choices, or refusal to follow program rules. Staff have hope that the program quality is improving and will show better results in the coming years.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided case management	49	49	100%
Number of unduplicated clients provided transitional housing	49	49	100%
Outcomes			
Percentage of unduplicated clients (individual adults and children) who exited the program and met at least 66% of their case management goals	56% (14/25)	64% (16/25)	88%
Percentage of unduplicated clients (individual adults and children) who exited the program and obtained safe and stable housing as a result of receiving transitional housing and supportive services	56% (14/25)	64% (16/25)	88%

Caritas of Austin

Best Single Source Plus

Program Description

The Best Single Source Plus (BSS+) program provides basic needs services (rent, mortgage, utility assistance, and housing supports) to eligible constituents in the Austin area, with a primary purpose of establishing housing stability and preventing homelessness. BSS+ is a collaboration among thirteen[f] of the area's leading nonprofit service providers, trading competition for collaboration to benefit those most in need. Services provided by BSS+ include: one-time rent or utility payments, one-time or short-term mortgage payments, rent or utility move-in deposits, rent or utility subsidy, case management, housing location, mediation and legal services, and housing supports.

Funding

The total TCHHS/VS investment in the Best Single Source Plus program from January 1 through September 30, 2014 was $196,875. This investment comprised 7.6% of the total program budget. TCHHS/VS also funds the Community Kitchen program, which is described in the Food and Transportation issue area report.

Eligibility Criteria

To be eligible for BSS+, clients must be: Austin/Travis County residents living at or below 200% of the Federal Poverty Income Guidelines (FPIG), although confirmation of violence victimization or current homelessness exempts clients from this eligibility criterion; experiencing a financial crisis that puts their housing at-risk (e.g. job loss, reduced work hours, medical crisis, etc.); and at a point where up to 12 months of case management and financial assistance up to $3,000 (up to $6,000 with Executive Director approval) or one-time financial assistance up to $3000 (up to $6,000 with Executive Director approval) will be sufficient to stabilize their housing and to help them build self-sufficiency skills (limited exceptions to this criterion may be made on a case-by-case basis).

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

Caritas of Austin

Best Single Source Plus

Clients must also meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Screening & Assessment. Clients who have previously been enrolled in the BSS+ program will not be eligible for application to the BSS+ program for 12 months from their BSS+ exit date. Clients can only be enrolled in BSS+ with one agency at any given time, and once enrolled in BSS+, they cannot be reenrolled in BSS+ (even with another agency) until 12 months after their exit date.

Caritas of Austin: Best Single Source Plus

The Best Single Source Plus program had mixed performance results in 2014. Staff explained that households receiving one-time financial assistance (see the second output) was low because they continue to see a high number of households enrolling into case management. Partners use an eligibility/screening tool to determine suitability for the program. This tool often identifies additional client needs, making the household more suitable for longer assistance. The number of case managed households (see the third output) was slightly below the expected range of performance. Towards the end of the third quarter, AmeriCorps members are finishing up their year of service at the non-profit agencies which routinely affects partners' capacity. To prepare for their departure, AmeriCorps members often scale back their caseloads, and new AmeriCorps members must complete training before gradually beginning to see clients. Trends show that a decreasing number of households stay in case management less than seven months (see the sixth and seventh outputs). Staff attribute this result in part to fewer households exiting than expected as well as a majority of households staying longer in the program.

Total exits are lower than projected due to more households remaining in the program longer than originally expected. Stability rates at exit and at six-month follow up are slightly lower than projected due mainly to the difficulty in reaching clients to complete the assessment tool. Of those households that were found at exit (see the first outcome) and completed the assessment tool, 79% remained housing stable. Of those households that were found at six-month follow up (see the second outcome) and completed the assessment tool, 83% remained housing stable.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	3,387	3,686	92%
Number of unduplicated households receiving one-time financial assistance	167	294	57%
Number of unduplicated households receiving comprehensive case management	1,270	1,476	86%
Number of unduplicated households receiving homeless prevention services	1,176	1,180	100%
Number of unduplicated households receiving rapid rehousing services	299	294	102%
Number of unduplicated households who complete 1-3 months of comprehensive case management	151	200	76%
Number of unduplicated households who complete 4-6 months of comprehensive case management	165	369	45%

Caritas of Austin: Best Single Source Plus

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Number of unduplicated households who complete 7 months or more of comprehensive case management	380	369	103%
Outcomes			
Percentage of unduplicated households that exited the program and achieved housing stability	70% (471/675)	80% (751/938)	87%
Percentage of unduplicated households served that achieved housing stability and remained in stable housing for six months after exit	62% (289/467)	70% (526/751)	88%

Foundation for the Homeless, Inc.

Interfaith Hospitality Network

Program Description

The Interfaith Hospitality Network (IHN) program provides shelter and supportive services to homeless families. IHN keeps each family together in their own room using congregational space, provides meals and companionship through congregational and community volunteers, and helps families maintain continuity of work, school and day care while in shelter by providing van transportation. Through intensive weekly case management while in shelter, case managers provide assistance in removing barriers and obstacles to help families re-establish their independence. Foundation for the Homeless (FFH) strives to assist families in reducing debt, improving their income and skills, building relationships, and connecting to resources so they can exit shelter into safe and stable housing with the necessary tools and skills necessary to maintain that housing.

Funding

The total TCHHS/VS investment in the Interfaith Hospitality Network program from January 1 through September 30, 2014 was $9,983. This investment comprised 8.4% of the total program budget.

Eligibility Criteria

Services are available to homeless one- and two-parent families and multigenerational families that have at least one child under the age of 18. In most cases, parents entering IHN are 18 years of age or older. Minor parents are generally accompanied by one of their parents. FFH has historically honored the McKinney-Vento educational definition of homelessness that includes families in "doubled-up" sleeping arrangements. The families that come to IHN have exited doubled-up and other housing arrangements and are officially homeless when they enter the program.

Previous Travis County residency is not required as a condition of receiving shelter services. However, households must earn less than 50% of the Austin Median Family Income (MFI) level. Because the shelter program is heavily reliant on congregational facilities and volunteers for overnight accommodations, program staff screen carefully for evidence of potential violence, including domestic violence from stalking, active/untreated mental health and substance abuse issues, and recent felonies involving violence, dishonesty or distribution of controlled substances.

Foundation for the Homeless: Interfaith Hospitality Network

Foundation for the Homeless did not meet most of its performance goals. Staff members explained that in the beginning of the second quarter of the year, they moved offices and lost their backup shelter space. As a result of this loss, they had to temporarily shut down one of their shelter networks, which cut their shelter capacity by half. In July, they reopened their second network, but due to the lack of backup shelter space and a dependence on hotel stays for families when a host church was not available, the program limited its overall capacity to six families in shelter while staff explored alternate options. During the third quarter of the year, the program continued to experience the effects of the loss of its backup shelter space as well as a reduction in the number of participating congregations providing shelter. This loss of backup shelter space and longer gaps in network coverage resulted in a reduction in the number of families provided shelter at one time. Families also stayed longer in shelter because of increases in past rental/utility debt. These factors impacted all of the program's performance measures. Although fewer families improved their income situation than originally projected (see the third outcome), most families were able to maintain the same level of income from entry to exit from the program.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated individuals served	65	104	63%
Number of unduplicated households served	20	32	63%
Number of bed nights provided	3,742	6,220	60%
Number of meals served	11,223	19,407	58%
Outcomes			
Percentage of households that exited into safe and secure housing	75% (12/16)	72% (23/32)	104%
Percentage of individuals that exited into safe and secure housing	75% (36/48)	70% (73/104)	107%
Percentage of exited households that improved their income situation	44% (7/16)	72% (23/32)	61%

Green Doors

Supportive Housing Program

Program Description

The Supportive Housing Program provides permanent supportive housing for homeless single head-of-household parents with a disability, and their children. The primary goals of the program are to help residents become/remain housing stable and increase self-sufficiency. Qualified social service agency partners provide case management, enabling residents to receive access to appropriate supportive services. The program provides each resident with a housing unit (cottage home); physical upkeep of the property, liability insurance, and all utilities for the unit; case management, with regular visits from their case manager; and access to Green Doors' food pantry services and clothing closet.

Funding

The total TCHHS/VS investment in the Supportive Housing Program from January 1 through September 30, 2014 was $24,734. This investment comprised 20.4% of the total program budget. TCHHS/VS also funds the Veteran Permanent Supportive Housing Program and the Veterans Transitional Rental Assistance Program, which are described later in this report.

Eligibility Criteria

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

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

Green Doors: Supportive Housing Program

The Supportive Housing Program fell slightly short of targets for both output measures but exceeded its outcome goal. No new residents were added over the course of the year, as all clients were existing residents. However, all clients remained in safe and stable permanent housing.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	17	20	85%
Number of unduplicated clients who access provided supportive services	17	20	85%
Outcomes			
Percentage of unduplicated clients who obtain and remain in safe and stable permanent housing	100% (17/17)	80% (16/20)	125%

Green Doors

Veteran Permanent Supportive Housing Program

Program Description

The Veteran Permanent Supportive Housing (Vet PSH) Program provides integrated permanent supportive housing to homeless veterans. All efforts are geared toward moving veterans out of homelessness and on to independent living within the local community. Both individuals and families are served through this program.

The principal objectives of the Vet PSH Program are to serve formerly homeless disabled veterans with: 1) safe, stable housing (in the form of permanent supportive housing); and 2) an array of supportive services onsite. Through this provision of housing and services, Green Doors is focused on ensuring that vulnerable veterans remain stably housed over the long term and become as financially self-sufficient as they can be.

Funding

The total TCHHS/VS investment in the Veteran Permanent Supportive Housing Program from January 1 through June 30, 2014 was $25,000. This investment comprised 9.3% of the total program budget. TCHHS/VS also funds the Supportive Housing Program and the Veterans Transitional Rental Assistance Program, which are described in this report.

Eligibility Criteria

The target population includes both individual veterans and veteran families, discharged with a(n) honorable or general discharge from U.S. military service or National Guard Service. Persons not having military service history are ineligible.

Clients must be residents of Travis County, age 18 years or older, and a veteran; be documented to be homeless, per the U.S. Department of Housing and Urban Development (HUD) or the U.S. Department of Veterans Affairs (VA) definition; be honorably discharged from the U.S. military (DD-214); participate in an approved self-sufficiency program that emphasizes the acquisition of permanent affordable housing; maintain principal residency in the rental unit for which the subsidy is being provided; and be an income-eligible household based on Austin Median Family Income (MFI).

Green Doors: Veteran Permanent Supportive Housing Program

The Veteran Permanent Supportive Housing Program exceeded all performance goals. Staff members explained that they served a higher number of veterans than originally anticipated, which impacted all performance measures.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	63	50	126%
Number of unduplicated clients who access provided supportive services	63	50	126%
Outcomes			
Percentage of unduplicated clients who maintained safe and stable housing	94% (59/63)	76% (38/50)	123%

Green Doors

Veterans Transitional Rental Assistance Program

Program Description

The Veterans Transitional Rental Assistance (VRA) Program provides transitional housing and access to supportive services for homeless veterans and veterans at-risk of homelessness. All efforts are geared toward moving veterans out of homelessness and on to independent living within the local community. Both individuals and families are served through this program.

The principal objectives of the VRA Program are to help program participants: 1) secure a permanent source of affordable housing on or before the expiration of their rental assistance; and 2) become more self-sufficient through targeted supportive services. The program is available to veterans transitioning from Veteran's Administration (VA) hospitals and other care facilities. It provides participants with rental subsidies, security and utility deposit assistance, and access to supportive services for up to 36 months.

Funding

The total TCHHS/VS investment in the Veterans Transitional Rental Assistance Program from January 1 through September 30, 2014 was $29,201. This investment comprised 19.5% of the total program budget. TCHHS/VS also funds the Supportive Housing Program and the Veteran Permanent Supportive Housing Program, which are described earlier in this report.

Eligibility Criteria

The target population includes both individual veterans and veteran families, discharged with a(n) honorable or general discharge from U.S. military service or National Guard Service. Persons not having military service history are ineligible.

Clients must be residents of Travis County, age 18 years or older, and a veteran; be honorably discharged from the U.S. military (DD-214); participate in an approved self-sufficiency program that emphasizes the acquisition of permanent affordable housing; maintain principal residency in the rental unit for which the subsidy is being provided; be an income-eligible household; and reside in a rental unit that is located in Travis County.

Green Doors: Veterans Transitional Rental Assistance Program

The Veterans Transitional Rental Assistance Program had mixed performance results in 2014. The program served fewer clients than anticipated due to a decrease in Texas Department of Housing & Community Affairs (TDHCA) available funds for the Tenant-Based Rental Assistance (TBRA) program.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	16	24	67%
Number of unduplicated clients who obtained and remained OR transitioned into safe and stable housing	16	18	89%
Number of bed nights provided	4,366	3,200	136%
Outcomes			
Percentage of unduplicated clients who obtained and maintained OR transitioned into safe and stable housing	100% (16/16)	75% (18/24)	133%

LifeWorks

Housing

Program Description

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

- Emergency Shelter: up to 90 days of shelter for homeless, abandoned, runaway, and abused youth up to age 19 and their children, as well as youth who are about to age out foster care. Food, clothing, medical screening (and medical care, when needed), case management, constructive recreation, employment coaching, as well as individual, group and family counseling are provided.
- Young Mom and Babies Program: semi-supervised apartment living for pregnant or parenting youth ages 18-21. Food, clothing, medical screening, case management, employment coaching, access to childcare resources and parenting training are provided. Young mothers can stay as long as needed to prepare for independent living.
- Transitional Living Program: up to 18 months of transitional housing for homeless youth ages 18-23. Education and employment assistance, independent living skills training, case management, and counseling are provided. Youth are also assisted to prepare financially (through the client savings program), as well as socially and emotionally to live independently.
- Street Outreach: case management services to runaway, homeless, and at-risk street dependent youth and young adults ages 10-23. Services include HIV education and prevention, HIV testing and counseling, drug/alcohol counseling, drug/alcohol assessments, mental health counseling, groups, activities, GED preparation, employment assistance, immunizations, STD screenings, Acu-Detox services, a drop-in center, washer and dryer services, family reunification, clothing, medical care, hygiene supplies, food, and nutrition services. Meals are provided twice a week through area churches, and the program operates a clinic that provides full medical services once a week.
- Supportive Housing: semi-supervised apartment living to formerly homeless youth and their families. Services include case management, life and parenting skills training, subsidized rent and utility payments, transportation, and referral for child care, medical, and other needs that are identified through service planning and assessment.

LifeWorks

Housing

Funding

The total TCHHS/VS investment in the Housing program from January 1 through September 30, 2014 was $105,080. This investment comprised 4.4% of the total program budget. TCHHS/VS also funds three additional programs at LifeWorks: the Counseling program, which is described in the Behavioral Health issue area report; the Youth Development program, which is described in the Child and Youth Development issue area report; and the ABE–ESL program, which is described in the Workforce Development issue area report.

Eligibility Criteria

The Housing program targets youth and young adults ages 10 to 23 in high-risk situations including homelessness, runaway, abandoned, and abused youth, and youth at-risk of imminent homelessness. Although the primary issue is homelessness, the target population includes youth who have experienced violence or abuse, substance abusers, youth involved with the criminal justice system, economically disadvantaged youth, pregnant and parenting teens, youth with physical or mental health problems and youth who engage in survival sex.

LifeWorks: Housing

The Housing program exceeded all output goals but fell short of targets on two outcome measures. Program staff reported that the number of clients provided Emergency Shelter (see the first output) and the number provided Transitional Living (see the third output) were both high due to clients carrying over from the prior contract period. The number of clients served in the Young Moms and Babies program (see the second output), and correspondingly, the number days of shelter provided (see the eighth output), were higher than anticipated due to expansion of the program through the transition from a group home facility serving 6 clients to 12 apartments at LifeWorks' new housing complex, which opened in January 2014. The number of clients served by Supportive Housing (see the fourth output), and therefore the number of bed days provided (see the ninth output), were slightly higher than anticipated due to the larger size of some of the families served (for example, one family participating in this program had four children). The addition of an intern in the first quarter who was able to provide case management services throughout the contract period led to more Street Outreach program clients served (see the fifth output).

Staff explained that there has been a higher percentage of youth exiting Emergency Shelter to unstable situations due to the continued lack of affordable housing and long waitlists for subsidized housing in the county (see the first outcome). In addition, staff have seen a higher number of runaway and homeless youth brought to the Emergency Shelter by the police department, who then choose to run away from the shelter after the police have left the facility (and are considered to have exited to unstable situations due to their runaway status from the shelter). Youth are able to stay in the Young Moms and Babies program for up to 18 months, which has increased their ability to exit to safe and stable housing (see the second outcome). Staff noted that longer-term Street Outreach clients (i.e. those participating in case management for a longer than average period of time) were able to be more successful in achieving their housing goals (see the fifth outcome). Finally, clients enrolled in the Young Moms and Babies program are typically employed at enrollment, and while they are able to maintain their employment, it is very difficult for them to increase their employment status within a relatively short period of time (see the sixth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided Emergency Shelter	110	90	122%
Number of unduplicated clients provided Young Moms and Babies Program	40	28	143%

LifeWorks: Housing

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Number of unduplicated clients provided Transitional Living (TLP)	24	12	200%
Number of unduplicated clients provided Supportive Housing (SHP)	32	25	128%
Number of unduplicated clients provided Street Outreach Case Management	28	25	112%
Number of days of shelter provided at Emergency Shelter	5,172	4,750	109%
Number of days of shelter provided at Transitional Living	1,794	1,660	108%
Number of days of shelter provided at the Young Moms and Babies Program	8,875	5,700	156%
Number of days of shelter provided at Supportive Housing	4,980	2,402	207%
Outcomes			
Percentage of unduplicated clients who exit Emergency Shelter and move into safe and stable housing	74% (70/95)	84% (59/70)	87%
Percentage of unduplicated clients who exit Young Moms and Babies Program and move into safe and stable housing	100% (3/3)	50% (2/4)	200%
Percentage of unduplicated clients who exit TLP and move into safe and stable housing	78% (14/18)	80% (4/5)	97%
Percentage of unduplicated clients who exit SHP and move into safe and stable housing	100% (15/15)	87% (13/15)	115%
Percentage of unduplicated clients who are receiving Street Outreach case management and access safe housing	39% (11/28)	28% (7/25)	140%
Percentage of unduplicated clients (adults) in the Young Moms and Babies Program who increased their educational/employment status while in the program	30% (13/43)	92% (11/12)	33%
Percentage of unduplicated clients (adults) in the Young Moms and Babies Program who increased parenting knowledge and skills while in the program	84% (36/43)	92% (11/12)	91%

Texas RioGrande Legal Aid, Inc.

Legal Assistance Program

Program Description

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

TRLA leverages federal and state funds for local residents, and assists clients in seeking financial security by representing those clients whose public benefits have been denied, reduced, or are due to expire when conditions merit an appeal of those decisions. TRLA staff thoroughly educates each client about potential resources, including Social Security, Social Security Disability Income, Supplemental Security Income, Temporary Assistance to Needy Families (TANF), Medicaid, Medicare, and the Supplemental Nutrition Assistance Program (SNAP).

TRLA additionally seeks to prevent and reduce homelessness by intervening with clients at-risk of losing housing. TRLA assists clients with legal services around housing, family violence, public benefit, and debt management issues. These efforts work to: 1) prevent the eviction of domestic violence victims; 2) adjust housing authority rent calculations; 3) provide reasonable accommodations for disabilities in affordable housing; and 4) support tenants' rights to temporary rent increase exclusions upon completion of workforce program job training and subsequent employment.

Funding

The total TCHHS/VS investment in the Legal Assistance Program from January 1 through September 30, 2014 was $130,256. This investment comprised 16.8% of the total program budget.

Texas RioGrande Legal Aid, Inc.

Legal Assistance Program

Eligibility Criteria

Eligibility for free legal services is based on income guidelines that must fall at or below 125% of Federal Poverty Income Guidelines (FPIG). In certain cases, clients may have incomes up to 200% of FPIG and still be eligible for services. Clients range in age and include the unemployed, working poor, elderly, individuals with disabilities, victims of domestic violence, the homeless, foster youth, and members of other at-risk populations. TRLA's screening process is designed to prioritize clients whose legal problems are life-threatening or life-altering. Travis County funds are used to serve income eligible clients who reside in Travis County, although TRLA serves low-income and disadvantaged clients in a 68–county service area that covers the southwestern third of the state of Texas, including the entire Texas-Mexico border.

Texas RioGrande Legal Aid: Legal Assistance Program

The Legal Assistance Program met the targeted range of performance for all but one measure. The program served fewer housing legal assistance clients (see the second output) than originally projected. Staff explained that they see fewer new clients during the summer months when staff is out on vacation. Further, staff noted that if they have fewer cases that are opened, then they will close fewer cases. This situation led to a smaller number of clients reported on for the program's outcome measures.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	1,055	1,175	90%
Number of housing legal assistance clients served	777	903	86%
Number of public benefits legal assistance clients served	343	348	99%
Outcomes			
Percentage of clients who, because of being provided legal assistance, experienced improvement in their ability to maintain or access housing	98% (600/613)	95% (629/665)	103%
Percentage of clients who, as a result of being provided legal assistance, obtained, preserved, or increased a public benefit	97% (221/229)	95% (287/303)	102%
Percentage of clients who were satisfied with the legal services provided	98% (821/842)	96% (933/968)	101%

The Salvation Army

Pathways and Partnerships

Program Description

The Salvation Army strives to provide for the basic emergency needs of homeless and near homeless people and assist them in attaining self-sufficiency. Pathways and Partnerships offers access to emergency shelter. Single adults are allowed seven days to enroll in either case management or employment services, while families are allowed 14 days to develop a plan for safe exit with their case manager. Once enrolled, single adults may be extended an additional three weeks and families may be extended 90 days or more, pending opportunities to obtain safe housing. Basic needs services provided include: meals seven days a week, laundry and hygiene supplies, clothing and shoes, lockers, message and mail services, diapers, formula and school supplies, bus passes, and emergency prescription co-pay vouchers. Case management assists each client in formulating a self-sufficiency plan and linking them to supportive services. Employment services helps clients in conducting a self-directed job search and securing full-time permanent employment; a secondary goal is to provide short-term (90–day) transitional shelter and a savings program so that clients can save start-up funds for housing costs.

Funding

The total TCHHS/VS investment in the Pathways and Partnerships program from January 1 through September 30, 2014 was $73,739. This investment comprised 3.3% of the total program budget.

Eligibility Criteria

Pathways and Partnerships serves homeless and low-income men, women, and children at The Salvation Army Social Services Center. Youth under 18 unaccompanied by parents are referred to LifeWorks.

The Salvation Army: Pathways and Partnerships

The Salvation Army met or exceeded the targeted range of performance for all but one measure. The program served fewer clients than originally projected (see the first output), which staff attributed to a number of factors, including: the reduction in total bed capacity at the shelter from 259 to 242; improved tracking in ServicePoint, which reduced errors in the count; longer average shelter stays for families and chronically homeless; and efforts to reach out to the hardest to serve clients. Shelter operating capacity was near 100%, as indicated by the bed night count (see the second output), but fewer clients were "new" in terms of their last shelter stay (i.e. there were more clients returning to shelter). Policies concerning eligibility to return to shelter were changed in keeping with ECHO's priorities to serve the most vulnerable, and many clients who returned to shelter were among those who were never case managed in the past. Staff reported that efforts are being made to refer the maximum number of clients into the most appropriate housing models to prevent their relapsing into homelessness.

Please note that the number of clients exiting Employment Services (represented in the second outcome) is generally larger than the number entering the program (see the fifth output), as those exiting could have entered during an earlier quarter. Clients do not stay in the program for a uniform amount of time and the total number of clients entering and exiting is variable.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	2,061	2,660	77%
Number of bed nights provided	68,712	63,252	109%
Number of meal equivalents served	222,293	210,000	106%
Number of unduplicated clients provided case management	610	613	100%
Number of unduplicated clients provided employment services	252	280	90%
Outcomes			
Percentage of case managed persons who exit shelter to safe and stable housing	77% (374/483)	70% (395/564)	111%
Percentage of homeless adults participating in employment services who improve their employment status	75% (221/294)	75% (210/280)	100%

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.

Endnotes

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