Access to Basic Supports

FY 2019 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

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County Executive
Sherri E. Fleming

Project Leads
Courtney Bissonnet Lucas
April Klein
Rochelle Olivares

Lead Writer
Rachel Coff

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

Questions or Comments?

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

TRAVIS COUNTY
HEALTH and HUMAN SERVICES

PURPOSE

Who we are:

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

What we do:

Address community needs through internal and external investments and services

What we strive to accomplish:

Maximize quality of life for all people in Travis County

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

VALUES

We value helping people.

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

We value the accountability and integrity of our staff.

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

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

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

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Introduction

The Travis County Commissioners Court, through the Travis County Health and Human Services Department (HHS), annually invests nearly $22 million in community-based social service programs using one-time and ongoing funding structures. These Department investments align with and supplement our direct services to meet the needs of local residents. Community-based organizations are frequently geographically and culturally embedded in the communities they serve and are often best positioned to provide needed services.

Purpose of Report

The annual Community Impact Report provides an overview of HHS investments in health and human services. The *FY 2019 Community Impact Report* offers community context most pertinent to the services purchased, and details investment, programmatic, and performance information on the Department's social service contracts. This information allows policy makers, program managers, and others to better understand these investments, recognize accomplishments, identify areas for improvement, disseminate lessons learned, and highlight areas warranting further research.

Organization of Report

This report addresses nine issue areas—Access to Basic Supports, Behavioral Health, Child and Youth Development, Housing Continuum, Planning and Evaluation, Public Health, Safety Intervention Services, Supportive Services for Community Living, and Workforce Development—as well as pilot and one-time investments under Family Services. The Executive Summary aggregates financial, demographic, and geographic information for all issue areas, and offers a discussion of poverty as a framework for HHS investments. Each issue area section begins with community context and then provides performance highlights. Each program is classified into the issue area most closely aligned to its goals and objectives.

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

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

Notes on Methodology

Community context discussed in this report reflect the most recent information available at the time of writing. The majority of the social service contracts included in the report followed a fiscal year calendar (October 1, 2018 through September 30, 2019) unless otherwise noted. Program and performance highlights are drawn from contracts and reports provided by contracted service providers. Estimates from the American Community Survey have been tested at a 90% confidence level for reliability. In some cases, all noted, estimates were unreliable due to small sample sizes.

Considerations When Reading This Report

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

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

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

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

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

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

Investment Overview

Community Context

The Access to Basic Supports issue area encompasses residents' access to food, transportation, public benefits and legal rights. Poverty and low income often pose access barriers to these basic necessities, compounded by gaps in public systems and safety net programs. Local investments can assist residents with meeting their basic needs, both by addressing those service gaps and by supporting and improving access to existing safety nets.

Low Income and the Safety Net

Income is a primary determinant of whether one can meet basic needs. Poverty[a] statistics are often used as a proxy measure to describe the number of people or share of the population that, because of income level, may face challenges meeting their basic needs; they are also used to set eligibility criteria for many benefits programs. As described in the Poverty section of the Executive Summary of this report, poverty statistics can mask the true need because they do not accurately reflect what it takes to get by, especially in regions with high costs of living. Significant numbers of Travis County residents face economic challenges due to poverty and low income: In 2018, 12% (148,295 individuals) lived below 100% poverty threshold, and an additional 15% (179,118 individuals) were between 100-199% of the poverty threshold.[1] Together these sum to more than one-quarter of Travis County residents (27% or 327,413 individuals) living in or at risk of poverty (i.e. below 200% of the poverty threshold).[2]

Many people in or at risk of poverty rely on "safety net" services to meet their basic needs. The goal of a safety net is to help low-income individuals and families bridge the gap between available income and costs of meeting basic needs. The safety net includes federally funded, state-administered public benefits, a local network of nonprofit agencies, faith-based organizations, and city and county agencies that fund and/or provide services. The majority of federal programs target households with incomes at or near the federal poverty threshold, while at the local level and in the nonprofit sector, there may be more flexibility to tailor eligibility to serve low-income and vulnerable residents who may fall in the gaps between eligibility for public assistance and the means for self-sufficiency.

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a 2018 poverty thresholds define poverty as $12,752 in annual income for an individual under age 65, and $24,858 in annual income for a family of four with two children. The thresholds consider family size and composition when determining whether an individual is living in poverty and can be found at https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html

Food

Food Insecurity

Adequate food and nutrition are necessities for physical and psychological health and well-being. Food security refers to the ability to ensure access to enough food for an active, healthy life for all household members at all times.[3] Households that are food insecure are uncertain of having, or unable to acquire, enough food to meet the needs of all their members because they had insufficient money or other resources for food.[4] Food insecurity can cause people to eat less varied diets, reduce food quality, disrupt normal eating patterns, and reduce food intake.[5] Over time, food insecurity leads to negative health outcomes, reduced educational attainment, and lost work productivity.[6] An estimated 14.6% of Travis County residents overall, including 20.2% of Travis County children, are food insecure.[7]

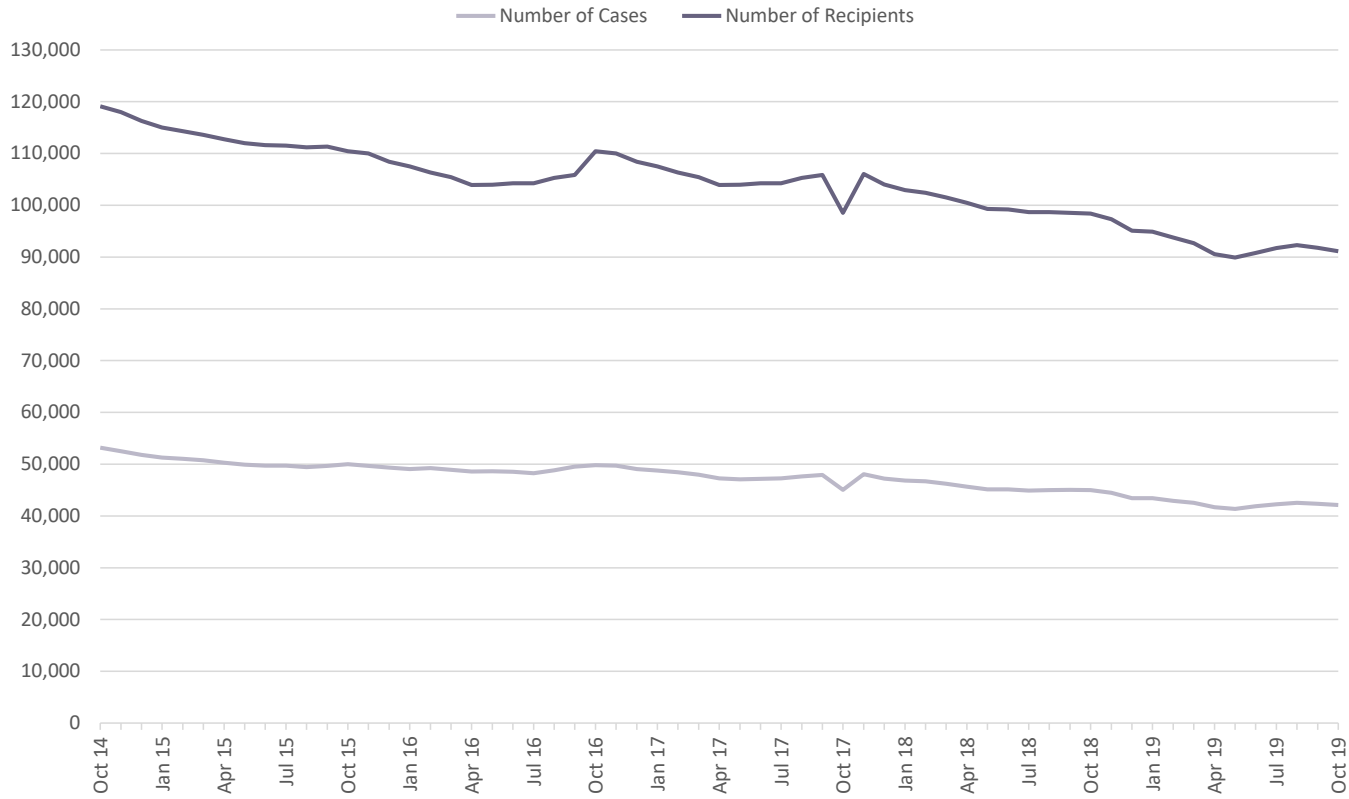
Federal Food Programs

For those in need of food assistance, the core of the safety net is comprised of food and nutrition assistance programs administered by the U.S. Department of Agriculture. At some point during the year, about 1 in 4 Americans participates in one or more of its fifteen domestic food and nutrition assistance programs.[8] The largest is the Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps), in which food benefits are administered through the Lone Star Card, which can be used similarly to a debit card at authorized food retail locations. SNAP accounted for over two-thirds (68%) of federal food and nutrition spending in fiscal year 2017.[9,b]

Although monthly enrollment rates fluctuate, as illustrated in the following chart, county residents consistently seek federal benefits assistance to meet their food and nutrition needs. During fiscal year 2019 year-to-date (January through October at the time of writing), Travis County averaged 42,311 SNAP cases monthly with 91,956 people (about 7.4% of all Travis County residents) receiving benefits.[10,11] The majority of Travis County SNAP recipients in 2019 were children under age 18 (55%), followed by adults ages 18 to 59 (36%).[12] Children consistently make up the largest group of SNAP recipients by age.[13] SNAP enrollment in Travis County has shown a general downward trend since 2015, in terms of cases, recipients, and proportion of county residents receiving benefits.

b In addition to SNAP, other key USDA programs include: The Women, Infants and Children Program (WIC), a health and nutrition program with a focus on improving the diet of infants, children, and pregnant, postpartum, and breastfeeding women; the Child and Adult Care Food Program (CACFP) which provides support to child and adult care facilities and family or group day homes for the provision of nutritious meals and snacks; the School Breakfast Program (SBP), which subsidizes healthy meals and snacks in participating childcare centers, daycare homes, and adult daycare facilities; the National School Lunch Program (NSLP), which provides nutritious lunches at low or no cost to students at school and snacks to low-income children in after-school care programs; and the School Breakfast Program, which provides free or reduced-priced breakfasts to low-income students in participating schools.

Supplemental Nutrition Assistance Program Cases and Recipients
Travis County, TX, Oct 2014-Oct 2019



Created by: Travis County HHS Research & Planning Division, 2019
Source Data: Texas Health and Human Services Commission, Texas Food Stamps Enrollment Statistics, Jan 2014 to Oct 2019.

Unmet Gaps in Food Assistance

Despite the availability of these food and nutrition programs, there are notable gaps in the federal safety net. SNAP is under-enrolled: A full 42% of people who are income eligible for SNAP in Travis County have not enrolled.[14] This so-called "SNAP Gap" leaves a significant federal resource unleveraged to meet local needs: Travis County leaves $169,304,251 in SNAP benefits "on the table" annually.[15] Moreover, many residents fall outside eligibility requirements. Eligibility for SNAP requires most applicants have gross monthly income at or below 130% of FPIG and a net monthly income at or below 100% of FPIG.[c,16] Other federal food and nutrition programs have similar or slightly higher eligibility thresholds, some up to 165% or 185% of FPIG. However, as the cost of living in Travis County is estimated to require an income of at least twice the poverty threshold,[17] many residents may be ineligible for assistance yet not earn enough to fully cover the costs of their food expenses. In Travis County, more than two-in-five (41%) food insecure individuals is unlikely to qualify for federal food assistance programs.[18]

c SNAP income eligibility limits are slightly higher for "elderly disabled" households, at 165% of FPIG. For more information on SNAP eligibility and allotments, see https://www.fns.usda.gov/snap/cost-living-adjustment-cola-information.

Food Insecurity and Likely Eligibility for Assistance Travis County, 2017		
	Overall Population	*Child Population*
Food Insecurity Rate	14.6%	20.2%
Estimated number of food insecure individuals	171,740	53,870
Percent of food-insecure individuals with incomes at or below 185% poverty - Likely eligible for federal food/nutrition assistance programs (e.g. SNAP, WIC)	58%	59%
Percent of food-insecure individuals with incomes above 185% poverty - Likely above eligibility thresholds for federal assistance programs	41%	41%

Source data: Feeding America, Map the Meal Gap, 2017, found at https://map.feedingamerica.org/

Transportation

Individuals and households without affordable, reliable access to transportation often encounter barriers to basic services and to full participation in the community. The high personal costs associated with owning a vehicle and the gaps in the public transportation system are the two most significant barriers to reliable transportation. Some populations and geographies may be disproportionately impacted by these barriers.

Costs of personal vehicles

The costs of owning a vehicle include both fixed costs like insurance and depreciation, and variable or operating costs like fuel and maintenance. These costs can be a strain, particularly for those with limited incomes. Based on data from the Center for Neighborhood Technology's Housing and Transportation Affordability Index (H+T Index), transportation costs are typically a household's second-largest expenditure, following housing.[19] The H+T Index finds that transportation costs in Travis County exceed affordability thresholds:

- Transportation costs are considered affordable if they are 15% or less of household income, or $9,516 per year for Travis County's typical household.[20]
- Travis County typical households[d] (earning the area median income of $63,437) spend $13,090 per year on transportation costs, comprising 21% of their household income.[21]

d The "typical household" is defined by the H+T Index as earning the regional area median income, having the regional average household size, and having the regional average number of commuters per household. In Travis County this equates to a household with income of $63,437, 2.68 people, and 1.26 workers. Costs are based on household owning 1.77 cars and driving them 20,266 miles per year at the default gas price of $2.50.

- Travis County moderate households[e] (earning 80% of area median income or $50,750) spend $11,262 per year on transportation costs, comprising 22% of household income.[22]

It is worth noting that both the area median income and the more moderate 80% of area median income are significantly higher than federal poverty thresholds. It logically follows that the region's average transportation costs far exceed what is affordable for residents who are in or at risk of poverty.

System gaps in public transportation

People without a personal vehicle may be reliant on public transportation. Public transportation, defined as shared passenger service available to the public, includes fixed-route via bus or train and demand response via vans.[23] Public transportation is typically funded through some combination of federal, state, and local government funds, sales tax, and rider fares.[24] There are two public transit providers in Travis County. The Capital Metropolitan Transportation Authority (Capital Metro) provides urban public transportation services within member jurisdictions.[f,25] The Capital Area Rural Transportation System (CARTS) provides rural transit and paratransit services in the non-urbanized areas of Travis County (and the non-urbanized areas of other Central Texas counties).[26] There are some Travis County areas that are not served by either public transit provider.

Impacted areas and populations

The Capital Area Regional Transit Coordination Committee (RTCC) has identified key unmet operational and consumer group needs in its Coordinated Public Transit Health and Human Services Transportation Plan (2017):

- The urbanized areas outside of Capital Metro's and CARTS' service areas have the greatest unmet operational needs. Identified areas within or partly within Travis County include: Del Valle, Cedar Park, Lakeway, Bee Cave, Round Rock and Austin's Colony.[27]
- The plan's more detailed Transit Dependence Index Percent (TDIP) analysis quantifies transit need by block group based on autoless households, elderly populations, youth populations, and below poverty populations. It finds that:
  - Block groups in eastern Travis County have high transit need overall;
  - Among the senior adult population (individuals 65 years and older), western Travis County block groups have high transit needs; and
  - Among individuals with disabilities, block groups with high transit need are found in various areas

e The Travis County "moderate household" is defined by the H+T Index as earning 80% of the regional area median income. In Travis County this equates to a household with income of $50,750, 2.68 people, and 1.26 workers. Costs are based on household owning 1.77 cars and driving them 20,266 miles per year at the default gas price of $2.50.

f Member jurisdictions vote to join Capital Metro and dedicate a one-percent sales tax to public transportation services, including: Austin, Jonestown, Lago Vista, Leander, Manor, Point Venture, San Leanna and portions of Travis County and Williamson County, including the Anderson Mill area. For more information on service area boundaries, see: https://www.capmetro.org/service_maps/service_area.aspx

of Austin, particularly East Austin, and areas along the highland lakes.[28]

- The plan also identifies seniors and people with disabilities among its top targeted populations in need of transit services.[29]

Transportation challenges related to both access and cost may also be greater for Travis County residents in unincorporated areas. Based on public input received by Travis County's Community Development Block Grant Program, lack of transportation is an ongoing concern for low-income residents in unincorporated areas. Compared to residents of more densely developed urban neighborhoods, residents in unincorporated areas may find it more difficult to access both public services and basic needs, which tend to be located in more densely populated urban areas. They may also experience higher transportation costs, as they generally must travel farther and have less access to public transit options.[30]

Legal Rights and Benefits

Civil legal assistance helps individuals who face barriers to obtaining adequate legal counsel to protect their rights in a variety of civil legal matters. For many Texans, particularly those in poverty, access to effective legal service is limited. The County's investment focuses on two areas: legal assistance for access to federal public benefits, and immigration legal assistance.

Public Benefits Legal Needs: Civil Legal Aid

Civil Legal aid is free legal assistance to low- and middle-income people who have civil (i.e. non-criminal) legal problems. Civil legal aid helps people to: access basic necessities, including government benefits, housing and healthcare; ensure safety and stability, including individual safety, family law, and keeping children and youth in school; and support economic security, including employment, taxes, and consumer protection.[31]

Funding declines for legal aid

Across the U.S., civil legal aid relies on funding from federal and state governments, private foundations, nonprofit groups and other private donations. In Texas, the two primary funding sources for legal aid are the Legal Services Corporation and the Texas Access to Justice Foundation. Both sources have experienced or are currently facing a decrease in funding available to provide legal aid for low-income Texans.

- The Legal Services Corporation (LSC) is an independent nonprofit corporation established by Congress in 1974 to promote equal access to justice and provide high quality civil legal assistance to low-income Americans.[32] The LSC is the largest funder of civil legal aid for low income Americans, awarding grants to legal services providers throughout the U.S. through a competitive grants process.[33] LSC-funded programs can help people at or below 125% of federal poverty guidelines.[34] In most states, LSC funding accounts for one-third to one-half of grantees' budgets, but in some states, legal aid

programs are heavily reliant on LSC funding.[35] In recent years, congressional appropriations for the LCS have not kept pace with need or inflation. The LCS's budget peaked in FY2010 ($420 million);[36] the FY18 funding from congress is $410 million.[37]

- The Texas Access to Justice Foundation, created in 1984 by the Supreme Court of Texas, is the largest Texas-based funding source for civil legal aid. The Foundation administers funds from a range of programs[g] to support civil legal services to low-income Texans through grants to legal aid organizations.[38] Most notably, funds from the national Interest on Lawyers' Trust Accounts (IOLTA) Program, which relies on the interest from funds held in lawyers' trust accounts, have decreased significantly in recent years due to low interest rates. IOLTA funding has fallen from $20.1 million in 2007 to approximately $4.9 million in 2015, a 75% decline.[39]

Budget cuts can reduce depth and breadth of services that legal aid organizations can provide. Nationally, one in five Americans qualify for free civil legal assistance, and more than 50% of those seeking civil legal help are turned away for lack of resources.[40] Texas has only 0.30 civil legal aid attorneys for every 10,000 people under 200% of the federal poverty level,[41] with Texas ranking 47th of 52 in the U.S. for access to legal aid lawyers.[42]

The role of civil legal assistance in public benefits access

Local communities benefit when they maximize the full leverage of federal public benefits available to their residents, both by improving the economic welfare of low-income residents, and by decreasing the need for local assistance when federal benefits are claimed and/or allowing limited local resources to address other needs toward residents' self-sufficiency. Federal benefits programs such as the Supplemental Nutrition Program (SNAP), the Women, Infants and Children Program (WIC), Temporary Assistance for Needy Families (TANF), Medicaid, and Supplemental Security Income (SSI) help to mitigate the effects of poverty,[43] while Social Security Disability (SSDI) helps to provide income stability to workers who are unable to work due to disability.[44] These programs are federal entitlement programs, meaning they are rights granted by law to citizens (and certain non-citizens) who meet the programs' eligibility criteria. However in practice, many barriers block access to these rights. The application and eligibility process for federal benefits programs can be laborious, requiring documentation that may be difficult or unrealistic for an applicant to procure and submit within a required timeframe.[45] Minor errors or omissions can lead to a denial, or an applicant can be wrongfully denied due to an administrative error.[46] Per program eligibility guidelines, most applicants are low-income and may find professional legal assistance to appeal denials cost-prohibitive. Free or low-cost legal services can help low-income residents overcome such barriers to obtaining their benefits. In 2018, about 7% (4,810) of the cases closed by LSC grantees in Texas were related to SNAP, SSI, SSDI, and Medicaid.[47]

g Texas Access to Justice Foundation funding sources include: The Interest on Lawyers' Trust Accounts (IOLTA) Program, which relies on the interest from funds held in lawyers' trust accounts; Basic Civil Legal Services (BCLS), which collects small filing fees on lawsuits; Crime Victims Civil Legal Services (CVCLS) Program, which applies public funding to services for victims of crime; and the voluntary Access to Justice Fee (ATJ) from individual Texas attorneys.

Immigration Legal Needs: the Impact of Immigration Benefits

Lack of legal status can create a number of barriers and challenges for immigrant residents, including increased vulnerability to victimization, exploitation, trafficking, and predatory lending, as well as limited access to jobs and higher education and higher barriers to affordable housing. For non-citizens who would be eligible for them, securing immigration benefits, protections, or legal status can be transformative for themselves and their families. Legal status makes them less vulnerable to victimization and exploitation, which improves both individual safety and public safety for the community at large. Legal status also provides greater access to better jobs, higher wages, and educational opportunities. This also benefits the community at large via economic growth and increased tax revenues by bringing more workers into the formal economy.

Barriers to representation

U.S. immigration law is extremely complex, difficult to navigate, and changes frequently. U.S. immigration law authorizes only licensed attorneys or representatives accredited by the Department of Justice Executive Office for Immigration Review to represent individuals in proceedings related to applications for immigrant benefits.[48] Significant barriers to securing representation include:

- *No constitutional right to counsel at government expense:* In immigration court, immigrants have the right to counsel; however, that expense is generally their own responsibility. Whereas in the criminal justice system all defendants are provided a court-appointed attorney if they cannot afford one, this Sixth Amendment protection does not extend to civil cases or immigration courts. This is true even for minors, including unaccompanied children, who often must represent themselves in immigration court without legal counsel or court-appointed advocates.
- *Ability to pay for counsel:* Attorney fees can be costly and immigrants generally must pay for their own legal counsel. For low-income immigrants in particular, representation may be cost-prohibitive, and detained individuals are unable to work to pay for counsel. Although some pro bono or reduced fee services are available, there are not nearly enough to meet the demand.[49]
- *Logistical barriers:* Detained individuals (confined to prisons, jails, and federal detention centers) face additional barriers, being unable to visit an attorney's office, possibly with limited visitation and phone access, and frequently transferred to remote locations far from support networks and legal services.[50]

As a result, rates of representation are very low:

- Nationally, only 37% of all immigrants in removal cases have legal representation; among the subset detained, only 14% secure counsel.[51]
- From January 2001 through November 2019, of the 13,701 deportation proceedings in immigration court for Travis County immigrants, 47% (6,593) were not represented.[52]

Impact on legal outcomes

Representation has a significant and directly correlated impact on immigration legal outcomes. Non-citizens without an attorney or accredited representative often lack the knowledge necessary to obtain the immigration benefits, status, or protections for which they might qualify. As a result, adults and children with representation are much more likely to obtain relief. National data consistently supports this correlation:

- Immigrants with representation are far more likely to apply for relief such as asylum (11 times more likely for detained immigrants, 5 times more likely for non-detained immigrants) [53]
- Immigrants with representation are far more likely to obtain relief: 49% among detained individuals with counsel (compared to 23% without counsel), and 63% among non-detained (compared to 13% without counsel).[54]
- Case outcomes for unaccompanied children are striking: Among unaccompanied juveniles in cases decided from 2005 through 2014, 49% of those with an attorney had an outcome resulting in the child staying in the U.S., compared to only 10% of those without an attorney.[55]

Potential local need

Travis County is home to a large population of foreign-born residents, many of whom might find legal counsel beyond their reach due to income:

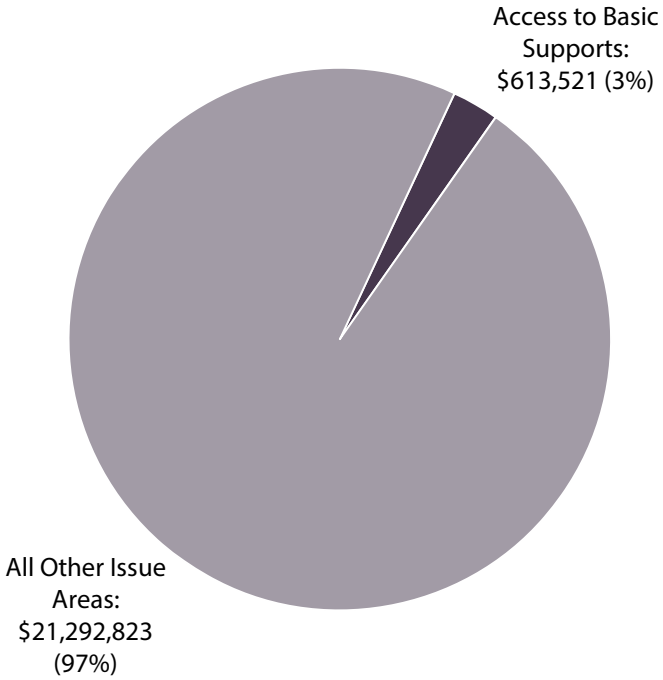
- One in six Travis County residents is an immigrant: Approximately 220,693 foreign-born residents live in Travis County, comprising 18% of the total county population.[56]
- Approximately 64% (about 142,327) of Travis County foreign-born residents are non-citizens.[57]
- Approximately 19% (about 27,261) of those non-citizens are below the poverty level.[58]

Goals and Services

Programs and services within this issue area provide: access to food to prevent hunger and promote wellness; access to transportation for critical needs and to improve transportation utilization; and access to legally entitled benefits for identified populations. Some populations have disproportionately poor outcomes in government systems: veterans, immigrants, and people living in low-income households. Those populations require legal services for fair access and representation within those systems.

HHS has contracted programs that offer basic support services related to food, transportation, and legal rights and benefits. Services may include: food and meals; programs that support access to healthy food; education about nutrition, safe food preparation and handling; transportation and access to transportation to provide health or safety needs and promote access to employment or education; Licensed attorney, Board Accredited Legal representation, or other authorized representation; appropriate consultation for system compliance; prevention activities around fraudulent/predatory practices in legal/benefits systems; legal clinics or helplines; and system navigation assistance.

Investment in Access to Basic Supports and Other Issue Areas, FY 2019



Funding Summary

The FY 2019 funding amount reflects 12–month funding (October 1, 2018 through September 30, 2019) unless otherwise noted.

Agency Name	Program Name	FY 2019 Funding Amount
Capital Area Rural Transportation System	Rural Access	$205,755
Caritas of Austin	Community Kitchen	$84,000
Catholic Charities of Central Texas	Immigration Legal Services	$90,000
Central Texas Food Bank	Food Bank	$57,766
Central Texas Food Bank	Mobile Food Pantry	$60,000
Sustainable Food Center	Grow Local	$56,000
Texas RioGrande Legal Aid, Inc.	Public Benefits Advocacy Project	$60,000

Access to Basic Supports Client Demographics

The table below summarizes the demographics for clients served across Access to Basic Supports service providers. Client demographics are unavailable for the following programs: Food Bank, and Mobile Food Pantry. Note, one program, CARTS: Rural Access, does not collect client information on ethnicity, race, and income; in the table below the clients are noted as "unknown" in their respective categories. Note that clients participating in more than one program are counted multiple times.

Gender	Num.	Pct.
Female	2,125	53%
Male	1,567	39%
Other	26	1%
Unknown	291	7%
Total	*4,009*	*100%*

Ethnicity		
Hispanic or Latino	1,893	47%
Not Hispanic or Latino	1,753	44%
Unknown	363	9%
Total	*4,009*	*100%*

Race		
American Indian and Alaska Native	10	0.2%
Asian	322	8%
Black or African American	588	15%
Native Hawaiian and Other Pacific Islander	4	0.1%
White	696	17%
Some other race	1,975	49%
Two or more races	78	2%
Unknown	336	8%
Total	*4,009*	*100%*

Age	Num.	Pct.
Under 5	26	1%
5 to 11	186	5%
12 to 14	97	2%
15 to 17	71	2%
18 to 24	352	9%
25 to 39	1,023	26%
40 to 54	893	22%
55 to 64	430	11%
65 to 74	242	6%
75 and over	85	2%
Unknown	604	15%
Total	*4,009*	*100%*

Income		
<50% of FPIG	892	22%
50% to 100%	941	23%
101% to 150%	851	21%
151% to 200%	639	16%
>200%	496	12%
Unknown	190	5%
Total	*4,009*	*100%*

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

See Appendix for specific income guideline levels.

Performance Summary

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

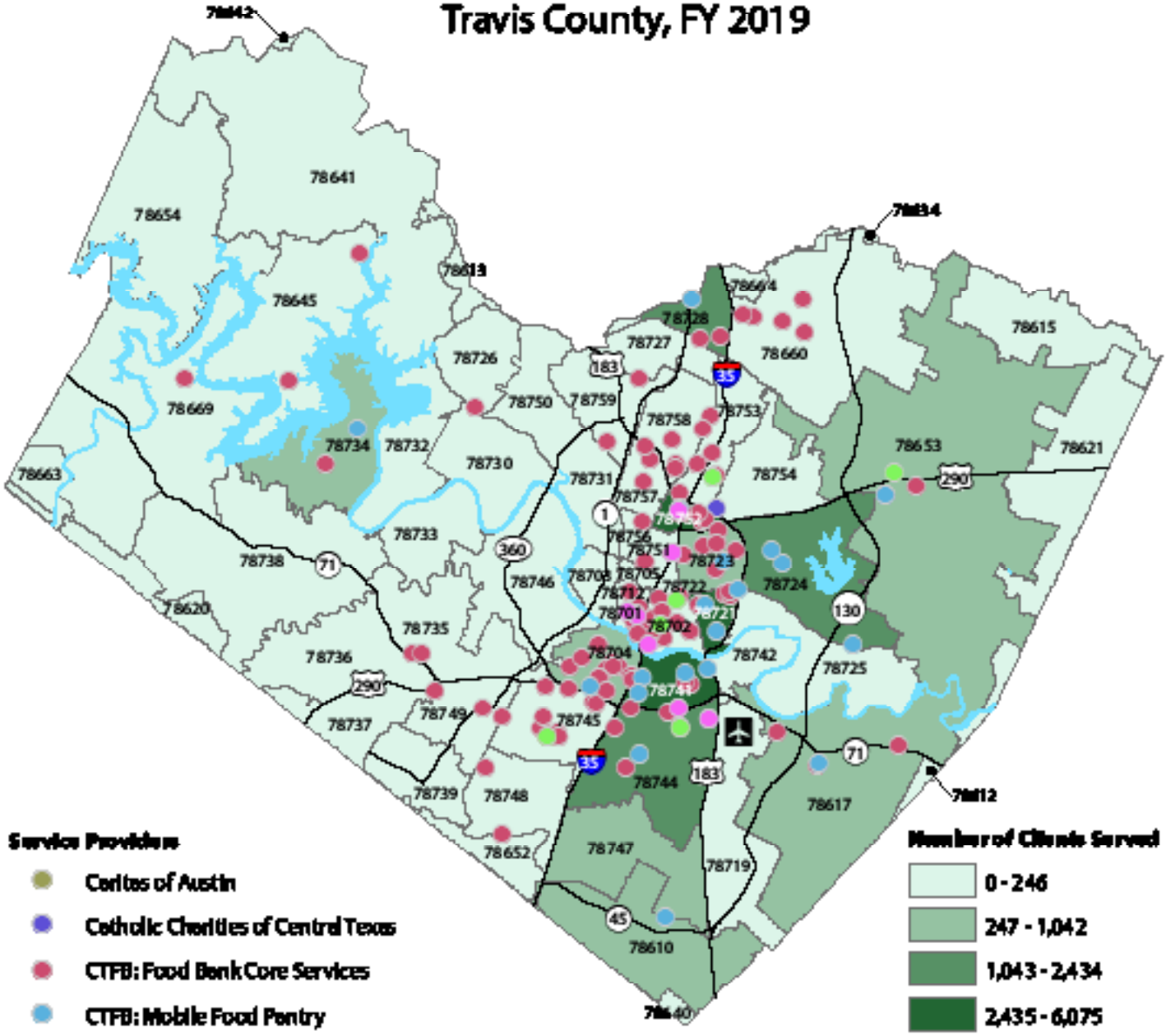
Roll-up Performance Measures: Food	Issue Area Performance
Outputs	
Number of meals or meal equivalents provided	8,489,339
Number of unduplicated Food clients served	116,377
Outcomes	
Percentage of total pounds provided that is fresh produce	30%
Percentage of clients who report that they are growing their own food	76%

Roll-up Performance Measures: Legal Rights and Benefits	Issue Area Performance
Outputs	
Number of unduplicated Legal Rights and Benefits clients served	1,400
Outcomes	
Percentage of immigration applications approved	97%
Percentage of clients who preserved, obtained, or increased a public benefit	81%

Roll-up Performance Measures: Transportation	Issue Area Performance
Outputs	
Number of trips provided	103,253
Number of unduplicated Transportation clients served	30

Access to Basic Supports

Service Provision Locations and Clients Served by ZIP Code
Travis County, FY 2019



Service Providers

- Caritas of Austin
- Catholic Charities of Central Texas
- CTFB: Food Bank Core Services
- CTFB: Mobile Food Pantry
- Sustainable Food Center
- Texas RioGrande Legal Aid, Inc.

Number of Clients Served

- 0 - 246
- 247 - 1,042
- 1,043 - 2,434
- 2,435 - 6,075

Service provision locations are not included for CARTS as services can be accessed anywhere the client is located.

Notes: This map shows 25,463 clients by ZIP code. 790 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. ZIP codes are not included for Central Texas Food Bank's Food Bank Core Services program. Client ZIP codes for Caritas of Austin reflect clients completing an annual survey, while Mobile Food Pantry ZIP codes reflect the location of the distribution site.

Source data: Contracted service providers, FY 2019.
This map was created using ArcGIS Online shapefiles.
Created by: Travis County HHS, Research & Planning Division, 2019.

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Capital Area Rural Transportation System

Rural Access

Program Description

CARTS goal is to provide reliable, friendly, affordable transportation services to every customer, enhancing their quality of life. The Rural Access Program provides transportation services to and from four rural Travis County Community Centers for the Congregate Meals program and other social services offered at those four sites. The four sites are: Del Valle, Manor, Pflugerville, and Oak Hill Travis County Community Centers. The Program also provides public transportation access to Del Valle via the rural extension of Metro Route 271.

Funding

The total HHS investment in the CARTS–Rural Access program from October 1, 2018 through September 30, 2019 was $205,755. This investment comprised 35.4% of the total program budget.

Eligibility Criteria

Services will target Travis County residents who need access to Congregate Meals services and other direct services offered at four rural Travis County Community Center sites located in Del Valle, Manor, Oak Hill, and Pflugerville. Congregate Meals participants are: age-qualifying participants (adults 60 years of age and over); the significant others of age-qualifying participants; and people with disabilities who live with age-qualifying participants.

Services will also target Travis County residents who are public transit riders who need access to the Del Valle area of Travis County.

Capital Area Rural Transportation System: Rural Access

The Rural Access program fell short of most performance goals. Staff attributed this result to low ridership and reported that their Marketing Director will continue to promote the service through flyers.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided transportation to/from Travis County Community Centers	30	90	33%
Number of trips (duplicated) provided to/from Travis County Community Centers	3,646	6,270	58%
Number of trips (duplicated) provided on Metro Route 271	99,607	61,000	163%
Outcomes			
Average number of trips per day to/from Travis County Community Centers	15 (3,646/245)	25 (6,270/250)	59%
Federal dollars leveraged by Travis County funds	$374,719	$374,719	100%

Caritas of Austin

Community Kitchen

Program Description

The overall goal of the Community Kitchen is to assist low-income individuals with basic nutrition by providing a nutritious meal, with no questions asked, to anyone who is hungry. Lunch is served Monday through Friday and clients may receive one meal per day for an indefinite amount of days. The Community Kitchen also offers clients a respite from the heat or inclement weather.

Funding

The total HHS investment in the Community Kitchen program from October 1, 2018 through September 30, 2019 was $84,000. This investment comprised 25.8% of their total program budget.

Eligibility Criteria

The Caritas Community Kitchen serves a nutritious meal to anyone that is hungry.

Caritas of Austin: Community Kitchen

The Community Kitchen program met their performance goals for the year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of hot meals or prepared meals served	54,887	56,000	98%
Outcomes			
Percentage of unduplicated Kitchen Clients provided a meal, who were satisfied with the meal, as measured in the annual survey	91% (160/176)	90% (162/180)	101%

Catholic Charities of Central Texas

Immigration Legal Services

Program Description

The goal of the Immigration Legal Services (ILS) program is to provide high quality, low cost legal representation to eligible residents in the areas of family-based immigration, self-petitions, naturalization, asylum, Deferred Action for Childhood Arrivals (DACA), Temporary Protective Status, visas for victims of crimes and other special programs.

Funding

The total HHS investment in the Immigration Legal Services program from October 1, 2018 through September 30, 2019 was $90,000. This investment comprised 6.9% of the total program budget.

Eligibility Criteria

This program targets low-income individuals and families who are seeking immigration services. To be eligible for services, individuals must have incomes at or below 250% of the Federal Poverty Income Guidelines (FPIG). The majority of clients reside in Travis County, although ILS serves most of Central Texas (clients must be residents of the 25 county area of Austin Diocese).

Catholic Charities of Central Texas: Immigration Legal Services

The Immigration and Legal Services program met or exceeded their performance goals for the year. Staff report that there was a higher than expected number of undocumented individuals seeking services due to the current political environment around immigration. However, many clients that were provided consultation do not qualify for immigration relief (see second output). Staff attribute the higher than anticipated number of immigration applications approved and resolved due to the unpredictable nature of the federal government's timelines to make decisions on cases (see first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served whose cases are accepted for immigration legal services	788	850	93%
Number of clients provided consultations whose cases are not accepted for further immigration legal services	839	570	147%
Outcomes			
Percentage of immigration applications approved	97% (439/453)	90% (360/400)	108%

Central Texas Food Bank

Food Bank Core Services

Program Description

The goal of the Food Bank program is to provide hunger relief to individuals living in low-income or food-insecure households in Travis County. Central Texas Food Bank (CTFB) is a centralized warehouse for donated, rescued, and purchased food. Contractor then distributes this food to other human service agencies offering food assistance to their clients through food pantries, soup kitchens, or shelters. The goal is to increase the amount of food accessible to these agencies and reduce food procurement costs through economies of scale.

Funding

The total HHS investment in the Food Bank program from October 1, 2018 through September 30, 2019 was $57,766. This investment comprised 0.5% of the total program budget. HHS also funds the Mobile Food Pantry program, which is described later in this report.

Eligibility Criteria

This program targets individuals who are "food insecure," meaning they lack dependable access to nutritionally adequate food. In order to be eligible to receive USDA commodities distributed by CTFB, clients must have household income levels at or below 185% of the Federal Poverty Income Guidelines (FPIG). Clients earning above 185% of FPIG need to declare a crisis situation causing need of food. Food is distributed through CTFB partner agencies based in Travis County. These agencies serve clients in their immediately surrounding areas.

Central Texas Food Bank: Food Bank

The Food Bank met or exceeded all of their performance goals for the year. Staff report that the increase in clients served is higher than expected and represents a 7% increase from the previous year's actuals (87,510) (see first output). Staff report that the increased in clients served is contrary to the trend of service usage across the program's 21-county service area, which has remained flat. Staff speculate that the increase in clients served may be due to a greater rate in Travis County's population growth and/or the increases in cost of living in Travis County compared to the rest of the service area.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	91,730	72,500	127%
Number of unduplicated Partner Agencies served	120	124	97%
Total pounds of food provided to Partner Agencies in Travis County	8,135,348	8,000,000	102%
Number of meal equivalents provided to Partner Agencies in Travis County	6,779,457	6,666,667	102%
Outcomes			
Dollars saved by agencies in Travis County	$13,586,031	$13,360,000	102%
Percentage of total pounds provided that is fresh produce	30% (2,435,403/ 8,135,348)	31% (2,500,000/ 8,000,000)	96%
Percentage of hunger need in Travis County met by CTFB	37% (12,062,667/ 32,988,700)	36% (12,000,000/ 32,988,700)	101%

Central Texas Food Bank

Mobile Food Pantry

Program Description

The goal of the Mobile Food Pantry program is to provide emergency food assistance to food insecure individuals and households in Travis County. The program is designed to serve communities that are not served by other agencies because of lack of capacity or where no agencies are present. Mobile Food Pantries supplement the existing food assistance resources within high-need communities, or provide the only access to food assistance where no local resources exist. The program has dedicated Mobile Food Pantry vehicles, capable of transporting refrigerated, non-refrigerated, and frozen items over long distances, ensuring a wide variety of food available to recipients. Before each distribution, the truck is loaded with available meat, produce, bread, and other staple groceries. The vehicle is then driven to centrally located distribution points for regularly scheduled service on a monthly basis, where food is taken directly from the truck and given to Central Texans in need.

Funding

The total HHS investment in the Mobile Food Pantry program from October 1, 2018 through September 30, 2019 was $60,000. This investment comprised 6.5% of their total program budget. HHS also funds the Food Bank program , which is described earlier in this report.

Eligibility Criteria

This program targets individuals who are food insecure, meaning they lack dependable access to nutritionally adequate food. The neighborhoods served by the program are selected based on prevalence of food insecurity, food accessibility, and proximity to existing hunger relief resources. To be eligible to receive USDA commodities distributed by CTFB, clients must have household income levels at or below 185% of the Federal Poverty Income Guidelines (FPIG). Clients earning above 185% of FPIG need to declare a crisis situation causing need of food.

Central Texas Food Bank: Mobile Food Pantry

The Mobile Food Pantry overall had positive performance for the year. The program exceeded all of their output goals due to the addition of four new sites which all yielded significant gains. However, the four new sites are located within the City of Austin, which resulted in a lower percentage of clients served who received food in outlying areas of Travis County (see first outcome). Though the rate for total pounds of food that is fresh produce was under target, the program actually distributed more fresh produce and shelf stable foods than their stated goal for the year (see second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	22,244	19,400	115%
Number of duplicated clients served	115,129	90,000	128%
Number of Mobile Food Pantry distributions in Travis County	212	182	116%
Pounds of food distributed through Mobile Food Pantry distributions in Travis County	1,967,427	1,070,000	184%
Number of meal equivalents provided through Mobile Food Pantry distributions in Travis County	1,639,523	891,667	184%
Outcomes			
Percentage of clients served who received food in Travis County areas outside City of Austin	14% (3,171/22,244)	20% (3,900/19,400)	71%
Percentage of total pounds of food provided through Mobile Food Pantry distributions in Travis County that are fresh produce	31% (615,746/ 1,967,427)	40% (428,000/ 1,070,000)	78%
Percentage increase in access points to food	25% (4/16)	N/A	N/A

Sustainable Food Center

Grow Local

Program Description

Grow Local's purpose is to equip community members, especially those most at-risk of food insecurity, with the skills and resources they need to grow fresh, healthy foods to feed themselves and their families long-term. A comprehensive range of services includes educational programming and free food garden resources (including seeds, plants, compost, and fertilizer).

Funding

The total HHS investment in the Spread the Harvest program from October 1, 2018 through September 30, 2019 was $56,000. This investment comprised 77.7% of the total program budget.

Eligibility Criteria

The target populations of this program include individuals, families, and institutions that are located in Travis County and face financial barriers to food gardening. Free Introduction to Food Gardening classes target eligible people in areas with limited access to healthy produce or a statistically greater incidence of diet-related disease, where there is a high need for food access programming. Spread the Harvest targets residents who earn 275% or less of the Federal Poverty Income Guidelines (FPIG); schools located in Travis County, with a priority on serving Title I schools; and places of worship and service providers that work with communities experiencing barriers to food access located in Travis County.

Sustainable Food Center: Grow Local

The Grow Local program exceeded or met their performance goals within a ten point variance. Staff attribute their high performance to an increased focus on working with host sites to fully enroll each of the Introduction to Food Gardening classes and the increased familiarity with and visibility of Spread the Harvest (see first, third, and fourth output). Staff report that 3 attempts were made to contact each participant for the quarterly survey responses, which in turn increased number of meal equivalents captured and provided a more complete picture of the impact of Spread the Harvest (see second output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	2,403	1,675	143%
Number of meal equivalents provided	15,472	12,462	124%
Number of unduplicated individuals participating in free Introduction to Food Gardening classes	201	130	155%
Number of unduplicated individuals in small garden groups receiving resources through Spread the Harvest	2,238	1,620	138%
Number of individuals in large garden groups receiving resources through Spread the Harvest	34,948	20,400	171%
Outcomes			
Percentage of Introduction to Food Gardening Participants who report an increase in knowledge and skills about gardening at class completion	97% (137/141)	90% (117/130)	108%
Percentage of Introduction to Food Gardening Participants who report that they are actively growing food at 6-month follow-up	79% (64/81)	76% (25/33)	104%
Percentage of Introduction to Food Gardening Participants who report that participation in the class series made it easier for them to eat healthy food at 6-month follow-up	83% (67/81)	76% (25/33)	109%
Percentage of Spread the Harvest Members who report that the Project made it easier for their garden group to grow their own food	76% (760/997)	85% (604/710)	90%
Percentage of Spread the Harvest members who report that the Project made it easier for their garden group to eat healthy food	69% (690/997)	75% (534/710)	92%

Texas RioGrande Legal Aid, Inc.

Public Benefits Advocacy Project

Program Description

The goal of Texas RioGrande Legal Aid's (TRLA's) Legal Assistance for Access to Benefits program is to address the basic human needs of eligible Travis County residents or homeless individuals living in Travis County by providing legal assistance to obtain, preserve, or increase financial security for clients in their public benefits cases and to obtain available resources and benefits for homeless clients.

TRLA staff assist residents with qualifying for and obtaining public benefits such as SNAP (Supplemental Nutrition Assistance Program, formerly known as Food Stamps), TANF (Temporary Assistance to Needy Families), Medicaid, Supplemental Security Income (SSI), Social Security Retirement, Survivors and Disability Insurance, and Veterans benefits.

Funding

The total HHS investment in the Legal Assistance for Access to Benefits program from October 1, 2018 through September 30, 2019 was $60,000. This investment comprised 12.2% of the total program budget.

Eligibility Criteria

TRLA provides free legal advocacy and related educational services to low-income persons, most of whom have incomes below 200% of Federal Poverty Income Guidelines (FPIG). Clients must be a resident of Travis County or living in homelessness in Travis County.

Texas RioGrande Legal Aid, Inc.: Public Benefits Advocacy Project

The Public Benefits Advocacy Project exceeded most of their goals for the year. Staff attribute the higher number of clients served and cases opened to the shift from night clinic intakes to the new intake and outreach portals (see first and second output). The program experienced staff turnover in the third quarter, which made it challenging to close a large amount of cases. Staff report having recently hired a new paralegal and anticipate an increase in the rate in which cases are closed for the following year (see first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	612	410	149%
Number of public benefits legal services cases opened	681	435	157%
Outcomes			
Percentage of clients who preserved, obtained, or increased a public benefit	81% (184/226)	95% (72/76)	86%
Dollar amount in lump sum payments of public benefits awarded to clients	$380,484.68	N/A	N/A
Dollar amount in monthly benefits awarded to clients	$25,490.30	N/A	N/A

Appendix

2019 Federal Poverty Income Guidelines

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

Household Size	Income Limits by Household Size				
	50%	100%	125%	150%	200%
1 person	$6,245	$12,490	$15,613	$18,735	$24,980
2 persons	$8,455	$16,910	$21,138	$25,365	$33,820
3 persons	$10,665	$21,330	$26,663	$31,995	$42,660
4 persons	$12,875	$25,750	$32,188	$38,625	$51,500
5 persons	$15,085	$30,170	$37,713	$45,255	$60,340
6 persons	$17,295	$34,590	$43,238	$51,885	$69,180
7 persons	$19,505	$39,010	$48,763	$58,515	$78,020
8 persons	$21,715	$43,430	$54,288	$65,145	$86,860
For families/households with more than 8 persons, add $4,160 for each additional person.					

Data source: "2019 Poverty Guidelines for the 48 Contiguous States and the District of Columbia," Office of The Assistant Secretary for Planning and Evaluation, U.S. Department of Health & Human Services, January 26, 2019, https://aspe.hhs.gov/poverty-guidelines.

2019 Austin Median Family Income Guidelines

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

Household Size	Income Limits by Household Size		
	Extremely Low*	Very Low (50%)	Low (80%)
1 person	$19,900	$33,150	$52,850
2 persons	$22,750	$37,850	$60,400
3 persons	$25,600	$42,600	$67,950
4 persons	$28,400	$47,300	$75,500
5 persons	$30,700	$51,100	$81,550
6 persons	$34,590	$54,900	$87,600
7 persons	$39,010	$58,700	$93,650
8 persons	$43,430	$62,450	$99,700

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

Data source: "Austin-Round Rock, TX MSA FY 2019 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2018/2018summary.odn.

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