Planning and Evaluation

FY 2020 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

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TRAVIS COUNTY
HEALTH and HUMAN SERVICES

PURPOSE

Who we are:

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

What we do:

Address community needs through internal and external investments and services

What we strive to accomplish:

Maximize quality of life for all people in Travis County

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

VALUES

We value helping people.

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

We value the accountability and integrity of our staff.

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

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

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

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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 County residents. Community-based organizations are frequently geographically and culturally embedded in the communities they serve and are often best positioned to provide needed services.

Purpose of Report

The annual Community Impact Report provides an overview of HHS investments in health and human services. The *FY 2020 Community Impact Report* 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 investments through Austin ISD Interlocals. 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. In this year's report, the Executive Summary also provides an overview of COVID–19's impact across all issue areas.

Each issue area section provides demographic, geographic, and performance highlights. Each program is classified into the issue area most closely aligned to its goals and objectives. The 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

The majority of the social service contracts included in the report followed a fiscal year calendar (October 1, 2019 through September 30, 2020) unless otherwise noted. Program and performance highlights are drawn from contracts and reports provided by contracted service providers.

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. In addition, the community is facing additional economic impacts due to the COVID–19 pandemic, which has globally impacted performance across issue areas. Without controlling for these factors, the true impact or efficacy of the program on outcomes cannot be discerned.

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

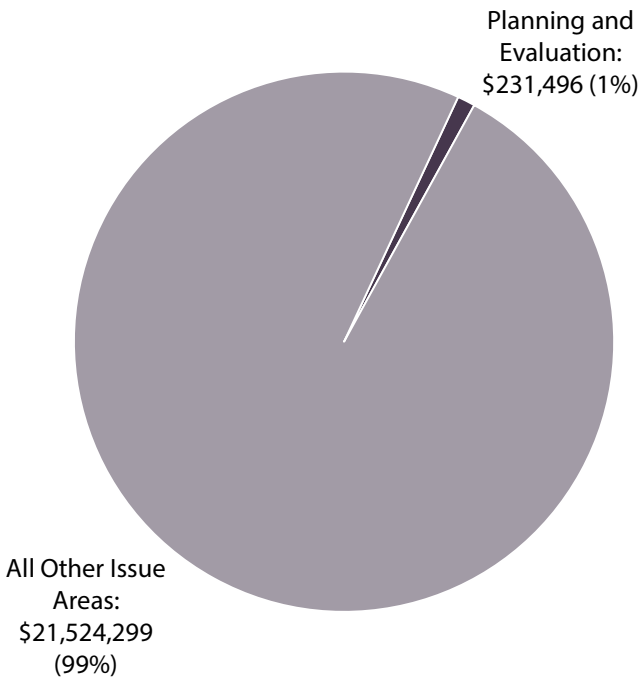
Finally, this report captures a selection of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. Performance measures may not all be equal in importance or value to the community.

Investment Overview

Goals and Services

HHS invests in programs that provide planning and evaluation services to supplement the Department's own planning and evaluation work. Programs within this issue area provide assessment, planning, and evaluation services. These services are designed to improve knowledge of community conditions and needs and improve the effectiveness and efficiency of health and human services. Services may include: community assessment, analysis, and reporting; community engagement and outreach; support to community planning processes; and evaluation, performance measurement, and related activities.

Investment in Planning and Evaluation and Other Issue Areas, FY 2020



Funding Summary

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

Agency Name	Program Name	FY 2020 Funding Amount
Children's Optimal Health	Collaboration and Spatial Analysis Information Opportunities in Conjunction with COH Board Membership	$35,000
Ending Community Homelessness Coalition, Inc.	ECHO	$50,000
Integral Care	Community Advancement Network	$68,096
Ray Marshall Center for the Study of Human Resources	Evaluation Services	$78,400

Children's Optimal Health

Collaboration and Spatial Analysis Information Opportunities in Conjunction with COH Board Membership

Program Description

The goals of the Collaboration and Spatial Analysis Information Opportunities in Conjunction with Children's Optimal Health (COH) Board Membership program include:

1. Provide data-driven maps and analyses of the status of health indicators to inform intervention in and prevention of child health risk factors. COH provides HHS leadership with information derived from studies done in subject areas related to the health and well-being of children.
2. Support Travis County with additional geospatial information of value to effective allocation of resources.
3. Through COH Board interaction, provide a collaborative leadership forum to share information regarding healthcare, housing, education, economic development, and social/emotional development, thus enhancing the ability to look at a broader definition of health.
4. Provide HHS leadership with information derived from COH community interactions, such as collaborations and prevention/service coalitions, with multiple direct service providers in subject areas related to the health and well-being of children for the purpose of targeting resources in the most effective manner. Additionally, COH provides the County multiple opportunities to be involved with and collaborate with other action partners in Travis County.

Funding

The total HHS investment in the Collaboration and Spatial Analysis Information Opportunities in Conjunction with COH Board Membership program from October 1, 2019 through September 30, 2020 was $35,000. This investment comprised 11.1% of their total program budget.

Children's Optimal Health

Collaboration and Spatial Analysis Information Opportunities in Conjunction with COH Board Membership

Targeted Stakeholders and Participants

Children's Optimal Health provides data and information services most specifically for the benefit of Board Members, which include Seton Healthcare Family, St. David's Foundation, Central Health, Superior HealthPlan, UT/Austin, City of Austin, Travis County, and others, as well as direct program providers, program planners and community collaborations, and administrators and other staff within school districts, all of whom use this data to inform decisions around program design, resource allocation and policy changes.

COH: Collaboration and Spatial Analysis/COH Board Membership

The Collaboration and Spatial Analysis Information Opportunities in Conjunction with COH Board Membership program met or exceeded all output measures but fell slightly short of projections for COH Board meeting participation (see the first outcome). Staff explained that Member organizations were impacted by the pandemic and needed to be responsive with services to the community, making participation in these meetings more challenging. With the pandemic, meetings have been conducted remotely via Zoom. As the bylaws allow members to vote electronically, staff reported sharing materials with all members via email and documenting some votes via email. COH added a new sustaining board member during the fiscal year (see the second output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of voting members on the Board	16	16	100%
Number of investors in Children's Optimal Health	9	8	113%
Number of institutions with whom appropriate legal agreements for data receipt are in place at beginning of fiscal year	10	10	100%
Number of new or updated legal agreements for data receipt executed during the fiscal year	6	6	100%
Outcomes			
Percentage of voting members that participate in 70% or more of COH Board meetings (duplicated for each quarter)	66% (53/80)	75% (12/16)	88%

Ending Community Homelessness Coalition, Inc.

ECHO

Program Description

Ending Community Homelessness Coalition, Inc. (ECHO) is designated by the community as the unifying agency of the U.S. Housing and Urban Development (HUD) Continuum of Care (COC), and as such is a key conduit between HUD and the community on homeless programs. ECHO is responsible for planning and implementing systems to understand the extent of homelessness, to provide and manage a database that tracks housing units and services to clients, and to maintain compliance with HUD regulations such as implementing coordinated assessment and creating community priorities for homeless services.

Program goals include:

- Support HUD's COC services and the Austin/Travis County 10 Year Plan to End Chronic Homelessness and the Action Plan to End Homelessness;
- Conduct pulse counts and pop up events to count and assess hard to find people experiencing homelessness outside the urban core as bound by I-35, Lady Bird Lake, Mopac and 38th Street;
- Provide coordinated assessment, leadership, advocacy and awareness regarding the prevention, challenges and solutions to homelessness outside the City of Austin; and
- Implement system change via coordinated assessment, Permanent Supportive Housing and rapid rehousing, ensuring adequate focus outside the urban core.

Funding

The total HHS investment in the ECHO program from October 1, 2019 through September 30, 2020 was $50,000. This investment comprised 1.7% of their total program budget.

Targeted Stakeholders and Participants

As a coalition working to end homelessness, ECHO's constituency spans the continuum from homeless clients in Travis County, to individual volunteers and staff from local non-profits and government agencies, to elected officials and other policy makers.

Ending Community Homelessness Coalition, Inc.: ECHO

ECHO greatly exceeded goals for two of their three performance measures, but was unable to perform the activities reported in the second performance measure due to the pandemic.

Staff explained that the first output is calculated from the new required question on the Coordinated Assessment. Assessment need began the year high and remained that way for the duration of the contract. ECHO continues to train additional community staff to try to ensure that assessments can be provided as quickly as possible to anyone who needs them, which means this number will stay high or increase until homelessness decreases.

ECHO continues to coordinate with the Community Health Paramedics and other community staff conducting outreach, including the Travis County Constables, to meet client needs individually and in small groups, but social distancing requirements from COVID–19 currently prevent single-site resource events (see the second output).

Finally, the percentage of people assessed who reported living outside of the Downtown Core began the year higher than expected and this trend continued over the contract year; staff noted that this is likely due to increasing sub-urbanization of poverty and homelessness in Travis County, and likely will also persist through the next year (see the outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of people, living outside the Urban Core, assessed through the coordinated assessment system	2,350	1,000	235%
Number of pulse count / pop up events outside the Urban Core	0	4	N/A
Outcomes			
Percentage of people assessed through the coordinated assessment system who were outside the Urban Core	64% (2,350/3,680)	42% (1,000/2,400)	153%

Integral Care

Community Advancement Network

Program Description

The Community Advancement Network (CAN) helps convene and connect individuals and organizations across issue areas, disciplines, sectors and jurisdictions. Related programmatic objectives are to:

- Connect efforts across issue areas by providing a forum for them to network and learn about each other's issues and work; and
- Promote collaboration and partnerships by providing a forum for people and organizations to gain a common understanding of issues, and identify common interests, goals and opportunities to collaborate and leverage resources.

CAN's annual work plan guides the use of CAN's resources to promote collaborative action along or across the areas of its work. CAN's convening and connecting role is a critical part of how it accomplishes these objectives. CAN regularly convenes its broad range of targeted individuals and organizations through CAN's structure. Work within this function includes: CAN Board of Directors, CAN Community Council, CAN Dashboard Steering Committee, CAN Work Groups and Action Teams, CAN Forums and Summits, CAN Retreat, Presentations and Trainings on CAN Products and Tools, and Ad-Hoc Community Group Support.

Funding

The total HHS investment in the Community Advancement Network program from October 1, 2019 through September 30, 2020 was $68,096. This investment comprised 21.7% of the total program budget. HHS also funds multiple Behavioral Health Interlocals with Integral Care, which are described in the Behavioral Health issue area report.

Targeted Stakeholders and Participants

CAN targets individuals and organizations working to enhance the social, health, educational and economic well-being of Central Texas, including: elected officials, policy-makers, agency executive managers, agency research and planning staff, issue area experts, other at-large community members, and service providers from the government, non-profit, private and faith-based sectors.

Integral Care: Community Advancement Network

The Community Advancement Network had mixed performance results this year. Staff explained that they delayed the CAN Dashboard publication from May to September, and usually get an added boost in interest when new data is available. The Dashboard was published on September 23rd, so there was not much time for a bump in presentation requests before the end of the fiscal year (see the third output). CAN also launched a new website, which staff believe can be another tool to raise awareness of community needs and resources in future years. CAN did not convene a large gathering this year, such as a summit or "state of the safety net" forum, which kept participant numbers down (see the fifth output).

Staff reported that the CAN Board had a change in leadership for Del Valle ISD, Manor ISD, and the Hispanic Chamber. During these transitions, staff noted that they typically see a decrease in participation until the leadership has been solidified (see the first outcome). Staff also reported that two Board members were only one meeting shy of meeting the participation goal.

This year, the delay of the Dashboard publication until September also caused a delay in execution of CAN's annual stakeholder survey; therefore, no data is available for the second or third outcomes.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of meetings convened by CAN staff	64	65	98%
Number of non-CAN meetings facilitated by CAN staff	7	5	140%
Number of presentations or trainings on CAN products or tools conducted by CAN staff	23	30	77%
Number of unduplicated people participating in at least one meeting convened by CAN staff	192	200	96%
Number of unduplicated people participating in at least one forum, summit, training or retreat convened by CAN staff	189	220	86%
Outcomes			
Percentage of CAN partner organizations that participate in 70% or more of CAN Board meetings	64% (16/25)	72% (18/25)	89%
Percentage of people from the identified stakeholder groups who report that CAN promotes collaboration and partnerships	N/A	86% (107/125)	N/A
Percentage of people from the identified stakeholder groups who report that CAN connects efforts across issue areas, disciplines, sectors, and jurisdictions	N/A	80% (100/125)	N/A

Ray Marshall Center for the Study of Human Resources

Evaluation Services

Program Description

Travis County annually invests in a range of workforce development activities and social services to support low-income residents who tend to face challenges to steady employment with sufficient earnings to support themselves and their families economically. To understand the impact of these services, Travis County has contracted with the Ray Marshall Center for the Study of Human Resources (RMC) at The University of Texas at Austin to conduct a longitudinal evaluation of its investments. In FY 2020, RMC prepared the fourth year analysis of outcomes and estimated net impacts of these investments across six contracted service providers.

Research questions to be addressed annually include the following:

- How effective are County-funded workforce development services, as measured by increased eligibility for unemployment insurance (UI) benefits, increased employment and employment retention, and increased earnings?
- What appears to impact service effectiveness and why?
- What changes can be made to services/treatments to improve outcomes for participants?
- How do participant outcomes compare to those of similar individuals who did not receive Travis County-funded workforce development services?

The outcomes evaluation documents the results of participation in each of the six workforce development programs based on five key measures of interest: the number of clients served; number employed; average quarterly earnings of those employed; monetary eligibility for UI benefits in the event of a job loss; and claims filed for UI benefits.

Funding

The total HHS investment in the Evaluation Services program from October 1, 2019 through September 30, 2020 was $78,400.

Ray Marshall Center for the Study of Human Resources

Evaluation Services

Targeted Stakeholders and Participants

Evaluation services are intended to inform policy makers, service providers, other research efforts, and the general public.

Performance Goals and Results

The evaluation reports on the impact of local investments in workforce development produced by the Ray Marshall Center are available at: http://raymarshallcenter.org/2006/01/01/an-evaluation-of-workforce/. Social service evaluation reports are provided directly to Travis County staff.

Appendix

2020 Federal Poverty Income Guidelines

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

Household Size	Income Limits by Household Size				
	50%	100%	125%	150%	200%
1 person	$6,380	$12,760	$15,950	$19,140	$25,520
2 persons	$8,620	$17,240	$21,550	$25,860	$34,480
3 persons	$10,860	$21,720	$27,150	$32,580	$43,440
4 persons	$13,100	$26,200	$32,750	$39,300	$52,400
5 persons	$15,340	$30,680	$38,350	$46,020	$61,360
6 persons	$17,580	$35,160	$43,950	$52,740	$70,320
7 persons	$19,820	$39,640	$49,550	$59,460	$79,280
8 persons	$22,060	$44,120	$55,150	$66,180	$88,240
For families/households with more than 8 persons, add $4,480 for each additional person.					

Data source: "2020 Poverty Guidelines for the 48 Contiguous States and the District of Columbia," Office of The Assistant Secretary for Planning and Evaluation, U.S. Department of Health & Human Services, January 17, 2020, https://aspe.hhs.gov/poverty-guidelines.

2020 Austin Median Family Income Guidelines

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

Household Size	Income Limits by Household Size		
	Extremely Low*	Very Low (50%)	Low (80%)
1 person	$20,550	$34,200	$54,700
2 persons	$23,450	$39,050	$62,500
3 persons	$26,400	$43,950	$70,300
4 persons	$29,300	$48,800	$78,100
5 persons	$31,650	$52,750	$84,350
6 persons	$35,160	$56,650	$90,600
7 persons	$39,640	$60,550	$96,850
8 persons	$44,120	$64,450	$103,100

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

Data source: "Austin-Round Rock, TX MSA FY 2020 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2020/2020summary.odn.