Housing Continuum

2013 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

MARCH 2014

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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.

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Introduction

The Travis County Commissioners Court, through Travis County Health and Human Services & Veterans Service Department (TCHHS/VS), annually invests over $15 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 *2013 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 plus a summary of Planning and Evaluation investments. 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.

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. Most data included in the *2013 Community Impact Report* cover calendar year 2013, because the majority of the social service contracts included in the report follow a calendar year schedule. 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 temporary shelter and long-term housing retention for persons who are homeless or at risk of losing their housing. Some examples of services provided by programs within this issue area include safe and affordable transitional housing; emergency shelter including food, bedding and needed supplies; case management and tenant education to promote housing stability; and repair of housing to prevent homelessness or energy inefficiency.

Highlights of Community Conditions

Both the economy and housing market of the Austin Metropolitan region have generally outperformed the nation over the course of the recent recession and the ongoing economic recovery.[1] The strength of the regional economy supports ongoing in-migration which has resulted in rapid population growth in Travis County. This population growth in turn has resulted in increased demand in the housing market, driving up both local housing prices and rents. A recent report by the Austin Board of Realtors showed that in December 2013, there were only two months of housing inventory[a] in the market, a new historic low.[2] The regional housing market is likely to remain extremely competitive over the next year.[3] 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 affordable housing developers and public entities will face significant challenges in meeting the region's need for affordable housing.

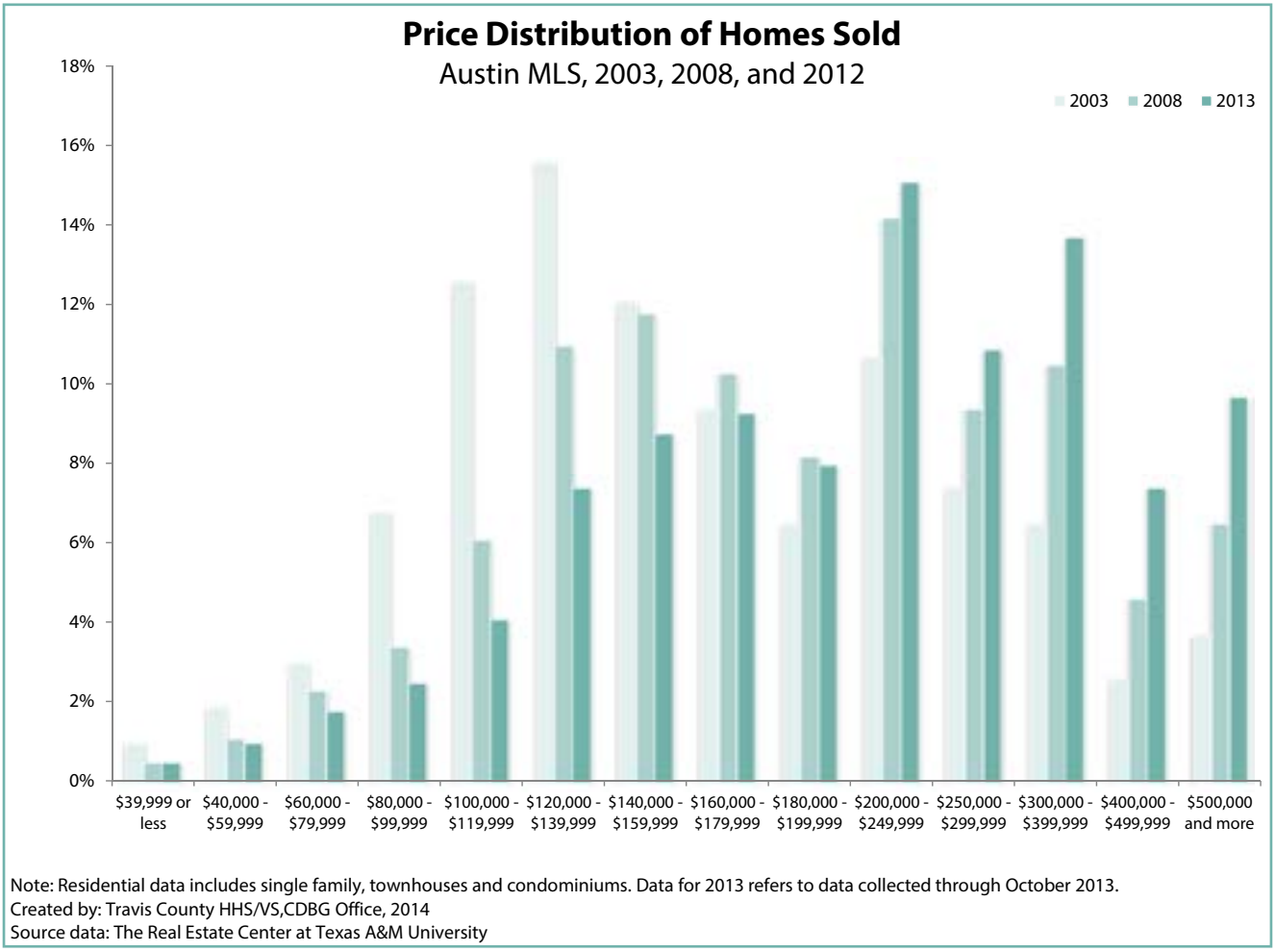
Owner Housing Market Conditions and Affordability

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 2003, 41% of the homes sold in Austin were priced below $140,000; in 2013 (year-to-date[b]), only 17% of the

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

b Throughout this section, "2013 (year-to-date)" refers to 2013 data collected through the month of October 2013. This is due to availability of data at the time of the writing of this report.

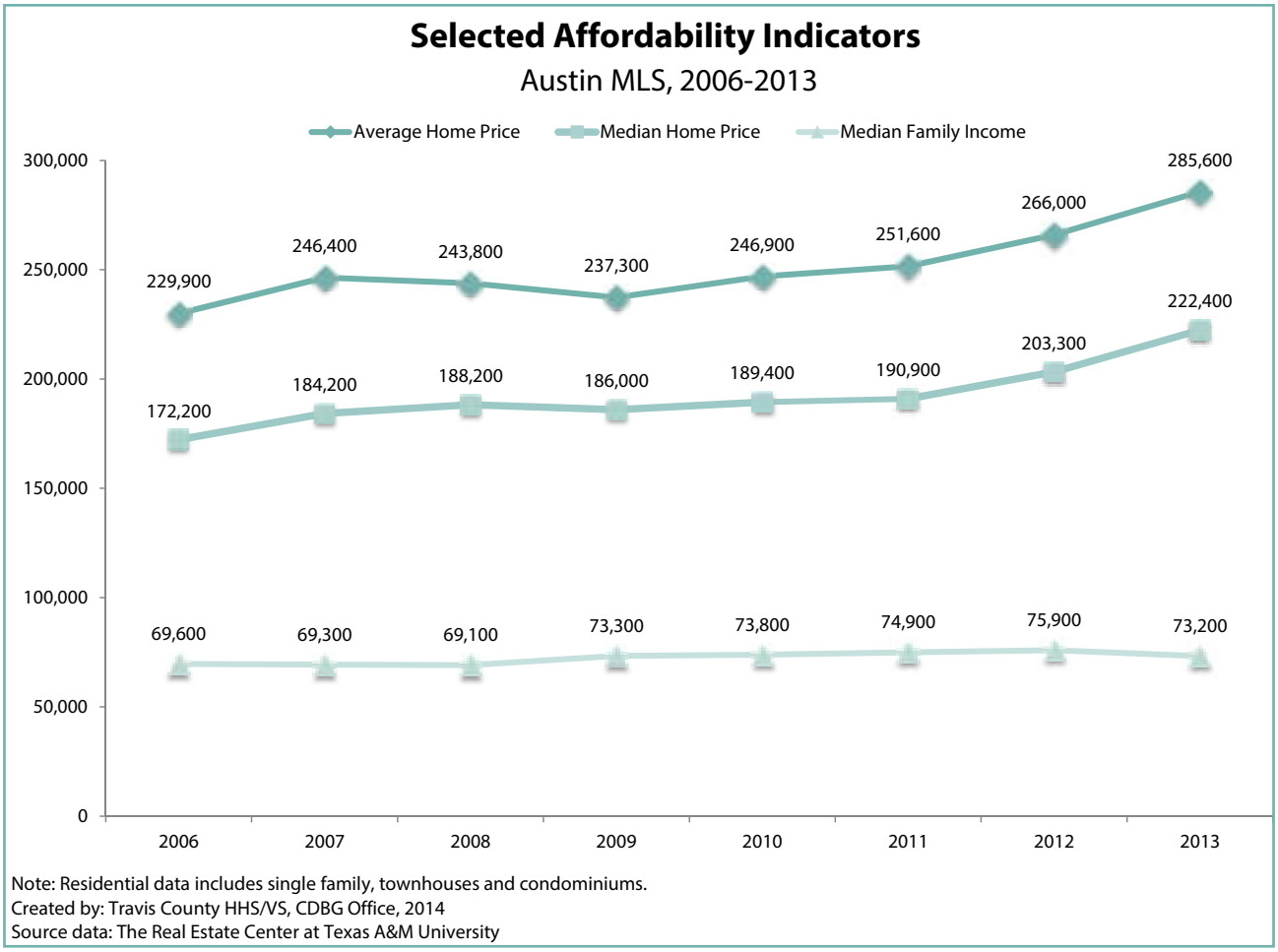
homes sold were in this price range. Conversely, in 2003, 13% of the homes sold in Austin were priced at $300,000 or more; in 2013, 31% of all homes sold were in this range.[4]



Note: Residential data includes single family, townhouses and condominiums. Data for 2013 refers to data collected through October 2013.
Created by: Travis County HHS/VS,CDBG Office, 2014
Source data: The Real Estate Center at Texas A&M University

Austin's housing market also remains expensive as compared to other markets in the state of Texas. In 2013 (year-to-date), the Austin MLS had the fourth-highest median home price ($222,400) and the highest average home price ($285,600) of the 48 Texas MLS areas tracked by the Real Estate Center at Texas A&M University.[5]

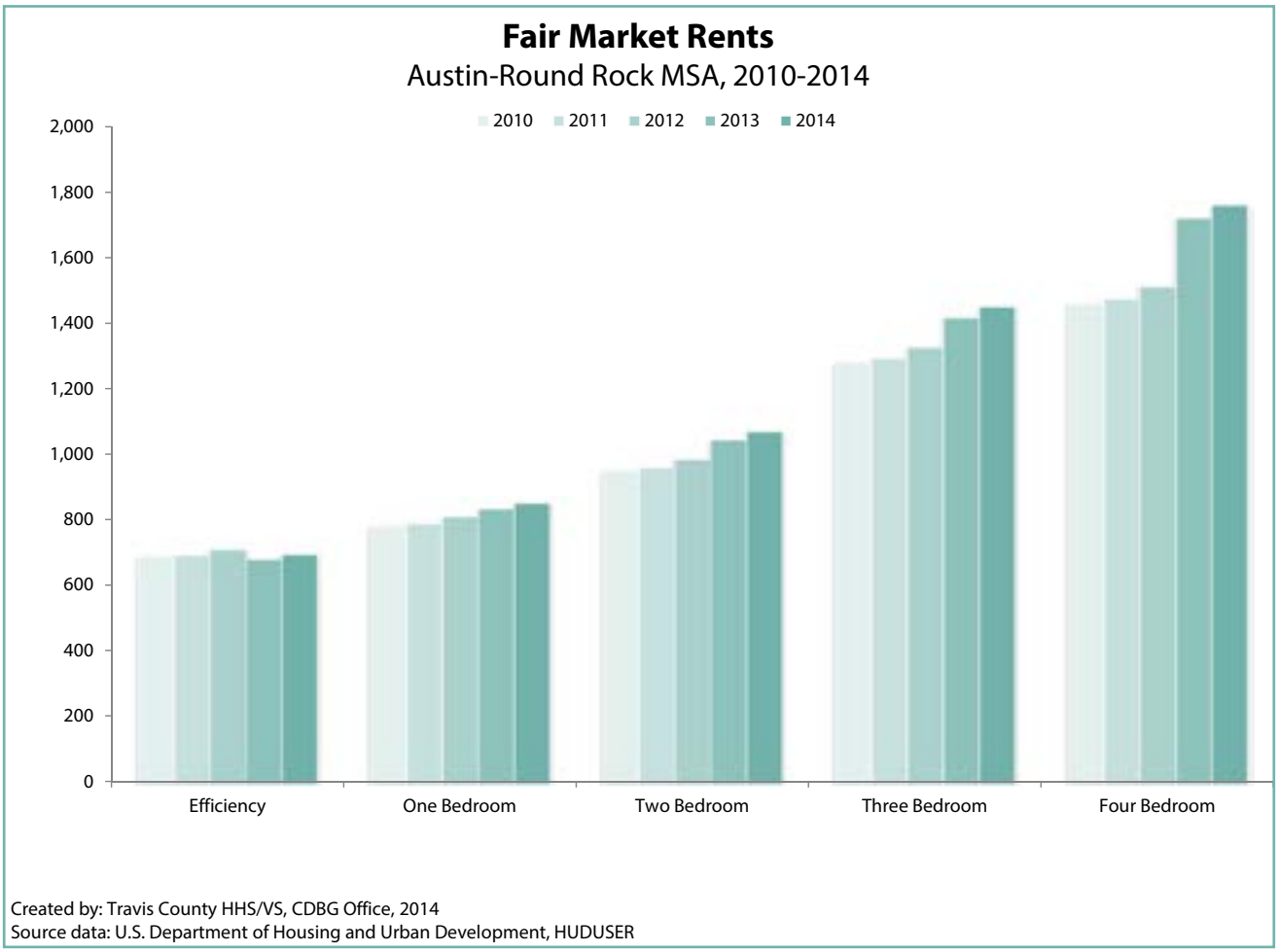
Increases in home prices in the Austin MLS are significantly outpacing growth in income: Between 2006 and 2013, the Austin MLS median home price rose by 29%,[6] and the average home price rose by 24%;[7] by contrast the median family income increased by only 5%[8,9] over the same period. The following 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, have shown a general upward trend since 2009, with the exception of efficiency apartments which saw a slight decline from prior years. For FY 2014, Austin's fair market rents for one-bedroom, two-bedroom, three-bedroom and four-bedroom units are the highest of all Texas metropolitan areas, and fair market rents for efficiency apartments are the second highest.[10]



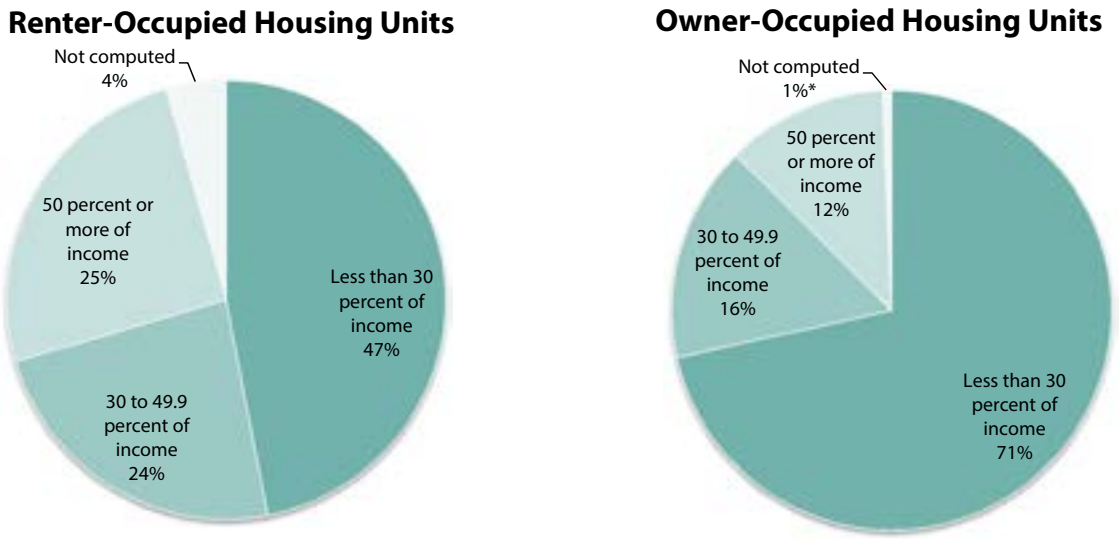
American Community Survey data confirm that actual rent costs in Travis County are rising. Between 2008 and 2012, median contract rent rose 13%, from $744 to $839.[11] The Austin area also has high occupancy rates, currently 92% for Travis County.[12] These conditions create a tight rental market, especially for those seeking more affordable housing.

Cost Burden for Renters and Owners

There are slightly more homeowners (51% of population) in Travis County than renters (49% of population).[13] This owner-occupancy rate is lower than that of the state (63%) and that of the nation (64%).[14] Although owner costs skew higher than renter costs,[15] renter incomes tend to be lower than owner incomes. The difference is striking: Travis County's owner-occupied median household income is $84,477, while the renter-occupied median household income is $38,273.[16]

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).[17] 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.[18] Comparatively, 28% of owner households spend 30% or more of their income on housing costs and 12% spend at least half.[19] Since 2006, the percentage of cost burdened renter households has increased from 44% to 49%.[20] Conversely the percentage of cost burdened owner households has declined slightly from 32% to 28%.[21] The percentage of severely cost burdened renter and owner households has remained relatively consistent over this same time period.[22]

Percent of Household Income Spent on Housing Costs
Travis County, 2012



Created by: Travis County HHS/VS CDBG Office, 2014
Source data: U.S. Census Bureau, 2012 American Community Survey 1-Year Estimates
*This estimate is not reliable at a 90% confidence level.

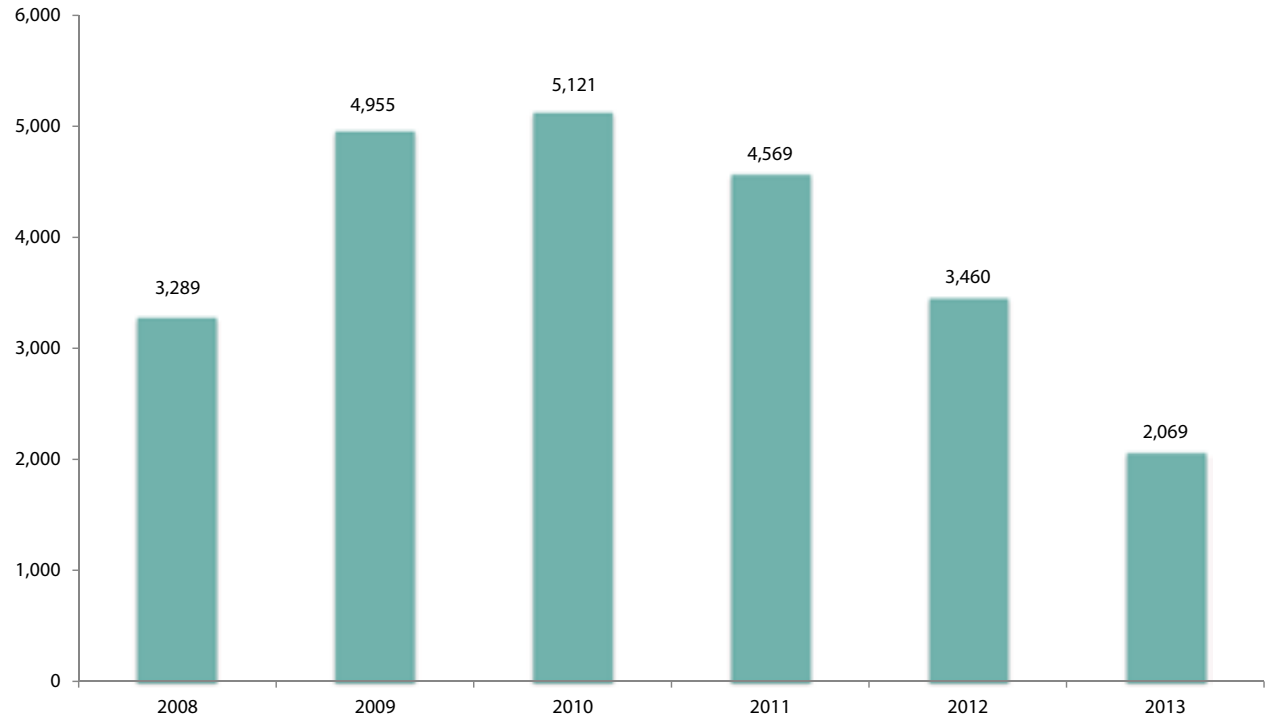
In total, close to 157,000 households in Travis County experience a housing cost burden; for approximately 76,000 of those households, it is a severe housing cost burden.[23]

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.[24] In Travis County, between 2008 and 2010, the number of foreclosure postings[c] increased significantly from 3,289 to 5,121. In 2011, this number began to decline, while the most recently available data indicates that in 2013 foreclosure postings declined to 2,069 postings for the year. This decline in foreclosure levels is consistent with national trends and is likely due to a number of factors, including the strengthened economy and changes in the credit market.[25]

Number of Foreclosure Postings

Travis County, 2008-2013



Note: Annual totals reflect properties posted for auction (i.e. indicates pre-foreclosure status and a risk of foreclosure). A foreclosure posting may or may not result in an actual foreclosure. The same property may be posted multiple times over a series of months or years therefore duplicates have been removed for each dataset of one year.
Created by: Travis County HHS/VS, CDBG Office, 2014
Source data: Lyndon B. Johnson School of Public Affairs at the University of Texas at Austin, 2006-2008 foreclosure data set (original data source: Foreclosure Listing Service, Inc.); Foreclosure Listing Service, Inc., 2009-2013 foreclosure data set.

c 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 postings 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 primary causes of homelessness in the U.S. are poverty and the lack of affordable housing. Other major factors that can contribute to homelessness include: insufficient income or loss of employment, declines in public assistance, lack of affordable health care and disability assistance, domestic violence, mental illness, and substance abuse and addiction. 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.[26,27]

The 2013 Annual Homelessness Count[d] provided a point-in-time snapshot of the Austin area homeless population, at a total of 2,090 homeless individuals.[28] Sixty-three percent (1,325) of these individuals were sheltered at the time of the count and 37% (765) were unsheltered.[29] 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 14,147 people received homelessness services in Travis County.[30,e] 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, 8,109 individuals were sheltered.

Additionally, among those receiving services, the following subpopulations[f] were tracked: chronically homeless (1,602), chronic substance abusers (1,142), Veterans (1,220), people with severe mental illness (2,617), and unaccompanied children (240).[31] 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.

d The Austin/Travis County homeless count was conducted on January 25, 2013.

e ECHO provides monthly and year-to-date data on homelessness on their website. This data is updated monthly, and older is data removed from the website. The 2013 data cited in this report was cumulative through December 31, 2013 and was accessed on January 9, 2014. The 2013 data may no longer be available for viewing at the time of this publication's release.

f Subpopulations refer only to adults and unaccompanied youth (not dependent children).

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; unstable employment or declining earnings influence the ability to maintain housing; unstable housing can be a challenge to gaining and retaining employment; and student mobility, a by-product of unstable housing, is a significant contributor to poor school attendance, poor academic performance, and student dropout rates.

Below are selected resources that provide more information on research and data related to housing:

Texas A&M Real Estate Center

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

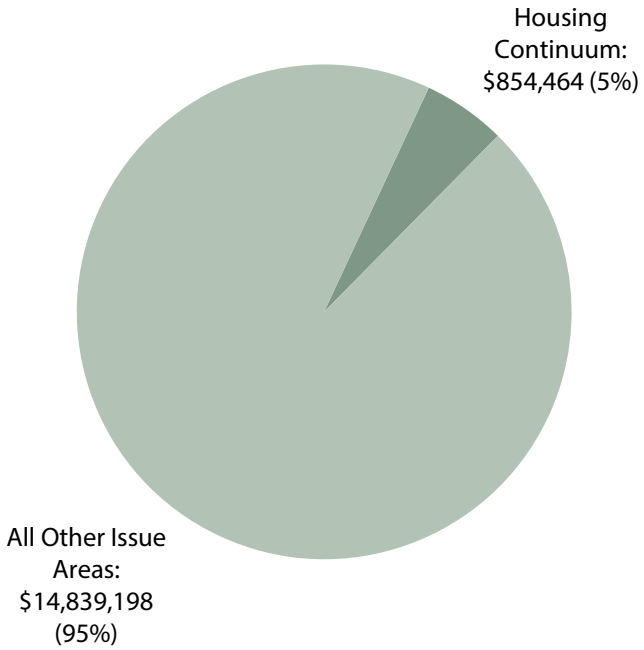
The U.S. Department of Housing and Urban Development's (HUD's) Office of Policy Development and Research conducts research on housing and community development issues. The website provides research reports, maps, market analyses and data sets.

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 focused in the Village of Webberville and the unincorporated areas of the county.

Investment in Housing Continuum and Other Issue Areas, 2013



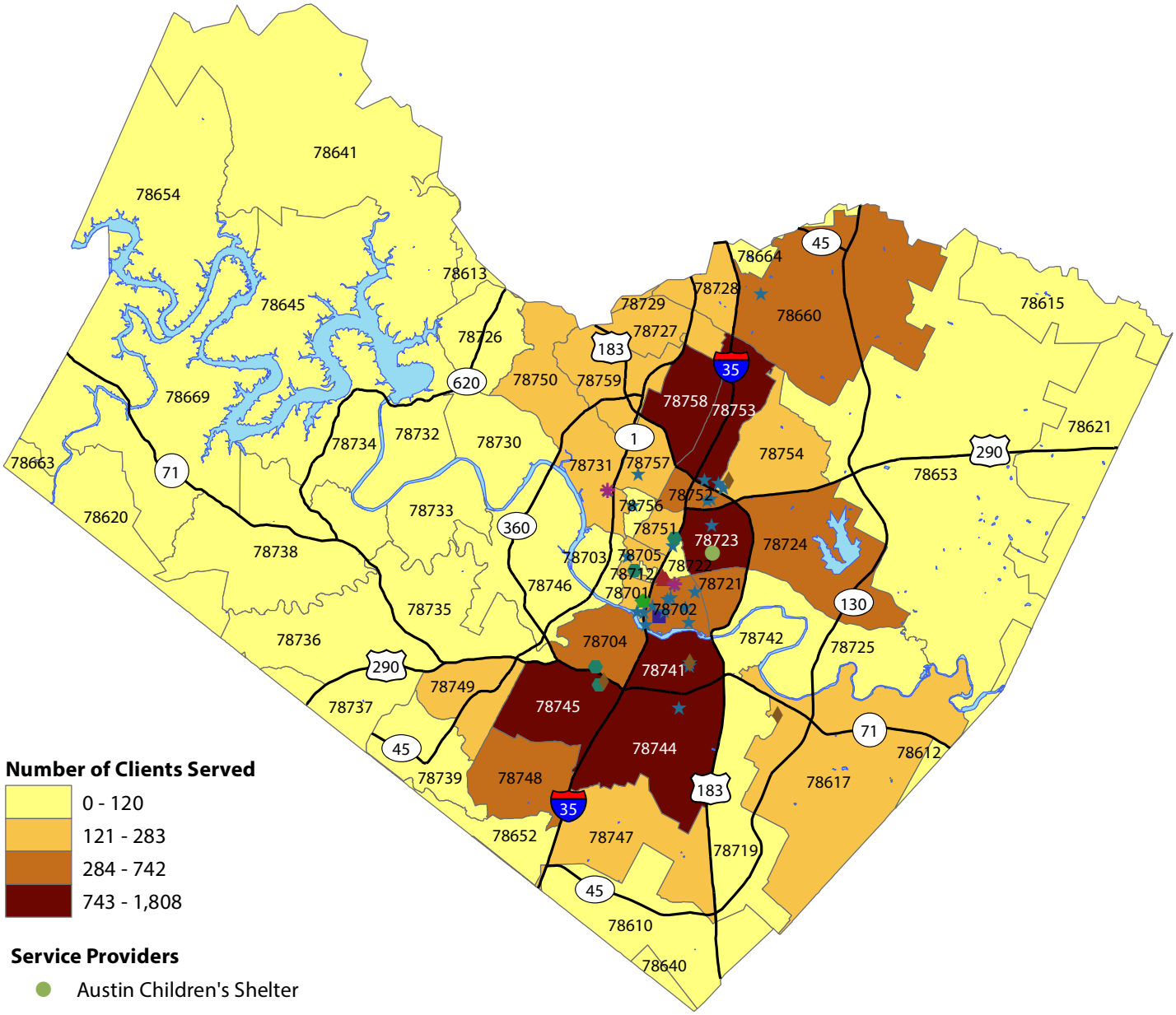
Funding Summary

The 2013 Funding Amount reflects calendar year funding (January 1 through December 31, 2013) unless otherwise noted.

Agency Name	Program Name	2013 Funding Amount
Austin Children's Shelter	Emergency Shelter Program and Assessment	$49,203
Austin Tenants' Council	Telephone Counseling & Mediation Program	$24,848
Blackland Community Development Corporation	Transitional Housing	$9,301
Caritas of Austin	Best Single Source Plus	$262,500
Foundation for the Homeless, Inc.	Family Promise-Interfaith Hospitality Network	$13,310
Green Doors	Supportive Housing Program	$32,978
Green Doors	Veterans Transitional Rental Assistance Program	$38,934
LifeWorks	Housing	$140,107
SafePlace	Domestic Violence and Sexual Assault Services	$184,964
The Salvation Army	Pathways and Partnerships	$98,319

Housing Continuum

Service Provision Locations and Clients Served by ZIP Code
Travis County, 2013



Number of Clients Served

- 0 - 120
- 121 - 283
- 284 - 742
- 743 - 1,808

Service Providers

- Austin Children's Shelter
- Austin Tenants' Council
- Blackland CDC
- Caritas of Austin
- Foundation for the Homeless
- LifeWorks
- SafePlace
- The Salvation Army

Service provision locations were not disclosed by Green Doors as its programs provide housing to victims of domestic violence.

Notes: This map shows 14,699 clients by ZIP code. 4,072 (22% 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 (3,394) were from The Salvation Army, as all clients were homless prior to entering shelter.

Source data: Contracted service providers, 2013-2014.
This map was created using City of Austin shapefiles.
Created by: Travis County HHS/VS Research & Planning Division, 2014.

N

0 2.5 5 Miles

Austin Children's Shelter

Emergency Shelter Program and Assessment

Program Description

Austin Children's Shelter (ACS) seeks to protect and heal children, young adults, and families in need. The primary goal of the Emergency Shelter Program (ESP) and Assessment is to stabilize and nurture every child, youth, and young adult in ESP, and to demonstrate measurable progress in essential life skills. All children, youth, and young adults in the program receive: all basic needs such as food, clothing, and a safe, secure home; instruction and support in basic life skills such as personal hygiene, bedtime routines, healthy food habits, and healthy daily activities; services leading to emotional health and well-being; assessments and linkages to outside resources to meet ongoing identified needs; and academic support including enrollment, advocacy for special needs, homework. The ESP also includes specialized services for teen parents with their children (Teen Parent Program).

Funding

The total TCHHS/VS investment in the Emergency Shelter Program and Assessment program for 2013 was $49,203. This investment comprised 1.5% of the total program budget.

Eligibility Criteria

ACS serves both genders and ages newborn to 22 (including sibling sets) in the ESP. Most clients originate from Travis and surrounding counties in Central Texas, though ACS accepts clients from the entire state. The shelter is uniquely positioned to accept sibling groups, which allows them to stay together during a critical and uncertain time. Most referrals are from the Department of Family Protective Services and Children's Protective Services. A small number of non-violent status offenders from Travis County Juvenile Probation are accepted for emergency care services, and a small number of clients from Austin Travis County Integral Care are accepted for respite services. Children from the entire state may be accepted, but preference is given to clients from Travis County. ACS accepts clients regardless of race, religion, creed, sexual orientation, national origin, political beliefs, or gender. The program has recently seen an increased number of older children and teens coming into care and who require a higher level of care compared to the younger children the shelter primarily served in previous years.

Austin Children's Shelter: Emergency Shelter Program and Assessment

Performance Goals and Results

Austin Children's Shelter (ACS) met or exceeded the targeted range of performance expectations on most measures. ACS fell slightly short of goals on the number of unduplicated clients served (see the first output). Staff explained that they chose to temporarily close one of their cottages, due to lower numbers of requests that were appropriate for their setting, and also had a turnover in staff, both of which lowered the number of youth they were able to serve. The number of client transports (see the second output) was high due to off-site doctor and therapy visits, court dates, counseling appointments, and other activities. Further, ACS worked to ensure that youth were able to spend time with their families over the holidays and many of the families were located outside of Austin. Finally, staff noted that they continue to see a rise in youth actively participating in their educational goals, although they missed the target for clients showing progress towards academic goals (see the third outcome). ACS has been utilizing the George Kozmetsky Charter School on the SafePlace campus, which has allowed the ACS team to be much more involved in their clients' education. Staff have also been able to utilize other educational and vocational programs that are a better fit for these youth compared to the traditional public school.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	219	250	88%
Number of client transports	7,051	4,000	176%
Number of days of supervised care	12,944	14,000	92%
Outcomes			
Percentage of clients measured in Case Review (minimum 60–day stay in shelter) who show improvement in at least 5 of 7 key progress areas (with a score of 75% or higher)	78% (107/138)	80% (92/115)	97%
Percentage of clients who report improvement on surveys with a score of 70% or more	78% (25/32)	80% (24/30)	98%
Percentage of clients measured for academic progress in Case Review (minimum 60–day stay in shelter) who show progress towards academic goals with an average score of 70% or better	66% (91/138)	80% (92/115)	82%

Austin Tenants' Council

Telephone Counseling & Mediation Program

Program Description

The Austin Tenants' Council works to address the lack of knowledge about housing rights and protecting those rights among low-income and minority residents in the Austin Metropolitan Statistical Area. The core service provided is Telephone Counseling. Clients who call for counseling will be given approximately five minutes to discuss their rights and responsibilities as a tenant or landlord. 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 the Telephone Counseling program. The Emergency Mediation program resolves tenant-landlord disputes through mediation and is provided to 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 for 2013 was $24,848. This investment comprised 41.2% 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 goals for all but one performance measure. Staff noted that they saw very high demand for walk-in and telephone counseling services, which impacted the first output. Staff also reported that, due to high occupancy rates, landlords are not willing to work with tenants. Therefore, fewer clients/households saw an improved situation or condition due to Emergency Mediation services (see the second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	8,024	7,010	114%
Number of clients provided tenant-landlord counseling by In-House Counseling services	97	95	102%
Number of clients provided Emergency Mediation services	96	100	96%
Outcomes			
Percentage of unduplicated clients/households that report increased knowledge or skills in addressing their housing problems	92% (226/245)	90% (225/250)	102%
Percentage of clients/households for whom Emergency Mediation services results in an improved situation or conditions	74% (70/94)	90% (90/100)	83%

Blackland Community Development Corporation

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 Transitional Housing program for 2013 was $9,301. This investment comprised 11.0% of the total program budget.

Eligibility Criteria

The Transitional Housing program targets homeless and near-homeless families with minor children. To qualify, families must have incomes at or below 50% of Austin Median Family Income 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

All Transitional Housing program measures met or exceeded the targeted range of performance expectations. Staff reported that a majority of clients met both their case management goals (see the first outcome) and obtained safe and stable housing (see the second outcome) when exiting the program. The program had two families who were unsure of where their next housing would be even though staff worked with them throughout their tenure in the program. Staff also noted that they had one family who did not meet case management goals and left the program early as a result of lease violations. Finally, the program granted extensions to a number of families while they were waiting for their next stable housing location to become available.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided case management	60	66	91%
Number of unduplicated clients provided transitional housing	60	66	91%
Outcomes			
Percentage of unduplicated clients (individual adults and children) who met at least 66% of their case management goals	84% (21/25)	64% (21/33)	132%
Percentage of unduplicated clients (individual adults and children) who obtained safe and stable housing as a result of receiving transitional housing and supportive services	72% (18/25)	64% (21/33)	113%

Caritas of Austin

Best Single Source Plus

Program Description

The Best Single Source Plus (BSS Plus) 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 Plus is a collaboration among twelve[g] of the area's leading nonprofit service providers, trading competition for collaboration to benefit those most in need. Services provided by BSS Plus 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 for 2013 was $262,500. This investment comprised 7.8% of the total program budget. TCHHS/VS also funds the Community Kitchen program, which is described in the Basic Needs issue area report.

Eligibility Criteria

To be eligible for the BSS Plus program, clients must be: Travis County residents living at or below 200% of the Federal Poverty Income Guidelines (FPIG), though confirmation of violence victimization exempts clients from this eligibility criterion; experiencing a financial crisis that puts their housing at-risk (e.g. job loss, reduced work hours, or a medical crisis); and at a point where up to 12 months of case management and financial assistance up to $2,500 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).

g Participating agencies 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; and The Wright House Wellness Center.

Caritas of Austin: Best Single Source Plus

The Best Single Source (BSS) Plus program did not meet performance goals for most measures. BSS Plus began in April 2012 and staff are continuing work to improve and refine the program. The program was able to increase the number of clients served (see the first output) due to the inclusion of the Salvation Army in the collaborative and by utilizing AmeriCorps members at partner agencies. However, most output measures were lower than projected due to stretched program capacity and the cumulative effect of long-term case management cases. City budget restructuring allowed several partner agencies to either hire new staff or dedicate existing staff more fully to the program, which continues to help these agencies' monthly spending and number of clients served.

Program staff also noted that partner agencies agreed to increase direct client assistance caps in October 2013 for one-time financial assistance and case managed clients. This increase was in response to challenges in the ability to fully serve a client, as a client's financial debt may have been greater than what the cap allowed. Debt and move-in costs also drained allowable direct client assistance, leaving little financial assistance for other housing supports or ongoing rent/utility support. The change in funding caps is expected to better assist in serving clients' housing stability needs.

Finally, staff reported that the percentage of households stable at exit (see the first outcome) was lower than expected due to a number of contributing factors: an inability to contact many households at exit, client-reported Housing Stability Assessment Tool answers not allowing case managers to report verifiable information themselves, misinterpretation of some assessment questions by clients, a flat spending cap, a continuing influx of extremely high Austin Energy utility bills, and occasional data entry errors by case managers. A revised Housing Stability Assessment Tool was launched in October 2013 to allow for case manager input and clarified questions to be easier for clients and case managers. Staff also explained that they faced challenges in reaching clients upon their six-month follow-up, making it difficult to complete the Housing Stability Assessment Tool and truly understand clients' housing status and sustainability (see the second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	4,467	4,916	91%
Number of unduplicated households receiving one-time financial assistance	253	394	64%

Caritas of Austin: Best Single Source Plus

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Number of unduplicated households receiving comprehensive case management	1,564	1,968	79%
Number of unduplicated households receiving homeless prevention services	938	1,574	60%
Number of unduplicated households receiving rapid rehousing services	242	394	61%
Number of unduplicated households who complete 1-3 months of comprehensive case management	217	492	44%
Number of unduplicated households who complete 4-6 months of comprehensive case management	253	984	26%
Number of unduplicated households who complete 7 months or more of comprehensive case management	415	492	84%
Outcomes			
Percentage of unduplicated households that exited the program and achieved housing stability	64% (548/859)	80% (1,259/1,574)	80%
Percentage of unduplicated households served that achieved housing stability and remained in stable housing for six months after exit	48% (179/374)	80% (1,007/1,259)	60%

Foundation for the Homeless, Inc.

Family Promise–Interfaith Hospitality Network

Program Description

The Family Promise–Interfaith Hospitality Network (IHN) program provides shelter and supportive services to homeless families. The program 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. The Day Resource Center is also available to families and provides a base of operations where they can meet with case managers; use computers, phones, community voicemail and other office equipment; attend to laundry and other hygiene needs; have a mid-day meal and rest. Finally, at least once each month on Sundays, staff and volunteers offer Life Skills training for parents.

Funding

The total TCHHS/VS investment in the Family Promise–Interfaith Hospitality Network program for 2013 was $13,310. This investment comprised 5.6% of the total program budget.

Eligibility Criteria

The IHN program is available to homeless one and two parent families and multi-generational families that have at least one child under the age of 18. In most cases, parents entering the program are 18 years of age or older. Minor parents are generally accompanied by one of their parents. The program 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. The program does not require previous Travis County residency as a condition of receiving shelter services. However, households must earn less than 50% of the Median Family Income for Austin to be eligible for services.

Foundation for the Homeless: Family Promise–Interfaith Hospitality Network

Foundation for the Homeless fell short of goals on all output measures but met or exceeded expectations across all outcome measures. Program staff explained that they saw a continued increase in the length of stay in shelter for families, due in part to unforeseen housing barriers. These barriers resulted in additional time in shelter before families could move into safe and secure housing. The program also temporarily shut down their South Network due to congregation restrictions and thus were further limited by bed space. These circumstances led to fewer clients and households served (see the first and second outputs) as well as a reduced number of bed nights and meals provided (see the third and fourth outputs).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	94	139	68%
Number of unduplicated households served	28	43	65%
Number of bed nights provided	5,935	9,275	64%
Number of meals served	17,808	27,375	65%
Outcomes			
Percentage of households that exited into safe and secure housing	74% (20/27)	70% (30/43)	106%
Percentage of individuals that exited into safe and secure housing	80% (74/93)	70% (97/139)	114%
Percentage of exited households that improved their income situation	63% (17/27)	70% (30/43)	90%

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. 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 at least one visit per month 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 for 2013 was $32,978. This investment comprised 21.1% of the total program budget. TCHHS/VS also funds the Veterans Transitional Rental Assistance Program, which is 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,"[h] 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.

h 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

Green Doors exceeded goals for all performance measures. One family successfully completed the program and moved to safe and stable housing; all other clients remained in safe and stable housing (see the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	21	20	105%
Number of unduplicated clients who access provided supportive services	21	20	105%
Outcomes			
Percentage of unduplicated clients who obtain and remain in safe and stable permanent housing	100% (21/21)	80% (16/20)	125%

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. 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, including food panty services, a clothing closet, case management, and educational support, for up to 36 months.

Funding

The total TCHHS/VS investment in the Veterans Transitional Rental Assistance Program for 2013 was $38,934. This investment comprised 19.5% of the total program budget. TCHHS/VS also funds the Supportive Housing Program, which is described earlier in this report.

Eligibility Criteria

The target population for the VRA Program includes both individual veterans and veteran families discharged with a(n) honorable or general discharge from US military service or National Guard Service. Clients must be residents of the City of Austin, age 18 years or older, and a veteran; be honorably discharged from the US 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 located in Travis County.

Green Doors: Veterans Transitional Rental Assistance Program

The Veterans Transitional Rental Assistance Program exceeded performance goals across all measures. Staff members reported that households were being added to the program as quickly as staff was able to do so. The additional households served impacted the first two output measures. All clients maintained safe and stable housing (see the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	27	24	113%
Number of unduplicated clients who obtained and remained or transitioned into safe and stable housing	27	17	159%
Number of unduplicated bed nights provided	4,552	4,272	107%
Outcomes			
Percentage of unduplicated clients who maintained safe and stable housing	100% (27/27)	71% (17/24)	141%

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. Services provided by the Housing program include:

- Emergency Shelter: up to 90 days of shelter for homeless, abandoned, runaway, and abused youth age 19 and younger and their children, as well as youth about to age out of foster care. Food, clothing, medical screening and care, case management, constructive recreation, employment coaching, and individual, group and family counseling are provided.
- Young Moms and Babies Shelter: shelter for pregnant or parenting youth for as long as needed to prepare for independent living. All youth are provided food, clothing, medical screening, case management, employment coaching, access to childcare resources and parenting training.
- Transitional Living Program: up to 18 months of transitional housing for homeless youth 16 to 23 years of age. Youth receive education and employment assistance, independent living skills training, case management and counseling. Youth are also assisted to prepare financially (through the client savings program), as well as socially and emotionally, to live independently.
- Street Outreach Service: case management services for runaway, homeless, and at-risk street dependent youth and young adults 10 to 23 years of age. Services include HIV education and prevention, HIV testing and counseling, drug/alcohol counseling and 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 for 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 for 2013 was $140,107. This investment comprised 3.9% of the total program budget. TCHHS/VS also funds three additional programs at LifeWorks: the Youth Development program, which is described in the Child and Youth Development issue area report; the ABE – ESL program, which is described in the Education issue area report; and the Counseling program, which is described in the Behavioral Health issue area report.

Eligibility Criteria

The LifeWorks 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

LifeWorks met performance expectations across most measures. Staff members explained that the total number of clients provided Emergency Shelter (see the first output) was lower than projected due to the number of clients who were in extended foster care and remained at the shelter for longer periods of time. Due to multiple families with two or more children, and several babies born into the program, the Supportive Housing program served more clients than expected (see the third output). There were fewer clients provided Street Outreach case management (see the fourth output); staff attributed this result to Quality of Life ordinances that have made it more difficult for clients to access services at their drop-in location, as well as the challenges to clients participating in case management given the transitory nature of homelessness.

Staff reported that clients are staying longer in TLP to ensure a successful exit to safe and suitable housing and self-sufficiency, which positively impacted the second outcome. Staff also noted that the program will keep a client in SHP longer to ensure that clients have safe and stable housing to transition to once they leave the program (see the third outcome). The percentage of clients in the Young Moms and Babies Shelter that increased their educational/employment status (see the fifth outcome) was slightly lower than projected because although the majority of clients were working or in school, they did not necessarily increase their status. Both the fifth and sixth outcome reflect a duplicated count of clients, as clients participated in these activities in multiple quarters.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided Emergency Shelter (includes Young Moms and Babies Shelter)	188	222	85%
Number of unduplicated clients provided Transitional Living (TLP)	36	40	90%
Number of unduplicated clients provided Supportive Housing (SHP)	32	25	128%
Number of unduplicated clients provided Street Outreach case management	30	40	75%
Number of days of shelter provided at Emergency Shelter (includes Young Moms and Babies Shelter)	11,463	10,278	112%
Number of days of shelter provided at Transitional Living	5,426	5,080	107%

LifeWorks: Housing

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Number of days of shelter provided at Supportive Housing	3,007	3,212	94%
Outcomes			
Percentage of unduplicated clients who exit Emergency Shelter and move into safe and stable housing (includes Young Moms and Babies Shelter)	86% (131/152)	85% (153/180)	101%
Percentage of unduplicated clients who exit TLP and move into safe and stable housing	100% (24/24)	85% (33/39)	118%
Percentage of unduplicated clients who exit SHP and move into safe and stable housing	100% (15/15)	85% (18/21)	117%
Percentage of unduplicated clients who are receiving Street Outreach case management and access safe housing	30% (9/30)	30% (12/40)	100%
Percentage of unduplicated clients (adults) in the Young Moms and Babies Shelter who increased their educational/employment status while in the program	76% (28/37)	85% (23/27)	89%
Percentage of unduplicated clients (adults) in the Young Moms and Babies Shelter who increased parenting knowledge and skills while in the program	78% (29/37)	85% (23/27)	92%

SafePlace

Domestic Violence and Sexual Assault Services

Program Description

This program strives to provide safety and healing services to people who have experienced rape, sexual abuse and/or domestic violence. The program provides emergency shelter for women, men, and families escaping a domestic violence situation. While in shelter, residents are provided with services such as safety planning, basic needs (food, clothing, personal care and household items), individual and group counseling, case management and advocacy. Specially-designed services for youth in shelter, including structured activities, licensed on-site childcare, and a K–12 charter school, are also available.

Non-residential counseling is provided for adult victims of domestic violence or sexual assault, including adults who were sexually abused as children. Services are confidential and free of charge and include individual, group and family counseling; parental coaching; trauma symptom management; assessment and referral for psychiatric services; safety planning; and crisis intervention. Phone counseling is also available.

Funding

The total TCHHS/VS investment in the Domestic Violence and Sexual Assault Services program for 2013 was $184,964. This investment comprised 7.5% of the total program budget.

Eligibility Criteria

SafePlace serves women, children and men who have experienced rape, sexual abuse and/or domestic violence. Clients served are primarily from the City of Austin and Travis County. Clients are eligible for services based on the fact that they are victims of domestic and/or sexual violence; eligibility is not based on income level.

SafePlace: Domestic Violence and Sexual Assault Services

SafePlace met or exceeded the targeted range of performance for all measures. Staff reported that they had a high demand for counseling services, which they were able to meet through offering more support and specialized groups as well as having interns (see the first and third outputs). Fewer clients exited shelter; therefore fewer surveys were completed (see the first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	2,179	1,826	119%
Number of unduplicated clients sheltered	861	900	96%
Number of unduplicated clients counseled	1,498	1,175	127%
Number of unduplicated bed nights provided	34,208	32,000	107%
Outcomes			
Percentage of unduplicated clients who exit shelter and complete an exit form who report leaving to a safe and secure location that does not include the batterer	85% (656/768)	85% (765/900)	100%
Percentage of unduplicated counseling clients surveyed who indicate an increase in their understanding of the dynamics and effects of abuse and trauma	98% (223/228)	95% (237/250)	103%

The Salvation Army

Pathways and Partnerships

Program Description

The Salvation Army works 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 have 14 days to develop a plan for safe exit with their case manager. Once enrolled, single adults may be extended for 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 prescriptions 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 for 2013 was $98,319. This investment comprised 3.5% 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 most performance goals. Staff reported that the number of unduplicated clients served (see the first output) was lower than projected due to reduced bed capacity and overflow capacity during dormitory renovations. The percentage of case managed persons who exited shelter to safe and stable housing (see the first outcome) was higher than projected; staff attributed this result to successful case planning combined with a lower total number of exits. The program saw a higher number of adult Employment Services participants who improved employment status due to on-site collaboration with Goodwill services (see the second outcome). The collaborative effort with Goodwill on-site case management and streamlined intake scheduling with the Goodwill case manager increased the percentage of those participating in job search related activities. The increase in clients obtaining employment also increased the number of clients who moved into the Worker Dorm transitional shelter programs and exited with increased skills or income. Please note that the number of clients exiting Employment Services is generally larger than the number entering the program, 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	3,394	3,800	89%
Number of bed nights provided	93,989	90,360	104%
Number of meal equivalents served	291,953	300,000	97%
Number of unduplicated clients provided case management	819	875	94%
Number of unduplicated clients provided employment services	433	400	108%
Outcomes			
Percentage of case managed persons who exit shelter to safe and stable housing	79% (521/656)	60% (483/805)	132%
Percentage of homeless adults participating in employment services who improve their employment status	82% (365/443)	75% (300/400)	110%

Appendix

2013 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 for Threshold Levels				
	50%	100%	125%	150%	200%
1	$5,745	$11,490	$14,363	$17,235	$22,980
2	$7,755	$15,510	$19,388	$23,265	$31,020
3	$9,765	$19,530	$24,413	$29,295	$39,060
4	$11,775	$23,550	$29,438	$35,325	$47,100
5	$13,785	$27,570	$34,463	$41,355	$55,140
6	$15,795	$31,590	$39,488	$47,385	$63,180
7	$17,805	$35,610	$44,513	$53,415	$71,220
8	$19,815	$39,630	$49,538	$59,445	$79,260
For families/households with more than 8 persons, add $4,020 for each additional person.					

Data source: "2013 Poverty Guidelines," U.S. Department of Health & Human Services, *Federal Register*, Vol. 78, No. 16, January 24, 2013, pp. 5182-5183, http://aspe.hhs.gov/poverty/13poverty.cfm.

2013 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 Metropolitan Statistical Area.

Household Size	Income Limits for Threshold Levels		
	30% (Extremely Low)	50% (Very Low)	80% (Low)
1	$15,400	$25,650	$41,000
2	$17,600	$29,300	$46,850
3	$19,800	$32,950	$52,700
4	$21,950	$36,600	$58,550
5	$23,750	$39,550	$63,250
6	$25,500	$42,500	$67,950
7	$27,250	$45,400	$72,650
8	$29,000	$48,350	$77,300

Data source: "Austin–Round Rock–San Marcos, TX MSA FY 2013 Income Limits Summary," U.S. Department of Housing and Urban Development, http://www.huduser.org.

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