Housing Continuum

FY 2019 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 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 conditions discussed in this report reflect the most recent information available at the time of writing. The majority of the social service contracts included in the report followed a 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 Austin Metropolitan Statistical Area (MSA), which encompasses Travis County as well as Bastrop, Caldwell, Hays, and Williamson counties, is one of the fastest growing regions in the country.[1] This population growth has resulted in increased demand for housing, and steep and rapid increases in local housing prices and rents throughout the region—and was shifting in 2018 to surrounding suburban areas including Georgetown, Cedar Park, Round Rock and Pflugerville.[2] Available housing inventory[a] has continued to drop in 2019 and is very low within the City of Austin, with only 1.3 months of inventory available as of November 2019.[3]

The shifting population patterns are likely due to the extremely tight housing market within Austin, new housing development trends outside the urban core, and housing affordability. As demand for housing shifts to areas outside the urban core, it will be important for local governments and agencies to look for ways to create or preserve affordable and moderately priced housing throughout the regional market.

The following data looks at housing patterns within Travis County using the latest American Community Survey data 5 year estimates.

Owner Housing Market Conditions and Affordability

The following graph shows that the number of owner-occupied units by value shifted during the past 5 years. From 2014 to 2018, the total number of owner-occupied homes increased by 13% (28,440 units). Homes valued below $300,000 decreased by 27% (36,640 units) while homes valued at or above $300,000 increased by 74% (65,080 units).

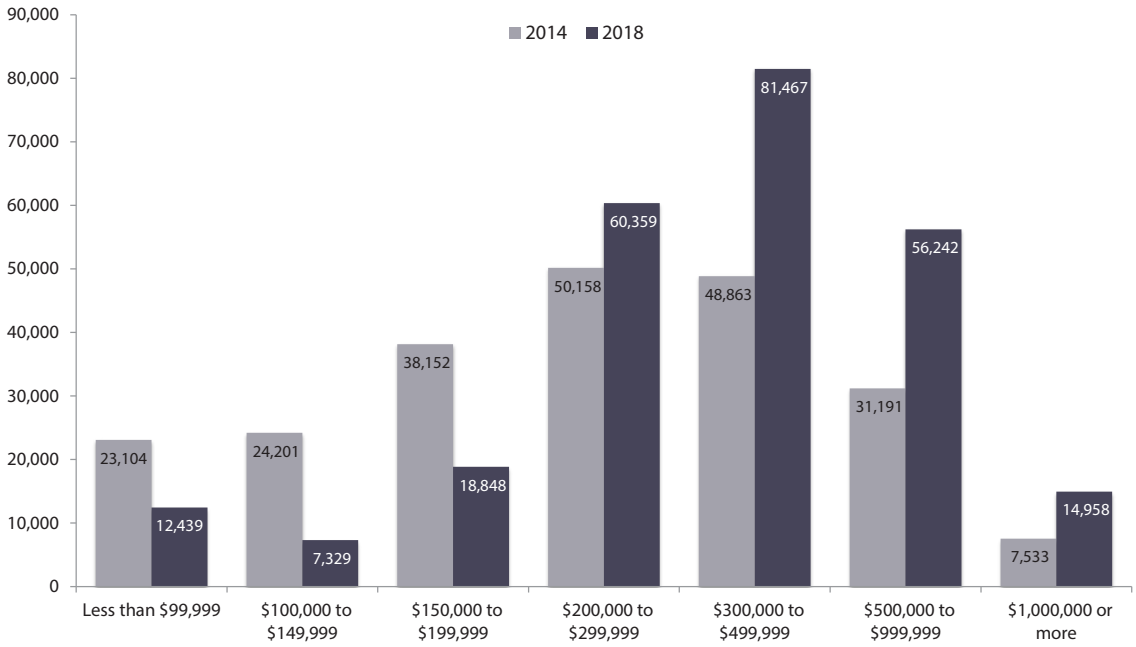
In 2018, only 15% of Travis County owner-occupied homes were valued under $200,000 (approximately 38,616 units), nearly one-quarter (24%) were valued between $200,000 and $299,999, and 61% were valued at or over $300,000.[b]

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 is generally considered balanced with four to six months of housing inventory, while a lower number indicates high demand and/or low supply.

b Housing value is the respondent's estimate of how much the property (house and lot, mobile home and lot, or condominium unit) would sell for if it were for sale (American Community Survey and Puerto Rico Community Survey 2018 Subject Definitions, page 44.)

Housing Units by Value

Owner-occupied housing units, Travis County, 2014 & 2018

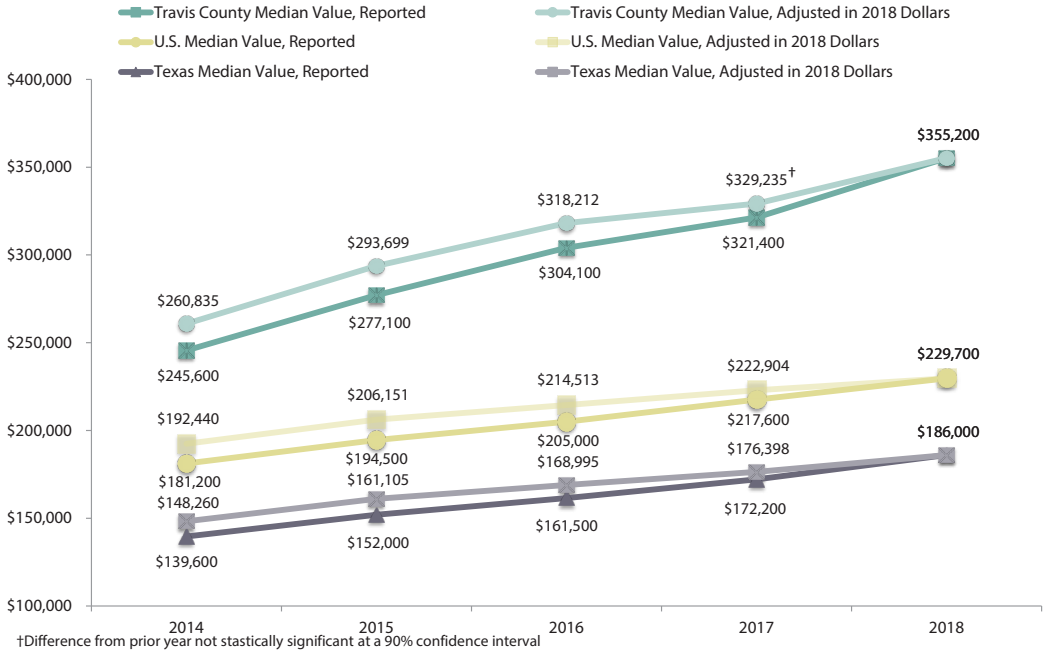


Created by: Travis County HHS, Research & Planning Division, 2019
Source data: 2018 American Community Survey 1-Year Estimates, C25075

For comparison the graph below shows the median home values for Travis County, Texas and the U.S. In 2018, Travis County's reported median home value for owner-occupied housing units was $355,200, an increase of $94,365 since 2014 when adjusted for inflation. That median home value was higher than Texas ($186,000) and the U.S. ($229,700). The median home values also rose at a faster pace in Travis County (36%) when compared to Texas (25%) and the U.S. (19%).

Median Home Values, 2014-2018

Owner-occupied housing units, Travis County, Texas, & U.S



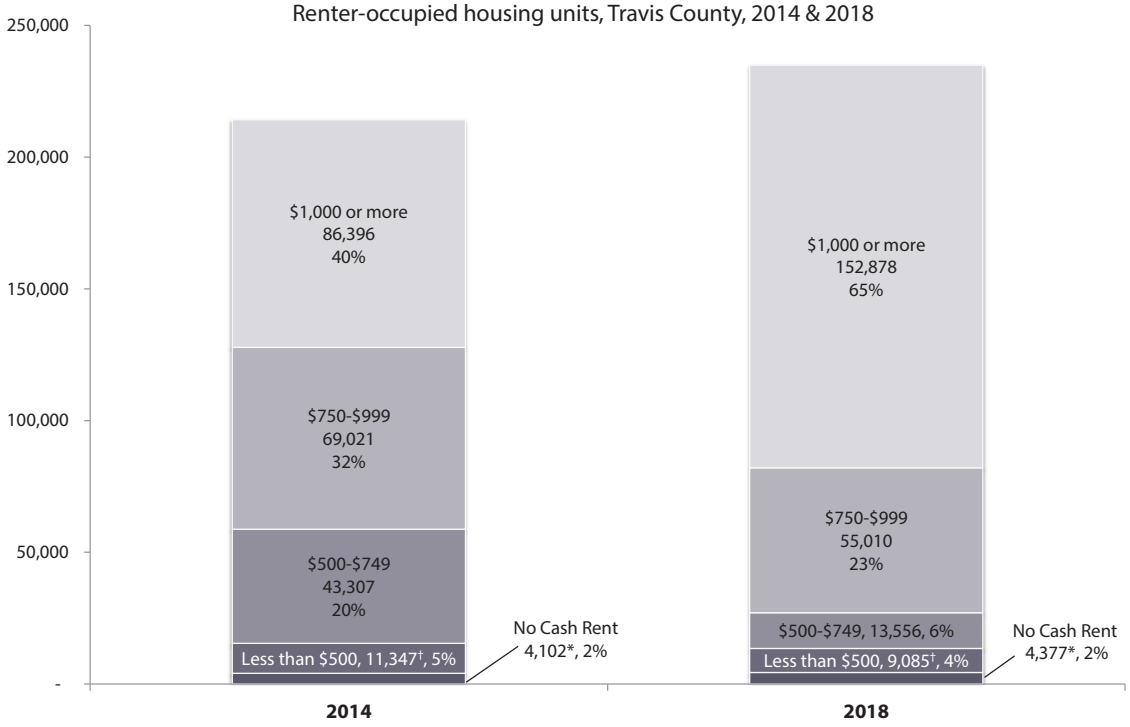
†Difference from prior year not stastically significant at a 90% confidence interval
Created by: Travis County HHS Research & Planning Division, 2019
Source data: 2018 American Community Survey 1-Year Estimates, B25077

Rental Housing Market Conditions and Affordability

The 2018 contract rent distribution in Travis County is heavily skewed towards the highest dollar amounts.[c] In 2018, 88% of Travis County's occupied rental units had rents at or above $750, an increase of 72% sincce 2014. Only 10% of occupied rental units had rents of $749 or less in 2018, a considerable decrease from 25% in 2014.

Rental Units by Contract Rent Amount

Renter-occupied housing units, Travis County, 2014 & 2018



†Difference not statistically significant at a 90% confidence interval
*This estimate is not reliable at a 90% confidence level.
Created by: Travis County HHS Research & Planning Division, 2019 Source data: 2018 American Community Survey 1-Year Estimates, C25056

In 2018, the median contract rent in Travis County ($1,162) was higher than Texas ($887) and the U.S. ($899). Between 2014 and 2018, Travis County had a greater increase in the median contract rent compared to Texas and the U.S., as displayed in the following table.

Median Contract Rent
Travis County, Texas, U.S., 2014 & 2018

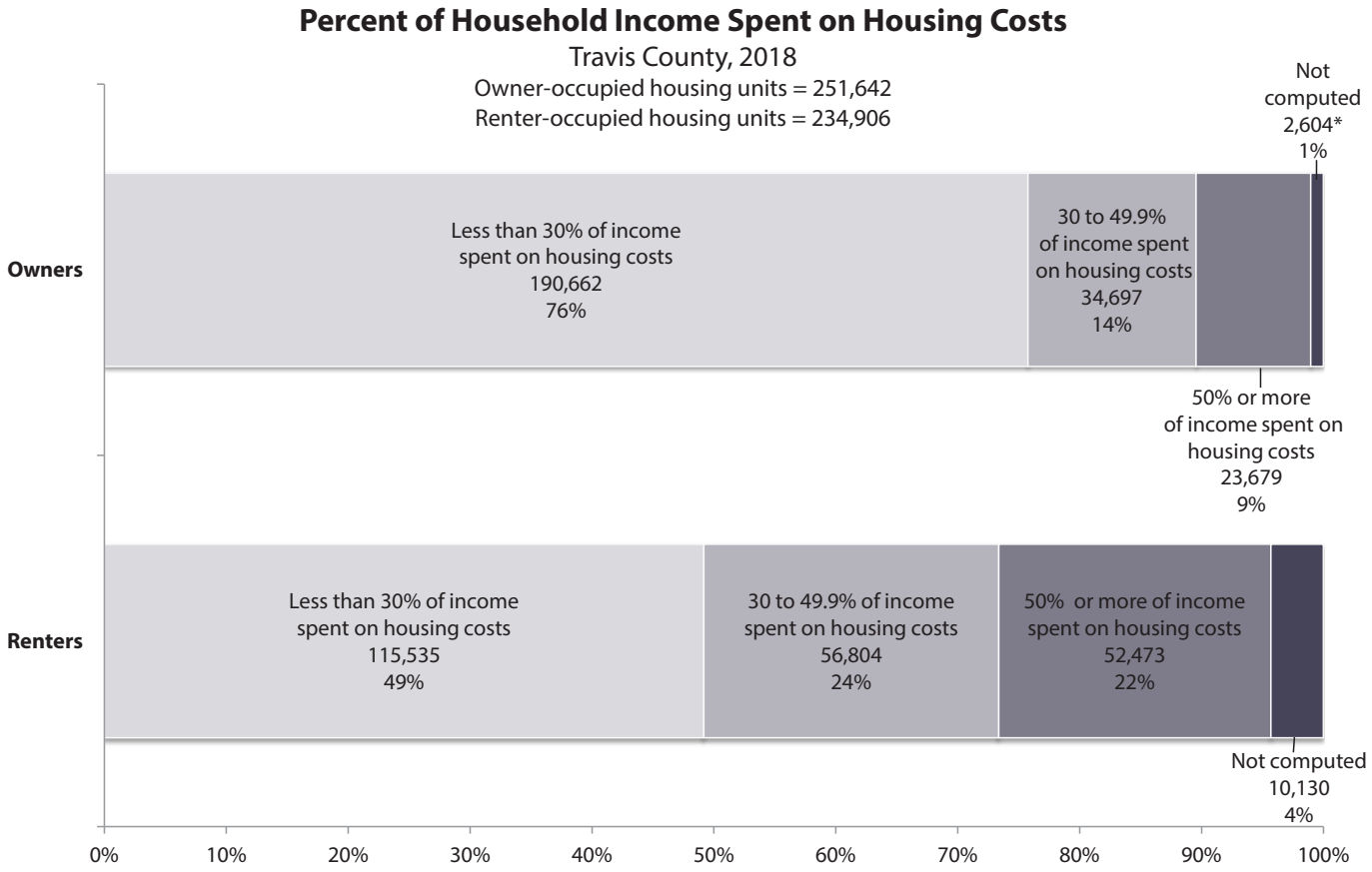
	*2014**	*2018*	*Difference*	*Percent Change*
Travis County Median Contract Rent	$976	$1,162	$186	19%
Texas Median Contract Rent	$780	$887	$107	14%
U.S. Median Contract Rent	$834	$899	$65	8%

*2014 median contract rent is reported in 2018 inflation-adjusted dollars using CPI
Created by: Travis County HHS, Research & Planning Division, 2019. Source data: 2018 American Community Survey 1-year estimates, B25058

c Contract rent is the monthly rent agreed to or contracted for, regardless of any furnishings, utilities, fees, meals, or services that may be included. (American Community Survey and Puerto Rico Community Survey 2018 Subject Definitions, page 16.)

Cost Burden for Renters and Owners

There are 486,548 occupied housing units in Travis County of which 48% is renter-occupied and 52% is owner-occupied. Many renters and owners experience a housing cost burden, which is defined as spending 30% or more of household income on housing costs.[d] However, the percent of households that are cost burdened is higher among renters at 47% compared to 23% of owners. Twenty-two percent (52,473 units) of renters spend 50% or more of their income on housing costs compared to 9% (23,679 units) of owners.



*This estimate is not reliable at a 90% confidence level
Created by: Travis County HHS, Research & Planning Division, 2019
Source data: 2018 American Community Survey 1-Year Estimates, B25070 & B25091

d Cost burden is determined as the percentage of household income spent on housing costs. Monthly owner costs are the sum of payments for mortgages, deeds of trust, contracts to purchase, or similar debts on the property; real estate taxes; fire, hazard, and flood insurance on the property; utilities; and fuels. It also includes, where appropriate, the monthly condominium fee for condominiums and mobile home costs. Gross rent is the contract rent plus the estimated average monthly cost of utilities and fuels. (American Community Survey/Puerto Rico Community Survey 2018 Subject Definitions, page 19 and 34.) Housing cost burdened is defined as spending 30% or more of household income on housing costs. See U.S. Department of Housing and Urban Development, http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/affordablehousing

Homelessness

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

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

- Has a primary nighttime residence that is a public or private place not meant for human habitation (cars, parks, sidewalks, abandoned buildings); or
- Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
- Is exiting an institution where s/he has resided for 90 days or less and who resided in an emergency shelter or place not meant for habitation immediately before entering that institution.[4]

According to Austin's Action Plan to End Homelessness, the homeless population is a diverse group, comprised of 59% male, 40% female and 0.4% transgender comprised mostly of adults with 4% age 18-24 and 3% age 65 and older.[5] Twelve percent are families with children and 3% are veterans.[6] Many persons experiencing homlesness experience multiple interrelated health, social and economic challenges that makes it difficult to end homelessness on their own. At least 70% report that their homelessness is connected to previous trauma or abuse while 36% report that they currently experience a mental health issue that would make it difficult to live independently.[7] Black/African Americans are disproportionately represented in the homeless population in Travis County, and the majority of the homeless population is concentrated within or close to downtown Austin.[8]

The 2019 Austin/Travis County Point-In-Time Count, conducted by ECHO on January 26, 2019, provided a point-in-time snapshot of the Austin area homeless population, at a total of 2,255 homeless individuals, a 5% increase from last year.[9] Fifty-two percent (1,169) of these individuals were sheltered at the time of the count and 48% (1,086) were unsheltered.[10] According to ECHO, at any given time 3% of homeless individuals in Travis County are veterans. Five percent of those counted were unaccompanied youth.[11]

It should be noted that there are individuals without permanent housing who do not fall within traditional definitions of homelessness and therefore may not be included in the point-in-time count, such as 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 use counseling, and mental health care services. Travis County housing continuum programs primarily provide assistance to the homeless population through emergency and transitional housing, and support services.

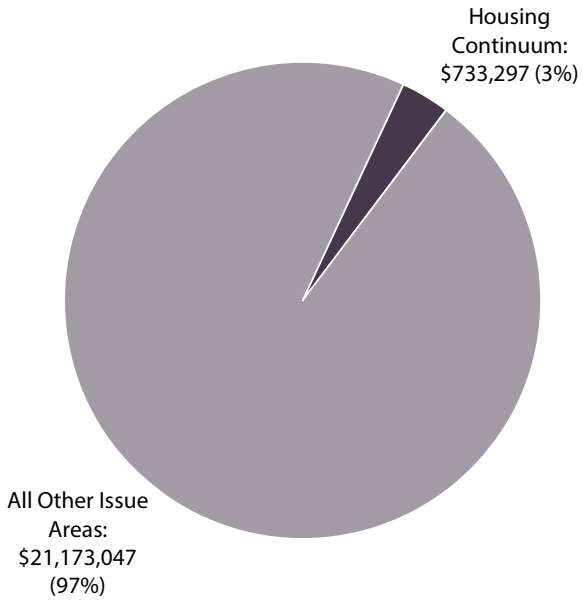
In August and September of 2018, ECHO reached out to workgroups and other organizations to document progress made toward ending homelessness and issued a Progress Report to the Action Plan to End Homelessness. The Plan proposed 72 actions across five strategies: (1) outreach and shelter, (2) housing and support services, (3) addressing disparities, (4) system effectiveness, and (5) building community commitment from public and private sectors.[12] In summary, many stakeholders have been working together to move different strategies forward.

Goals and Services

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

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

Investment in Housing Continuum 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
Austin Tenants' Council	Tenants' Rights Telephone Counseling and Mediation	$212,295
Casa Marianella	Emergency Shelter and Transitional Housing	$181,002
Foundation Communities	Children's HOME Initiative	$198,000
Saint Louise House	Supportive Housing for Homeless Women and their Children	$142,000

Housing Continuum Client Demographics

The table below summarizes the demographics for clients served across Housing Continuum service providers. One program within the portfolio reports ethnicity, race, age and income demographics on only a subset of the program's clients. For this reason, the client demographic count in the table below varies from the roll-up performance measure for unduplicated client count in the following section, Performance Summary. Note that clients participating in more than one housing program are counted multiple times.

Gender	Num.	Pct.
Female	5,653	67%
Male	2,804	33%
Other	4	0.05%
Total	8,461	100%

Ethnicity		
Hispanic or Latino	2,737	32%
Not Hispanic or Latino	5,724	68%
Total	8,461	100%

Race		
American Indian and Alaska Native	118	1%
Asian	132	2%
Black or African American	1,930	23%
Native Hawaiian and Other Pacific Islander	64	1%
White	6,114	72%
Some other race	8	0.9%
Two or more races	95	1%
Total	*8,461*	*100%*

Age	Num.	Pct.
Under 5	185	2%
5 to 11	145	2%
12 to 14	32	0.4%
15 to 17	23	0.3%
18 to 24	653	8%
25 to 39	3,638	43%
40 to 54	1,813	21%
55 to 64	1,062	13%
65 to 74	543	6%
75 and over	119	1%
Unknown	248	3%
Total	8,461	100%

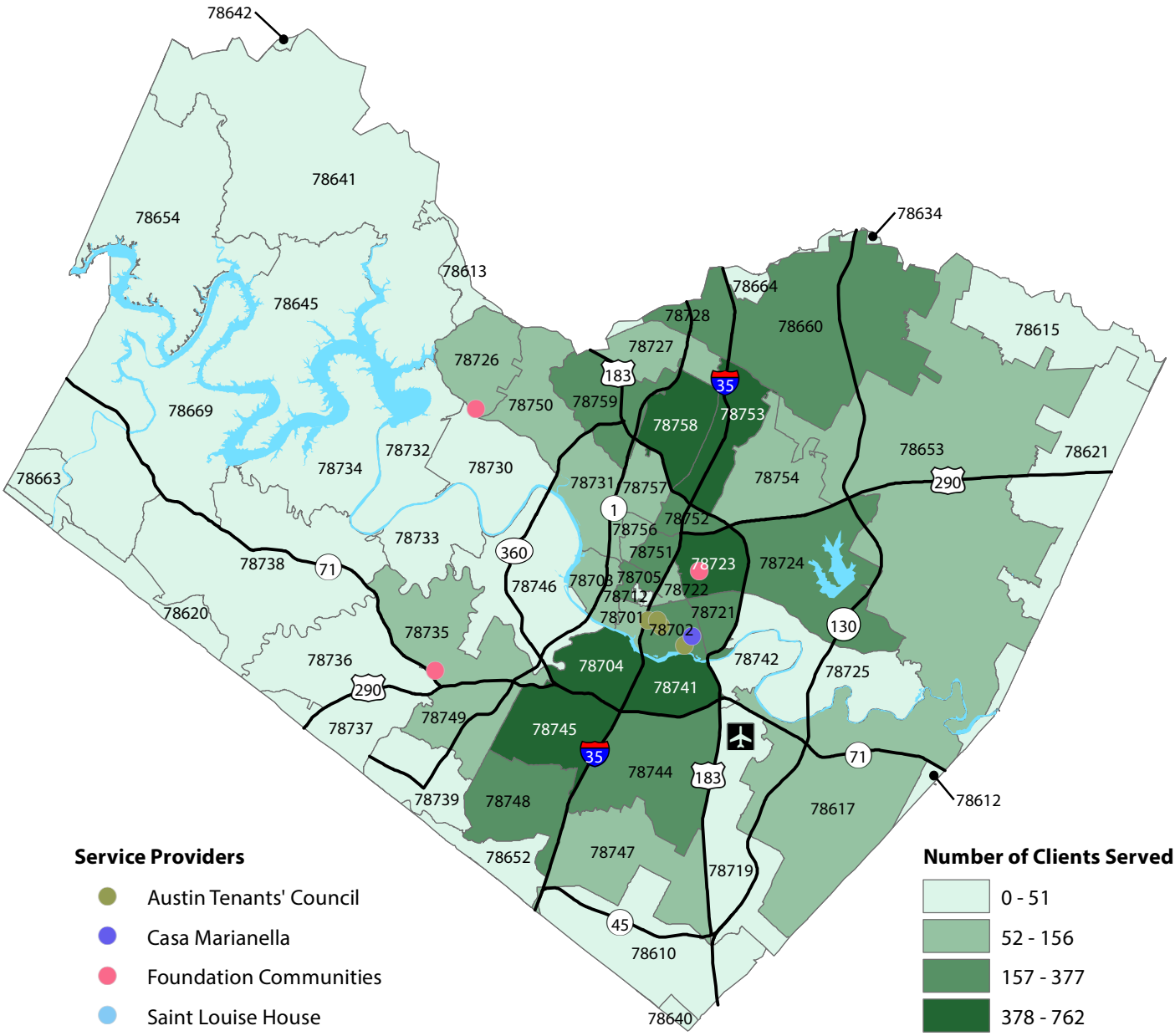
Income		
0 to 30% of MFI	4,826	57%
30.1 to 50%	2,225	26%
50.1% to 60%	408	5%
60.1% to 80%	659	8%
>80%	342	4%
Total	*8,461*	*100%*

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

See Appendix for specific income guideline levels.

Housing Continuum

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



Service Providers

- Austin Tenants' Council
- Casa Marianella
- Foundation Communities
- Saint Louise House

Number of Clients Served

- 0 - 51
- 52 - 156
- 157 - 377
- 378 - 762

Service provision locations are not included for Saint Louise House or Casa Marianella's Posada Esperanza shelter, as this information is confidential.

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

Notes: This map shows 7,965 clients by ZIP code. 496 clients (6% 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.

N
0 5 10 Miles

Austin Tenants' Council

Tenants' Rights Telephone Counseling and Mediation

Program Description

Four services are available under the Tenants' Rights Telephone Counseling and Mediation program:

- Telephone Counseling: The telephone counseling line provides education and information regarding residential tenant-landlord issues. Trained counselors provide information, guidance, and referrals in order to increase clients' knowledge about tenant-landlord law and to improve their ability to resolve housing problems.
- In-House Counseling: Clients who require more in-depth assistance can receive information about their rights and responsibilities, brochures, and other materials through in-house counseling. Staff may also review lease agreements and other pertinent information provided by the client at the in-person appointment. In-house counseling services are offered at the Austin Tenants' Council office and provided via legal clinics at Martin Junior High and Webb Middle School.
- Emergency Mediations: Clients experiencing eviction, lockout, wrongful seizure of property, utility shut-off, and other crisis situations are referred to the mediation program. Because of the crisis nature of the services, clients are not required to come to the office. These services are provided over the phone at the Austin Tenants' Council's office during its normal operating hours. The counselor then contacts the landlord and attempts to resolve the problem through advocacy and negotiation on behalf of the client. If a satisfactory negotiated settlement is not reached, the client may be referred to Legal Aid, Volunteer Legal Services, Lawyer Referral Services, or to a private attorney for legal assistance.
- Online Counseling: Clients whose housing problem requires more time and support than can be offered through the telephone counseling line, but who are unable to come into the office for In-House Counseling or who would prefer to access services online, can receive online counseling. Clients are given information about their rights and responsibilities, and are directed to materials or other agencies. Additionally, staff may review lease agreements and other pertinent information provided by the client over the course of the online counseling session.

Funding

The total HHS investment in the Tenants' Rights Telephone Counseling and Mediation program from October 1, 2018 through September 30, 2019 was $212,295. This investment comprised 87.7% of their total program budget.

Austin Tenants' Council

Tenants' Rights Telephone Counseling and Mediation

Eligibility Criteria

This program targets Travis County residents experiencing landlord/tenant issues, primarily at 60% or less of the Median Family Income. However, services may be provided to Travis County residents at any income level as long as the client has a fair housing or landlord/tenant issue.

Austin Tenants' Council: Tenants' Rights Telephone Counseling and Mediation

Performance Goals and Results

The Tenants' Rights Telephone Counseling and Mediation met or exceeded most of their performance goals for this year. Staff report that demand for telephone counseling, emergency mediation, and online counseling were higher than expected and anticipates that the trend will likely continue due to the shortage of affordable housing in the Travis County area (see first, third, and fourth outputs). Staff report that renters often feel that they have limited bargaining power in the current housing climate and the program is one of the only available resources for seeking assistance in resolving tenant-landlord disputes. Staff report that the low number of in-house counseling is due to high number of client "no-shows" despite efforts made to remind clients, implementing a walk-in system, and a short-call system (see second output). In addition, staff believe clients find telephone and online counseling to be more convenient to access and program operation through satellite locations may have also contributed to a higher rate of no shows for in-house counseling.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided telephone counseling	7,799	7,000	111%
Number of unduplicated clients provided in-house counseling	66	95	69%
Number of unduplicated clients provided emergency mediation	381	100	381%
Number of unduplicated clients provided online counseling	1,052	500	210%
Outcomes			
Percentage of unduplicated telephone counseling clients that reported increased knowledge or skills in addressing their housing problems	91% (253/277)	90% (225/250)	101%
Percentage of clients for whom emergency mediation resulted in an improved situation or condition	93% (357/385)	76% (68/90)	123%
Percentage of unduplicated in-house counseling clients that reported increased knowledge or skills in addressing their housing problems	69% (48/70)	75% (43/57)	91%
Percentage of unduplicated online counseling clients that reported increased knowledge or skills in addressing their housing problems	82% (71/87)	75% (45/60)	109%

Casa Marianella

Immigrant Shelter

Program Description

This Immigrant Shelter program provides emergency shelter and transitional housing for immigrants. Emergency shelter is provided through the Casa Adult Shelter and serves male and female adults. Transitional housing is provided via the Posada Esperanza Family Shelter, at apartments, and at houses that the agency rents for exiting shelter residents and homeless immigrants that would otherwise not be served due to shelter capacity. The Family Shelter serves women and children escaping violence, while the transitional apartments and houses serve single adults, and adults with children.

The shelters are home-like facilities designed to meet emergency or transitional needs so that immigrant individuals and families can resolve their immediate crisis, get stabilized, and become independent. Casa Marianella provides immediate safe housing, food, clothing, access to medical and mental health care, comprehensive case management, life skills and ESL education. The program also provides recuperative care to homeless immigrants with illnesses, injuries, and disabilities.

All services, with the exception of the transitional apartments, are free. As a tool to help develop independence, the program charges apartment residents a small amount for rent and utilities, about $250/month. Stays vary from a few days to over one year; duration is based on need, with an average stay of three to nine months.

Funding

The total HHS investment in the Immigrant Shelter program from October 1, 2018 through September 30, 2019 was $181,002, which comprised 68.9% of their total program budget.

Eligibility Criteria

Casa Marianella serves indigent, homeless immigrants. Travis County funding is targeted to two populations—families with children and unaccompanied youth ages 24 and younger. To be eligible for the program, clients must be homeless or leaving an unsafe living situation and have incomes below 30% of the Median Family Income. Adults must be immigrants and children must be immigrants or American-born children of an immigrant parent.

Casa Marianella: Immigrant Shelter

The Immigrant Shelter program exceeded all their performance goals for this year. Staff reported that there was a high demand for shelter this year as families experiencing crisis levels arrived unexpectedly at the program's doorstep (see first output). In addition, staff report that the program has absorbed more families that arrived to the country and released by immigration officials into homelessness (see third output). The high demand has resulted in staff moving all shelter and transitional housing clients out of the program as quickly as possible to make space for families sleeping in overflow conditions (see first outcome). Additionally, staff report the program's housing coordinator has access to rental assistance funds which helped pay for move-in expenses and allows for client to move into housing more quickly (see second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	332	133	250%
Number of unduplicated clients receiving Emergency Shelter	36	34	106%
Number of unduplicated clients receiving Transitional Housing	296	109	272%
Outcomes			
Percentage of unduplicated Emergency Shelter clients who transition into safe and stable housing at program exit	86% (32/37)	83% (20/24)	104%
Percentage of unduplicated Transitional Housing clients who transition into safe and stable housing at program exit	87% (205/236)	80% (37/46)	108%

Foundation Communities

Children's HOME Initiative

Program Description

The Children's HOME Initiative (CHI) is a transitional housing program that serves homeless or at-risk families with children. Families are provided transitional housing at one of three Foundation Communities housing communities—Live Oaks Trails, Cardinal Point, or The Jordan at Mueller—for 18 months, with an option to extend an additional six months as appropriate. Case Managers meet weekly with each family and within the first three months develop a Housing Road Map that identifies key factors in achieving long-term, post-CHI housing stability. During a family's participation, they have access to: a Financial Stability Advisor who individualizes a plan to achieve financial management skills as well as awareness and understanding of their relationship with money; a Parent-Child Advocate who emphasizes parent-child relationship and creates individualized plans that coach and educate families toward healthier relationships; and a Career Case Manager who focuses on education and employment related goals with participants. These three positions are dedicated to CHI participants and are in addition to having an intensive relationship with a Case Manager.

Funding

The total HHS investment in the Children's HOME Initiative from October 1, 2018 through September 30, 2019 was $198,000. This investment comprised 19.9% of their total program budget. HHS also funds the Afterschool and Summer Youth Programs, which is described in the Child and Youth Development issue area report.

Eligibility Criteria

CHI provides transitional housing for families with children experiencing homelessness. To be eligible for the program, the lead applicant for each family must:

- Be 18 years of age or older, unless federal/state regulations provide for a variance.
- Have a Social Security Number (SSN) or Individual Tax ID Number (ITIN). (Applicants without an SSN and only a ITIN must provide an original, current Criminal History Search from the Austin Police Department or Texas Department of Public Safety.)
- Not owe monies for damages under a prior lease.

Foundation Communities

Children's HOME Initiative

- Not have a nonpayment pattern in rental history, i.e. more than 3 instances of evictions, skips or broken leases.
- Have no history of damages and/or lease violations, unless directly related to protections under the Violence Against Women Act.
- Not have a negative rental history at Foundation Communities' properties. Negative rental history occurs when a former resident has been evicted, left/skipped without notice, was asked to move by management, owed money for rent and/or damages, or was non-renewed.
- Submit proof of employment, proof of retirement, proof of disability benefits, or proof of full-time student status.
- Meet criminal history requirements:
  - Not have a criminal history that reflects any prior felony convictions or deferred adjudication for felony offenses within the last ten years. Any applicant with more than two felony convictions will be denied regardless of time frame.
  - Not have a criminal history that reflects misdemeanor convictions or deferred adjudication involving violent crimes against persons, property, or for drug-related or prostitution-related offenses within the last seven years.
  - Not be subject to a lifetime registration requirement pursuant to Chapter 62 of the Texas Code of Criminal Procedure or any other state's sex offender registration program.
  - Not have one of the following criminal convictions: Capital Murder or Murder/Manslaughter, Rape, Sexual Assault, Kidnapping, Arson, Felony Manufacture of Methamphetamines.
- Meet income requirements:
  - Monthly income cannot exceed the maximum allowable income as determined by Federal and governmental regulation in effect for a particular community.
  - Total household income cannot exceed 30% of Median Family Income for the area.
  - Applicants must earn 2.5 times the qualified rental amount. Applicants receiving disability or retirement income must provide verification of income equal to at least two times the rent amount.
  - No co-signers are permitted.

Foundation Communities: Children's HOME Initiative

The Children's HOME Initiative (CHI) program met all of their performance goals for the year. Staff report that they were able to serve more clients this year due to additional capacity to serve families in the program's newest location, the Jordan at Mueller (see first and second output). Staff report that a higher number of families remained housed for over a year (see third output). The number of families that are able to exit the program is lower than anticipated due to the 24 month time line for completion. However, those households graduating the program had a success in increasing their income resources and transitioning into safe and stable housing(see first and second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	164	140	117%
Number of unduplicated households served	45	40	113%
Number of households entering and remaining as active participants for at least one year	37	24	154%
Outcomes			
Percentage of unduplicated households served who increase income resources by program exit	85% (11/13)	67% (20/30)	127%
Percentage of unduplicated households who transition into safe and stable housing at program exit	100% (13/13)	77% (23/30)	130%
Percentage of exited households who maintain safe and stable housing at 6–month follow-up	100% (27/27)	74% (17/23)	135%

Saint Louise House

Supportive Housing for Homeless Women and their Children

Program Description

Saint Louise House provides transitional housing and comprehensive support services to homeless women and their children. Women-led families live in fully-furnished, two-bedroom apartments. Rent varies by income, ranging from $20 per month to a maximum of 30% of income. Mothers commit to participate in case management and either work or enroll in school.

Case managers support mothers as they identify their own strengths, resources, and abilities and set goals that will help them build lives outside poverty. Direct support to children includes age-appropriate groups, a children's activities fund, and counseling. Families have access to flexible funding to meet needs tied directly to goals set in their weekly- and long-term service plans. Additional services include on-site parenting support, counseling, employment services, life skills workshops and a food pantry.

Saint Louise House addresses every family's needs on an individualized basis, so there is no uniform time limit for participation in the program. However, it is expected that families will participate for no more than four years.

Funding

The total HHS investment in the Supportive Housing for Homeless Women and their Children program from October 1, 2018 through September 30, 2019 was $142,000. This investment comprised 14.4% of their total program budget.

Eligibility Criteria

Saint Louise House targets homeless single mothers and their children not served by other area housing programs. These families need more time and support than emergency shelters and traditional transitional housing programs can provide but do not meet the stringent entry requirements of permanent supportive housing or affordable housing programs.

To be eligible for the program, individuals must:

- Be at or below 50% of area Median Family Income on entry.

Saint Louise House

Supportive Housing for Homeless Women and their Children

- Have some form of income.
- Be a single female with custody of at least one child and no more than four children, at least one of which is age 16 or under on entry.
- Belong to any one of the four categories of homelessness established by HUD's definition contained in the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH) or be at risk of homelessness.
- Be able to turn electricity on in their own name.
- Have the ability to work or go to school.
- Be willing to participate in case management.
- Meet background check requirements: Criminal background involving violent or sexual crimes may disqualify applicant. Registered sex offenders are not eligible.
- Maintain sobriety for six months before entry.
- Meet child vaccination requirements: Vaccinations are required for all children at Saint Louise House unless there is a documented medical need for a delayed or restricted vaccination schedule. If a client does not vaccinate for religious reasons, they would not be excluded from the program.

St. Louise House: Supportive Housing for Homeless Women and their Children

Performance Goals and Results

The Supportive Housing for Homeless Women and their Children program exceeded all of their performance goals for the year. Staff report that they have been serving larger families than anticipated with an average family size of 3.6 (see first output) The program contributed their over performance to the highly-individualized nature of the program and staff commitment to serving every family until they have developed the strengths and resources they need to graduate to self-sufficiency. Staff report that it is difficult to accurately predict how many families will graduate to stability in a given year or quarter (see first and second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	166	136	122%
Number of unduplicated clients served who have participated in the Saint Louise House program for at least 12 months	115	100	115%
Outcomes			
Percentage of unduplicated households who transition into safe and stable housing at program exit	78% (7/9)	67% (4/6)	117%
Percentage of unduplicated households who have resided at Saint Louise House at least 12 months and increased their score on the Self-Sufficiency Matrix since entering Saint Louise House	94% (31/33)	92% (33/36)	102%

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 $4,180 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 13, 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/il2019/2019summary.odn.

Endnotes

1 Dan Keemahill, Mary Huber, "Austin region fastest growing large metro in the nation 8 years running, data shows," The Austin American Statesman, April 18, 2019. Accessed January 13, 2019. https://www.statesman.com/news/20190418/austin-region-fastest-growing-large-metro-in-nation-8-years-running-data-shows

2 Taylor Goldenstein, "Suburbs lead the way in Austin region's growth," Austin American Statesman, updated September 25, 2018, https://www.statesman.com/news/20170525/suburbs-lead-the-way-in-austin-regions-growth.

3 Austin Board of Realtors, November 2019 Press Release and Central Texas Housing Market Report, http://www.abor.com/statsnov19/

4 Ann Howard, Ending Community Homelessness Coalition (ECHO) Executive Director, email message to Martha Brown, April 8, 2014.

5 Ending Community Homelessness Coalition (ECHO), Homelessness in Austin/Travis County: Current Needs and Gaps Report, March 1 2019. Accessed January 13, 2019, https://www.austinecho.org/wp-content/uploads/2019/07/Homelessness-in-AustinTravis-County-Current-Needs-and-Gaps-Report.pdf

6 Ibid

7 Ibid

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12 Ending Community Homelessness Coalition (ECHO), Austin's Action Plan to End Homelessness October 2018 Progress Report, October 2018, http://www.austinecho.org/wp-content/uploads/2018/11/Action-Plan-Progress-Report.pdf.