Access to Basic Supports

FY 2020 Community Impact Report

Travis County Health and Human Services

Research & Planning Division

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Travis County Health and Human Services
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TRAVIS COUNTY
HEALTH and HUMAN SERVICES

PURPOSE

Who we are:

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

What we do:

Address community needs through internal and external investments and services

What we strive to accomplish:

Maximize quality of life for all people in Travis County

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

VALUES

We value helping people.

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

We value the accountability and integrity of our staff.

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

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

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

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Introduction

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

Purpose of Report

The annual Community Impact Report provides an overview of HHS investments in health and human services. The *FY 2020 Community Impact Report* details investment, programmatic, and performance information on the Department's social service contracts. This information allows policy makers, program managers, and others to better understand these investments, recognize accomplishments, identify areas for improvement, disseminate lessons learned, and highlight areas warranting further research.

Organization of Report

This report addresses nine issue areas—Access to Basic Supports, Behavioral Health, Child and Youth Development, Housing Continuum, Planning and Evaluation, Public Health, Safety Intervention Services, Supportive Services for Community Living, and Workforce Development—as well as investments through Austin ISD Interlocals. The Executive Summary aggregates financial, demographic, and geographic information for all issue areas, and offers a discussion of poverty as a framework for HHS investments. In this year's report, the Executive Summary also provides an overview of COVID–19's impact across all issue areas.

Each issue area section provides demographic, geographic, and performance highlights. Each program is classified into the issue area most closely aligned to its goals and objectives. The report provides detailed information about each program covered by an issue area, including an overview of program goals, services provided, eligibility criteria, and funding. Also captured are each program's performance results, compared to its contractual performance goals, and explanations of notable variance (+/- 10%) between the performance results and goals.

Notes on Methodology

Community context discussed in this report reflects 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, 2020 through September 30, 2020) 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

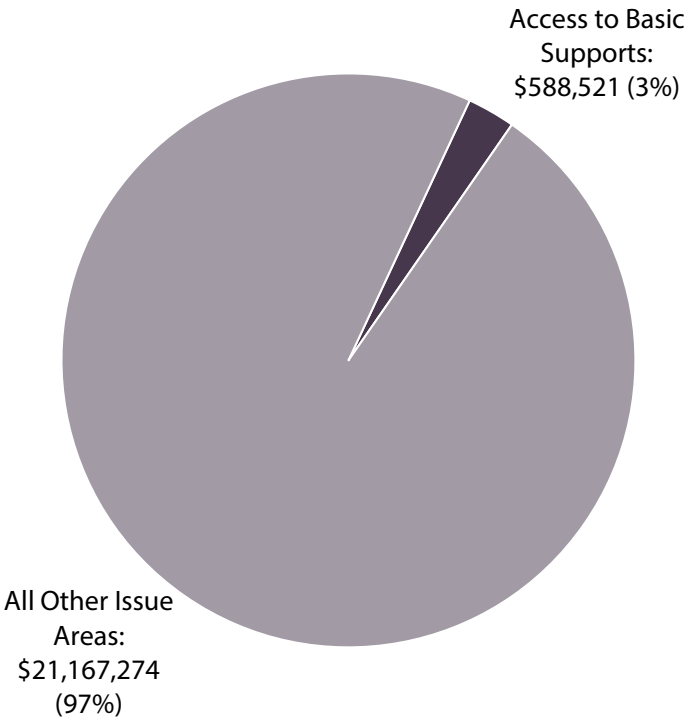
Issue area sections usually begin with an overview of relevant community context. Due to the COVID–19 pandemic, and its significant impact on the community across all issue areas, the *FY 2020 Community Impact Report* instead provides an overview of these impacts in the Executive Summary. For a summary of FY 2019 community context, please see https://www.traviscountytx.gov/health-human-services/research-planning/cir-2019.

Goals and Services

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

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

Investment in Access to Basic Supports and Other Issue Areas, FY 2020



Funding Summary

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

Agency Name	Program Name	FY 2020 Funding Amount
Capital Area Rural Transportation System	Rural Access	$180,755
Caritas of Austin	Community Kitchen	$84,000
Catholic Charities of Central Texas	Immigration Legal Services	$90,000
Central Texas Food Bank	Food Bank	$57,766
Central Texas Food Bank	Mobile Food Pantry	$60,000
Sustainable Food Center	Grow Local	$56,000
Texas RioGrande Legal Aid, Inc.	Public Benefits Advocacy Project	$60,000

Access to Basic Supports Client Demographics

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

Gender	Num.	Pct.
Female	1,752	54%
Male	1,233	38%
Other	22	1%
Unknown	226	7%
Total	*3,233*	*100%*

Ethnicity		
Hispanic or Latino	1,558	48%
Not Hispanic or Latino	1,450	45%
Unknown	225	7%
Total	*3,233*	*100%*

Race		
American Indian and Alaska Native	12	0.4%
Asian	270	8%
Black or African American	452	14%
Native Hawaiian and Other Pacific Islander	3	0.09%
White	603	19%
Some other race	1,571	49%
Two or more races	91	3%
Unknown	231	7%
Total	*3,233*	*100%*

Age	Num.	Pct.
Under 5	27	1%
5 to 11	170	5%
12 to 14	77	2%
15 to 17	78	2%
18 to 24	248	8%
25 to 39	846	26%
40 to 54	755	23%
55 to 64	342	11%
65 to 74	195	6%
75 and over	63	2%
Unknown	432	13%
Total	*3,233*	*100%*

Income		
<50% of FPIG	685	21%
50% to 100%	773	24%
101% to 150%	667	21%
151% to 200%	541	17%
>200%	390	12%
Unknown	177	5%
Total	*3,233*	*100%*

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

See Appendix for specific income guideline levels.

Performance Summary

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

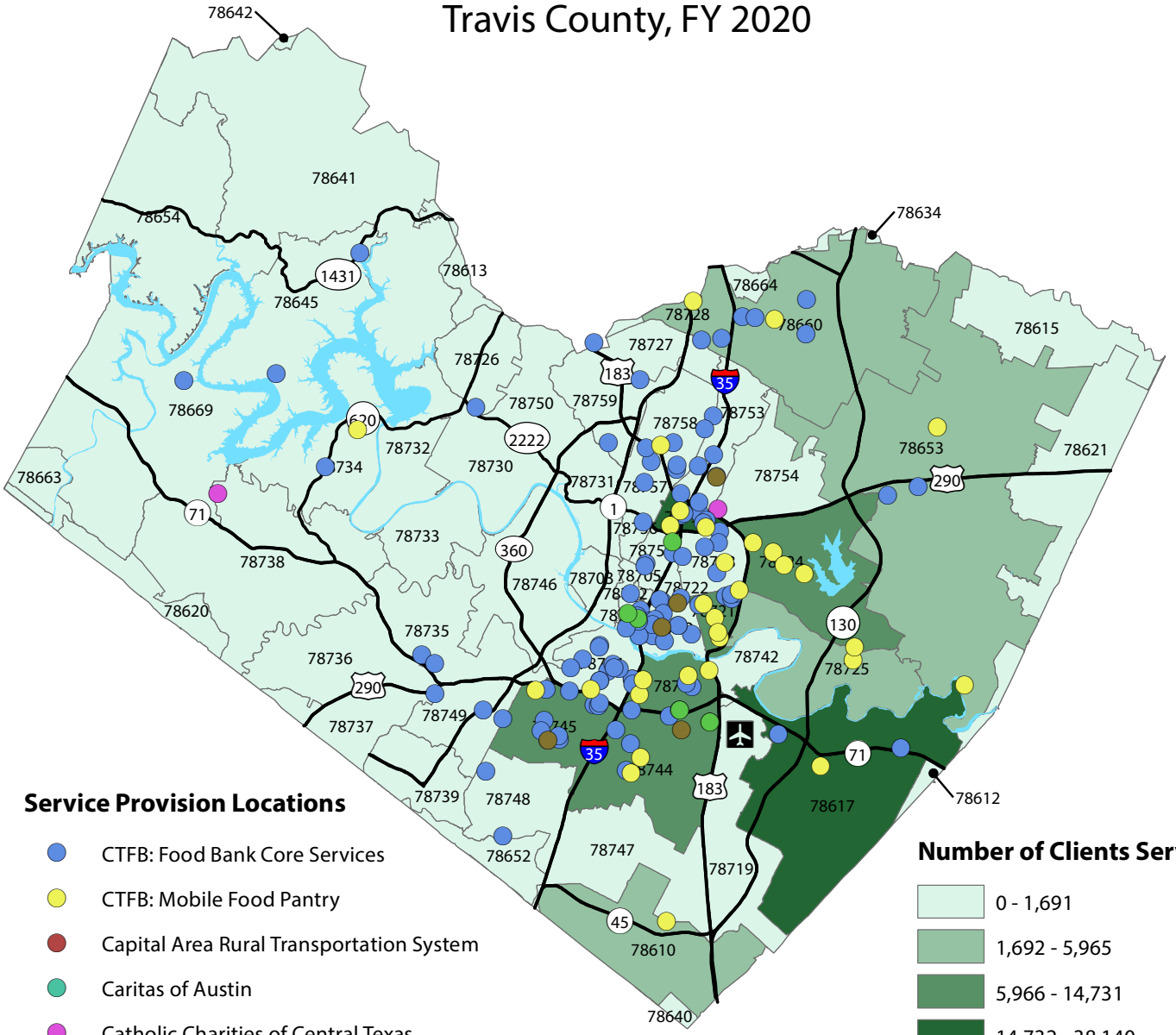
Roll-up Performance Measures: Food	Issue Area Performance
Outputs	
Number of meals or meal equivalents provided	13,918,513
Number of unduplicated Food clients served	260,183
Outcomes	
Percentage of total pounds provided that is fresh produce	27%
Percentage of clients who report that they are growing their own food	76%

Roll-up Performance Measures: Legal Rights and Benefits	Issue Area Performance
Outputs	
Number of unduplicated Legal Rights and Benefits clients served	1,057
Outcomes	
Percentage of immigration applications approved	99%
Percentage of clients who preserved, obtained, or increased a public benefit	84%

Roll-up Performance Measures: Transportation	Issue Area Performance
Outputs	
Number of trips provided	2,144
Number of unduplicated Transportation clients served	27

Access to Basic Supports

Service Provision Locations and Clients Served by ZIP Code
Travis County, FY 2020



Service Provision Locations

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

Number of Clients Served

- 0 - 1,691
- 1,692 - 5,965
- 5,966 - 14,731
- 14,732 - 38,140

Notes: This map shows 138,162 clients by ZIP code. 433 clients (<1% 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.

Service provision locations are not included for Capital Area Rural Transportation System (CARTS) as services can be accessed anywhere the client is located.

N

0 5 10 Miles

Source data: Contracted service providers, FY 2020. TxDOT: Roadways, U.S. Census Bureau TIGER/Line Area: Water, ArcGIS Online: Zip Code Areas, CAPCOG: Counties.
Created by: Travis County HHS, Research & Planning Division, 2020.

Capital Area Rural Transportation System

Rural Access

Program Description

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

Funding

The total HHS investment in the CARTS–Rural Access program from October 1, 2019 through September 30, 2020 was $180,755. This investment comprised 5.5% of the total program budget.

Eligibility Criteria

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

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

Capital Area Rural Transportation System: Rural Access

The Rural Access program did not meet their performance goals for this year because Travis County Community Centers were closed to in-person services due to the COVID-19 pandemic.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients provided transportation to/from Travis County Community Centers	27	90	30%
Number of trips (duplicated) provided to/from Travis County Community Centers	2,144	6,270	34%
Outcomes			
Average number of trips per day to/from Travis County Community Centers	19 (2.144/110)	25 (6,270/250)	78%
Federal dollars leveraged by Travis County funds	$374,719	$374,719	100%

Caritas of Austin

Community Kitchen

Program Description

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

Funding

The total HHS investment in the Community Kitchen program from October 1, 2019 through September 30, 2020 was $84,000. This investment comprised 25.8% of their total program budget.

Eligibility Criteria

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

Caritas of Austin: Community Kitchen

The Community Kitchen program was not able to meet all their performance goals for the year due to the COVID-19 pandemic. While Caritas of Austin continued to serve lunch, but in a modified manner through sack lunches instead of hot meals in their dining room, staff reported a reduction in the number and consistency of diners utilizing this service (see first output). Staff reported that the smaller sample of survey responses was due to reduced number of diners (see first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of hot meals or prepared meals served	40,968	56,000	73%
Outcomes			
Percentage of unduplicated Kitchen Clients provided a meal, who were satisfied with the meal, as measured in the annual survey	93% (62/67)	92% (165/180)	101%

Catholic Charities of Central Texas

Immigration Legal Services

Program Description

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

Funding

The total HHS investment in the Immigration Legal Services program from October 1, 2019 through September 30, 2020 was $90,000. This investment comprised 6% of the total program budget.

Eligibility Criteria

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

Catholic Charities of Central Texas: Immigration Legal Services

The Immigration and Legal Services program report that the COVID-19 pandemic and the narrowing of immigrants who qualify for lawful immigration by the Trump administration affected the number of clients served (see first and second output). The Trump administration continues to eliminate persons who qualify for legal immigration through Executive Action and policy changes. The largest effect on our practice was the Trump administration ignoring the Supreme Court order that required reopening the DACA program to new applications in May. The administration went against the ruling and instead reduced the validity of each DACA renewal work permit to one year instead of two. The COVID-19 pandemic's effect on the economy has also made it difficult for persons to afford our services, even with greatly reduced prices relative to for-profit attorneys (see first and second output). In addition, staff report that the COVID-19 Pandemic has slowed down the processes for retaining clients, completing cases and receiving feedback or decisions from U.S. Citizenship and Immigration Services (USCIS). USCIS continues to have threats of furloughs and was already suffering from a purposeful bottleneck issue, which is why the amount of cases adjudicated is also low for this year (see first outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served whose cases are accepted for immigration legal services	521	850	61%
Number of clients provided consultations whose cases are not accepted for further immigration legal services	606	570	106%
Outcomes			
Percentage of immigration applications approved	99% (211/213)	90% (360/400)	110%

Central Texas Food Bank

Food Bank Core Services

Program Description

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

Funding

The total HHS investment in the Food Bank program from October 1, 2019 through September 30, 2020 was $57,766. This investment comprised 0.1% of the total program budget. HHS also funds the Mobile Food Pantry program, which is described later in this report.

Eligibility Criteria

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

Central Texas Food Bank: Food Bank

The Food Bank met or exceeded all performance goals for the year. Staff report a substantial increase in clients who were seeking food assistance related to hardship caused by the COVID-19 pandemic (see first output). Staff report that the program and CTFB Partner Agencies made modifications to distribution models to meet the existing pre-pandemic need as well as serve even more clients as the need continued to rise due to COVID-19 pandemic (see second and third outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	122,219	72,500	169%
Number of unduplicated Partner Agencies served	114	115	99%
Total pounds of food provided to Partner Agencies in Travis County	11,779,548	8,000,000	147%
Number of meal equivalents provided to Partner Agencies in Travis County	9,816,290	6,666,667	147%
Outcomes			
Dollars saved by agencies in Travis County	$20,261,306	$13,360,000	152%
Percentage of total pounds provided that is fresh produce	28% (3,373,995/ 12,201,333)	29% (2,300,000/ 8,000,000)	96%
Percentage of hunger need in Travis County met by CTFB	61% (17,764,894/ 29,285,671)	36% (12,000,000/ 32,988,700)	167%

Central Texas Food Bank

Mobile Food Pantry

Program Description

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

Funding

The total HHS investment in the Mobile Food Pantry program from October 1, 2019 through September 30, 2020 was $60,000. This investment comprised 0.8% of their total program budget. HHS also funds the Food Bank program , which is described earlier in this report.

Eligibility Criteria

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

Central Texas Food Bank: Mobile Food Pantry

Performance Goals and Results

The Mobile Food Pantry exceeded most of their performance goals for the year. Staff report that the program saw a substantial increase in clients (both duplicated and unduplicated) who were seeking food assistance related to hardship caused by the COVID-19 pandemic (see all outputs). The Central Texas Food Bank modified the Mobile Food Pantry distribution to be a drive-thru model to meet existing pre-pandemic need as well as even more clients as the need continued to rise. Staff report that the new distribution sites that were added in Travis County this year were added at locations that better suited our new distribution model (see third outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	135,882	19,400	700%
Number of duplicated clients served	298,257	90,000	331%
Number of Mobile Food Pantry distributions in Travis County	249	182	137%
Pounds of food distributed through Mobile Food Pantry distributions in Travis County	4,848,064	1,800,000	269%
Number of meal equivalents provided through Mobile Food Pantry distributions in Travis County	4,040,053	1,500,000	269%
Outcomes			
Percentage of clients served who received food in Travis County areas outside City of Austin	28% (37,593/ 135,882)	20% (3,900/ 19,400)	138%
Percentage of total pounds of food provided through Mobile Food Pantry distributions in Travis County that are fresh produce	25% (1,216,406/ 4,848,064)	28% (500,000/ 1,800,000)	90%
Percentage increase in access points to food	60% (12/20)	N/A	N/A

Sustainable Food Center

Grow Local

Program Description

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

Funding

The total HHS investment in the Spread the Harvest program from October 1, 2019 through September 30, 2020 was $56,000. This investment comprised 77.7% of the total program budget.

Eligibility Criteria

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

Sustainable Food Center: Grow Local

The Grow Local program met (within a 10 point variance) or exceeded all of their performance goals for the year. Staff attribute high performance to the increased interest in gardening during the pandemic and increased response to surveys. Staff report that the increased accessibility of Resource Giveaways in September helped the program get closer to achieving their fourth outcome goal. In the future, staff hope to improve their fourth outcome by promoting Introduction to Food Gardening classes to participants, providing planting calendars and other educational materials at Resource Giveaway Days, and adjusting the types of plants and seeds we order based on members' requests

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	2,082	1,675	124%
Number of meal equivalents provided	21,202	12,462	170%
Number of unduplicated individuals participating in free Introduction to Food Gardening classes	131	130	101%
Number of unduplicated individuals in small garden groups receiving resources through Spread the Harvest	1,974	1,620	122%
Number of individuals in large garden groups receiving resources through Spread the Harvest	38,605	20,400	189%
Outcomes			
Percentage of Introduction to Food Gardening Participants who report an increase in knowledge and skills about gardening at class completion	100% (52/52)	90% (117/130)	111%
Percentage of Introduction to Food Gardening Participants who report that they are actively growing food at 6-month follow-up	80% (64/80)	75% (33/44)	107%
Percentage of Introduction to Food Gardening Participants who report that participation in the class series made it easier for them to eat healthy food at 6-month follow-up	73% (58/80)	75% (33/44)	97%
Percentage of Spread the Harvest Members who report that the Project made it easier for their garden group to grow their own food	75% (942/1,248)	85% (604/710)	89%
Percentage of Spread the Harvest members who report that the Project made it easier for their garden group to eat healthy food	73% (914/1,248)	75% (534/710)	97%

Texas RioGrande Legal Aid, Inc.

Public Benefits Advocacy Project

Program Description

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

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

Funding

The total HHS investment in the Legal Assistance for Access to Benefits program from October 1, 2019 through September 30, 2020 was $60,000. This investment comprised 15.4% of the total program budget.

Eligibility Criteria

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

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

The Public Benefits Advocacy Project met (within a 10 point variance) or exceeded their performance for the year. Staff report that the program was only able to report on awards for cases closed between July 1-July 17 due to data configuration errors in their new database which the program transitioned to in July 2020 (see first outcome). TRLA continues to work with LegalServer and technical consultants to resolve this issue.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	536	500	107%
Number of public benefits legal services cases opened	578	600	96%
Outcomes			
Percentage of clients who preserved, obtained, or increased a public benefit	84% (144/172)	80% (150/187)	104%
Dollar amount in lump sum payments of public benefits awarded to clients	$172,025.17	N/A	N/A
Dollar amount in monthly benefits awarded to clients	$15,717.50	N/A	N/A

Appendix

2020 Federal Poverty Income Guidelines

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

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

Data source: "2020 Poverty Guidelines for the 48 Contiguous States and the District of Columbia," Office of The Assistant Secretary for Planning and Evaluation, U.S. Department of Health & Human Services, January 26, 2020, https://aspe.hhs.gov/poverty-guidelines.

2020 Austin Median Family Income Guidelines

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

Household Size	Income Limits by Household Size		
	Extremely Low*	Very Low (50%)	Low (80%)
1 person	$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 2020 Income Limits Summary," U.S. Department of Housing and Urban Development, https://www.huduser.gov/portal/datasets/il/il2020/2020summary.odn.