WORKFORCE DEVELOPMENT

2013 Community Impact Report

Travis County Health and Human Services & Veterans Service

Research & Planning Division

MARCH 2014

Workforce Development

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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

Workforce Development Goals and Services

Programs within this issue area provide employment and training services to help individuals improve workplace skills, obtain employment, and succeed in the workplace, and to help employers secure a skilled workforce. Some examples of services provided by programs within this issue area include job readiness training, occupation-specific training, job search and job placement assistance, and related instruction, and coaching or counseling leading to employment and earnings gain.

Highlights of Community Conditions

Travis County invests in workforce development as part of its efforts to promote social and economic well being. Nearly two-thirds of all jobs in the U.S., and the majority of jobs paying a living wage, require additional skills from training or education beyond high school.[1] As education and skill requirements for good jobs increase, so does the disparity between those who have the education and skills and those who do not.[2] There are clear and direct connections between improved skills, stable employment, and higher earnings.[3] Thus participation in skills building is important for attaining increased earnings and employment stability.

Current minimum wage in Texas is $7.25 per hour, which is the same as the federal minimum wage.[4] The Center for Public Policy Priorities Family Budget Estimator[a] calculates that a single adult with employer-sponsored health insurance and no children must earn $10.81 per hour, almost one-and-a-half times the minimum wage, to live in the Austin-Round Rock MSA without relying on public assistance.[5] For families with children and/or without employer-sponsored health insurance, the required wage increases greatly—for example, up to $31.51 per hour, more than four times the minimum wage, for a two-parent, two-child household without employer-sponsored health insurance.[6]

Typically, as skill level rises, so do wages. This has a positive effect not only on personal income, but also on state and federal revenue due to various taxes, as well as decreases in public assistance and corrections.[7] Higher wages are also beneficial to children, as children of higher paid workers are less likely to grow up in poverty, be in poverty as adults, or rely on public assistance, and they are more likely to be better educated and earn higher wages as adults.[8]

a The Family Budget Estimator tool calculates expenses based on the cost of housing, food, child care, medical insurance, medical out-of-pocket expenses, transportation, taxes less tax credits, and other necessities.

The better a community can fill and retain high-skill jobs, the more competitive its workforce becomes; thus the community benefits when individuals can improve low-level skills and engage in career pathways towards higher skilled, higher paying jobs.[9] Despite the individual, employer, and community benefits of workforce development investments, federal and state funding for employment and training services, including adult and technical education, is declining.[10,11]

The County's investments in workforce development can be divided into two broad categories based on service length: short-term and long-term. Investments in short-term (under 12 months) training tend to produce substantial improvement for participants immediately after receiving services; however, those benefits fade over time, indicating a need for more ongoing support and continued skill development to increase stability and advancement.[b] Longer-term training (12 months or greater) results in significant improvement in earnings over time, as well as a reduction in public assistance benefits that constitutes a significant return on investment to taxpayers[c]; however, among residents in need, jobs and income are an immediate requirement, so a commitment to long-term training prior to employment may not be a viable option. This indicates a need for pathways that integrate long-term training concurrent with employment so that residents do not have to forgo needed earnings in the present to secure greater earnings in the future.

Effective programs aimed at job training, education, and job placement generate high taxpayer returns by increasing local employment, local revenue, and families' economic security.[12] In order to remain competitive in today's global economy, the community must have a trained, skilled workforce.[13]

Employment

Changes in local businesses, such as workforce reductions or relocation of large employers, and changes in industry sectors affect service needs. Texas experienced an increase in the number of jobs within every major industry over 2013.[14] Industries adding the largest number of jobs between 2012 and 2013 (according to second quarter figures) include professional and business services, with 8,395 new jobs; leisure and hospitality, with 4,766 new jobs; and education and health services, with 4,230 jobs.[15] This indicates a growth rate of 8%, 7%, and 6% respectively, when compared to the second quarter of 2012. Federal, state, and local government together still comprise the largest industry sector in Travis County,[d]

b Travis County has contracted with the Ray Marshall Center at the University of Texas for more than six years to evaluate the effectiveness of our investments in improving employment and earnings for county residents.

c Researchers assessed that for the first 10 years, taxpayer returns are estimated at 165%, and over 20 years, those returns are estimated at 501%.

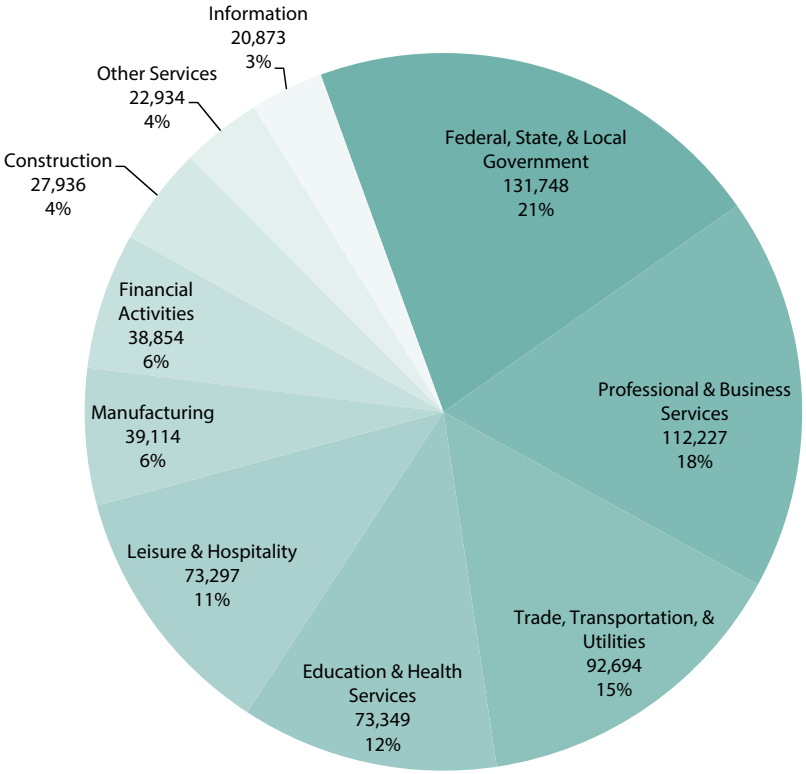
d When comparing industry data from 2000 to 2012, federal, state, and local government have consistently comprised the largest industry in Travis County for that time period, according to third quarter data. Third quarter data was not available for 2013 at the time of this writing, but second quarter data indicates the same trend. (This information was provided by Philip Arnold, Labor Market and Career Information Department, Texas Workforce Commission, in an email message to Lori Axler Miranda, February 19, 2014.)

providing 21% of the 635,558 total jobs.[16] Other leading industries include professional and business services (18%), and trade, transportation, and utilities (15%).[17] In Travis County, overall employment totals increased 5% between the second quarter of 2012 and the second quarter of 2013.[18]

The industries exhibiting the most growth in our region often need workers with high-level skills, and the demand for high-skilled workers is only expected to increase.[19] According to the Texas Workforce Commission's Projected Labor Market Structure for 2016, more than one-quarter (26%) of jobs will be high-skilled, high-wage jobs that require a bachelor's degree or more; nearly 30% of jobs in 2016 will require technical skills, like trade construction or health care skills; and almost one-half (45%) of the labor market will require short-term training.[20] These projected percentages highlight the need for short-term and long-term training, as well as efforts to increase enrollment in postsecondary education.

Employment by Industry*

Capital Area Workforce Development Area, November 2013

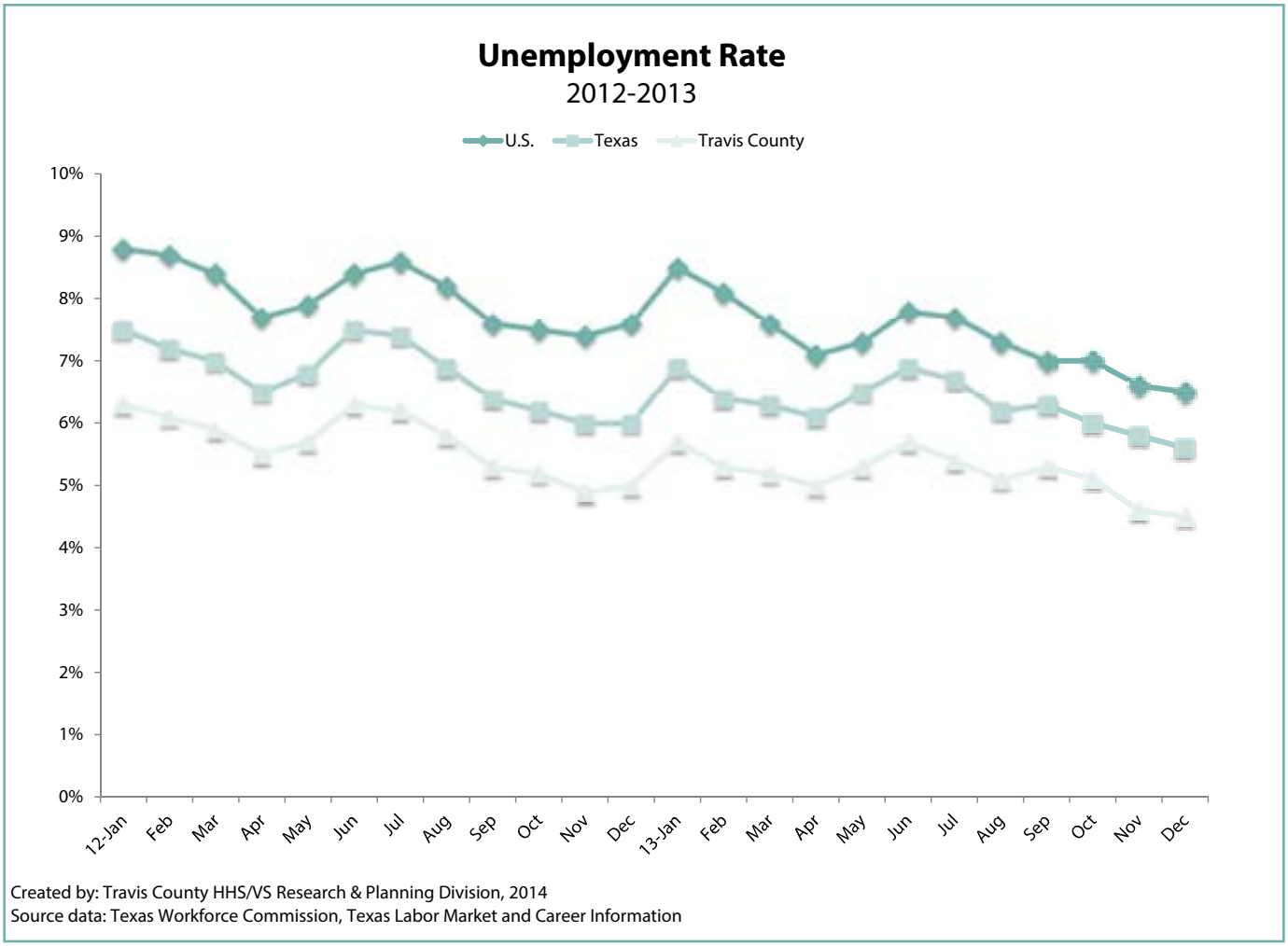


Created by: Travis County HHS/VS Research & Planning Division, 2014
Source data: TRACER Texas Labor Market Information, November 2013

*Does not Include Natural Resources & Mining or Unclassified Jobs, which each comprise less than 1% of the total

Unemployment

National, state, and local unemployment rates follow the same trend line, with Travis County consistently outperforming the state and nation. The unemployment rate for Travis County began the year at 5.7% in January 2013 but dropped to 4.5% in December.[21] When comparing December unemployment rates for the past several years, 2013 had the lowest unemployment rate for Travis County since 2007.[22,e] Similarly, the 2013 December unemployment rates for Travis County have consistently remained lower than the state (5.6%) and national (6.5%) rates (seasonally adjusted rates are 6.0% and 6.7%, respectively).[23,f] Over the course of 2013, the number of unemployed people in Travis County declined by 2,307, while the number of people employed rose by 16,936.[24]



Created by: Travis County HHS/VS Research & Planning Division, 2014
Source data: Texas Workforce Commission, Texas Labor Market and Career Information

e According to the Texas Workforce Commission, the unemployment rate (not seasonally adjusted) was 3.6% in December 2007.

f Seasonal adjustment is a statistical technique that attempts to measure and remove the influences of predictable seasonal patterns to reveal how employment and unemployment change from month to month.

The standard unemployment rate, as defined by the Department of Labor, Bureau of Labor Statistics, includes "all jobless persons who are available to take a job and have actively sought work in the past four weeks."[25] Not included in the unemployment rate are those people who are "marginally attached to the labor force" or "discouraged workers." Both marginally attached and discouraged workers are "persons who are not in the labor force, want and are available for work, and had looked for a job sometime in the prior 12 months."[26] Marginally attached workers may cite any reason for a lack of job search in the past four weeks, while discouraged workers specifically cite their belief that no jobs were available for them as the reason for not actively seeking work in the past four weeks.[27] These statistics are not available at the local level, but are calculated as a four-quarter rolling average at the national and state level.[g] The most recent release (October 2012 through September 2013) found 12.7 million Texans in the labor force, of whom 6.3% (approximately 802,000) were unemployed, another 0.4% (roughly 50,900) were "discouraged workers," and 0.6% (nearly 76,400) were "marginally attached" to the labor force.[28]

Influences

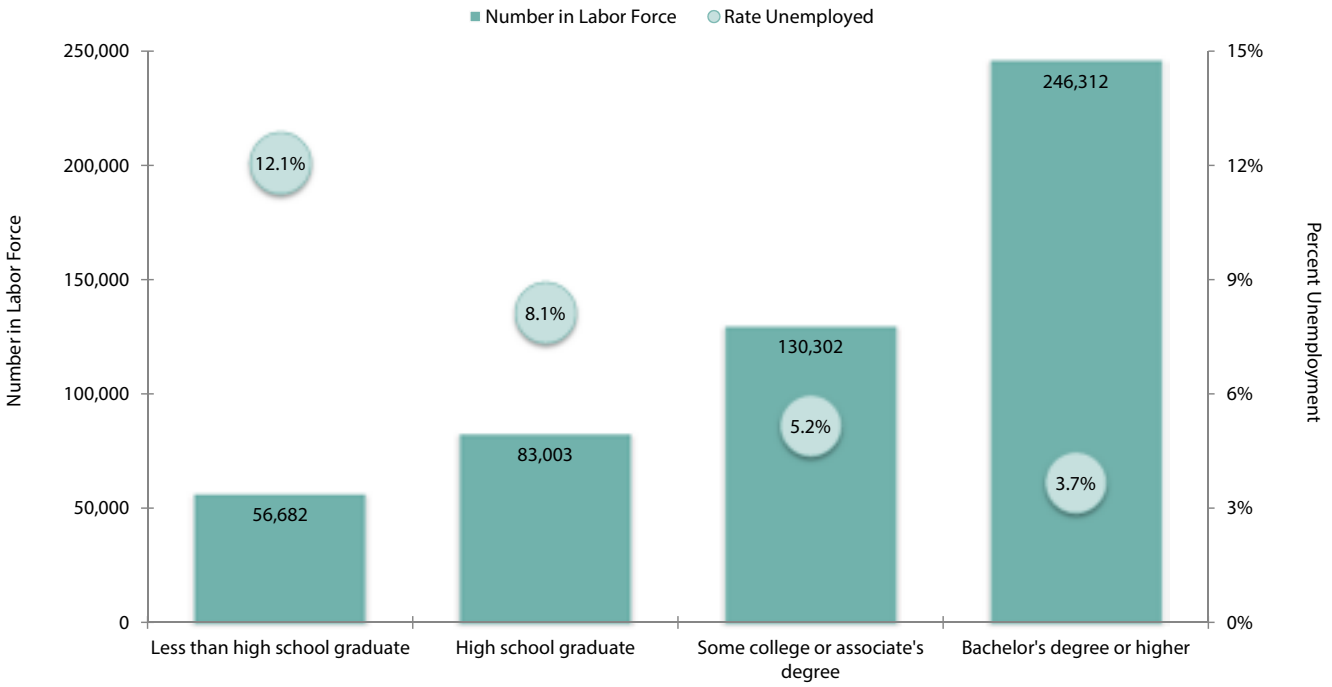
Education

Powerful correlations persist between both educational attainment and employment, and educational attainment and earnings. As educational attainment levels increase, unemployment rates decrease (as illustrated in the chart on the next page).

As education level increases, earnings also rise. Among Travis County residents age 25 and over with earnings in 2012, median earnings increase significantly from one education level to the next: from less than a high school graduate to high school graduate (includes equivalency), earnings increase 42%; from high school graduate to some college or associate's degree, 25%; from some college or associate's degree to bachelor's degree, 47%; and from bachelor's degree to graduate or professional degree, 39%.[29]

g According to the Bureau of Labor Statistics, the use of four-quarter averages increases the reliability of the Current Population Survey estimates, which are based on relatively small sample sizes at the state level, and eliminates seasonality.

Labor Force by Educational Attainment Levels and Unemployment Rates
Population Age 25 to 64, Travis County, 2012
(n = 625,543)



Created by: Travis County HHS/VS, Research & Planning Division, 2014
Source data: 2012 American Community Survey 1-Year Estimates, B23006

Child Care and Transportation

Access to affordable child care is a common barrier to finding and maintaining employment. The Capital Area, which includes Travis County, has the most expensive child care in Texas.[30,31] Subsidized child care is a support service aimed at increasing participation in the workforce. While the relationship among these issue areas has long been recognized, there is an emerging trend toward "dual generational" models that intentionally address the needs of parents and children to foster long-term benefits for both. In current pilot projects, like the CareerAdvance® program in Tulsa, Oklahoma,[32] the focus is largely on parents with young children; career-focused education and training for adults is linked with high quality early childhood education for their children.

Transportation barriers are often cited as a predominant obstacle to employment and to employment success once hired.[33] While research suggests that car ownership increases the ability to job search, obtain a job, and retain a job, as well as decreases commute time, this is often not an option for low-income or unemployed individuals.[34] Public transportation can pose access challenges depending on the locations,

times, and routes available.[35] Austin/Travis County is considered a largely car-dependent region that fails to support other modes of transportation.[36] The rising cost of gasoline, heavy traffic, and a lack of local public transportation are considered significant challenges.[37] Access to reliable transportation is a key component of a strong economy.[38]

Offender Re-Entry

There are many more employment barriers facing former offenders than there are for people without a criminal history.[39] People with a criminal history have a substantially higher unemployment rate than the general public, and they often enter the job market without being employment-ready due to a lack of education.[40] One longitudinal study of prisoner reentry in Texas[h] found that education, training, and employment reduce the likelihood of re-offense:[41]

- Prisoners who participate in job training and educational programs while incarcerated are less likely to return to prison after release (8% of program participants and 14% of non-participants returned to state custody within 12 months).[42]
- Persons with stable employment after release from prison and state jail are less likely to be reincarcerated within 12 months (those who avoided reincarceration were employed 53% of the time during the first six months after release, while those who were reincarcerated spent 32% of the time working).[43]

Making supports available to individuals both while incarcerated and after incarceration is critical in helping people obtain and maintain employment.[44]

Emerging Issues

The United States has approximately 6.7 million opportunity youth—defined as youth ages 16-24 years who are insufficiently attached to the education and workforce systems—who represent a tremendous amount of potential for the economy, including the advancement of future generations of low income children and families.[45]

In July 2012, the Aspen Institute launched the Aspen Forum for Community Solutions, as well as the Opportunity Youth Incentive Fund, which, collectively, are aimed at providing communities with the knowledge, support, and tools necessary for successfully engaging and advancing opportunity youth, as well as demonstrating and promoting strategies that improve outcomes for opportunity youth.[46] The Austin Opportunity Youth Collaborative (AOYC), a community-wide consortium whose goal is to reconnect local opportunity youth with effective education and employment pathways, was one of 21

h Study participants are former prisoners in the first year after their return to communities in the Houston area. In 2004, over 14,000 prisoners were released to Houston area communities, with roughly one-half (49%) exiting from state prison and the remaining 51% exiting from state jail.

sites awarded a $100,000 planning grant for a 12-month period.[47] Spearheaded by Workforce Solutions Capital Area Workforce Board, the workforce investment board for Travis County, the AOYC is comprised of funders, local government, service providers, research organizations, and community members, including youth identified as opportunity youth. The AOYC is currently creating a community-wide plan to reconnect opportunity youth to pathways that lead to a career credential and postsecondary education.

Further Resources

Workforce development has strong ties with both the Child and Youth Development and Education issue areas. Community conditions and trends related to these issue areas, as well as information on the Department's investments, can be found in their respective issue area sections.

Below are some selected resources for additional information regarding workforce development and related topics.

The Ray Marshall Center for the Study of Human Resources

www.utexas.edu/research/cshr/rmc1/

Part of the Lyndon B. Johnson School of Public Affairs at the University of Texas at Austin, the Ray Marshall Center is a university-based research center dedicated to strengthening education, workforce, and social policies and programs that affect current and future generations of American workers.

The Urban Institute

www.urban.org

The Urban Institute is a non-partisan center for research on economic and social policy. The Justice Policy Center, the Labor, Human Services and Population Policy Center, and the Low-Income Working Families Project are particularly relevant to this topic.

Jobs for the Future

www.jff.org

Jobs for the Future works with partners in more than 100 communities across 39 states to design and drive the adoption of and improve education and career pathways leading from high school to college to family-sustaining careers.

The Aspen Institute's Forum for Community Solutions

www.aspencommunitysolutions.org

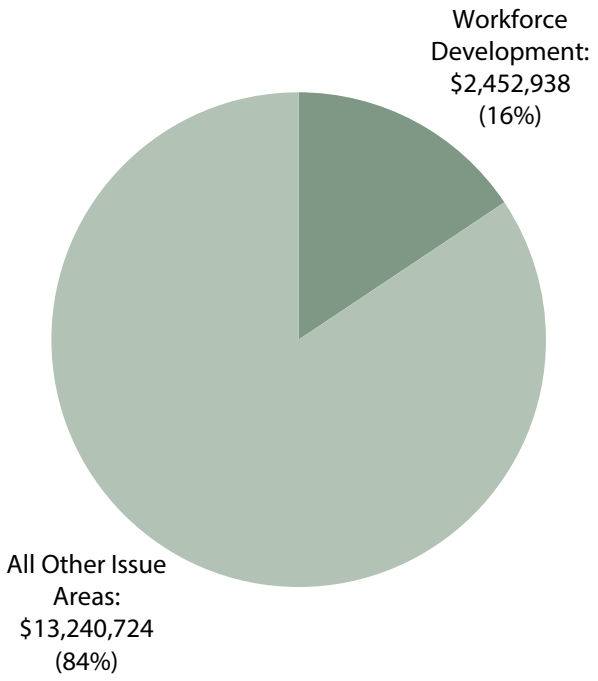
Building on the work of the White House Council, the Aspen Institute launched the Aspen Forum for Community Solutions, as well as the Opportunity Youth Incentive Fund, which is the first funding collaborative of the Forum. The focus is on utilizing the collective impact community collaboration strategy to build and deepen pathways that achieve better outcomes in education and employment for Opportunity Youth.

Investment Overview

Our Investment

TCHHS/VS has departmental and contracted programs that offer workforce development services. Contracted services in this issue area help to ensure the development of a skilled workforce[i]. Services focus on training and assistance designed to help individuals gain the skills and knowledge necessary to obtain and retain employment, while helping meet employer demand for skilled workers.

Investment in Workforce Development and Other Issue Areas, 2013



i Results of the county-funded evaluation of local workforce investments are available on the Ray Marshall Center website: http://www.utexas.edu/research/cshr/rmc1/.

Funding Summary

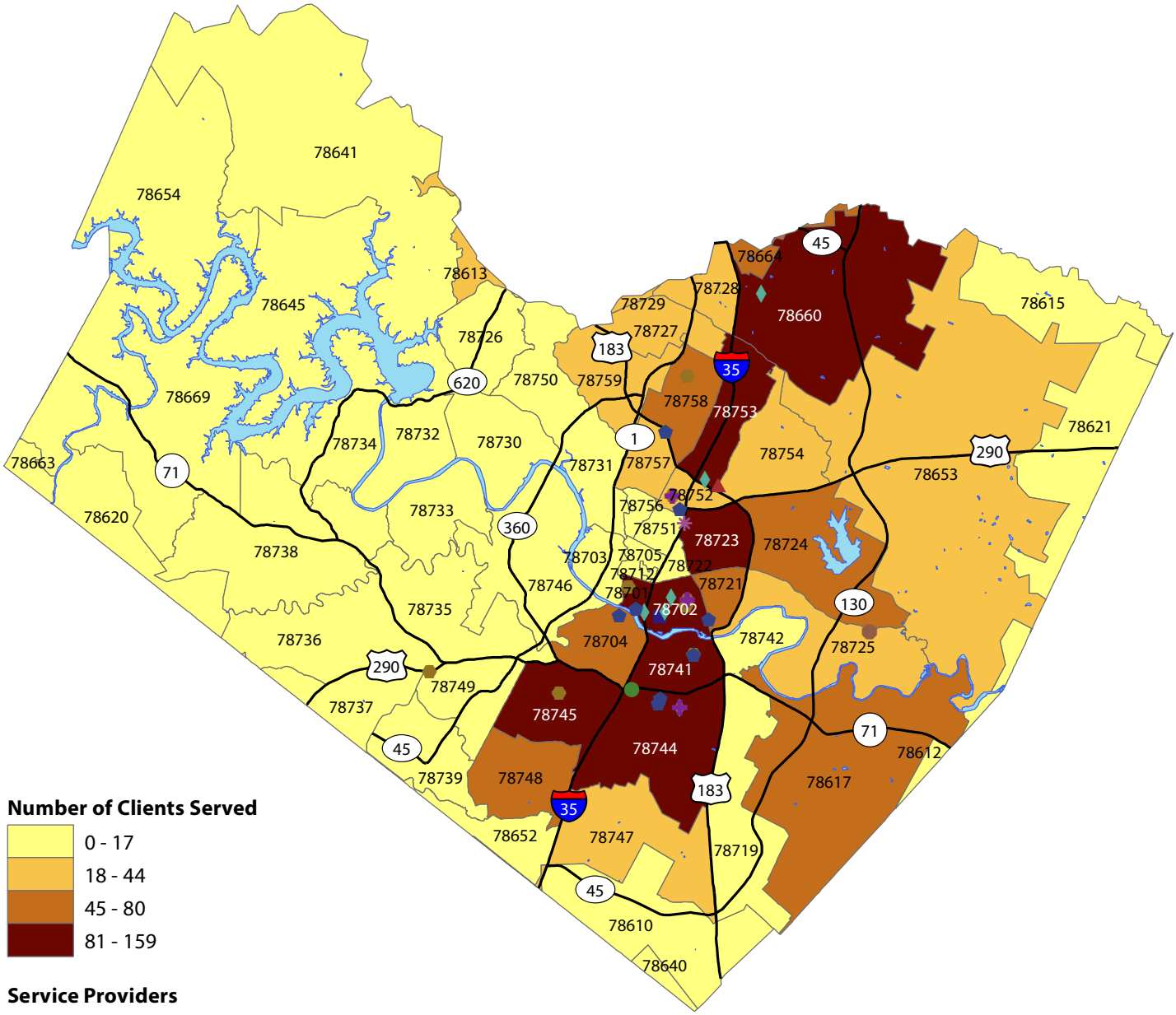
The 2013 Funding Amount reflects calendar year funding (January 1 through December 31, 2013) unless otherwise noted.

Agency Name	Program Name	2013 Funding Amount
American YouthWorks	Travis County Metro Parks Project	$83,300
American YouthWorks	Workforce Development	$207,765
Ascend Center for Learning	Workplace Competency	$43,609
Austin Area Urban League	Essential Office Skills Training	$34,330*
Austin Community College District	Teacher and Director TRAC	$56,758**
BiG AUSTIN	Small Business and Job Creation Ex-Offender Re-Entry Program	$25,000
Capital IDEA	Long-Term Training	$875,000
Goodwill Industries of Central Texas	Ready to Work Plus	$137,439
Skillpoint Alliance	Youth College & Career and Adult Workforce-Gateway Program	$493,580
Travis County Emergency Services District (ESD) 4	Travis County Fire Academy	$96,000**
Workforce Solutions Capital Area Workforce Board	Rapid Employment Model	$400,157

*Funding from April 1, 2013 through December 31, 2013
**Fiscal year funding (October 1, 2012 through September 30, 2013)

Workforce Development

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



Number of Clients Served

- 0 - 17
- 18 - 44
- 45 - 80
- 81 - 159

Service Providers

- American YouthWorks
- Ascend Center for Learning
- Austin Area Urban League
- Austin Community College District
- BiG AUSTIN
- Capital IDEA
- Goodwill Industries of Central Texas
- Skillpoint Alliance
- Travis County ESD 4
- Workforce Solutions

Notes: This map shows 2,016 clients by ZIP code. 201 (9% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries.

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

American YouthWorks

Workforce Development

Program Description

The Workforce Development program at American YouthWorks (AYW) provides job training and job placement services to economically disadvantaged youth who live in Travis County. The goal of the job training component is to prepare participants for successful entrance into and performance in the workforce. The objective is to enroll participants into project-based training programs, which include Casa Verde Builders, Green Energy Corps, Environmental Corps, and Computer Corps, as well as high school and GED classes at AYW's Service Learning Academy.

The goal of the job placement component is to aid participants in finding and securing employment after training. Participants work individually with an Academic Coach or Counselor who assists them in conducting a job search, gathering and completing applications, and creating a professional portfolio, which includes a resume, cover letter, references, preparing for and scheduling interviews, and acquiring professional clothing. Participants are able to participate in a variety of job development workshops, short-term internships, job shadowing, and community job fairs. The program offers a concurrent program of preparation for post-secondary education and training, including assistance with college application and enrollment, financial aid and scholarships, and connections to internships and apprenticeship programs.

In addition, TCHHS/VS pays the American YouthWorks Environmental Corps program through the Travis County Metro Parks Project to conduct improvements to Travis County parks. These projects serve as a hands-on, work-based learning opportunity for participants in the Workforce Development program described above.

Funding

The total TCHHS/VS investment in the Workforce Development program for 2013 was $207,765. This investment included both on-going funding ($66,145) and one-time funding ($141,620); these funding amounts comprised 2.8% and 6.1% of the total program budget, respectively. The additional TCHHS/VS investment towards the Travis County Metro Parks Project for 2013 was $83,300.

American YouthWorks

Workforce Development

Eligibility Criteria

American YouthWork's target population is disengaged (out-of-school and/or out-of-work) youth living in the Austin/Travis County area. Clients are male and female youth between the ages of 16 and 24 years old, ethnically diverse from low income families at or below 200% of the Federal Poverty Income Guidelines (FPIG), or with family incomes at or below 80% of median family income (MFI), regardless of immigration or ethnic background. Clients include homeless youth; teen parents; persons with disabilities; victims of abuse, neglect, or violence; ex-offenders; and those in need of basic educational services.

American YouthWorks: Workforce Development

All performance measures for the Workforce Development program met or exceeded the targeted range of expectations. Staff members explained that a focus was placed on increasing the number of participants enrolled in the training programs during this contract year which impacted the number of participants enrolled in job readiness training (see the third output). Staff attributed the high number of clients obtaining employment at a livable wage (see the second outcome) to an increased effort to help participants find employment at $9.00/hour, as well as the program's partnership with Workforce Solutions.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	193	200	97%
Number of participants enrolled in job readiness training	193	200	97%
Number of participants enrolled in job training	193	130	148%
Outcomes			
Percentage of participants receiving job placement services who obtained employment, post secondary education, apprenticeship training, the military or other national service	80% (90/113)	78% (70/90)	102%
Percentage of successful exits who obtained employment at a livable wage of $9.00/hr. or more	71% (48/68)	51% (25/49)	138%
Percentage of graduating participants who obtained employment, post secondary education, apprenticeship training, the military or other national service and retained this placement for 6 months or longer	69% (52/75)	74% (52/70)	93%

Ascend Center for Learning

Workplace Competency

Program Description

Ascend Center for Learning offers educational, occupational and support services through classroom instruction, individualized education plans, counseling, job readiness training, and professional partnerships in an effort to help low-income residents earn their GED and attain better-paying jobs, thus improving their financial situation. All programs offer individualized and group instruction by teachers who accommodate learning differences and provide one-on-one classroom and homework assistance. Each student takes an initial Texas Adult Basic Education (TABE) test to indicate skill levels. Based on test results, an individual education plan is constructed and students are placed in the Adult Basic Education (ABE) Program or the GED to Work Program.

The ABE program focuses on teaching basic reading, writing, and math skills to students who possess a 3rd to 8th grade skill level. The GED to Work program prepares individuals to pass the GED examination and provides advanced workplace and computer skills training to prepare them for careers in the private or public sector. Components of the GED to Work Program include: job readiness training, GED preparation, job placement assistance, case management, wrap-around support services, and follow-up.

Funding

The total TCHHS/VS investment in the Workplace Competency program for 2013 was $43,609. This investment comprised 10.8% of the total program budget.

Eligibility Criteria

Ascend serves members of households with incomes under 200% of the Federal Poverty Income Guidelines (FPIG) who reside in Travis County. Although not an eligibility requirement, the majority of clients reside in Dove Springs, South Austin, Montopolis, Del Valle, East Austin, and Northeast Austin. Residents with low socioeconomic status and low educational attainment disproportionately populate these areas.

Ascend Center for Learning: Workplace Competency

Performance Goals and Results

The Workplace Competency program had mixed performance results for 2013, meeting performance on two output measures but falling short on the remaining outputs and all of the outcome measures. Staff explained that a great deal of their challenges were attributed to lower than expected overall enrollment (see the first output) due to the holidays, staff leadership transition, and weather. Staff noted that there were three consistent challenges/opportunities that they are seeing with their enrollment: an increase in people who seek services but who do not qualify based on the requirements of the program's grants-particularly the income and documentation requirements; an increase in clients who need English as a Second Language (ESL) services; and a decrease in the ability of clients to commit to full-time education. Program staff noted that these issues are being addressed through strategic planning.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	122	240	51%
Enrollment in GED to Work – GED Prep	47	51	92%
Enrollment in GED to Work – Job Readiness Training	63	100	63%
Enrollment in Adult Basic Education	70	75	93%
Outcomes			
Percentage of Job Readiness clients who obtain employment	33% (16/49)	64% (64/100)	51%
Percentage of Job Readiness clients who retained employment after 6 months	67% (10/15)	75% (48/64)	89%
Percentage of clients obtaining employment at $9/ hour or more	31% (5/16)	92% (59/64)	34%

Austin Area Urban League

Essential Office Skills Training

Program Description

The goal of the Austin Area Urban League (AAUL) is to provide computer training, employability skills workshops, professional development and job placement assistance to unemployed, underemployed, low-income, ex-offender, and minority clients. The Essential Office Skills Training (EOS) program provides training in Microsoft Office products – MS Word, Excel, PowerPoint and Access. This program also provides basic office protocol training as needed for priority populations. The EOS program is a six-week program offered twice quarterly, with sessions offered both during the day and at night. Employment Related Services are provided by the Workforce Development Division (WFD) and provide clients direct access to community and employer job fairs, as well as current Central Texas job listings. The WFD maintains an employer database of employers and partner agencies who utilize the program's job search assistance and placement services.

Funding

The total TCHHS/VS investment in the Essential Office Skills Training program from April 1, 2013 to December 31, 2013 was $34,330. This investment comprised 11.5% of the total program budget.

Eligibility Criteria

The program's target population includes the unemployed or under-employed, individuals transitioning from prisons or welfare to work, welfare recipients, public housing residents, the homeless, and families facing significant barriers to self-sufficiency, health, and well-being within the greater Austin and Travis County area. Most clients have incomes less than 200% of the Federal Poverty Income Guidelines (FPIG).

Austin Area Urban League: Essential Office Skills Training

The Essential Office Skills Training program had mixed results on performance goals for 2013. Program staff noted that a lack of family support at home and poor attendance contributed to the low number of EOS clients graduating (see the second output). Staff attributed a large amount of layoffs and graduates making career changes to the large number of graduates registering for employment related services (see the third output). Time consuming background checks and holidays are the reasons staff reported for the low percentage of graduates who advanced in or gained employment within 90 days of program exit (see the first outcome). No explanation was provided for the remaining measures (see the first output, and the second and third outcomes).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	44	63	70%
Number of EOS clients graduating from the day and evening sessions	34	38	89%
Number of EOS graduates registering for employment related services	34	20	170%
Outcomes			
Percentage of EOS graduates registered for employment related services who advance in or gain employment within 90 days of program exit	50% (17/34)	65% (13/20)	77%
Percentage of EOS clients who obtain employment at a livable wage (greater than or equal to $10/hr.)	80% (8/10)	62% (8/13)	130%
Percentage of EOS clients who advanced in or gained employment and retained employment for six months	50% (8/16)	62% (8/13)	81%

Austin Community College District

Teacher and Director TRAC

Program Description

The goal of Teacher TRAC is to increase the number of professionally trained early care and education workers in Travis County. The goal of Director TRAC is to improve the qualifications of Travis County child care directors, permitting directors to meet Texas Department of Family and Protective Services Minimum Standards and Texas Rising Star (TRS) Director Standards through college credit coursework. These Austin Community College (ACC) programs help participants successfully complete college courses by assisting students in accessing student success services at ACC, monitoring students' progress in courses, and contacting students to discuss student success strategies, including life coaching, as needed. Child care employees receive a $75 bonus after the completion of their first ACC course with a "C" or above and additional bonuses of $100 after each additional 12 hours completed with a "C" or above. Child care center directors receive a bonus of $100 after the completion of 6-9 hours with a "C" or above. Financial support is also provided for the Child Development Associate (CDA) credential application fees.

Funding

The total TCHHS/VS investment in the Teacher and Director TRAC program from October 1, 2012 to September 30, 2013 was $56,758. This investment comprised 27.2% of the total program budget.

Eligibility Criteria

Eligibility for first enrollment priority requires child care professionals (Teacher TRAC) or directors and assistant directors (Director TRAC) to: work full-time (30 hours per week or more), live or work full-time in the City of Austin or Travis County, and have a family income below 200% of the Federal Poverty Income Guidelines (FPIG). Once eligibility is determined, enrollment preference is ranked by: 1) continuing Teacher or Director TRAC students; 2) individuals working in a child care center who are working with a mentor through the QC3 project; 3) individuals working in a child care center participating in the Texas or Austin Rising Star system; 4) individuals working in a child care center enrolled in other Travis County or City of Austin funded projects; and 5) individuals working in a child care center located in Austin or Travis County. All eligible individuals must have at least three months experience working in a child care setting directly with young children or at least 3 months experience as a director or assistant director.

Austin Community College District: Teacher and Director TRAC

The Teacher and Director TRAC program's performance met or exceeded the targeted range of expectations for all measures. Staff reported that additional funding during 2013 resulted in more students being served (see the first output) and, consequently, more children who have a teacher taking college courses (see the second output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of early childhood care and education teachers enrolled in college courses (includes Teacher and Director TRAC participants)	177	160	111%
Number of children served by early childhood care and education teachers attending college courses through Teacher TRAC	2,161	1,920	113%
Outcomes			
Percentage of courses successfully completed with a C or better	85% (295/346)	80% (256/320)	101%
Percentage of Teacher TRAC Child Development Associate (CDA) students who earn their Marketable Skills Award	78% (31/40)	81% (42/52)	96%
Percentage of Director TRAC participants who complete two college level courses	78% (14/18)	83% (10/12)	93%

BiG AUSTIN

Small Business and Job Creation Ex-Offender Re-Entry Program

Program Description

BiG AUSTIN seeks to address the needs of ex-offenders who are looking to contribute to society with their positive contribution. In the Small Business and Job Creation Ex-Offender Re-Entry Program, ex-offenders receive practical business trainings to help hone their skills in order to create, manage, and grow small businesses. In addition to start-up business trainings, the program also connects entrepreneurs with business insights, leadership skills, and innovative ideas so they can create a new business or expand an existing enterprise. The program consists of three steps: 1) outreach and assessment, 2) training and counseling, and 3) micro-lending and networking connection. BiG AUSTIN collaborates with surety and financial firms, nonprofits, and educational institutions to ensure appropriate training and technical assistance for ex-offenders.

Funding

The total TCHHS/VS investment in the Small Business and Job Creation Ex-Offender Re-Entry Program for 2013 was $25,000. This investment comprised 100% of the total program budget.

Eligibility Criteria

Participants must reside in Travis County, be at least 18 years of age, and have an interest in business start-up or development. The average participant has been a low-level offender. These individuals most likely have been convicted of small crimes such as theft, drug and/or alcohol abuse or assault, and have been in prison, are unskilled, functionally illiterate, and have a personal history of low-level violence and generations of poverty.

BiG AUSTIN: Small Business & Job Creation Ex-Offender Re-Entry Program

Performance Goals and Results

BiGAUSTIN had mixed performance results in 2013, surpassing three performance goals but falling short on four measures. Program staff attributed the lower number of clients served (see the first output) and, subsequently, the percentage who graduate (see the first outcome) to a variety of barriers, like transportation, legal issues, scheduling conflicts, immediate financial needs, and difficulty obtaining time off work. According to staff, most ex-offenders who join the program were recently released from incarceration and are not bankable for a variety of reasons, including no or poor credit, or because they have a startup business which does not have the required 3 months of sales in order to become bankable. Staff also noted that for those who are self-employed, reaching out to a financial institution presents a challenge because they lack trust in the traditional banking institutions, due to the ex-offender stigma associated with their name. Staff reported that they have recently expanded their partnership with Comerica Bank, and they have created a loan pool exclusively for ex-offender loan clients.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated ex-offenders enrolled in the program	19	25	76%
Number of one-on-one business counseling hours provided	85	75	113%
Number of class training sessions provided	90	225	40%
Outcomes			
Percentage of ex-offenders who graduate from the program	11% (2/19)	60% (15/25)	18%
Percentage of ex-offenders who become self-employed or employed	68% (13/19)	52% (13/25)	132%
Percentage of ex-offenders who become banked (maintained relation with bank for at least 3 months)	0% (0/19)	52% (13/25)	0%
Percentage of ex-offenders who increased their financial knowledge	95% (18/19)	68% (17/25)	139%

Capital IDEA

Long-Term Training

Program Description

Capital IDEA's goal is to provide long-term educational sponsorship to low-income adults so that they can reach life-long self-sufficiency by entering high-skilled, high-paying careers. This program includes outreach, assessment, counseling and case management, referral for English for Speakers of Other Languages (ESOL), specialized education for entry into employer-sponsored training, Texas Higher Education Assessment (THEA) preparation, high skills education for targeted occupations, wrap-around social services, placement, and retention services. Program staff leverage financial assistance and/or pay for tuition, fees, books, and tutoring needed by participants to enter full-time, classroom-based coursework at ACC, Temple College, or another appropriate institution of higher education in the central Texas region. Program staff coordinate all necessary social services, particularly childcare, transportation, emergency assistance, grooming and clothing, and special needs. In addition, program staff help prepare graduates for job interviews and ensure that all participants (especially in healthcare) have all necessary licenses and certifications. They follow through with graduates and participants who pursue early placement until they secure employment at or above $10.00/hr. Finally, program staff follow up with employed participants and their employers for at least six months.

Funding

The total TCHHS/VS investment in the Long-Term Training program for 2013 was $875,000. This investment included both on-going funding ($800,000) and one-time funding ($75,000); these funding amounts comprised 28% and 2.6% of the total program budget, respectively.

Eligibility Criteria

This program serves Central Texas residents (10–county region) with incomes at or below 200% of the Federal Poverty Income Guidelines (FPIG). Clients must also be U.S. citizens or permanent residents, be 18 years of age or older, have a high school diploma or GED, have not completed a college degree, and make a commitment to give back to the community upon graduating. Capital IDEA focuses on traditionally disadvantaged populations through its outreach at schools, churches, homeless resource centers, and low-income communities both in and outside Travis County.

Capital IDEA: Long-Term Training

Performance Goals and Results

The Long-Term Training program met all program measure goals except for one outcome measure. Program staff explained that many participants stayed enrolled from the previous contract year to the current contract year, resulting in a larger than anticipated number of clients served (see the first output), as well as a greater number who entered job training (see the third output). A lower percentage of clients than projected obtained employment at a wage of $15.90/hr. or higher (see the third outcome), which staff attributed to lower-paying careers, such as Ophthalmic Tech and Pharmacy Tech. Capital IDEA has recently decided to remove careers paying less than $15.90/hr. from their list of sponsored careers. Staff also reported that there were a number of "Early Placement" students who had lower than anticipated starting wages.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	771	700	110%
Number of clients who entered basic education skills training (ESL/ACC English)	21	20	105%
Number of clients who entered job training (degree- or certificate-level)	750	680	110%
Outcomes			
Percentage of clients actively seeking employment who obtained employment	82% (78/95)	90% (63/70)	91%
Percentage of clients who obtained employment at a wage of $10.00/hr. or higher	100% (78/78)	95% (60/63)	105%
Percentage of clients who obtained employment at a wage of $15.90/hr. or higher	59% (46/78)	75% (47/63)	79%
Percentage of clients who obtained employment two quarters prior and retained employment for 6 months	98% (80/82)	95% (60/63)	102%

Goodwill Industries of Central Texas

Ready to Work Plus

Program Description

The goal of the Ready to Work Plus program is to assist low-income persons with barriers to employment in finding and retaining employment in the local job market. The program's target populations are ex-offenders, individuals experiencing homelessness, and individuals lacking a GED or High School diploma. Services are accessed through the Rosewood Family Enrichment Center located in East Austin, the Goodwill Career Academy in East Austin, the Goodwill Community Center in Northeast Austin, the Goodwill Resource Center in Southeast Austin (Burleson and Montopolis), South Lamar Job Help Center, and the Travis County Service Centers at Palm Square and Pflugerville. The program's objectives are to: assist clients to establish and attain the goals in their Individual Service Plan; develop job preparation skills for clients; assist clients to attain employment through the provision of job placement services; assist clients to attain employment at a livable wage; provide opportunities for attaining certification in high-need occupational skills; provide retention services that enable clients attaining employment to maintain employment; and reward responsible behavior leading to work attachment and job retention.

Funding

The total TCHHS/VS investment in the Ready to Work Plus program for 2013 was $137,439. This investment comprised 13.6% of the total program budget.

Eligibility Criteria

This program serves unemployed and working poor residents of neighborhoods which have the highest unemployment and poverty rate in Austin and Travis County. Participants must live at or below 200% of the Federal Poverty Income Guidelines (FPIG). The target population includes residents of housing developments and surrounding neighborhoods, permanent supportive housing residents, welfare residents, single-parent families, persons who are homeless, persons with criminal backgrounds, persons with minimal work experience, the working poor, and persons needing life and work skills. This program also places an emphasis on serving individuals who have previously been incarcerated or who have a criminal background.

Goodwill Industries of Central Texas: Ready to Work Plus

The Ready to Work Plus program had mixed performance results for 2013, meeting one-half of performance measure goals. Staff reported that the loss of four Ready to Work Plus staff members, including two bilingual placement specialists, as well as two staff members being on maternity leave, resulted in lower employment-related performance (see the first output and the first outcome). The percentage of clients who obtained employment at $10/hour or more was lower than anticipated (see the third outcome). Program staff explained that there was a greater emphasis in 2013 on working with four target populations – clients who have a low level of education; clients with a disability; clients experiencing homelessness; or clients who are ex-offenders – whose needs are greater and more intense than typical clients. As a result, placement specialists tend to work more on basic needs in the initial phase of program enrollment rather than employment. Staff also noted that only first placements are reported and not subsequent jobs that are typically at a higher wage. Many times the first placement is an "emergency job" that is needed by the client, but program staff continue to work with the clients until they get a job or career that has more of an impact toward client self-sufficiency.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	585	605	97%
Number of clients enrolled in Occupational Skills Training	101	100	101%
Number of clients who obtain employment	322	406	79%
Outcomes			
Percentage of clients who obtain employment	55% (322/582)	67% (406/605)	82%
Percentage of clients who obtained employment 2 quarters prior AND retained employment for 180 days	45% (168/371)	50% (203/406)	91%
Percentage of clients who obtained employment at $10/hour or more	40% (129/322)	50% (203/406)	80%

Skillpoint Alliance

Youth College & Career and Adult Workforce-Gateway Program

Program Description

The goal of the Youth College and Career (YCC) program is to work with schools to build and deliver programs that prepare students for college and career success by creating partnerships with industry and community organizations. The objectives of the YCC program are to work with industry and regional school districts to provide professional development for teachers to equip them with occupationally referenced, "real world" instructional content, with an emphasis on science, technology, engineering, and mathematics (STEM) subjects; to work with teachers, administrators, and counselors to build and deliver college and career awareness programs and activities for students, generally in middle and high school, to encourage and enhance student preparation for postsecondary training and high-skill, high-wage employment after high school; leverage private sector support, both direct and indirect, for these programs and activities by correlating workforce needs with local education curricula and skills preparation; assist regional ISDs to improve the successful transition of students from high school to college and/or the workforce and to meet the challenges of college or postsecondary training through programs and activities that improve student learning, especially in the STEM areas; and engage in other activities—public awareness efforts, grass roots activities with regional districts and organizations, and long-term regional research and evaluation—that enhance the education and workforce development system and its ability to cultivate versatile skills to meet 21st-century workforce demands.

The goal of the Adult Workforce-Gateway program is to reach Central Texas residents who face significant barriers to success, providing these individuals with tools and life skills that will strengthen themselves, their families, and the entire community. Gateway is a program that: provides rapid, in-depth career training; awards an industry-recognized certification to graduates upon course completion; consistently achieves high completion rates and high employment rates upon course completion; provides professional development and employment services; and increases graduates' self-esteem and self-worth.

Funding

The total TCHHS/VS investment in the Youth College & Career and Adult Workforce-Gateway Program for 2013 was $493,580. This investment included both on-going funding ($244,965) and one-time funding for the Gateway Program ($248,615); these funding amounts comprised 14.2% and 20.1% of the total program budget, respectively.

Skillpoint Alliance

Youth College & Career and Adult Workforce-Gateway Program

Eligibility Criteria

The Gateway program targets unemployed and underemployed individuals who are at or below 200% of the Federal Poverty Income Guidelines (FPIG), former offenders, veterans, homeless, and currently incarcerated youth. The targeted population of Skillpoint's YCC programs include: students, K-12 in Independent School District's (ISD) in the Central Texas region; and educators, both at the administrative and instructional levels within Central Texas ISDs.

Skillpoint Alliance: Youth College & Career and Adult Workforce-Gateway

Performance Goals and Results

Skillpoint Alliance had mixed performance for 2013, meeting two performance targets, greatly surpassing one performance goal, and falling short on the remaining eight measures. Skillpoint Alliance previously hosted stand-alone professional development workshops for educators but, according to staff, they currently host these workshops as part of the afterschool and summer programs, resulting in much larger audiences of educators, mentors, and volunteers (see the second output). Program staff reported that some anticipated additional funding was not granted, limiting the amount of classes that could be offered to the community (see the third through seventh outputs). According to staff, this had a trickling effect on the related employment outcomes (see the second and third outcomes). Staff reported that difficulty in reaching all of the graduates six months post-graduation attributed to lower retention rates than projected (see the fourth outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of K-12 students provided college and career awareness and training (YCC)	10,877	10,400	105%
Number of educators, school administrators, counselors, mentors and volunteers receiving professional development training through participation in Skillpoint's STEM programs	1,979	250	792%
Number of unduplicated clients enrolled in Gateway job training program	179	320	56%
Number of clients who completed job training	159	272	58%
Number of clients who obtained employment following completion of training	112	218	51%
Number of clients who obtained employment at a livable wage ($9.00/hr. or more)	50	163	31%
Number of clients who obtained and retained employment for 6 months	88	163	54%
Outcomes			
Percentage of clients enrolled in job training who successfully completed training	89% (159/179)	85% (272/320)	105%
Percentage of clients actively seeking employment who obtained employment	70% (112/159)	80% (218/272)	88%

SKILLPOINT ALLIANCE: YOUTH COLLEGE & CAREER AND ADULT WORKFORCE-GATEWAY

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Percentage of clients who obtained employment at a living wage ($9.00/hour or more)	51% (50/98)	75% (163/218)	68%
Percentage of clients who obtained employment two quarters prior and retained employment for 6 months	40% (48/120)	75% (163/218)	53%

Travis County Emergency Services District (ESD) 4

Travis County Fire Academy

Program Description

The Travis County Fire Academy is an intense, six-month course of study in emergency medical technician training and firefighter training. The ESD 4 Fire Academy program aims to provide each student with the knowledge and skills to become certified through the Texas Commission on Fire Protection as a Basic Structural Firefighter, become certified through the National Emergency Medical Technicians (EMT) Registry, and be licensed through the Texas Department of State Health Services as an EMT-Basic. This prepares the ESD 4 Fire Academy cadet graduates with the requirement which most fire departments in the State of Texas require to receiving consideration for employment as an EMT/Firefighter. The program conducts EMT-Basic and Firefighter workforce development services and activities to eligible local clients and provides a potential career pathway to a population demographic that may not previously have considered the fire or emergency medical services as viable career options. The Academy is designed for the student seeking a career opportunity in an emergency service profession.

Funding

The total TCHHS/VS investment in the Travis County Fire Academy program from October 1, 2012 to September 30, 2013 was $96,000. This investment comprised 56.9% of the total program budget.

Eligibility Criteria

To be eligible for the academy, applicants are required to have completed and submit their high school diploma or GED equivalent diploma. Each applicant is required to have a DPS criminal background check performed and the sealed record submitted to ESD 4 for review. Cadets do not have to be Travis County residents; however, the goal is to conduct an academy with 18 cadets, of which 15 cadets are Travis County residents. The program is focused on garnering applications from demographic populations not highly represented in the fire service profession, including females of all ethnicities and males from Hispanic, Black, and Asian groups.

Travis County ESD 4: Travis County Fire Academy

The Travis County Fire Academy met or exceeded goals on three of four output measures, as well as three of four outcome measures. Although fewer cadets were hired within one year of graduating than previously anticipated (see the fourth output and the fourth outcome), they greatly exceeded goals for the percentage of cadets scoring 70 or above on the firefighter certification exam (see the third outcome). Program staff noted that the number of cadets hired into the workforce within one year only reflect cadets in the 2012–2013 Fire Academy. Cadets graduating from the 2010–2011 Fire Academy are not counted in these measures, although they may have been hired into the workforce in the past year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of cadets served	18	18	100%
Number of cadets graduating	12	13	92%
Number of cadets scoring 70 and above on firefighter exam	12	13	92%
Number of cadets hired within 1 year	9	12	75%
Outcomes			
Percentage of cadets in the academy from Travis County	83% (15/18)	83% (15/18)	100%
Percentage of cadets graduating from the academy	67% (12/18)	72% (13/18)	92%
Percentage of cadets scoring 70 and above on firefighter exam	100% (12/12)	72% (13/18)	138%
Percentage of cadets hired within 1 year of graduating	50% (9/18)	67% (12/18)	75%

Workforce Solutions Capital Area Workforce Board

Rapid Employment Model

Program Description

The Rapid Employment Model (REM) program utilizes a consistent, holistic process to recruit and assess clients for overall program eligibility/suitability and implements a customer-driven system to provide an array of employment services including short-term (six months or less) occupation specific training and job placement, intensive employment services and job placement, or immediate placement for on-the-job learning. The program also provides placement assistance and post-placement support for participants who successfully complete work readiness and occupation specific or intensive employment training. Finally, REM works to improve placement outcomes for additional hard-to-serve participants that do not enroll in the full REM continuum (pre-employment, training, placement).

Funding

The total TCHHS/VS investment in the Rapid Employment Model program for 2013 was $400,157. This investment comprised 100% of the total program budget. TCHHS/VS also funds two additional programs at Workforce Solutions: the Child Care Local Match program and the Quality Child Care Collaborative program, which are both described in the Child and Youth Development issue area report.

Eligibility Criteria

Participants enter the program via the Workforce Solutions Career Center or TCHHS/VS Community Centers. Participants are assessed by Workforce Solutions program specialists and must meet one of the following eligibility criteria: individuals released from Travis State Jail or Del Valle Correctional Center who are referred to Workforce Solutions by Travis County staff ; individuals seeking financial assistance from Travis County who are at 200% or less of the Federal Poverty Income Guidelines (FPIG); or individuals determined to be eligible for the Supplemental Nutrition Assistance Program (SNAP) Employment Training (SNAP recipients) or Choices (TANF recipients).

Workforce Solutions: Rapid Employment Model

Performance Goals and Results

The Rapid Employment Model program met or exceeded all performance goals. A larger number of clients completed pre-employment training (see the second output), and occupation specific training or intensive employment training (see the third output), which staff attributed to the Work Ready Austin (WRA) assessment. The WRA assessment, helped clients and career counselors to develop an individual employment plan based on the client education and soft skill knowledge. According to staff, this ensured that there was a good match for training, thereby helping to increase performance for training completion. It also allowed individuals to identify their skill set and obtain employment more quickly. Staff noted that a high number of carryover clients attributed to the increase in employment, advanced training enrollment, and/or retention (see the first and second outcomes).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	109	106	103%
REM clients completing pre-employment training	108	75	144%
REM clients completing occupation specific training or intensive employment training	78	60	130%
Outcomes			
Percentage employed or enrolled in advanced training resulting in a 1–year certificate or greater within 3 month of training completion	78% (61/78)	70% (42/60)	112%
Percentage retained in employment or advanced training resulting in a 1–year certificate or greater for 6 months	65% (33/51)	50% (21/42)	129%
Average wage at entry for REM completers	$12.00/hr.	$10.00/hr.	Met Goal

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.

Endnotes

ZIP Code Classification Map

ZIP codes located within Travis County are classified into one of the following eight descriptive categories: Central, East, North, Northeast, Northwest, Southeast, Southwest, and West. These categories were designed to provide a frame of reference when locating ZIP codes on the map and are used to highlight client concentrations across geographic areas.

Descriptive categories are loosely based on Multiple Listing Service (MLS) categories. Occasionally, a ZIP code spans multiple MLS areas. For such ZIP codes, categorization was based on where the bulk of the ZIP code area was located. For example, if a ZIP code spanned the West, South, and Southwest areas, but the majority of the ZIP code area was located in the West area, it was classified as "West."

A number of ZIP codes are located in Travis County and an adjoining county. These ZIP codes were classified by where the area found inside Travis County lines was mostly located. For example, a ZIP code area may be located in the West area of Travis County, but the majority of the ZIP code area outside of Travis County may be in the Southwest area. In this example, the ZIP code would be classified as "West."

Please note that the 78616 ZIP code has a miniscule portion of its area within Travis County boundaries and thus is not included on the ZIP code classification map.

1 "Building Pathways to Success for Low-Skill Adult Students: Lessons for Community College Policy and Practice from a Statewide Longitudinal Tracking Study," David Prince and Davis Jenkins, April 2005, http://files.eric.ed.gov/fulltext/ED485342.pdf.
2 "The Credential Differential: The Public Return to Increasing Postsecondary Credential Attainment," Heath Prince and Vickie Choitz, April 2012, http://www.clasp.org/resources-and-publications/publication-1/Full-Paper-The-Credential-Differential.pdf.
3 "An Evaluation of Local Investments in Workforce Development: 2013 Update," Tara Smith, Kristin Christensen, Daniel G. Schroeder, Ray Marshall Center for the Study of Human Resources, December 2013, http://www.utexas.edu/research/cshr/rmc1/index.php/publications/workforce-development/1026-eval-local.html.
4 "Minimum Wage Laws in the States—January 1, 2014," United States Department of Labor, Wage, & Hour Division, http://www.dol.gov/whd/minwage/america.htm#Texas.
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