Supportive Services for Community Living

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

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.

Considerations When Reading This Report

Performance results provide only a starting point for understanding the impact of these programs. These summary statistics are not necessarily an indication of the programs' overall performance, but rather a snapshot of their performance over a one-year period. Within these reports, service providers offer explanations for variance in performance, which provides context and meaning to summary results.

Performance results do not reflect programs' full value to and impact on the community. Therefore, it is important to keep the following considerations in mind when reviewing program performance.

Readers should use caution when comparing output and outcome results across programs, as participant characteristics can significantly influence a given program's performance goals and results. For example, performance results may be lower for programs with clients who face considerable challenges (e.g., serious mental illness or addiction issues) and have little social support.

Factors beyond the program's control may also impact the program's performance. For example, the relative scarcity or abundance of jobs in the local economy will impact client employment rates for a workforce development program, regardless of the quality of training and support provided. In addition, the community is facing additional economic impacts due to the COVID-19 pandemic, which has globally impacted performance across issue areas. Without controlling for these factors, the true impact or efficacy of the program on outcomes cannot be discerned.

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

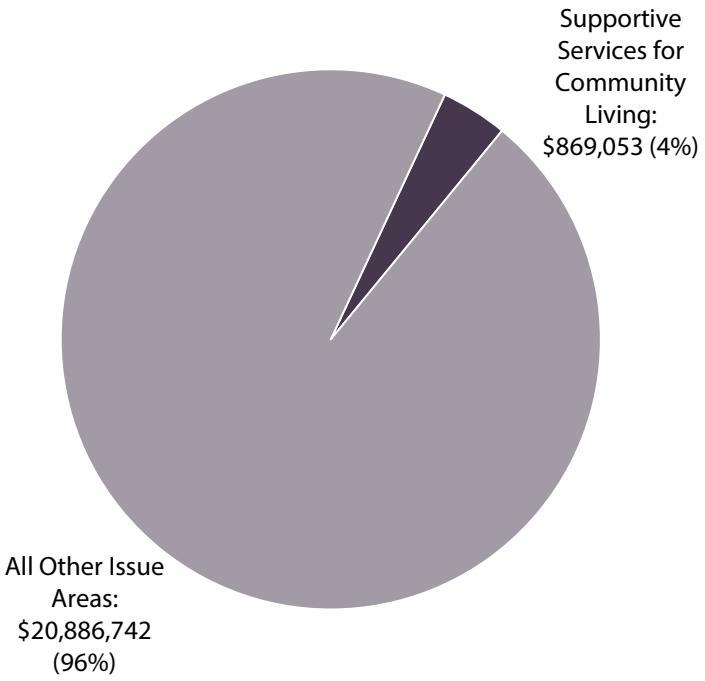
Finally, this report captures a selection of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. Performance measures may not all be equal in importance or value to the community.

Investment Overview

Goals and Services

Programs and services within this issue area work to promote the independence and well-being of older adults and people with disabilities. Toward this end, they support living in the home while ensuring safety of person and environment and empower individuals to maximize quality of life and community engagement. Services may include: in-home care services, independent living support, money management, case management, supported employment services, day habilitation, guardianship assistance, home delivered meals, congregate meals, early childhood intervention services, volunteer engagement, individual advocacy and systems navigation, and clinical therapies such as occupational, physical, speech, and hearing therapies.

Investment in Supportive Services for Community Living 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
Any Baby Can of Austin, Inc.	CARE	$50,000
Any Baby Can of Austin, Inc.	Early Childhood Intervention Services	$51,170
Easter Seals Central Texas, Inc.	Clinical Services/Life Center	$81,306
Easter Seals Central Texas, Inc.	Day Habilitation Program at Vaughn House	$50,000
Easter Seals Central Texas, Inc.	Early Childhood Intervention	$11,747
Family Eldercare	Money Management	$50,000
Goodwill Industries of Central Texas	Goodwill Supported Training & Employment Program	$75,097
Helping the Aging, Needy and Disabled	In-Home Care	$54,198
Meals on Wheels Central Texas	Congregate Senior Centers Meal Program	$143,059
Meals on Wheels Central Texas	Meals on Wheels	$167,376
The Arc of the Capital Area	Case Management and Advocacy Services	$120,100
The Arc of the Capital Area	Guardianship Case Management Services	$15,000

Supportive Services for Community Living Client Demographics

The table below summarizes the demographics for clients served across Supportive Services for Community Living service providers. Note that clients participating in more than one Supportive Services for Community Living program are counted multiple times.

Gender	Num.	Pct.
Female	4,271	53%
Male	3,709	46%
Other	4	0.05%
Unknown	11	0.14%
Total	*7,995*	*100%*

Ethnicity		
Hispanic or Latino	2,710	34%
Not Hispanic or Latino	5,061	63%
Unknown	224	3%
Total	*7,995*	*100%*

Race		
American Indian and Alaska Native	35	0.44%
Asian	390	5%
Black or African American	1,678	21%
Native Hawaiian and Other Pacific Islander	20	0.25%
White	5,386	67%
Some other race	323	4%
Two or more races	26	0.33%
Unknown	137	2%
Total	*7,995*	*100%*

Age	Num.	Pct.
Under 5	1,554	19%
5 to 11	182	2%
12 to 14	68	0.85%
15 to 17	51	0.64%
18 to 24	66	0.83%
25 to 39	202	3%
40 to 54	560	7%
55 to 64	1,277	16%
65 to 74	1,794	22%
75 and over	2,209	28%
Unknown	32	0.4%
Total	*7,995*	*100%*

Income		
<50% of FPIG	523	7%
50% to 100%	2,145	27%
101% to 150%	1,474	18%
151% to 200%	1,946	24%
>200%	1,338	17%
Unknown	569	7%
Total	*7,995*	*100%*

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

See Appendix for specific income guideline levels.

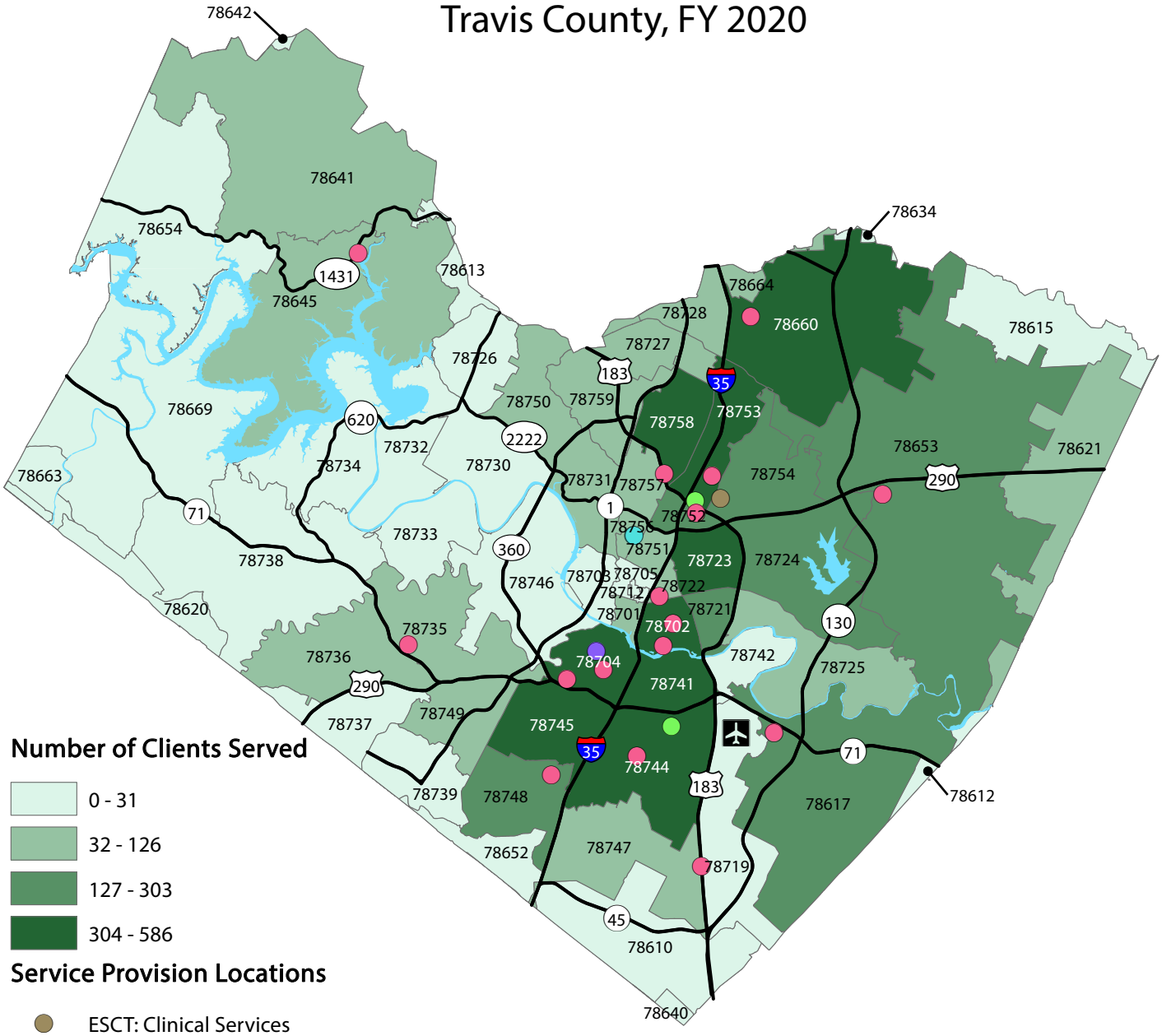
Performance Summary

The table below aggregates 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. In FY20, the Easter Seals of Central Texas Clinical Services Program went through a mid-year program change, and only clients served during the first half of the year were counted toward the third outcome below, as the resulting services did not align with this outcome; annual goals for this program were not prorated. The following sections of the report will illustrate the programmatic challenges faced by individual programs that resulted in underperformance toward annual goals.

Roll-up Performance Measures	Issue Area Performance
Outputs	
Number of clients served	7,995
Outcomes	
Percent of clients who report that the services helped them live independently at home	90%
Percent of clients who report services helped them stay connected or engaged with the community	90%
Percent of clients who maintain or increase ability or skills needed to function and/or live independently	53%
Percent of clients who report they are connected to services and resources	76%
Percent of clients who are connected to and/or remain in school or work due to services	66%

Supportive Services for Commmunity Living

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



Number of Clients Served

- 0 - 31
- 32 - 126
- 127 - 303
- 304 - 586

Service Provision Locations

- ESCT: Clinical Services
- ESCT: Day Habilitation
- Goodwill Industries of Central Texas
- Meals on Wheels Central Texas
- The Arc of the Capital Area

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.

Notes: This map shows 7,995 clients by ZIP code. 445 clients (6% of the total) from all service providers were not included because their ZIP codes were unknown or outside of Travis County boundaries or they were homeless.

Service provision locations are not included for Any Baby Can, Easter Seals of Central Texas: ECI, HAND: In-Home Care, and Meals on Wheels, as services can be accessed anywhere the client is located.

N

0 5 10 Miles

Any Baby Can of Austin, Inc.

CARE

Program Description

Any Baby Can's Comprehensive Advocacy and Resources for Empowerment (CARE) program provides in-home comprehensive case management services on behalf of eligible children and youth with special healthcare needs such as cancer, physical disabilities, and chronic illness. Any Baby Can's case management, which is provided by bilingual, bicultural Bachelor's and Master's level social workers, ensures that at-risk children, from families with limited resources, maximize their physical and emotional health by accessing primary care, specialist services, and supportive resources such as mental health services and basic needs assistance.

Funding

The total HHS investment in the CARE program from October 1, 2019 through September 30, 2020 was $50,000. This investment comprised 7.4% of their total program budget. HHS also funds the Early Childhood Intervention Services and Professional Early Childhood Services programs, which are described later in this report and in the Child and Youth Development issue area report, respectively.

Eligibility Criteria

The CARE program serves children from birth to age to 21 who have a chronic illness, physical or developmental disability, mental health diagnoses, or medical diagnosis associated with cancer treatment. The program serves low-income families with incomes at or below 200% of the Federal Poverty Income Guidelines (FPIG) and reside in Travis, Williamson, Bastrop, and Hays Counties.

Any Baby Can of Austin, Inc.: CARE

The Any Baby Can of Austin's CARE program met or exceeded all FY20 performance goals. The program reported that direct client contacts were higher than anticipated as a result of case managers reaching out to clients and engaging more frequently as the COVID-19 pandemic caused the length of service to be extended for many clients as medical providers re-prioritized and rescheduled procedures (see second output). The program also reported that families that remained engaged this year were more eager to focus on addressing their children's special healthcare needs (see first outcome). While the percent of families reporting they receive the support needed to coordinate their child's healthcare needs met the aniticipated goal, a transition from in-person to virtual case management likely reduced the number of satisfaction surveys completed by clients.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	166	175	95%
Number of direct client contacts	1,707	1,500	114%
Outcomes			
Percentage of unduplicated client children completing medical case management who achieve 75% of their service plan goals	93% (51/55)	84% (46/55)	111%
Percentage of unduplicated client families who report they get the help they need to coordinate their child's care	85% (23/27)	90% (94/105)	95%

Any Baby Can of Austin, Inc.

Early Childhood Intervention Services

Program Description

Any Baby Can's Early Childhood Intervention (ECI) Services program aims to increase the functioning of children from birth to age three who have developmental delays and/or a medical condition through educational and specialized skill training. Any Baby Can also provides community-based support such as support groups, parent education, and family literacy.

Funding

The total HHS investment in the ECI Services program from October 1, 2019 through September 30, 2020 was $51,170. This investment comprised 1.1% of their total program budget. HHS also funds the CARE and Professional Early Childhood Services programs, which are described earlier in this report and in the Child and Youth Development issue area report, respectively.

Eligibility Criteria

Clients receiving services supported by Travis County must be residents of Travis County and have a family income no greater than 200% of the Federal Poverty Income Guidelines (FPIG). Children eligible for this program are three years of age and younger with documentation of a medically diagnosed condition that has a high probability of resulting in developmental delay, an auditory or visual impairment as defined by the Texas Education Agency, or a developmental delay based on a standardized tool designated by the Texas Health and Human Services Commission (the Battle Developmental Inventory–2) indicating a delay of at least 25% in any of the developmental areas.

Any Baby Can of Austin, Inc.: Early Childhood Intervention Services

Any Baby Can of Austin's Early Childhood Intervention (ECI) Services program reported mixed performance results for FY20. The program reported that it was able to serve more clients than anticipated due to an expansion of services to the Southwest Travis County area (see first output). The program shifted from in-person to virtual service delivery due to COVID-19 which reduced service hours as some families prefer in-person services and declined to receive services virtually.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served through ECI services	567	500	113%
Number of ECI service hours delivered	10,047	12,000	84%
Outcomes			
Percentage of unduplicated children completing ECI services who achieve at least 50% of their service plan goals	90% (94/104)	90% (135/150)	100%

Easter Seals Central Texas

Clinical Services/Life Center

Program Description

The Clinical Services program provided continuum of care for individuals with disabilities in the areas of health, independent functioning, and clinical rehabilitation. The program provides comprehensive service coordination and occupational therapy, physical therapy, speech therapy and/or audiological services to individuals with significant disabilities to help them live within the community and promote improved functioning.

In June of 2020, Clinical Services was replaced with the Life Center, which continued audiological services but eliminated occupational, speech, and physical therapy. The Life Center also includes the Fitability program, which provides individuals with disabilities the opportunity to improve wellness, fitness, and community participation through access to a gym with individualized goal planning with a personal trainer.

Funding

The total HHS investment in the Clinical Services/Life Center program from October 1, 2019 through September 30, 2020 was $81,306. This investment comprised 54.4% of their total program budget. HHS also funds the Day Habilitation Program at Vaughn House and the Early Childhood Intervention programs described later in this report.

Eligibility Criteria

The Clinical Services program served individuals with demonstrated developmental skills which are at least one standard deviation below the mean in any specific area of development: language, motor, or adaptive. For audiological services, clients are eligible with documented hearing loss concerns and a need for a hearing device. There were no income eligibility requirements, but most clients' income status is below 200% of Federal Poverty Income Guidelines (FPIG). The Fitability program is open to any individual with a disability, including but limited to: physical, neurological, and/or intellectual or developmental disability.

Easter Seals Central Texas: Clinical Services/Life Center

The Easter Seals of Central Texas Clinical Services/Life Center program total performance goals were determined based on anticipated goals for an entire year of service. A shift in the services provided resulted in Clinical Services being provided only through May of FY20; Life Center services were provided for the remainder of the fiscal year. Thus, achieved goals for all outputs and outcomes below were expected to be lower than anticipated.

The Clinical Services Program reported that number of hours of service delivered was low due to large amounts of staff vacation and leave taken. Furthermore, the program also reported that the goal set for service hours delivered was likely unrealistically high as staff discovered that on-site equipment is not sufficient to deliver the 6,000 hour goal (see second Clinical Services outcome). The program also reported that high turnover and training of new staff resulted in challenges in providing clients with satisfaction surveys (see first Clinical Services output below).

The Life Center program reported that COVID-19 has impacted the number of clients they have been able to serve as services are not able to be provided online, which also lowered service hours (see Life Center outputs below). Client satisfaction is high, but program staff reported the same challenges to collecting voluntary satisfaction surveys as stated above (see Life Center outcomes below).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Clinical Services Outputs (Oct.-May)			
Number of unduplicated clients served	258	340	76%
Number of hours of service delivered	1,457	6,000	24%
Clinical Services Outcomes (Oct.-May)			
Percentage of clients reporting satisfaction with progress in therapy	100% (23/23)	95% (180/190)	106%
Percentage of rehab who achieved/maintained goals on their individualized CORF plan of care	74% (50/68)	80% (272/340)	92%
Life Center Outputs (June-Sept.)			
Number of unduplicated clients served	121	430	28%
Number of audiology visits	226	530	43%
Number of service hours for fitability clients	983	2,600	38%

Easter Seals of Central Texas: Clincal Services/Life Center

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Life Center Outcomes (June-Sept.)			
Percentage of clients reporting satisfaction with audiology services	100% (11/11)	94% (137/146)	107%
Percentage of clients reporting satisfaction with overall fitablity program	100% (25/25)	95% (94/99)	105%
Percentage of fitability clients reporting they have been able to maintain and/or progress toward achieving their wellness and fitness goals as a result of the fitability service.	95% (20/21)	85% (84/99)	112%

Easter Seals Central Texas

Day Habilitation Program at Vaughn House

Program Description

The Day Habilitation Program at Vaughn House provides a support system for adults with intellectual and developmental disabilities who are also deaf or hard of hearing. The program supports clients by providing opportunities to engage in fulfilling daytime activities. The services support the clients' quality of life, safety, and well-being. The goal of the program is to provide a safe and nurturing environment in the form of structured activities, peer interactions, and community outings, with agreed-upon goals for independence and community engagement directed by guardians and sponsors.

Funding

The total HHS investment in the Day Habilitation Program at Vaughn House program from October 1, 2019 through September 30, 2020 was $50,000. This investment comprised 28.3% of their total program budget. HHS also funds the Clinical Services and Early Childhood Intervention programs described in this report.

Eligibility Criteria

The program targets adults age 18 and older in Travis County who are: deaf/hard of hearing; and who have developmental disabilities. The Program targets low-income individuals, although there is no eligibility screening for income. In order to be eligible for services, clients must reside in Travis County, be age 18 or older, and be deaf/ hard of hearing and have a developmental disability.

Easter Seals Central Texas: Day Habilitation Program at Vaughn House

The Easter Seals of Central Texas Day Habilitation program did not meet output performance goals as a result of COVID-19. Staff reported that COVID-19 forced the program to close on March 18, 2020. While all clients are still enrolled, they are unable to attend the program. This closure significantly lowered performance for all outputs below. The staff have been providing daily activities and opportunities to connect and chat virtually since the program closure. Outcome performance was exceeded, although number of clients served was lower than anticipated and data was only available for the first two quarters of the program year when the program was operational.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	18	22	82%
Number of Day Habilitation community outings	47	60	78%
Outcomes			
Percentage of clients who participated in at least 6 community outings per quarter	85% (14/17)	77% (17/22)	110%
Percentage of clients who made progress with behavior plan goals	97% (16/17)	73% (16/22)	133%

Easter Seals Central Texas

Early Childhood Intervention

Program Description

The goal of the Early Childhood Intervention (ECI) program is to provide a continuum of care for children from birth to age three with disabilities and/or developmental delays. ECI services provide comprehensive service coordination, wrap around services, training, and support services to children with significant disabilities to live within the community, and promote improved functioning. Services may include case management, family counseling and education, primary health care, nutrition, specialized skills training, speech and other specialized therapies.

Funding

The total HHS investment in the Early Childhood Intervention program from October 1, 2019 through September 30, 2020 was $11,747. This investment comprised 0.3% of their total program budget. HHS also funds the Clinical Services and Day Habilitation programs described earlier in this report.

Eligibility Criteria

To be eligible for services, children must be under three years of age, residents of Travis County, and have a documented physical, neurological, intellectual, or developmental disability or delay. There is no income requirement, however, clients may be eligible for services at no cost or reduced cost as determined by their family income and size.

Easter Seals Central Texas: Early Childhood Intervention

The Easter Seals of Central Texas Early Childhood Intervention program met most performance goals but served less clients than anticipated. Program staff reported that fewer clients were enrolled in the program due to a decrease in referrals in the third quarter of FY20, and families declining eligibility evaluations due to the COVID-19 pandemic (see first output below).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	931	1,200	78%
Number of hours of services delivered	41,036	40,000	103%
Outcomes			
Percentage of clients reporting satisfaction with services received	96% (358/371)	90% (297/330)	107%
Percentage of clients surveyed showing either improved functional outcomes or quality of life	96% (370/387)	90% (276/306)	106%

Family Eldercare

Money Management

Program Description

The Money Management program provides wrap around case management, bill payer, representative payee, and Veterans' Affairs fiduciary services to seniors, older adults, and at-risk veterans unable to manage their own finances. Services provide a safety net to those at risk of homelessness or of premature institutionalization. The program can prolong independent living by securing housing and ensuring that basic needs are met, and prevents financial exploitation among seniors and adults with disabilities.

Funding

The total HHS investment in the Money Management program from October 1, 2019 through September 30, 2020 was $50,000. This investment comprised 4.5% of their total program budget.

Eligibility Criteria

The Money Management program targets adults with disabilities who are unable to manage their own finances and are at risk for financial exploitation, self-neglect, homelessness, and premature institutionalization. To be eligible for services, clients must be residents of Travis or Williamson County, have some sort of income, and be an adult age 18 and older with a disability or a senior age 60 and older. Eligible clients also include at-risk veterans.

Family Eldercare: Money Management

Family Eldercare's Money Management program met most performance goals for the year. Program staff reported that COVID-19 impacted face-to-face client engagement, and that providing services over the phone and employing a "COVID-19 Access and Needs Assessment" in March supported efforts to meet client needs. While face-to-face meetings were lower than anticipated due to COVID-19 (see second output), the program did have many meetings with clients virtually and over the phone, and will be adding these types of client engagements to future reporting to better represent client engagement. The program served more clients than anticipated due to a program expansion that added representative payee and homeless prevention services (see first output).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	722	600	120%
Number of direct client contacts--face to face meetings	3,828	4,900	78%
Outcomes			
Percentage of clients whose benefits are managed that maintained or improved housing stability in the previous six months	99% (451/456)	95% (394/415)	104%
Percentage of clients who have no new incidents of abuse, neglect, or financial exploitation	98% (711/722)	95% (522/550)	104%
Percentage of clients who report services help them access and maintain benefits, resources and/or services	87% (232/267)	85% (212/250)	102%

Goodwill Industries of Central Texas

Goodwill Supported Training & Employment Program

Program Description

The Goodwill Supported Training & Employment Program (STEP) serves clients through a supported employment model that incorporates intensive case management, job readiness training and skills development, wrap-around support, and post-placement job retention services to ensure clients successfully obtain and retain meaningful employment. In some instances, the program offers occupational training in a high-demand, high-growth field through the Goodwill Career and Technical Academy.

Funding

The total HHS investment in the Supported Training and Employment Program from October 1, 2019 through September 30, 2020 was $75,097. This investment comprised 64.4% of their total program budget. HHS also funds the Career Launch program, which is described in the Child and Youth Development report.

Eligibility Criteria

The program targets people with physical or cognitive disabilities including, but not limited to: blindness or vision impairment, deafness or hearing impairment, mobility impairment, mental health disabilities, intellectual and developmental disabilities. To be eligible for services, clients must be residents of Travis County, identify as having a disability that impairs their ability to secure employment, and have income at or below 200% of the Federal Poverty Income Guidelines. Clients experiencing homelessness may be exempt from residency verification, and clients who are victims of domestic violence may be exempt from income and residency qualifications for enrollment.

Goodwill Industries of Central Texas: STEP

The Goodwill Supported Training and Employment Program (STEP) had mixed performance for the year. Program staff reported that several clients who were considering enrollment in a training program delayed decisions due to concerns related to COVID-19, and several training classes were cancelled in April which precluded training enrollment (see second output). The COVID-19 pandemic and limited training challenges are also reflected in the percent of clients who were able to secure employment in an integrated setting (see second outcome). Although job placements were limited, all clients securing employment were able to retain employment (see third outcome). Rationale for overperformance in first outcome was not provided by the contractor.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	35	35	100%
Number of unduplicated clients enrolled in a training program	11	13	85%
Outcomes			
Percentage of clients who successfully complete training	91% (10/11)	62% (8/13)	148%
Percentage of clients securing employment in an integrated setting	29% (10/35)	60% (21/35)	48%
Percentage of clients retaining employment for 90 days or more following placement	100% (8/8)	62% (13/21)	162%

Helping the Aging, Needy, and Disabled, Inc.

In-Home Care

Program Description

The In-Home Care program provides assistance with activities of daily living to help eligible low-income, homebound individuals continue living independently in their own homes. The program provides services to individuals who do not qualify for Medicaid benefits or who are awaiting approval for assistance through Medicaid. Services are offered at drastically reduced or no cost to the client.

Funding

The total HHS investment in the Homemaker Services/Personal Attendant program from October 1, 2019 through September 30, 2020 was $54,198. This investment comprised 18.7% of their total program budget.

Eligibility Criteria

This program serves individuals age 18 and older with disabilities and those over age 60 with conditions that limit their ability to perform necessary activities of daily living. To be eligible for services, clients must reside in Travis, Williamson, Bastrop, or Hays County; provide current identification; and must need a minimum of at least two hours of in-home care per week.

Helping the Aging, Needy, and Disabled, Inc: In-Home Care

The HAND In-Home Care program met or exceeded all performance goals for the year. Program staff reported that COVID-19 impacted client encounters in the third quarter, but these services are deemed essential, so overall, services were able to continue as planned for most of the year. Staff reported that high performance in enrolling clients in FY19 generated many rollover clients for FY20 (see first output). A higher than anticipated number of unduplicated clients is also reflected in the second outcome below, though the contractor provided no rationale as to why the anticipated percentage of clients able to continue to live independently in their home was greatly exceeded.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	257	225	114%
Total number of in-home visits (unique encounters)	7,601	8,000	95%
Outcomes			
Percentage of clients who report that services helped them remain in their home	87% (141/162)	80% (96/120)	109%
Percentage of clients able to continue to live independently in the home	98% (253/257)	80% (180/225)	123%

Meals on Wheels and More, Inc.

Congregate Meals

Program Description

The primary goal of the Congregate Meals program is to keep participants in their homes by helping them maintain their highest level of cognitive and physical functioning through strong social networks and good nutritional choices in an inviting, active social setting. To achieve this, the program prepares and delivers prepackaged meals to the 13 individual Congregate Meal sites. In addition to the meal, the program also emphasizes social recreation and educational opportunities for participants. A wide variety of activities are planned with input from the community center committees and senior participants.

Funding

The total HHS investment in the Congregate Meals program from October 1, 2019 through September 30, 2020 was $143,059. This investment comprised 13.5% of their total program budget. HHS also funds the Meals on Wheels program, which is described later in this report.

Eligibility Criteria

The Congregate Meals program serves individuals who are 60 years of age or older, the significant other or partner of an age-qualifying participant, and disabled individuals living with an age-qualifying participant.

Meals on Wheels and more, Inc.: Congregate Meals

Performance Goals and Results

The Meals on Wheels Congregate Meals program met or exceeded all performance goals for the year. Program staff reported that improved programming increased performance for services provided at Travis County Community Centers and number of meals provided (see second, third, fourth, and sixth outputs below). Although the program was impacted by COVID-19, a shift to curb-side meal delivery at congregation sites supported the program in achieving goals, and virtual activities increased client engagement. The goal for reported client satisfaction was met, but COVID-19 impacted the number of surveys able to be distributed and collected in person (see last outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated participants served	1,462	1,500	97%
Number of unduplicated participants served at Travis County Community Center sites only	416	300	139%
Number of meals provided	131,166	115,000	114%
Number of meals provided at Travis County Community Center sites only	29,492	20,000	147%
Total number of events at Travis County Community Center sites only	292	300	97%
Total number of educational programs at Travis County Community Center sites only	74	65	114%
Outcomes			
Percentage of participants that report the congregate meal program is an important source of food for them during the week	72% (189/261)	80% (500/625)	91%
Percentage of participants that report that the congregate meal program is an important place to meet and make friends	90% (235/261)	85% (531/625)	106%

Meals on Wheels and More, Inc.

Meals on Wheels

Program Description

The goal of the Meals on Wheels program is to help seniors and persons with disabilities "age in place" in the community and avoid premature or unnecessary institutionalization. The program delivers nutritious meals to help clients receive the nutrition they need to stay healthy and out of hospitals or nursing homes longer. The program also provides a safety net for homebound, often frail, elders and younger people with disabilities. Depending on the self-selected meal delivery schedule chosen by the clients, the program volunteer or staff person provides a welfare check of homebound individuals. The program provides case management to clients who need help finding and enrolling in additional programs in the community. Additionally, the case management services provide knowledge to clients about resources offered by twelve other Meals on Wheels supportive programs.

Funding

The total HHS investment in the Meals on Wheels program from October 1, 2019 through September 30, 2020 was $167,376. This investment comprised 3.9% of their total program budget. HHS also funds the Congregate Meals program, which is described later in this report.

Eligibility Criteria

In order to be eligible, a client must have difficulty preparing an adequate meal for oneself, based on a functional assessment. The client must be primarily homebound, lack consistent help with noon-day meal arrangement, and be home to receive meals during normal delivery.

Meals on Wheels and More, Inc.: Meals on Wheels

The Meals on Wheels program had mixed performance for the year. Program staff reported that more clients than anticipated were served in an effort to meet increased need for services as a result of the COVID-19 pandemic, which also increased meals provided (see outputs below). The COVID-19 pandemic limited the number of client satisfaction surveys that were able to be collected (see first and third outcomes). Meal delivery services shifted to bi-weekly shelf stable meal delivery rather than daily delivery, and staff believe this may have impacted client satisfaction related to daily nutrition needs (see first outcome). Staff also reported that the current calculation method for "improved or maintained nutritional status" includes comparison of clients' initial assessment to their most recent; one-third of clients included in the denominator had their initial assessments 5+ years ago, and because these clients are aging, their health is naturally declining, regardless of meals provided through this service (see second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	3,341	2,900	115%
Number of lunch meals prepared for clients	619,283	520,000	119%
Outcomes			
Percentage of clients who indicate that daily meals satisfy an essential part of their daily nutritional needs	79% (235/299)	90% (495/550)	87%
Percentage of nutritionally at risk meal clients who have improved or maintained their nutritional status while on meals for six months or longer	59% (962/1,629)	75% (1,020/1,360)	79%
Percentage of clients surveyed who indicate their situation is better because of their case manager's help	91% (189/207)	85% (468/550)	107%

The Arc of the Capital Area

Case Management and Advocacy Services

Program Description

The Case Management and Advocacy Services program aims to prevent institutionalization of individuals with intellectual and/or developmental disabilities and promote and support independent and home living, while ensuring the health and safety of the individual. The program also aims to identify factors that influence quality of life and to determine appropriate interventions, by way of linking and referring to community integration, person-centered planning, and access to healthcare supports that help clients navigate community support systems.

The Program has two components: Adult Case Management Services and Juvenile Justice Services, which both focus on keeping clients out of institutional settings and in their home environments by providing supports and resources to the clients and their families so that clients maintain a healthy quality of life of their choosing.

Funding

The total HHS investment in the Case Management and Advocacy Services program from October 1, 2019 through September 30, 2020 was $120,100. This investment comprised 57.0% of their total program budget. HHS also funds the Guardianship Case Management Services program, which is described later in this report.

Eligibility Criteria

In order to be eligible for Adult Case Management Services, clients must be age 18 or older with a diagnosed intellectual and/or developmental disability and residing in Travis County. For Juvenile Justice Services, eligible clients must be age 11-19 with a diagnosed intellectual and/or developmental disability, either justice-involved or at risk of becoming justice-involved, and reside in Travis County.

The Arc of the Capital Area: Case Management and Advocacy Services

Performance Goals and Results

The Arc of the Capital Area's Case Management and Advocacy Program had mixed performance results for the year. Staff reported that due to the COVID-19 pandemic, schools and courts were closed starting in March until end of August, which prevented visits, admission/review/dismissal meetings, face to face visits, and court appearances. Additionally, staff reported that July and August are historically lower in numbers as school is out for summer, and school starting in late August affects numbers even without a pandemic. The face to face social recreation events have transitioned to virtual events; however, many of those served do not have adequate access to technology or internet access (see all outputs below). The program stated that staff continue to be creative in how to engage clients through group calls and game day online, but a virtual format is not preferred by some. Rationale for over- and under-performance in outcomes was not provided by the contractor.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	87	135	64%
Total number of unduplicated juvenile clients served	19	46	41%
Total number of unduplicated adult clients served	68	89	76%
Total number of Special Education/Admissions Review, Dismissal meetings and/or juvenile court appearances attended by staff	23	92	25%
Total number of case management service hours completed for adult clients	1,434	1,848	78%
Total number of direct juvenile client visits	38	135	28%
Total number of direct adult client visits	387	756	51%

The Arc of the Capital Area: Case Management and Advocacy Services

Performance Goals and Results

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outcomes			
Percentage of juvenile clients who remained in school or working while receiving services	88% (52/59)	78% (36/46)	113%
Percentage of juvenile clients who did not offend/ reoffend while receiving services	88% (52/59)	78% (36/46)	113%
Percentage of adult clients completing objectives towards their goals from their Individualized Service Plan	84% (196/234)	83% (74/89)	101%
Percentage of adult clients with maintained or improved quality of life due to services, individual goals and service plans	73% (105/143)	83% (74/89)	88%

The Arc of the Capital Area

Guardianship Case Management Services

Program Description

The goal of the Guardianship Case Management Services program is to assist families of individuals with intellectual and developmental disabilities with applying for legal guardianship or alternatives to guardianship options, such as Supported Decision Making Alternatives. Supported Decision Making Alternatives offer "a less restrictive substitute for guardianship for adults with disabilities who need assistance with decisions regarding daily living but who are not considered incapacitated persons for purposes of establishing guardianship" (Texas Estates Code § 1357.003). The program also assists with future care planning for individuals with intellectual or developmental disabilities.

Funding

The total HHS investment in the Guardianship Case Management Services program from October 1, 2019 through September 30, 2020 was $15,000. This investment comprised 61.7% of the total program budget. HHS also funds the Case Management and Advocacy Services program, which is described earlier in this report.

Eligibility Criteria

The Guardianship Case Management Services Program provides case management services to family members and/or caregivers of an individual with an intellectual or developmental disability. To be eligible for services, the caregiver must reside in Travis County, have a diagnosis of an intellectual or developmental disability, be age 18 or older by the end of the program, and must be at 200% or below Federal Poverty Income Guidelines (FPIG) to receive zero court cost or between 200-250% of FPIG to receive a $420 court cost.

The Arc of the Capital Area: Guardianship Case Management Services

The Arc of the Capital Area's Guardian Case Management program had mixed performance results for the year. Program staff reported that due to COVID 19, Guardianship hearings would not be held until November 9, 2020 which impacts performance for number of clients that choose Supported Decision Making Alternatives (see third output); this also impacts Guardianship awards and clients who report feeling better prepared to use Supported Decision Making Alternatives in their life (see first and third outcomes). The reported numbers for Guardianship awards is an estimate of those who will complete the program and be granted legal guardiansip through Travis County Probate Court when hearings resume (see first outcome). The reported numbers for returned surveys is currently zero (see second outcome) as staff reported that surveys are handed out at the final hearing, which in this case will be emailed to applicants to fill out via an online survey tool in November, 2020; at the time of this report these figures were not provided.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
Outputs			
Number of unduplicated clients served	28	30	93%
Number of unduplicated clients who choose guardianship	22	20	110%
Number of unduplicated clients who choose Supported Decision Making Alternatives	8	10	80%
Outcomes			
Percentage of clients receiving guardianship awards from the court	45% (18/40)	90% (18/20)	50%
Percentage of clients who report having a better understanding of the guardianship responsibilities after participating in the program	N/A	90% (18/20)	N/A
Percentage of clients who report feeling better prepared to use Supported Decision Making Alternatives in their life	75% (12/16)	90% (9/10)	83%

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 $4,420 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 11, 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.