



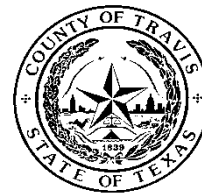
Austin/Travis County Health and Human Services Department

Our role in public health is to:

PROMOTE community-wide wellness, preparedness, & self-sufficiency;

PREVENT illness, injury, & disease; and

PROTECT the community from infectious diseases, environmental hazards, & epidemics



Social Services Policy Workshop

Shannon Jones, Deputy Director

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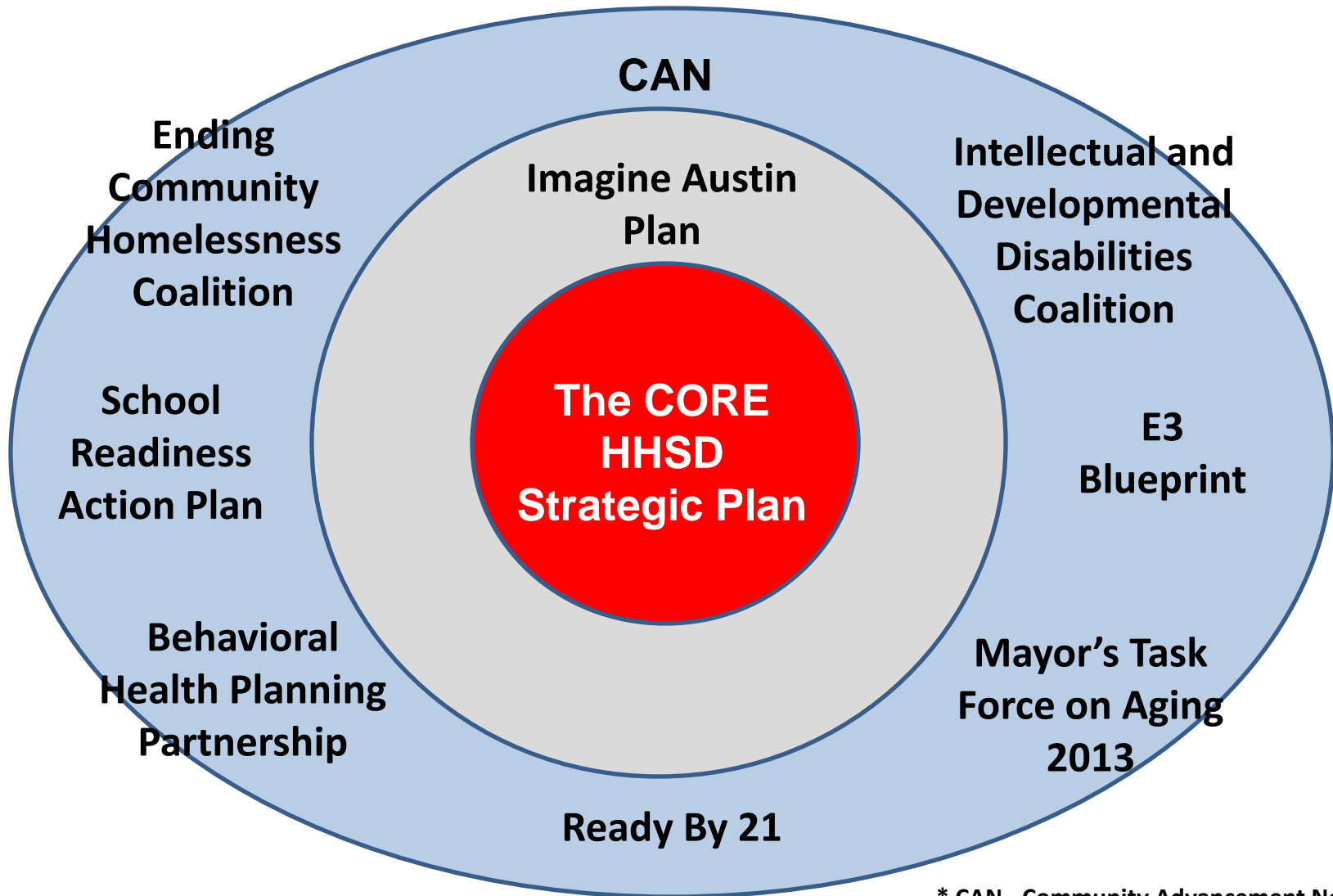
Health and Human Services Department (HHSD)

March 30, 2015

Social Services History

- Providing funding to non-profit agencies for over 30 years
 - Early Childhood
 - Children and Youth
 - Mental Health
 - Administration and Planning

Social Services Framework



* CAN - Community Advancement Network

Social Services Framework

HHSD Strategic Plan Priorities and Goals

- Serve as an exemplary model
- Work through community partnerships
- Foster a culture that promotes exceptional stewardship of resources (both human and material)
- Work with key partners and community leaders
- Promote and raise the visibility of public health locally, regionally and nationally

Imagine Austin

The Imagine Austin Vision Statement embodies our commitment to preserving the best of Austin and changing those things that need to be improved.

Core Principles for Action

- Grow as a compact, connected city
- Integrate nature into the city
- Provide paths to prosperity for all
- Develop as an affordable and healthy community
- Sustainably manage water and other environmental resources
- Think creatively & practice civic creativity

Social Services Framework

Community Plans and Initiatives

Community Advancement Network (CAN) - Dashboard and strategies

Empower families with knowledge and resources to be advocates for their relations and community

E3 Alliance Blueprint (Education Equals Economics)

The blueprint has four goals: 1. School Readiness, 2. Eliminate Achievement Gaps, 3. High School, College and Career Success and 4. Community Accountability.

Ready by 21

Continuum of Development with outcomes for Child and Youth well being for Travis County

School Readiness Action overall strategy and focus

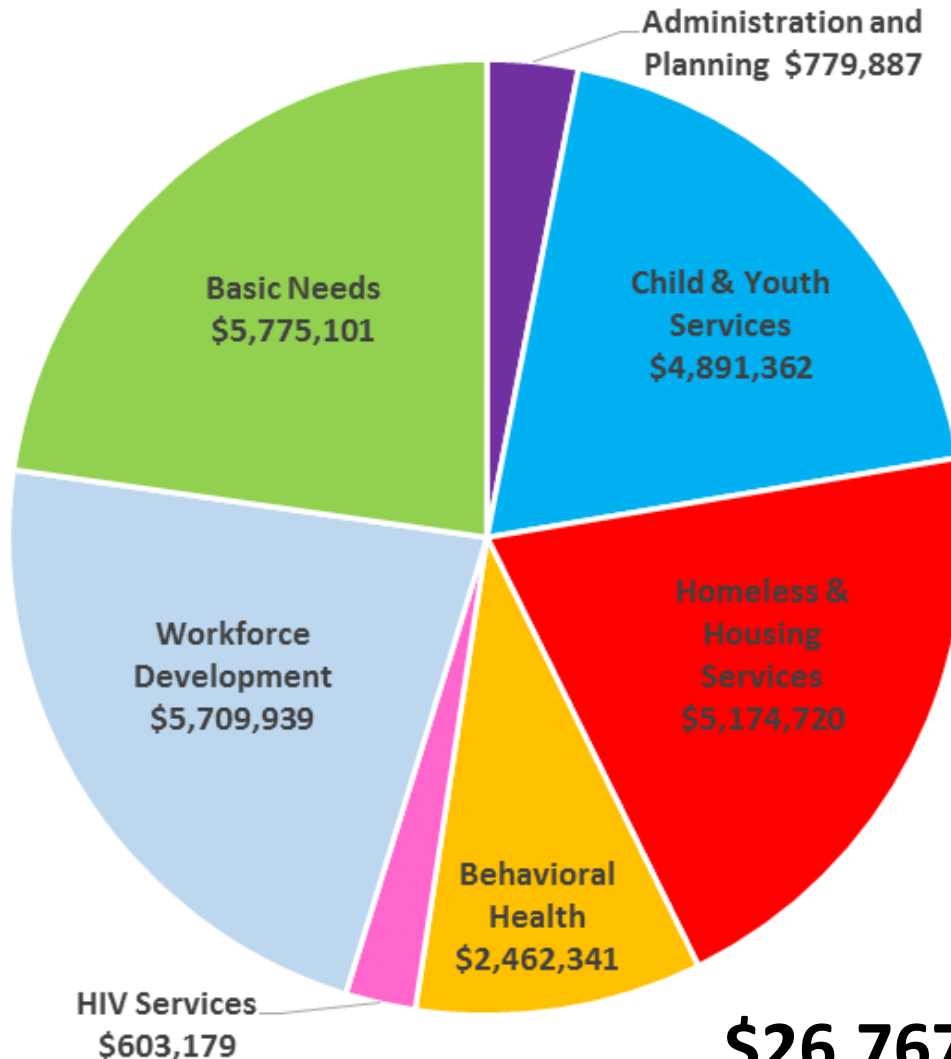
The plan is built on a the following framework: 1. Ready Families, 2. Ready Early Education Services, 3. Ready Health Systems and 4. Ready Communities

Social Services

Organized into Issue Areas

- Administration and Planning
- Basic Needs
- Behavioral Health (Mental Health/Substance)
- Child and Youth
- Human Immunodeficiency Virus (HIV)
- Homeless Services
- Workforce Development

Current Investments



Issue Area	Amount
Administration and Planning	\$ 779,887
Basic Needs	\$5,775,101
Behavioral Health	\$2,462,341
Child & Youth Services	\$4,891,362
HIV Services	\$ 603,179
Homeless & Housing Services	\$5,174,720
Workforce Development	\$5,709,939

\$26,767,535

Clients Served

Performance Measure	FY 14 Goal	FY14 Actual
Number of unduplicated social services provided	47,000	50,522
Percent of households that maintain housing or transition into housing (Homeless & Housing Services and Basic Needs)	75%	80%
Percent of individuals who maintain or increase income (Workforce Development and Basic Needs)	64%	69%
Percent of individuals who make progress toward treatment plan goals (Behavioral Health)	76%	85%
Percent of individuals who demonstrate improved life skills and/or knowledge (Behavioral Health and Workforce Development)	70%	84%
Percent of children or youth progressing to the next developmental or academic level (Early Childhood and Youth)	86%	90%
Percent of individuals demonstrating improved life skills and/or knowledge (Early Childhood and Youth)	88%	88%

Social Services

Return on Investment/Cost Avoidance

- \$4.10 - \$9.20 for every \$1 invested in Early Childhood services
- Up to 17% annual return on investment over 20 years for Workforce Development training
- High School graduates will earn almost \$500,000 more in their lifetime than someone who drops out of school
- \$8,509 saved for each schizophrenia treatment avoided
- \$37,000 saved annually for each premature institutionalization in a publicly supporting nursing home avoided
- \$44,000 saved annually for each person exiting or avoiding homelessness

Success Stories

- **Capital IDEA** – Since the program began in 1998, over 1,040 participants have entered the Central Texas workforce. Average starting wages of nearly \$40,000 a year, which is about three times their annual earnings when they entered the program.
- **Front Steps** has provided 54 units of Permanent Supportive Housing using the Housing First model. Averaging a 70% retention rate and success housing hardest to serve: criminal histories, poor rental/utility histories, mental illness and addiction backgrounds.

Community Social Service Roles

- **Service Delivery**
 - Community Non-Profits
 - HHSD Neighborhood Centers
 - Basic Needs
 - Case Management
- **Planning**
 - Research
 - Committee and/or project workgroups
- **Funders**
 - Foundations, St. David's, Travis County and United Way

Improving Access to Services

- Service Delivery
 - Best practice/Evidence Based/Promising practices
- Customer service survey
- Provide Technical Assistance
- Collaborations
 - Other City Departments
 - Community partners

HHSD Items for Council

- Community Services Block Grant funding
 - April 2, 2015
- Social Services Contract
 - Meals on Wheels and More