



2021 Travis County Community Services Block Grant (CSBG) Needs Assessment

DRAFT 6/3/21

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Executive Summary

Background

This Community Needs Assessment was conducted between March and June 2021 by Woollard Nichols & Associates (WNA) on behalf of Austin Public Health. The assessment was completed in conjunction with Community Services Block Grant (CSBG) requirements and as a resource to develop a Community Action Plan for the Neighborhood Services Division of Austin Public Health. The purpose of this assessment was to ascertain critical needs in Travis County as identified by Travis County residents, community stakeholders, and service providers and neighborhood center clients to enable Austin Public Health to adapt programs and services to best meet the community's needs.

Methodology

WNA collected data from community members through surveys and key informant interviews. Secondary data sources from various local agencies were also included to draw comparisons between the results of the data collected for the needs assessment and existing data about Travis County. Three surveys were administered to collect data from individuals invested in the community. These individuals included: 1) clients receiving services from the Austin Public Health Neighborhood Centers, 2) community residents, and 3) representatives of community agencies providing social services. In addition, key informant interviews were conducted with members of the Austin Community Development Commission that represent geographic areas of Austin/Travis County with high poverty rates.

Summary of Findings

The top five community needs:

- 1) Housing
- 2) Emergency Assistance (Basic Needs)
- 3) Health & Wellness
- 4) Employment
- 5) Education

Additional identified needs include the following (in no particular order):

- Childcare assistance
- Help navigating services
- Financial literacy
- Caregiver support/respite and guardianship services
- Violence/abuse prevention
- Immigration and legal services
- Youth services and activities
- Help obtaining ID and benefits
- Addressing trauma
- Transportation
- Computer & broadband access
- Building service provider competence in addressing diversity, equity and inclusion
- Address Texas energy grid disparities
- Clothing
- Diapers and menstrual products
- Adult literacy

Community Needs Assessment Results Overview

The ranking of the needs is based on all the sources of data obtained during the assessment process. The rankings are provided below, as required by Texas Department of Housing and Community Affairs. However, the community emphasized that these needs are closely interrelated. This interrelated aspect was also highlight in the survey data. Though clients and residents ranked their top 5 needs in the order shown below, many clients and residents appeared more concerned with other needs. For example, the survey results among clients suggested emergency assistance needs would be ranked higher than housing needs. There were many clients who indicated emergency assistance needs. In addition, among residents, it seemed that health & wellness needs would have been ranked as number one, higher than housing needs, because of the number of respondents who indicated health & wellness needs (see Appendix 2 for greater detail). Furthermore, the ranking system is not an indication that needs ordered higher or lower on the table are less important but rather sheds light on the potential tradeoffs people with limited financial and time resources must make to survive.

Domain	Needs Ranking					Final Ranking
	<i>Quantitative Data</i>	<i>Client survey</i>	<i>Resident Survey</i>	<i>Service Provider Survey</i>	<i>Interviews</i>	
Housing	1	1	1	1	3	1
Emergency Assistance (Basic Needs)	2	2	5	2	1	2
Health & Wellness	3	3	3	3	2	3
Employment	4	4	2	5	4	4
Education	5	5	4	4	5	5
Childcare Assistance	6	6	6	6	6	6
Other Needs Identified				Childcare assistance; help navigating services; financial literacy; caregiver support/respite and guardianship services; violence/abuse prevention; immigration and legal services; youth services and activities; help obtaining ID and benefits; addressing trauma; transportation; computer & broadband access; service provider competence in diversity, equity and inclusion; address Texas energy grid disparities; clothing; diapers and menstrual products	Transportation; computer and broadband access; diapers and menstrual products	

Introduction

The timing of the 2021 CSBG Community Needs Assessment - during the global COVID-19 pandemic – presents both a strong case for conducting the CNA and significant limitations to the process. A 2020 webinar hosted by the Community Action Partnership on *Conducting a Community Needs Assessment During the COVID-19 Pandemic* cites the value in conducting a CNA during a crisis, including the importance of determining the baseline needs created by COVID-19 and identifying conditions that contribute to the community's ability to respond to the crisis, all of which can help identify and define the role of the Community Action Agency in responding to the crisis.¹ The webinar also highlighted potential challenges of conducting a CNA during the pandemic, including the following:

- *Effects on data collection methods* (e.g. most data collection must take place remotely; need to ensure that all survey methods are mobile-friendly)
- *Effects on response and response rates* (e.g. response rates may be lower due to lack of broadband access or digital literacy, although lower participation rates don't necessarily invalidate the data collected)
- *Effects on data analysis and prioritization* (during a crisis, participants are likely to prioritize their immediate needs over their chronic needs, for instance, prioritizing emergency assistance over housing affordability)

These challenges were experienced in this needs assessment and are noted in the report, primarily in the form of fewer survey respondents than previous needs assessments and potentially a heightened need for emergency assistance from resident and client survey respondents. Another challenge is that as of May 2021, at the time of this report publication, many data sources about the impact of the pandemic are lagging; that is, the most recent data for many data sources used in this report are indicative of pre-pandemic conditions.

Background

The Community Services Block Grant (CSBG) Act requires “an assurance that the State will secure from each eligible entity in the State...a community action plan...that includes a community-needs assessment for the community served.”² In 2001, the U.S. Department of Health and Human Services (USHHS) issued Information Memorandum 49, requiring eligible entities to conduct needs assessments and use the results to design programs to meet community needs. CSBG regulations require that each eligible entity submit a Community Needs Assessment (CNA) for the area served. The CNA guides an annual action plan for the use of CSBG funds designed to meet community needs.

In 2015, United States Health and Human Services (USHHS) issued Information Memorandum No. 138 establishing Community Services Block Grant (CSBG) Organizational Standards (OS) requiring CAAs to conduct a Community Needs Assessment and develop a Community Action Plan to address the needs identified in the needs assessment. These standards set forth the expectations for the Community Needs Assessment including:

¹ *Conducting a Community Assessment During the COVID-19 Pandemic* webinar. May 20, 2020. Community Action Partnership. Slide deck.

² CSBG Statute Community Services Block Grant. June 29, 2012. The Community Opportunities, Accountability, and Training and Educational Services Act of 1998 - CSBG Only.

- Information must be collected directly from low-income individuals.
- Information must use information gathered from key sectors of the community, including community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.
- Collects current poverty data and its prevalence related to gender, age, race/ethnicity
- Collects and analyzes both quantitative and qualitative data on the service area
- Includes key findings on the causes and conditions of poverty

Organization Profile

Austin Public Health is identified as the Travis County Community Action Agency (CAA) receiving Community Services Block Grant Funds (CSBG) – federal funds passed through the Texas Department of Housing & Community Affairs (TDHCA). Austin Public Health utilizes CSBG funding to support the work of its six (6) Neighborhood Centers and three (3) outreach sites. The Austin Community Development Commission is the designated CSBG community board and must approve the needs assessment plan and accept the final assessment.

Community Profile

The geographic area represented for this CNA is Travis County, Texas. As the county seat and largest city in Travis County (very small portions of Austin also extend into Hays and Williamson County), data trends in Austin generally reflect Travis County as a whole. In this report, data sets focusing on Austin data and trends are used when data specific to Travis County was unavailable. Unless otherwise specified, Travis County data refers to all of Travis County and not only the unincorporated areas of the county.

Community Needs Assessment Process Overview & Methodology

Overview

For the 2021 CNA, Austin Public Health contracted Woollard Nichols & Associates (WNA) to conduct the Community Needs Assessment. With guidance from Austin Public Health staff, WNA conducted surveys and interviews to engage the community and then compiled and analyzed this qualitative data along with other quantitative data sources to produce the Community Needs Assessment report.

Austin Public Health provided oversight and guidance to WNA during the assessment process. Austin Public Health staff input included recommendations and support during the data collection process, reviewing the survey tools, linking the research team with key stakeholders in the community, making suggestions about the data collection plan, and translating the survey into Spanish in an effort to obtain more resident input. WNA also relied on feedback from the Community Development Commission (CDC) and City of Austin Neighborhood Center staff to determine the best methods for data collection. One example: some of the CDC members expressed concern about reaching residents who may not have access to a computer, so a QR code that is accessible via a phone and printed paper surveys were distributed. WNA also relied upon their network of community partners and connections to obtain community agency reports to help triangulate the quantitative data generated by the Community Action Partnership Data Hub and the qualitative data generated by the surveys and key informant interviews.

Quantitative Data

The quantitative data for this Community Needs Assessment was obtained from two main sources: 1) Community Action Partnership Data Hub and 2) secondary data obtained by local needs assessments and other community planning documents developed by local government entities and community planning agencies in Travis County.

The Community Action Partnership Data Hub provided data and visualizations from the American Community Survey (ACS), US Department of Housing and Urban Development (HUD), United States Census Bureau (U.S. Census), Bureau of Labor Statistics (BLS), Administration for Children & Families (ACF), the National Center for Education Statistics (NCES), and Feeding America.

Community Action Partnership Data Hub – Data Sources

The ACS is a nationwide survey designed to provide communities with reliable and timely social, economic, housing, and demographic data every year. The ACS has an annual sample size of about 3.5 million addresses, with survey information collected nearly every day of the year. Data are pooled across a calendar year to produce estimates for that year. As a result, ACS estimates reflect data that have been collected over time rather than a single point in time. Data represent estimates for the 5-year period 2014-2019.

HUD is a department of the Federal Government enacted to secure affordable housing for all Americans. With numerous housing assistance programs available, HUD acts to support home ownership, access to affordable housing free from discrimination, and community development.

The U.S. Census counts every resident in the United States. It is mandated by Article I, Section 2 of the Constitution and takes place every 10 years. The census collects information about the age, sex, race, and ethnicity of people in the United States.

The BLS is the principal Federal agency responsible for measuring labor market activity, working conditions, and price changes in the economy. Its mission is to collect, analyze, and disseminate essential economic information to support public and private decision-making.

The ACF is a division of the Department of Health & Human Services. ACF promotes the economic and social well-being of families, children, individuals, and communities.

The NCES produces estimates of the percentage of adults lacking Basic Prose Literacy Skills (BPLS) for all states and counties in the United States in 2003 and 1992.

Feeding America is the nation's network of more than 200 food banks and the largest hunger-relief charity in the United States. Each year, Feeding America secures and distributes three billion pounds of food and grocery products through 61,000 agencies nationwide. The agency network provides charitable food assistance to an estimated 37 million people in need annually. In addition to outreach, Feeding America works with other foundations to produce hunger studies to help combat hunger by learning about food insecurity at the local level.

The mapped data provided by the Community Action Partnership Data Hub are summarized to 2010 census tract boundaries. Area estimates are developed by the U.S. Census and given as a value for each geographic area.

Secondary Data Sources

This assessment also incorporates secondary data sources from local government organizations and community planning agencies, including the City of Austin; Travis County; the Ending Community Homelessness Coalition (ECHO); the Community Advancement Network (CAN); and United Way for Greater Austin. These secondary data source provide additional quantitative data on key community needs including housing/homelessness; emergency assistance and navigation; transportation and mobility; early childhood education; and workforce/education. See Appendix 5 for a bibliography of the data sources cited in this report.

Methodology

Most of the data are counts or percentages of counts. For example, for the housing cost burden information, population counts for household program participation and total household data are acquired from the U.S. Census. Area statistics are measured as a percentage of total occupied households based on the following formula: $\text{Percentage} = [\text{Population in Housing Type}] / [\text{Total Population}] * 100$.

Qualitative Data

The qualitative data for this Community Needs Assessment was obtained utilizing the SurveyMonkey platform and semi-structured interviews. The assessment aimed to capture the needs of low-income residents as well as client satisfaction with APH neighborhood center services.

Methodology

Three surveys were administered to collect data from a variety of individuals invested in the community. The first was completed by clients receiving services from the Austin Public Health Neighborhood Centers, the second by community residents, and the third by representatives of agencies providing social services. The survey was available online through SurveyMonkey and

shared across local social media platforms, community distribution lists, and e-newsletters from March 31st through April 28th. The survey was available in English and Spanish.

The survey was open to all residents of Travis County who were over the age of 18. Residents were expected to communicate their community needs. Survey outreach was geared toward agencies, organizations, and neighborhood associations who predominantly serve residents who are low-income. In addition to surveying the City of Austin Neighborhood Center's clients, mass text messages were sent to community members located in geographic areas identified as high need. This assessment also targeted service providers who gave feedback about the needs of residents, service gaps, barriers to service access, and suggestions for addressing these gaps and barriers.

The project outreach efforts resulted in 162 submitted online surveys, with a 100% completion rate. In addition, a total of 38 paper surveys were completed by clients over the phone or in-person with program staff at the City of Austin Neighborhood Centers.

This assessment also included open-ended interview questions with key informants. The purpose of these interviews was to gain further insight about the needs of low-income residents. The interview included questions about the top 5 needs, suggestions for addressing the needs, barriers to accessing community resources, and assets available to meet the needs of low-income residents in Travis County. Key informants were selected due to their close contact and knowledge of the target population and were interviewed via Zoom videoconference. In all, the team conducted 5 interviews with members of the Community Development Commission.

Limitations

There were some limitations to this process. This assessment was predominantly collected digitally, or through virtual meeting space, due to the COVID-19 pandemic. The main disadvantage of the online surveying tool was the lack of resident representation, particularly from populations with limited access to the internet and/or technological devices or housing. Also, Neighborhood Center HOPE (food distribution for seniors) clients' response rates accounted for approximately 33% of client response rates which may have led to an over-representation of elderly clients. Lastly, the inability to translate the online survey into languages other than Spanish may have impacted the level of diversity in resident and client responses.

Overview of the Causes & Conditions of Poverty

CSBG guidance requires Community Action Agencies to identify key findings of the causes (the factors causing and/or impacting poverty) and conditions of poverty (what poverty looks like/what the need looks like).

Three primary regional data sources—the Community Advancement Network (CAN) Dashboard, United Way’s 2-1-1 helpline, and the Central Texas Assessment of Fair Housing—provide insight about the causes and conditions of poverty in Travis County.

CAN Dashboard

The Community Advancement Network (CAN) is a partnership of 26 government and non-profit entities who work to leverage resources and align efforts to improve community well-being. The CAN dashboard provides an overview of the socio-economic well-being of Travis County. The report tracks 17 indicators in the following four goal areas: 1) Are we safe, just and engaged?; 2) Are our basic needs met?; 3) Are we healthy?; and 4) Do we achieve our full potential? The original CAN Dashboard report was created in 2010.

The 2019 tracking report highlighted several areas in which the 5-year trend and current measure were not on track to meet the target improvement:

- *Are we safe, just and engaged?*
 - Proportionality of jail bookings (disproportionality ratio of 2.8 for Blacks in 2017, worse than 2.6 in 2013)
- *Are our basic needs met?*
 - Number of people identified as homeless on a given day (2,255 in 2019 versus 1,832 in 2015)
- *Are we healthy?*
 - Percent of adults who report poor mental health (26% in 2017 versus 22% in 2013)
 - Percent of adults who are obese (29% in 2017 versus 23% in 2013)
 - Number of days with good air quality (239 in 2018 versus 249 in 2013)
- *Do we achieve our full potential?*
 - Percent of kindergarteners who are school ready (51% in 2018 versus 53% in 2014)

United Way/2-1-1 Data

The assessment of current causes and conditions of poverty is complicated at this time because there has been a significant economic impact to the community due to COVID-19, but many official data sources recording recent trends are not yet available. However, the data from 2-1-1, the free, confidential, multilingual, 24/7 available support line for accessing community resources hosted by United Way Austin, provides a helpful comparison between pre-pandemic (2019) and early pandemic (2020) needs among residents.

In 2020, 2-1-1 received 64,211 calls specific to Travis County and 92,601 calls for the 10-county region (including Travis County). There were 23,820 total calls related to COVID-19 and 9,415 calls related to COVID testing and ordinance questions/information. The notable changes in 2-1-1 calls between 2019 and 2020 for the 10-county region include:³

³ United Way for Greater Austin (2021). 2020 211 caller needs and zip codes [unpublished data].

- A 50% increase in 2-1-1 calls from 2019, with weeks when call volume was 4x the amount from the previous year.
- A 53% increase in housing-related calls from 2019 (12,472) to 2020 (19,052)
- A 109% increase in calls specific to rental assistance from 2019 (6,057) to 2020 (12,685)
- A 582% increase in calls related to unemployment insurance from 2019 (133) to 2020 (907)
- An 84% increase in calls related to emergency food assistance from 2019 (6057) to 2020 (11,138)
- A 35% increase in calls related to mental health support from 2019 (3706) to 2020 (4984)
- A 67% decrease in transportation-related calls from 2019 (6372) to 2020 (2129)

Central Texas Assessment of Fair Housing

The Central Texas Assessment of Fair Housing (2018) is a joint report commissioned by cities, counties and housing authorities in Travis and Williamson Counties. The report informs jurisdictions about meaningful actions that can be taken to overcome historic patterns of segregation, promote fair housing choice, and foster inclusive communities that are free from discrimination. The Analysis of Impediments to Fair Housing Choice, a planning process mandated for local governments and public housing agencies receiving funding from the U.S. Housing and Urban Development Department (HUD), provides helpful context on the causes and conditions of poverty, given that the analysis of impediments to fair housing process includes examining patterns of residential segregation, discrimination, and other disparities that result in inequitable outcomes.

The 2018 report cites three factors contributing to fair housing choices in the region: 1) ongoing regional challenges with housing segregation and integration; 2) disproportionate housing needs (differences in housing access among jurisdictions in the region as well as among race/ethnic demographic category); and 3) access to opportunity (good jobs and skill development, quality schools, healthy food and access to the outdoors, supportive services, and affordable transportation). Specific barriers to fair housing in the region include the following:⁴

- City and county capacity for addressing fair housing challenges is limited.
- The harm caused by segregation is manifested in disproportionate housing needs and differences in economic opportunity.
- Affordable rental options in the region are increasingly limited.
- Stricter rental policies further limit options.
- Disparities in the ability to access homeownership.
- State regulations and zoning and land use limit housing choice.
- Educational inequities persist in the region.
- Public transportation access has not kept up with growth.

⁴ Central Texas Assessment of Fair Housing (2019). Root Policy Research.

Travis County Overview

Between 2000-2019, the total population for Travis County grew by 51%, increasing from 812,280 persons in 2000 to 1,226,805 persons in 2019. In comparison, the population estimates for Texas grew by 36% and the populations estimates for the United States grew by 15%.⁵ These numbers suggest Travis County's population has grown exponentially in the past 20 years. These population changes are likely to cause challenges, particularly in resource access such as in the areas of housing and transportation, as the county attempts to meet greater resource demands and respond to a greater variability of needs among residents.

The CAN dashboard report provides some context to this population change. Though 69% of the population aged 65 or older is White, 47% of the child population is Hispanic.⁶ These numbers indicate the ethnic demographic of the population is shifting and suggest there has been an influx of people in Travis County who identify as Hispanic. The influx of Hispanic people suggest Travis County may also need to address cultural difference challenges, such as in language barriers and resident priorities, as the population becomes more diverse. There continues to be a disproportionate number of minorities, specifically Hispanic and Black people, who are living in poverty compared to White people and a higher number of females living in poverty than males.

Demographics

Age and Gender

The female population comprised 49.7% while the male population represented 50.3%.⁷ The chart below illustrates a similar number of males to females in most of the age categories, though there appears to be a greater number of males (429,057) to females (411,290) between 18-64 and a greater number of females (63,928) than males (48,512) over the age of 64.⁸

Report Area	0 to 4	0 to 4	5 to 17	5 to 17	18 to 64	18 to 64	Over 64	Over 64
	Male	Female	Male	Female	Male	Female	Male	Female
Travis County, TX	40,185	38,093	97,832	93,865	429,057	411,290	48,512	63,928
Texas	1,021,356	978,447	2,720,539	2,618,103	8,748,995	8,710,889	1,410,667	1,919,408
United States	10,112,614	9,655,056	27,413,920	26,247,802	99,841,782	100,642,825	20,320,351	28,265,193

Data Source: US Census Bureau, American Community Survey, 2015-19. Source geography: Tract

Race

Travis County has more White residents (72.4%). There are a small percentage of people who identify as Black (8.3%), Asian (6.7%), American Indian (0.63%), Native Hawaiian (0.05%), other races combined (15.6%), or mixed race (3.6%) residents.⁹ The chart below provides a total number

⁵ U.S. Census Bureau, American Community Survey, 2015-2019.

⁶ CAN (2019). CAN dashboard.

⁷ U.S. Census Bureau, American Community Survey, 2015-2019.

⁸ Community Action Partnership Data Hub (2021). Travis County, TX.

⁹ U.S. Census Bureau, American Community Survey, 2015-2019.

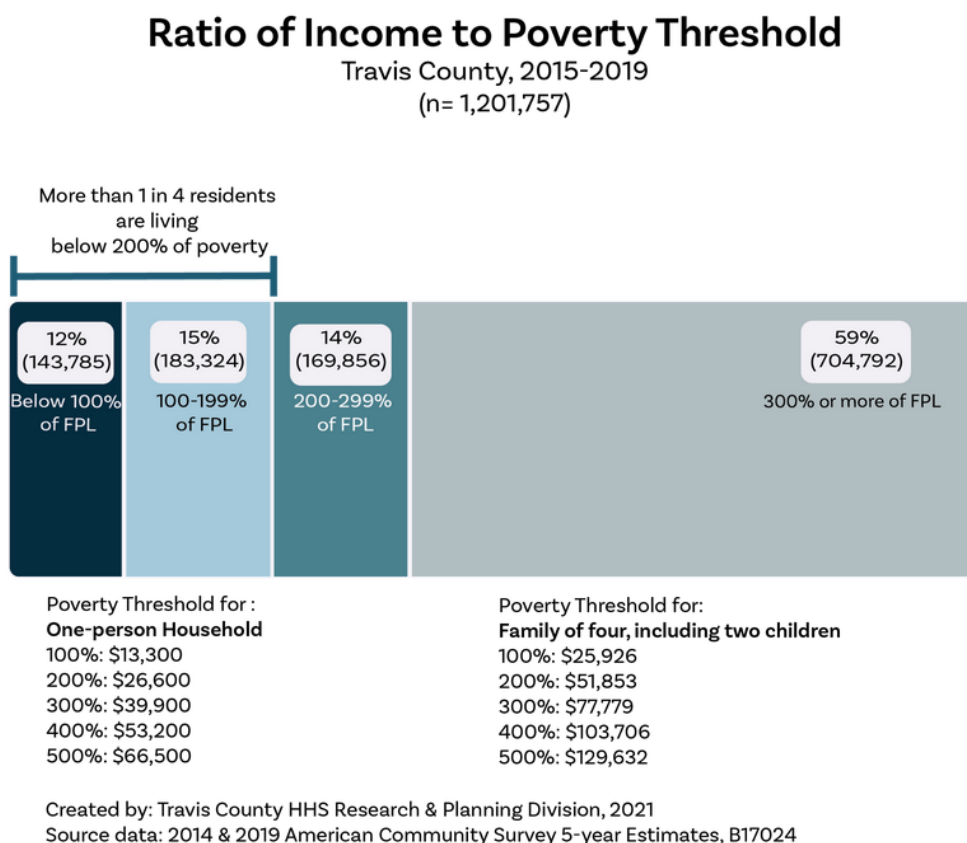
of people who chose each racial category and compares the totals to the number of people who identify in each category throughout Texas and the United States.¹⁰

Report Area	Total Population	White Total	Black Total	American Indian Total	Asian Total	Native Hawaiian Total	Some Other Total	Mixed Race Total
Travis County, TX	1,226,805	889,046	101,955	7,716	82,257	650	101,061	44,120
Texas	28,260,856	20,903,375	3,428,211	141,425	1,357,273	25,292	1,643,869	761,411
United States	324,697,795	235,377,662	41,234,642	2,750,143	17,924,209	599,868	16,047,369	10,763,902

Data Source: US Census Bureau, American Community Survey, 2015-2019. Source geography: Tract

Poverty

The 2018 poverty estimates show a total of 146,724, or 12%, of persons living below the poverty level (100% of the federal poverty income guidelines) in Travis County.¹¹ At this level, a single person is earning \$13,300 and a family of four, with two children, is earning \$25,926. More than one-quarter of Travis County residents are living below 200% of the federal poverty income guidelines (see image to the right).¹² At this level, a single person is earning approximately \$26,600 and a family of four, with two children, is earning \$51,853.



¹⁰ Community Action Partnership Data Hub (2021). Travis County, TX.

¹¹ U.S. Census Bureau, American Community Survey, 2015-2019.

¹² Travis County Health and Human Services, Research & Planning Division (April 2021). Travis County Poverty Brief: American Community Survey 5-Year Estimates 2010-2014 & 2015-2019.

Poverty by Gender

There are more females (13%) than males (11%) in poverty in Travis County.¹³ These numbers appear to be decreasing as there is a reduction in the number of males (-25%) and females (-22%) that were reported to be below the poverty threshold in 2015-2019 compared to 2010-2014 (see image below).¹⁴ However, these numbers indicate the decrease is lower for females.

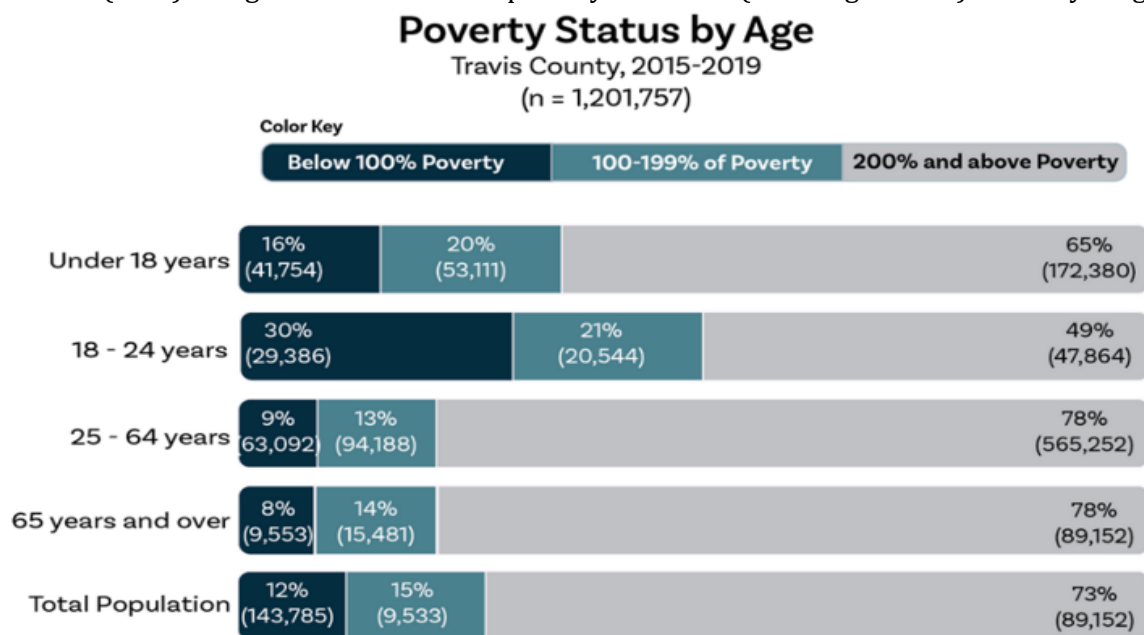
Residents Below Poverty Threshold by Sex						
Travis County, 2010-2014 & 2015-2019						
	2010-2014		2015-2019		Difference between Numbers	Percent Change
	Numbers	Rate	Numbers	Rate		
Females	99,101	19%	77,340	13%	-21,761	-22%
Males	88,473	16%	66,445	11%	-22,028	-25%

Created by: Travis County HHS Research & Planning Division, 2021

Source data: 2019 American Community Survey 5-year Estimates, B17024

Poverty by Age

In 2015-2019, young adults 18-24 years old experienced the highest rates of poverty with more than half (51%) living under 200% of the poverty threshold (see image below).¹⁵ Most young adults



Created by: Travis County HHS Research & Planning Division, 2021

Source data: 2019 American Community Survey 5-year Estimates, B17024

¹³ U.S. Census Bureau, American Community Survey, 2015-2019.

¹⁴ Travis County Health and Human Services, Research & Planning Division (April 2021). Travis County Poverty Brief: American Community Survey 5-Year Estimates 2010-2014 & 2015-2019.

¹⁵ Ibid.

(61%) below 200% of poverty were enrolled in post-secondary school, suggesting this condition is temporary and a condition of secondary education enrollment. The second most vulnerable group was children with more than 1 in 3 (36%) of residents under 18 years old living below 200% of the poverty threshold.¹⁶

The 200% of Poverty Threshold by Age chart provides context about the changes in poverty levels among age groups.¹⁷ There appears to be a decreasing number of people experiencing 200% of the poverty threshold among most groups between 2010-2014 and 2015-2019. However, there is a

smaller decrease among 25-64 years old (10%) and under 18 years old (15%) than among 18-24 years old (25%). There is a noted increase among 65+ years old (40%) in the number of people living in poverty.

200% of Poverty Threshold by Age Travis County, 2010-2014 & 2015-2019						
	2010-2014		2015-2019		Difference between Numbers	Percent Change
	Number	Rate	Number	Rate		
Under 18 years	111,171	44%	94,865	36%	-16,306	-15%
18-24 years	66,985	62%	49,930	51%	-17,055	-25%
25-64 years	175,055	28%	157,280	22%	-17,775	-10%
65+ years	17,926	21%*	25,034	22%*	7,108	40%
Total below 200% FPL	371,137	35%	327,109	27%	-44,028	-12%

*The difference between the time periods is not significant

Created by: Travis County HHS Research & Planning Division, 2021

Source data: 2014 & 2019 American Community Survey 5-year Estimates, B17024

Poverty by Race and Ethnicity

There are substantially more people who identify as Hispanic or Latino living in poverty (17.3%) than people who identify as not Hispanic or Latino (9.2%).¹⁸ The chart

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
Travis County, TX	70,851	72,934	17.35%	9.19%
Texas	2,262,560	1,809,634	20.72%	10.82%
United States	11,256,244	31,254,599	19.64%	12.05%

shows that this trend is similar for Texas and the United States.¹⁹

Between 2015-2019, African American or Black residents and Hispanic residents of any race were overrepresented in the population experiencing poverty compared to their share of the total population. These two groups also had higher rates of poverty compared to the total population,

¹⁶ Ibid.

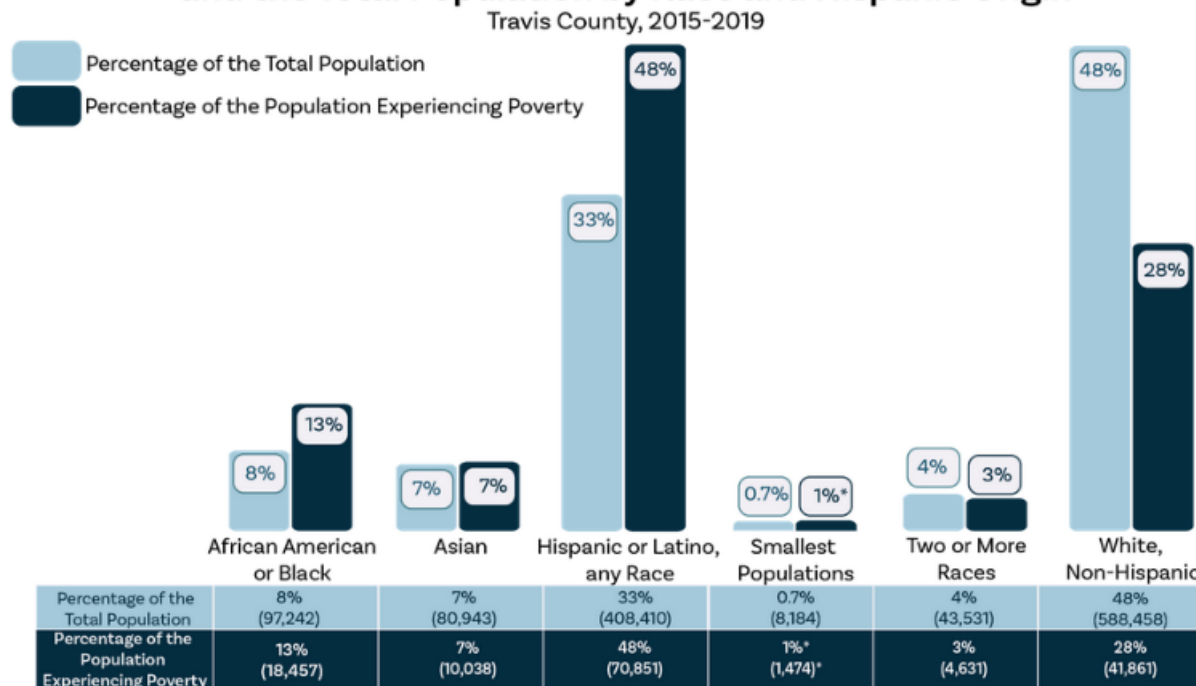
¹⁷ Ibid.

¹⁸ U.S. Census Bureau, American Community Survey, 2015-2019.

¹⁹ Community Action Partnership Report (2021). Travis County, TX.

making residents from these racial groups the most vulnerable to experiencing poverty among all the racial groups represented.²⁰ The image below illustrates these issues in greater detail.²¹

Disproportionality of Residents Living Below 100% of the Poverty Threshold and the Total Population by Race and Hispanic Origin

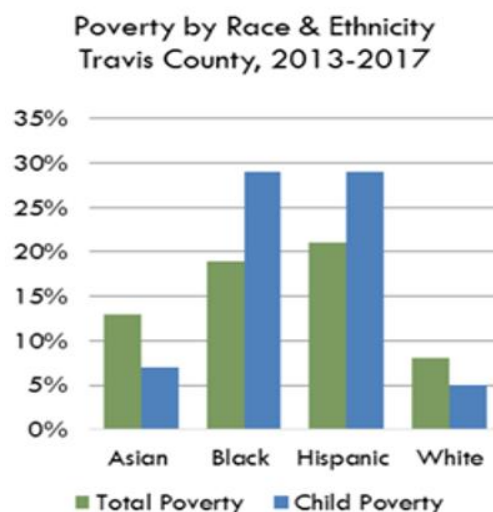


* Smallest Populations group consist of Alaskan Native, American Indian, Native Hawaiian, Other Pacific Islander, and Non-Hispanic Other Race groups. Due to the small sample size collected for the smallest populations, these data points on percentage of the population experiencing poverty, disproportionality index, and poverty rate are not statistically reliable at the 90% confidence level.

Created by: Travis County HHS Research & Planning Division, 2021. Source data: 2019 American Community Survey 5-year Estimates, B17001B,C,D,E,G,H,I

The CAN dashboard also provided a discussion of poverty by race and ethnicity, noting that the “poverty rates for Travis County residents who are Black or Hispanic are about 2.5 times greater than the poverty rates for Whites... If you consider children living in poverty, the disparity is even more striking. Poverty rates for Hispanic and Black children are almost 6 times greater than the poverty rate for White children.”²² (see chart to the right).

All groups, with the exception of the smallest populations, saw a decrease in their poverty rate from 2010-2014 to



²⁰ Travis County Health and Human Services, Research & Planning Division (April 2021). Travis County Poverty Brief: American Community Survey 5-Year Estimates 2010-2014 & 2015-2019.

²¹ Ibid.

²² CAN (2019). CAN dashboard.

2015-2019 (see image below).²³ Due to the small sample size of the smallest population, the estimate of people experiencing poverty is not reliable at the 90% confidence level and should be used with caution. Nonetheless, the poverty rate for this group remained constant at 18% between 2010-2014 and 2015-2019.²⁴

Poverty Rate Comparison by Race Travis County, 2010-2014 & 2015-2019		
	2010-2014	2015-2019
Total Population	18%	12%
African American or Black	24%	19%
Asian	15%	12%
Hispanic or Latino, any Race	28%	17%
Smallest Populations	18%	18%
Two or more Races	19%	11%
White, Non-Hispanic	9%	7%

Created by: Travis County HHS Research & Planning Division, 2021

Source data: 2014 & 2019 American Community Survey 5-year Estimates, B17001B,C,D,E,G,H,I

Poverty Rate < 200% FPL (ACS)

In Travis County, 27.2% of individuals are living in households with income below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.²⁵

Between 2010-2014 and 2015-2019, the percentage of residents in the lower-income groups have decreased.

Interestingly, the number of people that experienced poverty (under 100% of FPL) has decreased by 23%, whereas, the number of people that lived between 100%-199% (also an indication of economic hardship) stayed relatively stable. Additionally, between the two

Ratio of Income to Poverty Threshold Travis County, 2010-2014 & 2015-2019						
	2010-2014		2015-2019		Difference between Numbers	Percent Change
	Number	Rate	Number	Rate		
Under 100% FPL	187,574	18%	143,785	12%	-43,789	-23%
100% -199% FPL	183,563	17%	183,324	15%	<i>not statistically significant</i>	
200% - 299% FPL	158,424	15%	169,856	14%	11,432	7%
>= 300% FPL	541,150	51%	704,792	59%	163,642	30%

Created by: Travis County HHS Research & Planning Division, 2021

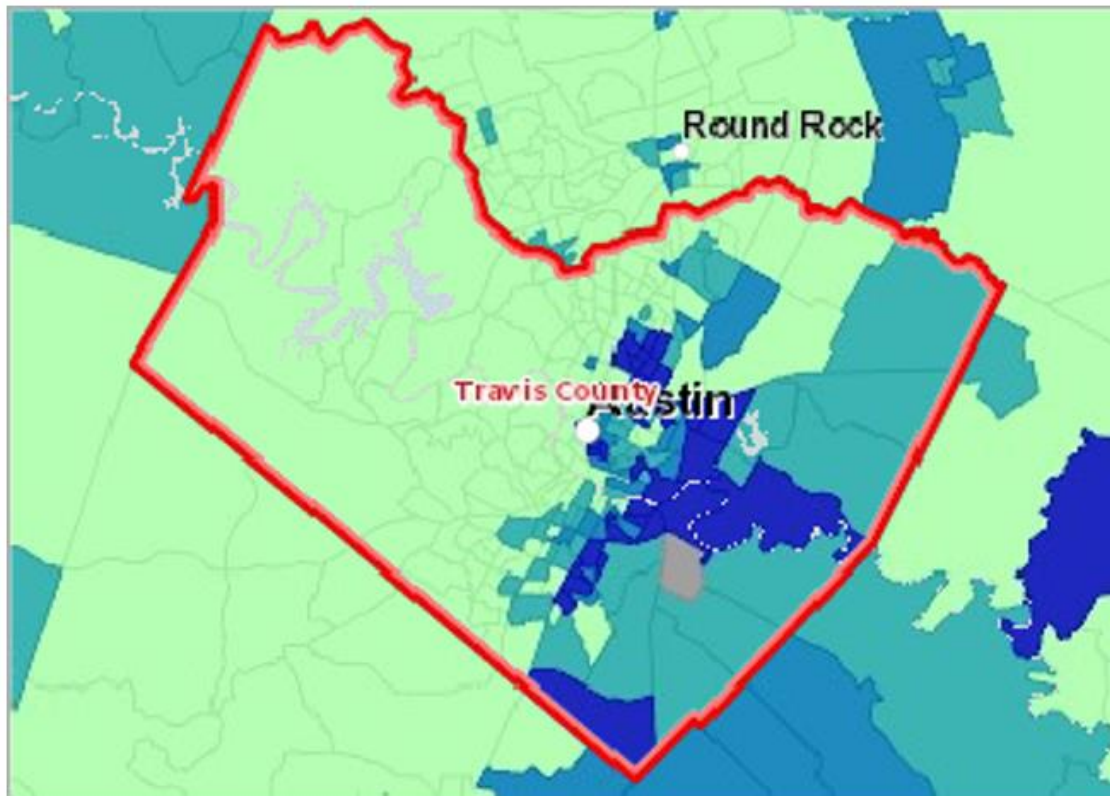
Source data: 2014 & 2019 American Community Survey 5-Year Estimates, B17024

²³ Travis County Health and Human Services, Research & Planning Division (April 2021). Travis County Poverty Brief: American Community Survey 5-Year Estimates 2010-2014 & 2015-2019.

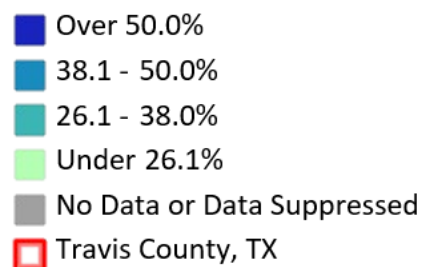
²⁴ Ibid.

²⁵ U.S. Census Bureau, American Community Survey, 2015-2019.

time periods, the rate for people under 100% of the poverty threshold decreased at a greater magnitude (-6%) than those between 100%-199% of poverty (-2%).²⁶



Population Below 200% Poverty Level, Percent by Tract, ACS 2015-19



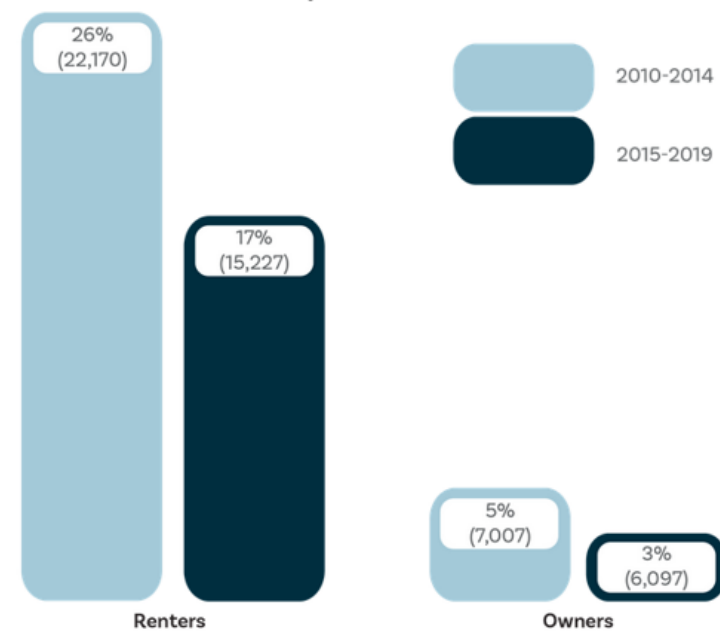
²⁶ Travis County Health and Human Services, Research & Planning Division (April 2021). Travis County Poverty Brief: American Community Survey 5-Year Estimates 2010-2014 & 2015-2019.

Households in Poverty

In 2019, it is estimated that there were 50,411, or 10.7%, households living in poverty within Travis County.²⁷ The image to the right shows that in regard to the type of households, renter versus owner, there has been a decrease in the number of renters and owners living in poverty, with a more substantial decrease among renters (from 26% in 2010-2014 to 17% in 2015-2019) than owners (from 5% in 2010-2014 to 3% in 2015-2019).²⁸

Percentage of Renters and Owners in Poverty

Travis County, 2010-2014 & 2015-2019



Created by: Travis County HHS Research & Planning Division, 2021
Source data: 2014 & 2019 American Community Survey 5-Year Estimates, B17019

Families in Poverty by Family Type

According to ACS 2015-2019 5-year estimates, there were 21,324 families living in poverty. There were more single-parent families (12,492) living in poverty than married-couple families (8,832). There were also a greater number of female householder families (11,015) living in poverty than male householder families (1,477). These trends are the same for Texas and the United States. The number of families in poverty by type is shown in the chart below.²⁹

Report Area	Total Families	Families in Poverty Total	Families in Poverty Married Couples	Families in Poverty Male Householder	Families in Poverty Female Householder
Travis County, TX	269,295	21,324	8,832	1,477	11,015
Texas	6,712,183	759,269	307,767	66,704	384,798
United States	79,114,031	7,541,196	2,764,595	803,863	3,972,738

Data Source: US Census Bureau, American Community Survey, 2015-19. Source geography: County

It is estimated that 7.9% of all households were living in poverty within Travis County, compared to the national average of 9.5%. Of the households in poverty, female headed households represented 51.7% of all households in poverty compared to households headed by males (41.4%) and married couples (6.9%).³⁰

²⁷ U.S. Census Bureau, American Community Survey, 2015-2019.

²⁸ Travis County Health and Human Services, Research & Planning Division (April 2021). Travis County Poverty Brief: American Community Survey 5-Year Estimates 2010-2014 & 2015-2019.

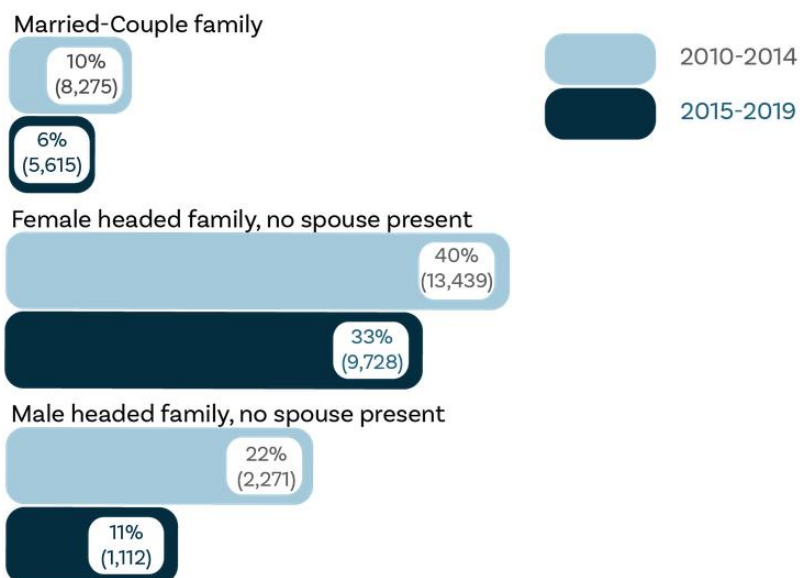
²⁹ Community Action Partnership Data Hub (2021). Travis County, TX.

³⁰ U.S. Census Bureau, American Community Survey, 2015-2019.

The image below shows that poverty rates for all family types declined between 2010-2014 and 2015-2019.³¹ Married-couple families and male householder families with children had poverty rates of 6% and 11% respectively for 2015-2019, which is lower than the overall Travis County poverty rate of 12%. Female householder families had the highest poverty rate of all family types with children, at 33% in 2015-2019.³²

Percentage of Families with Children in Poverty

Travis County, 2010-2014 & 2015-2019

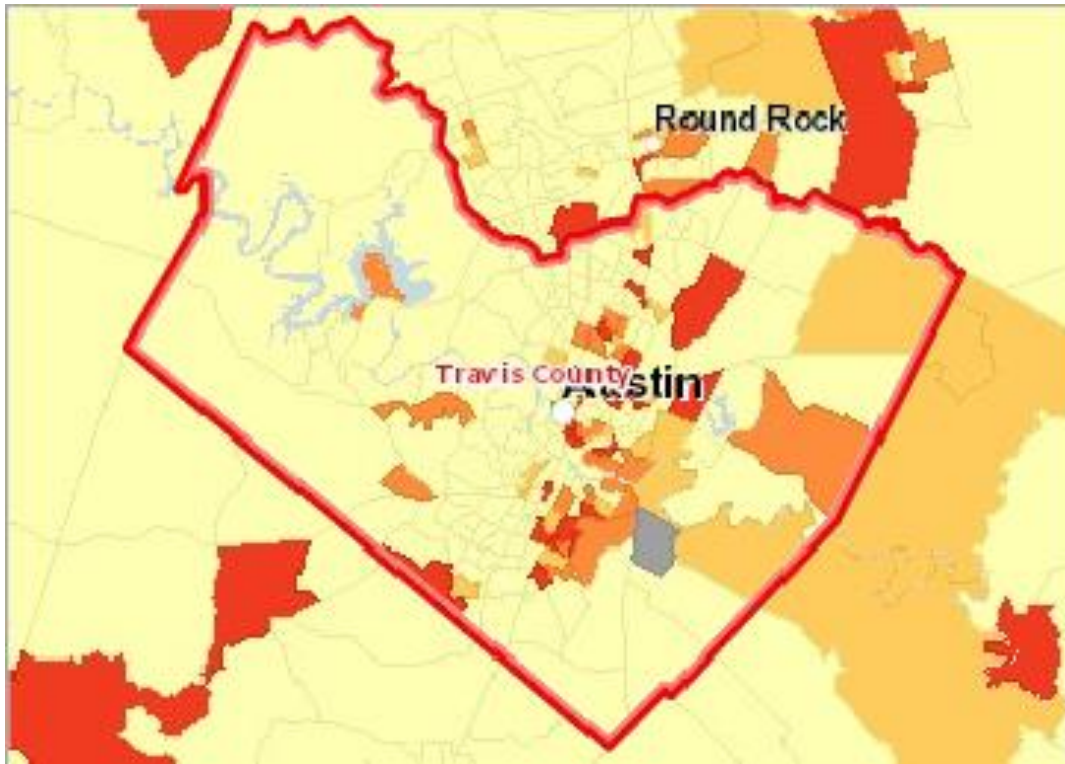


Created by: Travis County HHS Research & Planning Division, 2021

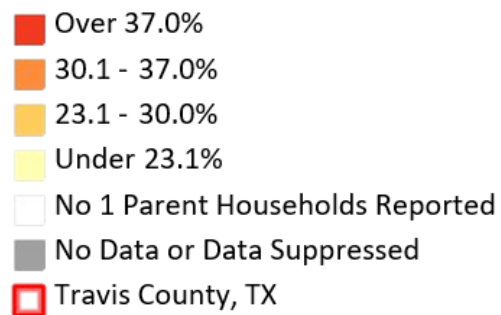
Source data: 2014 & 2019 American Community Survey 5-Year Estimates, B17012

³¹ Travis County Health and Human Services, Research & Planning Division (April 2021). Travis County Poverty Brief: American Community Survey 5-Year Estimates 2010-2014 & 2015-2019.

³² Ibid.



Single Parent Family Households Living Below the Poverty Level, Percent by Tract, ACS 2015-19



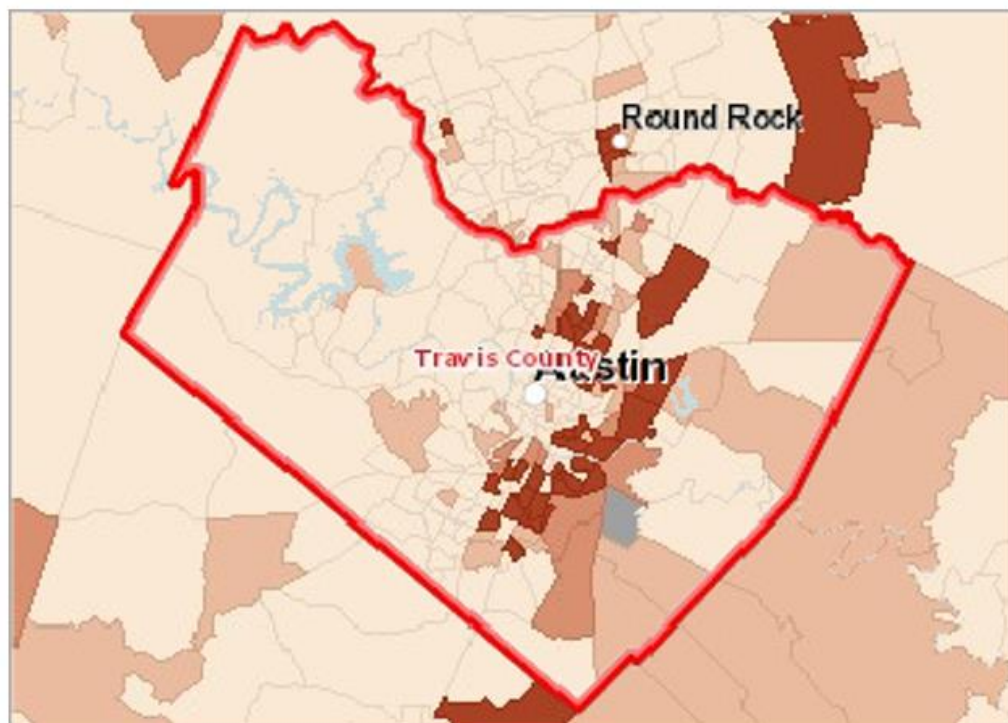
Child Poverty Rate

According to the American Community Survey 5-year data, an average of 15.6% of children lived in poverty in Travis County.³³ To see how this rate compares to Texas and the United States, see the chart below.³⁴

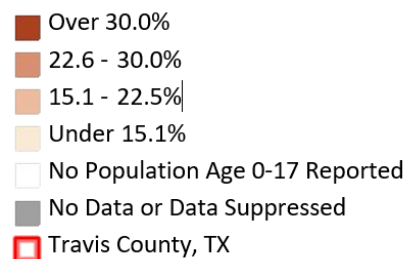
Report Area	Ages 0-17 Total Population	Ages 0-17 In Poverty	Ages 0-17 Poverty Rate
Travis County, TX	267,245	41,754	15.6%
Texas	7,252,934	1,516,985	20.9%
United States	72,235,700	13,377,778	18.5%

Note: This indicator is compared to the state average.

Data Source: US Census Bureau, [American Community Survey](#), 2015-19. Source geography: County



Population Below the Poverty Level, Children (Age 0-17), Percent by Tract, ACS 2015-19

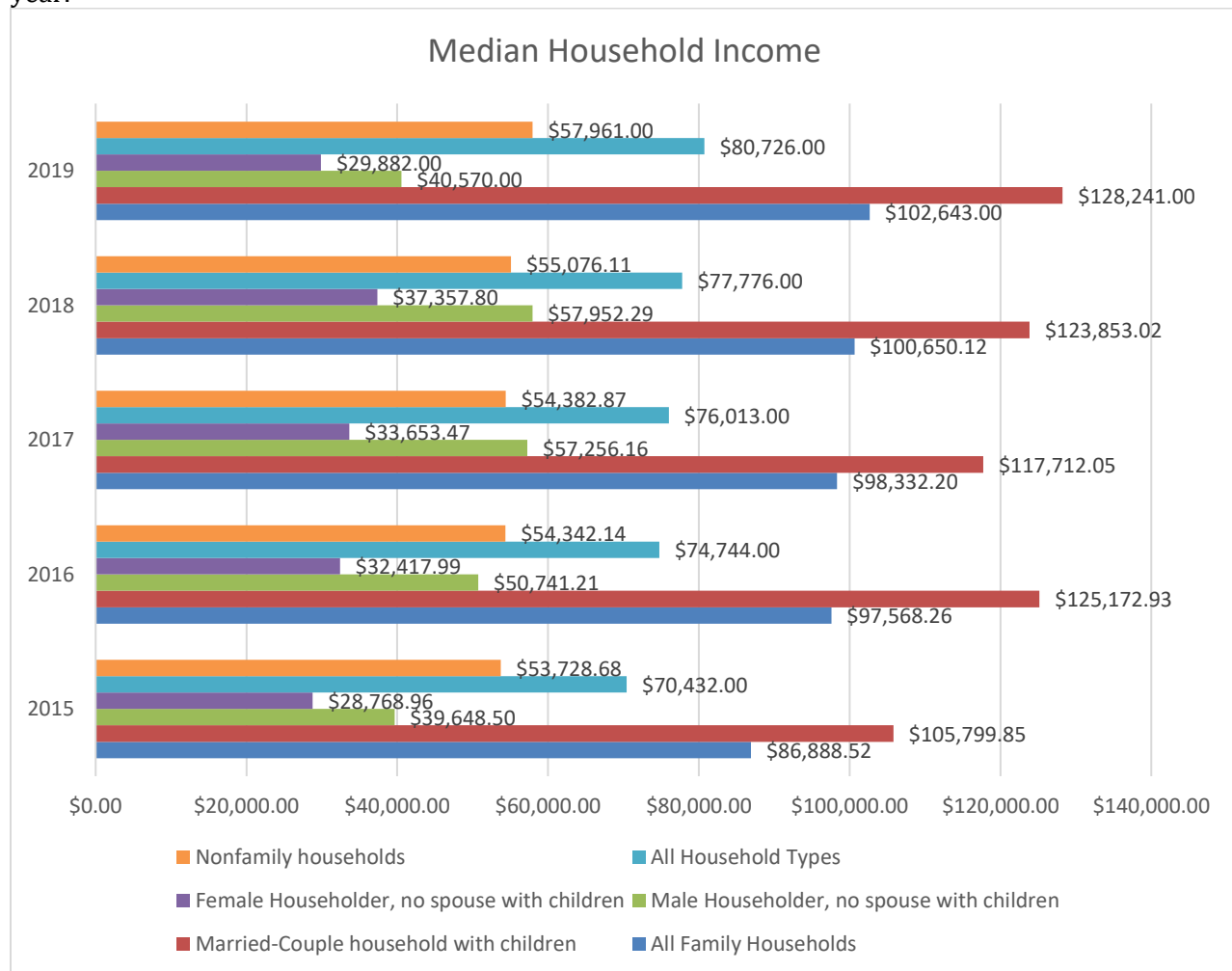


³³ U.S. Census Bureau, American Community Survey, 2015-2019.

³⁴ Community Action Partnership Data Hub (2021). Travis County, TX.

Median Income by Family Type

The ACS data from 2015 to 2019 illustrate how the median income for some family types has adjusted over the years.³⁵ Some family types, such as married-couple household with children, has increased from 2015 and remained relatively the same from 2018 to 2019. However, the male householder, no spouse with children has shown a substantial decrease from 2018 (\$57,952.29) to 2019 (\$40,570). The female householder, no spouse with children has also seen a decrease from 2018 (\$37,357.80) to 2019 (\$29,882). The table and graph also show the female householder, no spouse with children family type has a lower median income than all the other family types each year.



The CAN dashboard provides information about housing and income between 2008 and 2017.³⁶ The report notes how median contract rent has increased (from \$744 to \$1,120), median home value has increased (from \$212,300 to \$321,400), and median household income has increased (from \$55,467 to \$72,884). This information illustrates that median contract rent increased by 50.5% and median home value increased by 51.4% but median household income only increased by 31.4%. This information suggests household expenses are exceeding people's level of income

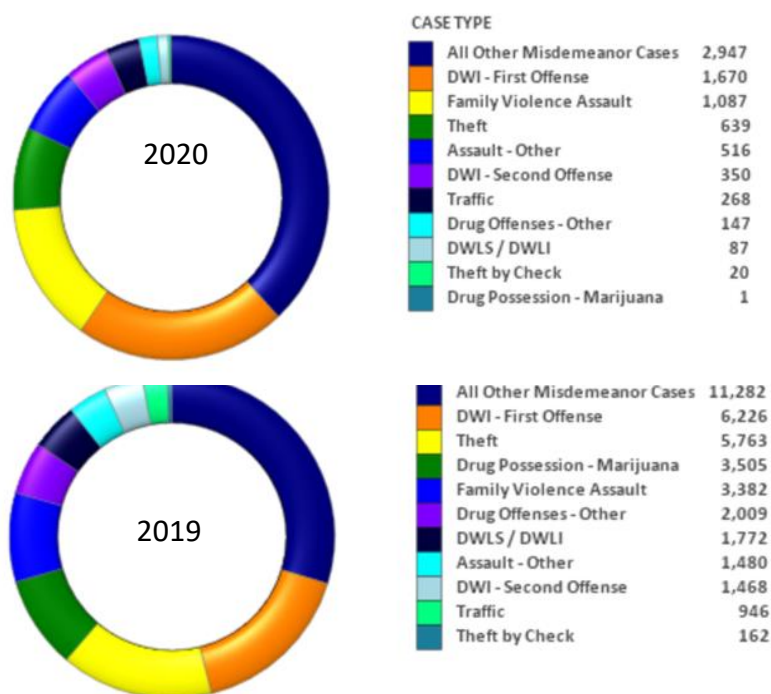
³⁵ Travis County (2019). American Community Survey Snapshot Data.

³⁶ CAN (2019). CAN dashboard.

and people are lacking affordable housing options in Travis County. The report also shows that 33% of households were housing cost-burdened in 2017.

Crime

Austin's 2019 crime rate is comparable to the U.S. average. In the last 5 years, Austin has seen a slight rise in violent crime and decreasing property crime.³⁷ The general decrease in number of criminal cases in 2020 is reflected in the images.³⁸ The images also show a 74% decrease in "All Other Misdemeanor Cases" and a 73% decrease in "DWI-First Offense" from 2019 to 2020. In contrast, there was only a 68% decrease in "Family Violence Assault" case types from 2019 to 2020. In addition, in 2019, "Family Violence Assault" case types were 5th highest case type and in 2020, they were the 3rd highest case type. The higher frequency of "Family Violence Assault" case types in consideration of other case types corresponds with the general increase in family violence concerns during the COVID-19 pandemic.



³⁷ City-data (2021). Crime rate in Austin, TX. <https://www.city-data.com/crime/crime-Austin-Texas.html>

³⁸ Travis County Courts (2021). Travis County Court Criminal Data. <https://courtsdata.traviscountytexas.gov/CriminalAnalytics/>

Community Strengths and Assets

Austin/Travis County has a long history of collaboration and engagement to address community needs. Specific collaborations, community plans, and other initiatives are listed below.

COVID-19 and 2021 Winter Storm Uri Response

- To address the COVID-19 pandemic, the Austin Community Foundation and United Way for Greater Austin partnered to create All Together ATX which raised \$7.7 million and distributed funding to more than 210 local organizations. This community-led philanthropic fund provided flexible resources to nonprofit organizations working with communities disproportionately impacted by COVID-19 and the economic consequences of the pandemic.
- In 2021, the Austin Community Foundation is also partnering with the St. David's Foundation and United Way for Greater Austin to grant \$415,000 towards improving COVID-19 vaccine confidence and equitable access among Black, Latino, Indigenous, people of color, and other groups that have been disproportionately impacted by the pandemic. The 19 local organizations selected to receive grants have deep connections in the community and a plan for increasing vaccination rates for underserved, unserved, disconnected, and rural populations in Bastrop, Caldwell, Hays, Travis, and Williamson counties.
- In 2021, the Austin Community Foundation distributed \$300,000 in grant funding for select nonprofits providing recovery efforts in response to Winter Storm Uri. ACF selected twelve organizations for Uri grants based on the type of on-the-ground work they are doing to support the economic security of individuals and families in Central Texas, especially people of color who had been disproportionately impacted by multiple crises over the past 12 months.

Poverty³⁹

- United Way for Greater Austin has developed a plan for its 2-Gen Initiative aimed at ending the cycle of poverty by focusing on overarching systems change, educational success, social capital, health and well-being, and financial security.
- The Family Independence Initiative, a project active in 15 US cities, launched in Austin in 2018. The group works to create an environment where families can access resources and social connections.
- The CAN Community Council has developed a report on addressing child poverty in our community to highlight strategies that can help and local efforts that are making a difference.
- Integral Care's program, Families With Voices, uses a case management approach to address the unique needs of families living in Manor, Texas.

Housing⁴⁰

- In 2017, the Austin City Council adopted the Austin Strategic Housing Blueprint. City Council set a Blueprint goal calling for the creation of 60,000 units by April 2027.
- The Austin Housing Coalition brings together low-income housing providers from across the community to network and share information with the goal of increasing the supply of low-income housing.

³⁹ CAN (2019). CAN dashboard.

⁴⁰ Ibid.

- HousingWorks Austin works to increase the supply of affordable housing in Austin through research, education, and advocacy. They have developed an analysis of affordable housing challenges and opportunities for each City Council district.
- A draft version of the Central Texas Fair Housing Assessment has been published and will be finalized later this year. The assessment is a regional effort of cities, counties and housing authorities in Williamson and Travis County.
- The Anti-Displacement Task Force submitted its recommendation for action to Mayor and City Council. The report sets forth recommendations to address the displacement of Austin's low-income residents and residents of color.
- ECHO and LifeWorks led the effort to develop the Plan for Ending Youth Homelessness in Austin/Travis County. It outlines key projects and resources needed to meet the housing and support services that the youth require.
- ECHO published Austin's Action Plan to End Homelessness, which proposes areas of investing that can help ensure homelessness in rare, brief, and non-recurring for adults, youth, and families in our community. There was a 56% reduction in unsheltered homelessness among young adults aged 18-24 in 2019.
- The Best Single Source Plus Program provides comprehensive case management and direct financial assistance to eligible individuals and families in the Austin/Travis County area. The program's primary purpose is to establish housing stability and to both prevent and end homelessness.
- The Austin Community Foundation (ACF) created a five-year strategic plan in February 2020 that will focus on mobilizing resources to address Austin's affordable housing challenges.

Emergency Assistance⁴¹

- The Central Texas Food Bank partners with nearly 300 organizations across Central Texas to provide emergency food assistance.
- The City of Austin's Food System Portal provides information/resources for growing, selling, eating, and composting food.
- Through Fresh for Less, the City of Austin partners with the Sustainable Food Center, Farmshare Austin and Go Austin! Vamos Austin! to offer fresh, affordable, and nutritious food. The program seeks to expand availability of Farm Stands, Mobile Markets and Healthy Corner Stores.
- Capital Metro approved the Long-Term Vision for Project Connect to guide efforts to improve existing transit services and develop new, high-capacity public transportation projects.
- The Austin Transportation Department shares information about addressing congestion and promoting sustainable transportation.
- The Austin Strategic Mobility Plan⁴² is a comprehensive multimodal transportation that presents the policies needed to guide Austin and the actions necessary to achieve Austin community's common goals.

⁴¹ Ibid.

⁴² City of Austin (2019). Austin Strategic Mobility Plan.

Health and Wellness⁴³

- Central Health offers medical coverage to Travis County residents with incomes below the federal poverty level through the Medical Access Program. They also offer a sliding fee scale for residents with incomes up to 200% of the federal poverty level.
- Austin Public Health has started implementing action plans for year 1 of the Community Health Improvement Plan (CHIP). The CHIP includes strategies to address access and affordability of health care.
- EnrollATX is a partnership between Central Health, United Way 211, and other community partners that helps people in Central Texas understand health coverage options and enroll in health plans.
- The Mayor's Health & Fitness Council was established to raise awareness of the cost of health care, to promote prevention of chronic diseases, to advocate for better health in Austin, and to promote the city of Austin as a healthy place to live, work, and attend school.
- Texas21 is a coalition of organizations whose mission is to save lives by preventing tobacco use by advocating for the legal age of tobacco sale to be increased to 21. A Tobacco 21 Ordinance was passed in San Antonio January 2018, making it the first city in Texas to raise the smoking age from 18 to 21.
- The Travis County Youth Substance Abuse Prevention Coalition is a collaboration among community partners that support efforts to prevent or reduce youth substance abuse in Travis County.
- Live Tobacco-Free Austin is a program of Austin Public Health, Chronic Disease and Injury Prevention Program. They promote tobacco cessation resources, support prevention efforts, and help create tobacco-free environments through multi-unit housing and workplace-tobacco policies.
- Integral Care, Travis County's Local Mental Health and Intellectual and Developmental Disability Authority, provides high quality mental health care and works collaboratively to strengthen programs and systems and raise awareness of mental health issues in our community.
- Kids Living Well is a collaboration of experienced professionals promoting the mental health of children and youth. Kids Living Well oversees the Travis County Children's Mental Health Plan.
- The Children's Mental Health Crisis Task Force published a report in 2018 that includes recommendations to improve crisis care for children, eliminate the stigma around mental health issues, improve coordination and expand crisis intervention options.
- The Trauma Informed Care Consortium, led by Austin Child Guidance Center, brings together professional organizations throughout Central Texas to address the trauma needs of children and families.
- The St. David's Foundation provides over \$75 million in funding each year to help build the healthiest community in the world. They focus their impact by supporting resilient children, creating healthy women and girls, helping older adults age in place, creating thriving local communities, and centering clinics as community hubs for health.

⁴³ CAN (2019). CAN dashboard.

Employment⁴⁴

- Workforce Solutions Capital Area led the effort to develop the Austin Metro Area Master Community Workforce Plan. The plan's goal is to train 10,000 low-income residents to secure middle-skill jobs in healthcare, skilled trades, and IT by 2021.
- The Austin Opportunity Youth Collaborative is a local effort focused on reengaging youth between ages 16 and 24 who are not in school or not working.

Education⁴⁵

- United Way has worked with over 30 organizations to develop the third iteration of the Success by 6 Strategic Plan. The 5-year plan outlines strategies for our community to work toward the common goal of helping all children enter school ready to learn. In 2019-2020 United Way for Greater Austin (UWATX) invested \$3,978,698 to fund early childhood education impacting 21,942 children and parents and \$1,226,080 in their 2-Generation (2-Gen) programs impacting 13,022 children and parents.
- Early Matters Greater Austin published the Family Friendly Workplace Toolkit which is designed to help employers explore the benefits of family-friendly workplaces, assess current business practices, identify opportunities for potential change, and connect employees with local family resources.
- United Way in partnership with Austin Public Health provided clinical staff and expertise for Family Connects Texas which is a voluntary, nurse home visiting program offered to every family with newborn infants in Travis County to give babies the best possible start in life.
- City of Austin has committed to invest a dozen new Pre-K 3 classrooms in area school districts. These classrooms are projected to open for the 2019-2020 school year.
- The Prescription for Pre-K campaign enlists the help of doctors to get the word out about the benefits of Pre-K as a way of encouraging enrollment.
- E3 Alliance expanded the Pathways of Promise (PoP) initiative to 13 school districts. PoP places low income, minority, English Language Learners (ELL) and special education students in advanced math classes designed to strengthen career and math pathways to help them succeed. Over 10,000 students have benefited from intense professional development provided to middle school math teachers.
- Greater Austin Area My Brother's Keeper Initiative engages local partners in developing strategies for improving educational outcomes for young men of color. In 2019, a pilot program was launched to support post-secondary success in selected schools in Austin ISD, Elgin ISD, and Pflugerville ISD to help young men of color graduate high school and get into college.
- Attendance is a leading indicator for high school graduation. E3 Alliance launched the Missing School Matters initiative in 2012 to build community awareness and support for improved attendance. E3 Alliance also established a learning network of schools committed to tackling chronic absenteeism in the 2018-19 school year. Participating teams will set goals and identify interventions to assess and share what works.
- Austin College Access Network (ACAN) is a network of 10 community-based organizations dedicated to improving first-generation college success. Members included are Austin Partners in Education, Breakthrough Central Texas, College Forward, Communities In Schools, Con Mi MADRE, Hispanic Scholarship Consortium, KIPP Austin, and E3 Alliance.

⁴⁴ CAN (2019). CAN dashboard.

⁴⁵ Ibid.

- Austin Community College's Early College High School (ECHS) Program enables high school students to earn an associate degree (or up to 60 college credits) before earning their high school diplomas, free of charge. Colorado River Collegiate Academy, Crockett, Del Valle, Eastside Memorial, Elgin, Lanier, LBJ, Manor, Reagan, Round Rock, and Travis all have the Early College High School Program.
- The Direct-to-College 70% Achievement Plan is a multi-chamber, multi-school district, and multi-business compact to commit to enroll 70% of the Class of 2019 directly in higher education.

Inventory of Travis County Community Resources

Community Resources by Need Type	Neighborhood Center Partners	Other Community Resources
Emergency Assistance	<ul style="list-style-type: none"> • Central Texas Food Bank • Wheatsville Food Coop • St. John Episcopal Church • HEB • Sprouts • HHSC Community Partner Program • WIC • Central Texas Food Bank • Travis County Health and Human Services • Austin Diaper Bank • Transit Empowerment Fund • Recycled Blessings • Easter Seals of Central Texas • Catholic Charities of Central Texas • Austin Tenant's Council 	<p>Zion Baptist; Our Lady of Guadalupe Church; Hope Lutheran Church; Hope Food Pantry; The Store House; El Buen Samaritano; St. Edwards's Baptist Church; Church of Christ Hyde Park; Salvation Army Shelter; University Presbyterian Church; Cristo Rey SVDP; Eastside Community Connection; Olivet Helping Hand Center; St. Andrews Presbyterian; St. Ignatius Catholic Church; Bannockburn Baptist Church; Dolores Catholic Church; Mision Cristiana Intl/LIDS; Bread For All; Travis Heights Food Pantry; Lake Travis Crisis Ministries; Mission Possible; Bethany Faith Food Pantry; Trinity Center; Welcome Table; St. Austin SVDP; Dorcas Passion Ministries; Christian Life Church; Austin Cornerstone Church Food Pantry; Vivent Health; Street Youth Ministries; Trinity Center; Round Rock Area Serving Center; Society of St. Vincent de Paul; Salvation Army; Trinity Center; Front Steps</p>

Health & Wellness	<ul style="list-style-type: none"> • Central Health Community Care • HHSC Community Partner Program • Travis County Health and Human Services • Texas Department of State Health Services – Public Health Region 7 • University of Texas at Austin School of Nursing; American Heart Association, • Integrated Care Collaboration • Austin Travis County Integral Care • Family Eldercare • Easter Seals Central Texas • Texas RX Card • Communities for Recovery • OSAR • Center for Child Protection • Bluebonnet Trails 	<p>Texas Health and Human Services Commission; Department of Assistive and Rehabilitative Services; Austin Center for Independent Living (ARCIL); Meals on Wheels Central Texas; Senior Access; Drive a Senior ATX; YMCA Senior Programs; RSVP Senior Corps; Alzheimer’s Texas; Austin Child Guidance Center; Capital Area Counseling; Austin Recovery Network; Christi Center; Jewish Family Service of Austin; Waterloo Counseling Center; Center for Survivors of Torture; YWCA for Greater Austin; Spirit Reins; Samaritan Center; Asian Family Support Services; Austin Clubhouse; NAMI Central Texas; SIMS Foundation; People’s Community Clinic; Volunteer Healthcare Clinic; Austin Travis County Integral Care; Seton; SafeKids; Sendero; United Healthcare; Blue Cross, Blue Shield; Planned Parenthood; Vivent Health; Health Alliance for Austin Musicians; Integrated Care Collaboration; Insure-A-Kid; Manos de Cristo; MedSavers Pharmacy; People’s Community Clinic; St. David’s Foundation; Any Baby Can, Children’s Wellness Center; University of Texas at Austin; Community Women’s Wellness Center; HealthStart Foundation; Marathon Kids; Austin Speech Labs; Breast Cancer Resource Centers of Texas; Lone Star Association of Charitable Clinics; Ronald McDonald House Charities; Volunteer Healthcare Clinic; SIMS Foundation; The Care Communities; Ashwell; Austin Asian Community Health Initiative; Texas Health Alliance; Volunteer Healthcare Clinic; Lone Star Circle of Care</p>
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Employment	<ul style="list-style-type: none"> • Workforce Solutions Capital Area • Skillpoint Alliance • City of Austin Human Resources Department DeWitty Job Training and Employment Center • Austin Careers Institute • Zollege • Central Texas Allied Health • Austin Community College • City of Austin Employment Services • COA Offender Workforce Development • Goodwill Career and Technical Academy • HACA Employment Services • Caritas Supported Employment • Austin Public Libraries • Dress for Success • Vocational Rehabilitation Services 	American Youthworks; Austin Clubhouse Goodwill; Austin Area Urban League, Inc; Austin Travis County Integral Care-Developmental Disabilities Services Division; Capital IDEA; The City of Austin-Parks and Recreation Department Senior Programs and Services; Easter Seals Central Texas Inc; WIA Youth Services; Texas Department of Assistive and Rehabilitative Services (DARS); Office for Deaf and Hard of Hearing (DHHS); Travis County Criminal Justice Planning and Comprehensive Workforce Development Program
Housing	<ul style="list-style-type: none"> • City of Austin 	Permanent Supportive Housing Programs; local Community Development Corporations; Austin Habitat for Humanity;

	<ul style="list-style-type: none"> • Blackland Community Development Corporation • City of Austin Housing and Planning • DeHoff House • Brightside Sober Home • Oxford Houses • Alpha House • Pro Lodges • Project Transitions • St. Louise House • Housing Smarts • South Austin Marketplace • Children's Home Initiative • Foundation Communities • Reliable Comfort Care 	<p>Austin Tenants' Council; Green Doors; Family Eldercare; Lifeworks; St. George's Senior Housing, Inc.; Foundation for the Homeless; SAFE; Caritas of Austin; Austin's Resource Center for the Homeless (Front Steps); Salvation Army; Foundation for the Homeless; Ending Community Homelessness Organization; Casa Marianella</p>
Education	<ul style="list-style-type: none"> • Austin Community College • Workforce Solutions • Austin Free Net • Prospect Center • Bank of America-Better Money Habits • FDIC Financial Education 	<p>Literacy Coalition; Any Baby Can; Huston Tillotson University; La Fuente Learning Center; Lifeworks; ACE: A Community for Education; American Youthworks; Capital IDEA; Goodwill Industries of Central Texas; BookSpring; Austin Partners in Education</p>

	<ul style="list-style-type: none"> • Money Smarts • Austin Alliance for Economic Inclusion • Earn and Learn • St. Vincent De Paul - Pay Day Loan Reversal Program • COA Housing and Planning -Financial Fitness • ARCIL • Austin Voices for Education and Youth 	
Childcare Assistance	<ul style="list-style-type: none"> • Child, Inc. • Workforce Solutions 	Open Door Preschool; Sammy's House; Todos Juntos Learning Center

Gaps in Services and Barriers

CSBG guidance requires that Community Action Agencies outline the gaps in services and barriers facing the community that they serve. Gaps in services and barriers were identified primarily from key informant interviews and the service provider survey. Gaps identified in this Needs Assessment fell into three main categories:

- **Access to services** -- the need to improve transportation, navigation support, support accessing identification and benefits, and addressing literacy, language, and technology barriers
- **Availability of services** -- the need for services outweighing demand as evidenced by long wait times and lines
- **Cultural competency/responsiveness of service providers** -- the need for service providers to improve competence in diversity, equity, and inclusion and to be more trauma-informed

In their survey responses, some service providers discussed the complexity of the barriers and gaps in services that Travis County residents face when seeking assistance:

A need that has come up frequently for my clients is not being able to contact service providers. There have been numerous times that we have sat on hold and been disconnected from calls... without being provided an alternative method of contact. This creates a lack of access to services, increases frustrations among clients as well as clients (and likely the agencies as well), and decreases faith in the agencies to meet their need or provide services.

I assist clients with making health appointments, for example, but there are times when a client has a large number of appointments and needs assistance... and I do not have the capacity to assist them.

We have great organizations that address community needs and we collaborate well, but the demand is greater than our ability to respond. It is a capacity and money issue.

Long hold times and issues surrounding transportation are a barrier to service access.

Some services require a client to have a current ID to receive services and may not accept a service ID. The process for obtaining an ID can be long and arduous, creating the barrier to service access.

Top Needs & Trends in Travis County by Domain

The primary concerns of survey respondents are highlighted in this section, in order of their greatest concern or need.

Housing

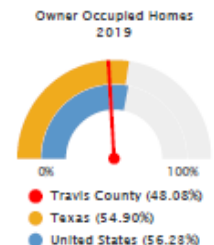
I think the community is trying really hard to get people in housing, but there's a lack of support once people are housed to help them keep their housing. Also... there is just a significant lack of affordable housing opportunities in Austin for people living on disability or with low incomes in general.

-Service Provider

Similar to previous needs assessments, housing continues to be a major concern for Travis County residents. Across data sources, housing was ranked as the highest need. Survey data indicates that the current housing needs in Travis County are both acute (as evidenced by 44% of clients reporting needing help paying their rent or mortgage) and chronic (as evidenced by 37% of client surveys and 48% of resident survey respondents citing housing that I can afford as a need).

In Travis County, 48% (247,351) of housing units are renter-occupied and 52% (514,410) are owner-occupied,⁴⁶ lower than the state average of 55% and the national average of 56% and a decrease from 51% homeownership rate in 2000.⁴⁷ (See image⁴⁸ below.) This likely reflects the increasingly more expensive cost of homeownership in Austin and Travis County.

Report Area	Total Housing Units 2000	Owner Occupied Homes 2000	Owner Occupied Homes 2000	Total Housing Units 2019	Owner Occupied Homes 2019	Owner Occupied Homes 2019
Travis County, TX	320,766	164,975	51.43%	514,410	247,351	48.08%
Texas	7,393,354	4,716,959	63.80%	10,937,026	6,004,802	54.90%
United States	105,480,101	69,815,753	66.19%	137,428,986	77,274,381	56.23%



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census, 2015-19. Source geography: County

The 2020 City of Austin Comprehensive Housing Market Analysis provides detailed information on housing trends in the City of Austin.⁴⁹ Key trends in the current Austin housing market include (note these findings are reliant on pre-pandemic data):

- Austin's median rent increased 38% from 2010 to 2020.
- Naturally occurring (market-rate) affordable rentals continued to decline. In 2012, 38% of rental units were priced between \$625 and \$875. This compares to 14% in 2017.
- Austin has about 12,000 fewer renters earning less than \$25,000 per year than in 2012, likely due to out-migration of low-income households from Austin.

⁴⁶ Travis County (2019). American Community Survey Snapshot Data.

⁴⁷ U.S. Census Bureau, American Community Survey. 2015-2019.

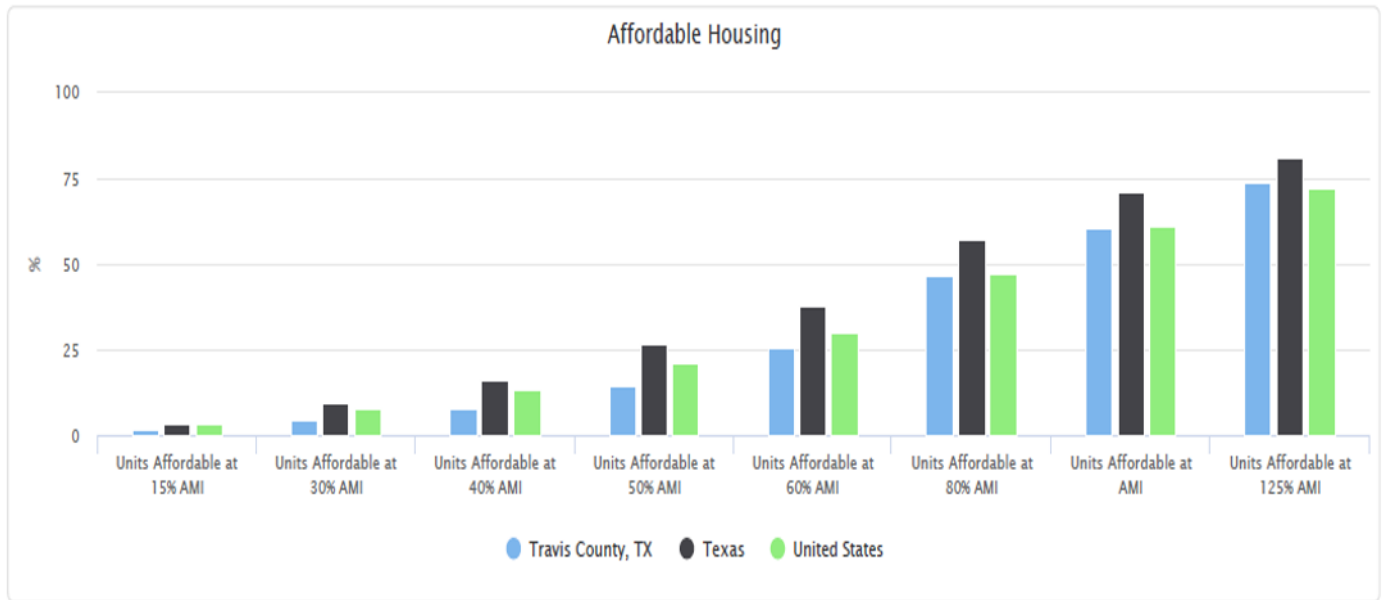
⁴⁸ Community Action Partnership Data Hub (2021). Travis County, TX.

⁴⁹ City of Austin Comprehensive Housing Market Analysis (2020). Root Policy Research.

- Austin's median home value (\$333,000 in 2017) rose 55% from 2010 to 2020.
- The City's inventory of for-sale units that are affordable to renters earning <\$75,000 to buy has decreased substantially from 49% of all homes listed/sold in 2008 to 22% in 2017-2018. Today, there are 14 times more renters earning <\$75,000 than there are affordable homes to buy.
- Middle-income households (earning \$35,000 to \$100,000) now have lower ownership rate than households in Austin overall and their ownership rate has dropped from 44% in 2012 to 36% in 2017.

Housing Affordability

This indicator reports the number and percentage of housing units affordable at various income levels. Affordability is defined by assuming that housing costs should not exceed 30% of total household income. Income levels are expressed as a percentage of each county's area median household income (AMI). In Travis County, 4.5% of housing units are affordable at 30% AMI⁵⁰ (see images below).⁵¹



Report Area	Units Affordable at 15% AMI	Units Affordable at 30% AMI	Units Affordable at 40% AMI	Units Affordable at 50% AMI	Units Affordable at 60% AMI	Units Affordable at 80% AMI	Units Affordable at AMI	Units Affordable at 125% AMI
Travis County, TX	2.24%	4.53%	7.57%	14.93%	25.88%	46.53%	60.72%	74.05%
Texas	3.49%	9.6%	16.66%	26.9%	37.98%	57.39%	71.3%	80.93%
United States	3.5%	8.24%	13.37%	21.16%	30.23%	47.39%	61.04%	72.26%

Data Source: US Census Bureau, American Community Survey, 2014-2018.

⁵⁰ U.S. Census Bureau, American Community Survey, 2015-2019.

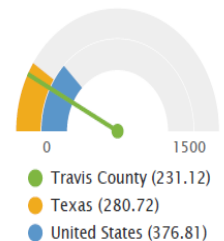
⁵¹ Community Action Partnership Data Hub (2021). Travis County, TX

Assisted Housing

This indicator reports the total number of HUD-funded assisted housing units available to eligible renters as well as the unit rate (per 10,000 total households). In 2019, there were 231.12 units available, which is fewer than the state and national averages (see chart below).⁵²

Report Area	Total Housing Units (2010)	Total HUD-Assisted Housing Units	HUD-Assisted Units, Rate per 10,000 Housing Units
Travis County, TX	441,240	10,198	231.12
Texas	9,977,436	280,083	280.72
United States	133,341,676	5,024,504	376.81

HUD-Assisted Units, Rate per
10,000 Housing Units



Note: This indicator is compared to the state average.

Data Source: US Department of Housing and Urban Development. 2019. Source geography: County

Renter Needs

Housing Cost Burden – Renters

When 30% or more of income is spent on housing costs it is considered a "housing-cost burden". The 2015 - 2019 ACS shows that 46% of occupied units paying rent nationwide pay 30% or more of their income on housing costs. For Travis County, 45.19% of occupied units paying rent have a housing cost burden (see chart below).⁵³

Report Area	Total Housing Units	Occupied Units Paying Rent	30 Percent or More of Income Paying Rent	Percent of Renters Spending 30 Percent or More of Income with Rent
Travis County, TX	472,361	225,010	101,679	45.19%
Texas	9,691,647	3,686,845	1,634,450	44.33%
United States	120,756,048	43,481,667	20,002,945	46.00%

Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey. 2015-19. Source geography: tract

Renter Housing Gaps

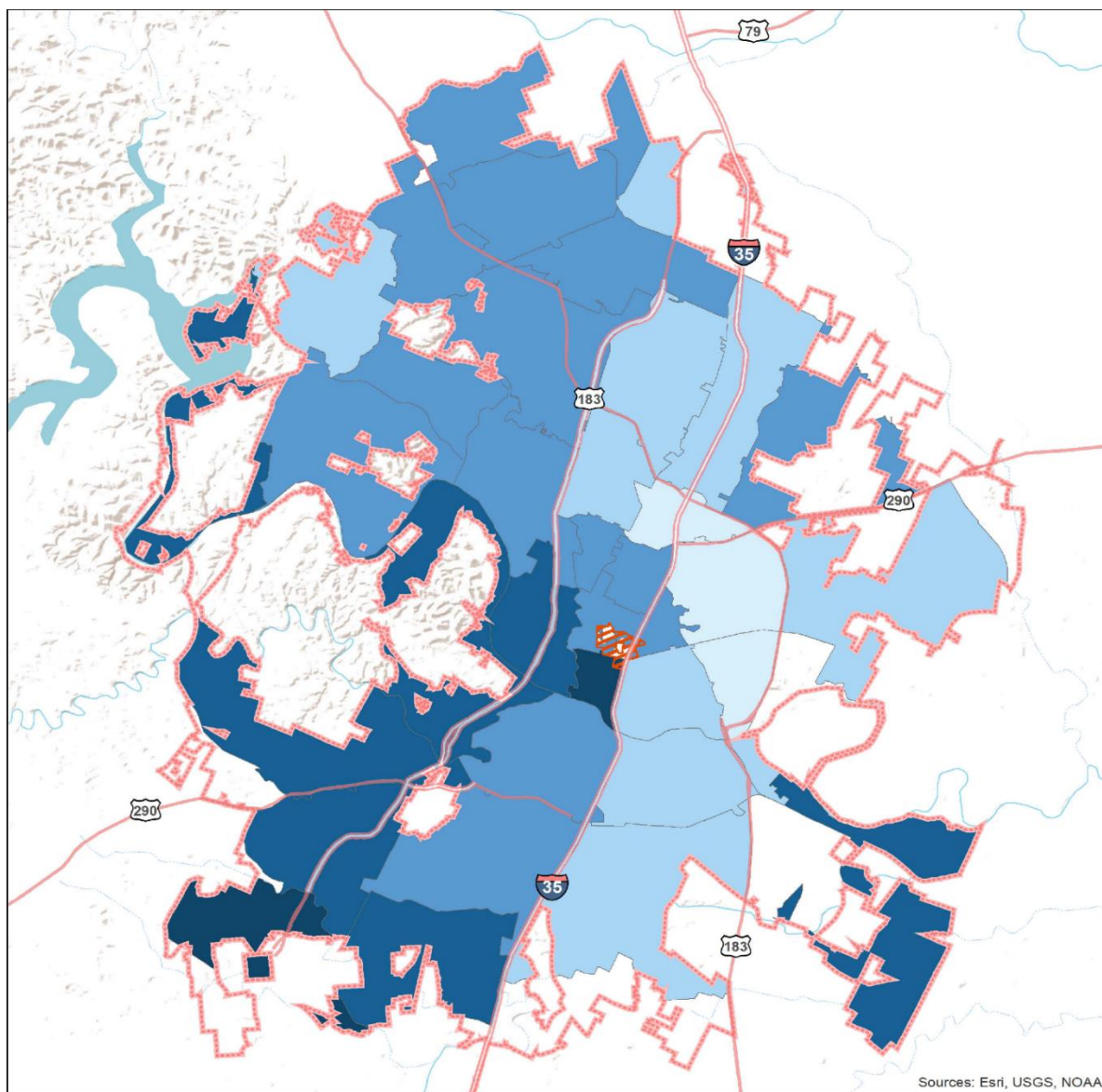
According to the City of Austin Comprehensive Housing Market Analysis (2020), the rental gap for units renting at less than \$625 per month ranges from a shortage of 36,400 to 25,000 units (after accounting for student households).⁵⁴ The good news is that the loss of deeply affordable rentals was less than the change in low-income renters. The change in the rental gap from 2012, therefore, was more closely linked to renters leaving the city or moving into higher income brackets than a decline in supply. The median rent by zip code and the student-adjusted rental gap for households with <\$25,000 incomes are presented in the below images.⁵⁵

⁵² Community Action Partnership Data Hub (2021). Travis County, TX.

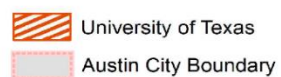
⁵³ Ibid.

⁵⁴ City of Austin Comprehensive Housing Market Analysis (2020). Root Policy Research.

⁵⁵ Ibid.



Median Rent by ZIP Code, 2017





Total Renters with < \$25,000 Incomes

47,775



Units Affordable

11,401

Shortage -36,374

Renters with < \$25,000 Incomes Excluding All Student Households



36,309



Units Affordable

11,401

Shortage -24,908

Renters with < \$25,000 Incomes Excluding ½ of All Student Households



42,042



Units Affordable

11,401

Shortage -30,641

Homeownership Needs

Housing Cost Burden (Owners)

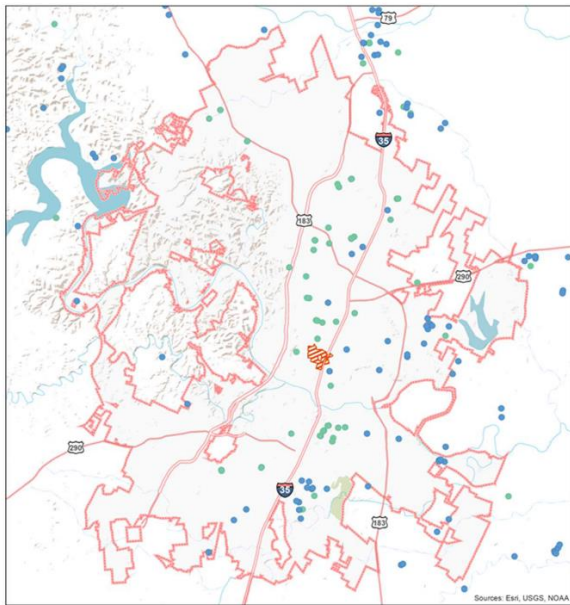
Thirty percent or more of income spent on housing costs is considered a "housing-cost burden". The 2015 - 2019 ACS shows that 27.7% of homeowners with mortgages nationwide pay 30% or more of their income on housing costs. The chart below shows that in Travis County, 26.9% of

Report Area	Total Housing Units	Owners with Mortgage	30 Percent or More Income with Mortgage	Percent of Owners Spending 30 Percent or More of Income with Mortgage	Owners without Mortgages	30 Percent or More of Income without Mortgage	Percent of Owners Spending 30 Percent or More of Income without Mortgage
Travis County, TX	472,361	170,072	45,835	26.95%	77,279	11,218	14.52%
Texas	9,691,647	3,447,105	910,098	26.40%	2,557,697	315,297	12.33%
United States	120,756,048	48,416,627	13,400,012	27.68%	28,857,754	3,846,938	13.33%

Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey, 2015-19.

owners with mortgages and 14.5% of owners without mortgages spend 30% or more of their income on housing costs.^{56,57} The images below show affordable homes by earning level.⁵⁸

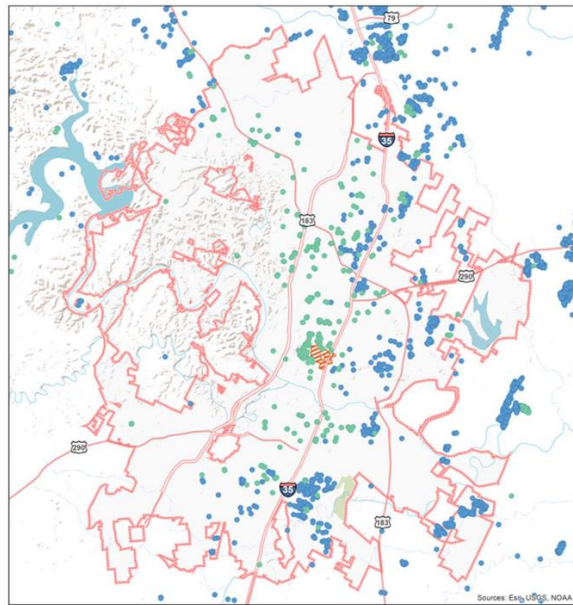
*Affordable to Households Earning
Less than \$35,000*



Homes affordable to households earning < \$35,000 (less than \$133,032)

● Detached
● Attached
University of Texas
Austin City Boundary

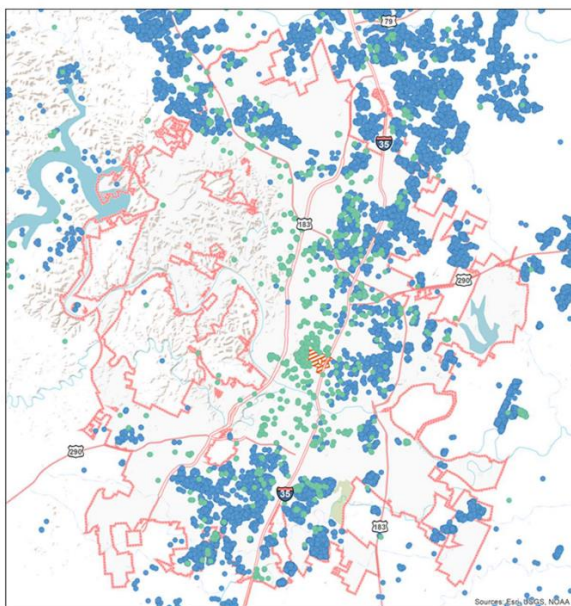
*Affordable to Households Earning
Less than \$50,000*



Homes affordable to households earning < \$50,000 (less than \$188,835)

● Detached
● Attached
University of Texas
Austin City Boundary

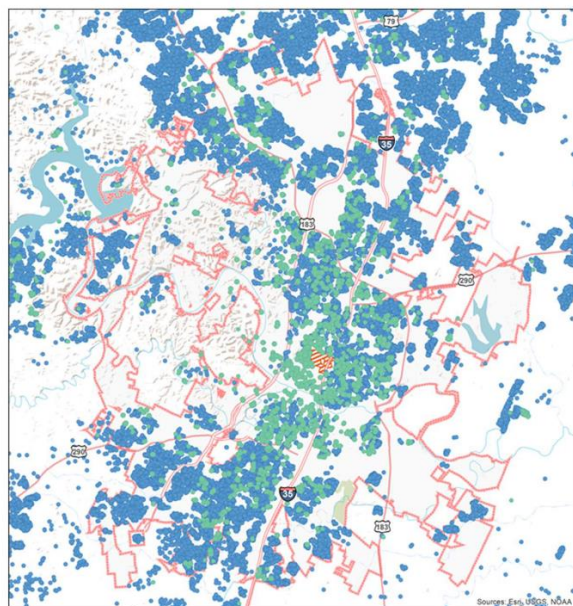
*Affordable to Households Earning
Less than \$75,000*



Homes affordable to households earning < \$75,000 (less than \$282,932)

● Detached
● Attached
University of Texas
Austin City Boundary

*Affordable to Households Earning
Less than \$150,000*



Homes affordable to households earning < \$150,000 (less than \$564,511)

● Detached
● Attached
University of Texas
Austin City Boundary

Homeownership Gaps

Middle-income households (earning \$35,000 to \$100,000) now have lower ownership rate than households in the City overall and their ownership rate has dropped from 44% in 2012 to 36% in 2017. Preserving relative affordability of and adding attached homes to the for-sale market will be important for maintaining homeownership opportunities among middle income households.⁵⁹

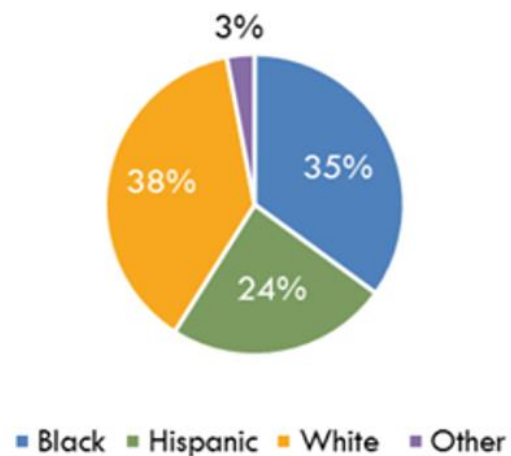
Homelessness

The most recent 2020 Point-in-Time count was performed on January 25th, 2020 (a 2021 count was not conducted due to COVID-19). The 2020 count identified 2,506 persons experiencing homelessness including 1,574 people sleeping unsheltered and 932 people in shelters or transitional housing. The 2020 count represented an increase from previous years, with 1,747 total homeless in 2019 and 1,564 in 2018.⁶⁰

The three highest identified areas of need and continued focus identified in the Austin/Travis County 2020 PIT Count were (1) Racial equity, (2) Youth homelessness, and (3) Veteran homelessness. ECHO has formed a Racial Equity Task Group, led by key partners, to examine the homelessness response system and propose solutions to ensure an equitable approach to populations disproportionately impacted by homelessness. Continued, ongoing focus toward ending youth homelessness and maintaining achievements in ending veteran homelessness are needed to ensure homelessness is rare, brief, and non-recurring.

The CAN dashboard highlights key disparities in the homeless population in Travis County, stating that although the “Black population makes up 8% of the total Travis County population, 35% of the homeless population identify as Black, which indicates a high level of disproportionality (i.e., the rate of homelessness for Blacks is 4.4 times greater than what one would expect given racial/ethnic composition of Austin/Travis County).”⁶¹ The image to the right shows the percentage of people who are homeless by race and ethnicity.⁶²

Homelessness, by Race & Ethnicity
Travis County, 2019



Qualitative Findings

Surveys

Clients reported help paying rent or mortgage (44.4%) as a housing need followed by help with utility bills (37.4%) and housing that I can afford (25.3%). Residents reported housing that I can afford (47.5%) as a need followed by help to make my home more energy efficient (44.3%) and help with utility bills (21.3%).

⁵⁹ City of Austin Comprehensive Housing Market Analysis (2020). Root Policy Research.

⁶⁰ 2020 Point-in-Time Count Results. Austin Ending Community Homeless Coalition (ECHO) (2020).

⁶¹ CAN (2019). CAN dashboard.

⁶² Ibid.

The service providers mentioned housing needs mostly in the context of affordability but also referred to the need for safe housing, utility and rent assistance, and services for people who are homeless. One service provider explained the need for their clients experiencing homelessness:

Housing! We need affordable permanent housing with continuous support. There are not enough places doing the coordinated assessment, nor is it an expedient process. We need a streamlined approach for continuum of care between agencies, city, and state.

Interviews

Key informants referenced housing as a clear and persistent community need, including the need for affordable housing and more nuanced mentions of access to home repair programs, property tax education and assistance, rent/mortgage assistance, and assistance with safe short-term shelter for homeless persons.

What does the word affordable mean? Changing the MFI from 80% down to 50/40 maybe even 30%.

Cut some 'red tape' for builders creating low-cost affordable housing in different areas of the city not excluding West Austin.

Building case management and wrap around services to support engagement marketing and expansion of and access to the [home repair] program.

Homelessness is more than housing affordability - we simply need more shelter.

Emergency Assistance (Basic Needs)

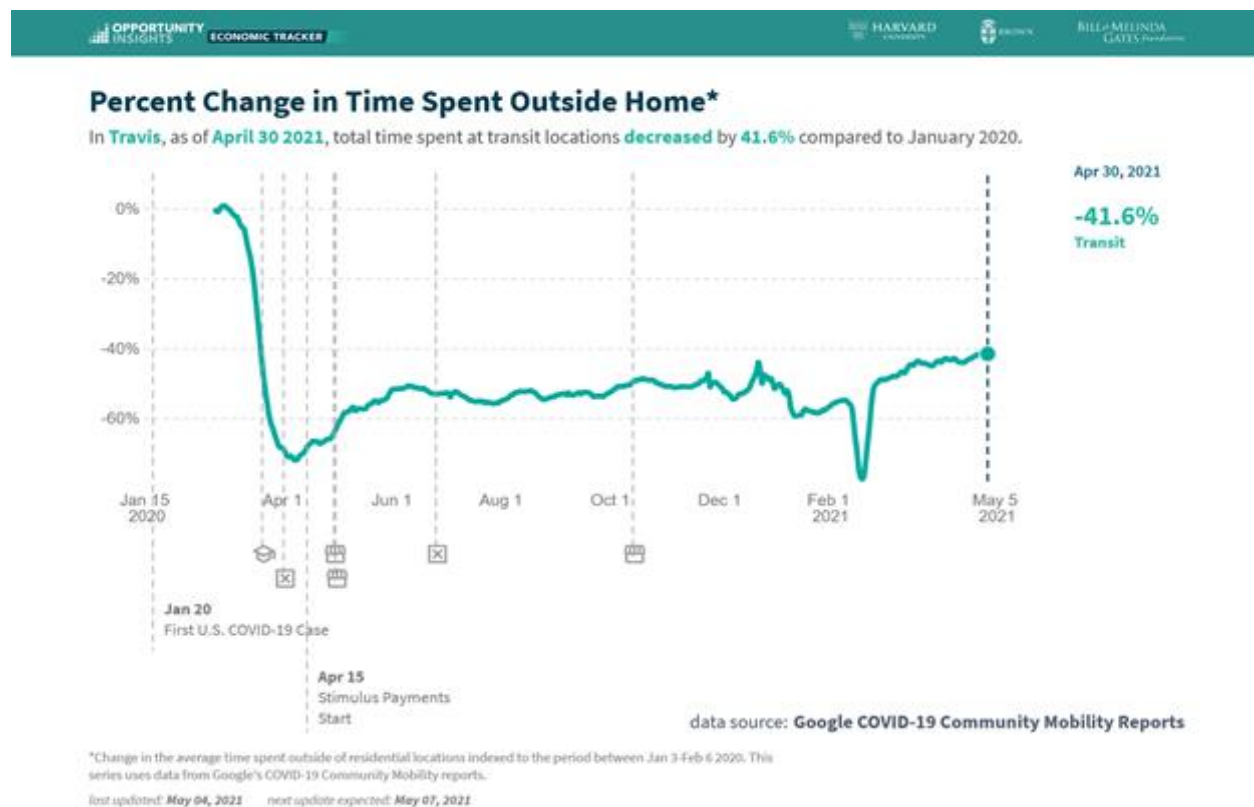
I can help with some transportation in that I can provide a bus pass or cab voucher (occasionally). I can even help them with applying for a reduced bus fare pass or Metro Access, but there are times when this does not meet their need. I can help them apply for an ID, but I cannot assist them with payment unless it becomes a housing emergency. Sometimes these things are enough and sometimes they are not enough.

-Service Provider

Travis County is generally performing similarly or worse than the national average though better than the state average in some emergency assistance indicators, such as the number of qualifying public school students for free or reduced lunches, the percentage of people experiencing food insecurity, the number of low-income population with low food access, and the number of people who are uninsured. There is a reported need for greater access to basic needs, specifically food, and transportation. There is also a reported need to help residents find resources in the community.

COVID-19 Impact: Transportation

Transportation use in Travis County has decreased by 41.6% compared to January 2020. The chart below illustrates how transportation use sharply declined at the start of the COVID-19 pandemic and is only slightly starting to increase as of March/April 2021.⁶³



⁶³ Opportunity Insights (2021). Travis County: Percent Change in Time Spent Outside Home.

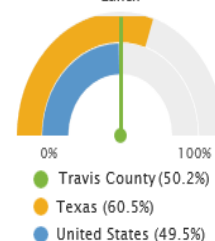
Food Availability

Free and Reduced Lunch Program

Free or reduced-price lunches are served to qualifying students in families with income between under 185% (reduced price) or under 130% (free lunch) of the U.S. federal poverty threshold as part of the federal National School Lunch Program (NSLP). Out of 189,619 total public school students in Travis County, 95,130 were eligible for the free or reduced price lunch program in 2018-2019. This represents 50.2% of public school students, which is lower than the state average of 60.5%.⁶⁴ See chart below for a comparison of this rate to the rates of Texas and the United States.⁶⁵

Report Area	Total Students	Students Eligible for Free or <u>Reduced Price Lunch</u>	Students Eligible for Free or <u>Reduced Price Lunch, Percent</u>
Travis County, TX	189,619	95,130	50.2%
Texas	5,433,471	3,288,771	60.5%
United States	50,744,629	25,124,175	49.5%

Percentage of Students Eligible for Free or Reduced Price School Lunch



Note: This indicator is compared to the state average.

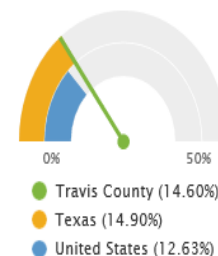
Data Source: National Center for Education Statistics, *NCES - Common Core of Data*. 2018-19. Source geography: Address

Food Insecurity

This indicator reports the estimated percentage of the population that experienced food insecurity at some point during 2017. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food. The chart below shows that 14.6% persons experienced food insecurity, which is higher than the national rate and slightly lower than the state rate.⁶⁶

Report Area	Total Population	Food Insecure Population, Total	Food Insecurity Rate
Travis County, TX	1,176,301	171,740	14.60%
Texas	28,305,168	4,217,470	14.90%
United States	325,717,422	41,133,950	12.63%

Percentage of Total Population with Food Insecurity



Note: This indicator is compared to the state average.

Data Source: *Feeding America*. 2017. Source geography: County

Low Income and Low Food Access

This indicator reports the percentage of the low-income population with low food access. Low food access is defined as living more than a half mile from the nearest supermarket, supercenter, or large grocery store. This indicator is relevant because it highlights populations and geographies facing food insecurity. In Travis County, 24.3% of the low-income population reported low food access.

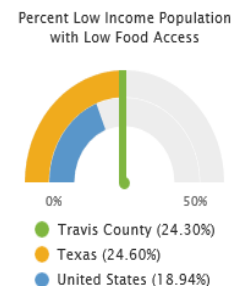
⁶⁴ Community Action Partnership Data Hub (2021). Travis County, TX.

⁶⁵ Ibid.

⁶⁶ Ibid.

The chart below shows that this rate is higher than the national rate and slightly lower than the state rate.⁶⁷

Report Area	Total Population	Low Income Population	Low Income Population with Low Food Access	Percent Low Income Population with Low Food Access
Travis County, TX	1,024,266	345,290	83,913	24.30%
Texas	25,145,561	9,769,662	2,403,416	24.60%
United States	308,745,538	106,758,543	20,221,368	18.94%



Note: This indicator is compared to the state average.

Data Source: US Department of Agriculture, Economic Research Service, *USDA - Food Access Research Atlas*. 2015. Source geography: Tract

Health Insurance Coverage⁶⁸

Texas is one of few states that opted not to expand Medicaid under the Obama Administration's Affordable Care Act (ACA). The ACA anticipated the expansion of Medicaid to cover all people who live below 138% of the federal poverty level, or \$17,236 for a single person in 2019.⁶⁹ Fourteen states, including Texas, chose not to expand Medicaid. This has left our state with a health coverage gap which includes those who make too much to be eligible for Medicaid or too little to afford health insurance, either on the open market or through the Affordable Care Act.⁷⁰ In Texas, it is estimated that more 600,000 individuals are stuck in this healthcare gap.⁷¹ These individuals who need substance use services must cover the out-of-pocket cost of treatment. Persons living below the federal poverty line (FPL) have the greatest need for substance use treatment and receive it at the lowest rates. In 2018, 5.7% of individuals less than 100% FPL were classified as needing treatment, yet only 2.4% actually received treatment. Less than 4% of individuals between 100-199% FPL and 1.7% actually received treatment, and 2.4% of individuals at 200% or more of FPL need treatment while 1% received treatment. Comparatively, persons living at 100% FPL received treatment at a lower rate relative to groups with higher incomes.

Uninsured Population

The uninsured population of 2019 is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons. In Travis

⁶⁷ Community Action Partnership Data Hub (2021). Travis County, TX.

⁶⁸ Woollard Nichols & Associates (2019). Austin/Travis County Alcohol, Tobacco & Other Drugs Needs Assessment.

⁶⁹ Garfield, R., Orega, K., & Damico, A. (2019). The coverage gap: Uninsured poor adults in states that do not expand Medicaid. San Francisco, CA: Kaiser Family Foundation. <https://www.kff.org/medicaid/issue-brief/the-coverage-gap-uninsured-poor-adults-in-states-that-do-not-expand-medicaid/>

⁷⁰ Waller, A. R. (2018). Texas still hasn't expanded Medicaid. That's leaving a gap in coverage for hundreds of thousands. Texas Tribune. <https://www.texastribune.org/2018/12/17/what-medicaid-coverage-gap-means-texans-without-health-insurance/>

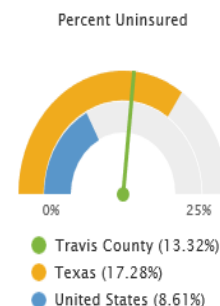
⁷¹ Ibid.

County, 13.3% of persons are uninsured. This rate is higher than the national average and lower than the state average.⁷² The chart below provides a comparison to Texas and the United States.⁷³

Report Area	Insurance Population (2019 Estimate)	Number Insured	Number Uninsured	Percent Uninsured
Travis County, TX	1,226,805	942,206	163,410	13.32%
Texas	28,260,856	19,635,342	4,883,741	17.28%
United States	324,697,795	240,092,386	27,954,329	8.61%

Note: This indicator is compared to the state average.

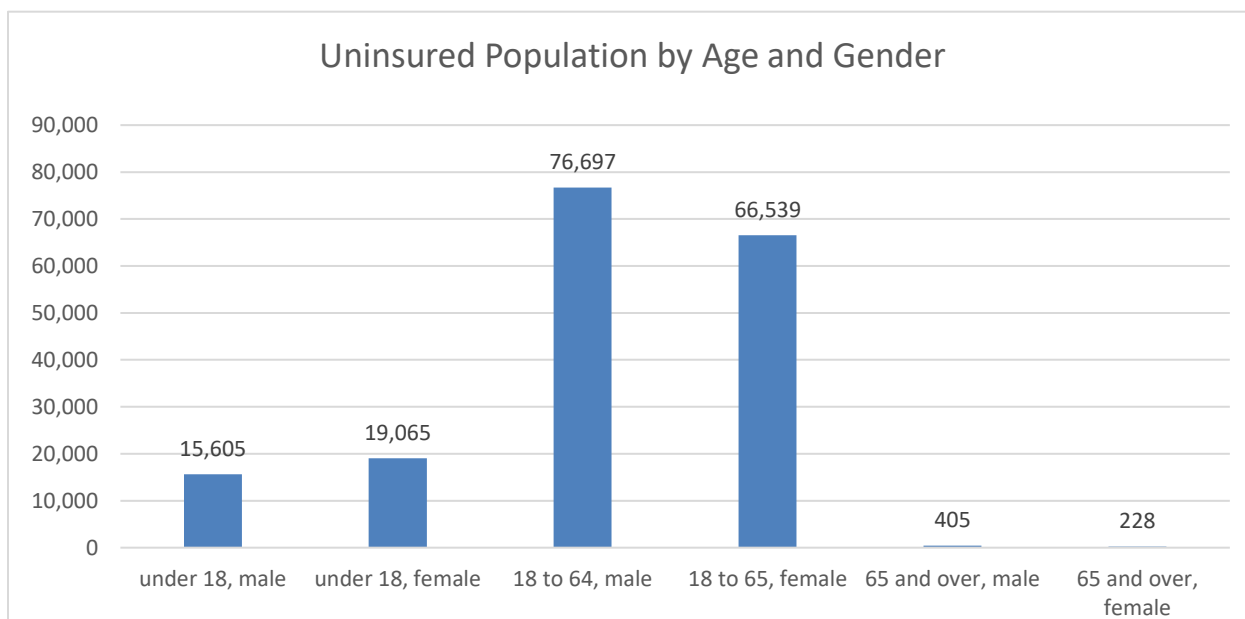
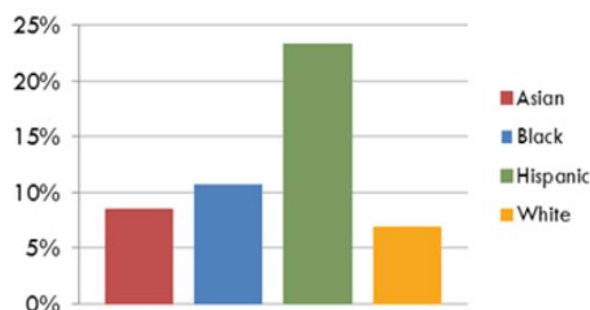
Data Source: US Census Bureau, American Community Survey. US Census Bureau, Small Area Health Insurance Estimates. 2018. Source geography: County



The CAN dashboard provided the chart to the right, which shows the uninsured rate is higher for people who are Hispanic and lowest for people who are White.⁷⁴

The data below illustrate the number of people in Travis County who are uninsured by age and gender in 2019.⁷⁵ The chart illustrates most people who are uninsured are between the ages of 18 to 64 with more males being uninsured than females. There are very few people 65 years of age or older who are uninsured.

Percent of Travis County Residents Under Age 65 Who are Uninsured by Race & Ethnicity, 2017



⁷² U.S. Census Bureau, American Community Survey. 2015-2019.

⁷³ Community Action Partnership Data Hub (2021). Travis County, TX.

⁷⁴ CAN (2019). CAN dashboard.

⁷⁵ Travis County (2019). American Community Survey Snapshot Data.

Qualitative Findings

Surveys

Clients reported food (63.6%) to be an emergency assistance need followed by help finding resources in the community (34.3%), health insurance/medical care (25.3%), and prescription assistance (16.2%).

Residents reported help finding resources in the community (44.3%) to be a need followed by health insurance/medical care (31.2%), transportation (31.2%), and food (27.9%).

Service providers generally referred to emergency assistance needs in the context of food, rent, transportation, and clothing. There were also mentions about the need for financial assistance and social services.

Interviews

Key informants highlighted emergency assistance, especially during the pandemic, as a key community need. These responses included mentions of transportation/mobility as well as access to basic needs (utilities, food, rent).

Free transit by priority should be implemented – for example, homelessness, students, underage generally, elderly & disabled, cost burdened below percent of Median Family Income.

Basic Needs support like food security, diapers and specifically women's sanitary products.

Direct financial assistance for utilities support including phone bills.

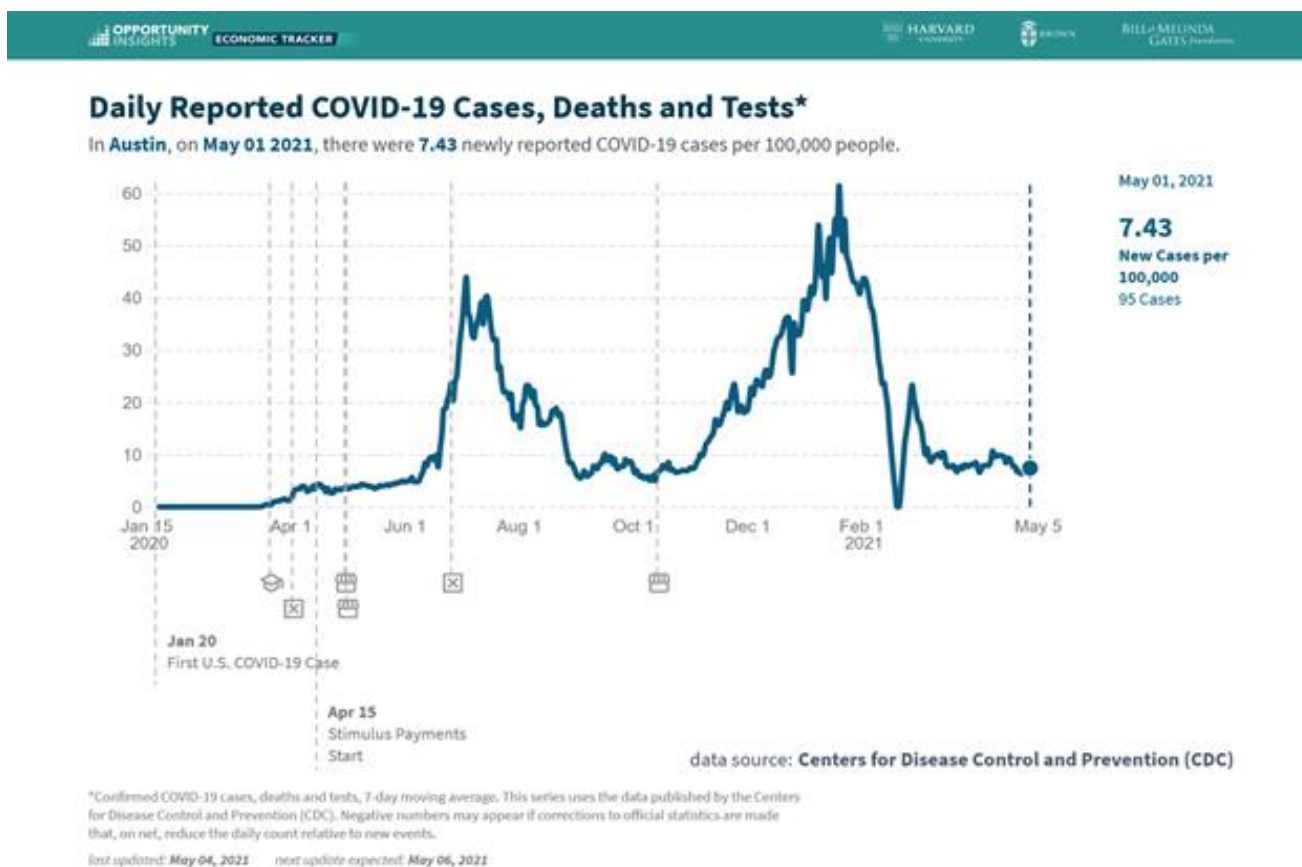
Health and Wellness

People have been categorized to go to specific offices based on the type of insurance they have. Those who rely on Medicaid, Medicare and MAP have access to low quality care all the way to the way the facility smells and the environment and quality of equipment.

-Key Informant

COVID-19 Impact: Health and Wellness Concerns

The COVID-19 pandemic has created an additional health and wellness concern for residents of Travis County. The image below shows that though there has been a significant decline in the number of new cases, there were still 7.43 new cases per 100,000 people in May 2021.⁷⁶



Behavioral Risk Factors⁷⁷

According to Austin Public Health, tobacco is not only the leading cause of preventable death in Austin/Travis County, but causes more deaths in Austin/Travis County than “AIDS, crack, heroin, cocaine, alcohol, car crashes, fire, suicide, and murder – combined.”⁷⁸ In 2017, an estimated 11.1%

⁷⁶ Opportunity Insights (2021). Austin, TX: Daily Reported COVID-19 Cases, Deaths and Tests.

⁷⁷ St. David's Foundation (2019). St. David's Medical Center and St. David's South Austin Medical Center Community Health Needs Assessment.

⁷⁸ Live Tobacco Free Austin. (n.d.). Facts and tools. <https://www.livetobaccofreeaustin.org/facts-and-tools/>

of adults in Travis County reported that they are current smokers, with a greater percentage of men (13.4%) reporting being current smokers compared to women (8.7%).⁷⁹

One in five Travis County adults are obese and more than one-third are overweight. The prevalence of overweight or obesity among adults in Travis County has remained fairly constant at about 58% from 2011 to 2015. The rates of obesity are lower in Travis County as compared to Texas (21.9% vs. 31.0% respectively), and the prevalence of being overweight in Travis County is similar to that of Texas (36.1% vs. 35.7%, respectively (BRFSS, 2011-2015). Over half of Travis County youth are reaching the BMI fitness achievement levels, with high school boys and girls achieving the highest rates compared to elementary and middle school youth.

Continuing a consistent trend, Travis County adults are more active than adults across the state. According to the 2018 County Health Rankings data for the period of 2004 - 2014, Travis County adults were more physically active than adults across the state. Sixteen percent (16%) of Travis County adults age 20 and over reported no leisure-time physical activity compared to 24% of adults for the state of Texas. This has been a trend for the previous ten-year period.

Social and Mental Health

Travis County suicide mortality in 2014 was the highest in ten years. Austin experienced 132 suicides in 2015. During the ten-year period between 2005 and 2014, 1,207 deaths by suicide occurred in Travis County, with 2014 having the highest yearly suicide rate.

Maternal and Child Health

Mortality among Black infants is twice as high as for White and Hispanic infants. The average infant mortality rate for Travis County in 2014 was 4.4 per 1,000 live births. This is lower than the rate for Texas at 5.8 per 1,000 live births.

Births to teen mothers are four times lower in Travis County than across the state. The percent of births to teen mothers for all races/ethnicities in Travis County is at or below the state average for 2012 to 2014.

The CAN dashboard report showed that in 2017, 26% of adults reported poor mental health, 29% of adults were obese, and 11% of adults smoked.⁸⁰

Qualitative Findings

Surveys

Clients reported healthy eating classes or other support (38.4%) as a need followed by programs and activities for seniors (21.2%) and help living with major health conditions (20.2%).

Residents reported mental health counseling or classes (60.7%) as a health and wellness need followed by healthy eating classes or other support (40.9%), programs and activities to keep youth and adults from reentering jail or prison (37.7%), programs and activities for seniors (36.1%), and assistance for elderly and disabled and persons with chronic health conditions to maintain independence (31.2%).

⁷⁹ Center for Health Statistics (CHS). Texas Behavioral Risk Factor Surveillance System Survey Dates. Austin, Texas: Texas Department of State Health Services, 2017.

⁸⁰ CAN (2019). CAN dashboard.

Service providers generally referred to health and wellness needs in the context of mental health supports, caregiving help, substance abuse treatment, and medical providers who accept non-managed Medicaid.

Not enough mental health/dental health/physical providers accept Medicaid. If they do they rarely have [appointments] available.

People who earn too much to qualify for our program but who don't make enough to purchase their own insurance policies.

Interviews

Key informants referenced many health and wellness needs in the community, including healthcare affordability, healthcare access, mental health needs, and public health and safety.

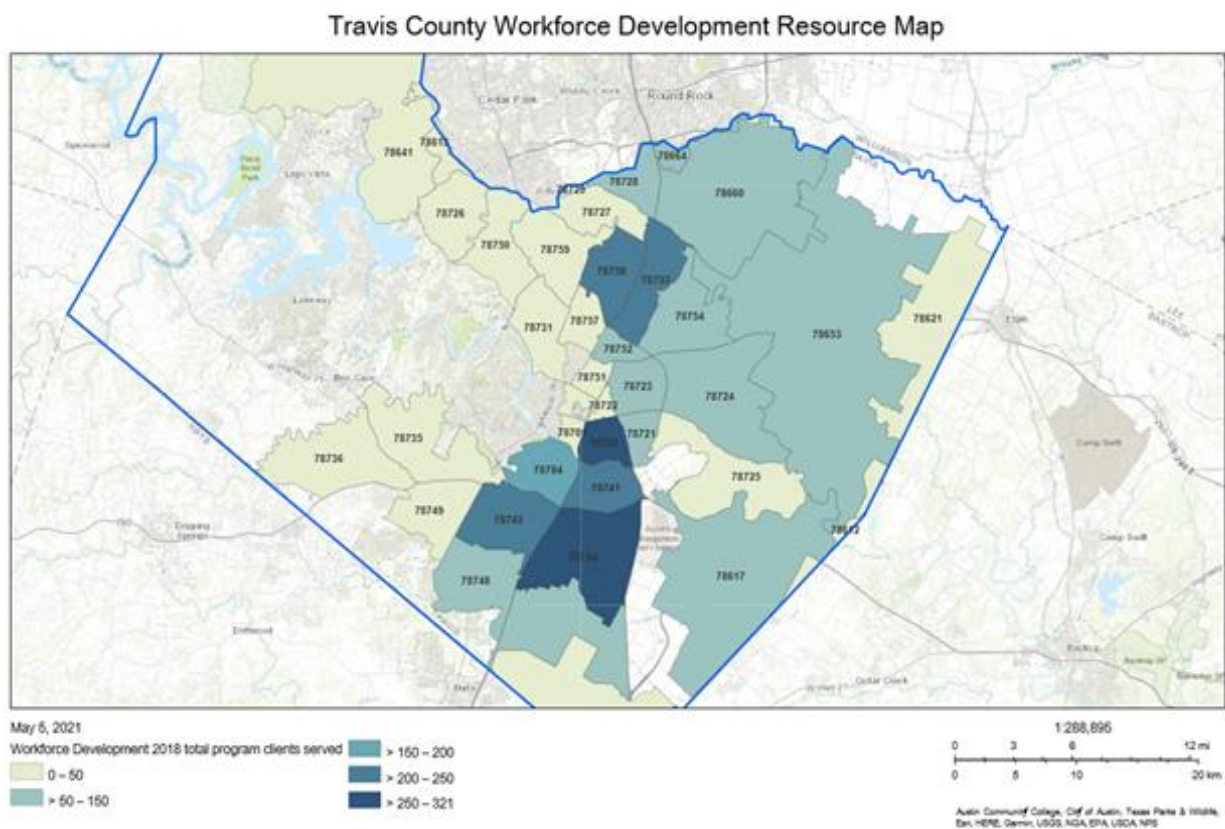
Expansion of hours and staffing of Mental Health First Responders.

Locally, not enough clinics who accept Medicaid or receptive to accepting MAP.

Employment

Criminal records are a barrier to employment for many people including many who are homeless.
-Key Informant

There has been an increase in unemployment in Travis County. There is a reported need for more jobs with a living wage and programs that provide job skills and/or job training. The map below illustrates the Travis County Workforce Development resources, which also highlights the need for greater resources in some areas.⁸¹



COVID-19 Impact: Decreased Employment Opportunities, Unemployment, and Employment Change

Employment Opportunities

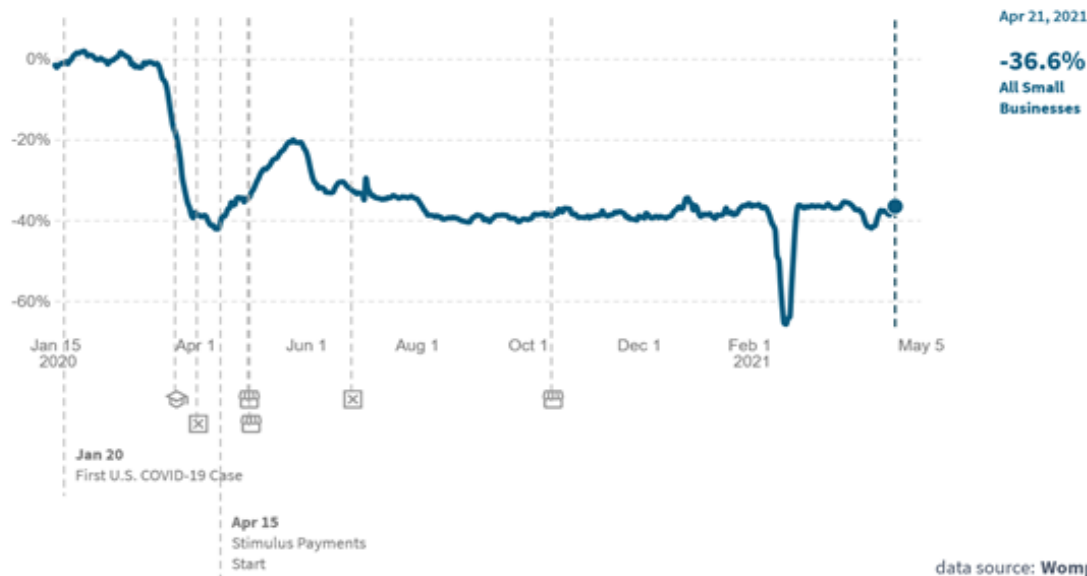
During COVID-19, there was a decrease in employment opportunities. The following images illustrate different employment sectors and how employment has shifted over the past year. The number of small businesses that were open decreased by 36.6% between January 2020 and April 2021.⁸² The greatest reduction in Austin area employment appears to be in leisure and hospitality, with a 67.2% decrease.

⁸¹ Travis County TX (2020). Travis County Workforce Development Resource Map.

⁸² Opportunity Insights (2021). Austin, TX: Percent Change in Number of Small Businesses Open.

Percent Change in Number of Small Businesses Open*

In **Austin**, as of **April 21, 2021**, the number of small businesses open **decreased** by **36.6%** compared to January 2020.

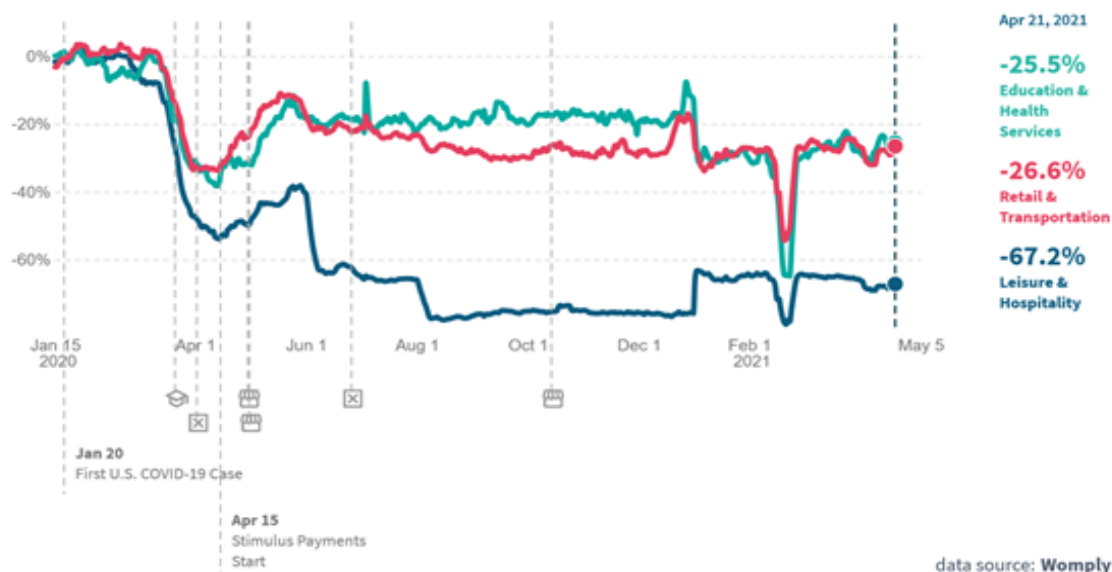


*Change in small businesses open (defined as having financial transaction activity), indexed to January 4-31 2020 and seasonally adjusted. This series is based on data from Womply.

last updated: **April 30, 2021** next update expected: **May 07, 2021**

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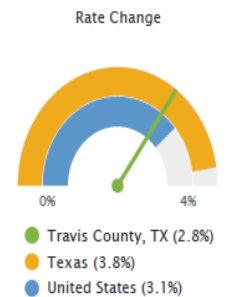
Unemployment

The chart below shows that unemployment grew from 2.3% to 5.1% from December 2019 to December 2020.⁸³ This is a 2.8% increase in the unemployment rate.

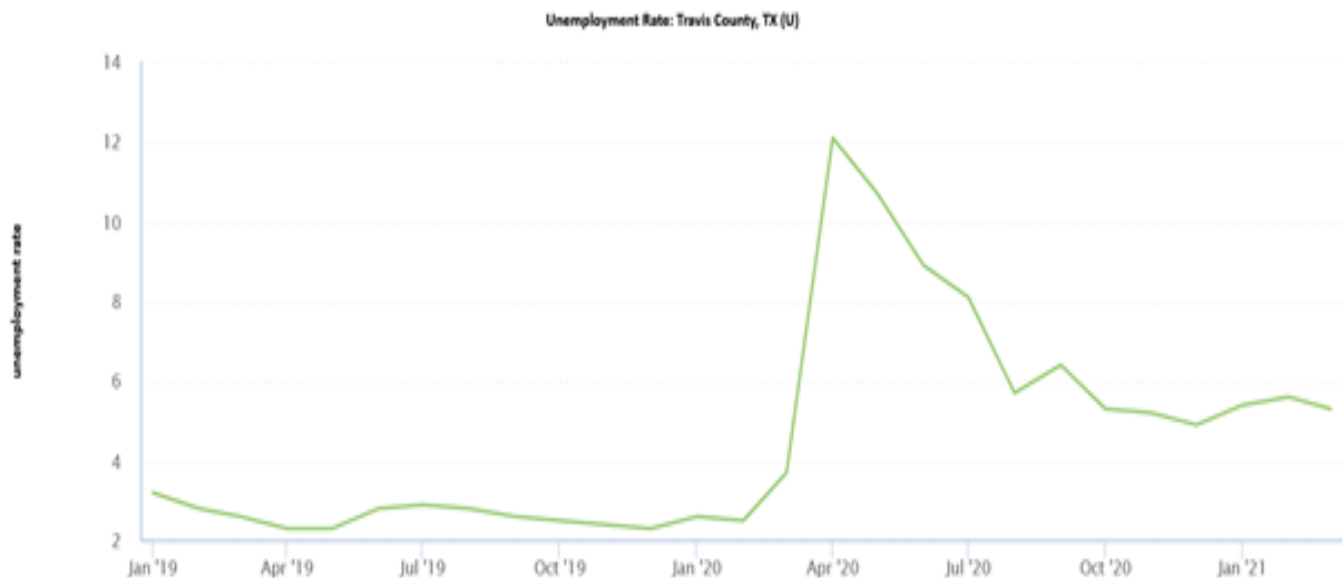
Report Area	Unemployment December 2019	Unemployment December 2020	Unemployment Rate December 2019	Unemployment Rate December 2020	Rate Change
Travis County, TX	17,379	39,116	2.3%	5.1%	2.8%
Texas	470,136	1,006,737	3.3%	7.1%	3.8%
United States	5,582,592	10,510,519	3.4%	6.5%	3.1%

Note: This indicator is compared to the state average.

Data Source: US Department of Labor, Bureau of Labor Statistics. 2020 - December. Source geography: County



The graph below highlights the unemployment trends over the past year, illustrating the increase in unemployment during the COVID-19 pandemic and the general decrease in unemployment in the following months.⁸⁴



⁸³ Community Action Partnership Data Hub (2021). Travis County, TX.

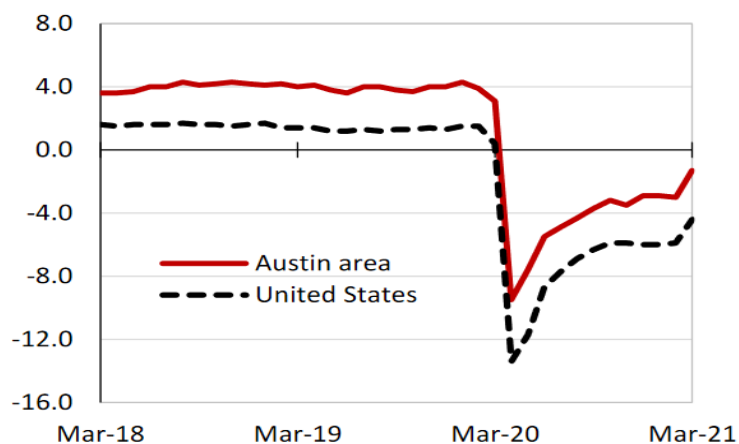
⁸⁴ U.S. Bureau of Labor Statistics (2021). BLS Data Viewer: Unemployment Rate: Travis County, TX (U).

Employment Change

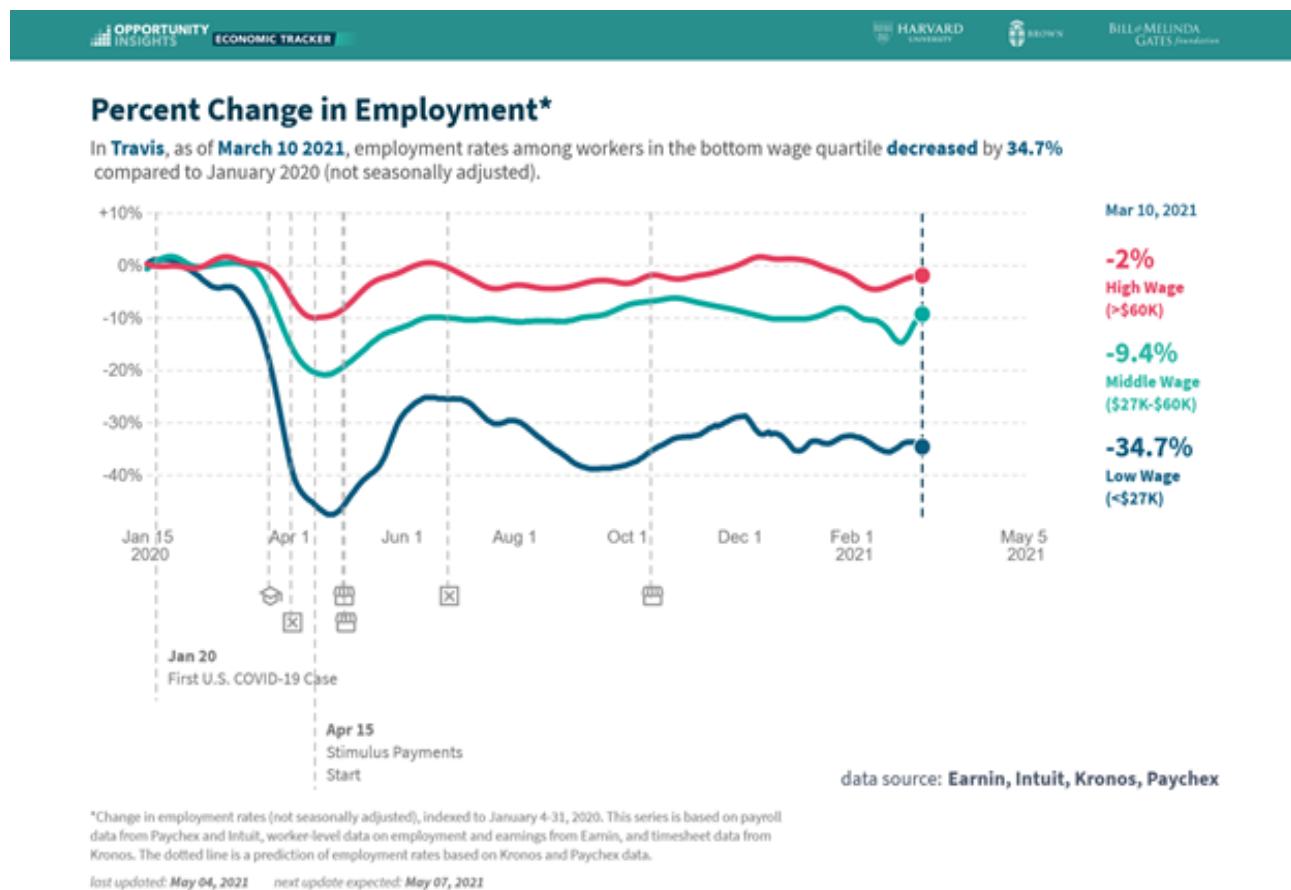
The graph to the right highlights the changes in employment over the past 12 months and suggests employment is currently increasing in Austin, faster than at the national rate.⁸⁵

The image below illustrates the change in employment for workers by type of wage earned (high wage, middle wage, and low wage).⁸⁶ In Travis County, the employment rates for low wage workers decreased by 34.7% compared to middle wage (9.4%) and high wage (2%) workers.

12-month percent changes in employment



Source: U.S. BLS, Current Employment Statistics.



⁸⁵ U.S. Department of Labor, Bureau of Labor Statistics (2021). Austin, Texas Current Employment Statistics.

⁸⁶ Opportunity Insights (2021). Travis County: Percent Change in Employment.

Employment Wages

The image to the right provides information about hourly wages for selected occupations in Austin compared to national wages. The wages in Austin are lower than national wages.⁸⁷ The wage differences are as low as \$0.72 for cooks, fast food occupations and as high as \$4.82 for construction laborers.

Qualitative Findings

Surveys

Clients reported help finding a job with a living wage as a need (34.3%) followed by help with job skills and/or job training to earn better wages (26.3%) and childcare so that parent can go to work (17.2%).

Residents reported help with job skills and/or job training to earn better wages as a need (40.9%) followed by help finding a job with a living wage (34.4%) and childcare so that parent can go to work (31.2%).

Service providers mostly referred to increased employment opportunities when providing context about employment needs.

Interviews

Two key informants referred to employment needs—one mentioned the need for jobs with good wages and the other referred to access to jobs.

Average hourly wages for selected occupations

Occupation	Austin area	United States
All occupations	\$27.80	\$27.07
Human resources managers	60.36	64.70
Accountants and auditors	37.28	39.26
Registered nurses	35.23	38.47
Construction laborers	15.85	20.67
Retail salespersons	13.91	14.87
Cooks, fast food	10.96	11.68

Source: U.S. BLS, Occupational Employment and Wage Statistics, May 2020.

⁸⁷ U.S. Department of Labor, Bureau of Labor Statistics (2020). Austin, Texas Occupational Employment and Wage Statistics.

Education

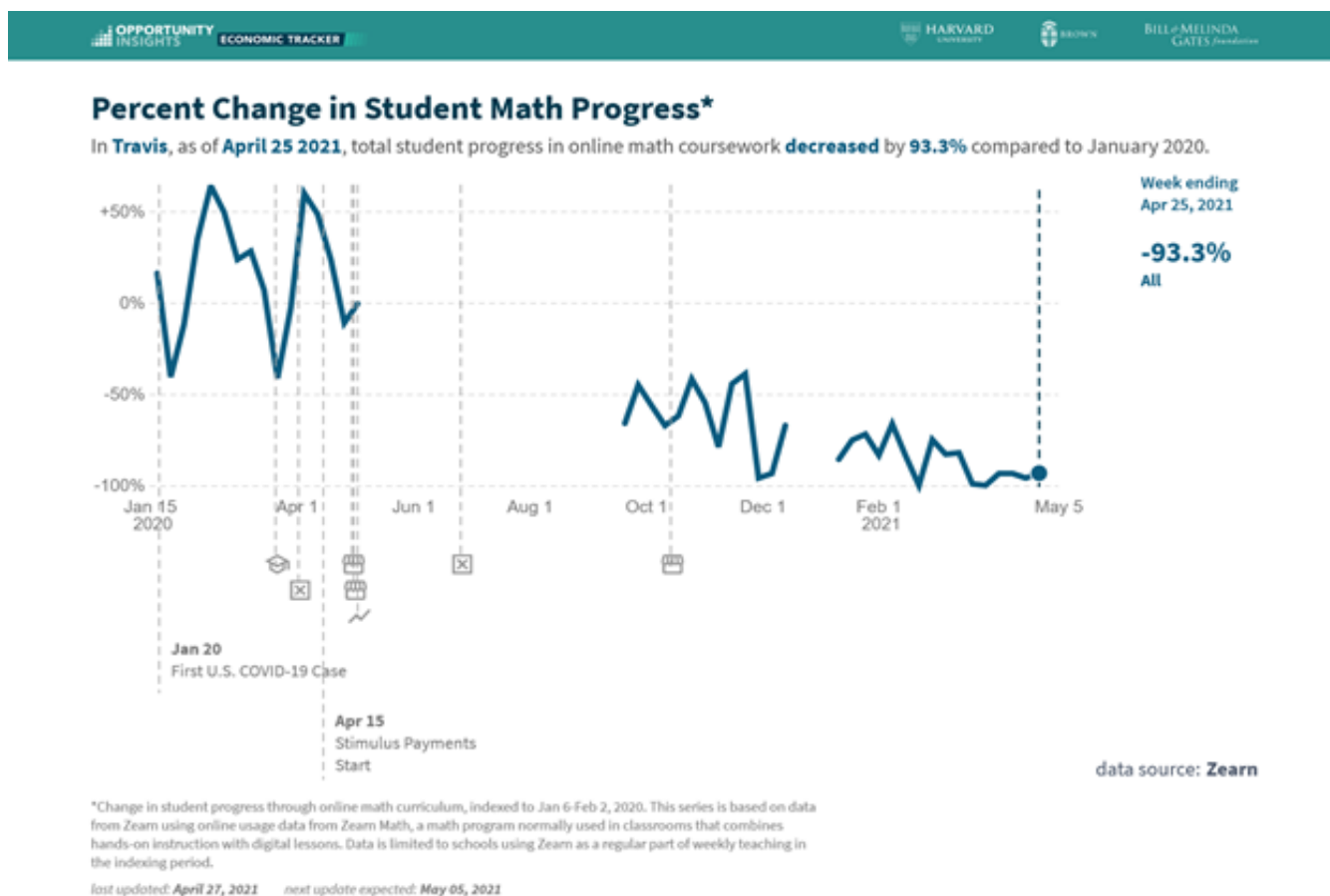
One of my clients...is often handed paperwork at the doctor's office that he is unable to read before signing.

-Service Provider

Travis County has a higher percentage of graduate or professional degrees than the state or nation and fewer people over 16 years old who are lacking literacy skills. There is a reported need for computer skills training and adult education or night school. There is also a reported need for English as a Second Language classes and help to attend trade or technical school or college.

COVID-19 Impact: Child Educational Challenges

The COVID-19 pandemic has caused some educational challenges for children, as many had to adjust to completing schoolwork at home. One indicator for the challenges associated with home school is the image below, which illustrates the percent change in student math progress between January 2020 and April 2021.⁸⁸ There was a 93.3% decrease in student progress in online math coursework.

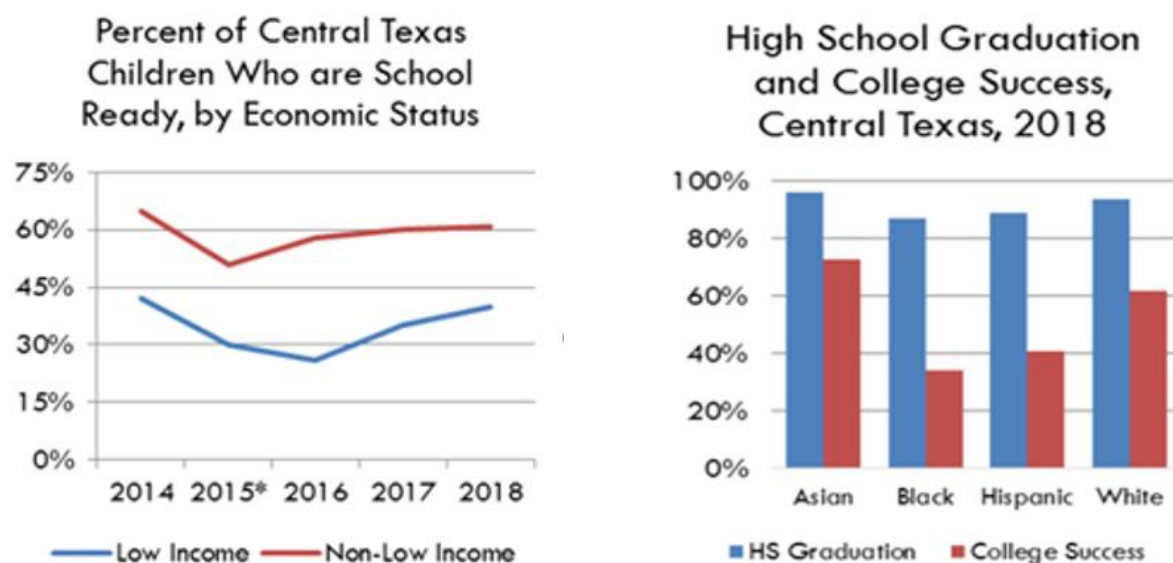


⁸⁸ Opportunity Insights (2021). Travis County: Percent Change in Student Math Progress.

Child Educational Attainment

In 2019, 48% children who enter kindergarten were school-ready, 38% of children from families with low income who entered kindergarten were school-ready, 23% of eligible three-year-old children were enrolled in public pre-K in Travis County school districts or other higher-quality early education settings, and 78% of eligible four-year-old children were enrolled in full-day public pre-K in Travis County school districts.⁸⁹

The CAN dashboard report shows that in 2018, 51% of kindergarteners were school ready and in 2017 90% of students graduated from high school in four years. The CAN dashboard also provides insight into the problem via economic status: “The greatest disparity in school readiness occurs by income. An estimated 40% of low-income kindergarteners were school ready in 2018, compared to 61% of children from moderate to high-income families. This is significant considering the fact that 54% of children under the age of 5 are Black or Hispanic. Disparities in high school graduation rates are smaller than disparities in college success. For the high school graduating class of 2012, about 34% of Black students and 41% of Hispanic students completed a post-secondary credential by 2018. The college success rates for Whites (63%) and Asians (73%) were much higher.”⁹⁰ The graphs below are from the CAN Dashboard.⁹¹ The one on the left highlights the differences among low income and non-low income children who are school ready. The one on the right illustrates the high school graduation and college success rates among Black, Hispanic, and White children.



Adult Educational Attainment

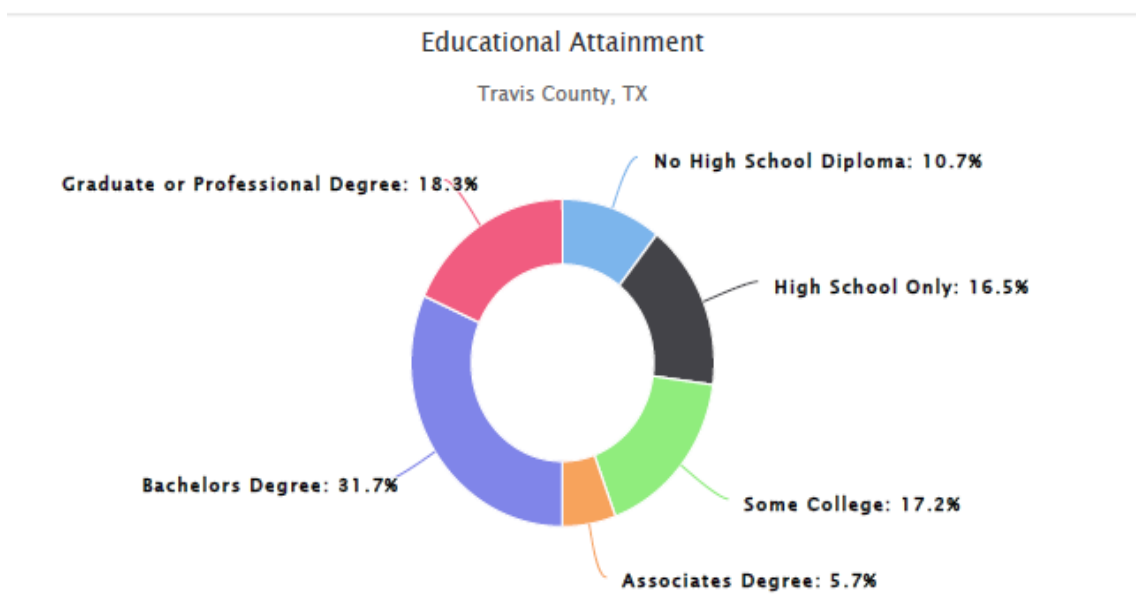
Educational Attainment shows the distribution of the highest level of education achieved in Travis County. This indicator helps schools and businesses understand the needs of adults, whether it be workforce training or the ability to develop science, technology, engineering, and mathematics opportunities. Educational attainment is calculated for persons over 25 and is an estimated average

⁸⁹ Success by 6 Coalition Austin/Travis County Coalition (2020). Strategic Plan 2019-2023, A 2,000 Day Journey: Day 365 Update.

⁹⁰ CAN (2019). CAN dashboard.

⁹¹ Ibid.

for the period from 2014 to 2019. For Travis County, 31.7% have at least a college bachelor's degree, while 16.5% stopped their formal educational attainment after high school.



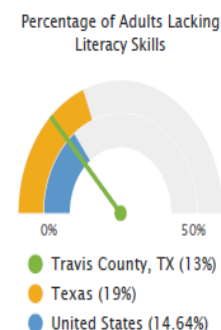
Adult Literacy

The National Center for Education Statistics produces estimates for adult literacy based on educational attainment, poverty, and other factors in each county. In Travis County, 13% of persons over 16 years old are lacking literacy skills. The chart below shows that the percent lacking literacy skills is lower in Travis County than in Texas and the United States.⁹²

Report Area	Estimated Population over 16	Percent Lacking Literacy Skills
Travis County, TX	640,258	13%
Texas	15,936,279	19%
United States	219,016,209	14.64%

Note: This indicator is compared to the state average.

Data Source: National Center for Education Statistics, NCES - Estimates of Low Literacy, 2003. Source geography: County



Qualitative Findings

Surveys

Clients reported English as a Second Language Classes as a need (24.2%) followed by Computer Skills Training (18.2%) and Adult Education or Night School (17.2%).

⁹² Community Action Partnership Data Hub (2021). Travis County, TX.

Residents reported help to attend trade or technical school or college as a need (36.1%) followed by Computer Skills Training (31.2%) and Adult Education or Night School (21.3%).

Service providers reported some nuanced educational needs including intersectional workshops, financial literacy, mentoring, and skills training.

Interviews

Two key informants noted education needs—education access for adults/early childhood and education access for early childhood.

False assumptions of skills existing that may not be present by the people managing the systems.

Digital access and literacy skills are low.

Childcare Assistance

Childcare is extremely hard to get and CCS [Workforce Solutions Child Care Services] has long waiting lists.

-Service Provider

Children from families with low income who attend Pre-K are more than twice as likely to be school ready; 1 in 4 potential students are served by Austin ISD Pre-K3.⁹³ Travis County has a higher percentage of children ages 3-4 enrolled in schools and a lower enrollment in Head Start programs than the national or state averages. There is reported need for high quality childcare you can afford and childcare assistance. There is also a reported need for high quality childcare that is close to home or work and offered at all hours.

Childcare

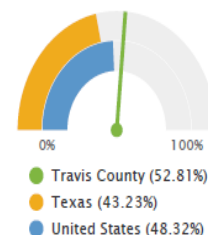
The cost of high-quality infant care ranges from \$15,000 per year on Austin's east side to \$20,000 on the city's west side. In Travis County, 45% of programs serving children from households with low income are high quality.³⁴ In 2019, 52% full-day early care and education centers that are rated Texas Rising Star 4-Star or higher and serve children ages 0-5 from families with low income and 62% Children ages 0-5 from families with low income in early care and education centers rated Texas Rising Star 4-Star or higher.⁹⁴

Enrollment Age 3-4

This indicator reports the percentage of the population age 3-4 that is enrolled in school. This indicator helps identify places where pre-school opportunities are either abundant or lacking in the educational system. The chart below shows that in Travis County, 52.8% of children ages 3-4 are enrolled in school.⁹⁵

Report Area	Population Age 3-4	Population Age 3-4 Enrolled in School	Population Age 3-4 Enrolled in School, Percent
Travis County, TX	31,321	16,541	52.81%
Texas	823,538	355,976	43.23%
United States	8,151,928	3,938,693	48.32%

Percentage of Population Age 3-4 Enrolled in School



Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2015-19. Source geography: Tract

⁹³ Success by 6 (2019). Strategic Plan 2019-2023.

⁹⁴ Success by 6 Coalition Austin/Travis County Coalition (2020). Strategic Plan 2019-2023, A 2,000 Day Journey: Day 365 Update.

⁹⁵ Community Action Partnership Data Hub (2021). Travis County, TX.

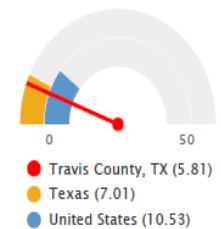
Head Start

Head Start is a program designed to help children from birth to age five who come from families at or below poverty level. The program's goal is to help children become ready for kindergarten while also providing the needed requirements to thrive, including health care and food support.

This indicator reports the number and rate of Head Start program facilities per 10,000 children under age 5. Head Start facility data is acquired from the US Department of Health and Human Services (HHS) 2018 Head Start locator. Population data is from the 2010 US Decennial Census. The chart below shows that Travis County has a total of 44 Head Start programs with a rate of 5.81 per 10,000 children under 5 years old.⁹⁶

Report Area	Children Under Age 5	Total Head Start Programs	Head Start Programs, Rate (Per 10,000 Children)
Travis County, TX	75,774	44	5.81
Texas	1,928,473	1,352	7.01
United States	20,426,118	21,511	10.53

Head Start Programs Rate (Per 10,000 Children Under Age 5)



Note: This indicator is compared to the state average.

Data Source: US Department of Health & Human Services, *Administration for Children and Families*. 2019. Source geography: Address

Qualitative Findings

Surveys

Clients reported help finding high quality childcare you can afford as a need (23.2%) followed by high quality childcare you can afford and/or childcare assistance (21.2%).

Residents reported high quality childcare you can afford and/or childcare assistance as a need (42.6%) followed by high quality childcare close to home or work (31.2%) and high quality childcare offered at all hours (29.5%).

A small number of service providers referenced childcare needs. Their mentions referred to the need for after-hour and weekend childcare and affordable childcare.

Interviews

One key informant noted affordable and accessible childcare as a childcare assistance need.

More public options at city-level for the working class and vouchers for families paying for childcare below average MFI.

⁹⁶Ibid.

Austin Public Health's Neighborhood Centers (Travis County Community Action Agency)

Background

Austin Public Health's Neighborhood Centers serve as the Community Action Agency for Travis County and have a long history of serving the low-income residents of Austin and Travis County. The Neighborhood Centers are a trusted source of support for many of Travis County's most vulnerable citizens. Austin Public Health operates six (6) Neighborhood Centers and three (3) outreach sites. These include:

- 1) Blackland Neighborhood Center
- 2) East Austin Neighborhood Center
- 3) Montopolis Community Center
- 4) Rosewood-Zaragosa Neighborhood Center
- 5) South Austin Neighborhood Center
- 6) St. John Community Center
- 7) Dove Springs Recreation Center (outreach site)
- 8) Gilbert Elementary (outreach site)
- 9) Turner Roberts Recreation Center (outreach site)

The Neighborhood Centers offer a multidisciplinary team to assist low-income individuals and families with a wide variety of needs, in partnership with numerous community agencies. Services provided include the following:

- Rent and utility assistance
- Food pantries
- Healthy Options Program for the Elderly (HOPE)
- Fresh Food for Families
- Mobile Food Pantry
- Food recovery and distribution programs
- Assistance applying for SNAP and other benefits
- Clothing
- Assistance with transportation (bus passes)
- Income tax assistance
- Notary Public services
- Summer fan distribution
- Referrals for rent and utility assistance
- Social work case management services for people facing barriers to employment and self-sufficiency
- Job search assistance
- Job coaching and counseling
- Help with budgeting and money management
- Preventive health services such as blood pressure, blood sugar and cholesterol screening
- Flu shots
- Health education classes
- Pregnancy testing and reproductive counseling
- Child passenger safety education and seat installation
- Seasonal programs such as help applying for Blue Santa

Strengths and Assets

Austin Public Health's Neighborhood Centers serve as the Community Action Agency for Travis County and have a long history of serving the low-income residents of Austin and Travis County. The Neighborhood Centers are a trusted source of support for many of Travis County's most vulnerable citizens.

Diverse, Multidisciplinary Team – Neighborhood Center staff bring a wealth of experience and training to their work in the community. Community workers and Administrative associates use their experience and knowledge of social services to connect with the communities we serve. Licensed social workers provide self-sufficiency case management and crisis intervention services to give people a hand up. Registered nurses conduct health screenings and prevention education to help prevent chronic disease and educate the community about how to better care for their health. Center Managers bring experience and knowledge from the fields of social work, professional counseling, workforce development, and organizational leadership. Staff represent a diverse range of backgrounds and work together to provide wraparound services to clients.

Community Partnerships – Neighborhood Center staff work with a broad range of internal and external partners to offer a variety of services to clients and leverage CSBG funds to maximize capacity.

Quality, Customer Service - Neighborhood Center staff consistently receive high marks for the customer service they provide to the community. Through ongoing training and staff development, Neighborhood Center staff seek to continually build their knowledge and skills to better serve the community. Subject Matter Experts within the Neighborhood Services Unit conduct trainings throughout the year to ensure high quality services are being delivered and data is collected correctly. The NSU offers an online application process, updated Self-Sufficiency Case Management Services, Employment Supports, and, due to COVID-19, virtual/remote services.

Employee Wellness – The Employee Retention & Wellness Promotion workgroup encourages Neighborhood Center staff to get healthier and to sustain their wellness goals. This is done through a variety of Health & Wellness activities. Austin Public Health also promotes telework for Neighborhood Center staff. The coronavirus disruption is demonstrating that digital connectivity, including telework, is a valuable tool that makes workplaces stronger and more resilient.

Organizational Standards – In 2019, the Neighborhood Centers met 92% of the CSBG organizational standards.

Broad Range of Programs – Neighborhood Centers offer a wide range of programs that help low-income individuals and families meet basic needs, increase their self-sufficiency or family stability and take better care of their health.

Facilities and Growth - The Rosewood-Zaragosa Neighborhood Center has been serving Austin residents since it was built in 1974 and the majority of the six neighborhood centers were built in the 1970s and 1980s. The newest facility, the St. John Community Center, was built in 2001, relocating Neighborhood Center services from another building in the same area. In 2012, a bond was passed to build a new facility in the Montopolis Neighborhood which was completed in the Fall of 2020. The Neighborhood Center will be co-located with Parks and Recreation. Three new Neighborhood Centers have been proposed in the 2018 bond process. Facilities have been

proposed in the Colony Park, Dove Springs and North Austin area to address the growth of the low-income populations in these areas. The Dove Springs Neighborhood Center was approved, and the project is in the initial planning stage. Austin Public Health has also continued to expand its partnerships with the Travis County Community Centers and offers has begun offering health screenings at the Del Valle, Post Road and Palm Square locations.

Outreach Locations – Staff provide services not only in Neighborhood Centers, but also in five outreach locations in the Hornsby Bend, Colony Park and Dove Springs neighborhoods and at the YMCA North & YMCA East to increase the reach of our services.

Crisis Intervention - The Neighborhood Centers have a team of social workers dedicated to crisis intervention who have helped Austin respond to crises such as Winter Storm Uri, floods in the Dove Springs area and Hurricane Harvey. They are also called to provide assistance with housing displacement issues.

Community Development Commission – Eight members representing the low-income populations of Travis County serve on Austin’s Community Development Commission. Each representative is nominated and elected by their community and bring their unique skills and ideas to the work of the Commission.

Challenges

Resources – In recent years, CSBG funding has been continually at risk at the Federal level. CSBG currently funds 16 of the 35 staff of the Neighborhood Centers, leading to uncertainty about future programming and availability of services. In addition, the funding allocated to Travis County in 2018 decreased, which has decreased the availability of CSBG funded services.

Outreach – A 2017 audit conducted by the Office of the City Auditor found that Austin Public Health “should develop and implement an outreach plan to create awareness for Neighborhood Center services.” The CSBG Needs Assessment Survey also highlighted the need for greater outreach to improve the awareness of Neighborhood Center services.

Gentrification - The 2017 City Auditor’s report also noted Austin Public Health “should identify strategies to improve accessibility of Neighborhood Center services and expand service delivery into areas with high concentrations of low-and moderate-income residents.” As the urban core where the Neighborhood Centers were built in the 1970s and 1980s becomes less affordable-, low-, and moderate-income residents are increasingly moving to outlying areas of Travis County and surrounding counties.

Conclusion

The results of this needs assessment will be the foundation to assist Austin Public Health's Neighborhood Services Unit (NSU) in the development of a new Community Action Plan (CAP) for Fiscal Year 2021-2022. This process includes review of the current Needs Assessment, a detailed review of the services that will be provided, the National Performance Indicators (NPIs), Agency capacity building, referrals & partnerships and service locations. Over the next year, the Needs Assessment data and findings will be analyzed and used to guide our programming and service delivery in Travis County. The critical needs will be weighed against the agency's capacity to determine the scope of programs and services that will be provided in the future.

The NSU currently offers a variety of programs that address, Housing & Basic Needs which rated number 1 and 2 in areas of concern:

- Rent Assistance program
- Utility Assistance program
- Food Pantry & other food distribution programs
- Self-Sufficiency Case Management Services

The NSU provides services to address many of the primary concerns mentioned by survey respondents.

Primary Concerns not currently addressed by the NSU will be reviewed during the CAP planning process to determine if the NSU has the capacity to address them directly or possibly through new partnerships and funding opportunities. Programs currently offered will also be reviewed to determine the need for continuation and/or possible improvements in service delivery for enhanced outcomes.

APPENDICES

Appendix 1: Survey Tools

Resident Survey

Resident Community Needs Survey

This survey is to learn from people who live in Travis County about the needs of the community. Please use what you know about your community to answer this survey. This research is being done by Woollard Nichols & Associates for Austin Public Health. This needs assessment is a condition of the Community Services Block Grant given by the Texas Department of Housing and Community Affairs.

1. Your Zip code: _____
2. Please mark your **work** needs. Select all that apply.
 - ☐ Help finding a job with a living wage.
 - ☐ Help with job skills and/or job training to earn better wages.
 - ☐ Childcare so that parent can go to work.
3. Please mark your **education** needs. Select all that apply.
 - ☐ GED classes.
 - ☐ English as a Second Language Classes.
 - ☐ Adult Education or Night School.
 - ☐ Computer Skills Training.
 - ☐ Help to attend trade or technical school or college.
 - ☐ Help finding public pre-kindergarten
 - ☐ Extra educational support for children (reading, math, etc).
 - ☐ Childcare so that parent can go to school.
 - ☐ Half-day public pre-kindergarten for 3-year-olds.
 - ☐ Full-day public pre-kindergarten for 3-year-olds.
4. Please mark your **housing** needs. Select all that apply.
 - ☐ Assistance with safe short-term shelter for homeless persons.
 - ☐ Housing that I can afford.
 - ☐ Help paying rent or mortgage.
 - ☐ Help with utility bills (electric, gas, etc).
 - ☐ Help to make my home more energy efficient (adding solar panels, adding more insulation).
5. Please mark your **health and wellness** needs. Select all that apply.
 - ☐ Healthy eating classes or other support.
 - ☐ Help living with major health conditions (e.g., diabetes).
 - ☐ Mental health counseling or classes.
 - ☐ Help with drug or alcohol addiction.
 - ☐ Programs and activities for Seniors.
 - ☐ Assistance for elderly and disabled and persons with chronic health conditions to maintain

independence.

- ☐ Programs and activities to keep youth and adults from reentering jail or prison.

6. Please mark your **emergency assistance** needs. Select all that apply.

- ☐ Prescription Assistance.
- ☐ Health Insurance/Medical Care.
- ☐ Food.
- ☐ Transportation.
- ☐ Help finding resources in the community.

7. Please mark your **childcare assistance** needs. Select all that apply.

- ☐ High quality childcare you can afford and or childcare assistance.
- ☐ High quality childcare close to home or work.
- ☐ High quality childcare without waitlists.
- ☐ High quality childcare offered at all hours.
- ☐ Help finding high quality childcare you can afford.

8. Please rank the needs listed below in order of importance from 1 (highest) to 6 (lowest):
[Employment; Education; Housing; Health & Wellness; Emergency Assistance; Childcare Assistance]

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____

Service Provider Survey

Service Provider Community Needs Survey

Austin Public Health contracted our agency, Woollard Nichols & Associates, to conduct a needs assessment to identify and prioritize key needs in the community. This needs assessment is a requirement of the Community Services Block Grant allocated by the Texas Department of Housing and Community Affairs. We are requesting your participation in this survey because of your role as a service provider in the community. Please use your knowledge of the community where you work to respond to this survey.

Agency/Organization Name:

1. What are the top 5 needs of the community you serve?

Please rank in order of importance, from 1 (highest) to 5 (lowest).

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

2. Is your organization currently addressing any of the needs that you identified? If yes, please specify which are being addressed and how?

3. What are some of the service gaps in the community?

4. Do you have any suggestions for addressing these gaps?

5. What are some of the barriers to service access in the community?

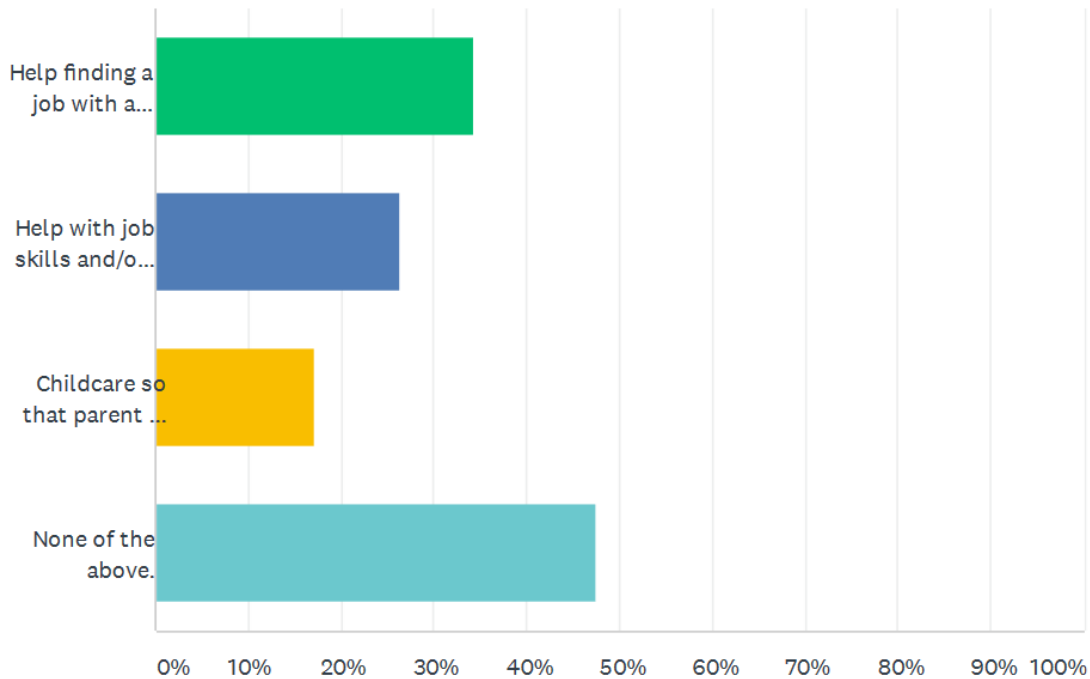
6. Do you have any suggestions for addressing these barriers?

7. Would you like to add anything to the interview?

Appendix 2: Survey Results

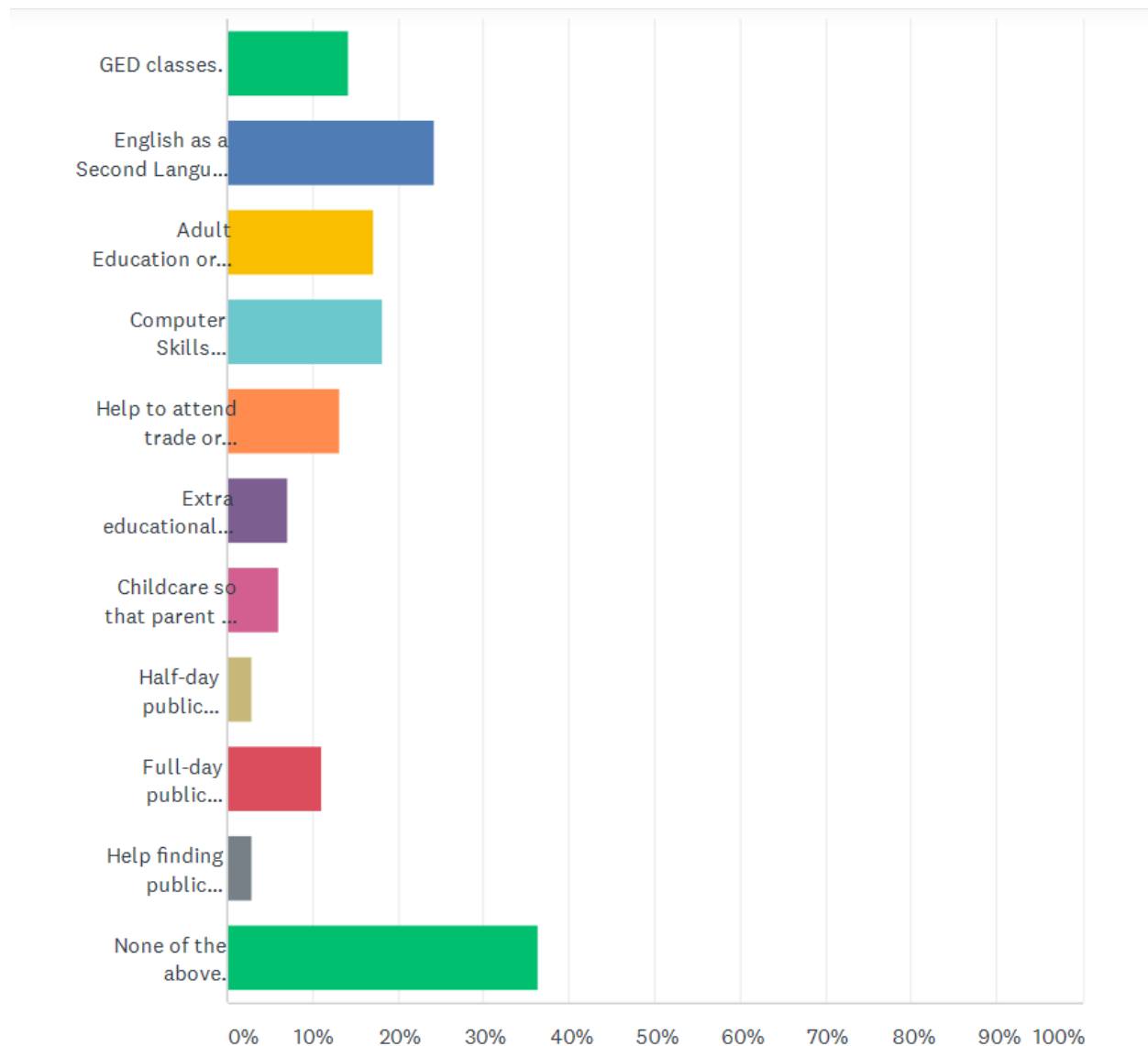
Neighborhood Center Clients Survey Results

Employment Needs



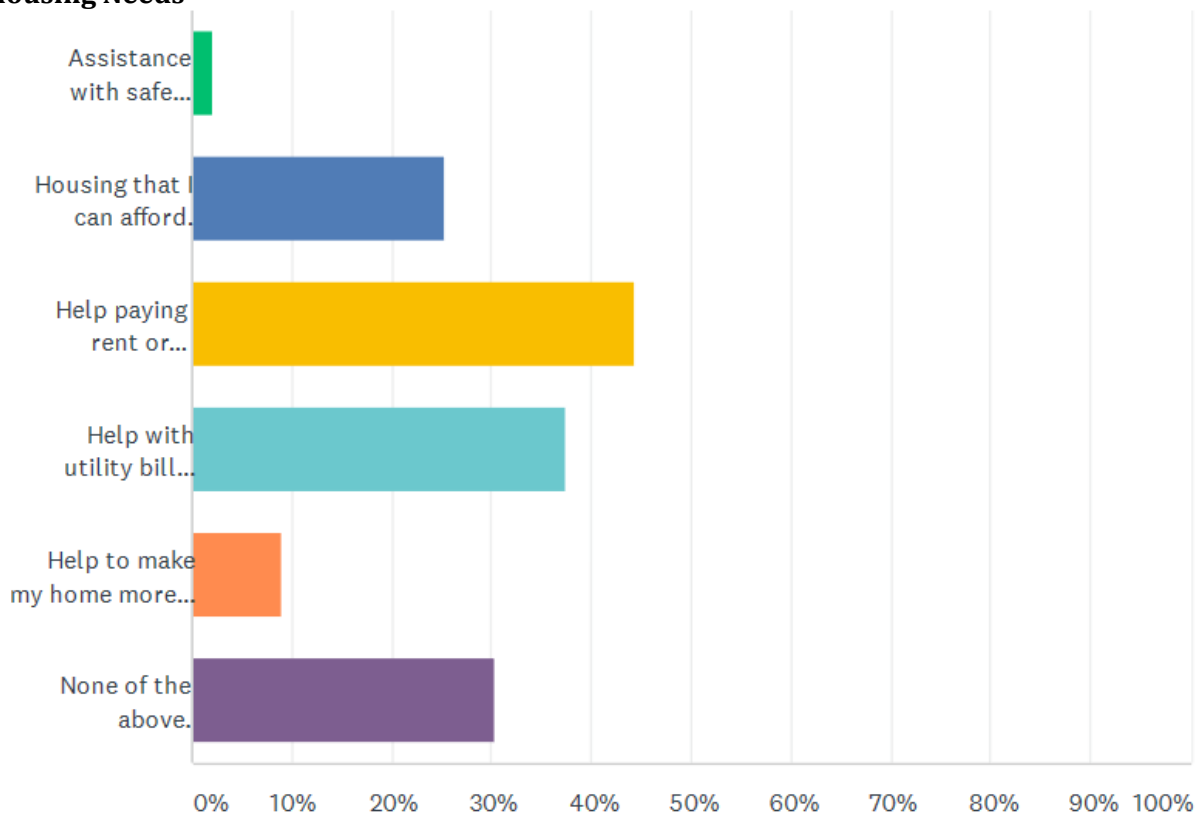
None of the above	47.47%	47
Help finding a job with a living wage	34.34%	34
Help with job skills and/or job training to earn better wages	26.26%	26
Childcare so that parent can go to work	17.17%	17

Education Needs



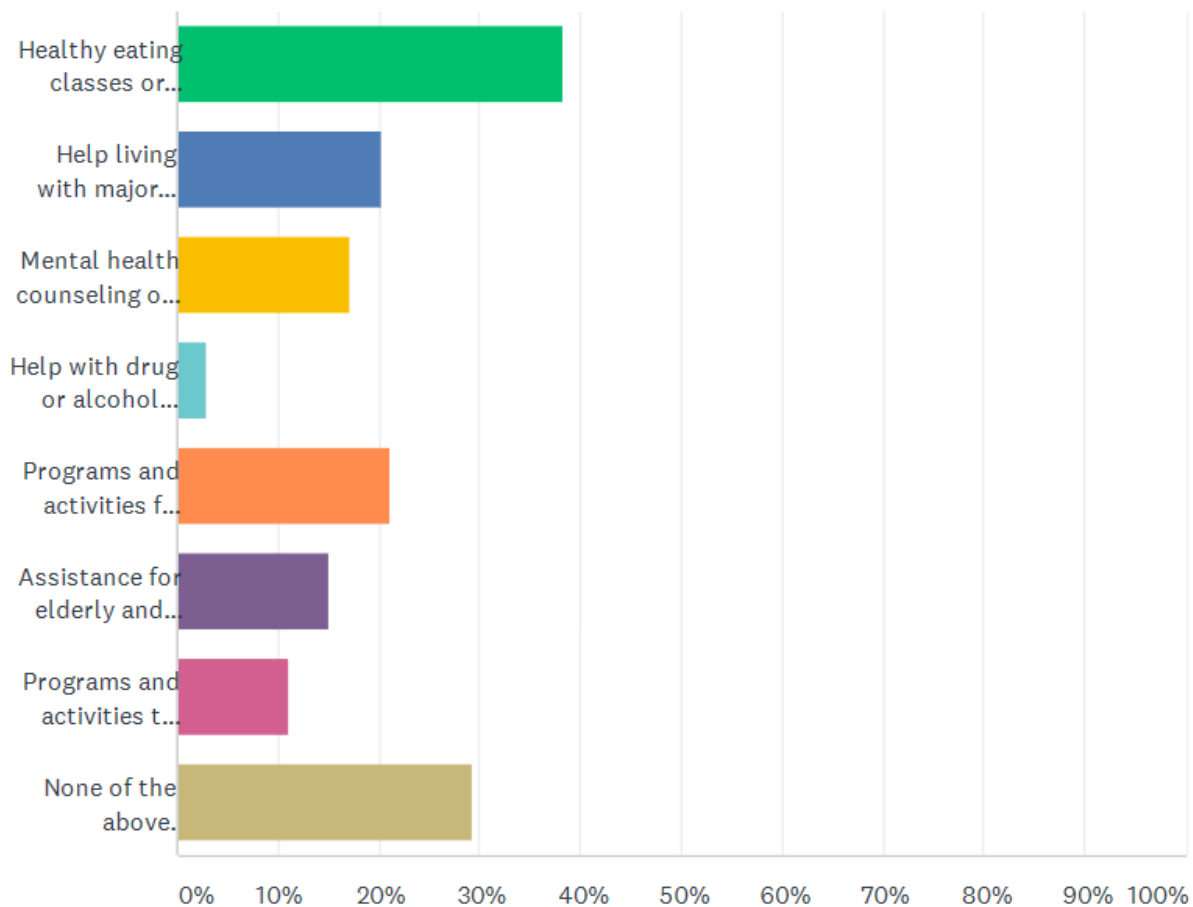
None of the above	36.36%	36
English as a Second Language Classes	24.24%	24
Computer Skills Training	18.18%	18
Adult Education or Night School	17.17%	17
GED classes	14.14%	14
Help to attend trade or technical school or college	13.13%	13
Full-day public pre-kindergarten for 3-year-olds	11.11%	11
Extra educational support for children (reading, math, etc)	7.07%	7
Childcare so that parent can go to school	6.06%	6
Half-day public pre-kindergarten for 3-year-olds	3.03%	3
Help finding public pre-kindergarten	3.03%	3

Housing Needs



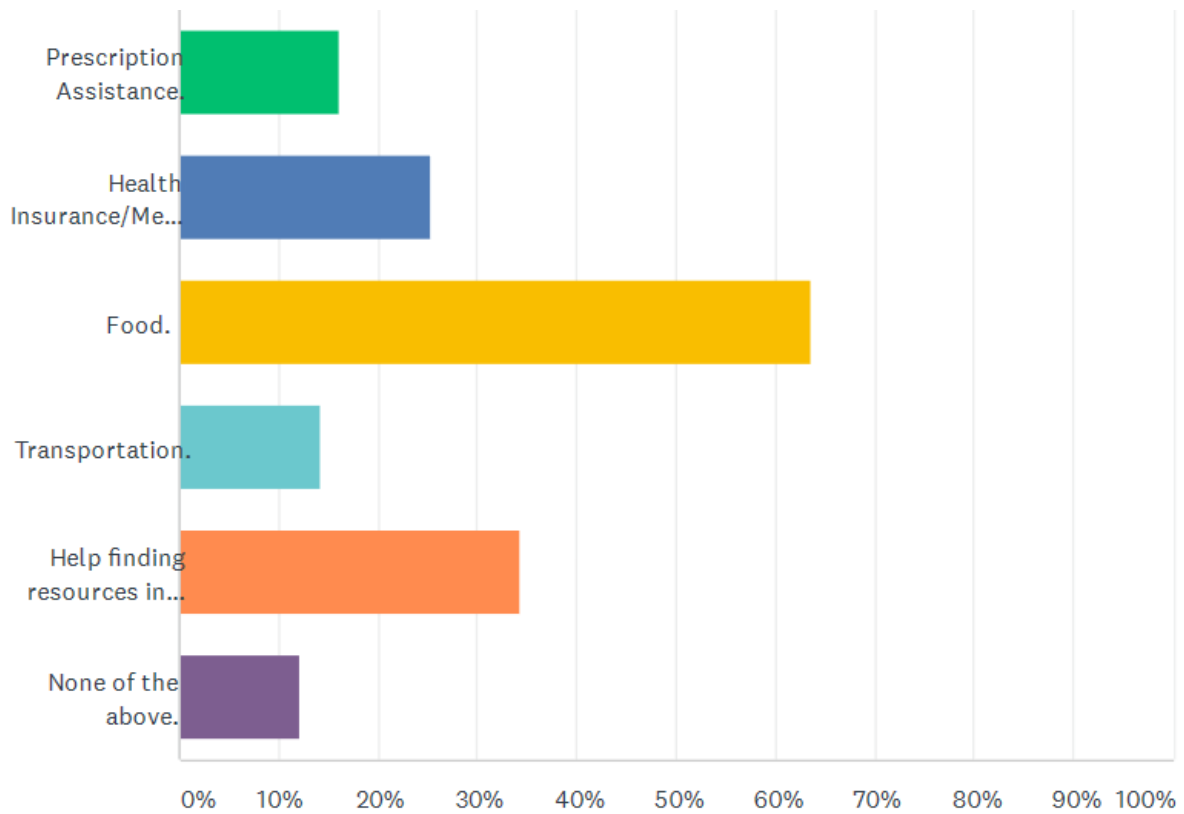
Help paying rent or mortgage	44.44%	44
Help with utility bills (electric, gas, etc)	37.37%	37
None of the above	30.30%	30
Housing that I can afford	25.25%	25
Help to make my home more energy efficient (adding solar panels, adding more insulation)	9.09%	9
Assistance with safe short-term shelter for homeless persons	2.02%	2

Health & Wellness Needs



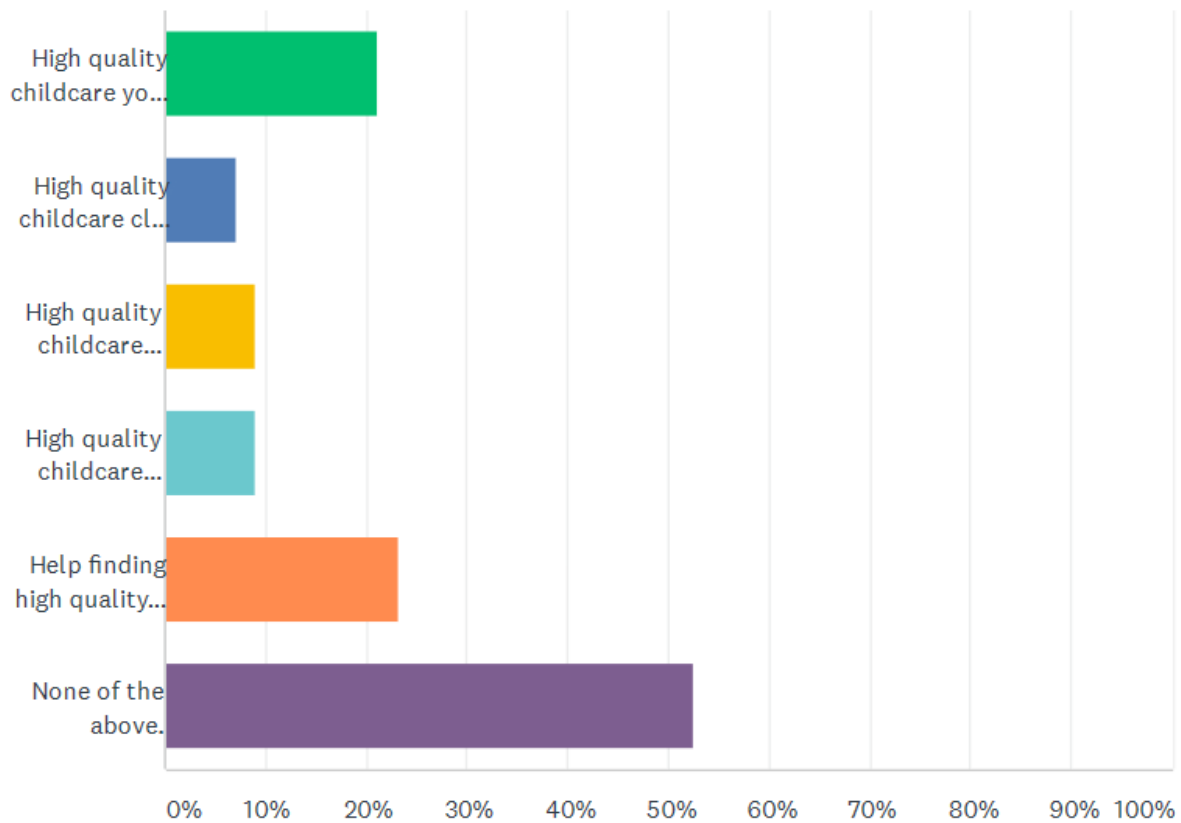
Healthy eating classes or other support	38.38%	38
None of the above	29.29%	29
Programs and activities for Seniors	21.21%	21
Help living with major health conditions (e.g., diabetes)	20.20%	20
Mental health counseling or classes	17.17%	17
Assistance for elderly and disabled and persons with chronic health conditions to maintain independence	15.15%	15
Programs and activities to keep youth and adults from reentering jail or prison	11.11%	11
Help with drug or alcohol addiction	3.03%	3

Emergency Assistance Needs



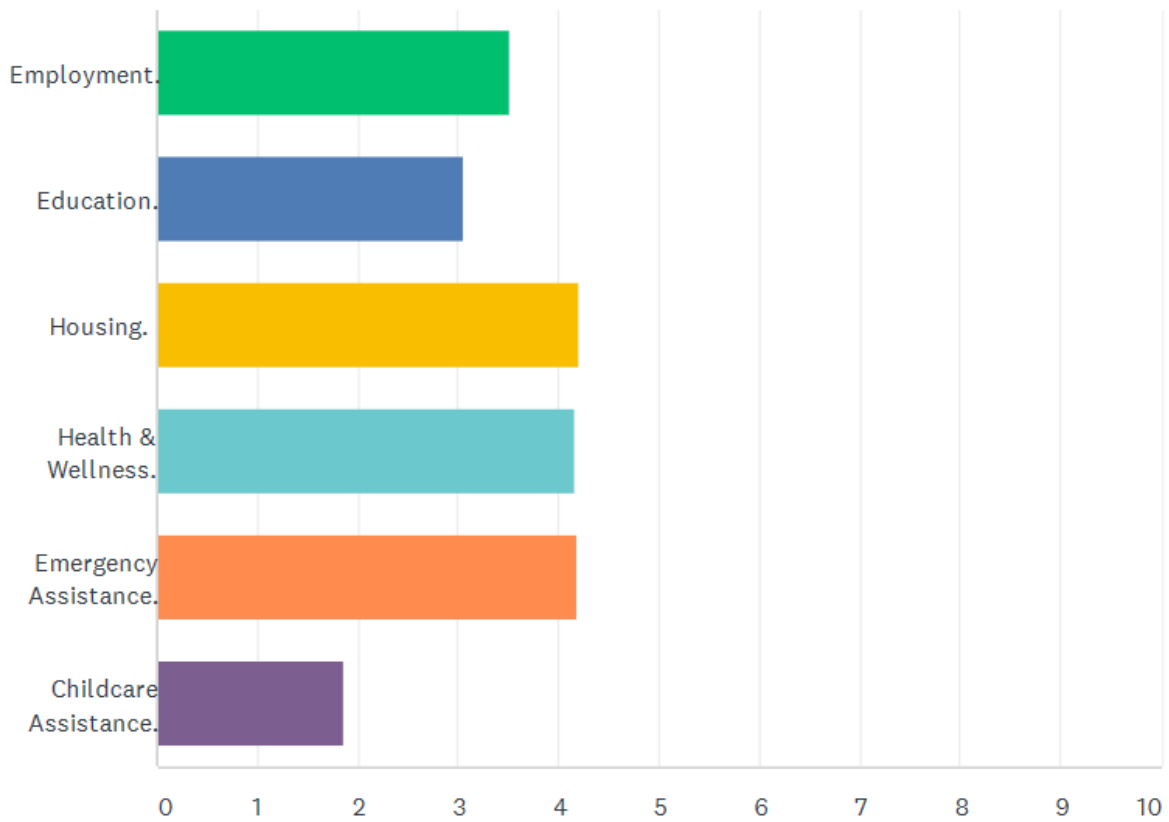
Food	63.64%	63
Help finding resources in the community	34.34%	34
Health Insurance/Medical Care	25.25%	25
Prescription Assistance	16.16%	16
Transportation	14.14%	14
None of the above	12.12%	12

Childcare Assistance Needs



None of the above	52.53%	52
Help finding high quality childcare you can afford	23.23%	23
High quality childcare you can afford and or childcare assistance	21.21%	21
High quality childcare without waitlists	9.09%	9
High quality childcare offered at all hours	9.09%	9
High quality childcare close to home or work	7.07%	7

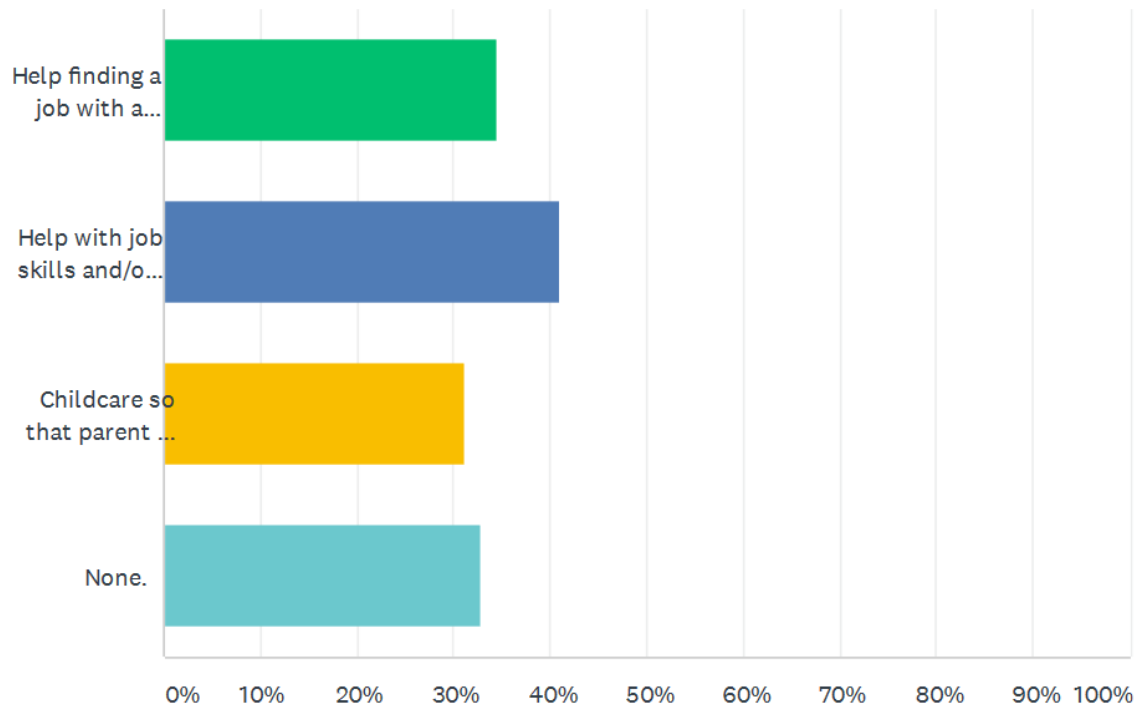
Ranked Needs



	Weighted Score
Housing	4.21
Emergency Assistance	4.19
Health & Wellness	4.17
Employment	3.52
Education	3.05
Childcare Assistance	1.86

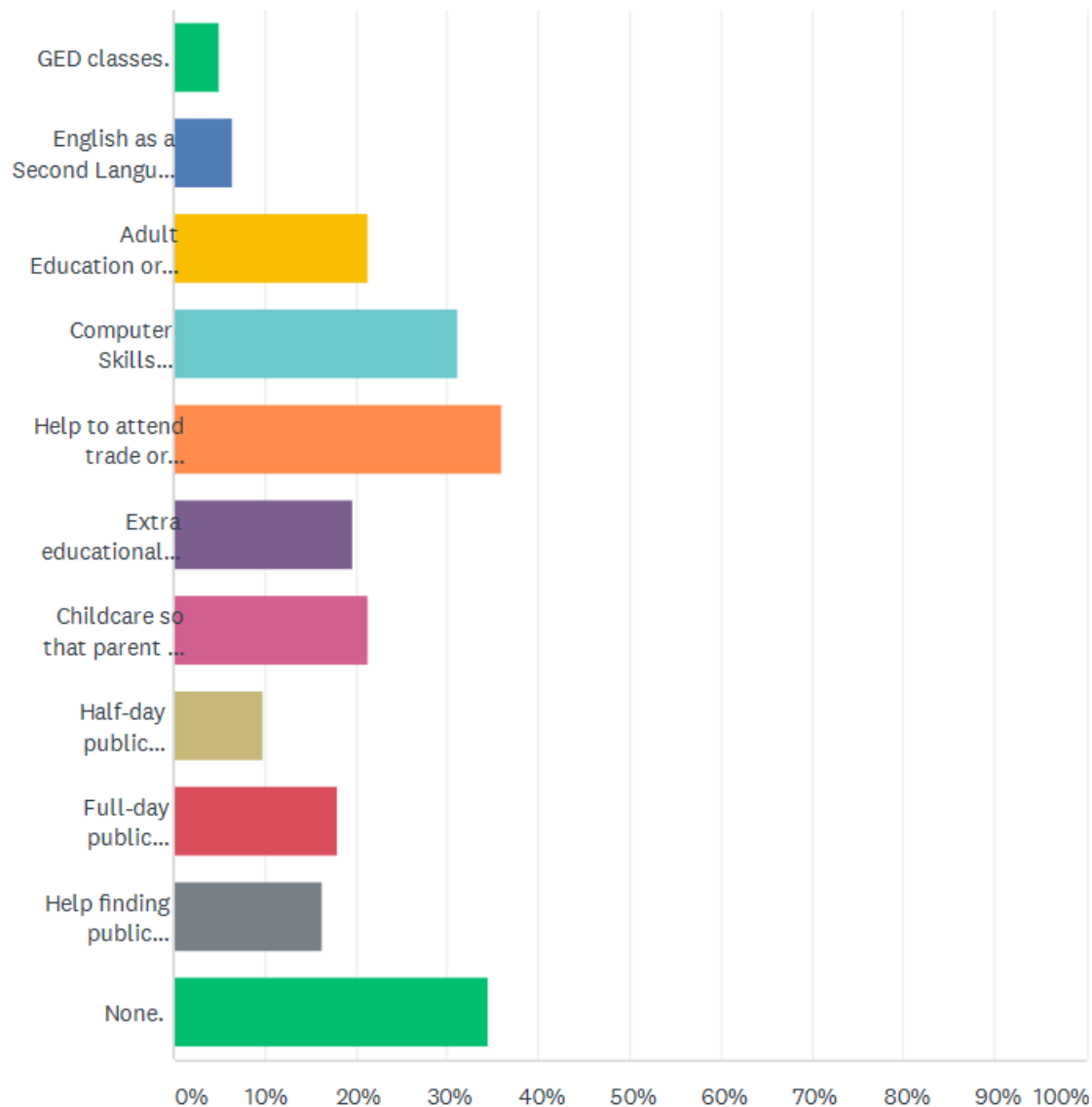
Resident Survey Results

Employment Needs



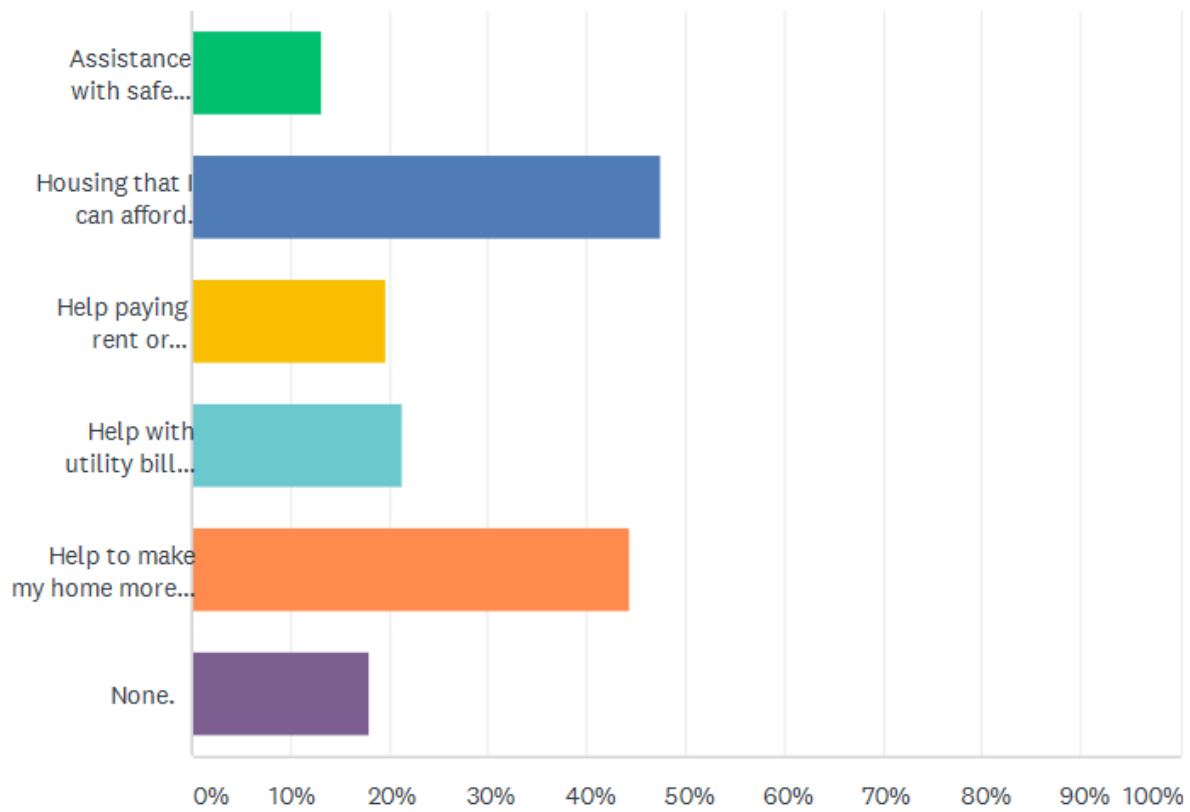
Help with job skills and/or job training to earn better wages.	40.98%	25
Help finding a job with a living wage.	34.43%	21
None.	32.79%	20
Childcare so that parent can go to work.	31.15%	19

Education Needs



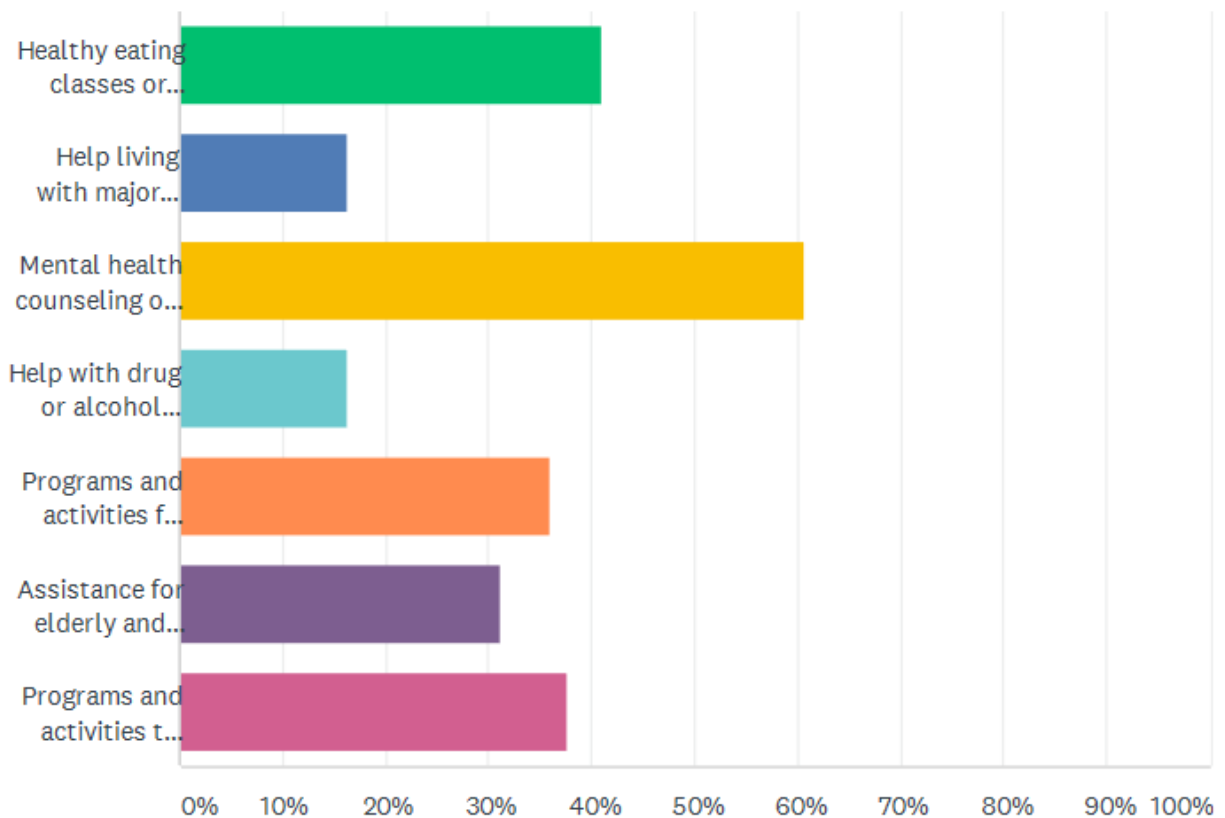
Help to attend trade or technical school or college.	36.07%	22
None.	34.43%	21
Computer Skills Training.	31.15%	19
Adult Education or Night School.	21.31%	13
Childcare so that parent can go to school.	21.31%	13
Extra educational support for children (reading, math, etc).	19.67%	12
Full-day public pre-kindergarten for 3-year-olds.	18.03%	11
Help finding public pre-kindergarten.	16.39%	10
Half-day public pre-kindergarten for 3-year-olds.	9.84%	6
English as a Second Language Classes.	6.56%	4
GED classes.	4.92%	3

Housing Needs



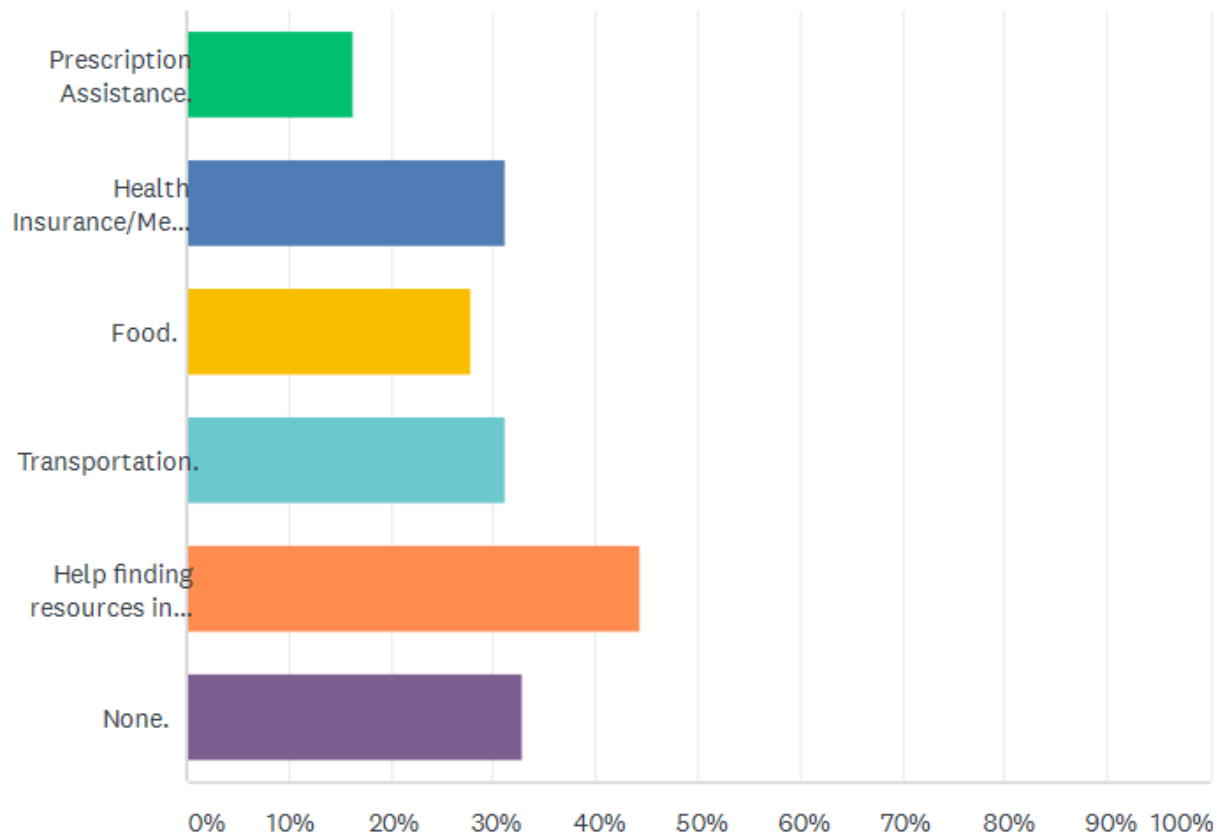
Housing that I can afford.	47.54%	29
Help to make my home more energy efficient (adding solar panels, adding more insulation).	44.26%	27
Help with utility bills (electric, gas, etc).	21.31%	13
Help paying rent or mortgage.	19.67%	12
None.	18.03%	11
Assistance with safe short-term shelter for homeless persons.	13.11%	8

Health & Wellness Needs



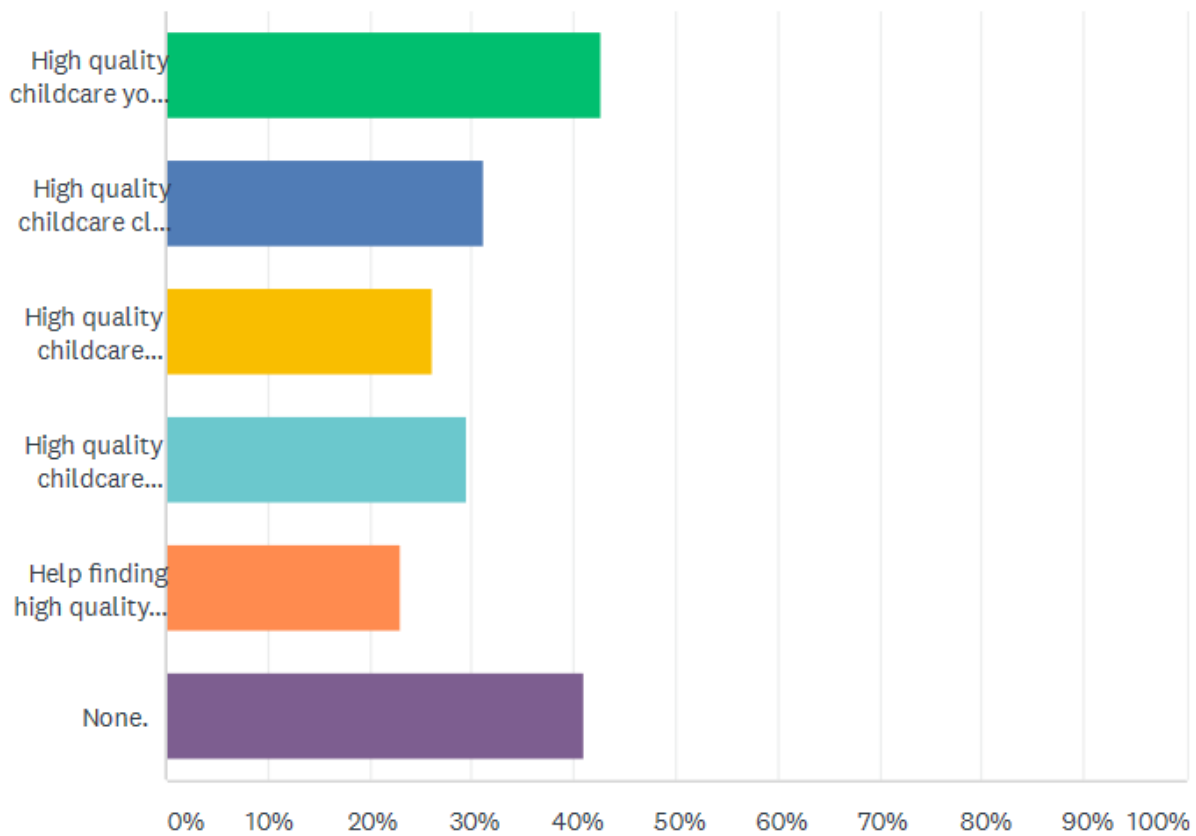
Mental health counseling or classes.	60.66%	37
Healthy eating classes or other support.	40.98%	25
Programs and activities to keep youth and adults from reentering jail or prison.	37.70%	23
Programs and activities for Seniors.	36.07%	22
Assistance for elderly and disabled and persons with chronic health conditions to maintain independence.	31.15%	19
Help living with major health conditions (e.g., diabetes).	16.39%	10
Help with drug or alcohol addiction.	16.39%	10

Emergency Assistance Needs



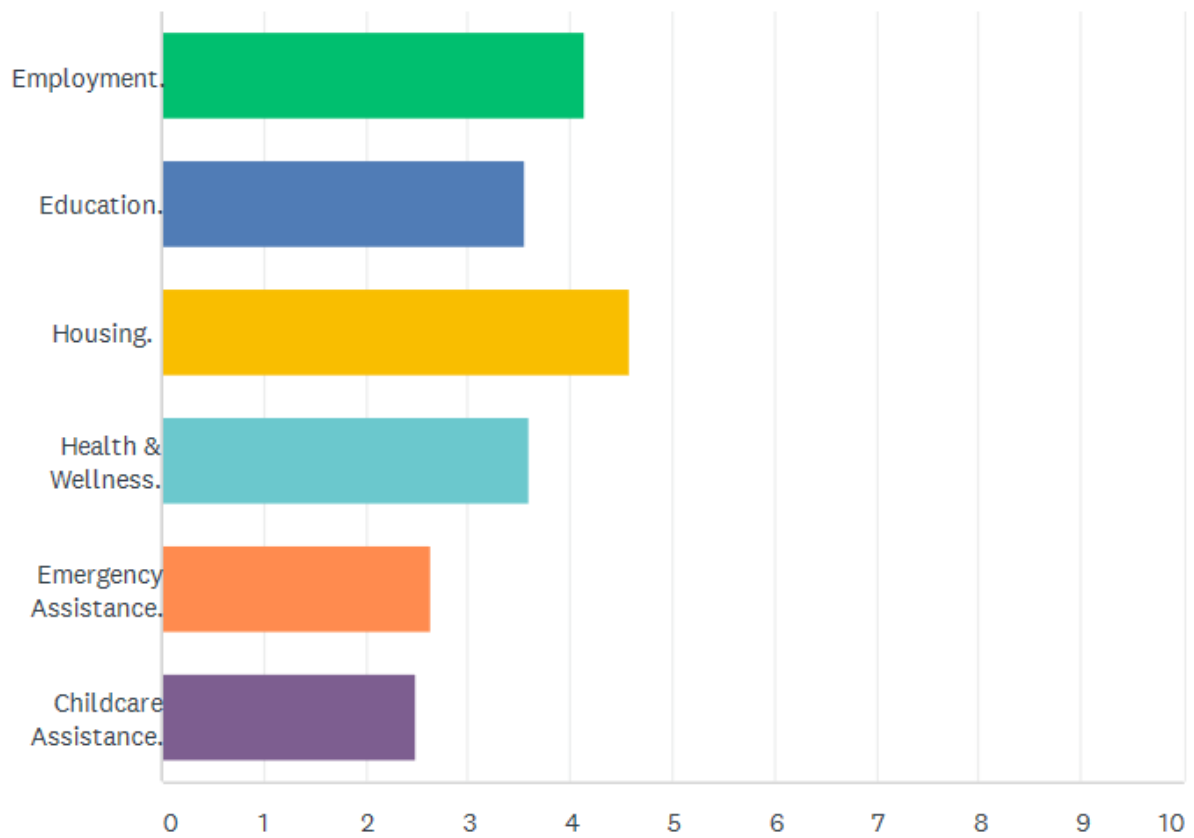
Help finding resources in the community.	44.26%	27
None.	32.79%	20
Health Insurance/Medical Care.	31.15%	19
Transportation.	31.15%	19
Food.	27.87%	17
Prescription Assistance.	16.39%	10

Childcare Assistance Needs



High quality childcare you can afford and or childcare assistance.	42.62%	26
None.	40.98%	25
High quality childcare close to home or work.	31.15%	19
High quality childcare offered at all hours.	29.51%	18
High quality childcare without waitlists.	26.23%	16
Help finding high quality childcare you can afford.	22.95%	14

Ranked Needs



	Weighted Score
Housing	4.59
Employment	4.15
Health & Wellness	3.59
Education	3.56
Emergency Assistance	2.64
Childcare Assistance	2.48

Service Provider Survey Results

Identified Need #1	Corresponding Need Category
Intersectional workshops	Education
Food	Emergency Assistance
Affordable housing	Housing
Mental health supports	Health & Wellness
Rental Assistance	Emergency Assistance
Caregiving help	Health & Wellness
More affordable low income housing	Housing
Rental assistance	Emergency Assistance
Food	Emergency Assistance
Employment	Employment
food insecurity	Emergency Assistance
Affordable Housing	Housing
Deeply Affordable Housing (<30% MFI)	Housing
Support Services	Emergency Assistance
Affordable permanent supportive housing	Housing
Financial Literacy	Education
Housing (safe and stable)	Housing
Housing	Housing
Caregiving assistance	Health & Wellness
Medical/Psych stabilization	Health & Wellness
Housing	Housing
Funding for Housing	Housing
Safe shelters	Housing
Respite	Health & Wellness
Affordable/Subsidized Housing	Housing
Housing (transitional and permanent)	Housing
Homelessness	Housing
Housing	Housing
Access to Affordable Housing in Community	Housing
Financial	Emergency Assistance
Food	Emergency Assistance
Financial assistance for Recovery Residences	Emergency Assistance
Locating medical providers who accept non managed medicaid	Health & Wellness
Violence & abuse prevention and intervention	Health & Wellness
Reliable Transportation	Emergency Assistance
Mental health accessible services faster	Health & Wellness
Mental health funding for services and supports	Health & Wellness
Housing the homeless	Housing
Poverty	Emergency Assistance
Education/Employment (livable wage)	Education

Identified Need #2	Corresponding Need Category
Mentorship	Education
Clothing	Emergency Assistance
Employment opportunities	Employment
Housing Assistance	Housing
Utility Assistance	Housing
Food	Emergency Assistance
Medical Care for homeless persons that actually accept them	Health & Wellness
Utility help	Housing
Cash	Emergency Assistance
Mental health	Health & Wellness
Rent/utility assistance	Housing
Deposit Assistance	Housing
Permanent Supportive Housing	Housing
Homeless Prevention	Housing
Day shelter	Housing
Financial Coaching	Education
Health services (physical and mental)	Health & Wellness
Food access	Emergency Assistance
Financial assistance	Emergency Assistance
Housing	Housing
Skills Training (Healthy Boundaries, Technology, Frustration	Education
Funding for temporary housing	Housing
Mental/behavioral health services	Health & Wellness
Mentoring	Education
Support services to keep people in housing	Housing
Medical/Psychiatric Care	Health & Wellness
Food shortage	Emergency Assistance
Food	Emergency Assistance
Mental Health Services	Health & Wellness
Case Management/Social Services	Emergency Assistance
Rental Assistance	Housing
Employment opportunity that support people in recovery	Employment
Locating DME providers who accept non managed medicaid	Health & Wellness
Trauma	Health & Wellness
Mental Health Support Services for children/youth	Health & Wellness
Affordable housing	Housing
Community resources for basic needs	Emergency Assistance
Better access, to all, for affordable mental health services	Health & Wellness
Food	Emergency Assistance
Childcare	Childcare Assistance

Identified Need #3	Corresponding Need Category
Job skills	Employment
Employment	Employment
Access to health care	Health & Wellness
Transitional, Supportive, Independent Employment	Employment
Legal or Immigration needs	Emergency Assistance
Financial assistance	Emergency Assistance
Mental health providers-more online access	Health & Wellness
Budgeting/financial education	Education
Medical care	Health & Wellness
Housing	Housing
Transportation	Emergency Assistance
Rent Assistance	Housing
Homeless Prevention Services for Older Adults	Housing
Rapid Rehousing	Housing
Emergency shelter	Housing
Reducing the wealth gap	Emergency Assistance
Substance usage	Health & Wellness
Transportation	Emergency Assistance
Safe and affordable housing	Housing
Employment	Employment
Identification (ID, birth certificate, insurance cards, ss card, etc.,)	Emergency Assistance
Transportation	Emergency Assistance
Food	Emergency Assistance
Non-traditional therapy	Health & Wellness
Better substance use treatment options	Health & Wellness
Insurance	Health & Wellness
Medications	Emergency Assistance
Transportation	Emergency Assistance
Rental/debt Relief programs due to COVID Impact	Housing
Medical/Prescription	Emergency Assistance
Utility Assistance	Housing
Legal Help for history	Emergency Assistance
Locating dentist who accept non managed medicaid	Health & Wellness
Affordable housing	Housing
Funded Therapies and Services for Children on Autism Spectrum	Health & Wellness
Free community support activities for youth	Education
Low-Mid income housing options	Housing
Secure the grid system for future freeze	Housing
Immigration services	Emergency Assistance
Basic Needs-food, diapers etc	Emergency Assistance

Identified Need #4	Corresponding Need Category
Social-emotional development	Education
Affordable housing	Housing
Access to food	Emergency Assistance
Whole health and wellness supports	Health & Wellness
Medical Assistance	Health & Wellness
Transportation	Emergency Assistance
Free Internet- it is a necessity of life	Emergency Assistance
Legal services, work permits, citizenship status	Emergency Assistance
Transportation	Emergency Assistance
Dignity by services	Emergency Assistance
Affording medications	Emergency Assistance
Food Resources	Emergency Assistance
Supporting professional caregivers and those receiving their care	Health & Wellness
Guardianship Services	Health & Wellness
Case management	Emergency Assistance
Equitable Access	Emergency Assistance
Supportive services (care management, linkage with resources, etc.)	Emergency Assistance
Skills training	Education
Emotional support	Health & Wellness
Vital documents	Emergency Assistance
Health (insurance, appointments, prescriptions, health debt, etc.,)	Emergency Assistance
Substance use funding	Health & Wellness
Free health care	Health & Wellness
BCBA/ABA	Health & Wellness
Access to counseling services	Health & Wellness
SOAR Applications for SSI/SSDI	Health & Wellness
Counseling	Health & Wellness
Child Care	Childcare Assistance
Employment Opportunities	Employment
Access to Resources/Advocacy	Emergency Assistance
Mental Health Treatment	Health & Wellness
Identification process	Emergency Assistance
Attend ARD school meetings	Emergency Assistance
Poverty & inequity	Emergency Assistance
Child Care (including after hours and weekends)	Childcare Assistance
Additional food pantries accessible with more options	Emergency Assistance
Trainings for mental health needs	Health & Wellness
Housing	Housing
Transportation	Emergency Assistance

Identified Need #5	Corresponding Need Category
Mental health services	Health & Wellness
Health care	Health & Wellness
Access to health services	Health & Wellness
Education supports	Education
Employment Assistance	Employment
Medical equipment	Health & Wellness
Housing for homeless with criminal history	Housing
Counseling services	Health & Wellness
Housing	Housing
Effective case management	Emergency Assistance
Clothing Resources	Emergency Assistance
Digital equity for older adults	Emergency Assistance
Counseling	Health & Wellness
Quality food access	Emergency Assistance
Financial Inclusion	Education
Maintaining-Housing (safe and stable)	Housing
Digital literacy and access	Education
Health education	Health & Wellness
Disability/Benefits	Health & Wellness
Transportation	Emergency Assistance
Funding to eliminate barriers to housing such as rent and electric debt	Housing
Counseling	Health & Wellness
School advocacy	Education
Access to more medical service providers	Health & Wellness
Food	Emergency Assistance
ID/SS card etc support	Emergency Assistance
Consistent income	Employment
Affordable Child Care for low income families	Childcare Assistance
Affordable housing	Housing
Transportation	Emergency Assistance
Different stages of transition 0-21 years	Childcare Assistance
Children's services	Childcare Assistance
Substance Use Treatment and Education for Families	Health & Wellness
Mentors for youth that are struggling	Education
Trainings for families living with mental health family members	Health & Wellness
Education	Education
Housing	Housing

Appendix 3: Interview Tool

Hello, [Key Informant]. My name is [Interviewer], and I am a contractor with Austin Public Health. Our organization has been contracted by Austin Public Health to conduct a needs assessment of the Austin community as required by the Community Services Block Grant allocated by the Texas Department of Housing and Community Affairs. The purpose of this assessment is to identify top community needs. We have contacted you because of your role as a leader in the community. Specifically, this interview will elicit information about the top five community needs and contributing factors as well as community assets. During the interview, please try to limit your responses to the community that you know best—the area in which you represent.

Key Informant Name:

1. What are the top five needs of low-income residents in your community?
If the key informant needs examples: For example: employment, education, income management, housing, emergency assistance/services, nutrition, helping persons to become self-sufficient, or coordination of services and connecting persons to services, community revitalization, or other needs.
2. What are your suggestions for addressing these needs?
3. What community assets or resources are available to help address these needs?
4. What are the top barriers for residents in accessing the services they need?
If the key informant needs examples: For example: criminal background, immigration status, lack of education, lack of transportation, language, poor credit history, or others.
5. What are the names of a few organizations in the community that serve a large number of community residents?
6. What are the names of a few other leaders in the community who can provide additional insight about the community's needs?
7. Would you like to add anything to the interview?
8. Thank you for your time. If we have additional questions during the community needs assessment process, may we contact you again?

Appendix 4: Interview Results

Employment Needs

Jobs with good wages	8%	2
Access to Jobs		

Education Needs

Education Access for adults/ early childhood	.08%	2
Education Access for early childhood		

Housing Needs

Affordable Housing	.24%	6
Affordable Housing & path to home ownership programs and support		
Access to Home Repair Programs		
Property Tax education and direct assistance		
Rent/Mortgage assistance		
Assistance with safe short-term shelter for homeless persons		

Health & Wellness Needs

Affordable & Accessible Healthcare	.28%	7
Health Care access		
Healthcare Affordability		
Health		
Mental health counseling or classes		
Medical Support for major health concerns and emergencies		
Loitering Crime/ Drug Intervention/Public Health & Safety		

Emergency Assistance Needs

Widely available public transit	.28%	7
Direct rent/utility assistance		
Food Assistance		
Utilities support including phone bills		
Basic Needs: Food/Diapers/Women's Sanitary products		
Access to resources and basic needs support		
Mobility for underrepresented communities and low-income residents		

Childcare Assistance Needs

Affordable & Accessible Childcare	.04%	1
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Ranked Needs

	Weighted Score
Housing	21.00
Emergency Assistance	6.18
Health & Wellness	5.83
Employment	5.53
Education	6.56
Childcare Assistance	3.50

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