



HHS/VS

Family Support Services

Emergency Assistance  
Programs

Presentation to CAN Community Council  
December 21, 2009

# **HHS&VS Vision and Mission**

## **Vision**

Optimizing Self-Sufficiency for Families and Individuals  
in Safe and Healthy Communities

## **Mission**

To work in partnership with the community to  
promote full development of individual, family,  
neighborhood,  
and community potential.

# HHS/VS

## Family Support Services

### Services Offered at every Center

Utility Assistance

Rent and Mortgage Assistance

Food Pantry & Food Assistance

Prescription Assistance

Professional Case Management Services

# HHS/VS

## Family Support Services

Each Center also offers specialized services for their community and special holiday programs like Brown Santa.

Air Check services -assistance with emissions costs for vehicles available by Telephone – 267-0301.

## TC HHS&VS

### Family Support Services Community Centers

#### Seven Locations around Travis County

Downtown:

Palm Square Building

100 N. IH 35, Suite 1000

- Phone: 854-4120
- Fax: 854-4118
- Office Hours: 8:00 AM to 5:00 PM; M-F

Provides Indigent Burial Services, and Goodwill job coach on-site

Blue Santa and holiday programs, Summer Fan Site

## TC HHS&VS

### Family Support Services Community Centers Seven Locations around Travis County

#### Oak Hill:

West Rural Community Center (WRCC)

8656-A Hwy 71 W., Building A, Suite 100

- Phone: 854-2130
- Fax: 854-2145
- Hours: 8:00 A to 5:00 P; M-F

Provides Senior Services, Clothing Closet, Community Tax Center, and School Supplies

WIC and MAP Eligibility co-located and Holiday programs; including Brown Santa

TC HHS&VS

Family Support Services Community Centers  
Seven Locations around Travis County

Del Valle: (SRCC)

South Rural Community Center

3518 FM 973

- Phone: 247-4407
- Fax: 247-3108
- Hours: 8:00 A to 5:00 P;M - F

Senior Services, Summer Fun Site, Community  
Internet Access, holiday program; Brown Santa  
WIC and MAP eligibility co-located

# TC HHS&VS

## Family Support Services Community Centers Seven Locations around Travis County

Pflugerville: (NRCC)

North Rural Community Center

15822 Foothills Farm Loop, Bldg D

- Phone: 251-4168
- Fax: 251-4385
- Hours: 8:00 A to 5:00 P; M-F

Senior Services, Clothing Closet, Summer Fan Site

WIC & MAP eligibility co-located

Holiday Programs, Brown Santa

# TC HHS&VS

## Family Support Services Community Centers Seven Locations around Travis County

Manor: (ERCC)

East Rural Community Center

600 W. Carrie Manor St.

- Phone: 272-5561
- Fax: 272-8750
- Hours: 8:00 A to 5:00 P; M-F

Senior Services, Clothing Closet, Summer Fan Site,  
Holiday Programs; Brown Santa

WIC & MAP eligibility co-located

## TC HHS&VS

### Family Support Services Community Centers Seven Locations around Travis County

Jonestown: (NWRCC)

Northwest Rural Community Center

18649 FM 1431, Suite 6A

- Phone: 267-3245
- Fax: 267-4068
- Hours: 8:00 A to 5:00 P; M-F

Senior Services, Clothing Closet, Summer Fan Site  
Holiday programs; Brown Santa

# TC HHS&VS

## Family Support Services Community Centers Seven Locations around Travis County

South: (Central)

Post Road Community Center

2201 Post Road, Suite 101

- Phone: 854-9130
- Fax: 854-9158
- Hours: 8:00 A to 5:00 P; M-F

Senior Services, Clothing Closet, Summer Fan Site, holiday programs

South Austin Ministry Supplemental Assistance



# Family Support Services Funding Sources for Financial Assistance

<b>Funding Types</b>
Atmos
EFSP- Emergency Federal Shelter Program
CEAP- Comprehensive Energy Assistance
CAPS- Customer Assistance
CARE
TXU
PEC
Travis County Funded Assistance

# FSS Emergency Financial Assistance FY09'

ATMOS	\$4,107
EFSP	\$159,956
CEAP	\$1,702,410
CAPS	\$98,395
CARE	\$9,277
TXU	\$31,116
PEC	\$108,440
SAAM	\$14,363
COUNTY	\$190,867
<b>TOTAL</b>	<b>\$2,318,931</b>

•Data source: County's financial system reports of actual program expenditures FY09.

# Utility Assistance

As of January 1, 2009-Does Not Have to Be Past Due

- Assistance given as funds available
- Wait List for CEAP
- Apply in person
- Most funding sources cannot pay for late fees, deposits and other service fees

# Assistance Types

- Electric
- Gas
- Propane
- Water

# Eligibility Guidelines vary due to multiple funding sources.

General guidelines include:

- Travis County Resident
- Gross Income for all household members is needed for all grants.
- Income guidelines vary from 50% to 200% of Federal Poverty Income Guideline depending upon funding source.

## **Eligibility Guidelines vary due to multiple funding sources, continued.**

- Resources limits vary from no limit to less than \$2500
- Vendor must accept payment and services must be able to remain connected or turned on with the amount of assistance granted.
- Picture ID

# Limitations

- No funding sources can pay for deposits
- Most funding sources cannot pay for late, reconnect or other service fees
- Most funding sources cannot consider bills older than the current calendar year

## Other Information

- Assistance is based on funding sources with assistance levels ranging from \$85 to \$1200
- Electric assistance is scheduled from a waiting list. Clients may apply at any one of the seven sites to put their name on the waiting list.

## Other Information, continued

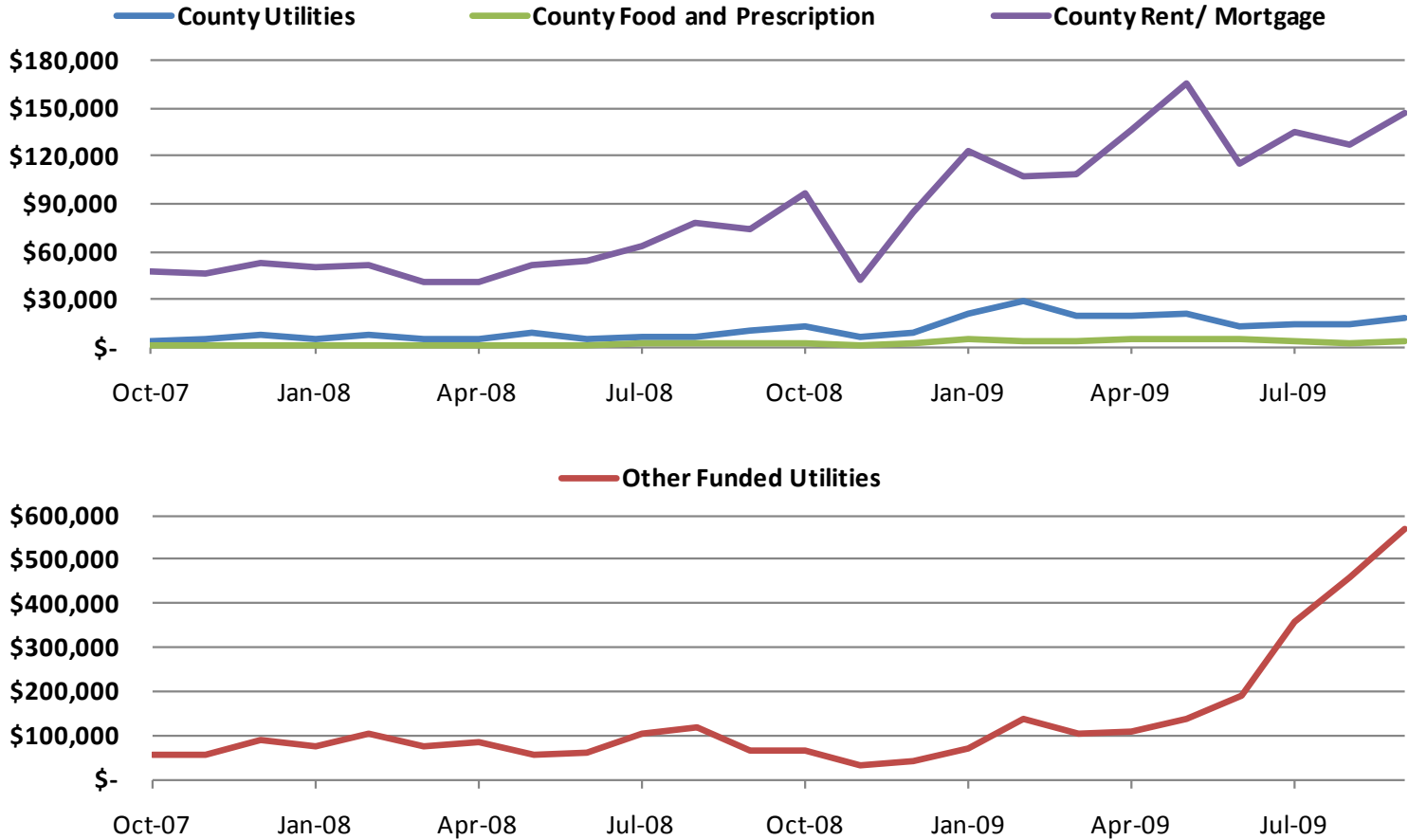
- Home visits are available to persons with disabilities who are unable to come in person to the sites though a doctor's note may be requested. If a person requires a home visit, the person needs to contact the site that is nearest to them. They may also ask about designating an authorized representative.

## Rental & Mortgage Assistance

- Landlord or Lienholder must agree to not proceed with eviction for thirty (30) days
- Travis County Funded
- Apply in person
- Apply within fourteen (14) days of due date
- Cannot pay late fees, deposits

# Family Support Services Demand Trends

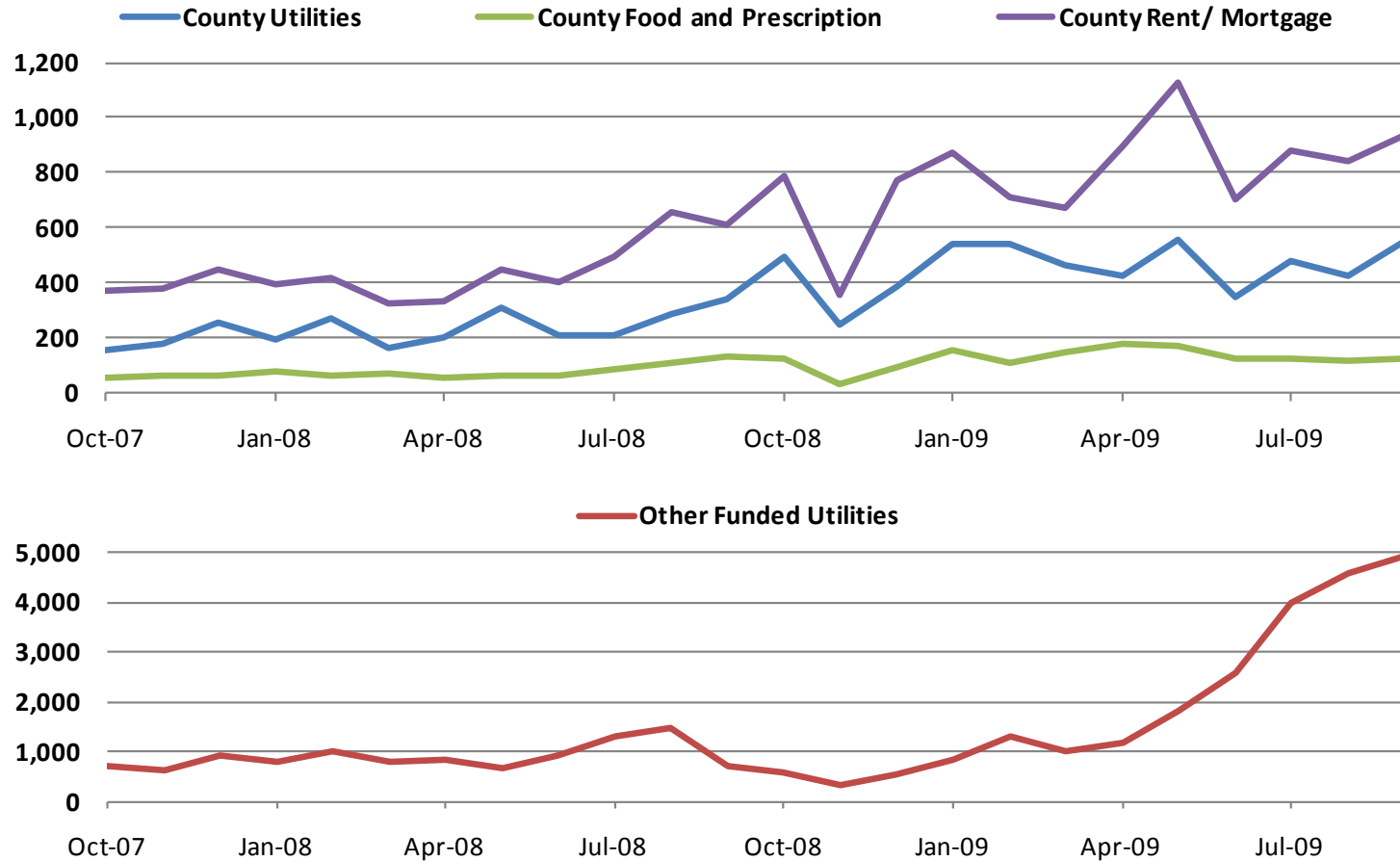
## Monthly Expenditures, FY08 & FY09



	County Utilities	County Food and Prescription	County Rent/ Mortgage	Other Funded Utilities
<b>FY 08 Total</b>	\$80,073.38	\$22,444.97	\$652,223.69	\$943,876.43
<b>FY 09 Total</b>	\$199,055.32	\$44,831.13	\$1,389,278.44	\$2,277,624.66
<b>Percent Change</b>	<b>149%</b>	<b>141%</b>	<b>100%</b>	<b>113%</b>

# Family Support Services Demand Trends

## Individuals Provided Assistance by Month, FY08 & FY09



Note: Some totals may be duplicated counts, i.e. individuals may be included in more than one fund group.

	County Utilities	County Food & Prescription	County Rent/ Mortgage	Other Funded Utilities
<b>FY 08 Total</b>	2,773	903	5,284	10,828
<b>FY 09 Total</b>	5,443	1,506	9,559	23,693
<b>Percent Change</b>	<b>96%</b>	<b>119%</b>	<b>67%</b>	<b>81%</b>

# Family Support Services

## Chapter 72 FY09 Policy Changes

- In Jan 2009, Court approved increased assistance levels in an effort to provide assistance that is more consistent with today's cost of living.
- Option selected was to change assistance levels and partially fund. Changes were as follows:

Rent/Mortgage		
Unit Size	Assistance Levels (set in 1997)	New Levels (50% Fair Market Rent)
1	\$238	\$383
2	\$318	\$467
3	\$441	\$636
4+	\$522	\$735

Prescription		
Household Size	Assistance Levels (set in 1997)	New Levels (Inflation adjusted)
1	\$56	\$79
Ea. Add. HH member	\$19	\$27

Utilities		
Household Size	Assistance Levels (set in 1997)	New Levels (Inflation adjusted)
Flat rate	\$85	\$118

Food		
Household Size	Assistance Levels (set in 1997)	New Levels (Thrifty Food Plan, weekly)
1	\$39	\$39.00
2	\$42	\$76.50
3	\$55	\$105.84
4	\$68	\$127.90
Ea. Add. HH member	\$13	\$26.00

# Rental & Mortgage Assistance

*“We’re seeing more food pantry assistance requests. Pantry is money they don’t have to spend on food and they can spend on something else. This is a way to supplement income.”*

*“People are just trying to play catch up.”*

**OUR CLIENTS:**  
**We serve primarily individuals and families who are in or near poverty. Most are experiencing a crisis or are struggling to meet their basic needs.**

*“People say, ‘I used my last dollar to get here.’”*

*“People say they can pay their bills but they have to make a choice – between bills and gas, or bills and medicine. So they’re coming to our program because they are unable to pay everything.”*