



## Travis County Commissioners Court Agenda Request

**Meeting Date:** May 22, 2012

**Prepared By/Phone Number:** David A. Salazar, 854-4107

**Elected/Appointed Official/Dept. Head:** Sherri E. Fleming,  
County Executive for Health and Human Services and Veterans Service

**Commissioners Court Sponsor:** Judge Samuel T. Biscoe

### **AGENDA LANGUAGE:**

Consider and Take Appropriate Action on Request for Funding for Family Eldercare to Increase Staffing and Capacity of its Money Management Program Providing Services to Improve the Financial Stability of Low Income Older Adults and Adults with Disabilities in Travis County.

### **BACKGROUND/SUMMARY OF REQUEST AND ATTACHMENTS:**

Faced with an increase in need among Travis County's population of older and/or disabled adults, Family Eldercare has submitted a budget request in accordance with Travis County's Budget Rules and process for an increase in the amount of funding to support its Money Management Program which provides financial stability services to low income older adults and disabled individuals in the form of providing access to a Representative Payee to manage day-to-day bills and a case manager to assist with access to benefits to which older adults and adults with disabilities may be entitled.

Family Eldercare has asked that the Court provide an early start for the proposed increased staffing for the program during the remaining budget year as it will assist in reducing the current waiting list and allow the organization to provide these services to help their clients increase their incomes, improve their financial stability, access housing, medical care and basic needs, as well as receive protection from financial abuse and exploitation.

**AGENDA REQUEST DEADLINE:** All agenda requests and supporting materials must be submitted as a pdf to Cheryl Aker in the County Judge's office, [Cheryl.Aker@co.travis.tx.us](mailto:Cheryl.Aker@co.travis.tx.us) by Tuesdays at 5:00 p.m. for the next week's meeting.

Family Eldercare has, historically provided In-home Care and Bill payer programs. The In-Home Care program provides respite on a sliding fee scale to ensure accessibility to low-income clients. The program supports and sustains caregivers in their efforts to care for elderly and disabled loved ones and supports older adults living alone with minimal caregiver support. The Bill Payer program provides bill payer and representative payee services to adults who are unable to manage their own finances. Services provide a final safety net to those most at risk for premature institutionalization. In addition, Family Eldercare works with the Travis County Probate Court providing quality guardianship services to incapacitated older adults and adults with disabilities.

**STAFF RECOMMENDATIONS:**

Staff recommends approval of this request as it will alleviate the backlog of individuals awaiting service and provide financial stability to many of those on that list.

**ISSUES AND OPPORTUNITIES:**

Under Family Eldercare's contract, the Money Management Program is able to serve 40 individuals. The program, currently, has a waiting list of over 50 persons in need of Bill Payer services in the form of a Representative Payee and assistance with managing money and access to benefits. Increasing the capacity of this program will allow the program to serve 90 additional clients over the proposed annual contract period and keep these individuals from being prematurely institutionalized.

**FISCAL IMPACT AND SOURCE OF FUNDING:**

If approved, additional funding for this request in the amount of \$22,295 during the FY2012 budget year, to commence on July 1, 2012, through September 30, 2012, will be funded internally within the Health and Human Services and Veterans Service budget. The proposed annualized cost of this increase is \$95,020.00 for FY2013/FY2014.

**REQUIRED AUTHORIZATIONS:**

Mary Etta Gerhardt



**TRAVIS COUNTY HEALTH and HUMAN SERVICES  
and VETERANS SERVICE  
502 E. Highland Mall Blvd.  
P. O. Box 1748  
Austin, Texas 78767**

**Sherri E. Fleming  
County Executive for HHS&VS  
(512) 854-4100  
Fax (512) 279-1608**

**DATE:** May 14, 2012

**TO:** MEMBERS OF THE COMMISSIONERS COURT

**FROM:** *Sherri E. Fleming*  
Sherri E. Fleming, County Executive for  
Travis County Health and Human Services and Veterans Service

**SUBJECT:** Request for Additional Funding from Family Eldercare for Money  
Management Program for Low Income Older Adults and Adults with  
Disabilities

**Proposed Motion:**

Consider and Take Appropriate Action on Request for Funding for Family Eldercare to Increase Staffing and Capacity of its Money Management Program Providing Services to Improve the Financial Stability of Low Income Older Adults and Adults with Disabilities in Travis County.

**Summary and Staff Recommendation:**

Faced with an increase in need among Travis County's population of older and/or disabled adults, Family Eldercare has submitted a budget request in accordance with Travis County's Budget Rules and process for an increase in the amount of funding to support its Money Management Program which provides financial stability services to low income older adults and disabled individuals in the form of providing access to a Representative Payee to manage day-to-day bills and a case manager to assist with access to benefits to which older adults and adults with disabilities may be entitled.

Family Eldercare has asked that the Court provide an early start for the proposed increased staffing for the program during the remaining budget year as it will assist in

help their clients increase their incomes, improve their financial stability, access housing, medical care and basic needs, as well as receive protection from financial abuse and exploitation.

Staff recommends approval of this request as it will alleviate the backlog of individuals awaiting service and provide financial stability to many of those on that list.

**Budgetary and Fiscal Impact:**

If approved, additional funding for this request in the amount of \$22,295 during the FY2012 budget year, to commence on July 1, 2012, through September 30, 2012, will be funded internally within the Health and Human Services and Veterans Service budget. The proposed annualized cost of this increase is \$95,020.00 for FY2013/FY2014.

**Issues and Opportunities:**

Under Family Eldercare's contract, the Money Management Program is able to serve 40 individuals. The program, currently, has a waiting list of over 50 persons in need of Bill Payer services in the form of a Representative Payee and assistance with managing money and access to benefits. Increasing the capacity of this program will allow the program to serve 90 additional clients over the proposed annual contract period and keep these individuals from being prematurely institutionalized.

**Background:**

Family Eldercare has, historically provided In-home Care and Bill payer programs. The In-Home Care program provides respite on a sliding fee scale to ensure accessibility to low-income clients. The program supports and sustains caregivers in their efforts to care for elderly and disabled loved ones and supports older adults living alone with minimal caregiver support. The Bill Payer program provides bill payer and representative payee services to adults who are unable to manage their own finances. Services provide a final safety net to those most at risk for premature institutionalization. In addition, Family Eldercare works with the Travis County Probate Court providing quality guardianship services to incapacitated older adults and adults with disabilities.

Travis County  
Money Management  
2 Case Managers  
July - September 2011

	Annual	July-Sept	
Salaries	69,000.00	17,250.00	
Benefits	17,520.00	2,920.00	3 mths of benefits; 30 day waiting period
General Operating Exps	2,500.00	625.00	
Staff Travel	6,000.00	1,500.00	
		-	
	95,020.00	<b>22,295.00</b>	



April 5, 2012

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**EXECUTIVE DIRECTOR**  
Ann Howard  
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Annhoward@austinecho.org

P.O. Box 301228  
Austin, TX 78703

Judge Sam Biscoe and Travis County Commissioners  
314 W. 11th Street  
Austin, TX 7870

Dear Judge and Commissioners,

On behalf of the Ending Community Homelessness Coalition (ECHO), I'm writing to inform you about a community need for increased representative payee services provided by an "organizational representative payee" program to ensure that citizens avoid eviction by managing their money and making rent payments their priority.

During the fall of 2011, the Prevention Task Group (of the ECHO Housing Work Group) began investigating the reason(s) for a rise in eviction cases being handled by Texas Rio Grande Legal Aid. Many of the eviction cases (which were primarily for non-payment of rent for Section 8 voucher clients) were caused due to the client's inability to effectively manage their finances. If a Section 8 voucher resident or a public housing authority resident is evicted from their housing, their eligibility to use this housing option can be restricted for up to five years—likely adding to our homeless numbers.

The Prevention Task Group learned more about representative payee services and determined that we have a significant gap in payee services being provided by an organizational representative payee. Currently, only one organizational payee provider operates successfully in our community - Family Eldercare, who is currently serving 255 representative payee clients. However, Family Eldercare currently has a **waiting list of over 50 clients - many of whom are currently homeless, or at risk of becoming homeless.** As we begin moving more chronically homeless persons into permanent supportive housing, we **anticipate that this list will continue to grow, particularly as we begin housing the 100 Homes clients.** Family Eldercare also reported that they receive approximately 8-10 calls per day from individuals in the community who are at imminent risk of losing housing and/or medical coverage due to inability to manage their finances. In addition, many organizations that have clients who would benefit from representative payee services do not keep wait lists of their own and there are many providers who also believe that persons in "board and care" homes would benefit from a reliable and secure representative payee service. This has led the Task Group to determine that there is more demand for this service than the Family Eldercare waiting list reflects.

Additionally, each case manager at Family Eldercare in their representative payee program can manage up to 45 new clients (with the help of volunteer representative payees). Last year, **98% of Family Eldercare's Homeless representative payee clients were able to maintain their housing** - demonstrating a return on investment and a strategy that helps us prevent more people from becoming homeless. They also reported that 99% were protected from new incidents of abuse, neglect and financial exploitation.

Thus, upon studying this gap in representative payee services, which ECHO views to be an effective homelessness prevention strategy, I write to encourage you to identify immediate funding to increase capacity for these services.

I also want to thank the Court for your support of ECHO. Our small staff is fully operational from Palm Square and now can better support the Coalition. We have over 90 volunteers working monthly on committees and workgroups to ensure that our community stays fiercely focused on ending homelessness. This request for funding to increase capacity in a needed and proven prevention strategy is a clear example of the good work ECHO is doing in the community: the Prevention Task Force identified a need, looked for a solution and vetted that solution to the larger Housing Workgroup, then the Membership Council and eventually the Board of Directors.

Thank you for your consideration of this request. Please contact me at (512) 480-5750/ [EMcHorse@gdhm.com](mailto:EMcHorse@gdhm.com) or Ann Howard, ECHO Executive Director at (512)963-7630/ [annhoward@austinecho.org](mailto:annhoward@austinecho.org) should you have any questions or concerns.

Respectfully,



Ed McHorse, President  
ECHO Board of Directors

**BUDGET SUBMISSION  
BUDGET REQUEST PROPOSAL**

<b>Name of Budget Request &amp; Priority #:</b>	Family Eldercare Money Management
<b>Fund/Department/Division:</b>	
<b>Total Amount Requested:</b>	\$96,520
<b>Collaborating Departments/Agencies:</b>	Travis County Health and Human Services and Veterans Services
<b>Contact Information (Name/Phone):</b>	Angela Atwood, Family Eldercare (483-3589)

**1. Summary Statement: Include one or two sentences to be included in Commissioners Court materials.**

Family Eldercare will expand its Money Management Program to add two Case Managers who will serve an additional 90 low income individuals with the following: (1) provide those who have been denied Social Security or other benefits with the means to receive their benefits and secure a regular income, (2) help low income individuals manage their income so they can obtain and maintain housing, thus preventing homelessness, (3) protect these individuals from financial abuse and exploitation by providing a safe, reliable resource to manage their income, and (4) provide case management support and linkage to other services/benefits so they can maximize their income and their self-sufficiency. The program will help each individual secure and maintain a minimum monthly benefit of \$698, thus allowing them to live in community settings, rather than institutions, homeless shelters or on the streets. It will also leverage approximately 760 volunteer hours valued at \$15,770 per year and approximately \$10,000 in service fees.

**2. Description of Request: Describe the request, including current issues and how the request relates to the mission and services provided by the department. Include historical information related to the request where relevant.**

Family Eldercare's Money Management Program helps low income older adults and adults with disabilities increase their income, improve their financial stability, access housing, medical care and basic needs, and receive protection from financial abuse and exploitation. This service directly addresses Travis County Health and Human Services and Veterans Services' mission to *optimize self-sufficiency* for families and individuals *in safe and healthy communities*. Family Eldercare's Money Management Program currently receives a portion of its funding under contract with Travis County. This proposal will increase the number of individuals assisted under our contract by 90 additional clients.

The Money Management Program provides two levels of service. The Bill Payer service helps older adults and disabled adults develop and manage a budget, balance their checkbook and sort, pay and mail bills. In this service, the client remains in control of his or her own finances. Representative Payee services are offered to individuals who have been determined by a physician to be unable to manage their own finances. These are typically individuals who have developmental disabilities, chronic mental illness, or dementia and are vulnerable to financial exploitation. Family Eldercare is authorized to serve as the individual's Representative Payee, and receive certain benefits (Social Security and Veteran's benefits) on their behalf. This provides the individual with a regular source of income that he or she would otherwise not be eligible to receive.



In both services, trained Case Managers help clients obtain their benefits, develop a budget and manage their funds. When Family Eldercare serves as a Representative Payee, staff pay their bills directly, thus ensuring that their rent, utilities and other critical expenses are paid on time.

Case Managers also help clients increase their income by applying to Social Security for an increase in benefits, or helping them enroll for other benefits, such as Medicaid and food stamps. Case Managers also help clients overcome problems that limit their ability to live independently, as in helping them secure affordable housing or mental health services. Case Managers visit clients regularly to ensure their safety and make necessary changes to their service plan.

Family Eldercare recruits community volunteers to augment its services. These volunteers work under the supervision of Case Managers. Volunteers extend the reach of the program by allowing Case Managers to serve a larger number of individuals. Volunteers also provide much needed companionship and support to individuals who often live alone and have no friends or family involved in their lives.

Family Eldercare's Money Management Program is critical to protecting older adults from financial abuse and neglect. Financial abuse accounts for 30-50% of elder abuse cases.<sup>1</sup> In 2010, Adult Protective Services which confirmed 898 in-home cases of abuse, neglect and exploitation among individuals age 55+ in Travis County.<sup>2</sup> This does not even reflect the extent of abuse in our community. Studies indicate that for every reported incident of elder abuse, neglect, exploitation or self-neglect, approximately five go unreported.<sup>3</sup>

There is a growing need for these services among seniors in Travis County. According to the Brookings Institute, the Austin-Round Rock area has the 3rd fastest growing number of seniors age 65+ *in the entire nation*. We also have the #1 fastest growth rate of persons age 55-64.<sup>4</sup> By 2012, the population of Travis County residents age 55 and older is expected to comprise one-quarter of the total population.<sup>5</sup>

Family Eldercare's Money Management Program also helps prevent and reduce homelessness. An estimated 2,242 homeless individuals live in Austin on any given night. Thirty-four percent (34%) of these are chronic homeless.<sup>6</sup> Chronic homeless persons are of particular importance because they have long periods of homelessness and utilize a disproportionate share of public resources, such as emergency rooms, shelters, jails and mental health hospitals.

Research has shown that homeless persons, including those who have lived on the streets for years, can achieve long-term housing stability if they have access to services that help them obtain and maintain safe, secure housing. Many homeless individuals cannot obtain housing however, because they have no income. While they may be eligible for Social Security benefits,

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<sup>1</sup> MetLife Mature Market Institute. Broken Trust: Elders, Family and Finances. March 2009.

<sup>2</sup> Texas Department of Family and Protective Services. APS In-Home Investigations and Validated In-Home Investigations for Individuals 55 to 64 and 65 and Over in Travis and Williamson Counties for FY 2010.

<sup>3</sup> National Center on Elder Abuse. National Elder Abuse Incidence Study, 1998.

<sup>4</sup> Frey, WH. *Baby Boomers and the New Demographics of America's Seniors*. Generations 2010.

<sup>5</sup> Texas State Data Center, 2008 Population Projections by Single Years of Age by County.

<sup>6</sup> Austin/Travis County Continuum of Care, 2011 HUD Homeless Programs Consolidated Application. Chronic homeless persons are defined as an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years.

they cannot access these benefits because a doctor has declared them incapable of managing their funds. By serving as their Representative Payee, Family Eldercare is able to receive their benefits on their behalf. This provides them with income that can be used to secure housing. Family Eldercare's Money Management Program also helps them manage their funds so their rent, utilities and other living essentials are paid on regular basis.

The Ending Community Homelessness Coalition (ECHO) has identified money management as an approach that "promote[s] independent living for people who are unable to handle their own finances."<sup>7</sup> ECHO's Prevention Task Group and Housing Work Group recently passed a motion, endorsed by the Membership Council, that supports increased Representative Payee services.<sup>8</sup> The need for this increase is evidenced by Family Eldercare's waiting list of over 50 clients, many of whom are homeless or at risk of becoming homeless. The majority of these clients are also under age 55. Family Eldercare's funding for money management services to persons under age 55 was cut by \$30,400 in 2012, as a result of state budget reductions. As such, the agency is limited in the number of clients it can accept in this age group.

Family Eldercare receives 8-10 calls per day from individuals who are at imminent risk of losing housing and/or medical coverage due to inability to manage their finances. The ECHO committee further identified an increasing need for Representative Payee services as a result of the community's "100 Homes" initiative, which will place more chronic homeless persons in permanent supportive housing.

The ECHO Prevention Task Group also identified an increasing need for money management services among individuals facing evictions in Travis County. In the fall of 2011, Task Group began investigating the reason(s) for a rise in eviction cases being handled by Texas Rio Grande Legal Aid (TRLA). The Task Force found that many of these evictions were due to non-payment of rent among Section 8 voucher clients. Clients were unable to pay their rent because they were not able to effectively manage their finances. This has a long term negative effect on these individuals and can result in homelessness. When a Section 8 voucher recipient or public housing authority resident is evicted from their housing, their eligibility to use this housing option can be restricted for up to five years.<sup>9</sup>

Family Eldercare is only one of two organizational payee service providers in Travis County. Organizational Payee programs abide by more stringent standards than individual services – including providing case management in addition to financial oversight. The other agency, a private provider, serves fewer clients and does not provide bill payer services. This provider was under investigation by Social Security last year, due to allegations of misusing client benefits. The provider has recently been sending referrals to Family Eldercare because it does not have the capacity to serve "high need" clients – typically clients with mental health or substance abuse histories. The private provider also does not provide the same level of case management support that Family Eldercare provides.

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<sup>7</sup> Austin/Travis County Echo Housing Report – Services for Permanent Housing. p. 19

<sup>8</sup> Ending Chronic Homelessness Organization, Demand for Representative Payee Services, March 14, 2012.

<sup>9</sup> Federal policy for Section 8 vouchers restricts eligibility for five years and Housing Authority of the City of Austin policy restricts eligibility for four years and requires payment of at least 50% of any past due rent/fees to be paid for up front before being readmitted to the wait list.

Outside of these organizational providers, there are few other resources for Representative Payee services. Often family or friends are called upon to serve in this capacity. Board and care providers also sometimes provide this service to their tenants. However, these individual providers are not subject to the same oversight rules as an organizational payees and do not have accounting rules that ensure proper management of funds. In fact, Family Eldercare is often called upon to intervene in these cases because the individual Representative Payee is abusing the funds and using them for his/her own benefit. Many local providers agree that board and care residents would benefit from a reliable and secure Representative Payee service.

**3a. Pros: Describe the arguments in favor of this proposal.**

Family Eldercare's program has proven results. The program effectively protects vulnerable seniors and adults with disability from abuse and neglect. It helps low income persons achieve greater financial stability by helping them access public benefits they already qualify for. It prevents and reduces homelessness by providing homeless and at-risk individuals with a regular source of income that can be used to obtain housing. It helps these individuals maintain that housing by preventing evictions due to nonpayment of rent. The program also helps low income persons access increased benefits and link to resources in the community that help them remain as self sufficient as possible.

These results help reduce costs incurred by the County in other areas. By helping low income individuals stabilize their lives, the County will save a significant amount of costs related to law enforcement, court intervention, EMS trips, emergency room visits, Austin State Hospital admissions, jail incarceration and probation enforcement. The program also leverages significant resources. Family Eldercare currently has 80 volunteers working in this program. Last year, volunteers donated over 3,000 hours of service, valued at \$66,377. The use of volunteers makes the program more cost effective because it allows Family Eldercare to serve more clients for the same amount of investment (see also Question 8, Leveraged Resources).

Family Eldercare has been providing money management services since 1986. The agency has a reputation for providing quality services, achieving positive outcomes for clients and realizing high levels of client satisfaction (see Question 6a for performance measures). Because of its history and reputation, Family Eldercare is in the best position to quickly expand its services to meet the critical need among low income Travis County residents.

Family Eldercare also has systems to ensure that the program is operated efficiently and with adequate protections for clients' funds. The agency is approved by the Social Security Administration to serve as a Representative Payee for Social Security and Supplemental Security Income beneficiaries. It operates under a model created by the AARP that outlines requirements for program operations and regular monitoring of client accounts. AARP also provides insurance for client funds, up to the amount of each individual's asset limit (this is set as the Low Income limit as established in the HUD State Income Limit guidelines).

**3b. Cons: Describe the arguments against this proposal.**

The proposal will require an additional investment of County resources.

**4. Anticipated Outcome of Request and Proposed Timeline: Timeline should include the expected dates of results and may extend past the Fiscal Year**

If the County funds this request, Family Eldercare anticipates the following outcomes:

1. Low income older adults and adults with disabilities with access the maximum amount of public benefits for which they qualify, thus providing them with a regular source of income.
2. Clients receiving money management services will be protected from financial abuse and exploitation.
3. Clients will receive ongoing case management to help them manage their funds, link to local services and overcome barriers to self sufficiency.
4. The use of volunteers will leverage and stretch community resources and provide individualized support to clients.

Timeline: If funded, Family Eldercare will implement the program as follows:

- Month 1: Hire two new Case Managers
- Month 2: Take clients from waiting list and conduct outreach as necessary to achieve a full case load of 45 clients per Case Manager.
- Months 3-4: Establish Family Eldercare as Representative Payee for clients.
- Months 4-5 (1 month after appointment as Representative Payee):
  - \* Establish Plan of Care for each client. This plan includes an assessment of each client's needs and outlines goals and objectives for addressing these needs.
  - \* Assess clients' benefits and assist them in applying for other entitlements (i.e. additional SSI, Medicaid) they may be eligible for.
- Months 6-8 (2-3 months after appointment as Representative Payee):
  - \* Link clients to other community resources, i.e. medical care, mental health services, etc.
- Ongoing: Provide money management and case management to clients.

The program goals and outcomes of this service will extend past FY13. Once appointed as Representative Payee, Family Eldercare will provide the service for as long as the client agrees to participate and abides by the requirements outlined in their client agreement. Typically, Family Eldercare provides the service for multiple years.

**5. Description of Program Measurement and Evaluation: Describe how the proposal will be measured and evaluated and if this includes an independent evaluation component. In addition, indicate whether a comparative analysis of similar local programs is available.**

The Money Management Program tracks program outputs using an ACCESS database that includes information on the date a client is referred to the program, the date an assessment is conducted and the date an individual begins receiving services. The database also maintains information on clients' condition, address, income and changes in the type of service provided. The database is updated on an ongoing basis in order to ensure its accuracy. The Program Manager reviews the data on a quarterly basis.

Client outcomes are measured as part of the service planning process. As noted in Question 4, above, Case Managers work with the client to develop an individualized Plan of Care that includes long and short term goals. After the plan is developed, staff visit with clients on a regular basis to review their progress and make changes as necessary. Client service plans are reviewed at least every six months or as often as needed. Data on client outcomes are kept in client files and captured in the ACCESS database.

Family Eldercare also conducts annual surveys of clients to determine their level of satisfaction with the program.

**6a. Performance Measures: List applicable current and new performance measures related to the request and note the changes for Fiscal Year should this request be implemented.**

Measure Name	Actual FY Measure	Revised FY Measure	Projected FY Measure at Target Level	Projected FY Measure with Added Funding
Number of unduplicated clients served (total # provided screening, assessment or Money Management services)	300	300	300	390
Unduplicated clients provided care coordination and case management	270	270	270	360
Percent of Money Management clients served who are maintained in a safe environment where all basic needs are met (food, medical, housing, clothing) for 3 months following initiation of services.	95%	95%	95%	95%
Percent of Money Management clients responding to surveys who are satisfied with services	85%	85%	85%	85%
Percentage of Money Management clients served who have no new incidents of abuse, neglect or financial exploitation	95%	95%	95%	95%

**6b. Impact on Performance: Describe the impact of funding the request on departmental performance measures, service levels, and program outcomes:**

The proposed funding request will allow Family Eldercare to increase service levels by adding two full time Case Managers who provide money management to an additional 90 clients.

Client outcomes will remain the same as in our current contract. The actual number of individuals obtaining these outcomes will increase as a result of more clients receiving services.

**7. Impact of Not Funding: Describe the impact of not funding the request in Fiscal Year.**

If additional funding is not received, Family Eldercare will not be able to serve an additional 90 clients who are at risk of homelessness and/or financial abuse and exploitation. Family Eldercare's waiting list for money management services will continue to grow and more clients will be denied services as a result of a lack of capacity to absorb more clients.

Another outcome of not funding this proposal is that indigent individuals will not be able to obtain benefits for which they are already eligible and may become or remain homeless. Because they do not have any income, they will not be able to obtain housing, medical care, or other basic needs. Individuals experiencing these problems typically have high rates of criminal offences, thus increasing the County's expenses related to law enforcement, courts and jails.

They are also frequent users of hospital emergency rooms, EMS and the Austin State Hospital, which also increases the County's costs.

**8. Leveraged Resources: If proposal leverages other resources such as existing internal resources or grant funding, list and describe impact. If resources from similar existing program(s) will not be reallocated, give reasons and include analysis.**

The program leverages significant resources by using volunteers to assist in providing bill payer and Representative Payee services. In 2011, volunteers working in the Money Management Program provided services valued at over \$66,000. The anticipated value of volunteer time for this proposal is \$15,770.

In addition, the program generates service fees from clients who can afford to pay. The Social Security Administration has approved Family Eldercare to collect a fee of \$38 per month for clients receiving Representative Payee services. The other provider of Representative Payee services in Travis County also charges a fee. Family Eldercare uses this fee to augment funding from other sources, in order to cover program costs. The proposed program is expected to cost \$106,520 per year. Of this amount, only \$10,000 will be generated from service fees.

The anticipated service fee revenue is relatively low because the clients to be served under the program will likely have their fees waived. Family Eldercare does not charge service fees to individuals whose basic needs exceed 75% of their benefits. Given that the majority of clients on our waiting list are disabled adults under age 55, they are not likely to have paid into the Social Security system and are will only be eligible for SSI benefits of \$698 per month. Monthly housing costs in Travis County comprise 72% of this amount. The average monthly rent for a board and care home - some of the least expensive housing in our community - is \$500 per month. Some clients may be able to access less expensive, subsidized housing from local housing authorities and nonprofit providers. For those who have prior criminal convictions, however, board and care homes are the only places that will accept them as tenants.

No other resources have been identified for this proposal. However, Family Eldercare does receive funding from the following sources for it's existing Money Management Program in Travis County: (1) Travis County social services funds, (2) City of Austin social service funds, (3) Community Development Block Grant through a contract with the City of Austin, (3) United Way Capital Area, and (4) multiple private foundations. In FY 2013, if the request is fully funded, we project that the Money Management Program will receive, in total, an estimated \$81,770 in volunteer services and that the agency will raise an additional \$371,747 in revenue to support the program: \$65,104 in service fees; \$240,893 in governmental contracts; \$16,000 from United Way and \$49,750 in private foundation grants.

**9. Additional Revenue: If this proposal generates additional revenue, list the amount and the assumptions used for the estimate. (Attach a copy of the form submitted to the Auditor's Office).**

No new sources of revenue as per County definition. The program will leverage other resources as stated in item #8.

**10. Collaboration: If this proposal was discussed with other departments/agencies that provide similar or supporting services that could be impacted, describe impact and list the other departments/agencies and their points of contact. Suggest ways all departments/agencies can collaborate to ensure success of the proposal.**

Family Eldercare did not discuss this proposal with other County Departments or agencies, but could collaborate with the following:

Family Support Services Division of HHS&VS: By providing money management services, fewer clients will need emergency assistance to pay for past due rent or utility expenses.

Social Service Providers: Money management services will assist clients who use homeless shelters and transitional housing and permanent supportive housing, as well as clients of agencies that provide emergency assistance and basic needs (i.e., Caritas, Front Steps).

Mental Health services: ATCIC frequently requests money management services for their clients in order to provide them with regular income and support in maintaining their housing.

Community Centers: Money management services assist residents who use Travis County's Community Centers and have evidence of abuse, neglect or exploitation, or need money management assistance to maintain their housing, health and basic needs.

Coming of Age: The Coming of Age program provides senior volunteers who can assist in supporting this program.

<b>11.</b>	<b>If requesting a new position(s), is office space currently available? Y/N</b>	Yes
<b>If no, attach plan from Facilities Mgmt. explaining how to acquire space for this proposal. Identify proposed position location below:</b>		
<b>Building Address</b>	N/A	<b>Floor #</b> N/A
<b>Suite/Office #</b>	N/A	<b>Workstation #</b> N/A