

# Outcome Assessment Reports

On Grants Completed  
as of April, 2009



## Grant Year 2004

- LifeWorks - Ben & Jerry's Partnership™  
School for Scoops Youth Training Program

## Grant Year 2005

- Communities In Schools - Central Texas XY-Zone
- Austin Travis County Mental Health Mental Retardation -  
Community Voice Mail

## Grant Year 2006

- The Children's Wellness Center - Healthy Communities  
Clinical Assistant Training Program
- EmanciPET, Inc. - Expansion of Spay/Neuter Services
- Literacy Austin - Capacity Expansion and Outreach

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Dear Members and Friends,

We are pleased to report the outcomes of the six programs we selected in 2004, 2005 and 2006. This inaugural issue of the Outcome Assessment Reports features six nonprofit organizations with updates on the specific programs we funded.

Our investment in the future of these organizations reflects our commitment to transforming lives in Central Texas. We learned alongside our Community Partners as they faced unforeseen challenges and achieved measurable successes. We have made lasting friendships that have forever changed our hearts--individually and as an organization.

Many thanks to member, Susan Blount, for writing this report, with the help of the Community Partners Committee, and for including personal stories about the lives that have been changed. By putting a face on each grant, we can connect more meaningfully which helps us deepen our commitment to the community.

Our Community Partners are the hands and feet of our dreams for Central Texas!

With appreciation and gratitude,



Rebecca Powers, President

# **LifeWorks:** **Ben & Jerry's Partnership™** *School for Scoops Youth Training Program*

**Focus Area:** Education

**Grant Amount:** \$126,000

**Grant Year:** 2004

**Grant Period:** 7/04 to 12/06

**Contact Person:** Susan McDowell, Executive Director

**Website:** [lifeworksweb.org](http://lifeworksweb.org)

## **Program description:**

LifeWorks' mission is to transition youth and families from crisis to safety and success. To this end, LifeWorks provides a continuum of services addressing critical needs to achieve lasting, positive change.

LifeWorks was one of 15 organizations nationwide selected by Ben & Jerry's to participate in their PartnerShop initiative, a curriculum-based model offering supported employment and job training to youth and young adults facing barriers to employment. LifeWorks' PartnerShop effort, School for Scoops, provided not only on-the-job training but also life skills training and planning for subsequent career and educational opportunities.

## **Final Outcome Assessment:**

LifeWorks deemed the School for Scoops an effective work force program for a large portion of their clients. During the grant period, 65 youths were positively impacted, improving their job skills by 15%, customer service skills by 18%, and social skills by 12%. LifeWorks projected that 80 clients would graduate from the School for Scoops but, consistent with many of their programs, some clients needed to leave for a while and then re-enter the program. LifeWorks has found that their philosophy of allowing clients to circle back is effective in the long run for achieving results but in this case it reduced the actual number of people served during the grant period.

After a four-year run as a successful job training program, LifeWorks closed the Ben and Jerry's Partnership in January, 2009, to make way for new ventures that can prepare more of their clients for the workforce. LifeWorks is evaluating a replacement program with Austin Java which would offer the advantages of a local partner with on-premise work only, avoiding the additional costs incurred by the off-premise catering

## LifeWorks, cont.

aspect of the PartnerShop program. This new program would also be more suitable for a broader spectrum of their clients, such as adults needing a living wage to support their children.

In addition to the direct benefit to LifeWork's clients, the Ben & Jerry's program contributed significantly to the community's awareness of LifeWork's mission and the challenges faced by youth transitioning into adulthood from foster care or homelessness.

### A Personal Story:

"Since I was little, I remember my mom acting strange. One of many times when the police came out, I said that I had hit my mom, because I thought being in jail would be safer than being at home. They told me about LifeWorks. While living at the shelter, I went through the Ben & Jerry's job-training program. I learned many new things that helped me become a good employee. When I finished the program, I got a job at Bath and Bodyworks, and I still have that job! One thing that I am most proud of is that I now work two jobs, go to college and ALWAYS put money in savings. Security is very important to me. I always believed I could do better than my mom believed I could, and LifeWorks helped me believe in myself."

# Communities In Schools - Central Texas: *XY-Zone Program*

**Focus Area:** Education

**Grant Amount:** \$105,500

**Grant Year:** 2005

**Grant Period:** 8/05 to 8/06

**Contact Person:** Suki Steinhauser, CEO

**Website:** [cisaustin.org](http://cisaustin.org)

## **Program description:**

The XY-Zone, a program of Communities In Schools – Central Texas, works specifically with teen males to support and guide them on their journey into manhood, helping them succeed in school and prepare for healthy relationships, marriages and bright futures. In the XY-Zone (“XY” referring to the male chromosome), young men work together to make changes, reach goals and develop a sense of brotherhood -- a unique “fraternity” for these young men.

By teaching the Five Pillars of the XY-Zone (Respect, Responsibility, Relationships, Role Modeling and Reaching Out), the program strives to bring out the high potential in a high-risk population. The XY-Zone provides participants with job readiness services, support groups, mentors, community service projects, peer education, and facilitates group discussions on issues associated with men’s health and adolescent pregnancy. For many, the XY-Zone serves as a positive alternative to gang involvement, leading them to adulthood across a minefield of drugs, crime, poverty and academic failure.

Communities In Schools is the leading regional dropout prevention program addressing today’s crisis in which one out of three Central Texas students entering the 9th grade does not graduate four years later. Through eleven campus-based programs and special projects, Communities In Schools creates a network of volunteers, social services, businesses, and community resources that work together to break down barriers and help students succeed.

Communities In Schools sought funding from Impact Austin to expand the XY-Zone program to Crockett and Lanier High Schools planning to enroll 100 young men from these campuses.

## Communities In Schools, cont.

At the end of the grant period (August, 2006), CIS anticipated that 80% of their XY-Zone case-managed teens would:

- Remain in school
- Improve academic performance
- Improve behavior and take ownership of personal responsibility
- Stop or reduce risk-taking behaviors
- Report an increase in their developmental assets.

### Final Outcome Assessment:

By August, 2006, Communities In Schools had enrolled 99 young men who received case management services from the XY-Zone program. The staff conducted support groups, worked with youth leaders to design service learning projects and collaborated with other community organizations. The 99 youths received a combined total of 1,501 hours of individual and group services.

Results were very positive although not all objectives reached the 80% goal:

- 96% stayed in school
- 70% improved academic performance
- 75% improved their behavior at school
- 69% stopped or reduced at least one risk-taking behavior
- 81% demonstrated increases in developmental assets

Given that most students who enroll in XY-Zone have significant academic and behavioral needs, Communities In Schools concluded that a more realistic target going forward should be 70% rather than 80%. Building on this experience, CIS enhanced the program curriculum and now contracts individually with participants so that they really commit to making changes.

An interesting observation from follow-up interviews was that participants were significantly more likely to say they would “do things that help my community, like volunteering,” when they had participated in XY-Zone activities, a positive outcome for both the participants and the community.

At the end of the grant period, CIS reported a lesson learned was that staff caseloads needed to be set more manageably so that the youth can get more of the individualized support they need to succeed. CIS also determined they should amplify the power of the “positive fraternity” component of the program. Today this aspect is very prominent.

## Communities In Schools, cont.

### A Personal Story:

“One of our students came from Colombia, South America, several years before with his mother. He had no father figure or male role model. When I met him, he was skipping classes and his grades were down. He had no future goals and often talked about dropping out of school and returning to Colombia. Once he joined the XY-Zone, he started to talk about things that were going on and he began to set goals and make changes. He joined the school basketball team, set a goal to become a music producer and got his grades in order. He turned out to be one of my leaders in the XY-Zone and he graduated this past May. I understand he is going on for more education to follow his dream of producing music.”

# Austin Travis County Mental Health Mental Retardation Center: *Community Voice Mail*

**Focus Area:** Education

**Grant Amount:** \$100,500

**Grant Year:** 2005

**Grant Period:** 9/05 to 8/07

**Contact Person:** Sally Spill, Director of Programs

**Website:** atcmhmr.com

## **Program description:**

Community Voice Mail (CVM) supports people in crisis or transition by providing a reliable means of communication: a voice mail account. CVM serves the homeless, job seekers, the working poor, low-income housing applicants, migrant workers, those fleeing domestic violence, runaway youth, low income elderly, and foster children reaching maturity. It provides an essential communication link whether pursuing housing, social services, health care, employment, or connections with family and friends.

CVM is a national program first implemented in Seattle, Washington, in 1991, and now offered in more than 38 cities across 19 states. The Austin Travis County Mental Health Mental Retardation Center (ATCMHMR) coordinates the delivery of Community Voice Mail to residents of the Austin/Travis County area in partnership with numerous social services agencies and community collaborative efforts as well as programs within ATCMHMR.

To be eligible for CVM, clients must be working with a case manager at ATCMHMR or a CVM partner and lack a reliable means of communication. CVM is available to participants free of charge.

ATCMHMR sought funding from Impact Austin to obtain 1000 voice mail accounts, intending to deploy all in the first 18 months of the grant period.

## **Final Outcome Assessment:**

The launch of the Austin Community Voice Mail program was delayed due to the introduction of new technology by CVM National. The first equipment arrived in April, 2006, six months late, however at a lower

## Austin Travis County MHMR, cont.

cost than originally budgeted. ATCMHMR was able to redirect the savings into additional community voice mail numbers (1200 rather than 1000), more training and more promotional events and marketing materials.

The next challenge faced by ATCMHMR was the slower than expected ramp up of enrollment. By the final grant report in May, 2007, 829 participants had signed on. CVM attributes the lag to several issues, ranging from technical glitches in the enrollment process, to agency misunderstandings of eligibility requirements and the need for more training and outreach to partner agencies. Despite this initial slow start, the enrollment continued to grow such that during 2008, 1418 individuals were served, and the program is still actively utilized today.

As for the clients' objectives, 70 to 80% of participants relied on CVM to seek employment, housing, health care, and social services. About 9% sought safe communication in cases of domestic violence. Participants reported that the privacy and appearance of normalcy afforded by personal voice mail reduced the embarrassment of not having a phone and helped them gain a sense of dignity. Several who found employment using CVM were grateful to have the power to regain independence and control of their lives.

All together, during the grant period, ATCMHMR partnered with 27 area agencies (such as Any Baby Can, Caritas of Austin, Communities in Schools, Goodwill, Lifeworks, and SafePlace), ten programs of ATCMHMR and four community collaborative efforts including Texas Interfaith Disaster Response.

### A Personal Story:

“Richard explained how CVM was critical to helping him find his new job and transition to a better life. He stressed in particular the importance of his personalized greeting on his voice mail. Due to difficult personal circumstances, Richard had been living at the Austin Resource Center for the Homeless. When the job offer was extended by phone, the caller heard Richard's greeting and had no idea that Richard was living in a homeless shelter, thereby avoiding a potential perception issue. Now Richard is on a management track because of his work performance. Voice mail is taken for granted by those who have it but for Richard it was a stepping stone to a new job, new apartment, and a new life.”

# UT Children's Wellness Center: *Healthy Communities* Clinical Assistant Training Program

**Focus Area:** Health

**Grant Amount:** \$108,000

**Grant Year:** 2006

**Grant Period:** 6/06 to 4/09

**Contact Person:** Mary Morgan, Director

**Website:** [utexas.edu/nursing/cwc](http://utexas.edu/nursing/cwc)

## **Program description:**

The Children's Wellness Center (CWC) is a school-based health clinic created in partnership between the Del Valle Independent School District and the University of Texas at Austin School of Nursing, in affiliation with People's Community Clinic. The CWC is the only provider of pediatric health care services in the Del Valle area. The children and families served by the clinic are predominantly Hispanic, low-income, and medically underserved.

CWC's plan for their Healthy Communities Clinical Assistant Training Program was to recruit fourteen high school graduates from the Del Valle area to receive education and training towards a career in health care while being mentored by professional nurses.

Program participants were enrolled in a formal nurse assistant program and then employed at CWC for six months where they worked one-on-one with a Pediatric Nurse Practitioner, mastering skills necessary to the nurse-assistant role and assisting the CWC in treating additional patients. The program also provided the young students assistance in locating resources for additional education to pursue a career in health care.

## **Final Outcome Assessment:**

Of the 30 young adults recruited for this program, ten completed it in its entirety, finishing their formal educational program and receiving 540 hours training and mentoring onsite at CWC. Four others completed a significant portion of the program but left before finishing their hours. Five recruits completed the coursework but never started training at the CWC.

## UT Children's Wellness Center, cont.

CWC management reported that the extremely unstable situations of the young people participating presented far more significant challenges than they had anticipated. Family responsibilities, the need to produce income and provide for children and siblings, and the lack of transportation, were only some of the overwhelming barriers the participants faced. The CWC staff provided as much flexibility as possible, setting schedules and hours on an individual basis. Even so, three were not able to finish because of issues such as these and one determined that health care was not the right profession for her.

CWC had to deal with the additional challenges of training young adults with little work experience. The staff had to break down tasks into very small steps and develop additional training material with extensive, detailed explanations. The CWC staff coped remarkably well, finding new ways to bring education and training to the participants. Their flexibility and enthusiasm worked together to make this program a success.

CWC expresses thanks to the community agency partners who were another important contributing factor to the program's success. In particular, Capital IDEA helped recruit, vet and interview potential students. Goodwill, Del Valle Opportunity Center and Del Valle High School also helped refer young people to the program.

### A Personal Story:

“Roxanne is a teen mother of a newborn infant and a special-needs child. She completed her Nursing Assistant (NA) coursework through the clinical assistant training program and started her job at the CWC. However, after a month, she suddenly stopped coming to work. Once we were able to discuss the situation with Roxanne, we felt her story was triumphant despite the fact that she did not fully complete the program. Roxanne had felt trapped working two and three minimum-wage jobs to make ends meet. She was frozen in this cycle and mindset. Receiving her training as a NA gave her the motivation and ability to move beyond this situation. While she did not complete work with the CWC, she has landed an excellent job as a Nursing Assistant at a physician's office with high pay and good benefits. She is receiving tremendous support there and will get assistance in completing further education for EKG and phlebotomy skills. Her situation is far from perfect, but she is incredibly proud now of her ability to support her children and overcome the situation she was previously enduring. She has more time with her family, makes more money, and feels much better about herself.”

# EmanciPET, Inc.:

## Expand Spay/Neuter Services

**Focus Area:** Environment

**Grant Amount:** \$108,000

**Grant Year:** 2006

**Grant Period:** 7/06 to 2/07

**Contact Person:** Amy Mills, Executive Director

**Website:** [emancipet.org](http://emancipet.org)

### Program description:

EmanciPET's mission is to provide services and advocacy that result in a humane and effective approach to reducing the homeless pet population. Since 1999, EmanciPET has provided low-cost and free surgical sterilization of dogs and cats through their clinic and traveling mobile clinics.

In 2006, EmanciPET's overarching goal was to make Austin a "No Kill" city by 2008. To this end, the organization sought funding to open a third surgery suite at their headquarters and to add two transport vehicles to pick up pets from targeted neighborhoods and to return them after surgery. EmanciPET forecast that these new resources would enable 7500 more spay and neuter surgeries per year.

### Final Outcome Assessment:

EmanciPET purchased two cargo vans and put them into operation by August 2006. They opened the third surgery room, the Impact Austin Surgery Suite, in October 2006. In the twelve months after receiving the grant (August 2006 through July 2007), EmanciPET performed 19,219 spay/neuter surgeries, an increase of 49% over the previous twelve months.

During 2007, the new executive director, Amy Mills, along with EmanciPET's ten new board members, drew two important conclusions from their performance tracking system. First, admissions were consistently higher at mobile clinics than at stationary ones. Second, the most effective way to reduce the number of animals euthanized at shelters was to shift the emphasis away from the sheer quantity performed and instead target the particular categories of pets that were most frequently put down (such as cats in general, large dogs, and breeds such as pit bulls, rottweilers, chows, shepherds, and labs).

As a result, EmanciPET redirected the use of their new vans into

## EmanciPET, cont.

“MASH”-style units, loading them with equipment, supplies, and staff to do a day of surgery in remote locations. This highly efficient approach enabled the neutering of more animals per day per vehicle (25 per day as a transport vehicle vs. up to 40 as a MASH unit) and access to animals in the targeted categories that were unlikely to be brought to the EmanciPET headquarters.

In the spring of 2009, the EmanciPET headquarters on Levander Loop had to be demolished to make room for the City of Austin’s new animal shelter. For its new facility, EmanciPET purchased and renovated two modular buildings which are collocated with the new shelter (thanks to a free lease provided by the City), reutilizing the equipment purchased for the original Impact Austin Surgery Suite.

In summary, although EmanciPET did not reach the goal of making Austin a No Kill city by 2008, the intake rate of animals at the Town Lake Animal Center is dramatically down, especially for cats, one of the targeted categories of animals. In January, 2009, Town Lake Animal Center did not euthanize a single adoptable cat. EmanciPET anticipates that by the organization’s tenth anniversary in June, 2009, they will have performed 100,000 free/low cost spay/neuter surgeries which they could not have done without Impact Austin’s help.

### A Personal Story:

“Last spring we found an emaciated dog wandering our ‘hood. We took her to our vet who found no microchip. Our efforts to find her owner were unsuccessful. We decided that instead of sending her off to certain death at Town Lake Animal Center, we would get her spayed and attempt to find her a home. I had heard of low-cost spay and neuter services at EmanciPET so I booked our little foster pup an appointment and off she went.

Because of the circumstances, EmanciPET picked up part of the tab and for less than \$100 we had the sweet little pup spayed, heartworm tested with several months of heartworm meds, flea prevention, all her shots, micro-chipped and licensed. We could not have afforded to do all that at our regular vet, so thank you EmanciPET!

Bottom line: EmanciPET rocks and is doing the work of saints by having a significant impact on reducing pet overpopulation in Austin.”

# Literacy Austin: Expand Capacity and Outreach

(Literacy Austin is now a program of LifeWorks)

**Focus Area:** Education

**Grant Amount:** \$108,000

**Grant Year:** 2006

**Grant Period:** 7/06 to 12/07

**Contact Person:** Monica Perez, Program Director

**Website:** [lifeworksweb.org](http://lifeworksweb.org)

## Program description:

The Literacy Austin mission was to provide basic literacy and English-as-a-Second-Language instruction for adults who read below fifth grade level. Because of the growing demand for its services, Literacy Austin sought the Impact Austin grant in order to increase classroom capacity at the Center on Rosewood Avenue and to expand the offsite program. .

## Final Outcome Assessment:

Literacy Austin created a large training room and several small classrooms from unfinished space at the Center as proposed, increasing student capacity by 49%. The new classroom space is used extensively, nearly full at peak busy periods. Two hundred new students were enrolled at the Center by the end of 2007.

In addition, Literacy Austin far exceeded their goal of doubling the number of remote locations for instruction. By the end of the grant period, the offsite coordinator (hired with Impact Austin grant funds) had increased offsite locations from five to 16 and the number of students served remotely from 43 to 169, five more than the target.

Since LifeWorks absorbed the Literacy Austin organization in January, 2008, it has continued and expanded these educational services, including them with its own GED classes into LifeWork's "Literacy Programs." In 2008, LifeWorks placed a total of 929 clients in this educational program.

## Literacy Austin, cont.

### A Personal Story:

“Linda came to America 16 years ago due to her husband’s employment. For many years she found the language barrier challenging. Now, two years after she began attending ESL classes, Linda’s quality of life is markedly better. Communication with her employer has improved drastically, streamlining her daily routine by eliminating a great deal of confusion and helping her work far more efficiently. Linda’s real joy is that she now understands praise from her supervisor.

While she is not yet comfortable speaking English with her children, she will occasionally exchange sentences with her two oldest daughters. She and her husband have agreed to watch only English speaking TV, subtitles included, while at home to continue their “immersion” education.

Linda cheerfully plans to continue her ESL classes. Although still not proficient in English, she clearly has learned a great deal so far and wishes to improve her skills.”



## Our Mission

We're a progressive leader in women's philanthropy, bringing new resources to the community and making philanthropy accessible. Through high-impact grant making, we engage, develop and inspire women to effect positive change.

## Our Vision

Our women are inspirational role models reaching their full giving potential for a better quality of life in our community.

## Our Values

Transparency	We are an open book.
Excellence	We are thorough, professional and go above and beyond.
Inclusiveness	We are open to all women.
Democracy	Each member has an equal voice.
Integrity	We are honest and ethical.
Respect	We consider the impact of our words and actions on others.
Accountability	We say what we're going to do, and we do it.
Innovation	We are creative, but prudent risk-takers.
Continuous Improvement	Through feedback and other input, we are always improving.



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