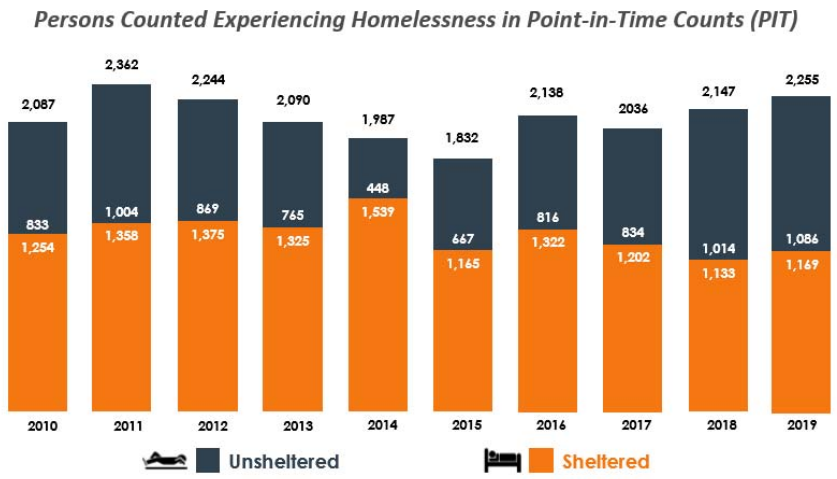
City Initiatives Addressing Homeless-Related Issues

SEPTEMBER 13, 2019

A SPECIAL ACKNOWLEDGEMENT

- Animal Services Office
- Austin Public Health
- Austin Public Library
- Austin Police Department
- City Manager's Office
- Communications & Public Information Office
- Downtown Austin Community Court
- Emergency Medical Services
- Innovation Office
- Neighborhood Housing & Community Development
- Parks and Recreation Department
- Public Works Department
- Watershed Protection Department

ANNUAL POINT-IN-TIME (PIT) COUNT



Source: Ending Community Homelessness Coalition (ECHO)

2018 Point-in-Time Count:

- 2,147 Individuals Experiencing Homelessness
  - 1,003 unsheltered within the City of Austin
  - 11 unsheltered outside the City of Austin

2019 Point-in-Time Count:

- 2,255 Individuals Experiencing Homelessness
  - 1,037 unsheltered within the City of Austin.
  - 49 unsheltered outside the City of Austin

Over the past five years, the number of unsheltered individuals increased by 142%.

The overall Austin population grew by 12% during this same period.

Greatest population are unaccompanied (single) adults.

HOMELESSNESS CONTINUES TO BE A PRIORITY FOR COUNCIL

Over the past five years, City Council has approved over 30 resolutions relating to homelessness.

Topics have been wide-ranging and include, but are not limited to, the following:

- Identifying alternative and dedicated funding sources for homeless-related services;
- Evaluation of the Austin Resource Center for the Homeless (ARCH) Contract;
- Alternatives to panhandling;
- 24-hour free public toilets downtown;
- Researching and evaluating temporary work opportunities;
- The *Pay for Success* program, a Permanent Supportive Housing (PSH) program; and
- Supporting community partnerships.

IN RESPONSE, THE CITY HAS MADE ADDITIONAL OUTWARD FACING CHANGES

Most recently, the City has made significant changes in the way we respond to homelessness-related issues, with a focus on the following:

- Restructuring ARCH Contract
- Endorsement of the *Austin Action Plan to End Homelessness*
- Implementation of the *Pay for Success* program
- Creation of a Community Brain Trust

MEANWHILE, THE CITY HAS CHANGED WITHIN

In response, departments have begun to restructure and redesign business practices to meet the needs of the community and those experiencing homelessness.

- Austin Public Health (APH)
  - Austin Public Health provides funding for rapid rehousing services through multiple social service contracts totaling $2,909,624, of which $1.12M is federal grant funding
- Austin Public Library
  - Two Community Services Coordinator positions to conduct Coordinated Assessments
  - Service hours in place for various branch libraries and the Central Library with Pop-up Resource Clinics at Terrazas Branch Library
- APD and EMS: Homeless Outreach Street Team (HOST) in partnership with Integral Care
  - HOST is a proactive approach to engage and assist individuals experiencing homelessness

MEANWHILE, THE CITY HAS CHANGED WITHIN

- Downtown Austin Community Court (DACC)
  - Aims to end homelessness by providing comprehensive, long term services to individuals experiencing homelessness
- Neighborhood Housing and Community Development (NHCD)
  - Provides housing and community development services to benefit eligible residents
- Office of Innovation
  - In 2017, the Innovation Office secured a three-year $1.25M Bloomberg grant, and is also a recipient of a $409, 000 grant from The Robert Wood Johnson Foundation, for people experiencing homelessness
  - The Austin Homelessness Advisory Committee (AHAC) was created in the fall of 2017 in coordination with the Department of Public Health and ECHO
- Parks and Recreation Department (PARD)
  - In partnership with The Other Ones Foundation, created Workforce First, to offer those who are experiencing homelessness day labor opportunities in an Austin park

AND SERVICES HAVE EVOLVED

- Public Works Department (PWD)
  - Contracted with WorkQuest to provide under-bridge cleanups of 60+ highway underpass locations within Austin's city limits
- Watershed Protection Department (WPD)
  - Watershed encampment pilot programs such as Leave No Trace and Purple Bag Program, as well as collaboration with Other Ones foundation (through APH) and Keep Austin Beautiful
  - Partnership with Integral Care to connect individuals with wrap around services
- Creation of the Homeless Strategy Officer (HSO)
  - The HSO is an executive level position to strategize initiatives to address the issue of homelessness within the City as an organization and with community partners

"IT'S THE RIGHT THING TO DO"

In all these efforts brought forward by staff, it should be noted departments are doing things *intentionally* different from before.

Departments have also provided mental health training, through Integral Care, to staff interacting with those experiencing homelessness and several have regular meetings with community organizations providing direct social services to build networks.

It is not uncommon to see employees engaged with a human-centered service-oriented approach to dealing with homeless encampments– staff realizes the responsive approach cannot be a one size fits all.

POP UP CLINIC AT THE ARCH

WATERSHED ENCAMPMENT CLEANUP

Before

After

MEMBERS OF THE AUSTIN HOMELESSNESS ADVISORY COUNCIL

AUSTIN AREA SHELTER BEDS

Shelter	Beds Currently Funded	New Beds Proposed	Notes
ARCH	165		Individuals, Will decrease to 150 beds with new housing-first model (Oct. 1st)
Anew Entry - Substance Abuse /Transitional Housing	56		30 beds reserved for veterans
Austin Shelter for Women and Children - Salvation Army	81		17 rooms for families; 3 rooms – single women
Casa Marianella	75		Solely immigrants (65% asylum seekers); 39 beds – women and children
Downtown Service Center – Salvation Army	242		55 beds for families, 107 beds for single women, 80 beds for single men. Family beds to be repurposed to single adults once Rathgeber Center is open.
Foundation for the Homeless - Family Rehousing Shelter	36		Families with children
Integral Care - SafeHaven	16		Veterans
LifeWorks	16		Youth
SAFE Alliance - Domestic Violence shelter beds	106		Families
SAFE Alliance - Children's Emergency Shelter	29		16 beds for youth, 13 beds for teen parents
TOTAL BEDS	822		
Future: Rathgeber Center (Salvation Army) * One-time funding of $1M from City of Austin		212	Families with children, 120 beds (40 rooms) for emergency shelter, 92 beds (23 rooms) for extended stays.
Future: South Austin Housing Center		Up to 100	Negotiations for purchase of property underway; start date to be determined

PROGRAM CHANGES OCCURRING AT THE ARCH

Changes in Operations & Service Delivery

Part ARCH Operations	Redesigned ARCH Operations
190 beds/mats for overnight sleeping	130 beds/mats for overnight sleeping
Day Resource Center serves 200-300 people per day	Day Resource Center services available for 130 clients with reserved beds/mats
25-30% of clients receiving case management	100% of clients receive case management
Some beds/mats reserved; Daily lottery system for other beds/mats so clients secure shelter on a day-to-day basis	All beds/mats reserved, so clients have short-term shelter stability and can focus on goals for housing, income, stability
All overnight stayers must leave early morning and return at specified time each evening	Overnight stayers will have flexibility to come and go, with limited restrictions on access
Services offered for basic needs; some case management and housing services available	Services focused on meeting basic needs and connections to housing for ALL clients
First come-first served / lottery system for clients to receive shelter	Strategic prioritization system for clients getting bed/mat reservations and services
Coordinated Assessment not provided at the ARCH	Coordinated Assessment access for all ARCH clients

High Level Transition Phases 2019

March - April

- Planning, facility improvements, communications plan, staffing changes, developing performance metrics

May - June

- NAEH visits, performance data baseline, identification of alternative day resources

July - September

- Reduction of beds/mats, 100% of clients case managed, pilot new prioritization system

October - December

- ARCH open only to 130 shelter guests, performance data review and evaluation

COUNCIL RESOLUTION NO. 20190131-078

Council Resolution No. 20190131-078

Immediate Shelter and Support Services

- Pilot immediate shelter and support services with the intent to provide a pathway to permanent housing
  - Consultation with internal and external entities, including NAEH, regarding best practices for shelter operations and standards
  - How individuals are identified to receive shelter services and connections to support services and housing programs
  - Include Costs and Funding Options

COUNCIL RESOLUTION 20190411-026

Council Resolution 20190411-026

Salvation Army Rathgeber Center and Downtown Social Service Center

- Identify funding for the Salvation Army's shelters and case management activities
  - Assist the Rathgeber Center in becoming fully operational and
  - Identify funding for the Downtown Social Service Center to assist in case management services

SALVATION ARMY RATHGEBER CENTER

http://salvationarmyaustin.org/the-salvation-army-rathgeber-center/

This shelter will focus on *families*

- Total capacity of 212 beds
- Opens 55 beds at the Downtown Social Service Center which will be reprogrammed for individuals
- Goal is to provide 100% case management services to individuals at the Downton Social Service Center
- The HSO recommends $1M to fully-fund 100% case management at the Downton Social Service Center and the rest towards closing the gap at the Rathgeber Center

Overview of Homelessness Services Budget

Neighborhood Housing & Community Development

Austin Public Health

Downtown Austin Community Court

In Support of Strategic Direction 2023

Economic Opportunity & Affordability

Health & Environment

FY 2020 Budget for Homelessness Services

Funding Type	General Fund	Other City Funds	Grants	Total
Ongoing	$25.3M	$7.1M	$11.9M	$44.3M
One-Time	$9.3M	$9.1M	$0.0M	$18.4M
Total	**$34.6M**	**$16.2M**	**$11.9M**	**$62.7M**

Neighborhood Housing

Homelessness Effort	Funding Source	FY 2020 Proposed	FY 2020 Increment
Tenant-Based Rental Assistance (TBRA)	HOME (federal) & General Fund	$626,954	$570,254
Tenant-Based Rental Assistance - General (TBRA) HACA & Salvation Army contracts	HOME (federal)	$547,000	$36,700
Public Facilities	HOME (federal)	$1,804,669	$1,804,669
Low-Barrier Permanent Supportive Housing Assistance (Echo Contract)	HOME (federal)	$950,000	$650,000
Rent Availability Program (ECHO contract)	Housing Trust Fund	$156,200	$0
Permanent Supportive Housing/Continuum of Care Consulting (ECHO contract)	Housing Trust Fund	$160,000	$0

Neighborhood Housing

Homelessness Effort	Funding Source	FY 2020 Proposed	FY 2020 Increment
Rental Housing Development Assistance (RHDA)	Budget Stabilization Reserve Fund (BSRF)	$5,000,000	$5,000,000
Prevention Services – Renter and Homeowner Assistance	CDBG & HOME (federal), GO Bonds, Housing Trust Fund, BSRF	$11,635,000	$4,283,654
Total Neighborhood Housing & Community Development		**$20,879,823**	**$12,345,277**

Austin Public Health

Homelessness Effort	Funding Source	FY 2020 Proposed	FY 2020 Increment
Permanent Supportive Housing Contracts: Wraparound supportive services for PSH residents	General Fund, Federal, & State	$3,209,081	$62,444
Emergency Shelter Contracts	General Fund & Federal	$8,247,237	$251,647
Homelessness Prevention Contracts: case management, financial assistance, legal services	General Fund & Federal	$4,279,604	$13,973
Rapid Rehousing Contracts: case management, housing location and placement, financial assistance	General Fund, Federal, & State	$3,007,318	$170,961
Planning Contracts and New Projects: prioritizing & implementing strategies to end homelessness	General Fund	$479,239	$0

Austin Public Health

Homelessness Effort	Funding Source	FY 2020 Proposed	FY 2020 Increment
Outreach & Navigation Contracts: PATH Team expansion, housing navigators, temp work pilot	General Fund	$535,179	$0
Crisis Intervention and Contract Mgmt. Staff	General Fund	$762,383	$0
Youth Homeless Services	General Fund & State	$315,354	$0
Pay for Success: PSH project with multiple partners	General Fund	$4,800,000	$4,800,000
Ben White Shelter Operations Contract: staffing, services and operations for new shelter	General Fund	$1,300,000	$1,300,000
Salvation Army Shelters: $1M to new Rathgeber Center, $500K to downtown shelter	General Fund	$1,500,000	$1,500,000
New Projects: funding transferred from EMS	General Fund	$593,258	$287,991

Austin Public Health

Homelessness Effort	Funding Source	FY 2020 Proposed	FY 2020 Increment
Alternatives for Temporary Housing	General Fund	$1,500,000	$1,500,000
ARCH Improvements	General Fund	$1,265,000	$1,265,000
Contract to Establish Performance Criteria	General Fund	$250,000	$250,000
	Total	**$32,043,653**	**$11,402,016**

Downtown Austin Community Court

Intensive Case Management and Direct Client Support

Homelessness Effort	Funding Source	FY 2020 Proposed	FY 2020 Increment
Intensive Case Management (ICM) including: • Dedicated case manager on HOST • Direct client assistance – identification documentation; rent and deposits for housing and utilities; debt resolution • Associated program costs	General Fund	$1,603,999	$219,971
Social Service Contracts to support ICM clients • Permanent Supportive Housing (PSH) • Rapid Rehousing • Peer Support Specialists • Substance Use Treatment Services • Mental Health Services	General Fund and Emergency Solutions Grant	$2,691,284	$474,990
	Total	**$4,295,283**	**$714,961**

Downtown Austin Community Court

Outreach and Mental Health Response

Homelessness Effort	Funding Source	FY 2020 Proposed	FY 2020 Increment
Homeless Outreach Street Team (HOST) • Contract with Integral Care	General Fund	$327,354	$20,000
Expanded Mobile Crisis Outreach Team (EMCOT) • Contract with Integral Care	General Fund	$1,147,229	$0*
	Total	**$1,474,583**	**$20,000**

**Funding was including in APD's budget in FY 2018-19*

Other Departments

Homelessness Effort	Funding Source	FY 2020 Proposed	FY 2020 Increment
Encampment Clean-ups	Watershed, Public Works, Austin Resource Recovery, Austin Transportation & General Fund	$1,025,000	$220,000
Homeless Outreach Street Team	General Fund (APD and EMS portion)	$733,905	$3,809
Social Workers at Central Library	General Fund	$185,914	$6,000
Workforce First Program within PARD	General Fund	$50,000	$0
ARCH Garage Renovation	General Fund	$222,000	$122,000
Security Services at ARCH*	General Fund	$0	($187,488)
Innovation Team (I-Team)	Bloomberg/Robert Wood Johnson Foundation Grant	$0	($500,000)
Tenant Temporary Relocation	Austin Code	$1,642,500	$1,642,500
Cleaning Portable Toilets	Public Works	$132,960	$0
	Total – Other Changes	**$3,992,279**	**$1,184,821**

**One-time pilot conducted by APD in FY 2018-19*

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Q&A