

# AGENDA



## Recommendation for Council Action

Austin City Council	Item ID	27177	Agenda Number	33.
---------------------	---------	-------	---------------	-----

Meeting Date:	9/26/2013	Department:	Health and Human Services
---------------	-----------	-------------	---------------------------

### Subject

Authorize negotiation and execution of a 12-month contract with FRONT STEPS, INC., Austin, for the provision of homeless social services at the Austin Resource Center for the Homeless in an amount not to exceed \$2,173,627 for the period October 1, 2013 through September 30, 2014, with four 12-month renewal options in an amount not to exceed \$2,173,627 per renewal term, for a total contract amount not to exceed \$10,868,135.

### Amount and Source of Funding

Funding in the amount of \$1,933,495 is available in the Fiscal Year 2013-2014 Operating Budget of the Health and Human Services Department; funding in the amount of \$240,132 is available in the Fiscal Year 2013-2014 Operating Budget of the Health and Human Services Department Emergency Solutions Grant (ESG) Special Revenue Fund. Funding for the balance of the contracts is contingent on available funding in future budgets.

### Fiscal Note

There is no unanticipated fiscal impact.

Purchasing Language:	
Prior Council Action:	August 8, 2013: Austin City Council approved Neighborhood Housing and Community Development Office 2013-14 Action Plan which includes the 2013-14 award of \$240,132 for Emergency Solutions Grants for Shelter Operations and Maintenance of the Austin Resource for the Homeless.
For More Information:	Stephanie Hayden, Asst. Director for Human Services, 972-5011; Robert Kingham, Manager Community Based Resources, 972-5026; Alma Ruiz, Agenda Coordinator, 972-5010.
Boards and Commission Action:	
MBE / WBE:	
Related Items:	

### Additional Backup Information

On June 25, 2013, the City of Austin Health and Human Services Department released a Request for Interest (RFI) for the operation of the Austin Resource Center for the Homeless (ARCH). The City wished to determine if there were any non-profit organizations interested in operating and providing services at the ARCH in a public/private partnership with the City. There were no responses to the RFI. Since there were no agencies interested in operating the ARCH, no competition was conducted. HHSD recommends contracting with the existing operator Front Steps, Inc. Front Steps has successfully provided service to over 8,000 homeless individuals annually since the inception of the ARCH in 2004.

ARCH offers clients a menu of services depending on their individual needs. There is an increased focus on case

management to help move more clients into safe and stable housing. Collaboration with co-located and mainstream agencies is a key component of the ARCH enabling it to serve as an entry point to homeless services. A Community Care Clinic is located at the ARCH to provide primary health care for homeless adults, medical case management, and coordination with other providers for dental and vision services. Austin/Travis County Integral Care (ATCIC) has increased staff at the ARCH specifically to expand mental health and substance abuse services to ARCH clients.

Under the contract with Front Steps, Inc. services at the ARCH consist of three major program components:

**Day Resource Center.** This component serves homeless men, women, and families with centralized intake, information and referral, and basic services including: showers, telephones, voice mail boxes, mailing address, laundry facilities, clothing, and lockers. Front Steps collaborates with eight co-located community agencies that help homeless persons reach self-sufficiency by providing mental health outreach and counseling, legal aid, benefits eligibility, employment services, housing assistance, case management and access to substance abuse treatment. The case management program includes assessments of clients in the Day Resource Center, walk-in access to low level case management, and classes covering topics such as Housing Options and Self-Care Resources. As a result of additional case management funding through the new State HHSP grant, the garage area is now open and staffed to provide expanded space for the Day Resource Center. This has been a well-received addition of space for clients.

**Day Sleeping.** This component serves homeless men and women daily by providing 50 beds for daytime sleeping. It serves people who have night-time jobs and those who require rest for medical reasons. Case management is available for those who choose to participate.

**Overnight Shelter.** This component serves homeless single adult men seven nights a week with 100 beds and 115 mats for overnight sleeping. Services for overnight shelter clients include on-site breakfast, dinner (for clients in beds), showers and lockers, and case management. Clients obtain a reserved bed through participation in case management, or if they are receiving case management from a co-located agency or a service provider that is coordinating with Front Steps staff.

As operator of the ARCH, Front Steps is responsible for overall operations, maintenance, and oversight of the facility and the activities located therein.

#### Performance Measures

##### Related Goals

Social Services: Assist People in Achieving Safety, Stability and Long Term Self-Sufficiency.

##### Outputs

##### 2014 Goal

Number of unduplicated clients served in the ARCH Day Resource Center Program	8,500
---	-------

Number of unduplicated clients served in the ARCH Overnight Shelter Program	2,200
---	-------

Number of Front Steps case managed clients who exit to safe and stable housing	178
--	-----

##### Outcomes

Percentage of overnight shelter clients who exit Front Steps case management services to safe and stable housing	45%
--	-----