HOMELESS SERVICES STRATEGIES – NOW AND PROPOSED

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Ending Community Homelessness Coalition (ECHO)**

Current Situation & Data

Our System to Prevent and End Homelessness

Identification & System Entry Points
Street Outreach
Service Providers
Health Institutions
Schools
Police/Prisons/Jail
Child Welfare
System

Persons experiencing homelessness

Persons at-risk of homelessness

Self-resolve

Diversion

Coordinated Assessment

Temporary Emergency Placement
Shelter or Transitional Housing

Financial Assistance + Supportive Services

Prevention Services

Outcomes
Housing Stability
Health
Recovery
Employment
Life Stability

ECHO
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Continuum of Services

- **Homelessness Prevention**
  - Caritas + 11 partner agencies: *Best Single Source Plus (BSS+)*
  - Catholic Charities of Central Texas: *Financial Stability Program*
  - Texas Rio Grande Legal Aid: *Housing Rights & Resident Advocacy*
  - Austin Tenants Council: *Housing Stability*

- **Emergency Shelter**
  - Front Steps: *Austin Resource Center for the Homeless (ARCH)*
  - Salvation Army: *Austin Shelter for Women & Children*
  - Salvation Army: *Pathways & Partnerships Emergency Shelter*
  - The SAFE Foundation: *SafePlace & Children's Shelter*
  - Casa Marianella: *Shelter and Re-housing*
  - Foundation for the Homeless: *Shelter and Re-housing*
  - LifeWorks: *Youth Shelter, Street Outreach, Housing Programs*

Continuum of Services Cont.

- **Rapid Re-Housing**
  - Caritas + 11 Partner Agencies: *Best Single Source Plus (BSS+)*
  - Front Steps, Downtown Community Court, & Communicable Disease Unit: *Emergency Solutions Grant (ESG)*
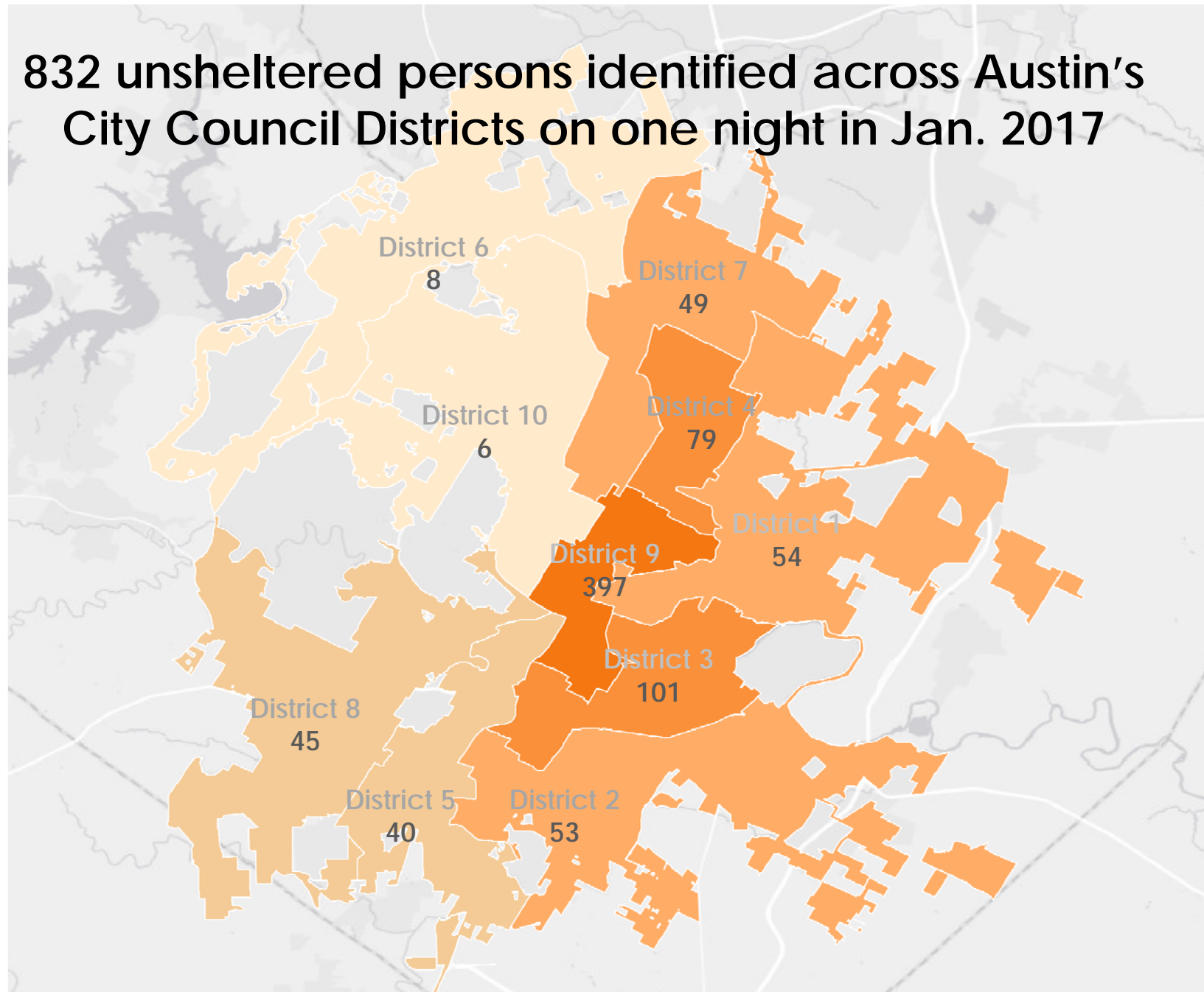 - ECHO: *Navigation Services*

- **Permanent Supportive Housing (PSH) Services**
  - Integral Care & Foundation Communities: *PSH 1115 Waiver*
  - Front Steps: *Front Steps PSH*
  - Foundation Communities: *Arbor Terrace PSH*
  - Integral Care: *Oak Springs PSH*
  - Caritas: *Behavioral Health Services for PSH*
  - VinCare: *Saint Louise House Supportive Housing*
  - Foundation Communities: *Supported Employment Program*
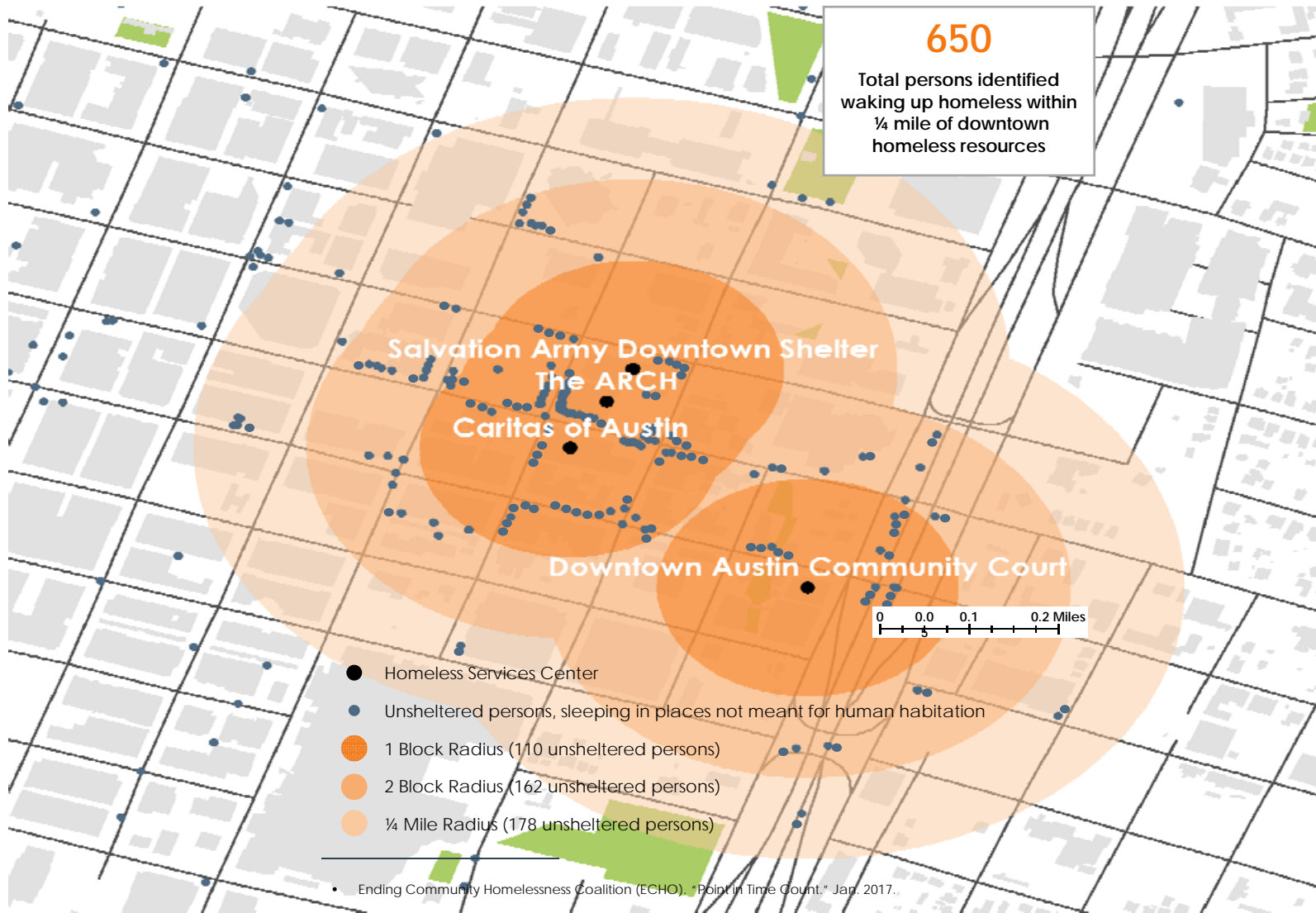
- **Community Planning**
  - ECHO: *Coordinated Assessment, Homeless Management Information System (HMIS), Continuum of Care Lead Agency*

832 unsheltered persons identified across Austin's City Council Districts on one night in Jan. 2017

District 6
8

District 7
49

District 10
6

District 4
79

District 1
54

District 9
397

District 3
101

District 8
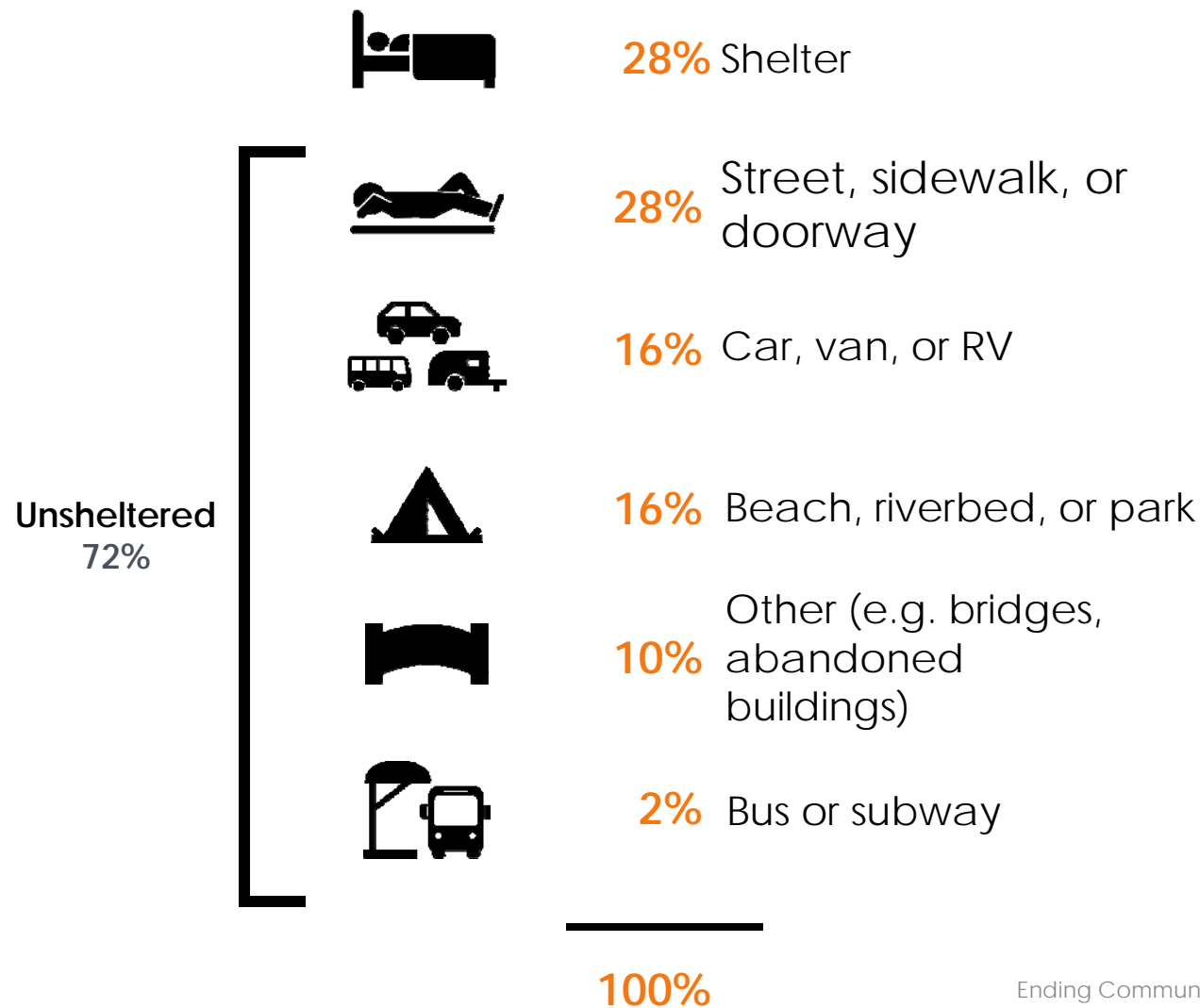45

District 5
40

District 2
53

Homelessness is Most Visibly Concentrated Downtown

On January 28, 2017, 650 persons woke up homeless within ¼ mile of downtown homeless resources: 472 stayed in shelters & 178 stayed in the streets
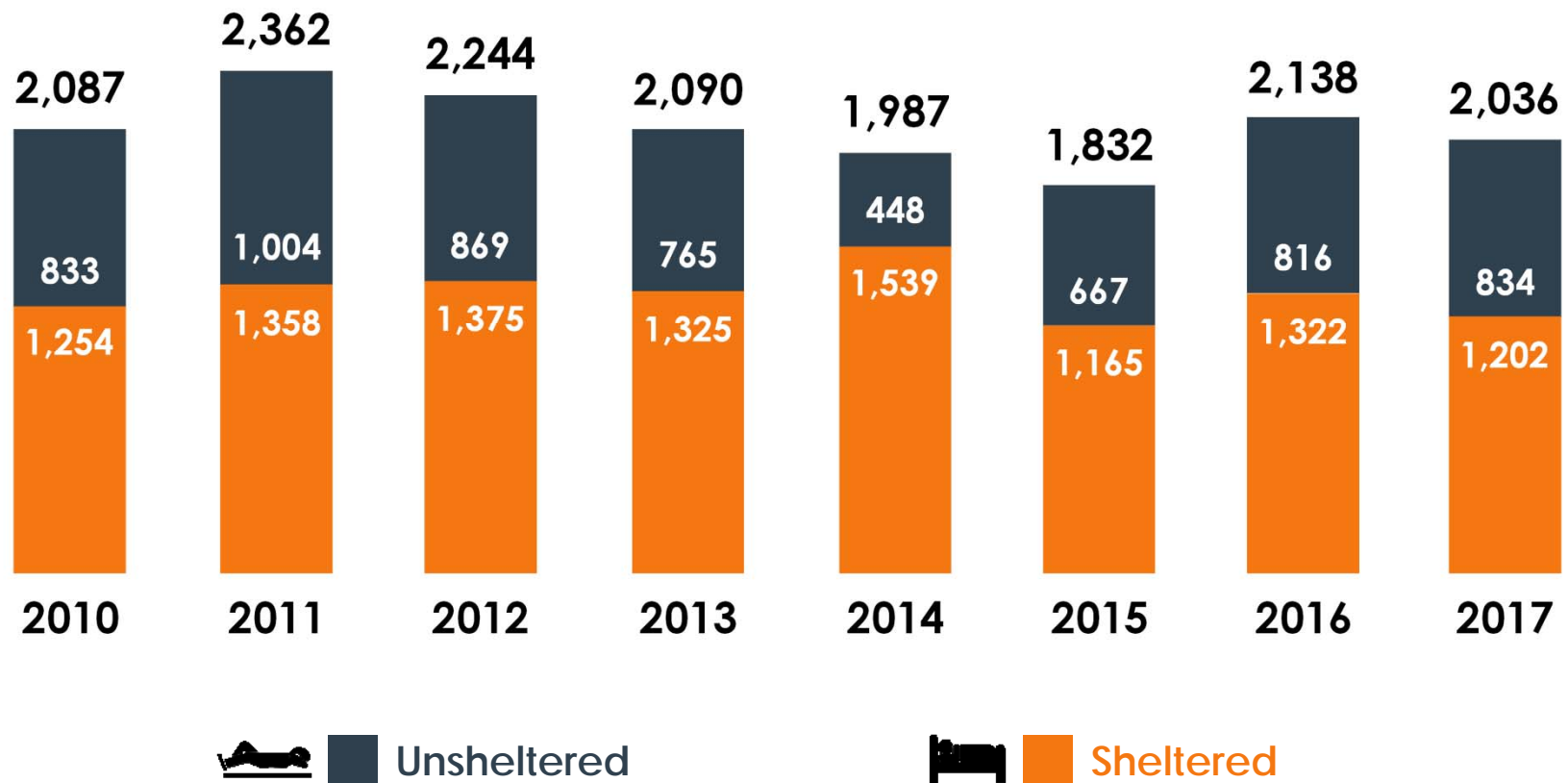

650

Total persons identified waking up homeless within ¼ mile of downtown homeless resources

Salvation Army Downtown Shelter
The ARCH
Caritas of Austin

Downtown Austin Community Court

0   0.0   0.1   0.2 Miles

● Homeless Services Center

● Unsheltered persons, sleeping in places not meant for human habitation

● 1 Block Radius (110 unsheltered persons)

● 2 Block Radius (162 unsheltered persons)

● ¼ Mile Radius (178 unsheltered persons)

• Ending Community Homelessness Coalition (ECHO). "Point in Time Count." Jan. 2017.

Where Do People Sleep?

28% Shelter

Unsheltered 72%

28% Street, sidewalk, or doorway

16% Car, van, or RV

16% Beach, riverbed, or park

10% Other (e.g. bridges, abandoned buildings)

2% Bus or subway

100%

Literally Homeless Population

Persons counted experiencing homelessness on a given day

Year	Total	Unsheltered	Sheltered
2010	2,087	833	1,254
2011	2,362	1,004	1,358
2012	2,244	869	1,375
2013	2,090	765	1,325
2014	1,987	448	1,539
2015	1,832	667	1,165
2016	2,138	816	1,322
2017	2,036	834	1,202

Unsheltered   Sheltered

Literally Homeless Population

Known persons experiencing homelessness in a given year
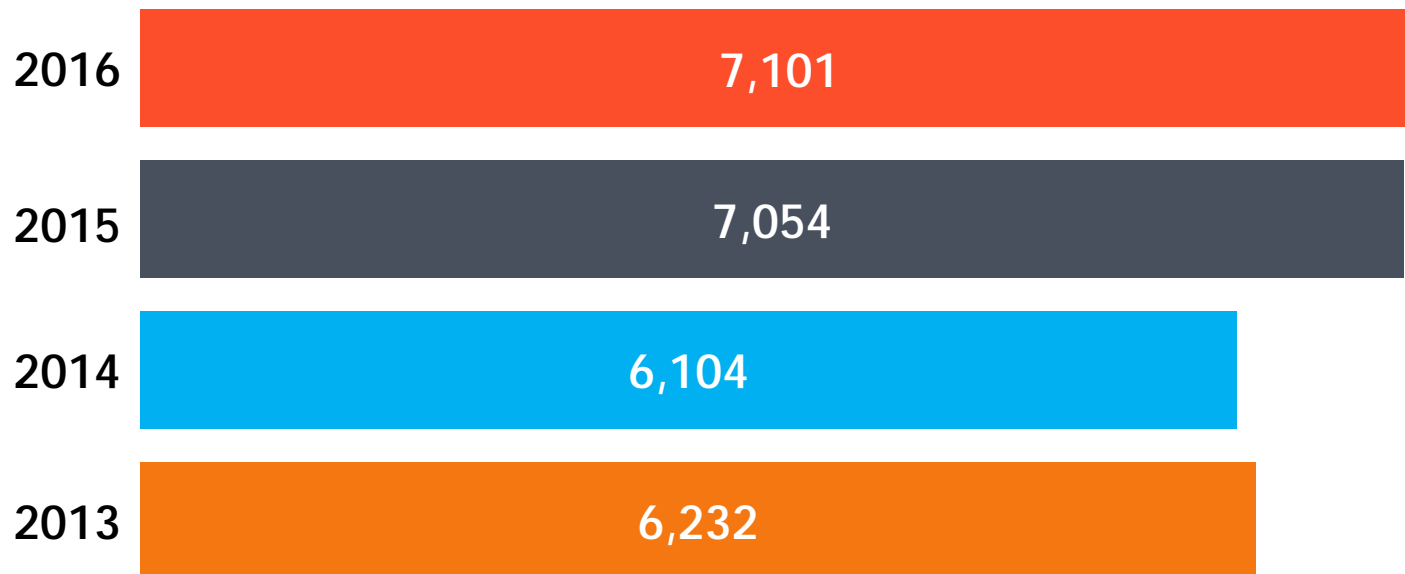
Year	Population
2016	7,101
2015	7,054
2014	6,104
2013	6,232

Current Housing Needs

4+ person HH
102 (4%)

2-3 person HH
357 (14%)

Household (HH) Types

Single-person HH
2,133 (82%)
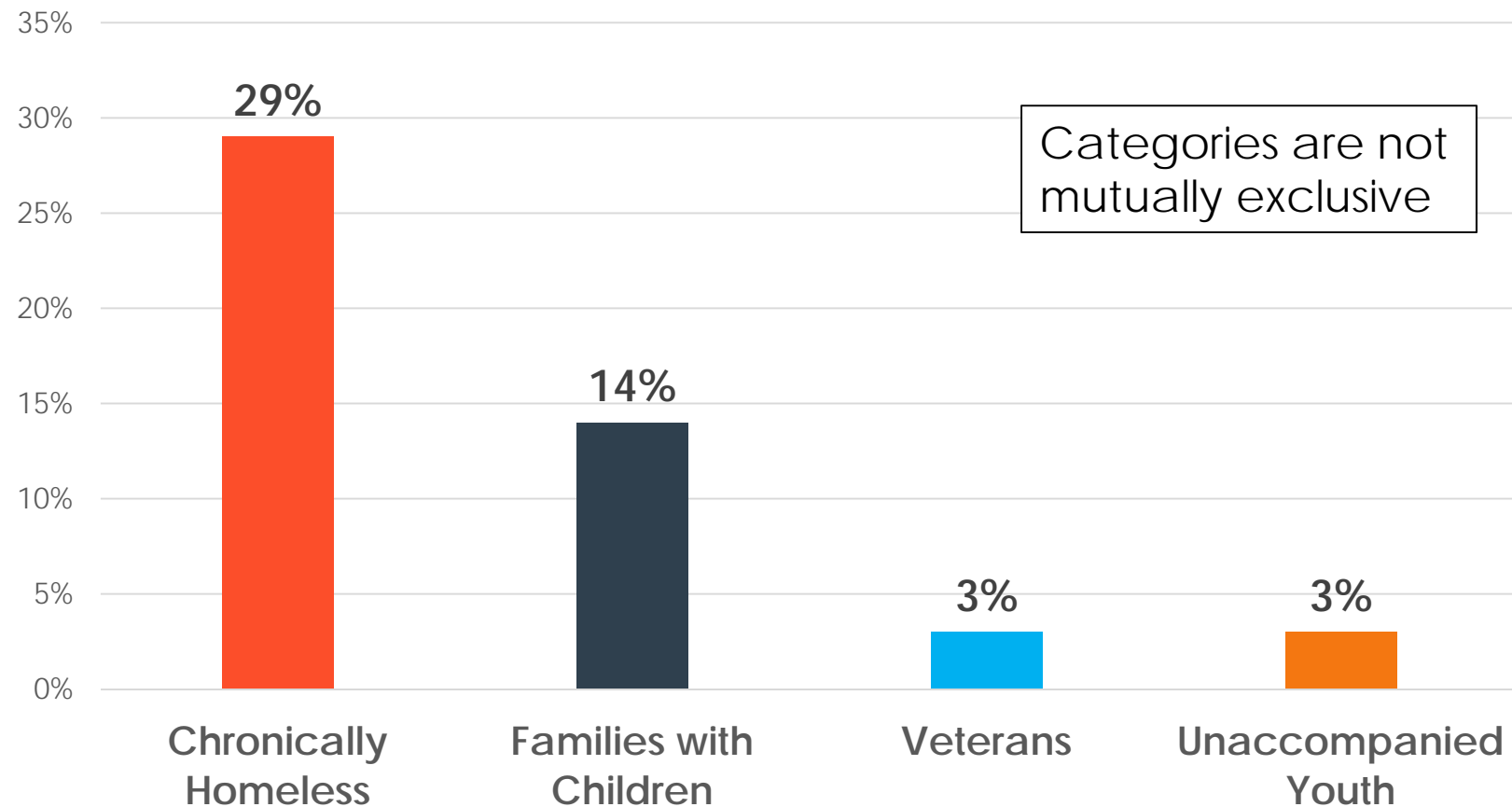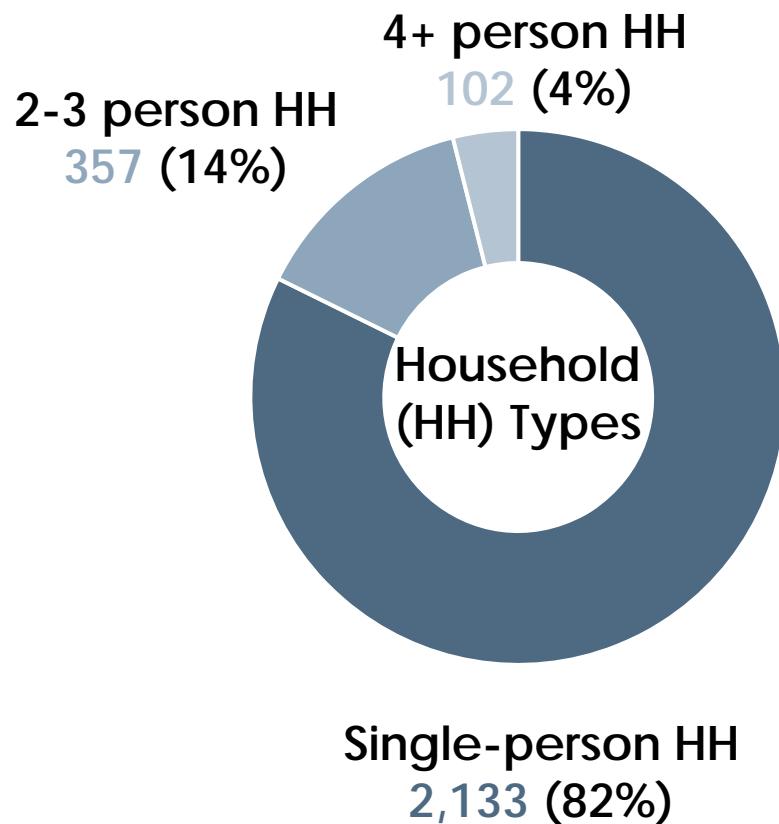
2,133 affordable + low barrier housing units needed now

2,133   Studios/1 Bedroom Units

357   1-2 Bedroom Units

102   3+ Bedroom Units

Current Housing Interventions Needed

Recommended Intervention
Total Needed: 2,592

High
1,184
(39%)

Level of Need

Moderate
2,119
(61%)
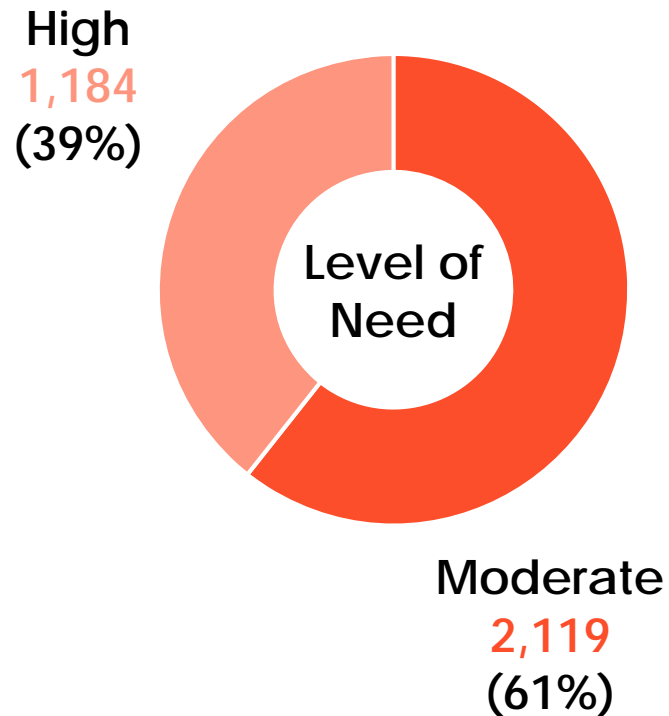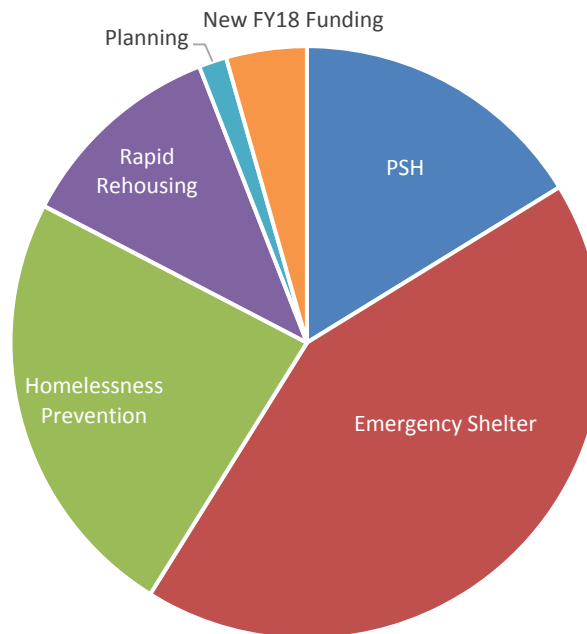
1,572   Rapid Re-Housing

1,020   Permanent Supportive Housing

Current Efforts and funding

Fiscal Year 2017-2018 Investment

- $6,877,546: Emergency Shelter
- $1,846,839: Rapid Re-housing
- $ 243,972: Planning & Admin
- $2,614,061: Permanent Supportive Housing
- $3,829,625: Homelessness Prevention
- $ 710,000: New FY18 Funding

$16,122,043 – Total Investment,
General Funds & Grant Funds

Impact of Homeless Interventions

Reported Program Performance Oct 2016 – Sept 2017

- 77.40% Case managed households transition into housing

- 3,055 Unduplicated clients served in emergency shelters and permanent supportive housing services

- 83.42% Households at risk of homelessness maintain housing

- From ECHO, clients stay housed 80% of time in Rapid Rehousing Programs and 93% of time in Permanent Supportive Housing

Success Stories

- Austin Public Health Communicable Disease Unit - A chronically homeless HIV positive client of 3 years was connected to permanent housing. This housing is the first time he has had a place of his own and one that he can actually feel is his.

- A homeless client had multiple barriers to employment and housing due to a felony conviction and was finally housed and employed after a year. **She said, "Getting shelter … was a blessing, they were so caring. They were there for me. Everything that I needed was provided, and they've helped me gain the skills to take care of myself and my children."**

City Coordination Efforts

Interim Assistant City Manager Sara Hensley is leading efforts to:

- Coordinate homeless contracts, response and communication across City departments

- Respond to 10 homelessness related City Council Resolutions

- Develop community indicators and meaningful metrics to track City performance through Strategic Planning

- Define and map current services across the community

- Assess costs and benefits of different service delivery models

- Work with stakeholders to develop and expand common data sets and technologies for accessing information

Current City Efforts to Tackle Homelessness

City Strategies
- Austin Public Health – above
- Neighborhood Housing & Community Development
  - Affordable Housing Bonds – create rental units and home repair
  - Downtown Density Bonus dedicated to low barrier, Permanent Supportive Housing
  - Strategies w/ ECHO to engage market rate units
- DACC – court, case management, linkage to services
- APD/IC – HOST, diverting clients from jail and hospital thru outreach and crisis management
- Innovation Office – Design research to inform improvement of homeless services, funded by Bloomberg grant
- Summer Pilot at 7th & Neches – reduced crime to lowest in 3 years, improved sanitation – sustainable resources needed
- Pay for Success funding model – public/private partnership where City only pays if outcomes are met, aiming to support 250 clients in PSH

Current City Efforts continued
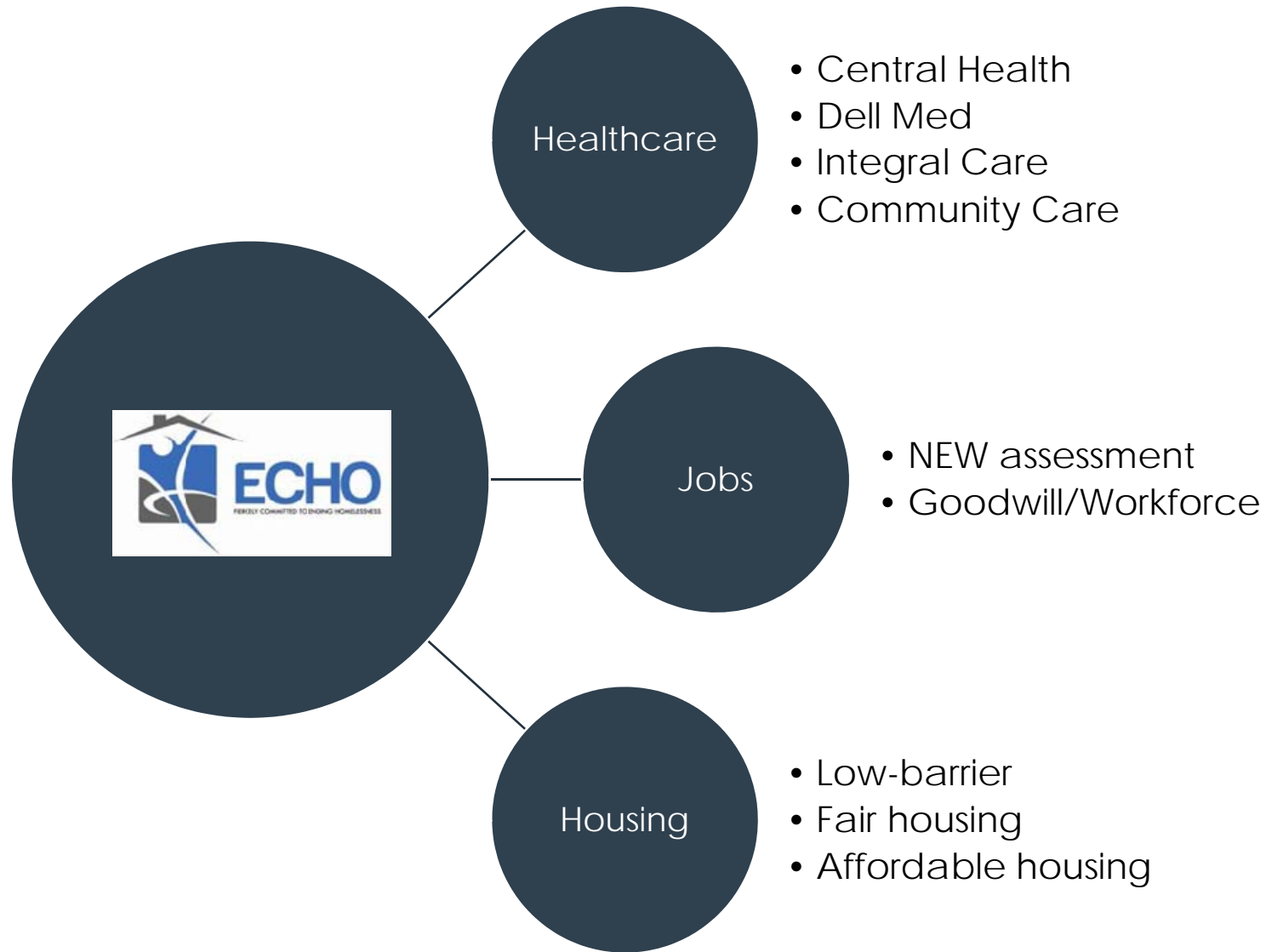
Mayor and Council Action

- 10 council resolutions passed in the last year
- Topics include: Public toilets, public land, funding sources, funding models, veteran services, panhandling, messaging, jobs for homeless, the new ARCH contract and more
- Mayor Pro Tem Kathie Tovo chairs the ECHO Membership Council – stakeholders governing policy and federal resources and the homeless management information system (HMIS)
- Mayor Adler engages at the national level to vet strategies for Austin, and advocates for funding, as well as helps raise private funds
- Prepare for new ARCH contract – APH leads on community engagement and expert consultation, RFP this spring.
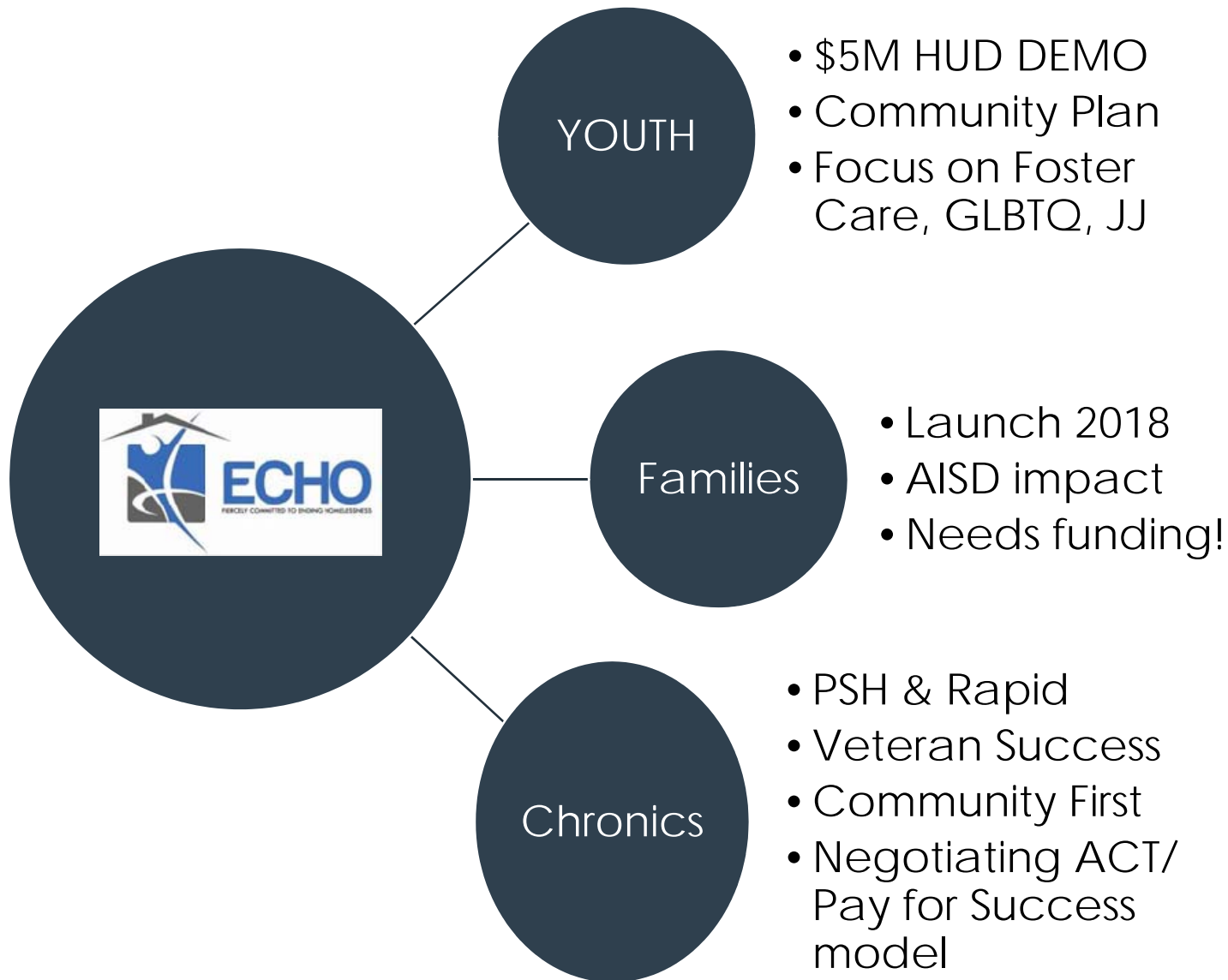
Current City Efforts continued

City Auditor reporting FY18

1. Ordinances- No Camping, Limits on Panhandling,
   No Sit/Lie
   - Recommendations – Reassess ordinances for legal risk & policy alignment, then improve effectiveness
   - City Legal, ECHO, DACC & DAA meeting 1/19 to review audit and discuss options

2. City Coordination across Departments
   - Recommendation – Create coordinator position, who will develop a strategic plan and coordinate the City's efforts

3. City Allocation of Resources – Spring 2018

4. Outcomes of City Efforts – Summer/Fall 2018

Many other Community Efforts

Healthcare
- Central Health
- Dell Med
- Integral Care
- Community Care

Jobs
- NEW assessment
- Goodwill/Workforce

Housing
- Low-barrier
- Fair housing
- Affordable housing

Many other Community Efforts

YOUTH
- $5M HUD DEMO
- Community Plan
- Focus on Foster Care, GLBTQ, JJ

Families
- Launch 2018
- AISD impact
- Needs funding!

Chronics
- PSH & Rapid
- Veteran Success
- Community First
- Negotiating ACT/ Pay for Success model

ECHO
FIERCELY COMMITTED TO ENDING HOMELESSNESS

Current Yearly Funding

$30,155,741
Total Yearly Funds

Bar chart of Current Yearly Funding:

Category	Source	Amount
Federal	Continuum of Care	$5,686,658
Federal	HACA VASH Subsidies	$2,876,315
Federal	1115 Waiver	$1,396,675
Federal	HOPWA	$1,138,204
Federal	ESG (TDHCA)	$589,406
Federal	ESG (CoA)	$573,752
Federal	SSVF	$546,844
Federal	RHY	$200,000
Federal	Travis County VASH Subsidies	$102,600
State	Healthy Collaborative	$2,303,377
State	HHSP	$508,796
Local	City of Austin General Funds	$12,187,696
Local	Travis County General Funds	$784,671

Costs for Top 250 Utilizers

Inpatient Hospital Stay
37 days @ $4,800/day — $178,000

Emergency Room Visit
21 visits @ $1,400/visit — $30,000

EMS Transport
8 visits @ $876/transport — $14,000

Jail Booking
1 booking @ $153 — $153

$222,000
Average annual total cost per person
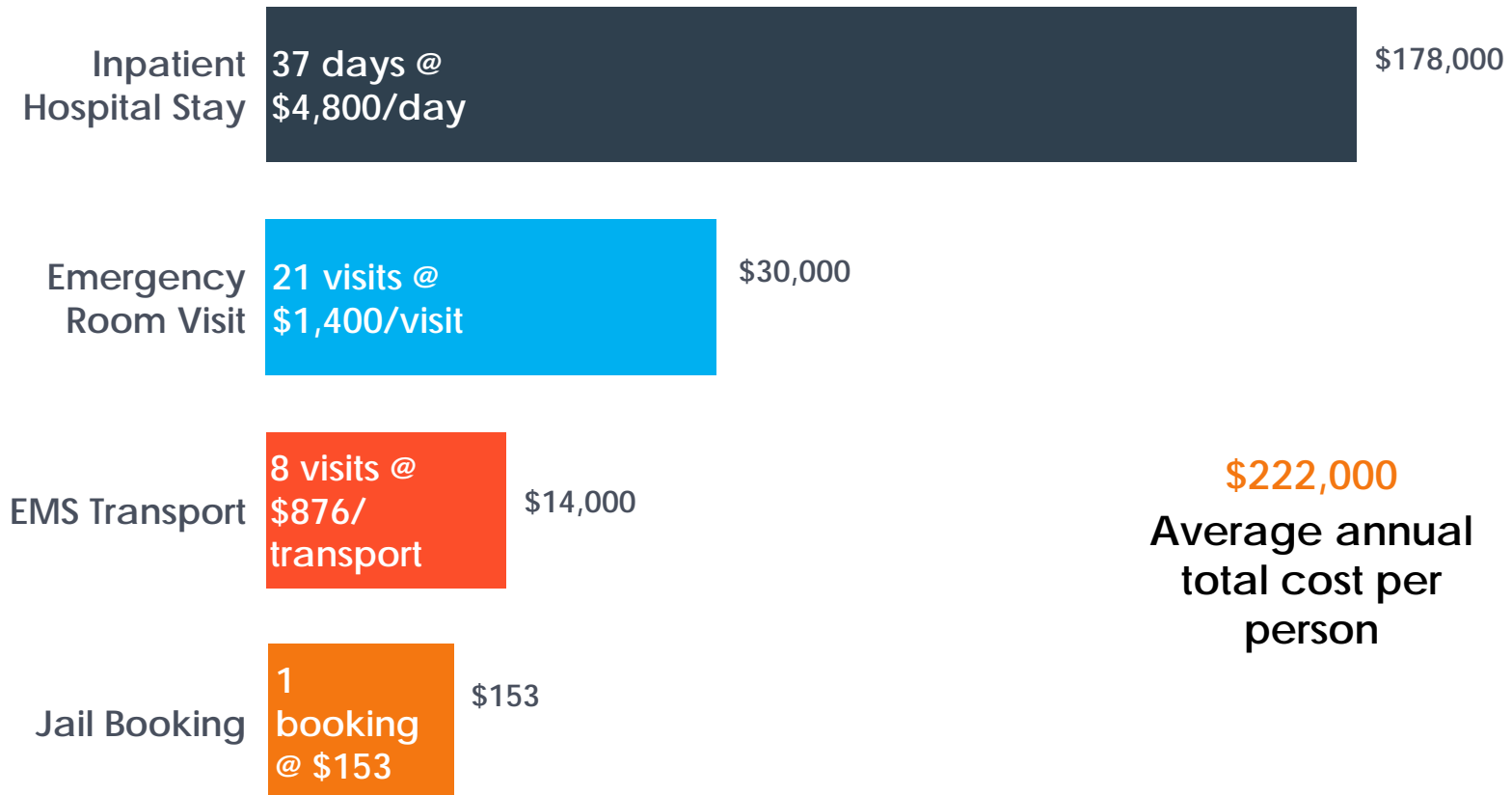
Proposed new Vision & Action Plan

Our Current Response System as a Bathtub

Inflow

Inflow > Outflow

Persons Experiencing Homelessness

Outflow

Exits to Housing

Length of time persons remain homeless

Our Desired Response System as a Bathtub

Inflow

Inflow = Outflow

Persons Experiencing Homelessness

Outflow Exits to Housing

Length of time persons remain homeless
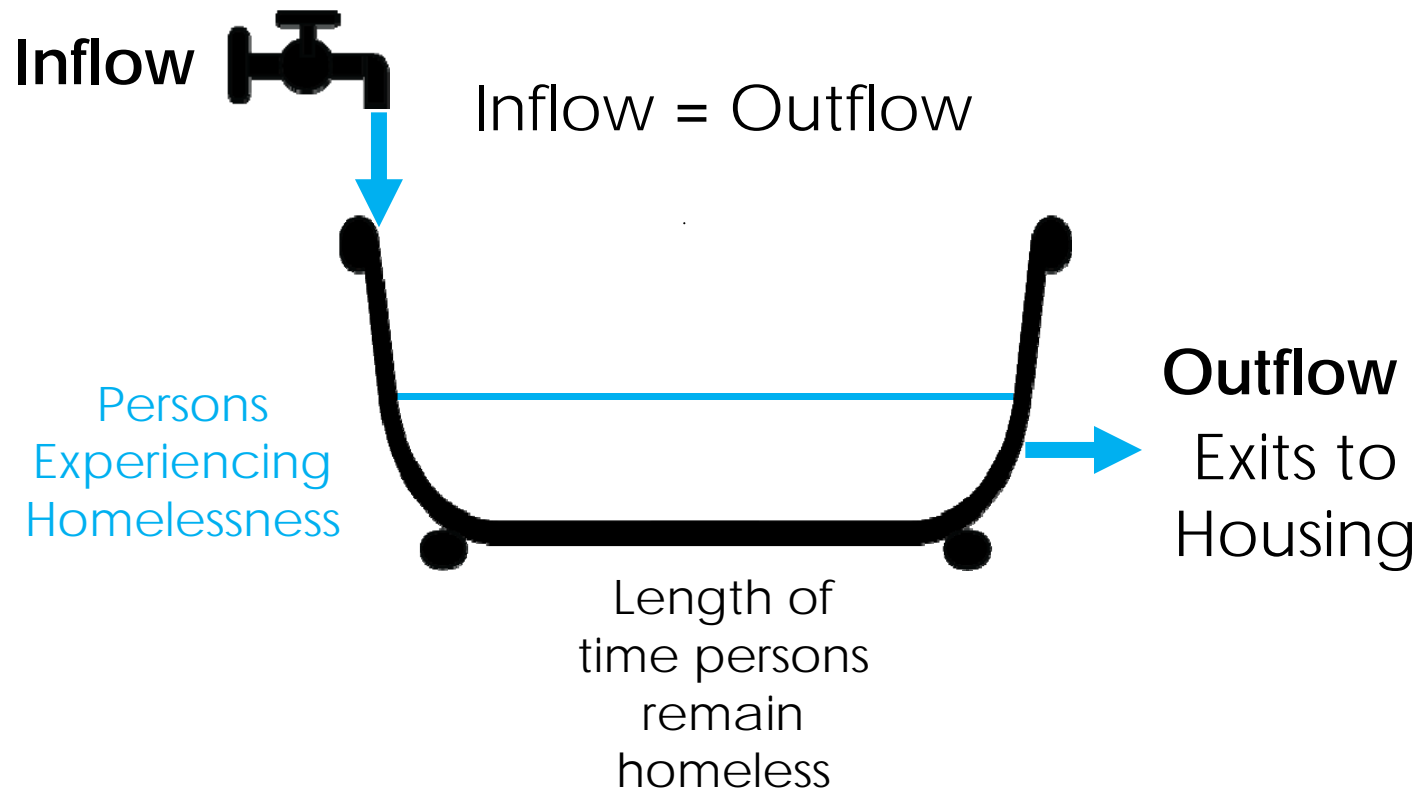
System Components to End Homelessness

OUTREACH & SHELTER

HOUSING & SUPPORT SERVICES

COMMUNITY COMMITMENT

ADDRESSING DISPARITIES

EFFECTIVE SYSTEM RESPONSE
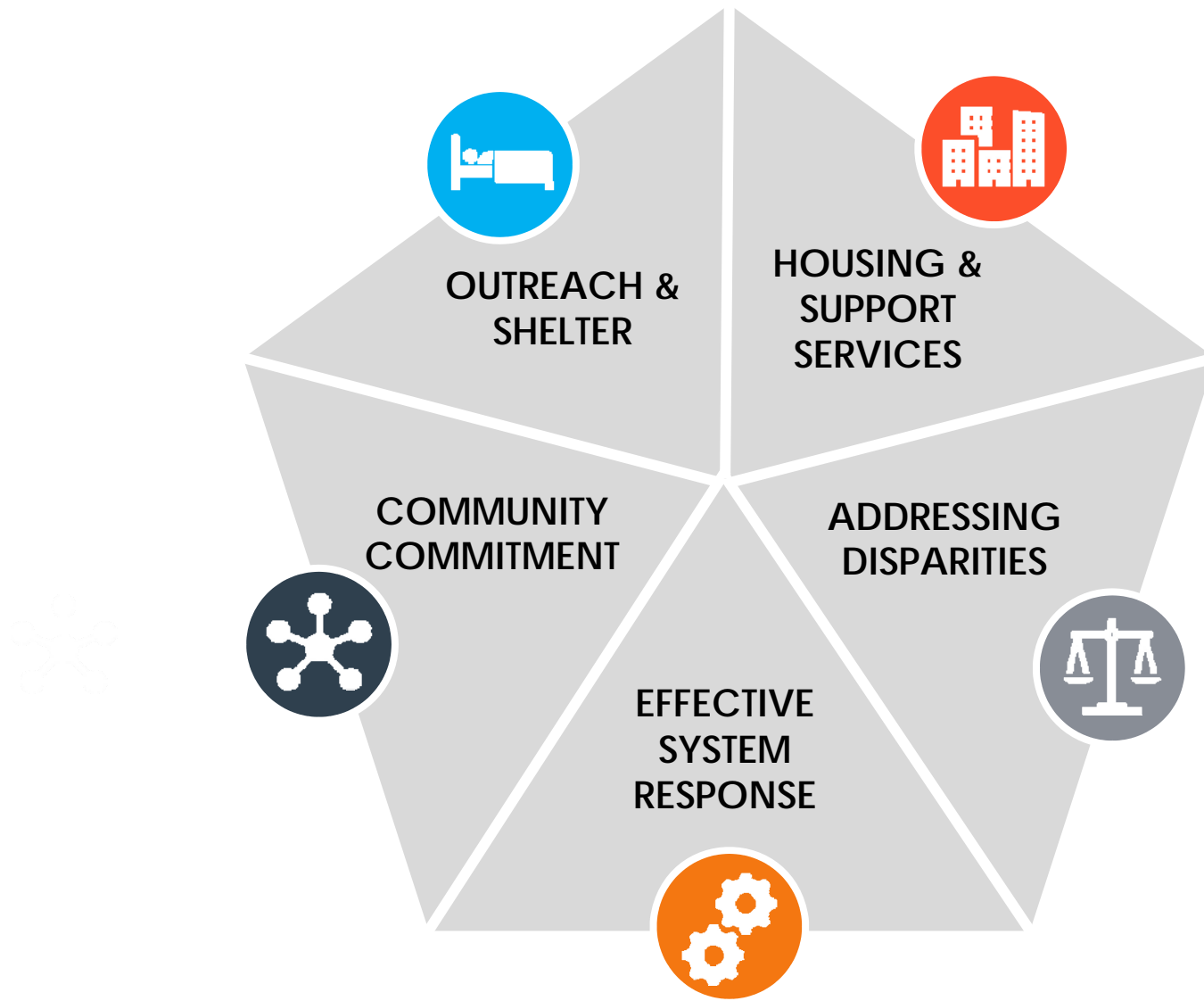
Outreach and Shelter

Goal: Focus all outreach and shelter services on connecting households to permanent housing and support services

CHALLENGE	SOLUTION
Low outreach coverage	*Increase mobile outreach* across Travis County to identify and reach all persons experiencing homelessness and connect them to housing and services
Bottleneck: Inflow > Outflow • Shelter beds are most often fully utilized • Shelters & outreach programs don't have access to enough program funds to connect households to permanent housing	Increase Outflow • *Increase turnover rate of shelter beds* improve how shelters and other programs coordinate, increase flow of persons from homelessness to housing, increase the number of persons served, and decrease the length of time persons remain homeless • *Increase program funds for housing + services* so outreach and shelter programs can connect more people to permanent housing, increasing outflow

Housing + Support Services

Rapid Re-Housing Programs +

Permanent Supporting Housing Programs

Employment

Income/Benefits

Education

Housing Stability

Health Care

Community Integration

Child Care

Transportation

Addressing Disparities

CHALLENGE	SOLUTION
Disproportionality of homelessness experiences among African-Americans and Lesbian, Gay, Bisexual and Transgender (LGBT) youth	• Targeted strategies to address the disproportionate risks for homelessness among certain subpopulations • Ensure that systems and programs collect data to track whether subpopulations are served less frequently, or less effectively and use data to measure achievement for all populations • Better tailor outreach, staff recruitment or development, and service delivery models to meet needs of subpopulations impacted
Persons experiencing homelessness often have criminal histories that make it difficult to obtain housing on their own	• Continue working directly with landlords and property managers to address barriers to housing including criminal history, rental debt and income discrimination

Effective System Response

- Shared vision to end homelessness

- Tracking clear and measurable goals, outcomes + targets

- Alignment of funds towards system impact

- Alignment of programs towards system impact

- Increased cross-sector collaboration to increase system impact

- Increased effectiveness of prevention efforts to reduce population inflow

- Continuous system learning and improvement

Community Commitment

Goal: create investments in the right order of magnitude to end homelessness =and build engagement from many sectors towards that end

Important stakeholders to implement plan:

- Local government
- Community members
- Nonprofits
- Faith community
- Foundations
- Employers
- Real Estate Community
- Other institutions
  (e.g. hospitals, foster care system, criminal justice system)

Projecting the Cost of Ending Homelessness

| A - B = C → C * D = *Additional Cost of Ending Homelessness* *(beyond current investments)*		
A.	What is the current & future demand for services?	*Projected Inflow* Current population base + newly homeless every year + expected pop. growth
B.	What is our current & future capacity?	*Projected Outflow Capacity with current investments* Housing outcomes achieved by current system + growth achieved by efficiencies
C.	What is our current & future gap in capacity?	*Projected Gap* A. Demand for services – B. Housing outcomes achieved by current system
D.	What is the cost of additional required services?	*Cost to Address Gap* Outreach, navigation, shelter, rapid re-housing, permanent supportive housing, system planning, addressing disparities, substance use treatment, prevention

Estimated Funding Gap

Current system investment: $30,155,741 per year

Estimated additional need: $30,000,000 per year

Forecasted Additional Costs to End Homelessness in Austin
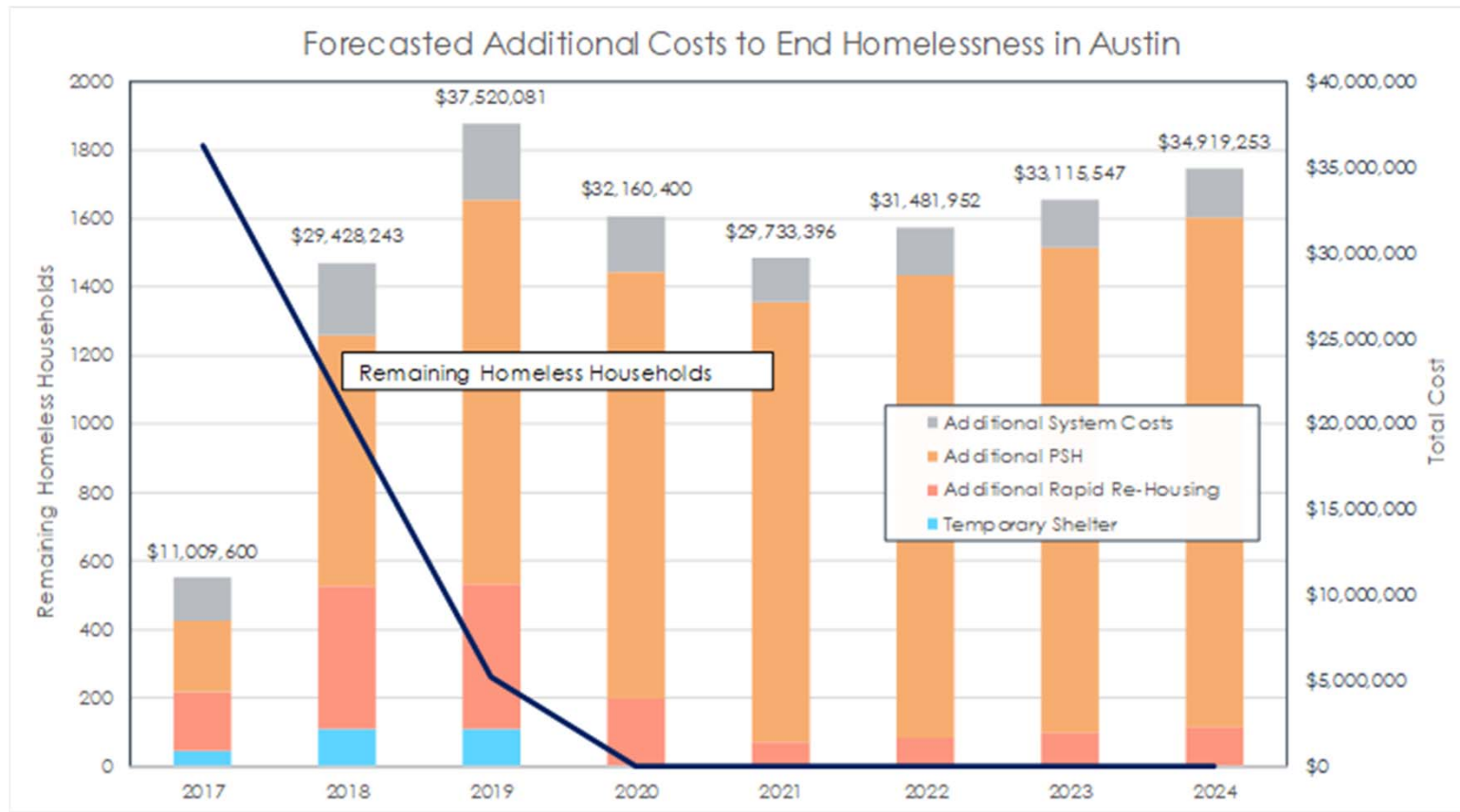
Addressing Downtown Homelessness

Reasons for Downtown Concentration

Not enough housing and service resources to assist the 7,000+ persons who experience homelessness every year

Many homeless services are clustered down

There is activity in the area day and night

Problems of Downtown Concentration

Cheap street drugs like K2 readily available to homeless population without enough access to treatment

Downtown hotels and businesses are exposed to trespassing, panhandling, and alcohol and drug use, impacting customers

Homelessness is criminalized in the forms of trespassing and possession of substances, creating more housing barriers

Addressing Downtown Homelessness

Strategies to Reduce Homelessness Downtown & Beyond

Outreach. Expand outreach resources to connect to all unsheltered persons with available resources

Shelters + Navigation Services. Increase temporary shelter beds & housing navigation services throughout the city, alleviating the pressure at the ARCH and other downtown service providers

Addressing Disparities. Address housing barriers such as criminal histories and ensure equitable outcomes for everyone

Housing + Services. Increase rental assistance and support services (e.g. case management, employment + substance use treatment)

Effective System. Ensure all strategies connect persons to housing, ending their homelessness. Align stakeholders' vision, streamline coordination and collaboration and track community progress