



VETERANS RESOURCE CENTER

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Overview

- Background & Resolution
- Stakeholder Process
- CIUR 1900 & Costs
- Resource Center Tours
- Moving Forward

Background

- On April 19, 2017 the Veterans Affairs Commission made a recommendation to Council regarding a Veterans Resource Center
- On June 22, 2017 Council approved resolution 20170622-035
- On December 15, 2017 Human Resources Department responded to CIUR 1900 in regards to resolution 20170622-035
- On June 3, 2018 the Veterans Affairs Commission made a budget resolution recommendation 20180603-3.a regarding funding for a Veterans Resource Center

Resolution 20170622-035

- The Council Resolution requested that staff address the following:
 - *Work Steps*
 - *Costs & Funding*
 - *Recommendations*
 - *Needs assessment that defines service gaps & provides metrics*
 - *Create a business plan*
- Additionally the following from the Commission was to be considered:
 - *Locate an office building at least 5,500 square feet*
 - *Ensure the City has the budget to:*
 - remodel
 - furnish
 - integrate a network
 - *Offer veteran service providers office space at the location*
 - *Create an interactive website that links all veteran services providers in the city*

Stakeholder Process – Work Steps

- Staff reached out to 48 local veteran service providers to gauge their interest in:
 - *Serving as a clearinghouse and allowing veteran service providers to have offices and representatives co-located*
 - *Establishing partnerships and developing collaborations with community agencies and organizations*
 - *Creating a network of support, increase the capacity of organizations to assist local veterans*
 - *Focusing on the following services*
 - Employment and Education Assistance
 - Military Reintegration
 - Veteran Small Business/Veteran Entrepreneurship
 - VA Benefits and Legal Assistance
 - Veteran Homelessness
 - Nutritional Services
 - Behavioral Health Services
 - Peer-to-Peer Support

Stakeholder Process – Work Steps

- 12 of the 48 service providers expressed varying levels of interest in participating:
 - *Texas Veterans Commission*
 - *Texas Workforce Commission - Texas Veterans Leadership Program*
 - *Veterans Business Outreach Center*
 - *Veterans of Foreign Wars Post 4443 Highland Hills-Oak Hill*
 - *Team Red White and Blue*
 - *Texas Center Point*
 - *Central Texas Veterans Health Care System*
 - *Austin Community College - Veteran Affairs*
 - *St. Edwards University - Office of Veterans Affairs*
 - *University of Texas - Student Veterans Services*
 - *Army Wounded Warrior Project*
 - *Combined Arms of Houston*

CIUR 1900 Cost Estimates

- Office of Real Estate provided a rent estimate based on 5,500* square feet:
 - *Southeast Austin 5-year lease approx. \$834K*
 - *Downtown Austin 5-year lease approx. \$1.8M*
- Communications & Technology Management Department provided an estimate
 - *City network (COATN) \$77K*
 - *External Internet Service Providers (ISP) \$97K*
- Building Services Department provided a furniture estimate
 - *Office layouts ranging from \$85K to \$115K*

Resource Center Tours

- Site Visits to Combined Arms of Houston and Heroes Night Out in Cedar Park
- Toured the facility and met with Executive Directors
- Learned more about Combined Arms services:
 - *Onsite service providers*
 - *Online survey to assess individual veteran needs*
 - *Community donations (Building donated by City of Houston)*
- Learned more about Heroes Night Out services:
 - *Monthly veteran community dinners*
 - *Onsite counseling and service providers*
 - *One on One veteran needs assessment*
 - *Community donations (Building donated by Church)*

Moving Forward

- On June 3, 2018 the Veterans Affairs Commission made a budget resolution recommendation 20180603-3.a regarding funding for a Veterans Resource Center
- The Human Resources Department has allocated 4,800 sq. ft. to the City of Austin's Veterans Program Office, to be located at the 5202 Ben White location. This location may also house a Veterans Resource Center
- The Human Resources Department recommends contracting to conduct a needs assessment
- The Human Resources Department will absorb the cost of the needs assessment in the FY19 budget, estimated at \$10,000 to \$40,000
- We need direction on how the Veterans Resource Center will be funded
 - *Option 1: Gradually expand the current Veterans Office*
 - *Option 2: Partner with non-profits to operate a Veterans Resource Center in the space allocated by HRD*

Questions?

