



AUSTIN RESOURCE CENTER FOR THE HOMELESS (ARCH) OPERATIONS

Downtown Commission

Austin City Hall

Boards and Commissions Room

Wednesday February 20, 2019

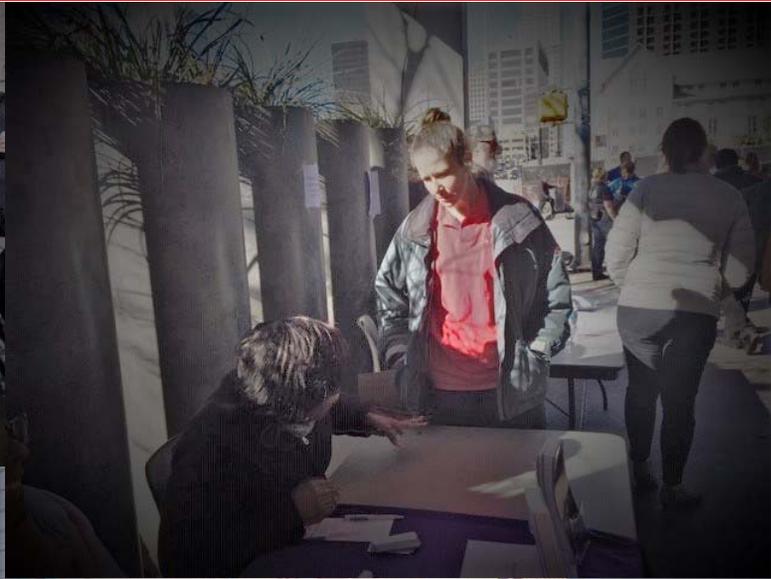
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OVERVIEW OF THE ARCH



ARCH CLIENT SERVICES



APH ARCH REDESIGN STAKEHOLDER ENGAGEMENT PROCESS

The redesign process involved gathering data through various methods including:

- NAEH Hosted A multi-day day convening of key stakeholders including:
 - ECHO
 - Integral Care
 - APD
 - Downtown Austin Community Court
 - Front Steps
 - Salvation Army
 - Downtown Austin Alliance
 - LifeWorks
 - Mobile Loaves & Fishes
 - Caritas
 - Community Care Collaborative
 - Innovation Office
 - Mayor Pro Tem Tovo's Office
 - Senator Kirk Watson's Office
 - Austin Public Health, Homeless Outreach Street Team (HOST)
 - Community members



REDEFINING OPERATIONS FOR THE ARCH

Current 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

REDESIGN CONSIDERATIONS

- **Reduced Capacity for Night Shelter:**
 - Sleeping capacity will decrease from 190 to 130 beds/mats
- **Reduced Capacity for Day Resource Services:**
 - Support services will be available to shelter guests only, reducing the total number of individuals who are able to access showers, toilets, storage, computer access, and services provided by co-located agencies. Additional services in alternate locations are necessary
- **Necessary Repairs and Maintenance:**
 - This City-owned building requires several repairs, with plumbing work for properly functioning toilets a top priority
- **Other Structural changes:**
 - Services at the primary care clinic inside the ARCH and operated by CommUnity Care would be improved by adding a door leading to the patio so that patients can access the clinic directly, instead of entering the ARCH to access the clinic.
- **Exterior structural changes:**
 - Staff from City Managers Office, Austin Police Department, Austin Public Health, Downtown Austin Community Court, Planning and Zoning, and Public Works are working on attractive and functional changes to the streets and sidewalks outside the ARCH

NEXT STEPS TIMELINE 2019

January 31	Recommendation for new contract award to Front Steps on City Council Agenda
February- March	<p>Austin Public Health staff work with Front Steps' staff to</p> <ul style="list-style-type: none"> o Negotiate terms and conditions of the new agreement, o Develop re-design of ARCH operations and services, o Create and implement transition plan to new model including: <ul style="list-style-type: none"> • Staffing • Communications • Structural changes • Client services • Security • Day resource co-located agencies • Facilities • Policies
February- May	Contracted consultant, NAEH, will provide training and technical assistance to Front Steps and community partners
April 1	New 30-month contract with Front Steps will begin for operation of the ARCH and transition plan will be implemented

Questions

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