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>> Harper-madison: I think we're going to call it to order. Good morning, I'm city councilmember Natasha harper-madison. We are meeting in chambers, city hall, 301 west second street, Austin, tex the day is April the 29th, 2019. It is now 2:05 P.M. And I'm going to call the meeting order. Item 1 is a staff briefing and discussion on the Austin resource center for the homeless. Hi. >> Do I have to push something? Thank you. I'm vela carmen,ustin public health, and I'm going to be giving you an update on the Austin resource center for the homeless. The one agenda item. So the contact -- oh. That's in my power. Excellent. Conte ct, the new contract began April 1st, 2019, ts year. The agency that the contract was awarded to is front steps, the previous agency operating the shelter, and through the solicitation, the rfqs, request for qualification statements, that was the top applicant. Ont steps as well. And so the initial term is going to be 18 months, so it will go through September 30, 2020. And the base contract amount for those 18 months is 4.2 million. This next sli just gives a breakdown per fiscal year. The contract has been awarded as an initial 18-month term with THR

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authoriz extension options at 12 months. E and so this is a breakdown per each those time periods. We would amend the contract after the 18 months to exercise an extension option every 12 months thereafter. Something to point out is that one of the changes required was increase the staff pay rate at the arch for ainimum of \$15 an hour for everyone that is working at the arch. And that has taken place and that is figured into this new dollar amount. That's estimated about 280,000 per 12 nths to reach that increased pay .te the total 54-month contract amount is 12.48 million. So this is a summary of the changes in the redesign of the tract. That left column should say past arch operations, not part. So up until March 31 of 2019, the arch has had the capacity to sleep 190 people in beds orats overnight. The day resource center is still currently serving two 300, sometimes up to 400 people a day in the day resource center currently just a portion of the people staying there are receiving case management. And

actually I'm going to sort of talk about the comparison as I go down. So the 190 beds and mats for overnight sleeping is going to be reduced to 130. That's the redesign. The day resource center that's currently serving hundreds of people will

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change so that it is only available, those services are available for the shelter guests that are staying there, and that would be 130 at a time. As I mentioned, currently 25 to 0% of the clients are receiving case management, and that will change to 100% of the people that come through the doors and that are staying at the arch will be in case management. Currently some of the beds and mats are reserved and there's a daily lottery system as well. And so people can stand in line to see if there is a place for them to sleep that night. And typically, especially during the winter months when shelter is especially sought after and more scarce, people are turned away through lottery process. That won't be the case anymore going forward. There will be reservation for all the people staying there so they will know they will be staying there each night. And the focus of everyone at the arch is housing focused. That will be all the way from the staff that are at the entryway welcoming people working directly with the shelter guests all the way up to leadership at the arch will be having conversations about housing and how folks can move from homelessness into housing. So currently because the day resource center opens in the morning for anyone to come in that needs services, all of the overnight stayers must leave early and then they have to exit the building. There is some time that's needed for cleanup as well. And then they also must return every night at a specified time. And that will be changing so that the people that are staying there, that they

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know are staying there will have some flexibility to come and go. They won't be required to leave first thing in the morning and required to come back at a set time in order to have access to the shelter. There will still be some restrictions on access, but it will be much more flexible in terms of people coming and going. Currently there are services offered for basic needs and there's some case management and housing services available. And as I mentioned before, all of the services will be focused on housing and meeting people's needs for every that's staying there. It will be much more focused. Again, currently first come, first served lottery system, that will be going away. And there will be a strategic prioritization system for the clients, and that's something that has begun that we'll talk about a little bit later. And then currently the coordinated assessment is not provided at the arch or hasn't been provided. It was originally when our community started that, and then there were changes made so that the coordinated assessment staff were not at front steps, but they are. Currently have some staff trained to do coordinated assessment at the arch. Austin public health has contracted with a consultant, the national alliance to end homelessness, and there are several ways that we are interacting with them in terms of getting technical assistance and guidance and their expertise. We had a report from them that was part of the solicitation and informed the new redesign of the arch. And we have started weekly conference calls

and those are with front step staff and Austin public health staff and the national Alliance to End Homelessness staff. They are coming on Friday for a full-day workshop on best practices in emergency

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shelter, and we have a large portion of the downtown shelter staff that will be attending that work shop as well as staff from all the other shelters in town and it's also open to interested stakeholders at the end of May, OrCode, who is a subcontractor of National Alliance to End Homelessness, and the National Alliance are coming back to town and they are doing a three-day intensive shadowing for technical assistance and training for the front steps staff. This is a time when they are going to basically see how front steps is currently operating with their staff and they are going to provide training and assistance and guidance. And so they will do this visit in May, they will continue to provide remote technical assistance for the next six months after that. And then they plan to have a follow-up visit in November to come back and see how the changes have taken place. There's a big emphasis on performance and metrics and looking at data. That work has already begun. There will be a baseline of data taken at the beginning of those six months, and then in November a comparison to look to see where we've gotten. And so we discovered early on, we knew that we couldn't just work on -- you can't just flip a switch and make changes effective in one day. And that we would need to phase in most of these changes. And so we look at these as high-level transitions over the next several months. Through March and April there will be -- there already are some facility improvements. There's certainly been a lot of planning. Part of that planning is a communication plan. We're very aware we need to be able to communicate to all the stakeholders and

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that would be city leadership, clients, other service partners, that would be the hospitals and the criminal justice system. That would be other partners that are co-located there. So we're aware that there's a lot of people that are involved with the operations at the arch and that we need to have some clear plans and some clear communication to all the stakeholders. So we're working on that communications plan. There have been and will continue to be some staffing changes. And as I mentioned, we're developing performance metrics with the help of National Alliance to End Homelessness. So through May and June, coming up here we'll have the National Alliance to End Homelessness visits. As I mentioned, the performance data baseline. And we've already begun this work, but it will really pick up in the next couple months to identify alternative day resource locations and potential partners and other resources. So currently people enter the building and get their mail there, they can take showers there, they can do laundry, there's computer access. And so a lot of these resources we understand need to be available in other places if they are not going to be available for anyone just to walk in the doors and access them there. So we're looking at what existing resources are already out there in other locations, how that connects with meal -- meal availability, food availability and other locations and transportation. And then looking at maybe some other partners that we can co-locate some additional services with and be

strategic about current infrastructure around the city and how we might optimize that and what kind of resources that might take.

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July through September, the reduction of beds and mats will be complete. So actually right now especially with the weather being fly pleast,an there aren't 190 people sleeping nightly at the arch. They have theotte L system still happening and they are not turning away anody, so everybody is able to sleep there that has been standing in line for the lottery. And so but that reduction will be gradual and will be complete by the end of September. By October when we anticipate 130, everybody case managed, essentially kind of the new design of the arc will be fully operational B then. And he pilot of the new prioritization system, so we began having discussions with national alliance to end homelessness and with community partners on how we might prioritize people that would B stang there, the shelter guests. And we've already determined that it will be adult men. There's not another shelter for adult men. The downtown Salvation Army shelter does have beds for adult men, but that's the largest patioul that we see that is in need of shelter. And so that won't change. But we're looking at other priorities across the community. The national alliance to end homelessness saystha communities should use not St the coordinated assessment score for vulnerability but other factors as well. We're starting to get input and really using our outreach teams for identifying he services. They are going to continue to GE us guidance on how to do the prioritization.

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Then October through December, in November neah and orgcode will be coming back and reviewing the data and looking at additional changes that need to be made and how we'll continue to move forward. That is the end. Questions? >> Harper-madison: Thank you for your presentation. I actyua have a few questions but I would love to offer my colleagues the opportunity to ask any they have. >> Kitchen: Thank you. So thank youery V much. I ink Y -- you said a number of these things already, but I just want to make sure I'm understanding. So -- so the changes, the redesign, the beds and mats being reserved, when does that start? >> So currently there are co-located agencies that have reserved mats there. The host team has them -- >> Kitchen:uess what I mean, when does the daily ttery system stop? >> We're going to bengha that out in the next couple months. >> Kitchen: So there's not a set -- what you mean phasing it out? >> Part of -- part of the -- part of the phasing for the timing is this prioritization system. >> Kitchen: Okay. >> So determining how people will -- >> Kitch: Oeny. >> -- To get a reservation. And so -- >> Kitchen: So you have to figure that out fir. Okay. All right. That makes sense. And then the overnight stayers hang the flexibility to come and go, all that goes with when you get the changes made in terms of reserving? >> Yeah. >> Kiten: Okay. Then the last question there is -- so on the prioritization, does that allow for couples? When you say -- is it only adult men? >> It' only going to be adult men. It will be people

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identifying as male. Kitchen: Are there other shelters now for couples? >> We're working on THA some information coming forward about the current shelter capacity, that -- that's not -- there's not a T of that. There are family shelters. >> Kitchen: Yeah, uh-huh. >> So foundation for the home ss -- >> Kitchen: Do you have to have kids to be in a family shelter? >> For so you do. >> Kitchen: All right. Thank >> Harper-madison: Straight down the line. I guess this is probably not going to surprise you, I'm certain this is everybody's biggest question, what happens to the folks that sleep outside or just hang around outside once you know for certain that those 130 beds are dedicated to specific shelter clients, there's no need for anybody to hang around outside since the lottery system will have gone. So what happens to those people, what's the plan, is there a -- what are the next steps there? We have the opportunity to take a tour recently and I couldn't help but notice just how many people are outside. >> Yes. And a lot of people outside are not waiting to sleep there. So as I said, currently they have the lottery and they have extra, you know, they have empty beds and mat night and people are still choosing not to try the lottery system. We, quite frankly, don't have enough shelter for the number of people in our community experiencing homelessness. >> Harper-madison: Right. >> And so in terms, if you are asking what happens to the people outside in terms of whether or not they would have a place to sleep -- >> Harper-madison: Not necessarily. I'm asking -- I mean if we are going to go through the process of renovating and go through the process of everybody having dedicated counseling and wrap-around services, I

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can't imagine that you want the people who are not staying there to continue to stay outside on the sidewalk, in which case what happens next? Is that a collaborative effort with other organizations to help those folks find their way? Is it law enforcement? What's next there? >> Those are all the questions we've been asking. If there's not a place for people to stay at night and we won't have the option -- we don't have the option available to offer people, there is not, you know, they are in public property and they -- they have the right to be there. And that's part of the question that we continue to grapple with is that we don't have enough resources to offer folks. And some folks have been offered resources and declined them, but, you know, the majority of folks I think would be interested in taking up the offer for services and a place to stay. We just don't have enough. I don't have a great answer to that question. We've been asking that. We've tried several different things. And someone may have a better idea. >> Harper-madison: Good afternoon. >> Stephanie Hayden, director of Austin public health. So I know -- I want to give you credit -- kudos for her first presentation. She's done a lot of work in the community. There's a work that has been meeting quite frequently and they've had conversations about not just the internal operations for the arch, but the external operations for the arch. And a part of that conversation talks about, you know, increased outreach efforts. We've had conversations about is there something differently we need to do with the parameter of the arch, looking at the configuration of the sidewalk. And so basically really

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trying to engage the people at the arch. We've done pop-up resource fairs, because ultimately we want to engage everyone that really wants to be engaged and get them connected to some type of services. And so that's ultimately the goal. We'll continue to do that work with the engagement piece because ultimately we don't want people to be just kind of hanging around the perimeter of there. We want to address, you know, where is potentially another safe place that people can be. We've started to have covers won O partners in the downtown area from a perspective of is there a place where people will be able to go and have showers, is there other parts that may be providing breakfast that may be willing to extend their hours of operation to really partner with us so people -- we can provide that information for people to go to another location. So all of those things we're going to be working on very closely over the next few months with our partners, and we will get that solidified. >> Harper-madison: Can we have Mancil in a tentative date for an update on that? >> Absolutely. I know there is a June meeting, but I think it would probably be more appropriate for the September meeting. >> Harper-madison: Thank you. Another question I had was about leadership. So I guess, you know, I'll pose it to both of you. We talk a lot about diversity, but not necessarily the importance of diversity in leadership. I just wonder if during some of the staff changes that you mentioned there's going to be any specific emphasis or expectation for there to be more diversity in leadership for front steps. >> So not just the front stepsonact, but all of our contracts have a

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requirement for -- for all agencies to provide culturally appropriate and linguistic services to really take a look at the composition of their board as well as the staff that are providing services to them. That's a requirement in the front steps contract along with other social service agency contracts. So our staff will be monitoring ING to determine if agencies are adhering to because they need to develop policies and procedures and then they need to kind of talk about, you know how, are you going to have a continuous quality improvement. These are measures that we have adopted from the United States department of minority health. >> Harper-madison and along the same lines, I had a question about we recently had an agenda item that discussed city staff taking race immersion training. Is that a requirement for these contracts as well or is that something we could consider working into them? >> That is something we can consider working in. Ave H partnered with -- with one voice central Texas, and most of their members are making their way through -- through diversity training as well as undoing racism. So that is something definitely that we can have our agencies to go through. >> Harper-madison: Great. I think it's very important. I have two last questions. Security. Do you think given sort of the fewer numbers of shelter clients and the more permanent in answer to their stay, will the security needs shift, and if so what does that look like? Do the resources just get allocated elsewhere in the organization or -- >> I think it's going to be important, you know, as

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we're moving along in that work we're going to be doing with orgcode and the national alliance to end homelessness, those are some things we need to discuss with them. It just because we have fewer people may not necessarily mean that we need less security because since the model is changing and people will be able to access the facility, you know, 24/7, so that is a bit of a change to the current way the facility is run. So those are some of the operational things that we'll definitely need to have a conversation with our consultants about. >> Harper-madison: This last one may be along the same lines, storage. I just have questions about where people are going to store their things, especially given the expanded sort of access to the shelter. Do they have dressers, lockers, closets or -- >> So there are lockers at the arch -- >> Harper-madison: The ones out in the parking garage area? >> Yes. Yes. So since you're noting to have as many people utilizing those lockers, it will allow for a little bit more space for people. So they will be able to utilize those lockers. A kind of go back and forth, and vella may know where we are with this as far as under the beds, we were allowing folks to keep their items under the bed, but we went through a huge consultation as far as looking to really try to minimize bed bugs and keep them out of the shelter, and so as a part of that, we -- the front staff folks were consulted when they consulted with the exterminator, they recommended to remove the personal items from beneath the bunks. Definitely need to revisit that as well. But the lockers are available. >> Harper-madison: Thank you very much. I appreciate you both. >> Tovo: Thanks very much. I want to add my

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appreciation. I know this has been a multi-year effort to get to this point and I know vella and others have been involved in, you know, what stated as weekly conversations over at the arch talking with stakeholders about these changes. And I appreciate having been in many of those meetings during that pilot summer, I really appreciate the level of work this has taken and the care with which you rolled this out but hitting the goal of having 100% of individuals case managed. I think that's really important and it will be -- it will be a hard change and so I appreciate, again, that it's a goal one and that we're looking for how to provide those services for the individuals who will be impacted by that change. I have a variety of questions, small and large. Let me start with some of the small ones. Back to the parking garage space, I know the last time I had an opportunity to tour there, a lot of the lockers or some of the lockers were broken. Are they in the process of fixing those so that the clients who are there have an opportunity to use those? >> Yeah, we've had discussions about storage. There's a need for just more storage, and this past week we've actually had more discussions about storage. So there are additional repairs being -- happening and planned for the garage including either repairing those lockers or having an alternative storage option. >> Tovo: It seems as if we've heard some feedback from guests that they would like larger -- that some of the lockers are a little small for belongings, so some size variation is I assume one of the things you're considering. >> We're definitely looking at other options. We've looked at other cities and there's other staff in other departments in the city also looking at different options. So that's very -- that's a high priority to figure out good storage options, and

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yes, those lockers are small for the people that would be staying there. Again, the number of people accessing the lockers would be fewer, so there's potential for more space per person. >> Tovo: And I think we need about the need for storage generally for individuals experiencing homelessness, both those staying at the arch and not. To the extent that you need council support for any of those directions, I hope you will look to us for that because I think it's a very important need. So with regard to the garage area, we also, I believe there was at some point \$500,000 allocated to a redesign of that space and there have been various conversations that have started and stopped that I know I've been part of and so I'm trying to figure out where we are with that conversation. If that's part of -- part of the next phase to kind of redesign. I mean the conversations have ranged from maybe opening that up and providing a day space -- an outside day space for individuals who may or may not be staying at the arch to other kinds of use and so where are we with that current conversation and where are we with that funding? If you need to get back to me, that's fine. >> Yeah. The funding was enough for the planned renovation, which I'm sure you were part of those conversations. There are additional repairs that have been happening. The floors are going to be resurfaced and some additional structural things that need to happen. The wall abouting has had quite a bit of wear and tear, as you know if you've been there. And we're looking potentially the waller creek funding might be a source of funding that we could use if we looked at doing some more significant renovation for that garage area. But that is a space that we want to make sure we optimize. >> Tovo: Great. Is that part of the conversation that you are having with the national alliance about how to best utilize that space and some of the other -- some of the

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various options? >> I think we will eventually. At this point when we come to visit, especially orgcode, they do a lot of shelter specific work. When they come for the site visit later, next month later in May, they will be able to look at it and see. Yes, they will give recommendations for the actual space of the facility. >> Tovo: And hopefully they will be able to build on some of the work that T was done. If I'm remembering correctly, T was some work done by some U.T. professors looking at that space. I think we've had a variety of starts and stops with that exterior space that I hope we can take a look back to and build on. So you've brought me to us with my other points and that was the one about funding. As you mention, there is an opportunity to maybe provide some funding for physical shelter space. I was not present at that housing meeting, the housing committee -- the most recent housing committee meet, but I believe the staff mentioned that there was that they had identified \$8 million for homelessness for shelter. And my staff followed up and we haven't heard back, but in exploring, it seems like that's coming from cdbg dollars. So I hope that we can talk about that and really look at how we're using those funds. If I remember correctly, the waller creek trust money is restrictive how we're using it and I don't know that the cdbg dollars are. I hope we're using the flexible funding for operations and maintenance and things that the capital funding can't, councilmember kitchen might have some --

>> Kitchen: It's certainly a good question to ask. At the committee meeting, they were talking specifically about the immediate shelter with the resolution that we passed in January. And just noting that they identified some source of funds that could be used for that kind of thing. We didn't ask about any more details than that. So that was the extent of

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the conversation. And it was part of a conversation where they were talking about the application for federal funds, and they were talking about -- this is housing. Rosie Truelove was talking about the -- I'm not going to remember all the details, but that this actually allowed for greater flexibility the way that they were using those dollars now. It allowed for greater flexibility in their use of CDBG funds. I'm just not recalling exactly what she said. >> Tovo: I would ask and maybe we can follow up after this meeting, so again I heard -- I went back and listened to the tape and Ashley on my staff did and that we could tell was some of it would go to programs, tenant-based rental assistance for individuals experiencing homelessness, as well as rental support, both of which are desperately needed. So that we're using the flexible funding, if there is a way to step in and help the Salvation Army, which could be a piece of this discussion about that. We -- what services -- what housing we're able to offer individuals who may not

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longer be eligible for the arch or we may have fewer -- we'll have fewer beds at the arch, but we may have some beds opening up at the Salvation Army if the families at the Salvation Army are to make a move to the Tannehill location. I'm sure you are all working together to figure that out, but I would love an update. >> Kitchen: Basically we're talking about a number of things. We're talking about the immediate shelter that we passed the resolution for in January. We're talking about the funding for Salvation Army. And there's lots of other needs, but those -- there may be others, but those two specific things are both on the table to be funded. I can't remember if we have a resolution out on something else too, but those two specifically. >> Tovo: Those two are the ones related, I think, directly to the conversation today about what happens in July and at. >> Interim homeless strategy officer, we are very much having those discussions and we certainly understand there is available funding that have different restrictions and we're trying to make sure we're cognate San Antonio Sandusky Santiago -- cognate -- cognate Zan of that. It does have restrictions in terms of being for brick and mortar, capital improvement, as opposed to operations and management. So we are taking all of that into account, including the funding of the Salvation Army, the resolution that was passed as well as we're trying to propose a strategy or an approach that we can work towards solving this issue or having some resolution to the issue. >> Tovo: Thank you for that information. Let's see, I had a follow-up question that just went out of my head. Hopefully it will come back to me.

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>> Harper-madison: Did you have any other questions? The beauty of it is we know how to get in touch with you. >> I did want to follow up with one other point in terms of the numbers of people with this new focused redesign model of everyone that is staying there having ongoing focused case management. We anticipate people staying there as long as they have been. And so we anticipate -- even though there are only so many beds or mats that the turnover rate will be faster and we will be able to get more folks into the shelter, into services and into housing. So that's -- that's the plan, and the national alliance ending homelessness is very confident we can get there. So ... >> Harper-madison: Awesome. >> Tovo: I remembered my question. But I want to thank you for emphasizing that because we're talking about the reduction of beds. Thank you for reminding us of that larger purpose, which is to get people from the shelter into permanent housing and the fact that the outside consultants who have provided information and the stakeholders themselves have indicated that this is the way to do it by really providing that focused caseworker assistance to those individuals to help move them out of the shelter into permanent housing. My question was with regard to the affordable housing trust fund. And whether that is also being analyzed for whether -- because that's a relatively flexible source of funds. Are you also looking at whether we're funding any bricks and mortar work through that that could be shifted to the trust or the CDBG funds? We haven't had that specific discussion yet, but I think overall our approach, and I've been working closely with health and housing, has been looking for any funds

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available, and specifically looking for funds that have some flexibility fund some of the programs, some of the things we want to do. So that particular one has come up. I'm sure Rosie's group is probably -- >> Tovo: And I know the last time -- I don't remember now whether it was the downtown density funding bonus or the -- bonus, but there was a need for council action to make it slightly more flexible. I would just offer if there is a need to make the affordable housing trust fund -- if there's a policy change that's necessary to provide the kind of flexibility we need, I hope you will suggest that to us. The last time I looked at it, it seems it's really quite flexible and could accommodate a variety of needs for services or programs for individuals experiencing homelessness. But to the extent policy changes are necessary, please let us know. >> Absolutely. >> Tovo: So thank you for that work. I know it's complicated and it all versus to be done very quickly so thank you for your continued work on it. >> Harper-madison: And if there are no further questions, that was actually the only item on our agenda today. If anyone in attendance needs their parking validated, please see the clerk there at the front of the room with her hand raised. And if there is no objection, we are adjourned at 2:45.