Emergency Solutions Grant Rapid Re-housing Update

DACC ESG RRH Q2 (January 1, 2019 to March 31, 2019):	
Individuals enrolled in DACC ESG services during Q2*	17
Individuals currently engaged in DACC ESG services who are on the DACC frequent offenders list	1
Individuals who left DACC ESG services during Q2	9 (7 were housed and 2 were discharged for non-engagement)
Of the 10 individuals who are currently engaged in DACC ESG services how many are housed:	9

*Currently engaged in DACC ESG services denote clients who are actively receiving housing stability case management, housing location services, financial assistance, and/or DACC ongoing resources.

Intensive Case Management January 1, 2019 to March 31, 2019

DACC has nine master level licensed Clinical Case Managers on staff and we have two open Clinical Case Manager positions, one grant funded. As of March 31, 2019, our nine Clinical Case Managers had 91 active clients and a waitlist of 53 clients. We were able to eliminate our frequent offender waitlist and can now immediately schedule a frequent offender for our case management services. During Q2, 2019 DACC Clinical Case Managers assisted in attaining housing for 11 clients, two through our DACC ESG program. Three of the housed clients in Q2 2019 were number 99, 152, and 165 on the frequent offender list. DACC Case Managers made 58 referrals to our rehabilitative services in Q2 2019 that include residential treatment, transitional housing and counseling. We are collaborating with ECHO on referrals for clients ready to enter Permanent Supportive Housing and Rapid Rehousing as well as looking for alternative housing for clients.

Homeless Outreach Street Team – HOST
We have a dedicated DACC Intensive Case Manager on HOST and provide the HOST team with office space, access to a DACC vehicle and access to DACC funded program resources. We have three Clinical Case Managers who case manage referrals from the HOST team through DACC.

Q2 2019 HOST DATA:

Individuals that had a contact with HOST- **820**

Unduplicated Contacts with HOST clients – **238**

Total needs met during Q2 2019 - **700**

	Q2 2019
Coordinated Assessment	90
Shelter/linkage to housing services	134
Mental Health Evaluation and Treatment Linkage	33
Substance Use Services Linkage	10
Medical Care Linkage	52
MAP Cards	29

Linkage to Case Management Team	9
Basic Needs	61
Transportation	90
Identification documents	60
Benefit Linkage	10
Referral to APS	0
Legal	3
Employment	3
Diversion out of Homelessness	1
Peer Support Services	110
Diversions from hospital emergency rooms	5
Diversions from jail	4
Diversions from psychiatric hospital	13

DACC is continuously working on enhancing intensive Case Management programing by implementing best practices including Critical Time Interventions, adding wrap around services and working collaboratively with community agencies to break down barriers. Various staff members are trained in completing the Coordinated Assessment and SOAR. Community First, Integral Care Forensic ACT and ACT are collaborating on housing opportunities and rehabilitative services for our clients. Staff is providing a weekly Life Skills training class at Terazos Library.

Emergency Solutions Grant (ESG) - Rapid Rehousing Program (RRH)

On January 1, 2019, DACC had 17 clients enrolled in our ESG RRH program. Two additional ESG clients entered our ESG RRH program during Q2 2019 and nine exited the program. Of the nine clients that exited, seven were housed the other two did not engage. The DACC ESG program collaborates with the COA Communicable Disease Unit (CDU), Front Steps and ECHO housing team with case management, financial assistance and location services.

Austin's Action Plan to End Homelessness

In February 2017 Mayor Steve Adler and Mayor Pro Tem Kathie Tovo partnered with the Ending Community Homelessness Coalition (ECHO) to convene a diverse group of organizations to urgently address the crisis of homelessness in Austin. ECHO led meetings with key stakeholders across the community and developed an action plan. The plan contains cost-saving solutions to expand the homeless response system and to ensure homelessness is a rare, brief, and one-time event for adults, youth, and families.

The Need

Nearly 3,000 households are experiencing homelessness in Austin today. Young and old, with or without children, sick or living with a disability—they all need housing and supportive services to end their homelessness.

Many have been homeless or lacked stable housing for a long time, and others are entering homelessness for the first time. Our goal is to end homelessness for those currently experiencing it, reduce the number of people becoming homeless for the first time, and ensure no one experiences homelessness twice.

What Works

Our community knows how to end homelessness—because of Austin's commitment, many veterans, youth, and families are connected to a home every day. Last year, 1,500 people moved from homelessness to housing.

- Partners and stakeholders **collaborate daily** as one system to best serve clients.
- We use a **shared intake system** that assesses a person's needs and connects them to housing and services.
- Thirty-five agencies use a **community-wide database** that tracks client needs, community progress, and outcomes.
- We **partner** with landlords and property management companies to secure housing opportunities for everyone regardless of barriers.

The Solution

We must build a system that is broad enough to meet the needs of everyone experiencing homelessness in Austin. With increased support and resources, we can connect every person and family experiencing homelessness to housing, jobs, healthcare, and other support services.

Ending homelessness does not mean that a person or family will never experience homelessness again, but rather that as a community we have a comprehensive response that ensures homelessness is rare and brief.

Solutions to End Homelessness

Outreach & Shelter

- Improve outreach through better coordination, standardization, and shared data
- Increase mobile outreach to more people experiencing homelessness
- Create additional small, low-barrier shelters throughout Austin and Travis County
- Ensure outreach and shelter services act as bridges to housing
- Expand family reunification services

Without new money…

- Design and implement guidelines standardizing effective practices for outreach workers across systems.
- Streamline referral flow between outreach shelters, housing programs and other homeless services.
- Integrate diversion training and services more broadly into the system, including shelters and outreach teams.

Housing & Support Services

- Scale proven solutions like rapid re-housing & permanent supportive housing
- Create more low-barrier, low-cost housing opportunities in the rental market
- Create policies that increase the availability of affordable, low-barrier housing
- Strengthen connections to mainstream benefits, healthcare, substance use treatment, and other support services

Without new money…

- Encourage preferences in the awarding of Low-Income Housing Tax Credits (LIHTC) to increase investments for housing targeted at people experiencing homelessness.
- Partner with relevant public entities to ensure all unused or underused land/developments/funding sources are capitalized for affordable housing.
- Advance the work of the Employment and Income Workgroup by enhancing referral pathways from homeless assistance programs, increasing its network of participating programs, and tracking outcomes.

Addressing Disparities

- Address inequalities that place certain groups at higher risk of homelessness, including involvement with the criminal justice system
- Research and address barriers to maintaining permanent housing
- Engage people who have experienced homelessness in system leadership
- Provide access to housing in geographically dispersed, high opportunity areas

Without new money...

- Create new partnerships with stakeholders already working to address racial disparities.
- Standardize a low-barrier tenant screening criteria industry-wide for affordable housing units.
- Consistently include more persons with lived experiences of homelessness in all decision-making bodies.

Effective System Response

- Increase coordination among all agencies working to end homelessness
- Expand use of system-wide performance measures to improve programs
- Increase staff access to training, development, and technology
- Coordinate alignment of prevention programs

Without new money...

- Strengthen cross-system partnerships through formalized agreements, shared investments, and dedicated system-level staff.
- Use more qualitative feedback from clients to inform change.
- Provide technical assistance to existing transitional housing programs to improve efficiency of service delivery and reduce time spent and cost.

Community Commitment

- Create sustainable funding streams to address housing programs and support services
- Build increased support by government, nonprofits, businesses and the larger community to provide invaluable resources, volunteer time, and creative solutions
- Partner with faith communities, foundations, and the private sector to leverage their resources, expertise, and passion to end homelessness

Without new money...

- Network to expand the base of support across sectors.

Endorsement of the
Austin Action Plan to End Homelessness

Since the Action Plan was released in 2018 many organizations have made consistent progress in strengthening individual homeless services and collaborating to improve the homeless response system. The Austin City Council endorsed the Action Plan in April 2018, and Travis County is currently considering the Plan in shaping their future homelessness investments. The Plan helped leverage $4 million in new funding for homelessness in the FY2019 City budget.

This community plan requires all partners working together to achieve outcomes related to solutions regarding homelessness. Many organizations listed below partner together and with ECHO in the local effort to end homelessness. ECHO encourages organizations and individuals to express support for the Plan by signing on as an ECHO Advocate for Action. Advocate organizations commit to continuing Plan progress and advocating for the resources necessary to implement the Action.

Organizations involved:

Austin Apartment Association
Austin I.S.D.
Austin Youth Collective
Caritas of Austin
Casa Marianella
Central Health
CommUnity Care
Community Care Coalition
Dell Medical School
Downtown Austin Alliance
Episcopal Health Foundation
Family Eldercare
Foundation Communities
Front Steps
Goodwill
Housing Works ATX

Integral Care
Lifeworks
McCabe Center
Meadows Foundation
Mobile, Loaves & Fishes
National Alliance to End Homelessness
SAFE
Ascension Seton
ATC Sobering Center
St. David's Foundation
Sunrise Community Church
Texas Homeless Network
Texas Veterans Commission
The Salvation Army
Trinity Center
U.S. Dept. of Veterans Affairs

Texas Dept. of Family & Protective Services

City of Austin
Public Health
Neighborhood Housing & Community Development
Police Department
Homeless Outreach Street Team
Downtown Austin Community Court
Public Library
Equity Office
Austin Homeless Advisory Committee

Travis County
Sherriff's Office
Constables Office
Housing Authority
Juvenile Probation

EMS
Health & Human Services
Justice Planning

DACC Currently has 77 Unique Clients Engaged in our Case Management Services

Gender:
Male 56
Female 21

Race:
American Indian 2
Black/African American 29
Identifies as Multiple races 3
White 43

Ethnicity:
Hispanic/Latino 12
Non Hispanic/non Latino 64
Non identified 1

Clients with DACC Criminal History:
66

Clients with Higher Level Charges:
63
Clients with charges of violence
22

68 clients have a mental health diagnosis	38 clients have a physical disability	57 clients struggle with substance use issues