Vulnerability Index –

Service Prioritization Decision Assistance Tool

(VI-SPDAT)

Prescreen Triage Tool for Single Adults

AMERICAN VERSION 2.0

**COMMUNITY
SOLUTIONS**

ORG CODE

Welcome to the SPDAT Line of Products

The Service Prioritization Decision Assistance Tool (SPDAT) has been around in various incarnations for over a decade, before being released to the public in 2010. Since its initial release, the use of the SPDAT has been expanding exponentially and is now used in over one thousand communities across the United States, Canada, and Australia.

More communities using the tool means there is an unprecedented demand for versions of the SPDAT, customized for specific client groups or types of users. With the release of SPDAT V4, there have been more current versions of SPDAT products than ever before.

VI-SPDAT Series

The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) was developed as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT assessment for every client. It was made in collaboration with Community Solutions, creators of the Vulnerability Index, as a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity. The use of this survey can help prioritize which clients should be given a full SPDAT assessment first. Because it is a self-reported survey, no special training is required to use the VI-SPDAT.

Current versions available:
- VI-SPDAT V 2.0 for Individuals
- VI-SPDAT V 2.0 for Families
- VI-SPDAT V 1.0 for Youth

All versions are available online at

www.orgcode.com/products/vi-spdat/

SPDAT Series

The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. The SPDAT tools are also designed to help guide case management and improve housing stability outcomes. They provide an in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. an OrgCode certified trainer.

Current versions available:
- SPDAT V 4.0 for Individuals
- SPDAT V 2.0 for Families
- SPDAT V 1.0 for Youth

Information about all versions is available online at

www.orgcode.com/products/spdat/

SPDAT Training Series

To use the SPDAT, training by OrgCode or an OrgCode certified trainer is required. We provide training on a wide variety of topics over a variety of mediums.

The full-day in-person SPDAT Level 1 training provides you the opportunity to bring together as many people as you want to be trained for one low fee. The webinar training allows for a maximum of 15 different computers to be logged into the training at one time. We also offer online courses for individuals that you can do at your own speed.

The training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!

Current SPDAT training available:

- Level 0 SPDAT Training: VI-SPDAT for Frontline Workers
- Level 1 SPDAT Training: SPDAT for Frontline Workers
- Level 2 SPDAT Training: SPDAT for Supervisors
- Level 3 SPDAT Training: SPDAT for Trainers

Other related training available:

- Excellence in Housing-Based Case Management
- Coordinated Access & Common Assessment
- Motivational Interviewing
- Objective-Based Interactions

More information about SPDAT training, including pricing, is available online at

http://www.orgcode.com/product-category/training/spdat/

Administration

Interviewer's Name	Agency	☐ am ☐ aff ☐ lunteer
Survey Date	**Survey Time**	**Survey Location**
DD/MM/YYYY ____/____/_____	__ __ : __ __ AM/PM	_____

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only "Yes," "No," or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

First Name	Nickname	Last Name
In what language do you feel best able to express yourself? _____		
Date of Birth	**Age**	**Social Security Number Consent to participate**
DD/MM/YYYY ____/____/_____	_____	_____ ☐ Yes ☐ No

	SCORE:
IF THE PERSON IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.	

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)

☐ Shelters
☐ Transitional Housing
☐ Safe Haven
☐ **Outdoors**
☐ **Other (specify):**

_____

☐ **Refused**

	SCORE:
IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", "TRANSITIONAL HOUSING", OR "SAFE HAVEN", THEN SCORE 1.	

2. How long has it been since you lived in permanent stable housing?   _____ ☐ Refused

3. In the last three years, how many times have you been homeless?   _____ ☐ Refused

	SCORE:
IF THE PERSON HAS EXPERIENCED 1 OR MORE CONSECUTIVE YEARS OF HOMELESSNESS, AND/OR 4+ EPISODES OF HOMELESSNESS, THEN SCORE 1.	

B. Risks

4. In the past six months, how many times have you...

a) Received health care at an emergency department/room?   ____ ☐ Refused

b) Taken an ambulance to the hospital?   ____ ☐ Refused

c) Been hospitalized as an inpatient?   ____ ☐ Refused

d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?   ____ ☐ Refused

e) Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?   ____ ☐ Refused

f) Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?   ____ ☐ Refused

	SCORE:
IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR **EMERGENCY SERVICE USE.**	

5. Have you been attacked or beaten up since you've become homeless?   ☐ **Y**   ☐ N   ☐ Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year?   ☐ **Y**   ☐ N   ☐ Refused

	SCORE:
IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **RISK OF HARM.**	

7. Do you have any legal stuff going on right now that may result ☐ **Y**   ☐ N   ☐ Refused
   in you being locked up, having to pay fines, or that make it
   more difficult to rent a place to live?

IF "YES," THEN SCORE 1 FOR **LEGAL ISSUES.**	SCORE:

8. Does anybody force or trick you to do things that you do not   ☐ **Y**   ☐ N   ☐ Refused
   want to do?

9. Do you ever do things that may be considered to be risky   ☐ **Y**   ☐ N   ☐ Refused
   like exchange sex for money, run drugs for someone, have
   unprotected sex with someone you don't know, share a
   needle, or anything like that?

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **RISK OF EXPLOITATI N.**	SCORE:

C. Socialization & Daily Functioning

10. Is there any person, past landlord, business, bookie, dealer, ☐ **Y**   ☐ N   ☐ Refused
    or government group like the IRS that thinks you owe them
    money?

11. Do you get any money from the government, a pension,   ☐ Y   ☐ **N**   ☐ Refused
    an inheritance, working under the table, a regular job, or
    anything like that?

IF "YES" TO QUESTION 10 OR "NO" TO QUESTION 11, THEN SCORE 1 FOR ONEY MANAGEMENT.	SCORE:

12. Do you have planned activities, other than just surviving, that ☐ Y   ☐ **N**   ☐ Refused
    make you feel happy and fulfilled?

IF "NO," THEN SCORE 1 FOR **MEANINGFUL DAILY ACTIVITY.**	SCORE:

13. Are you currently able to take care of basic needs like bathing, ☐ Y   ☐ **N**   ☐ Refused
    changing clothes, using a restroom, getting food and clean
    water and other things like that?

IF "NO," THEN SCORE 1 FOR **SELF-CARE.**	SCORE:

14. Is your current homelessness in any way caused by a   ☐ **Y**   ☐ N   ☐ Refused
    relationship that broke down, an unhealthy or abusive
    relationship, or because family or friends caused you to
    become evicted?

IF "YES," THEN SCORE 1 FOR **SOCIAL RELATIONSHIPS.**	SCORE:

D. Wellness

15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? □ **Y**   □ N   □ Refused

16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart? □ **Y**   □ N   □ Refused

17. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you? □ **Y**   □ N   □ Refused

18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help? □ **Y**   □ N   □ Refused

19. When you are sick or not feeling well, do you avoid getting help? □ **Y**   □ N   □ Refused

20. *FOR FEMALE RESPONDENTS ONLY:* Are you currently pregnant? □ **Y**   □ N   □ N/A or Refused

	SCORE:
IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **PHYSICAL HEALTH.**	

21. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? □ **Y**   □ N   □ Refused

22. Will drinking or drug use make it difficult for you to stay housed or afford your housing? □ **Y**   □ N   □ Refused

	SCORE:
IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SUBSTANCE USE.**	

23. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:

a) A mental health issue or concern? □ **Y**   □ N   □ Refused

b) A past head injury? □ **Y**   □ N   □ Refused

c) A learning disability, developmental disability, or other impairment? □ **Y**   □ N   □ Refused

24. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help? □ **Y**   □ N   □ Refused

	SCORE:
IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **MENTAL HEALTH.**	

	SCORE:
IF THE RESPONENT SCORED 1 FOR **PHYSICAL HEALTH** AND 1 FOR **SUBSTANCE USE** AND 1 FOR **MENTAL HEALTH**, SCORE 1 FOR **TRI-MORBIDITY.**	

25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?　　☐ Y　☐ N　☐ Refused

26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?　　☐ Y　☐ N　☐ Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR MEDICATIONS.　　**SCORE:**

27. *YES OR NO:* Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced?　　☐ Y　☐ N　☐ Refused

IF "YES", SCORE 1 FOR ABUSE AND TRAUMA.　　**SCORE:**

Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	/1	**Score:　Recommendation:**
A. HISTORY OF HOUSING & HOMELESSNESS	/2	0-3:　no housing intervention
B. RISKS	/4	4-7:　an assessment for Rapid
C. SOCIALIZATION & DAILY FUNCTIONS	/4	Re-Housing
D. WELLNESS	/6	8+:　an assessment for Permanent
GRAND TOTAL:	/17	Supportive Housing/Housing First

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ _____ time: ___ : ____ or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	☐ Yes　　　☐ No　　　☐ Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

Appendix A: About the VI-SPDAT

The HEARTH Act and federal regulations require communities to have an assessment tool for coordinated entry - and the VI-SPDAT and SPDAT meet these requirements. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using "gut instincts" in lieu of solid evidence. Communities need practical, evidence-informed tools that enhance their ability to to satisfy federal regulations and quickly implement an effective approach to access and assessment. The VI-SPDAT is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion.

The VI-SPDAT

The VI-SPDAT was initially created by combining the elements of the Vulnerability Index which was created and implemented by Community Solutions broadly in the 100,000 Homes Campaign, and the SPDAT Prescreen Instrument that was part of the Service Prioritization Decision Assistance Tool. The combination of these two instruments was performed through extensive research and development, and testing. The development process included the direct voice of hundreds of persons with lived experience.

The VI-SPDAT examines factors of current vulnerability and future housing stability. It follows the structure of the SPDAT assessment tool, and is informed by the same research backbone that supports the SPDAT - almost 300 peer reviewed published journal articles, government reports, clinical and quasi-clinical assessment tools, and large data sets. The SPDAT has been independently tested, as well as internally reviewed. The data overwhelmingly shows that when the SPDAT is used properly, housing outcomes are better than when no assessment tool is used.

The VI-SPDAT is a triage tool. It highlights areas of higher acuity, thereby helping to inform the type of support and housing intervention that may be most beneficial to improve long term housing outcomes. It also helps inform the order - or priority - in which people should be served. The VI-SPDAT does not make decisions; it informs decisions. The VI-SPDAT provides data that communities, service providers, and people experiencing homelessness can use to help determine the best course of action next.
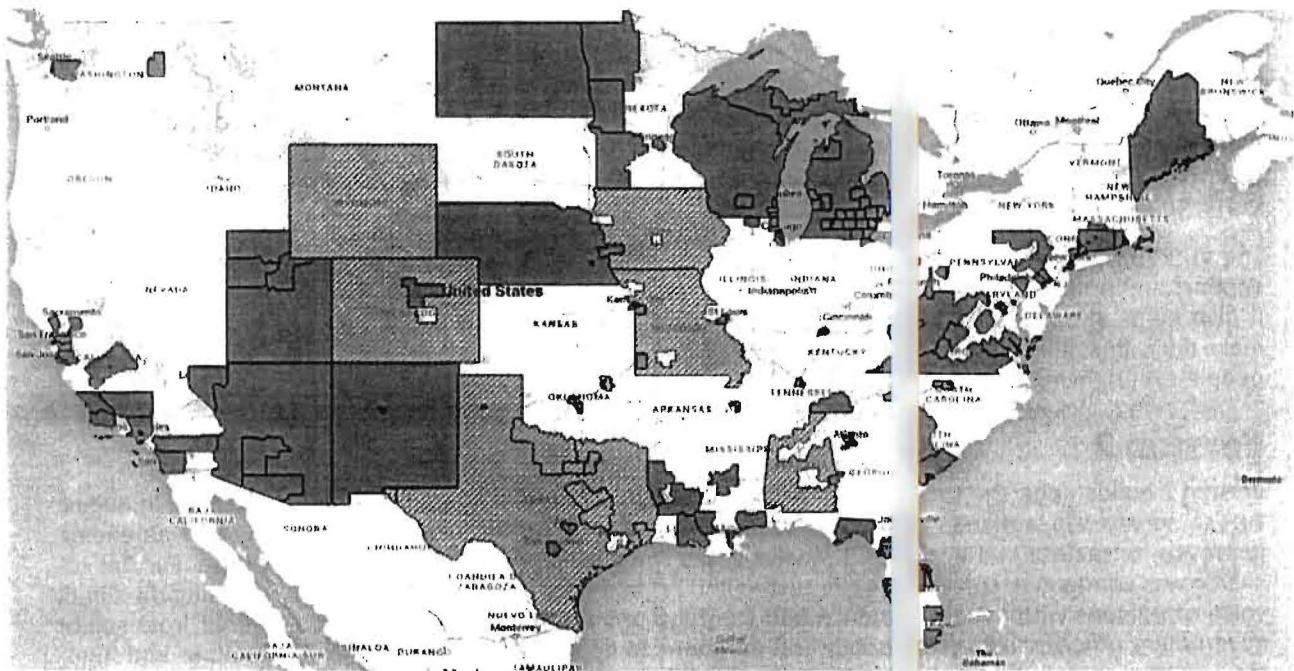
Version 2

Version 2 builds upon the success of Version 1 of the VI-SPDAT with some refinements. Starting in August 2014, a survey was launched of existing VI-SPDAT users to get their input on what should be amended, improved, or maintained in the tool. Analysis was completed across all of these responses. Further research was conducted. Questions were tested and refined over several months, again including the direct voice of persons with lived experience and frontline practitioners. Input was also gathered from senior government officials that create policy and programs to help ensure alignment with guidelines and funding requirements.

You will notice some differences in Version 2 compared to Version 1. Namely:

- it is shorter, usually taking less than 7 minutes to complete;
- subjective elements through observation are now gone, which means the exact same instrument can be used over the phone or in-person;
- medical, substance use, and mental health questions are all refined;
- you can now explicitly see which component of the full SPDAT each VI-SPDAT question links to; and,
- the scoring range is slightly different (Don't worry, we can provide instructions on how these relate to results from Version 1).

Appendix B: Where the VI-SPDAT is being used in the U ited States

Since the VI-SPDAT is provided completely free of charge, and no training is required, any commu ty is able to use the VI-SPDAT without the explicit permission of Community Solutions or OrgCode Consulting, Inc. As a result, the VI-SPDAT is b ig used in more communities than we know of. It is also being used in Canada and Australia.

VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)

A partial list of continua of care (CoCs) in the US where we know the VI-SPDAT is being used includes:

Alabama
- Parts of Alabama Balance of State

Arizona
- Statewide

California
- San Jose/Santa Clara City & County
- San Francisco
- Oakland/Alameda County
- Sacramento City & County
- Richmond/Contra Costa County
- Watsonville/Santa Cruz City & County
- Fresno/Madera County
- Napa City & County
- Los Angeles City & County
- San Diego
- Santa Maria/Santa Barbara County
- Bakersfield/Kern County
- Pasadena
- Riverside City & County
- Glendale
- San Luis Obispo County

Colorado
- Metropolitan Denver Homeless Initiative
- Parts of Colorado Balance of State

Connecticut
- Hartford
- Bridgeport/Stratford/Fairfield
- Connecticut Balance of State
- Norwalk/Fairfield County
- Stamford/Greenwich
- City of Waterbury

District of Columbia
- District of Columbia

Florida
- Sarasota/Bradenton/ Manatee, Sarasota Counties
- Tampa/Hillsborough County
- St. Petersburg/Clearwater/ Largo/Pinellas County
- Tallahassee/Leon County
- Orlando/Orange, Osceola, Seminole Counties
- Gainesville/Alachua, Putnam Counties
- Jacksonville-Duval, Clay Counties
- Palm Bay/Melbourne/Brevard County
- Ocala/Marion County
- Miami/Dade County
- West Palm Beach/Palm Beach County

Georgia
- Atlanta County
- Fulton County
- Columbus-Muscogee/Russell County
- Marietta/Cobb County
- DeKalb County

Hawaii
- Honolulu

Illinois
- Rockford/Winnebago, Boone Counties
- Waukegan/North Chicago/ Lake County
- Chicago
- Cook County

Iowa
- Parts of Iowa Balance of State

Kansas
- Kansas City/Wyandotte County

Kentucky
- Louisville/Jefferson County

Louisiana
- Lafayette/Acadiana
- Shreveport/Bossier/ Northwest
- New Orleans/Jefferson Parish
- Baton Rouge
- Alexandria/Central Louisiana CoC

Massachusetts
- Cape Cod Islands
- Springfield/Holyoke/ Chicopee/Westfield/Hampden County

Maryland
- Baltimore City
- Montgomery County

Maine
- Statewide

Michigan
- Statewide

Minnesota
- Minneapolis/Hennepin County
- Northwest Minnesota
- Moorhead/West Central Minnesota
- Southwest Minnesota

Missouri
- St. Louis County
- St. Louis City
- Joplin/Jasper, Newton Counties
- Kansas City/Independence/ Lee's Summit/Jackson County
- Parts of Missouri Balance of State

Mississippi
- Jackson/Rankin, Madison Counties
- Gulf Port/Gulf Coast Regional

North Carolina
- Winston Salem/Forsyth County
- Asheville/Buncombe County
- Greensboro/High Point

North Dakota
- Statewide

Nebraska
- Statewide

New Mexico
- Statewide

Nevada
- Las Vegas/Clark County

New York
- New York City
- Yonkers/Mount Vernon/New Rochelle/Westchester County

Ohio
- Toledo/Lucas County
- Canton/Massillon/Alliance/ Stark County

Oklahoma
- Tulsa City & County/Broken Arrow
- Oklahoma City
- Norman/Cleveland County

Pennsylvania
- Philadelphia
- Lower Marion/Norristown/ Abington/Montgomery County
- Allentown/Northeast Pennsylvania
- Lancaster City & County
- Bristol/Bensalem/Bucks County
- Pittsburgh/McKeesport/Penn Hills/Allegheny County

Rhode Island
- Statewide

South Carolina
- Charleston/Low Country
- Columbia/Midlands

Tennessee
- Chattanooga/Southeast Tennessee
- Memphis/Shelby County
- Nashville/Davidson County

Texas
- San Antonio/Bexar County
- Austin/Travis County
- Dallas City & County/Irving
- Fort Worth/Arlington/Tarrant County
- El Paso City and County
- Waco/McLennan County
- Texas Balance of State
- Amarillo
- Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties
- Bryan/College Station/Brazos Valley
- Beaumont/Port Arthur/South East Texas

Utah
- Statewide

Virginia
- Richmond/Henrico, Chesterfield, Hanover Counties
- Roanoke City & County/Salem
- Virginia Beach
- Portsmouth
- Virginia Balance of State
- Arlington County

Washington
- Seattle/King County
- Spokane City & County

Wisconsin
- Statewide

West Virginia
- Statewide

Wyoming
- Wyoming Statewide is in the process of implementing

RECOMMENDATION

Austin Homelessness Advisory Council

Recommendation 20190529-02: Storage for Individuals Experiencing Homelessness

WHEREAS, the Austin Homelessness Advisory Council (AHAC) is a group of individuals that are currently or have previously experienced homelessness in Austin, Texas; and

WHEREAS, the work of AHAC is supported by the City of Austin with the administration and facilitation of AHAC managed by Downtown Austin Community Court (DACC); and

WHEREAS, AHAC meets bimonthly to hold discussions and provide input regarding policies, practices, and services related to homelessness; and

WHEREAS, the 2019 Point in Time Count identified a five percent increase in individuals experiencing homelessness in Austin, for a total of 2,255 individuals identified; and

WHEREAS, the number of individuals experiencing homelessness is likely much higher due to people that are temporarily staying with friends or family, in hospitals, or incarcerated who are not counted in this process; and

WHEREAS, the City Council adopted Strategic Direction 2023 (SD 2023), which sets addressing homelessness as a top priority for the City; and

WHEREAS, a strategy under the Economic Opportunity & Affordability Strategic Outcome in SD 2023 is to "Define and enact our response to homelessness focusing on efficient and effective use of our resources to address disparities, prevent homelessness, and support housing stability;" and

WHEREAS, access to storage is a basic need, a matter of human dignity, and critical for individuals to be able to go to job interviews, maintain identification documents and important personal belongings, and directly impacts the ability to achieve housing stability; and

WHEREAS, current availability of storage for individuals experiencing homelessness in Austin is inadequate; and

WHEREAS, the Austin Resource Center for the Homeless (ARCH) offers a limited number of lockers as part of the Day Resource Center (DRC), which will be discontinued for any individuals that are not residents of the ARCH when the full transition for their new agreement with the City is implemented; and

WHEREAS, through a contract with Austin Public Health, the National Alliance to End Homelessness released a report in June 2018 titled Recommendations for the Re-Design of Emergency Shelters in Austin (NAEH Report); and

WHEREAS, The NAEH Report includes a recommendation that services currently provided through the ARCH DRC to non-ARCH residents such as access to telephones, restrooms, showers, mail, and lockers "should be provided elsewhere to people not staying at the ARCH and should be accompanied by housing crisis resolution assistance as well;" and

WHEREAS, the population experiencing homelessness in Austin is diverse with varying needs, and multiple program structures for storage may be necessary to serve this population effectively; and

WHEREAS, any storage program(s) should be developed thoughtfully and with input from stakeholders from lived experience; and

WHEREAS, different factors including physical features, location(s), service connections, lease terms, and cost should all be weighed in developing any storage program(s); and

WHEREAS, different structure options such as mobile storage, smaller storage facilities dispersed throughout the City, or one large centrally located storage facility with associated social services all have benefits and challenges that should be weighed; and

WHEREAS, physical features such as solar panels to enable charging for phones, mail slots, ventilation, solutions for bed bugs, protection from heat, and options for locking mechanisms should all be considered in structural design for storage; and

WHEREAS, location(s) for storage should be central and in areas where individuals experiencing homelessness can easily access facilities, with predictable hours of access to meet a variety of scheduling needs due to work, entering shelters at specific times of day, and other factors; and

WHEREAS, City-owned property, churches, libraries, transit centers, bus stops, recreation centers, outside of the Austin Resource Center for the Homeless, and parking lots could all be options for storage locations; and

WHEREAS, Manchaca intersecting with Congress or Ben White, North Lamar and Highway 183, Highway 290 and Cameron Road, Highway 183 and Payton Gin, 7th Street and Pleasant Valley, and Oak Hill near encampment sites should all be explored as potential location options due to proximity to individuals experiencing homelessness and accessibility to public transit; and

WHEREAS, safety and security features including bright lighting, emergency call buttons, staffing, cameras, and mechanisms to preclude loitering, theft, and vandalism should be considered; and

WHEREAS, service connections such as bus passes, optional entry into case management, and communication through staff or posted bulletins about services available in the community could be incorporated into a storage program; and

WHEREAS, there should be a low barrier to qualifying for participation in storage programs with participation in Coordinated Assessment offered as an option, but not a requirement, for those willing to participate; and

WHEREAS, availability of storage could be a tool to incentivize participation in case management services by guaranteeing that every individual with a case manager has an option for storage, but any storage program should still allow for storage for some individuals not engaged in case management; and

WHEREAS, lease terms for storage should not be less than three months in length, and options for a digital, automated, and in-person renewal process should be explored; and

WHEREAS, lockers should be free or low-cost, with an option to pay for storage through community service; and

WHEREAS, if storage facilities do have fees, there should be waivers and an option for sponsors for individuals with disabilities or the inability to pay due to lack of resources; and

WHEREAS, programs should be structured to collect emergency contact information and set aside a minimum of 30-45 days to attempt reconnection with storage clients where contact has been lost prior to discarding or donating abandoned items; and

WHEREAS, the benefits of features and program structures should be weighed with the associated costs to develop appropriate storage options that are not financially burdensome; and

WHEREAS, all funding sources should be considered for initial construction and ongoing operations expenses including the City's Capital Budget and General Fund, philanthropy, and public private partnerships; and

WHEREAS, the City should explore direct provision of storage and conducting a solicitation for one or multiple nonprofits that could also provide some level of social services along with storage; and

WHEREAS, the City Council will have the opportunity to consider funding storage programs for individuals experiencing homelessness during the Fiscal Year 2019-2020 budget process; and

WHEREAS, the Downtown Austin Community Court Advisory Board is charged with making recommendations to the City Council on operations and policies of the Community Court, which includes provision of effective services for individuals experiencing homelessness;

NOW, THEREFORE, BE IT RESOLVED that the Austin Homelessness Advisory Council recommends that the Austin City Council allocate funding for one or multiple storage programs to serve individuals experiencing homelessness during the Fiscal Year 2019-2020 budget process, if not sooner.

AHAC recommends that a solicitation or direct City program for storage be developed that fully considers all options for physical and safety features, locations, program structures, associated social services, and funding options. This development process should engage City staff from appropriate departments, representation from community advisory groups including Downtown Austin Community Court Advisory Board and Austin Homelessness Advisory Council, and other community stakeholders.

BE IT FURTHER RESOLVED that the Austin Homelessness Advisory Council requests that the Downtown Austin Community Court Advisory Board forwards this recommendation from AHAC to the Austin City Council, and takes action to recommend that the Austin City Council consider inclusion of funding for storage for individuals experiencing homelessness in the Fiscal Year 2019-20 Budget.

Personal Impact of Storage Surveys

The Austin Homelessness Advisory Council (AHAC) is an advisory body comprised of individuals with lived experience with homelessness in Austin. Their work is facilitated and administratively supported by Downtown Austin Community Court.

At AHAC's meeting on May 13, 2019, the Members completed the following surveys regarding the personal impacts of availability of storage options. The Members authorized these documents to be shared publicly as part of the storage discussion that is posted on the June 7, 2019 Downtown Austin Community Court Advisory Board agenda.

For questions or more information regarding AHAC, please contact the following Downtown Austin Community Court Staff:

Laura Williamson
(512) 974-1233
Laura.Williamson2@austintexas.gov

Robert Kingham
Robert.Kingham@austintexas.gov

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you're close to?

During my homeless experience I would try and hold one bag & one back pack. So I had to have w/ my bag every Day.

I would have 2 pay some one to watch my bag. And I lost many clothes valuables & keepsakes while homeless

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

I'm currently Housed

But i believe if Storage needs were met. I believe people would be able to Not stress while making Appointments And other things

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you're close to?

Forlunately I have a storage. When I had my home, an I helped the homeless with situations associated with their belongings I noticed the following:

1. Having a place to put their, identification, Birthcertif.

2. Being able to store their most precious valuables like familie memoirs.

3. Lack of Access to clean clothings.

Were major issues for them, it limited their ability to stay clean, sate important documents, have proper documentations

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

— they would have confidence that their valuables were safe

— their important documents would be safe and accessible

— the would have access to clean clothing
   • cothing

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you're close to?

WHEN I FIRST CAME TO AUSTIN, I HAD TO LEAVE
MY BELONGINGS TO GO TO A JOB INTERVIEW.

WHEN I RETURNED, I DISCOVERED THAT THEY
HAD BEEN TAKEN.

I GOT THE JOB, BUT HAD TO SPEND THAT
WHOLE FIRST WEEK WITH ONLY THE CLOTHES
I WAS WEARING.

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

I CURRENTLY PAY $100 FOR A STORAGE
UNIT. IT PROVIDES SOME SMALL BIT OF
STABILITY. A PLACE TO KEEP MY STUFF
SAFE AND ORGANIZED. A PLACE TO GATHER
MY THOUGHTS AND GET AWAY.

THIS STORAGE UNIT ALSO HELPS KEEP MY
FILM GEAR, BOOKS, AND CLOTHING. THIS
ALLOWS ME TO PURSUE BOTH MY CREATIVE
PURSUITS AND MY ADVOCACY.

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you're close to?

Extremely – living with items everywhere makes it very hard to do anything. Take a shower – have to get those things ready, then get ready, put shower things back/ get dressed – iron/probably not. Do I have to carry clothes, papers everything for day or longer? Very hard on my back. If you go in a public place – you are noticed at best. I have storage units right now that cost more than if I had a place. I have 2 units costing $200. Rent $380 & my cat is not with me. It is a never ending circle that makes no sense.

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

I would have $200 more a month to use for basic necessities. I would have my things with me that I need. I would feel my things should be with me

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you are close to?

A friend I know who deals with Paranoid Schizophrenia could use storage while he is nomadic. Currently he rides a the with the two mine train raft allowment. I feel like he is a target to be Robbed of and also that the constant lugging around of belongings is contributing towards chronic stress. The storage not being available to him I believe is what led him to seek out of S... aft from a toxic person in his life. This person had issues with alcohol and substance abuse was as years his senior ... and was able to convince him allegedly ... well. Less him not having access to storage and being voice be when a medical handicap which skews his discernment.

(Access necessary to laters with Su... or lock Care Provider

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

Storage would be good for my friend Because he is easily stigmatized for his economic and social financial status and mental handicaps. The loss he carrys and pulls around the mind the to his to look at the future and the design goals, Not having this Brings chronic stress mentally and physically.

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you're close to?

Very simply unable to meet obligations:
medical, Housing, Job opportunities A sense of
security for what little might be left?

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

The ability Just to move forward.

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you're close to?

Yes, how can you get That job
my Freind She Need To Place Her
Bed roll, and For me I Trie carry
my Backpack how I one I
got my shopping cart and put
my stuff in

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

Storage is inmopment in so many ways
of every day else, but it net of For
The years I Think one year is long
eaught

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you're close to?

No continuity of resources;
thefts, property destruction,
makes recovery in
destitution impossible.

lost CRUCIAL things which affect
other areas (phones, computers,
docs.)

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

wouldn't lose books / mss to
theft / rain anymore.

piece of mind now if secure

Carrying things has become back pain,
neuropathy,

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you e close to?

My friend lost all of her personal
possessions because she had no place
to store them

2) If your storage needs were met, what specific ways would that help ou in your daily life and in achieving your long term goals?

It would make things easier fo - me
because I would not have t > carry
everything around with me i.e. docter
appointments, job interviews

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you're close to?

＊ Have to carry "everything" I own on my back.

2) If your storage needs were met, what specific ways would that help you in your daily life and in achieving your long term goals?

＊ Would allow me to have numerous sets of clothing. Allow me to save certain things or have valuables that would normally would be subjected to being stolen.

AHAC Opening Writing Activity

Please take 10 minutes to answer the following questions:

1) How has lack of storage impacted you personally or someone you e close to?

Having Room For Thing

2) If your storage needs were met, what specific ways would that hel you in your daily life and in achieving your long term goals?

Dont Have to Worry About MY Things

Temporary Storage for People Experiencing Homelessness in Austin, Texas

June 7th, 2019

What people are doing for storage now

- Alleys
- Abandoned Spaces
- Electrical Boxes

Risks:

- Theft
- Loss of vital documents
- Interference with electrical wires and fire hazards
- Individuals miss important appointments due to not being able to leave belongings alone

Types of storage

On-body storage
Carried container/bag

ID
Phone
Clothing
Food
Protection
Hygiene
Meditation
Money

Short-term storage
Larger containers

Bedding
Clothing
Food
Pet Items
Hygiene
Items
Medication

Long-term storage
Limited/ small items

Formal interview clothing
Emotional items
Vital documents*

*also needed
immediately in crisis

What Other Cities are Doing

San Diego

Think Dignity Transitional Storage

- 300 lockers, 150 bins
- **30,000** pounds of personal storage
- **Free**
- **Members** can access between the hours of 7-11am and 4:30-7:30pm

Los Angeles

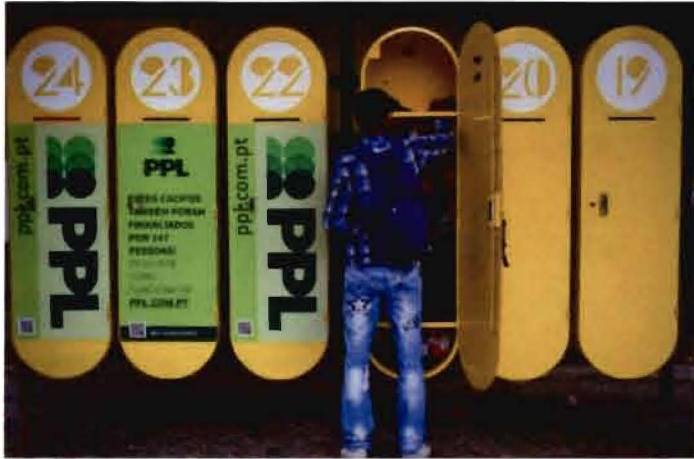"The Bin" Storage Facility

- 1,500 Storage bins
- Accessible 7am - 7pm
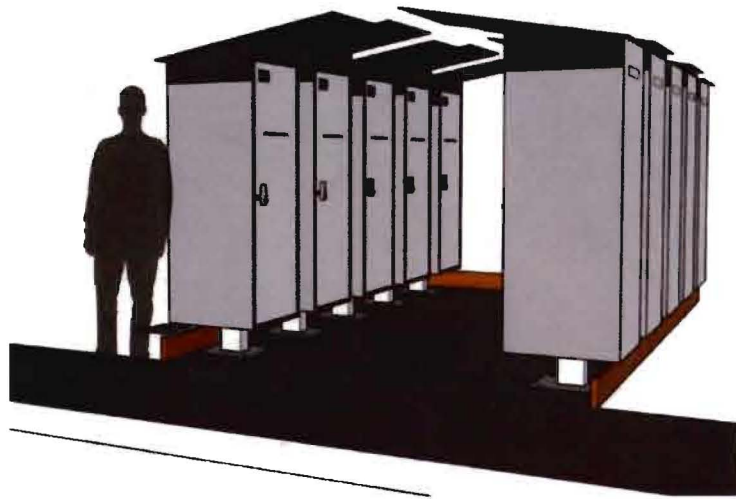- Shelves for bulk items
- Free
- 3 locations

Lisbon, Portugal

Solidarity Lockers

- In public parks
- Accessible 24/7
- Mail slot and clothes hangers
- Funded 60% by the city, 40% donation
- Members are registered for services

Bellingham, Washington

Safe Storage PNW

- Based off of the Portugal lockers
- Accessible 24/7, central location downtown
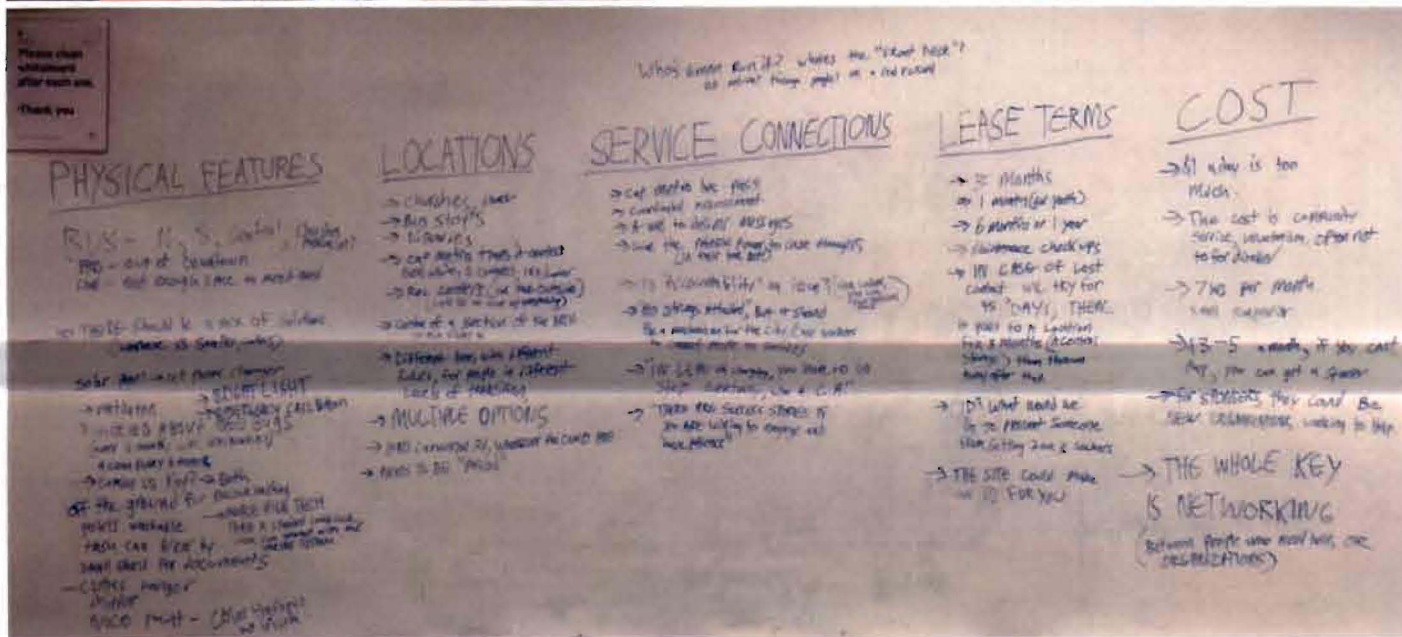- Solar panels on top and cell phone charger inside

What features are right for Austin?

- Large central storage facility or smaller multiple locations?
  - Small fee or free? Pros / Cons
    - Lease term?
  - What services can be tied into having a locker?

Austin Homelessness Advisory Committee: Storage Focused Meetings

Multiple group discussions were focused around five topics

- Physical Features
- Locations
- Service Connections
- Lease Terms
- Cost

Social Good Design Jam

Design Thinking Workshop in Partnership with AHAC members

5/21/2019

Design Jam

storage solutions for people experiencing homelessness

socialgood.us

IMPACT HUB

May 21
Tuesday 6:30pm @ 5540 N Lamar

Steve Harrell, A.H.A.C member

Request for DACC Advisory Board

Take Action Today to:

1. Forward AHAC's Recommendation to City Council

1. Recommend the City Council consider funding for storage in the FY 2019-2020 Budget

CommUnityCare
HEALTH CENTERS

ARCH
500 East 7th Street
Austin, TX 78701-3319
(512)978-9920

06/05/2019

Re: Steven Harrell
    DOB: (09/11/1964)

To whom it may concern,

I am writing this letter on behalf of Mr. Steven Harrell who is our patient in the primary care clinic at the ARCH. I am writing as a private citizen, but one who works as a primary care physician who cares exclusively for individuals experiencing homelessness in Austin. I understand Mr. Harrell is submitting a proposal to Austin City Council for a project to provide lockers for individuals experiencing homelessness to store their belongings. I would just like to add my personal voice of support this effort. The ability to have safe storage could be tremendously helpful for our patients for a number of reasons. First, many of our patients carry heavy backpacks with them all day, putting undue strain on their back and musculoskeletal system causing chronic pain and exacerbating osteoarthritis. Second, secure storage lockers would allow many of my patients to safely store their medications or other personal records and documents necessary for accessing medical care and other social services. I see patients on a weekly basis who have had their belongings, including medications, stolen, which negatively impacts their health and costs our health care system excess money. Third, safe storage lockers would also allow patients to store their belongings while participating in appointments, case management meetings, or even job interviews, ultimately facilitating their pathway to housing and better health. I strongly support Mr. Harrell's efforts and think this is an example of an innovative, locally driven solution to a pernicious problem that could help improve people's lives. Thank you for your consideration.

Sincerely,

Timothy I. Mercer MD