
UPDATE ON HOMELESSNESS

CITY COUNCIL WORK SESSION

JANUARY 21, 2020

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Austin Area Commander

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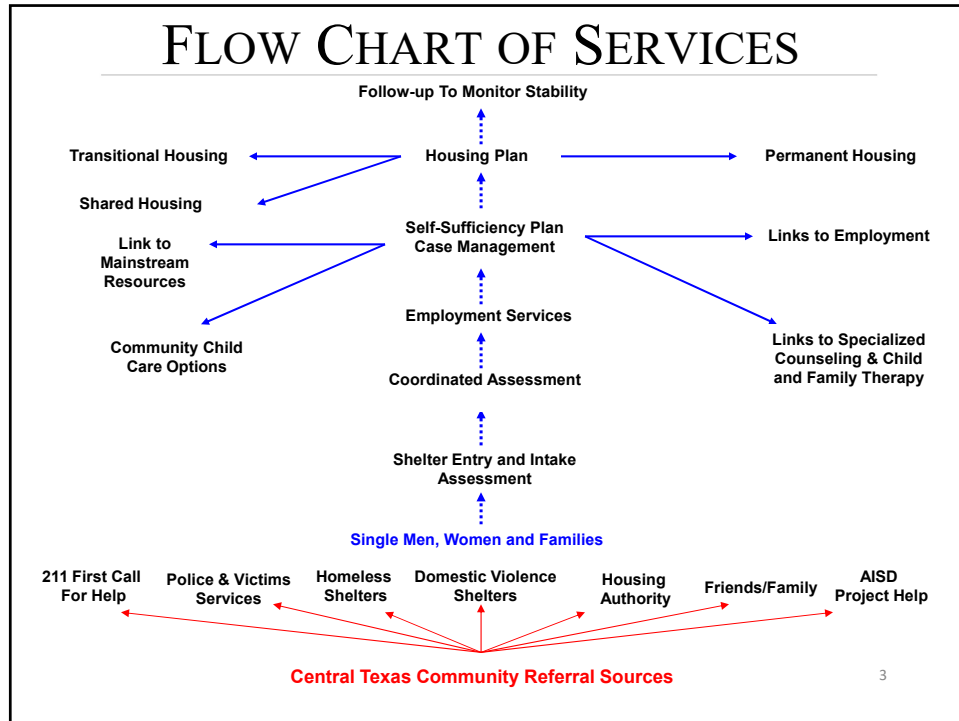
OVERVIEW OF HOMELESS SERVICES

The Salvation Army provides a “**Front Door**” to the community continuum of services for men, women, and families who are experiencing homelessness

- Largest provider of **emergency shelter** in Central Texas. – **535 Beds**
- Primary provider of shelter and housing services for **women and children**.
- Provider of low barrier, housing focused shelter **directly linked to rapid rehousing programs**.
- Major provider of childcare services for families experiencing homelessness. (On-Site licensed childcare center at ASWC, outsourced community care funded by city of Austin and private foundation grants).








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AUSTIN SHELTER FOR WOMEN AND CHILDREN

OPERATED BY: THE SALVATION ARMY AUSTIN AREA COMMAND

WOMEN AND CHILDREN

ASWC is a low barrier housing focused shelter providing “wrap-around” supportive services designed to help women in crisis to become rapidly rehoused.

73%

of those sheltered by The Salvation Army in Austin in FY 2019 were women and children.



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PERFORMANCE HIGHLIGHTS 2019 FISCAL YEAR

	Actual	Goal
Unduplicated number of residents provided one or more days of shelter	453	425
Bed Nights or Shelter	34,167	29,565
Number of adults and children who exit to safe and stable housing*	82%	75%
Percentage of adults who achieve income goals or improve financial stability**	75%	65%

***Safe exit includes:** Independent housing, transitional housing, subsidized housing, boarding homes, reunification with family/friends, group co-op, residential treatment or recovery centers, single room occupancy

****Improved financial stability includes:** Increased income and/or improved employment status



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FOCUSING ON THE NEEDS OF CHILDREN



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THE SALVATION ARMY SOCIAL SERVICE CENTER



SHELTER CAPACITY

Families	55 Beds
Women	107 Beds
Men	80 Beds
TOTAL	242 Beds



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SOCIAL SERVICES CENTER

SUPPORTIVE SERVICES

- Case Management
- Employment Services
- Resource Coordination for Housing and Long Term Case Management
- Life skills Training
- Computer access/job search
- Children's Learning Lab
- After School Care & Summer Camp

CO-LOCATED PROGRAMS

- ECHO Coordinated Assessment
- Veterans Affairs Homelessness Outreach
- Goodwill Case management Services
- 12 Step Recovery Meetings (AA/NA)
- Community Church Services



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PROGRAM OUTPUTS SOCIAL SERVICES CENTER FY 2019

Unduplicated Persons Served	1,673
Shelter Nights	83,737
Households Provided Case Management	480
Adults Provided Employment Services	376
Served Meals (breakfast, lunch, dinner)	111,512



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PROGRAM GOALS SOCIAL SERVICES CENTER FY 2019

1. 70% of households who participate in case management will transition to safe and stable housing.

2019 Performance: 376 households of 480 Exits (78%)

2. 75% of persons who receive employment services will improve their employment income.

2019 Performance: 227 of 309 Exits (76%)



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THE RATHGEBER CENTER



NEEDS TO BE MET:

- Move all families out of downtown.
- Address the growing waitlist of families.
- Re-purpose vacated family dorm for single adults.
- Serve families without regard to gender of adults.



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UNIQUE FEATURES AND SERVICES

- 100% housing focus case management.
- Full service rapid rehousing programs on-site to assist residents.
- Employment assistance and skills training.
- Outsourced childcare.
- Child and family Therapist.
- Teachers and tutors.
- 40 Emergency Shelter Rooms (120 Beds).
- Average stay is up to 90 days.
- 23 Extended Stay rooms (92 beds).



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PROJECTED CAPACITY GOALS

Persons Served	
Unduplicated # Families Served Annually	206
Unduplicated # Adults Served	230
Unduplicated # Children Served	434
Total Unduplicated Persons Served Annually	664
Bed Count	
Shelter – 40 Rooms (26,492 sq. ft.)	120
Extended Stay – 23 Units (24,966 sq. ft.)	92
Total Beds	212
Bed Nights	
(@ 90% average capacity)	69,642

AMENITIES

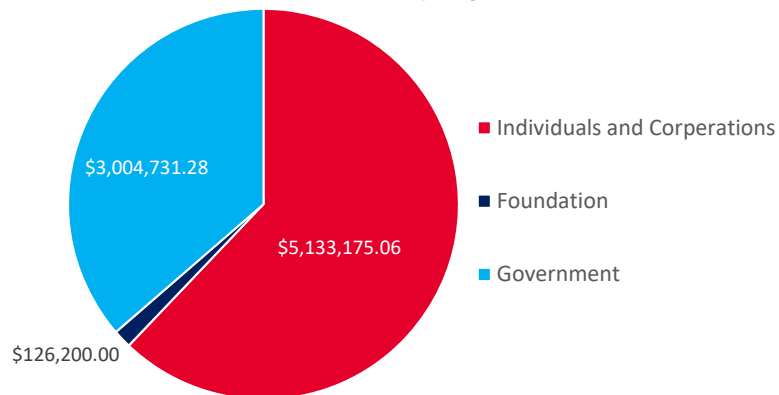
- Full-service kitchen and dining room
- Private bathrooms in each room
- Laundry facilities
- Community rooms
- Success closet
- Community garden
- Outdoor family spaces



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PUBLIC & PRIVATE INVESTMENT FY 2019



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EQUAL ACCESS POLICY WITHIN ALL SALVATION ARMY PROGRAMS

"Homeless individuals of all ages and families with children, and those who are at risk of homelessness, should have safe, accessible and affordable assistance, housing, and the support services necessary to maintain that housing, in a manner free for discrimination; therefore, The Salvation Army policy is that we will not make any policy nor take any action that will knowingly result in discrimination against anyone on the grounds of race, creed, color, gender, sexual orientation, gender identity or expression, disability, national origin, age, familial composition, marital status, military discharge status, or religious preference."



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THANK YOU FOR YOUR ONGOING SUPPORT!



New Austin Area Command