



Recommendation for Action

File #: 20-3734, **Agenda Item #:** 27.

12/10/2020

Posting Language

Ratify a contract with Alliance Work Partners for a total of \$500,000 to provide a COVID-19 Health and Wellness Support Line offering short-term counseling and support to Austin workers and families whose mental health has been impacted by the COVID-19 pandemic.

Lead Department

Economic Development.

Fiscal Note

This item has no fiscal impact.

Prior Council Action:

[Resolution No. 20200604-040 <https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.austintexas.gov%2Fdepartment%2Fcity-council%2F2020%2F20200604-reg.htm%23040&data=04%7C01%7CJoAnn.Fabian%40austintexas.gov%7C825d7da9309942c2b50b08d8909c64a4%7C5c5e19f6a6ab4b45b1d0be4608a9a67f%7C0%7C0%7C637418348657236447%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLjBtIl6lk1haWwiLCJXVCi6Mn0%3D%7C1000&sdata=vzG6FwoV32d5yljk02teL8b4h9BAAzmDS9h6u%2FBmz3Y%3D&reserved=0>](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.austintexas.gov%2Fdepartment%2Fcity-council%2F2020%2F20200604-reg.htm%23040&data=04%7C01%7CJoAnn.Fabian%40austintexas.gov%7C825d7da9309942c2b50b08d8909c64a4%7C5c5e19f6a6ab4b45b1d0be4608a9a67f%7C0%7C0%7C637418348657236447%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLjBtIl6lk1haWwiLCJXVCi6Mn0%3D%7C1000&sdata=vzG6FwoV32d5yljk02teL8b4h9BAAzmDS9h6u%2FBmz3Y%3D&reserved=0) - Council adopted the COVID-19 Spending Framework that allocated \$1.5 million to expand access to counseling services for workers with COVID-19 related mental health challenges (Employee Medical Assistance Program). The funds are targeted to low- and moderate-income employees in customer-facing industries (e.g., food service, retail, and personal services).

For More Information:

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Additional Backup Information:

[Alliance Work Partners <https://www.awpnw.com/main/>](https://www.awpnw.com/main/) started providing access to a COVID-19 Health and Wellness Support Line providing short-term counseling and support to Austin workers and families whose mental health has been impacted by the COVID-19 pandemic on November 23, 2020. Residents living in an [Austin City Council District <https://www.austintexas.gov/page/city-council-district-map>](https://www.austintexas.gov/page/city-council-district-map) can speak with a counselor from Alliance Work Partners through a confidential 24-hour support line through December 30, 2020. Services are free and available in over 150 languages.

Alliance Work Partners' counselors support individuals experiencing stress, depression, anxiety, domestic violence, alcohol and drug abuse/dependency, marital and family issues, and more. Counselors also provide resources and referrals for various needs, including childcare, eldercare, legal, and financial support. Additionally, Alliance Work Partners will work as needed with Integral Care to ensure seamless delivery of services in a crisis and emergency. Low- and moderate-income employees and former employees working in customer-facing industries, like food and beverage services, retail, hospitality, and personal services (i.e., barbershops, salons, residential cleaning, etc.) are highly encouraged to access these free resources.

There is no ongoing administration fee for this contract and includes both case rates for customers served per phone call, and a one-time initial set up fee of \$37,500.

Strategic Outcome(s):

Economic Opportunity and Affordability.