



# Update on Homeless Response Efforts

## Health and Human Services Commission

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# Briefing Topics

- ❖ ProLodges: COVID-19 Protective Lodging
- ❖ Hotel Conversion Strategy
- ❖ Winter Storm Uri
- ❖ Guided Path Pilot Overview
- ❖ HEAL Resolution
- ❖ On the Horizon
- ❖ Questions

# COVID-19 ProLodges

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## **Purpose**

- ProLodges are a public health intervention in response to the COVID-19 pandemic.
- Temporary sheltering setting to allow for safe social distancing of individuals at high risk of severe illness and hospitalization due to the virus.
- ProLodges are not homeless shelters, though most guests are experiencing homelessness

## **On-Site Services:**

- On-site & telehealth appointments with CommUnityCare's Mobile Medical Team
- Behavioral health services and peer specialist services
- Connections to other services for health, wellness, basic needs
- 3 meals a day, security, trash pick-up, and laundry services

# ProLodge Updates

## **Census & Capacity**

Current Census: 206 individuals

Global Capacity: 340 rooms

Rooms Offline:

- PL5 (Rodeway Inn) Renovations (~30 rooms)
- PL3 Repairs post-Uri
- Consolidation/Demobilization Planning

## **Total ProLodge Exits: 405**

Exits to Housing: 186

Exits to Healthcare facility: 10

Exits to Shelter: 16

Other Exits: 96

No Exit interview: 97

# ProLodge Re-Housing Efforts

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## **Status**

Re-Housed to Date - 186

Enrolled in Housing Program – 111 households

Waiting on Housing Program Referral – 84 households

## **Housing Programs**

Rapid Rehousing and PSH: Family Eldercare, Downtown Austin Community Court, Salvation Army, Caritas, Front Steps, Veterans Administration, Integral Care, others

## **Long-Term Housing Vouchers**

HACA (Housing Authority of the City of Austin) prioritized 100 new housing vouchers for people staying at ProLodges

# Hotel Conversion Strategy

## Properties

- **Rodeway Inn (owned)**
  - 87 rooms
  - Occupied as ProLodge
  - Interior Renovations nearing completion
- **Country Inn (owned):**
  - Occupied as ProLodge
- **Candlewood Suites: Under Contract**
- **Texas Bungalows: Under Contract**
  
- **Operation/Service Contracts**
- **Project-Based Vouchers**
- **Resources for Future Acquisitions**

# Winter Storm Uri: Cold Weather Shelters

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- City of Austin's Cold Weather Shelters were activated for nightly sheltering on Thursday, February 11<sup>th</sup> (3 Recreation Centers activated, max capacity 195)
- Effective Friday, February 12<sup>th</sup>, shelters moved to 24/7 operations
- Palmer Event Center was opened as a Warming Center on Saturday, February 13<sup>th</sup>, remaining open and immediately transitioning to a 24/7 Shelter (Max census ~ 450)
- As additional shelters at churches, schools and other locations closed, guests were offered the option to transfer to Palmer, which stayed open for 14 days
- A team of social workers from the City, Travis County and Integral Care (with help from multiple partners) provided triage case management, administered Coordinated Assessments, and connected people to resources

# Winter Storm Uri

*Palmer Events*

*Center:*

*Known Exits*

Community/Homeless	41
Boarding Home	26
Own Housing/Apt	23
No Follow-Up w/ Social Services	22
ProLodge	11
Relative/Friend Housing/Apt	10
Hotel	9
Sober/Recovery Housing	5
Greyhound Bus	5
Criminal Trespass Warning & Discharged	4
Hospital	2
15 Street Respite - Integral Care	2
Salvation Army W/C Shelter	1
VA Housing	1
Trinity Center	1
Mobile Loaves and Fishes	1
	<b>164</b>



# Guided Path Pilot: October 2019



**Maintain the public space** outside the ARCH and Salvation Army utilizing inclusive public space management techniques



**Reduce the health and safety risks** to individuals living in the encampment while providing a pathway to housing



**Utilize existing resources** from City contracts and identify gaps in resources sufficient to meet the housing needs of all interested participants



**Implement lessons learned** to refine processes and practices to ensure success and iteration of future encampment strategies

# Guided Path Pilot

## Outreach, Assessment & Services

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Outreach teams administered a short **survey** to individuals living in the encampment and a **By Name List** (BNL) was created

**Shelter beds were immediately offered** within limited emergency shelter space (approximately 41 spots for various populations)

Shelter providers **waived policies** that could hinder entrance / **Storage** resources were offered

Navigation center services popped up inside of the ARCH for **triage case management and navigation** to mainstream resources

**Services** provided: Peer supports, Substance use treatment, Case management, Transportation, Employment, Pet services, Respite

# Guided Path Pilot

## April 2021 Update

99 Individuals on Original By Name List

43 individuals moved into housing

- 12 w/ PSH
- 25 w/ RRH
- 6 w/ Other (such as family reunification, or self-resolution)

24 individuals enrolled in housing programs; 5 of the 24 are sheltering at ProLodges

9 individuals are not yet matched with programs for enrollment

23 individuals are “inactive”

- 14 individuals have not been seen since the initial survey
- 6 individuals in long-term incarceration
- 2 individuals passed away
- 1 individual left the area permanently

# HEAL Initiative Update

Outreach &  
Engagement

- Initial Assessment, Census, Relationship Building, Housing Offer

Temporary  
Shelter

- Dedicated single-site shelter; other temporary housing as available

Permanent  
Housing

- Primarily Rapid Rehousing, plus diversion and linkage to PSH

Voluntary  
Compliance  
Strategies

- Communication, Built Environment & Amenities, Events, Perimeter Control

For more detailed updates, see April 6, 2021 Council Work Session presentation linked here: <http://austintexas.gov/department/city-council/2021/20210406-wrk.htm>

# HEAL Initiative Preliminary Phase I Budget

HOUSING & SERVICES	ESTIMATED AMOUNT	ANTICIPATED SOURCE
Encampment Outreach & Engagement	\$400,000	APH FY21 New Budget Allocation
Temporary Shelter	\$1,300,000	APH FY21 Budget (Re-allocation of S. Austin shelter operating funds)
Rapid Rehousing	\$2,600,000	APH FY21 New Budget Allocation
<b>TOTAL SERVICES</b>	<b>\$4,300,000</b>	

*\*\*Estimated costs and funding sources for signage, site improvements, events TBD*

# HEAL Initiative Phase 1 - Individual Encampment Timeline



# HEAL: Promoting Voluntary Compliance



## Temporary or permanent signage

Printed Materials  
Continued Street Outreach



## Built Environment

Landscaping – Plantings and hardscaping  
New Site Amenities (e.g. benches, personal storage lockers)



## Re-Activating the Space

On-site Services  
Temporary Art Installations  
Community Events



## Restricted Access

Temporary during site clean-up, improvement  
Permanent where other strategies are not feasible or effective



# Questions

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