



HEAL Initiative

Housing-Focused Encampment Assistance Link

Phase 2 Planning: Encampment Prioritization Criteria

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Homeless Strategy Officer
October 6, 2021

Housing-Focused Encampment Assistance Link (HEAL) Initiative Phase 2 Planning



Briefing Topics

- Draft Prioritization Criteria & Encampment Selection
- Next Steps HEAL Phase 2 Planning/Preparation
- Future Refinement/Process Improvement



Background

Housing-Focused Encampment Assistance Link (HEAL) Initiative

Resolution 2021-204-049, adopted February 4th, 2021: “To immediately house individuals, create a path to permanent housing and over time, eliminate the necessity for unsheltered camping in our city.”

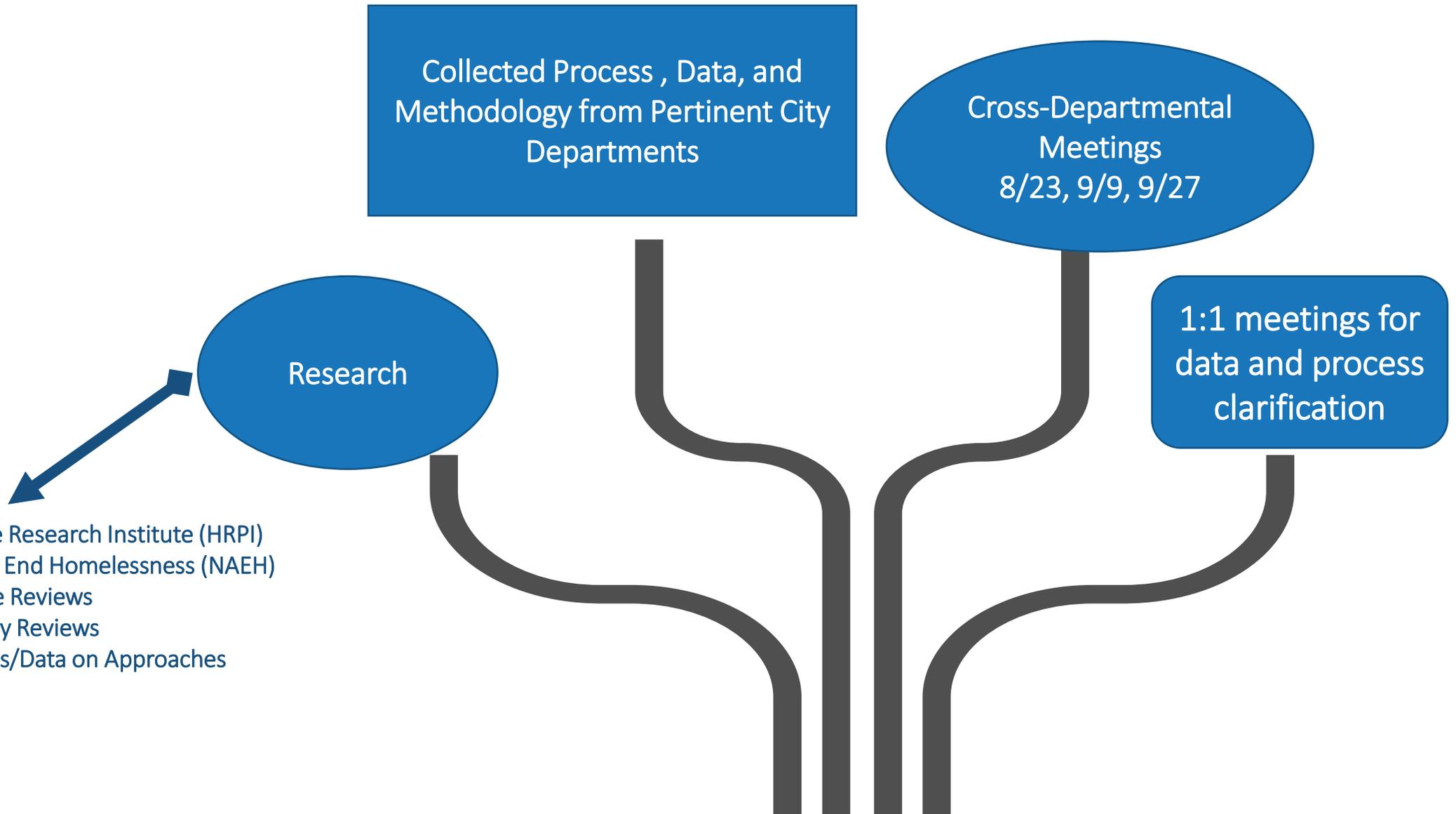
- Phase I: Four encampments with specific health and safety hazards
- Six-month timeline to plan, contract, and execute (extended by one month due to Winter Storm Uri)
- Staff directed to develop recommendations for future phases, including prioritization of sites
- Directed City Manager to identify \$3M for needed services

HEAL Phase I (April – September 2021)

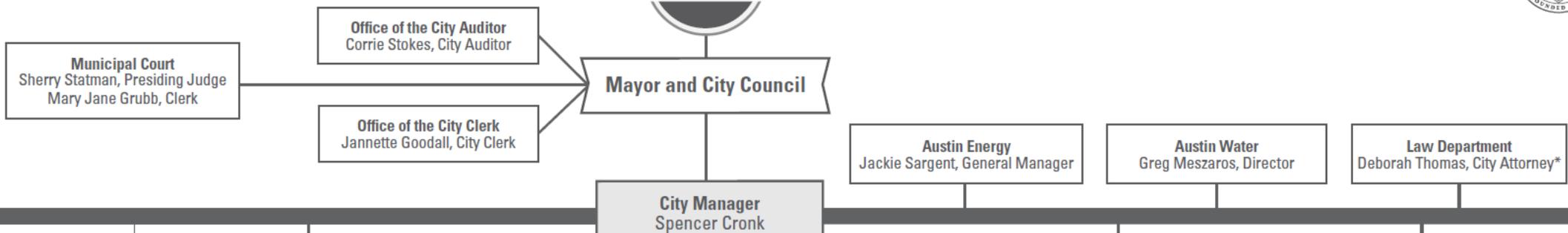
- ~ 150 individuals relocated from Terrazas Library (D3), Ben White/Menchaca (D5), Congress Avenue/Cesar Chavez (D9), 183/Oak Knoll (D8)
- Opened two new City of Austin bridge shelters: Southbridge (all HEAL), Northbridge (partial HEAL)
- Service Providers: Family Eldercare (RRH), Integral Care (RRH, HOST, shelter), Front Steps



Encampment Prioritization Criteria Development



- ✓ Homeless Response Research Institute (HRPI)
- ✓ National Alliance to End Homelessness (NAEH)
- ✓ Academic Literature Reviews
- ✓ Other Practice Policy Reviews
- ✓ Other City Processes/Data on Approaches



SAFETY

- Assistant City Manager
Rey Arellano
- Austin Code
José Roig
- Austin Fire
Joel Baker
- Austin Police
Joseph Chacon*
- Austin/Travis County
Medical Director
Dr. Mark Escott
- Austin/Travis County
Emergency Medical Services
Ernesto Rodriguez
- Downtown Austin
Community Court
Pete Valdez
- Forensic Science
Dr. Dana Kadavy
- Homeland Security &
Emergency Management
Juan Ortiz
- Information Security
Shirley Erp
- Watershed Protection
Jorge Morales

HEALTH & ENVIRONMENT

CULTURE & LIFELONG LEARNING

- Assistant City Manager
Stephanie Hayden-Howard
- Animal Services
Don Bland
- Austin Parks & Recreation
Kimberly McNeeley
- Austin Public Health
Adrienne Sturup*
- Austin Public Library
Roosevelt Weeks
- Austin Resource Recovery
Ken Snipes
- Sustainability
Lucia Athens

Homeless Strategy Officer
Dianna Grey

Police Oversight
Farah Muscadin

GOVERNMENT THAT WORKS FOR ALL

Deputy City Manager
Anne Morgan*

- Building Services
Darrell Alexander
- Center of Excellence & Innovation
Kimberly Olivares*
- Civil Rights
Carol Johnson
- Communications & Public Information
Jessica King*
- Communications & Technology Management
Chris Stewart
- Equity
Brion Oaks
- Innovation
Daniel Culotta*
- Performance Management
Alyson Fultz*
- Financial Services
Ed Van Eenoo
- Human Resources
Joya Hayes
- Intergovernmental Relations
Brie Franco
- Labor Relations
Deven Desai
- Budget
Kerri Lang*
- Capital Contracting
Rolando Fernandez
- Controller
Marija Jukic*
- Purchasing
James Scarboro
- Telecommunications & Regulatory Affairs
Rondella Hawkins
- Treasury
Belinda Weaver

MOBILITY

- Assistant City Manager
Gina Fiandaca
- Austin Transportation
Robert Spillar
- Aviation
Jacqueline Yaft
- Corridor Program Implementation
Mike Trimble
- Fleet Mobility
Jennifer Walls
- Project Connect
Annick Beaudet
- Public Works
Richard Mendoza

ECONOMIC OPPORTUNITY & AFFORDABILITY

- Assistant City Manager
J. Rodney Gonzales
- Austin Convention Center
Trisha Tatro*
- Development Services
Denise Lucas
- Economic Development
Synnovia Holt-Rabb*
- Housing & Planning
Rosie Truelove
- Real Estate Services
Michael Gates*
- Small & Minority Business Resources
Edward Campos*
- Chief Recovery Officer
Veronica Briseño*

OUR VISION:

Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its community members; and where the necessities of life are affordable and accessible to all.

CITY OF AUSTIN STRATEGIC DIRECTION

* Interim role

Observations



1. Data collected on various, often, departmental “unique” platforms
2. Most data collected visible only to that individual system / department
3. Several departments utilize GIS to tag locations
4. Several departments utilize a rating system
5. 311-driven prioritization may present equity issues



Encampment Information Sources



Department	Primary Referral Sources			Data & Assessment Tools			Information Type		Notes
	311	911	Field Staff	Written Tool	Rating System	GIS Data	Individual	Site	
Austin Fire Department	✓	✓				✓			Fire and Safety Risks
Austin Police Department	✓	✓				✓	✓		Focus on reported criminal activity and enforcement of
Parks and Recreation Department	✓		✓	✓	✓	✓	✓	✓	Capacity to make referral to HOST via system
Austin Transportation Department	✓			✓		✓		✓	Data on pedestrian/vehicular accidents from Vision Zero
Austin Resource Recovery	✓			✓		✓		✓	Assessment from requests for services
Public Works	✓		✓	✓				✓	Information from both regular clean-ups and requested services
HOST	✓		✓	✓			✓		Referral portal, individual level data
Watershed Protection Department			✓	✓	✓	✓		✓	Flood Risk

DRAFT

HEAL Prioritization Tool Categories



Basic Information

- Location Address
- Geo tag
- Photos
- Date Assessed
- Department/Staff

General Conditions

- Estimated # of Persons
- Estimated # of Tents
- Occupied Vehicle(s)
- Built Structures
- Proximity to other uses
- Abandoned Vehicle(s)

Public Health

- High-Risk Health Conditions
- Minors Present
- Pregnant Persons Present
- Access to Potable Water
- Access to Hygiene Resources
- Unsafe Syringe Disposal
- Evidence of Rodents
- Evidence Human Waste
- Accumulated Trash
- Dumping
- Risk of Victimization
- EMS Access
- ARR Access

Public Safety

- Flood Risk Level
- Wildfire Risk Level
- Combustible Materials Present
- Observed Fire Activity
- Risk to Public Infrastructure
- Pedestrian Pathway Risk
- Vehicle Pathway Risk
- Traffic Visibility Risk
- First Responder Access

Risk Ratings:

1- Not Observed, 2-Minor Risk Factors, 3-Modest Risk Factors, 4- Significant Risk Factors, 5-Imminent Danger

HEAL Phase II Encampment Prioritization: Next Steps



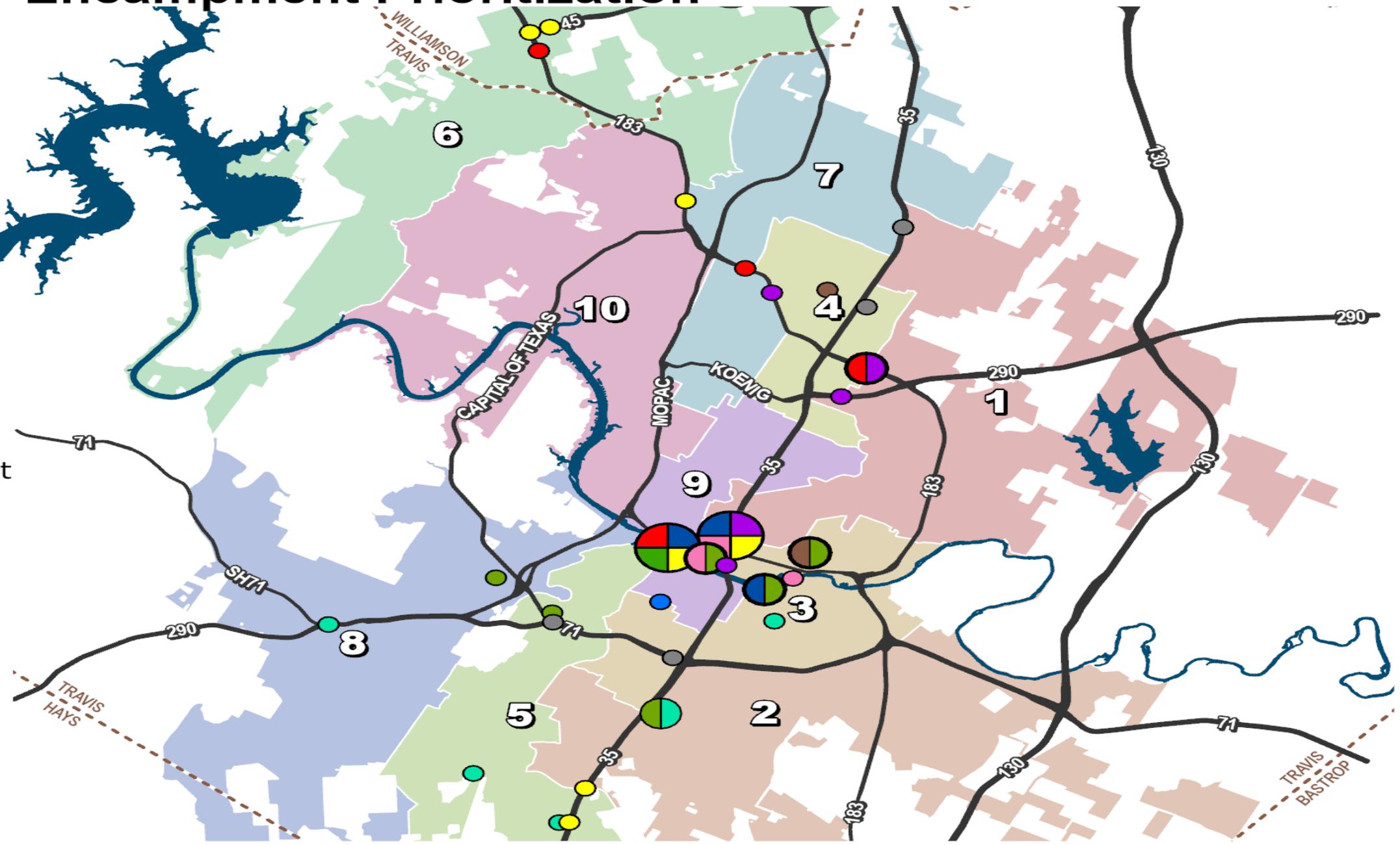
Immediate Next Steps

- Assign preliminary point scoring
- Create basic mobile tool 1.0
- 'Beta-test' in 6-10 high-need encampments, as identified by cross-departmental group
- Based on user feedback prioritization, refine tool & scoring, identify Phase 2 encampments

A screenshot of a web-based survey form. The browser address bar shows a URL ending in "responsePage.aspx?id=9hleXKumRUux0L5GCKmmfyxZvDZu9ilLnajd1uu...". The form contains several questions with radio button options. Question 23 asks "Rodents or Droppings?" with "Yes" and "No" options. Question 24 asks "10(a) Endangered Species Land Tract" with "Yes" and "No" options. Question 25 is a Likert scale titled "Rate General Concerns" with five columns: "Not Observed", "Low", "Moderate", "High", and "Immediate Concern". The rows of concerns include Crime, Traffic Safety, Water Quality, Wildfire, Trash and Debris, Proximity Schools and Daycares, Proximity Residences, Proximity Business, Flood Risk, Damaged Trees, Plants, Landscaping, Occupant Behavior, and Occupant Physical Condition / Health. Question 26 is "Photos Series 1 (upload up to 10) (Non-anonymous question)" with an "Upload file" button. The Windows taskbar is visible at the bottom.



Encampment Prioritization



Department

- AFD
- APD
- APL
- ARR
- ATD
- HOST
- PARD
- PWD
- WPD

HEAL Phase II Encampment Prioritization: Next Steps



ResponsePage.aspx?id=9hleXKumRUux0L5GCKmmfyxZvDZu9iilLnajd1uu...

23. Rodents or Droppings?

Yes

No

24. 10(a) Endangered Species Land Tract

Yes

No

25. Rate General Concerns

	Not Observed	Low	Moderate	High	Immediate Concern
Crime	<input type="radio"/>				
Traffic Safety	<input type="radio"/>				
Water Quality	<input type="radio"/>				
Wildfire	<input type="radio"/>				
Trash and Debris	<input type="radio"/>				
Proximity Schools and Daycares	<input type="radio"/>				
Proximity Residences	<input type="radio"/>				
Proximity Business	<input type="radio"/>				
Flood Risk	<input type="radio"/>				
Damaged Trees, Plants, Landscaping	<input type="radio"/>				
Occupant Behavior	<input type="radio"/>				
Occupant Physical Condition / Health	<input type="radio"/>				

26. Photos Series 1 (upload up to 10) (Non-anonymous question)

Upload file

Future Development/Improvement

- Operationalize regular updates
- Regular assessment of utility and efficacy
- Revisions based on user feedback, demographics, geographic distribution.
- GIS functionality
- Integration into various departmental tools



Other HEAL Planning & Preparation

October/November 2021

- Expand existing Rapid Rehousing contract(s) by ~ \$1.5M to accommodate both current and future HEAL clients
- Hire HSD Program Manager & other positions

By Year-End

- Release solicitation for additional housing services
- Assess adequacy of bridge shelter capacity
- Continued development of reporting and process improvement

Discussion:

