



Homeless Strategy Division Updates

Public Health Committee
November 9, 2021

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Briefing Topics



Community Engagement on ARPA
Homeless Response System
Investments



HEAL Initiative



Updates from Downtown Austin
Community Court

ARPA Spending Framework Engagement Timeline

August 30

Prioritization survey distributed to the Austin Homelessness Advisory Council by DACC.

September 13

Austin Homelessness Advisory Council returns survey to DACC.

October 11

SpeakUp! Austin ARPA engagement survey is launched.

October 14

Homeless Strategy Division holds first public engagement session with DACC, HPD, PIO.

October 18

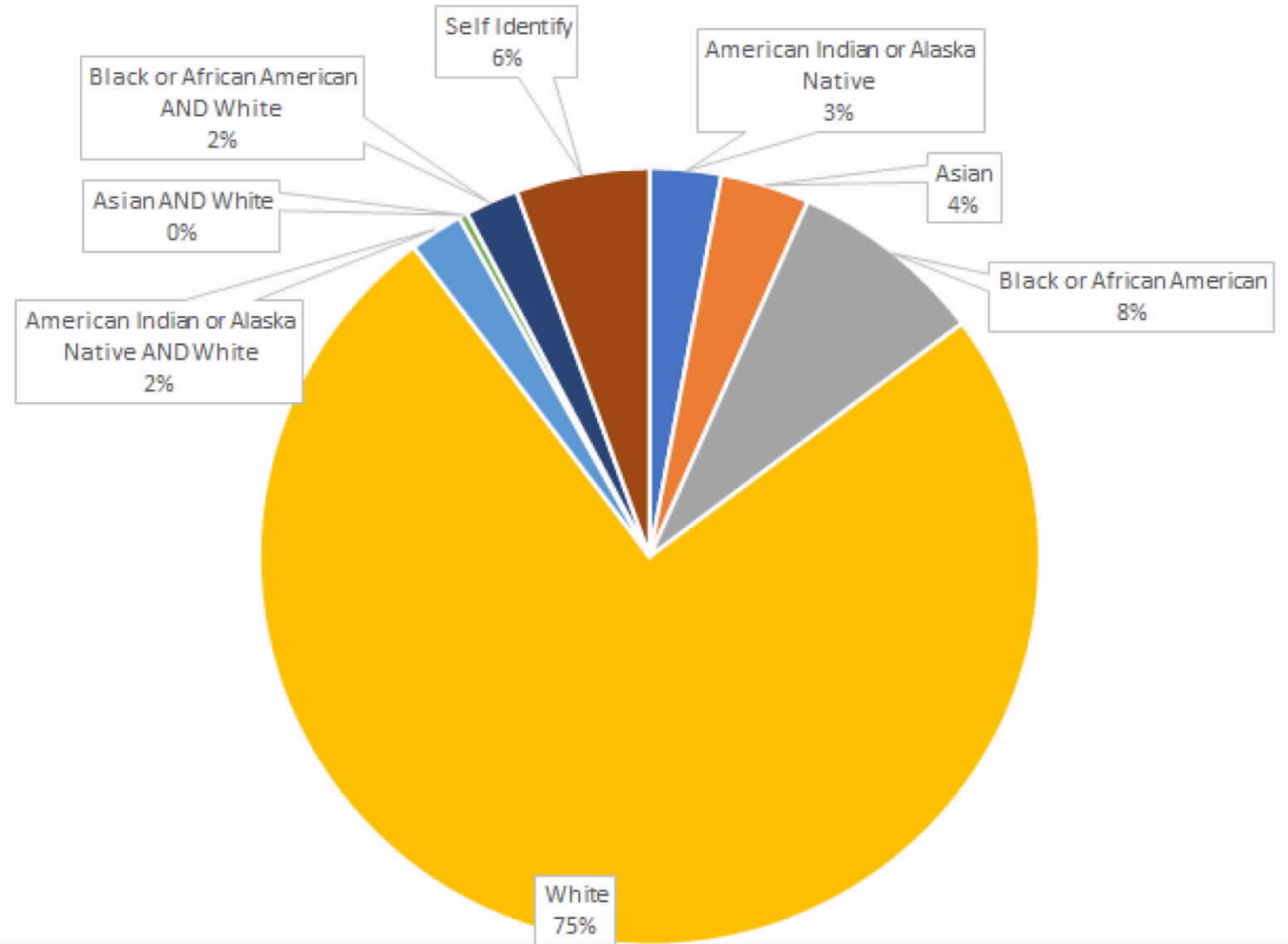
Homeless Strategy Division holds second public engagement session with DACC, HPD, PIO.

October 27

SpeakUp! Austin survey closes.

Survey Demographics

- 277 responses
- Representation across all zip codes and Council districts
- Overrepresented for white respondents, as compared to the overall population
- Hispanic (ethnicity) underrepresented in respondents, as compared to overall population
- Close to 18 % are now experiencing homelessness or have past lived experience



Key Survey Findings

Investment Priorities

50% favor a balanced approach to investments in both shelter and housing.

30% prefer investments in long term housing and supportive services that will help people remain housed.

20% prefer investments in short-term crisis services.

75% favor moderate to significant increases in core housing programs such as RRH and PSH

71% favor moderate to significant increases in capital investments

Key Survey Findings

Communications and Transparency

25% report knowing how to find accurate and timely information about our community's progress to end homelessness

78% would like to get updates through the homelessness web page, email and social media

71% would like to receive monthly updates

Austin Homelessness Advisory Council (AHAC) Survey

Top Priorities of People with Lived Experience



- Permanent Supportive Housing (PSH) Units
- Deeply Affordable Units
- Tiny Home Communities



- SNAP
- Water & Food Distribution to Encampments
- Walk-Up Prepared Meals



- Medical Access Program (MAP)
- Out-Patient Mental Health Services
- Transportation To/From Appointments

Key Themes from Virtual Public Meetings

- Concerns about public camping ban enforcement, displacing people from encampments with limited access to shelter, housing and other core services.
- Current gaps in the system and the challenges to building capacity throughout.
- Calls for immediate response to crisis situation; concern about longer-term timeline of the Summit plan.
- Support for additional investments in mental health and substance abuse.

Budget Changes Based on Engagement and Other Factors



Crisis

\$3.8M for additional shelter, transition support



System Capacity Building

\$1.0M Equity (new line item): +\$1.0M

\$1.2M Innovation (new line item): +\$1.2M

\$500K- Provider Capacity Building

\$500K – System Oversight and Enhancement

\$300K Communications: +\$300K



Other Supportive Services

\$100k – Mental Health/Substance Use

ARPA Budget Changes Based on Engagement, Other Factors



Core Housing Programs

Rapid Rehousing - \$2.5M



Building New Housing Units

Permanent Supportive Housing - \$3.9M

Rapid Rehousing - \$1.0M

Next Steps

Enhancing Community Engagement and Communication

Hiring permanent community engagement and public information staff

Sustained engagement through:

- Homeless Response System Leadership Council
- Austin Homelessness Advisory Council
- Other stakeholder, community and provider groups

Begin holding quarterly update meetings for the community

Regular Email updates



HEAL Phase 2

HEAL Timeline

February 4, 2021

Council adopted Resolution 2021-204-049 – “To immediately house individuals, create a path to permanent housing

and over time, eliminate the necessity for unsheltered camping in our city.”

- *Six-month timeline to plan, contract, and execute*
- *Staff directed to develop recommendations for future phases, including prioritization of sites*
- *Directed City Manager to identify \$3M for needed services*

April – September 2021

- 140 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

November – Begin Phase Two

Preparing for Phase Two - HEAL Encampment Assessments

Between Oct. 22 - Nov. 1, Homeless Strategy Office evaluated and scored 11 encampments in partnership with city partners using the new digital tool.

- Austin Fire Department
- APD
- HOST
- Austin Resource Recovery
- Parks & Recreation
- Watershed Protection
- Travis County Constables



HEAL Encampment Assessments

34 objective and
subjective questions

Incorporates scores
on 44 different
factors

33. Subjective: Rate General Concerns

	Not Observed or Unknown	Low	Moderate	High
Crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash and Debris	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flood Risk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged Trees, Plants, Landscaping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerning Population Behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Population Physical Condition / Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Criteria Utilized in Assessments

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

HEAL Encampment Assessments

- Methodology designed to scale by providing adequate differentiation between the many encampments.
- Scores may range from very low severity to high severity and need for urgent response.
- Adjustments may be made to criteria and weighting as the tool is utilized and development continues.

Encampment	Severity Score
A	21.92
B	21.11
C	15.4
D	13.29
E	13.06
F	12.59
G	12.48
H	11.62
I	10.28
J	9.79
K	9.28



Next Steps

- Prepare for intake of next encampment to bridge shelter before Thanksgiving
- Continue assessments as we build awareness of emerging public space management and occupant safety needs.
- Continue development of assessment tool to incorporate geographic information system (GIS) functionality.



Next Steps

- Expand existing Rapid Rehousing contract to \$1.5 million to accommodate current HEAL clients and next encampments
- Assess bridge shelter capacity and explore other housing interventions for HEAL clients
- Solicitation for additional Rapid Rehousing and other services with ARPA funding
- Launch of encampment project with the Office of Performance Management



DACC Updates

DACC – Case Management Services

Intensive Case Management Services

- Primarily mobile and community based
- Housing-focused, person-centered approach
- 300+ individuals on wait list for services

Walk-In Services

- Uninterrupted during pandemic – 15,740 from Mar. 2020 to Sept. 2021
- Connects individuals to basic needs, identification documents, resource navigation

Six ESG-CV Grant-Funded Clinical Case Managers

- Serving individuals from Protective Lodges to prevent return to homelessness
- Will case manage and connect 100 individuals to housing over 2-year period
- Funding expires September 30, 2022

Proposition B/State Camping Ban Response & Community Services

Proposition B & State Camping Ban Approach

- Individuals cited throughout the City of Austin may be magistrated through DACC instead of being booked into jail – allows for connection to social services
- As of October 29, 2021, 138 cases have been filed at DACC or Austin Municipal Court

Violet KeepSafe Storage

- Expanded hours to 7:00am-7:00pm, 7 days a week
- 350 bins at capacity; currently 301 bins being used
- Service provided onsite when individuals are moving from encampments; provides opportunity to store personal belongings and enroll in program

Homeless Health and Wellness Center Program

- Connects high-needs individuals referred by DACC & HOST to case management
- Capacity to serve 100 individuals

Discussion