

## Program Work Statement

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### *Program Goals and Objectives*

#### Standards:

1. Navigation Center Board, Director, and street outreach staff are expected to work effectively with non-profit, health, homeless and social service providers.
2. Navigation Center Board, Director, and street outreach staff are expected to work effectively with members of the broader community, including neighborhood schools, businesses, and residents. However, communications must not reveal confidential details regarding any particular individual or services rendered unless there is consent by the unsheltered person to do so.

#### Process Measures:

Sunrise is committed to being a good neighbor and building positive relationships with the surrounding community near its Hub Navigation Center location. Sunrise and the City of Austin will use the following measures and activities to assess how well the standards are being met and any additional assistance that may be needed from the City to address issues that are beyond the ability of Sunrise to impact.

1. Staff funded through this contract are not intended to create additional foot traffic to the Sunrise Hub day center. The majority of positions funded by this contract will be based remotely or based out of the Sunrise downtown office. Positions related to the Hub location are intended to increase Sunrise organizational capacity to manage operations and decrease wait times, therefore moving clients on and off property quicker.
2. Sunrise has a Community Grievance Policy in place to ensure all complaints are taken seriously and dealt with in a manner that is fair, urgent, and consistent. Sunrise will make information about complaints available to the City upon request, will share information with school and community members if appropriate, and will request assistance from the City with complaints that relate to issues that occur off Sunrise property.
3. Sunrise representatives will participate in community meetings, discussions, panels, or other community events that Sunrise is invited to when they are logistically able to.
4. The Sunrise Director will meet at least monthly with the Joslin Elementary School Principal, the PTA School President and other key school leadership and the President of the Western Trails NA and other key community members. This community workgroup will meet monthly during the first six months of the contract or as often as useful to collaboratively share information and problem-solve for issues in the area.
5. Sunrise is willing to engage in discussions with the City of Austin about potential changes to the property that could beautify or positively impact surrounding neighbors, with resources from the City. Any proposed or City-funded property changes would be presented to the above community workgroup for feedback before being presented to City Council.
6. Sunrise will participate in any requested city-led workgroups to develop longer-term options for assisting Sunrise in providing much needed and innovative Mobile outreach, Hotline call center, and Hub day center services as part of a broader strategy in our city. The workgroup may consider a range of options that may mitigate the burden on any one center by creating strategies and solutions that may make sense for Sunrise, the City and other partners to adopt a cohesive and effective strategy based on the Sunrise innovative multi-access-point framework.

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7. Sunrise will work collaboratively with internal and external City partners to use Sunrise experience to help evaluate the best approach to connecting people living unsheltered to needed services, considering Mobile Outreach, Hotline, and/or navigation centers. The collaborative will identify options for funding to support services identified as most effective.

Sunrise will conduct weekly outreach at encampments and or gate locations, including Hotline calls. In addition, lead annual Overnight Mass Assessment events in the downtown area as individuals emerge from daytime hiding spots. This will also build trust and rapport with those experiencing homelessness, as well as creating on-going partnerships with organizations. Sunrise will map encampment locations, plot where people reside and track movements as Prop B enforcement continues. Sunrise will provide Coordinated Assessments and housing navigation to identify the needs of each camp and complete proper documentation to make referrals to partner agencies that can assist with various basic needs. Clients will also be seen by a wellness coordinator and referred to other appropriate services. In addition, facilitate connection with their medical or mental health case manager.

### **Program Clients Served**

Clients served in this program will be people experiencing homelessness or those at risk of experiencing homelessness. Client eligibility will be determined by the following factors: Anyone who meets the HUD Category 1: Literally Homeless or Category 4: Fleeing/Attempting to Flee Domestic Violence definitions of Homelessness AND located in Travis County may complete a Coordinated Assessment (CA). Some living situations may qualify for an exception, but the following list is used as an example and is not limited: Couch surfing/doubled up; Living in a hotel (not paid for by charitable organizations) for longer than 7 days with friends/family; Living in a boarding home/shared housing/halfway house/sober living/nursing home; Institutionalized for longer than 90 days; Anyone who is assessed via the API; Eligibility for a CA will be ultimately determined by a licensed certified coordinated assessment staff member; Client eligibility will be documented in the HMIS.

### **Program Services and Delivery**

Navigation directly to individuals and families who are experiencing homelessness in the Austin metro area. Services include but are not limited to humanitarian aid, coordinated assessments, physical and mental health wellness, substance abuse support, harm reduction, housing interventions, benefits enrollment and connections to other Sunrise programs and services. Sunrise Navigation team will provide in depth services for clients, such as but not limited to; locating individuals and obtaining paperwork or identification for those who have been referred to various housing programs. Sunrise staff also assists individuals with vouchers who have limited or no case management and connects them to community programs like Community First! The Village Wellness Coordinator provides the lowest barrier, most supportive and most integrated delivery of behavioral health services through the Sunrise Hub, Mobile, Hotline, Housing programs. Services include but are not limited to; medication storage and management, connecting clients to mental health care, making and hosting behavioral health appointments, substance abuse treatment offerings, OSAR screenings, harm reduction, etc.

### **System for Collecting and Reporting Program Data**

Sunrise Hotline Call Center team will provide Housing Navigation and resources over the phone and text for individuals and families who are experiencing homelessness in the Austin metro area. Services offered include but are not limited to coordinated assessments, housing interventions, and connections to other Sunrise programs and services. Sunrise Mobile Outreach team will bring resources and Housing NClient data relating to this project will be tracked by the appropriate staff member using an internal HIPAA protected database, HMIS, and if clients are enrolled in Sunrise PSH program, physical personnel files. Client data will be collected weekly and shared with Sunrise leadership. Client data will

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be reviewed monthly by Sunrise leadership. Data related to COA contract will be reported by the Contract Manager. Key data metrics Sunrise tracks include but are not limited to; coordinated assessments, unduplicated of clients served, housing placement, housing stability, medication compliance, productive engagement with partner agencies and qualitative measures of client well being.

### **Performance Evaluation**

Program performance will be evaluated by the appropriate staff on a weekly basis through data analysis. Program performance evaluation will also include surveying clients and staff annually or upon exit of the program. Sunrise leadership reviews key data performance measures quarterly to evaluate progress towards meeting program goals and to determine if the programs design is effective. Program trends will be identified to find correlations between services rendered and positive outcomes for clients with the stated goal of increased efficacy of outcome for the target population.

### **Quality Improvement**

Program improvements will be identified through client, staff, and partner feedback solicited and unsolicited. Program improvements will be discussed weekly in the appropriate Lead and Director meetings. Program improvements that need additional discussion will be brought to monthly All Lead meetings that includes all organizational leadership. Activities to overcome program challenges include but are not limited to; increased staff support, increased client support, collaboration across partner agencies, etc. To ensure corrective actions have been effective, the Sunrise Director will meet with the programs Housing Lead on a weekly basis to discuss performance, improvements, and corrective actions.

Sunrise is committed to being a good neighbor and building positive relationships with the surrounding community near its Hub day center location. Community members may include but are not limited to neighbors, associations, schools, volunteers, donors, and partners. Sunrise has a Community Grievance Policy in place to ensure all perceived complaints are taken seriously and dealt with in a manner that is fair, urgent, and consistent. Sunrise representatives will participate in community meetings, discussions, panels, or other community events Sunrise is invited to when they are logistically able to.

Additionally, in collaboration with the Office of Violence Prevention, Sunrise has a dedicated employee identified for crisis intervention that occurs on our property, crisis intervention training, and crisis prevention. Sunrise is continually engaging in innovative solutions that will help the whole community serving people experiencing homelessness that will relieve the burden of in-person day center operations, such as the Sunrise Hotline call center and Mobile outreach program.

### **Service Coordination with Other Agencies**

Austin Area Urban League, SAFE, Vivent, AIDS Health Foundation, Thift-Ish, Front Steps, THRA, LINC, Charlie Center, Trinity Center, ECHO, DACC, Caritas, Family Eldercare, VA and more as well as frequent partnering with the City of Austin Homeless Services Department and HOST around issues of homelessness around Austin. Sunrise is usually the primary contributor in any community wide meeting. Thanks to Sunrise mail service, all of Sunrise teams sign clients up for SNAP Food benefits roughly 10 15 applications per day go through Sunrise various streams. In addition, Sunrise new SOAR case worker helps people access their Social Security benefits. Sunrise also has MAP signups on site at Sunrise Hub location twice a week. One of Sunrise's newest programs, Mobile Outreach and Hotline calls, has already served in partnership with Charlie Center, ARCH, Caritas, Travis County Constable Precinct 3, APD, Christ Church of Austin, First Baptist Church of Austin, Little Petal Alliance, Angel House, Our Shared Kitchen, Austin Community College, Travis County Public Defender, SAFE, Integral Care, Lifeworks, Austin Urban League, Psychiatric Emergency Services, Community Health

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Paramedics, Veterans Affairs, Central Texas Foodbank, MAP, UT Medical and Pharmaceutical Schools, TOOF, Capital Area Food, CARE, Mobile Library, Mission Accomplished Laundry, Miracle Message, Community Health Paramedics, Walgreens Vaccine Clinics and more. Sunrise can be their connection point so that services are distributed more broadly, equitably, efficiently, and effectively. Sunrise Mobile team has agreements with the ARCH, Caritas & Christ Church of Austin to use their spaces to do Mobile outreach on a regular basis downtown. Sunrise is preparing to not only be a presence in outreach work in downtown, south and far north parts of Austin, but lead in these areas by gathering outreach organizations, divvying up encampments and coalescing strategies across agencies. Additionally, Sunrise has a staff member who serves on Leadership Council, a staff member who serves on the City's Housing Investment Review Committee and a staff member who co chairs the Crisis Response Committee within the governance structure.

### **Service Collaboration with Subgrantees**

N/A

### **Community Planning Activities**

Sunrise is involved in a variety of ways in planning around the Homelessness Response System and specifically in the area of crisis response. Sunrise has an employee who sits on the Leadership Council, an employee who co-chairs the Crisis Response Committee of the Homelessness Response System, an employee who sits on the community's Housing Investment Review Committee and representatives on other various committees and workgroups, including PSH workgroup. Sunrise is a key contributor to community PSH and RRH bimonthly staffing. Sunrise also attends multi-agency outreach staffing meetings led by HOST, City of Austin, and Austin Street Outreach Collaborative. Sunrise also receives outreach referrals directly from the community on our website.