



Update on Austin's Resource Center for the Homeless

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Transition

- July 28, 2022 – Austin City Council authorized negotiation and execution of an agreement with Urban Alchemy to operate the Austin Resource Center Homeless(ARCH) shelter for a thirteen-and-a-half-month term, beginning August 15, 2022
 - Additional direction provided by Austin City Council
 - Contract was executed in the amount of \$4,100,007
- August 15, 2022 – September 30, 2022 – Six week transition period to overlap with the previous vendor.
- October 1, 2022 – Urban Alchemy - Full takeover of operations

Council Direction

1. Prioritizing re-hiring Front Steps staff to the extent reasonable:
 - Urban Alchemy completed its interviewing process and offered positions to 37 out of the 40 that were interested and hired 92% of those that were offered a position.
2. Quarterly Reports on Performance and Operations:
 - Initial report due 01/17/2023 and is under reviewed by staff
 - Reports contained data on the number of unduplicated clients served, the number and percentage of households residing in the shelter program who are receiving case management services, and the total number of bed-nights used
 - Additional reports will include the number of, and resolutions to, all client grievance reports and client satisfaction survey results.
3. Quarterly meetings with Homeless Response Leadership Council
 - Requirements added to program work statement and require agency to participate in quarterly meetings with HRS Leadership Council where updates can be provided, questions answered, and input provided on implementation of services.

Council Direction(continued)

3. Recipient should receive the guidance, mentorship, and other support necessary for them to be successful
 - Agency is working with the Homeless Strategy Division (HSD), ECHO, and other agencies within the Continuum of Care to help ensure high-quality services and a system-wide approach to addressing homelessness in alignment with the City's goals and priorities
 - Weekly and monthly coordination meetings between HSD, Austin Public Health (APH), and agency staff to discuss issues that may arise and to discuss operations
4. Agency will prominently display client grievance policies in the facility and include reports on the filing and resolution of client grievances to the City
 - Posting of grievance policies was included in the contract work statement and grievance reporting is due with quarterly reports
 - Copies of the agency's grievance policy were provided to APH as part of their contract set-up process.

Additional activities

- Clean up the exterior of the building
 - Ongoing
- Restructure the interior of the building
 - Reduction in staff space
 - Sleeping quarters
- Shift in hours and space for residents who are night workers
- Active relationship with Community Care and the need for respite beds
- APH conducted client satisfaction surveys in December 2022 at the ARCH
 - Data is being compiled

Emergency Contract – Shelter Feedback Surveys

Surveys were conducted in-person via tablets and paper surveys, as well as online via Google Forms

74 ARCH & 65 Southbridge residents were surveyed in December 2022

Surveys to be conducted quarterly

Question	ARCH	Southbridge
Do you feel safe while staying in shelter?	77% agree/strongly agree	91% agree/strongly agree
Are your needs being met? (e.g., food, clothing, storage, hygiene)	81% agree/strongly agree	91% agree/strongly agree
Is staff pointing you in the direction of housing?	65% agree/strongly agree	72% agree/strongly agree
Is staff treating you with respect, kindness, and professionalism?	89% agree/strongly agree	88% agree/strongly agree



Questions?
