




## MEMORANDUM

**TO:** Mayor and Council Members

**FROM:** Dianna Grey, Homeless Strategy Division 

**THROUGH:** Stephanie Hayden-Howard, Assistant City Manager

**DATE:** July 19, 2023

**SUBJECT:** Item #111 on 7/20/2023 Council Agenda

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Agenda Item # 111 on the July 20, 2023 City Council Meeting Agenda seeks authorization to negotiate and execute an agreement with Family Endeavors, Inc., dba Endeavors, to operate a temporary emergency homeless shelter located at a City-owned facility, for a 12-month term beginning August 1, 2023, in an amount not to exceed \$9,140,000.

This memo provides additional information about the organization recommended for award, the solicitation process, and the administration of this agreement once authorized for negotiation and execution by Austin City Council.

### Recommended Organization

Endeavors is a 54-year-old faith based national non-profit organization with a total annual budget of \$323,455,477 and approximately 10 years of experience operating a wide array of congregate and non-congregate shelter for persons experiencing homelessness, hurricane evacuees, migrants, and persons needing shelter during the COVID-19 pandemic.

Endeavors has provided shelter operations throughout Texas, including in the cities of Dallas, El Paso, San Antonio, and other locations. Facility operations have ranged in size and type from a 105-bed low-barrier non-congregate shelter to a 3,000-bed congregate shelter.

Endeavors was recommended by the evaluating team due to their ability to describe their experience with providing the services requested in the solicitation.

## **Solicitation for Services**

Austin Public Health issued a Request for Proposals (RFP) on May 12, 2023 seeking proposals from qualified social services providers with demonstrated experience in providing low-barrier Emergency Shelter to individuals and households experiencing homelessness, or providing crisis or other services to individuals and households experiencing homelessness.

Objectives of the solicitation include:

1. Provide immediate, temporary emergency shelter services with ramp up and ramp down in the contract period
2. Establish and operate an Emergency Shelter with maximum capacity of 300 low-barrier, crisis beds to persons experiencing homelessness
3. Create pathways for sheltered individuals/households to connect to housing and support services provided by the community providers working in the Homelessness Response System

Shelter Services and Operational Requirements established in the Request for Proposals include, but are not limited to:

### Shelter Operations

- Operate a 24/7 Low Barrier Shelter with designated intake hours and a nightly curfew
- Provide up to 300, but no fewer than 250 beds inside the Marshalling Yard building
- Fulfill basic needs by providing three meals per day as well as mobile showers, mobile bathrooms, and laundry services
- Ensure that shelter facilities are accessible by all individuals, including those with limited mobility, according to Americans with Disabilities Act (ADA) Accessibility Standards
- Offer separate space and amenities for people of different gender identities not comfortable in a co-ed congregate setting
- Provide clean beds, mattresses, bedding, pillows, blankets, and secure, locking storage for personal belongings, including bike racks.
- Provide transportation for participants (shuttles operating between hours of 8am and 8pm to/from transit stops and other designated points)
- Safeguard the safety and security of participants, staff, and volunteers, and of the facility and surrounding areas, ensuring the shelter environment is free from violence and incitement
- Create opportunities for program participants to access private space and resources to secure their personal effects
- Ensure availability of electrical outlets, charging stations and wi-fi access

### Social Services

- Case management, housing navigation services, on-site completion of Coordinated Assessments
- Respond to healthcare needs by ensuring availability of first aid, secure medication storage, and assistance accessing medical care and appointments
- Assistance completing applications for SSI/SSDI and other benefits, and assistance obtaining IDs
- Assistance connecting to safe, permanent housing, both supported by community housing programs and independently

- General housing assistance including financial assistance such as security deposits, utility deposits, application fees, first/last months' rent, and other assistance
- Provide on-going risk assessment and safety planning, and referrals to service providers

#### System Coordination

- Referrals to shelter will be regularly coordinated by the City of Austin Homeless Strategy Division in partnership with the awarded agency to quickly respond to changing community conditions. Individuals may not access the shelter without referral.
- Comply with all data requirements including the use of the Homeless Management Information System
- Develop and utilize a Termination Policy and Grievance Policy approved by APH

#### **Agreement Administration**

If approved, the grant agreement will be established between Endeavors and Austin Public Health. The Homeless Strategy Division within Austin Public Health will be negotiating and executing the agreement, as well as reviewing and approving payment requests, quarterly program performance reporting, and compliance with other requirements of the agreement. This will be a reimbursement agreement, which means the agency is reimbursed for expenses incurred and paid through the provision of adequate supporting documentation that verifies the expenses. Reimbursement requests are submitted and approved for payment on a monthly basis.

As noted in shelter operational requirements, the Homeless Strategy Division will serve in a coordination role for shelter participant referrals. Additional standard terms and conditions are in the draft agreement boilerplate document posted for Item # 111.

Cc: Jesús Garza, Interim City Manager