



MEMORANDUM

TO: Mayor and Council Members

FROM: David Gray, Interim Homeless Strategy Officer *DG*

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

DATE: October 19, 2023

SUBJECT: **Marshalling Yard Update**

This memo provides an update on the Marshalling Yard Emergency Shelter (MYES) operations as of September 27, 2023. The Austin Public Health Homeless Strategy Division (HSD) continues to work closely with Endeavors – the Shelter’s Operations Manager – to ensure the facility is operational and provides critical services to clients.

Per Council direction in [Resolution No. 20230720-111](#), and based on the shelter’s performance to date, HSD staff authorized Endeavors to expand the shelter to its fully intended 300-person capacity. The additional beds will be filled through HSD’s referral process.

Performance Metrics

Several Marshalling Yard clients have already successfully transitioned to placements in housing. However, most clients will require ongoing case management and other forms of wrap-around support during their stay in the shelter. Shelter client outcomes are being measured longitudinally and will become more apparent as operations continue over the coming months. Specific output and outcome measures being tracked by HSD staff include:

- Number of unduplicated clients served at the Marshalling Yard (Goal = 800).
- Percentage of clients who receive case management (Goal = 80% of total unduplicated clients).
- Percent of clients who receive a Coordinated Assessment that did not have one upon shelter entry (Goal = 80% of applicable clients).
- Percentage of clients who exit to housing (Goal = 70% of total unduplicated clients).

Data Highlighting Shelter Guest Demographics

The following data represents information for the 31-day period between August 22, 2023, and September 21, 2023, which are the most recent dates for which disaggregated data is available.

| | | |
|------------------------|-----|------|
| Persons Served to Date | 215 | 100% |
| Race and Ethnicity | | |
| White Non-Hispanic | 81 | 38% |
| Black Non-Hispanic | 62 | 29% |
| Hispanic | 65 | 30% |
| All Else Non-Hispanic | 6 | 3% |
| Data Not Available | 1 | <1% |
| Gender | | |

| | | |
|---|-----|------|
| Male | 144 | 67% |
| Female | 67 | 31% |
| A gender other than singularly female or male | 3 | 1% |
| Data Not Available | 1 | <1% |
| Exits | | |
| Total Exits | 16 | 7.4% |
| Positive | 2 | 0.9% |
| Negative | 14 | 6.5% |

Background information on MYES

MYES opened August 22, 2023, and reached the 200-person capacity on September 14, 2023. Clients may access on-site services, including meals, hygiene and shower trailers, laundry, space for pets, access to Coordinated Entry, and case management. Below are some additional details about these services.

Meals

Endeavors serves three meals per day. Supplementary non-perishable snacks are also available. Meals are sourced from local restaurants and rotated regularly to offer guests a variety of culinary experiences.

Hygiene Trailers

Hygiene trailers were installed prior to MYES' opening. Issues that have arisen during their operation, such as clogging or stuck water valves, have been expediently addressed by staff from Endeavors, the Austin Convention Center (ACCD), and HSD. Endeavors may expand restroom trailer capacity if need arises as the facility begins to accommodate an additional 100 clients.

Laundry

Endeavors subcontracts with Mission Accomplished to provide laundry services to clients. Bagged and labeled laundry is retrieved three times per week, washed off-site, and then returned to clients.

Pet Accommodations

Clients are allowed to bring one dog into the MYES. Indoor kennels and an exterior lawn area are available for dogs. All dogs must be leashed while on-site. HSD and Endeavors staff are updating pet protocols based on feedback from the Austin Animal Center's Homeless Pet Outreach Specialist, who has committed to weekly site visits to facilitate resource referrals.

Coordinated Entry

Endeavors will be trained by the Ending Community Homelessness Coalition (ECHO) on the Homeless Information Management System (HMIS) and Coordinated Entry. Endeavors subcontracted Sunrise Homeless Navigation Center for on-site Coordinated Assessments (CAs). Endeavors staff utilizes the Sunrise Hotline for additional CA support when needed.

Case Management

Endeavors has staffed the shelter with five housing-focused case managers for clients that are not yet connected to housing programs. Some clients were connected to housing programs and case management prior to entering MYES. The facility has provided a reliable space for clients to meet with their existing case managers.

Medical Access Services

The CommUnity Care Street Medicine team visited the shelter to evaluate and refer clients to providers. Endeavors facilitates access to care by operating shuttles to clinical settings including CommUnity Care clinics, opioid medication assisted therapy (MAT) clinics, and pharmacies. Because service providers

have noted that patient follow-up on referrals has been inconsistent, HSD staff is working with Endeavors' social service team to refine and strengthen referral processes and appointment reminders.

Transportation

Endeavors operates three shuttle vans to facilitate client access to public services and amenities. Shuttles run every thirty minutes between 7:30 a.m. and 10:30 p.m. Key circulation points include:

- Downtown Austin Community Court
- Sunrise Navigation Center
- Trinity Center
- Republic Square Park
- Terrazas Branch Library

Clients may request shuttle rides for medical appointments, pharmacy, and other healthcare access needs. After hours conveyance is available to shelter guests with verified employment.

Social Enrichment & Leisure

Multiple interior lounge spaces offer clients socialization and relaxation opportunities. An exterior covered patio with cooling misters is accessible 24 hours a day. This space is staffed by an on-site attendant, and it features picnic tables for dining, conversation, and quiet contemplation away from the shelter floor. Endeavors is exploring a variety of options for on-site programming that may involve collaboration with area service providers.

Conclusion

Endeavors is an incredibly collaborative and communicative partner on this project. In particular, the agency's ability to rapidly hire and prepare staff to provide person-centered services in a temporary, congregate setting is commendable. The MYES management team has created a positive environment for social service providers and shelter clients. Additionally, Endeavors' transparent approach to solving unexpected issues offers the City assurance that their management of this shelter is an asset to the Austin community.

Please contact me with any questions you may have at David.Gray@austintexas.gov.

cc: Jesús Garza, Interim City Manager
Veronica Briseño, Assistant City Manager
Adrienne Sturup, Director, Austin Public Health
Trisha Tatro, Director, Austin Convention Center Department