

AGENDA



Thursday, September 24, 2009

**Health and Human Services
RECOMMENDATION FOR COUNCIL ACTION****Item No. 38**

Subject: Authorize negotiation and execution of a 12-month contract with FRONT STEPS, INC., Austin, TX, for the provision of homeless social services at the Austin Resource Center for the Homeless (ARCH) in an amount not to exceed \$2,193,580 effective October 1, 2009 through September 30, 2010.

Amount and Source of Funding: Funding in the amount of \$1,933,494 is included in the Fiscal Year 2009-2010 Operating Budget of the Health and Human Services Department and funding in the amount of \$260,086 is available in the Fiscal Year 2009-2010 Operating Budget of the Health and Human Services Department Emergency Shelter Grant (ESG) Special Revenue Fund for a total funding amount of \$2,193,580.

Fiscal Note: There is no unanticipated fiscal impact. A fiscal note is not required.

For More Information: Vince Cobalis, Asst. Director, Human Services, 972-5011; Linda Terry, Agenda Coordinator, 972-5023; Susan Gehring, Community Based Resources Manager, 972-5026.

Boards and Commission Action: Recommended by the Health and Human Services Subcommittee.

Prior Council Action: On August 7, 2009 Austin City Council Approved Neighborhood Housing and Community Development Office 2009-14 Consolidated Plan which includes the 2009-2010 award of \$260,087 for Emergency Shelter Grants for Operations and Maintenance of the ARCH.

The City of Austin contracts with Front Steps, Inc. for the provision of homeless social services at the Austin Resource Center for the Homeless (ARCH). ARCH offers clients a menu of services from which to select, depending on their individual needs. Collaboration with co-located and mainstream agencies is a key component of ARCH enabling it to serve as an entry point for homeless services. In addition to co-located agencies, the Healthcare District operates its Healthcare for the Homeless Clinic at the ARCH to provide primary health care for homeless adults, medical case management and coordination with other providers for dental and vision services.

Under the contract with Front Steps, Inc., services at the ARCH consist of three major program components:

Day Resource Center (DRC). This component serves homeless men, women, and families with centralized intake, information and referral, and basic essential daytime services including: showers, telephones, voice mail boxes, mailing address, laundry facilities, clothing, and lockers. Front Steps collaborates with eight co-located community social services agencies that help homeless persons reach self-sufficiency by providing mental health outreach and counseling, legal aid, benefits eligibility, employment services, housing assistance, case management and access to substance abuse treatment.

Day Sleeping. This component serves homeless men and women daily by providing 50 beds for daytime sleeping. It serves people who have night-time jobs and those who require rest for medical reasons. Case management is available for those who choose to participate.

Overnight Shelter. This component serves homeless single adult men seven (7) nights per week by providing 100 beds and 75 mats for overnight sleeping. Services for overnight shelter clients include on-site breakfast, dinner (for clients in beds only), showers and lockers, and case management. Clients can obtain a reserved bed with participation in case management and approval from their case manager.

The City of Austin has contracted with Front Steps, Inc. for the operation and management of the facility since 2004. As operator of the ARCH, Front Steps is responsible for overall operations, maintenance, oversight of the facility and the activities located therein.

ARCH operations and maintenance has not been competed since 2003. HHSD will work with the Purchasing Department to compete these services during the 12-month contract period.

PERFORMANCE MEASURES

Related Goals

Services provided under this contract support the Health and Human Services Department's goal of promoting and fostering increased self-sufficiency, healthy behaviors, and lifestyles among targeted populations.

2010 Goals

Outputs

Number of unduplicated clients served in the ARCH Day Resource Center Program = 8,500

Number of unduplicated clients served in the ARCH Overnight Shelter Program = 2,650

Number of case managed clients who exit to safe and stable housing = 152

Outcomes

Percentage of overnight shelter clients who exit Front Steps case management services to safe and stable housing = 45%