

Austin Resource Center for the Homeless



- 600+ visitors per day
bathrooms / laundry / showers /
mail / day sleep / computer-phone
access / 10 direct service providers
- 215 emergency night
shelter spaces for
men
- \$3,025,704 annual budget
- \$ 300,000 gift-in-kind Front Steps donations
- 10 case managers
 - 5 ARCH CMs
 - 2 Keep Austin Housed (AmeriCorps) Case Aides
 - 1 Rapid Rehousing CM
 - 2 BSS+ CM
- Average Length of Stay
 - 257 Days (Frequent Users)
 - 105 Days (Case Management clients)
- Average exits to safe & stable housing
 - 140 annually
- Support
 - Men's Support Group
 - Women's Support Group
 - Anger Management Group
 - Streets of Hope Addiction Group
- 1500 volunteers per year
- 10 co-located agencies:
 - Austin Free Net, ATCIC, Back on My Feet, CommunityCare, Family Eldercare, Front Steps, Goodwill, Keep Austin Housed, Texas Pie Kitchen, Veteran's Administration.

ARCH Facility Improvements 2011-13

- January 31, 2011 – COA Building Services presents Facility Condition Assessment and recommendations
- April 22, 2011 – City Manager recommends approval of \$685,000 in improvements. Approved by Council in May.
- June 15, 2011 – November 2012: Construction

Building Services Projects 2011

Roofing system coating
Bathroom and Shower rehab
Water harvesting system repair
Solar water heater repair
HVAC replacement / redesign
Mezzanine addition

Front Steps Projects 2011 (maintenance budget of ARCH contract)

Cubicle conversion to semi-private office space
Installation of a noise masking system
Replace conference room carpet with ceramic tile
Water softener installation

Projects outstanding: Shower stall paint failed. Building Services will tile shower stall walls. June 1- July 30, 2013.

Current Renovation Projects

- \$278,446 TDHCA funds through COA HHSD:

Front Steps June – July, 2013:

New interior paint throughout

Purchase of 163 lockers

Increase sleeping units to 230

Redesigned lobby

Purchase of 250 chairs

Replace 100 sleeping mats

Expand smoke alarm system

Enhanced rear entry security

Purchase of HMIS Scan Card System equipment

Additional Funding Needs

ESG 2014 Grant Gap (food, maintenance, security)	\$ 70,000.
Additional case managers 2@\$34,000	\$ 68,000.
Additional security staff, cameras and lighting	\$150,000.
Scan card coordination beyond pilot	\$ 32,000.
Washer/dryer replacements	\$ 50,000.
Cost of living increase for ARCH staff (3%)	\$ 60,000.
Employee insurance increase (35%)	\$ 84,000.
Total	\$514,000.

In order to better utilize space within the ARCH, Front Steps is exploring enclosing the parking garage beneath the building – creating day seating and program space.

Construction Project:

*Conversion of garage to conditioned space	\$ 500,000.00
*Additional floor staff for new space (1.5 fte)	\$ 42,000.00
*Additional maintenance and operations for new space	\$ 36,000.00

*estimated costs based on preliminary review

Front Steps Housing

- **54 units of Permanent Supportive Housing**

- \$719,661 annual budget
- 36 HUD funded units
- 18 Travis County (HATC) vouchers
- Housing First model
- Harm Reduction philosophy
- Vulnerability Index qualified
- Scattered site
- Success housing hardest to serve: criminal histories, poor rental/utility histories, mental illness and addiction backgrounds
- 70% retention rate
- Partners: ATCIC, Family Eldercare, Greenddoors, Keep Austin Housed, City of Austin, TMG Properties
- PSH case management support partially underwritten by COA

* Front Steps is the primary referral source for the Caritas / Foundation Communities housing partner in the Terazza project.

Housing First as a Program Model

Housing First, is a relatively recent innovation in human service programs and is an alternative to a system of emergency shelter / transitional housing progressions.

Rather than moving homeless individuals through different "levels" of housing whereby each level moves them closer to "independent living", Housing First moves the individual immediately from the streets or homeless shelters into their own apartments.

Housing First is rooted in the concept that a homeless individual first and primary need is to obtain stable housing, and that other issues that may affect the household can be addressed once housing is obtained.

In contrast, many other programs operate from a model of "housing readiness" — that is, that an individual must address other issues that may have led to the episode of homelessness prior to entering housing.

Other Front Steps Programs

- **Recuperative Care Program**

Too well for the hospital, too sick for the streets –
Extended respite care for homeless men and women outside the hospital setting

- \$342,000 annual budget
- Hospital transfer to nursing home
- Case management / Transitional housing
- Establishment of a medical home
- Reduced ED/EMT use
- 68% Exit to Safe & Stable Housing
- Partners: Central Health, Religious Coalition to Assist the Homeless (RCAH), Monte Siesta Nursing Home, Keep Austin Housed

- **GED Program – NEW**

- \$1,300 annual budget
- Funded by the Junior League of Austin
- 6 ARCH clients receive GED certification

- **Keep Austin Housed**

- \$400,000 annual budget / 9th year
- 31 case aides / 9 provider agencies
- Partners: One Star Fdn, AmeriCorps, Lifeworks, Casa Marianella, Family Eldercare, Caritas, Goodwill, Foundation for the Homeless, Safe Place

- **Rapid Rehousing**

Direct assistance and case management to put recently homeless back into housing

- Initiated 3/2012 - Within 3 months:
- 1 Case Manager : 61 Clients
- 10 clients provided financial assistance
- 6 clients moved into PSH
- Partners: City of Austin, Downtown Community Court, COA IDU, BSS+ Collaborative

- **BSS+**

- \$67,500 annual budget
- 1.5 Case Managers
- \$150,000 in direct client assistance (targeted)
- 120 clients stabilized (targeted)
- Partners: City of Austin, Travis County, Caritas, BSS+ Collaborative

- **Streets of Hope**

Drug and alcohol support program to assist ARCH and PSH clients cope with addiction issues.

- Harm Reduction philosophy
- 72% of clients participating exited to housing, treatment or completed program