



## MEMORANDUM

**TO:** Mayor and City Council  
**FROM:** Stephanie Hayden, LMSW, Austin Public Health *apb for Stephanie Hayden*  
**DATE:** December 19, 2018  
**SUBJECT:** Update on Solicitation for ARCH Operation and Services

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On October 12, 2017, Council passed Resolution No. 20171012-01, directing the City Manager to conduct a stakeholder engagement process, redefine the scope of services at the Austin Resource Center for the Homeless (ARCH), consider how the ARCH might operate within its intended built capacity, and rebid the contract for ARCH operations and services. This memo provides an update on the competitive solicitation for the ARCH, as well as information about next steps in this process.

Input and considerations for the redesigned ARCH operations model included:

- 7 community forums, 79 survey responses, and input through [ARCHideas@austintexas.gov](mailto:ARCHideas@austintexas.gov)
- Recommendations from the Bloomberg iTeam
- Alignment with the Ending Community Homelessness Coalition's (ECHO) Action Plan to End Homelessness
- Input from individuals with lived experience of homelessness on the Austin Homeless Advisory Committee (formerly called the Homelessness Advisory Council of Austin)
- Report and recommendations from the National Alliance to End Homelessness (NAEH) following data collection, interviews, a site visit and a 1.5 day convening of stakeholders including representatives from ECHO, Integral Care, Austin Police Department, Downtown Austin Community Court, Front Steps, Salvation Army, Downtown Austin Alliance, LifeWorks, Mobile Loaves & Fishes, Caritas, Community Care Collaborative, Innovation Office, Mayor Pro Tem Tovo's Office, Senator Kirk Watson's Office, Austin Public Health, Homeless Outreach Street Team (HOST), and community members

Through the Purchasing Office, Austin Public Health issued a Request for Information (RFI) in July 2018, which included a draft scope of work for the redesigned ARCH operations and the NAEH Recommendations report. Comments and questions were solicited through a non-mandatory RFI meeting on July 12, 2018 and through written submissions due July 24, 2018.

Responses to the RFI were incorporated into the competitive solicitation issued August 6, 2018. The Request for Qualifications (RFQS) included a Non-mandatory Pre-response Conference on August 16, 2018 to allow for individuals to ask questions and obtain clarifications. **The initial deadline for responses of September 6, 2018 was extended to September 25, 2018 to allow time for additional providers to respond. The original RFQS was then canceled on October 3, 2018 and a new RFQS Rebids was issued October 15, 2018, closing on October 30, 2018.**

Two responses were received and an evaluation panel of City staff from multiple departments scored responses and made an award recommendation for Front Steps, the highest scoring response. That





recommendation has been posted and Austin Public Health staff will work with the Purchasing Office to develop a Request for Council Action for a City Council agenda in early 2019.

Austin Public Health has contracted with the National Alliance to End Homelessness (NAEH) to provide training and technical assistance to the agency awarded this new contract. This training is planned for March, 2019. The new contract for services at the ARCH is planned to begin April 1, 2019 with a base term of 30 months. Some of the changes in service delivery and operations are outlined below:

Current ARCH Operations	Redesigned ARCH Operations
190 beds/mats for overnight sleeping	130 beds/mats for overnight sleeping
Day Resource Center serves 200-300 people per day	Day Resource Center services available for 130 clients with reserved beds/mats
25-30% of clients receiving case management	100% of clients receive case management
Some beds/mats reserved; Daily lottery system for other beds/mats so clients secure shelter on a day-to-day basis	All beds/mats reserved, so clients have short-term shelter stability and can focus on goals for housing, income, stability
All overnight stayers must leave early morning and return at specified time each evening	Overnight stayers will have flexibility to come and go, with limited restrictions on access
Services offered for basic needs; some case management and housing services available	Services focused on meeting basic needs and connections to housing for ALL clients
First come-first served / lottery system for clients to receive shelter	Strategic prioritization system for clients getting bed/mat reservations and services
Coordinated assessment not provided at the ARCH	Coordinated assessment access for all ARCH clients

Key performance measures will align with Strategic Direction 2023 strategies and metrics and the Action Plan to End Homelessness. Measures will include:

- Exits to permanent housing
- Length of stay in shelter
- Rate of returns to homelessness

Austin Public Health is working with other City departments and external partners to implement additional changes in conjunction with this new contract and redesigned service delivery model. As outlined in the December 6<sup>th</sup> Memorandum from Interim Assistant City Manager Sara Hensley, staff and key stakeholders are developing multiple strategies to best use the Waller Creek Tax Increment Reinvestment Zone (TIRZ) funding. Attractive and functional structural changes are being considered for the streets and sidewalks outside the ARCH. Staff are researching additional resources and facilities to meet the growing needs of individuals experiencing homelessness in our community, mindful of the high priorities of public health and safety for all.





Staff welcomes the opportunity to discuss this in further detail should individual Council offices express interest. I can be reached at (512) 972-5010 to discuss any of these plans or answer any questions.

cc:     Spencer Cronk, City Manager  
          Sara Hensley, Interim Assistant City Manager  
          Adrienne Sturup, Assistant Director

