



**RCA
CITY OF AUSTIN
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.: 7
AGENDA DATE: Thu 03/25/2004
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SUBJECT: Approve execution of a contract with FRONT STEPS INC. (fka CAPITOL AREA HOMELESS ALLIANCE (CAHA)), Austin, TX, for provision of homeless social services for the Austin Resource Center for the Homeless (ARCH), in an amount not to exceed \$1,051,445 for the period April 1, 2004, through December 31, 2004, with two 12-month renewal options in an amount not to exceed \$1,482,529 for the first extension option; \$1,519,592 for the second extension option, for a total contract amount not to exceed \$4,053,566.

AMOUNT & SOURCE OF FUNDING: Funding in the amount of \$689,852 is available in the Fiscal Year 2003-2004 Approved Operating Budget of the Health and Human Services Department (HHSD). Funding for the balance of the contract and the annual renewals is contingent upon available funds.

FISCAL NOTE: There is no unanticipated fiscal impact. A fiscal note is not required.

REQUESTING Health and Human
DEPARTMENT: Services

**DIRECTOR'S
AUTHORIZATION:** David Lurie

FOR MORE INFORMATION CONTACT: Vince Cobalis, Asst. Director for Human Services, 972-5011; Susan Gehring, Community-Based Resources Manager, 972-5026; Linda Terry, Agenda Coordinator, 972-5023

PRIOR COUNCIL ACTION: December 11, 2003 Approved Social Services contracts for the period January 1, 2004, through December 31, 2004.

BOARD AND COMMISSION ACTION: N/A

PURCHASING: N/A

MBE / WBE: N/A

Background

The Austin Resource Center for the Homeless (ARCH) is currently located at 400 Nueces Street. The City is constructing a new facility for the ARCH program at 500 E. Seventh Street. The anticipated date for construction to be completed and program operations to begin at the new facility is late March 2004. Development of the new, larger location for the ARCH is one component of the Homeless Initiative that the City Council approved in 1998.

Prior to developing the ARCH Operator Request for Applications, the City held a series of meetings with community stakeholders including homeless services providers, downtown business and neighborhood representatives, and homeless services clients to solicit input regarding the programming and operations of the new ARCH. Feedback from these meetings was included in the development of the City's Request for Applications and in August 2003, the City released the Request for Applications to solicit an operator for the ARCH program in its new location. Only one entity submitted a proposal: Capitol Area Homeless Alliance (CAHA) (nka FRONT STEPS INC.). The proposal was reviewed and evaluated using criteria developed by AUSTIN/TRAVIS COUNTY HHSD. The review panel recommended that the City accept



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CAHA's proposal and contract with CAHA to operate the new ARCH program. The final operational plan was developed with consideration of additional input from the Homeless Task Force, the Downtown Austin Alliance, and other community stakeholders.

The City currently contracts with the Capitol Area Homeless Alliance (CAHA) (nka FRONT STEPS INC.) to operate the ARCH at 400 Nueces Street. Contract dates are 01/01/04 through 12/31/04. The City has contracted with CAHA for Day Resource Center services since 1998 and for Overnight Shelter Services since 2001. CAHA has consistently met its performance goals for these services within City contracts. Upon execution of the new contract, the current contract will be terminated and the balance of the funding will be part of the new contract. The City's lease for the current location has been extended through 03/31/04. The estimated dollar amounts for the renewal options are based upon an anticipation of increased operational costs of up to 2.5 percent per year.

The contract to operate the ARCH consists of three major program components, two of which have been in place at the current ARCH (Day Resource Center and overnight shelter for men) and one of which is a new program created in response to community input (Day Sleeping.)

The Day Resource Center will continue to be open to all homeless persons (men, women, children, families, etc.) It will provide centralized intake, information and referral, and basic services (including showers, telephones, voice mail boxes, mailing address, laundry facilities, clothing, and lockers.)

The 100-bed overnight shelter will operate 365 nights a year to serve single adult men in homeless situations. The shelter's sleeping capacity can be expanded to 250 men during extreme weather. Services for shelter clients include case management, showers, and lockers. Kitchen and dining facilities in the new building will allow the operator to provide shelter clients breakfast and dinner on site. Shelter clients are encouraged to utilize the Day Resource Center services.

In response to stakeholder feedback, a new shelter program component, Day Sleeping, is being added to take advantage of the facility's shelter capacity. The shelter will be open for sleeping during the day Monday through Friday. In addition, clients will also be able to utilize the third floor outdoor porch area on weekdays. This new program component will be implemented within 60 - 90 days after the new ARCH opens.

In addition to the programs provided directly by the ARCH Operator under this contract, the ARCH facility includes a new homeless health clinic and space for other community agency staff that will provide their services on site as part of the overall Day Resource Center program.

The ARCH health clinic, operated by the Community Care Services Department, will expand the Homeless Health Clinic services currently offered at the Salvation Army. The HHSD Communicable Disease Unit will also provide services at the Clinic. With this combination of services homeless families, adults and youth will be able to access acute care, wellness/prevention care, and public health screenings and testing.

Community services co-located at the ARCH will help homeless persons reach self-sufficiency by providing services such as mental health outreach, legal aid, benefits eligibility, employment services, housing assistance, case management, and access to substance abuse treatment. Some of the agencies that have made commitments to offer their services at the ARCH include MHMR Access, Goodwill, CPI (Crime Prevention Institute), and Legal Aid for the Homeless.



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Performance Measures

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

Outcomes/Outputs

Day Resource Center Program

Outputs:

- Number of unduplicated clients provided essential services--showers, laundry, telephone use, lockers, etc. (counts each person only the first time s/he receives essential services); Goal: 4000
- Number of duplicated clients provided essential services (counts the number of persons who are provided with essential services during the contract period—cumulative daily count); Goal: 52,000

Outcomes:

- Percent of clients using day resource center services who report being satisfied with those services; Goal: 90%

Overnight Shelter Program

Outputs:

- Number of unduplicated clients provided emergency shelter; Goal: 1200
- Number of bed nights of shelter provided; Goal: 34,675
- Number of clients provided case management services; Goal: 200

Outcomes:

- Percent of clients receiving shelter who rate shelter services as satisfactory; Goal: 90%
- Percent of clients receiving case management who have increased knowledge or skills as a result of receiving case management; Goal: 70%

Day Sleeping Program

Baseline utilization and outcomes will be established during the first six months of day sleeping operations.

Requested Council Action

Approve execution of a contract with CAPITOL AREA HOMELESS ALLIANCE (CAHA) (nka FRONT

RCA Serial#: 4677 Date: 03/25/04 Original: Yes

Published:

Disposition:

Adjusted version published:



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