



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

**AGENDA ITEM NO.: 8
AGENDA DATE: Thu 03/23/2006
PAGE: 1 of 3**

SUBJECT: Authorize execution of Amendment #3 to the 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 \$413,327 for a Fiscal Year 2005-2006 total contract amount not to exceed \$1,704,751, and a combined total contract amount not to exceed \$4,020,822 for the period April 1, 2004, through September 30, 2006.

AMOUNT & SOURCE OF FUNDING: Funding in the amount of \$413,327 is included in the Fiscal Year 2005-2006 Approved Operating Budget of the Health and Human Services Department. The contract period is October 1, 2005, through September 30, 2006

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, HS Program Manager, 972-5026; Linda Terry, Agenda Coordinator, 972-5023

PRIOR COUNCIL ACTION: Approved 2005-2006 Operating Budget, September 12, 2005. Approved initial contract with Front Steps, Inc., with two (2) 12-month renewal options, March 25, 2004. □ □

BOARD AND COMMISSION ACTION: N/A

PURCHASING: N/A

MBE / WBE: N/A

Background

Council approved execution of a contract with Front Steps, Inc., on March 25, 2004 for the provision of homeless social services at the Austin Resource Center for the Homeless (ARCH). Under the current contract services consist of three major program components:

1. **Day Resource Center (DRC).** This component serves homeless men, women, and families Monday through Friday. It provides centralized intake, information and referral, and basic essential daytime services, to include: showers, telephones, voice mailboxes, mailing address, laundry facilities, clothing, and lockers. Community services co-located at the ARCH 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.
2. **Overnight Shelter.** This component serves homeless single adult men seven (7) nights weekly by providing 100 beds for overnight sleeping. Services for overnight shelter clients include on-site breakfast, dinner, case management, showers, and lockers.
3. **Day Sleeping.** This component serves homeless men and women Monday through Friday by providing 50 beds for daytime sleeping.



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In the Fiscal Year 2005-2006 Approved Operating Budget Council appropriated additional funding in order to help meet a communitywide increased demand for homeless services, and better utilize the existing ARCH capacity. This funding will expand the DRC program from five (5) days to seven (7) days per week. Also, the additional funding will expand the Night Sleeping program. Floor mats will be utilized to provide overnight sleeping accommodation for 70 men seven (7) nights per week. Lastly, the HHSD FY 05-06 budget included funding for an additional case manager to provide increased case management services.

The initial contract for operation of the ARCH program included two 12-month renewal options. Front Steps' performance under this contract has been satisfactory and, overall, they have met or exceeded performance measure expectations. They have developed staffing, policies, and procedures to effectively manage the program and meet the needs of the homeless population. Accordingly, HHSD staff will request Council authorization for another contract with renewal options in an upcoming agenda.

Performance Measures

Related Goals

Prevention/Provision: Social Services – promote and foster increased self-sufficiency, health behaviors and lifestyle among targeted populations

Outputs	2006 Goal	Revised 2006 Goal
• Number of unduplicated clients served in the ARCH Day Resource Center Program	4,000	5,667
• Number of duplicated clients served in the ARCH Day Resource Center Program	83,030	121,068
• Number of unduplicated clients served in the ARCH Overnight Shelter Program	1,000	1,356
• Number of duplicated clients served in the ARCH Overnight Shelter Program	36,000	42,906
• Number of unduplicated clients participating in the ARCH Case Management Program	80	218

Outputs	2006 Goal	Revised 2006 Goal
• Percentage of clients using the Day Resource Center who report being satisfied with services	90%	91%
• Percentage of clients receiving overnight shelter who report being satisfied with service	90%	94%
• Percentage of clients participating in case management who exit the program into housing as a result of receiving case management	34%	43%

Requested Council Action:

Council is requested to authorize execution of Amendment #3 to the 12-month contract with FRONT STEPS, INC., Austin, TX, for the provision of homeless social services at the Austin Resource Center for



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