



Thursday, October 05, 2006

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**Health and Human Services
RECOMMENDATION FOR COUNCIL ACTION**

ITEM No. 8

Subject: Approve execution of a contract with FRONT STEPS INC., Austin, TX, for provision of homeless social services for the Austin Resource Center for the Homeless (ARCH), in an amount not to exceed \$2,018,835 for the period October 1, 2006 through September 30, 2007, with two 12-month extension options in an amount not to exceed \$2,069,306 for the first extension option; and \$2,121,039 for the second extension option, for a total contract amount not to exceed \$6,209,180.

Amount and Source of Funding: Funding in the amount of \$1,801,748 is available in the Fiscal Year 2006-2007 Operating Budget of the Health and Human Services Department, and funding in the amount of \$217,087 is available in the Fiscal Year 2006-2007 Operating Budget of the Health and Human Services Department Emergency Shelter Grant (ESG) Special Revenue Fund. Funding for the extension options is contingent on available funding in future budgets.

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

Additional Backup Material

(click to open)

**Front Steps FY07
Contract +2**

For More Information: 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: Approved 2006-2007 Operating Budget, September 13, 2006. Approved initial contract with Front Steps, Inc., with two (2) 12-month renewal options, March 23, 2004. Approved execution of Contract Amendment on March 23, 2006.

FRONT STEP FY07 CONTRACT +2

Background

Council approved execution of a contract with Front Steps, Inc. on March 23, 2004, for the provision of homeless social services at the Austin Resource Center for the Homeless (ARCH). Collaboration with co-located and mainstream agencies is a key component of ARCH enabling it to serve as a central entry point to the homeless services system. ARCH offers clients a menu of services from which to select, depending on their individual needs. In addition to co-located agencies, the Community Care Services Department operates its Healthcare for the Homeless Clinic at the ARCH to provide primary health care for homeless adults, and coordinates with other providers for dental and vision services. The Clinic also provides case management support to more specifically address the medical needs of clients, and connects them with longer-term care in the community.

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

- 1) **Day Resource Center (DRC).** This component serves homeless men, women, and families every day to provide 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.
- 2) **Day Sleeping.** This component of the Day Resource Center serves homeless men and women every day by providing 50 beds for daytime sleeping. It serves people who have night jobs and those who require rest for medical reasons. Case management is available for those who choose to participate.
- 3) **Overnight Shelter.** This component serves homeless single adult men seven days a 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 for those who choose to participate.

The City of Austin has contracted with Front Steps Inc. since 2004. Front Steps continues to meet performance expectations while working with ongoing facility construction challenges, most of which have been resolved at this time. In addition to working with construction challenges, expanded services have been added to this contract. In September 2005, Council added funding for weekend services at the Day Resource Center, case management services and 70 additional mats for overnight sleeping.

Council is requested to authorize execution of 2 (two) additional 12-month extension options. The estimated dollar amounts for the extension options are based upon an anticipation of increased operational costs of up to 2.5 percent per year.

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.

Outputs

Number of unduplicated clients served in the ARCH
Day Resource Center Program

2007 Goal

7,000

Number of duplicated clients served in the ARCH Day
Resource Center Program

144,920

Number of unduplicated clients served in the ARCH Overnight Shelter Program	1,356
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Number of duplicated clients served in the ARCH Overnight Shelter Program	56,210
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Number of unduplicated clients participating in the ARCH Case Management Program	240
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Outcomes

Percentage of clients using the Day Resource Center who report being satisfied with services	91%
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Percentage of clients receiving overnight shelter who report being satisfied with service	94%
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Percentage of clients participating in case management who exit the program into documented safe and stable housing.	43%
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