A System of Care

Creating a path to success for individuals experiencing homelessness

Briefing to City Council
April 26, 2018

Experts across the city

A holistic approach internally and externally

Ernesto Rodriguez
Andy Hofmeister
Amber Price
Josh Rudow
Rosie Truelove
Kimberly McNeeley
Stephanie Hayden
Vella Karman
Roosevelt Weeks
Emi Johnson
Kerry O'Connor
Taylor Cook
Pete Valdez
Justin Newsom
Taber White
Kimberly Olivares
Brion Oaks

Individuals experiencing homelessness

City Auditors

ECHO
Integral Care
Salvation Army
Front Steps
LifeWorks
Downtown Austin Alliance
Faith Community

Complex problems = systems focus, one voice

Cities across the country are struggling with issues related to homelessness and are looking at how to prioritize services that address multiple outcomes.

Together with ECHO and other partners, the City will combine in a unified plan on homelessness that will:

- **Align key partners**
- **Raise awareness**
- **Enhance the efforts**

Systemic community collaboration will result in more efficient use of resources and increased effectiveness for our homeless neighbors.

One Unified Plan = ECHO & partners + the City

We are aligned.

Further refinement is necessary for a unified strategy to create one voice. To do that, we will be working with Office of Performance Management.

ECHO Need		City Immediate Recommendations
1. Community Commitment	→	1. Community BrainTrust
2. Effective System Response	→	2. Staff Lead
3. Outreach and Shelter	→	3. Effective Sheltering and Service Plan
4. Housing and Support Services	→	4. Navigation
5. Addressing Disparities	→	5. Equity

Council Resolutions

MOST are completed, with TWO in progress:

MOVING FORWARD!

20170126.043 - Develop a pay for success type of contract proposal for permanent supportive housing for the homeless population

60% COMPLETE

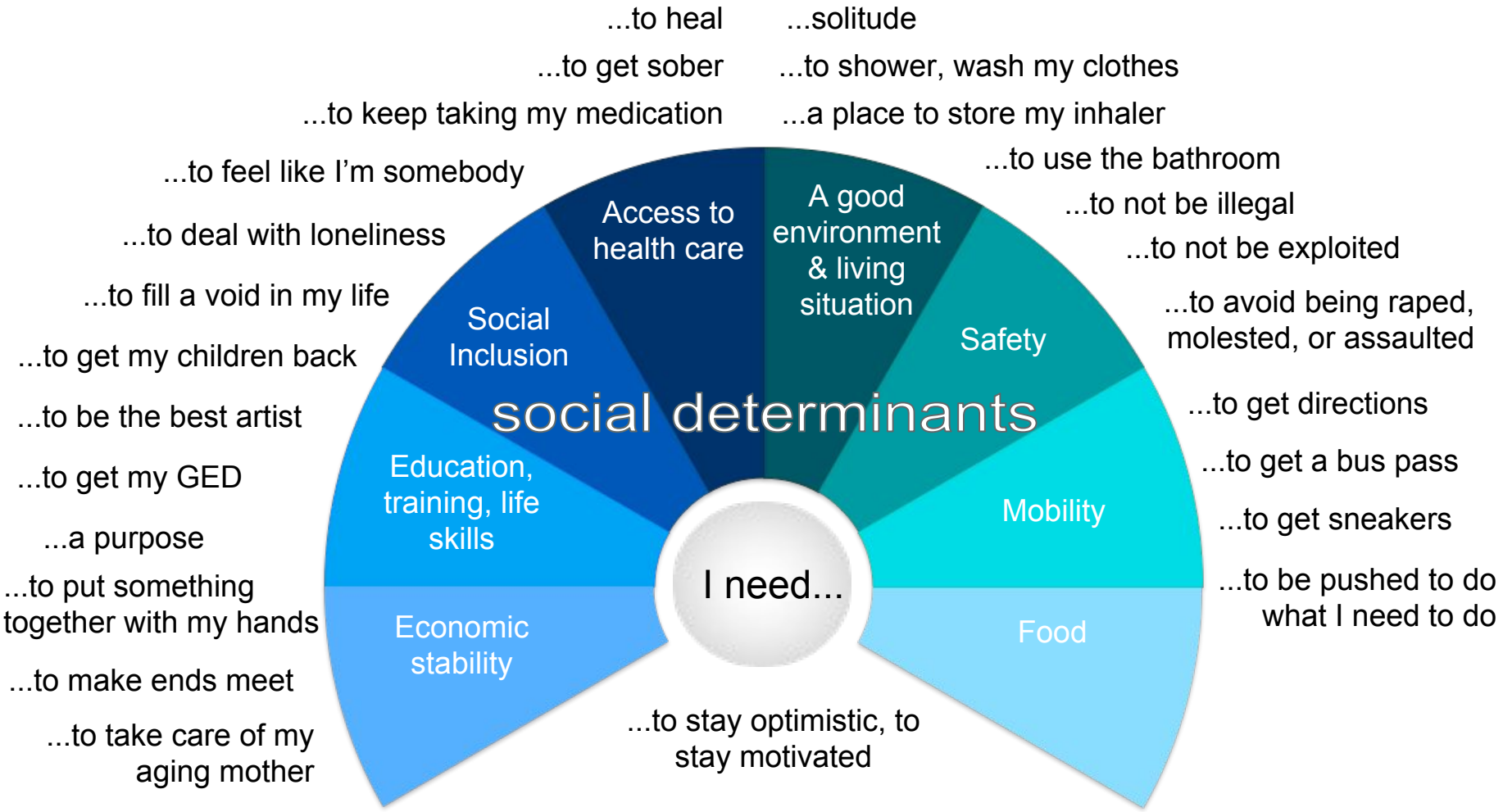
20141002-043: The City Manager is directed to set a community target of 400 PSH units, with a minimum of 200 dedicated to "Housing First", to be funded by end of 2018

Audits

Our goal today is to talk about opportunities to improve services that will assist with the audit findings:

- **Nov. 2017: Do City ordinances align with City efforts to achieve desired outcomes for people experiencing homelessness?**
  - Executive Session Discussion
  - Sit/Lie/Camping/Panhandling
  - We believe there are four things we can do as a city that will reduce the underlying issues:
    - Interrupt crime, give people places to be, reduce barriers to services, provide housing
    - Will hear more about this as we walk through the presentation.
- **Dec. 2017: Does the City coordinate homelessness assistance efforts to achieve desired outcomes for people experiencing homelessness?**
  - This presentation shows how we will up our game in producing better outcomes.

Current reality from the ground up


...to heal
...to get sober
...to keep taking my medication
...solitude
...to shower, wash my clothes
...a place to store my inhaler
...to use the bathroom
...to not be illegal
...to not be exploited
...to avoid being raped, molested, or assaulted
...to get directions
...to get a bus pass
...to get sneakers
...to be pushed to do what I need to do
...to feel like I'm somebody
...to deal with loneliness
...to fill a void in my life
...to get my children back
...to be the best artist
...to get my GED
...a purpose
...to put something together with my hands
...to make ends meet
...to take care of my aging mother
...to stay optimistic, to stay motivated
Access to health care
A good environment & living situation
Safety
Mobility
Food
Economic stability
Education, training, life skills
Social Inclusion
social determinants
I need...

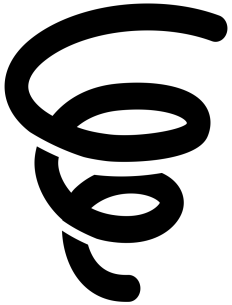
A Place to Be...

Individual Path through Homelessness

Deteriorating Path

People are deteriorating in a complex system.

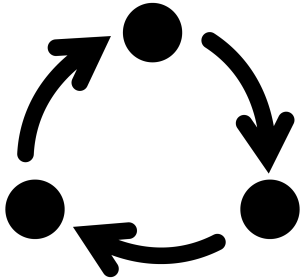
The inefficiencies, complexities, and gaps in the system are making people sicker. That combined with continued housing shortages leave "the relatively stable" on a path of deterioration.



Relapsing Path

Services struggle to support behavior change, often resulting in relapse.

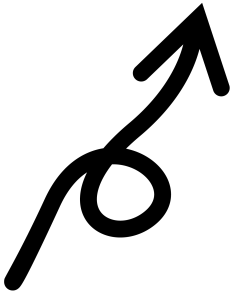
Our current efforts make it easy to go back to old habits, people, and short-term life focus. There's little focus on teaching new behaviors, bridging new relationships, or widening opportunities.



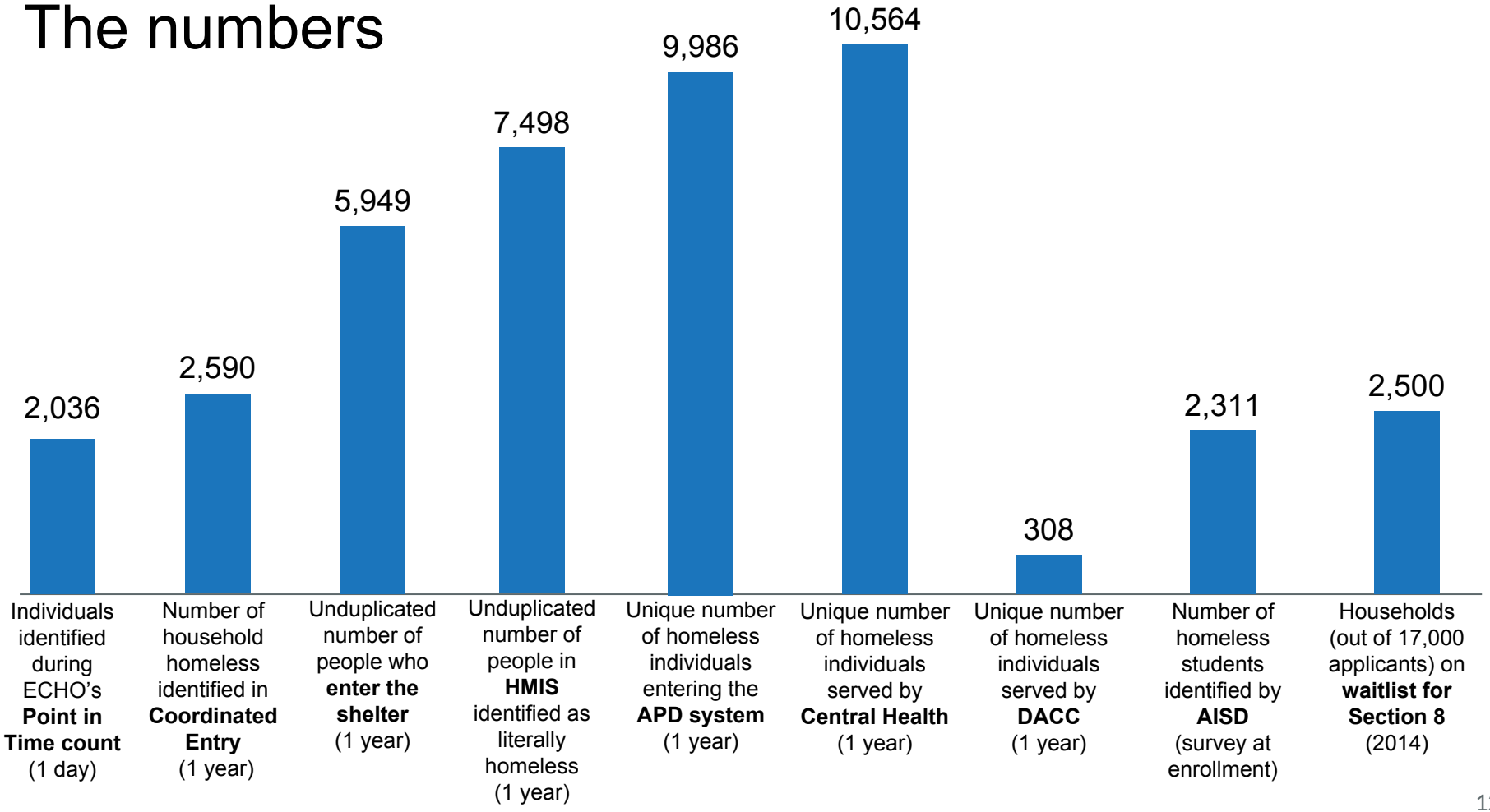
Resilient Path

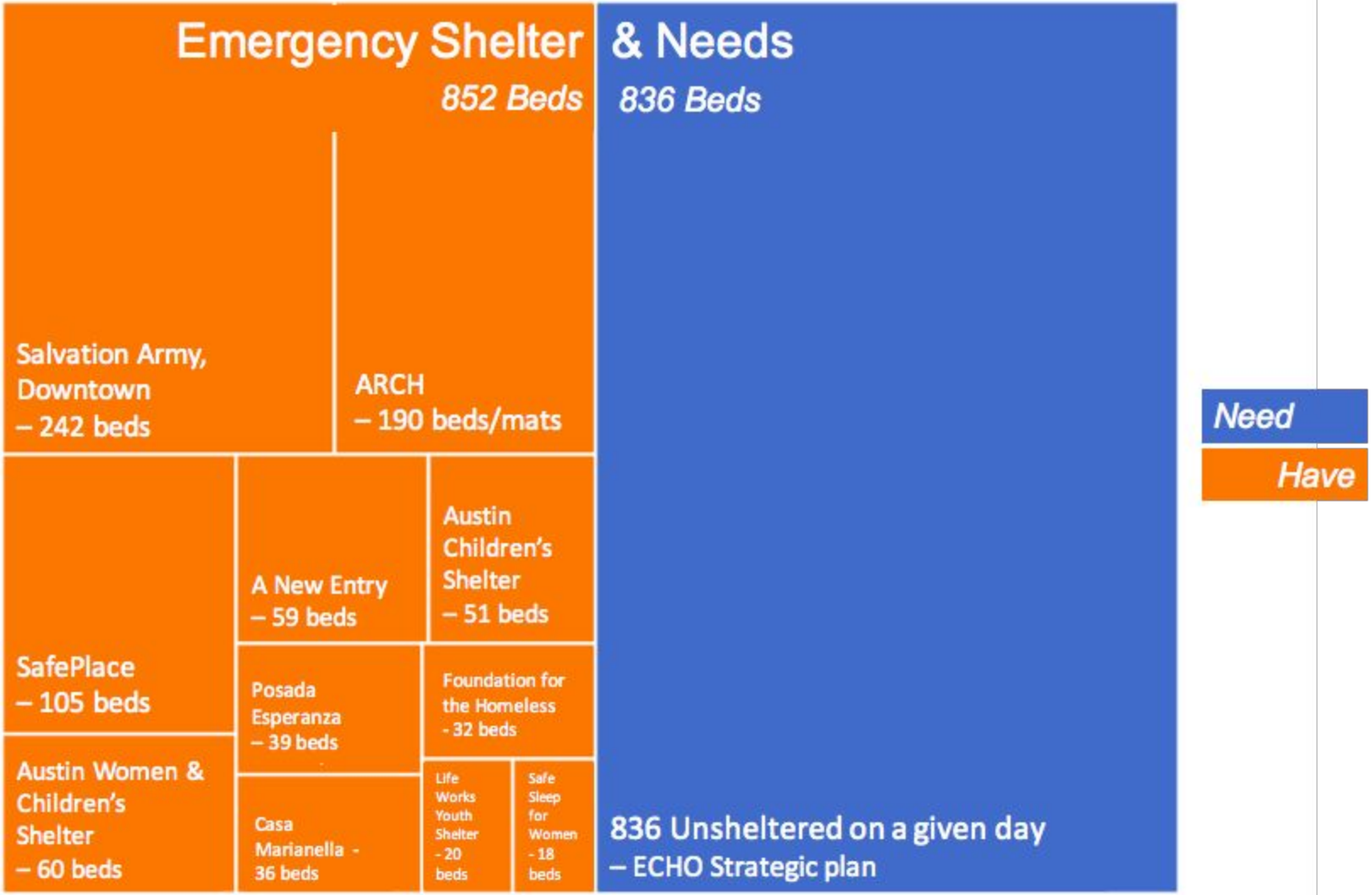
Despite barriers, people are resilient.

In spite of barriers, some efforts clicked together to change someone's situation. This could be due to providing services in a new way, offering new services, service availability and alignment, or people self resolving through their own network and means.



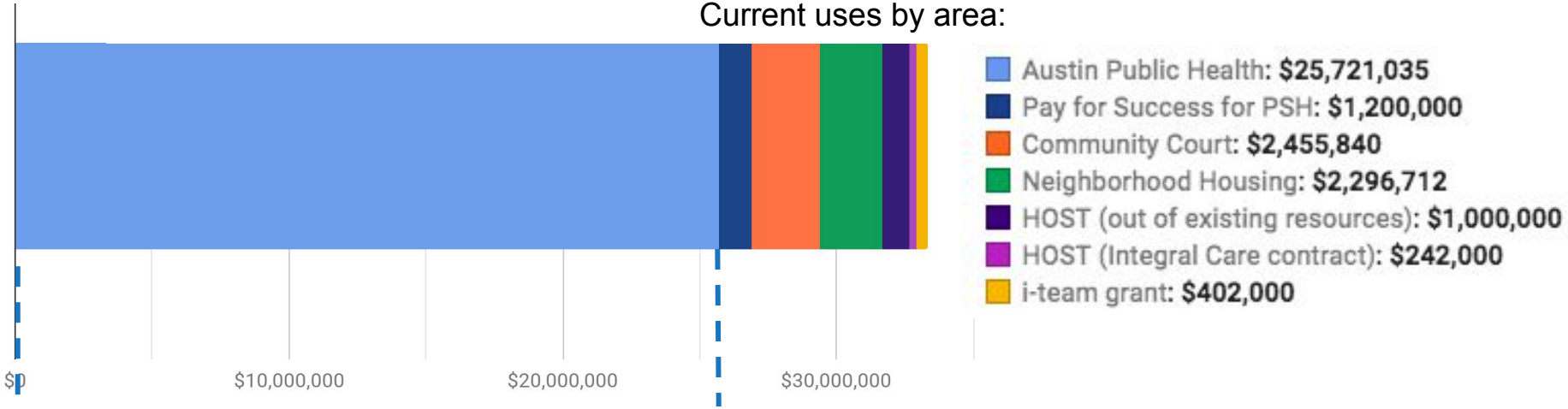
The numbers


2,036
2,590
5,949
7,498
9,986
10,564
308
2,311
2,500
Individuals identified during ECHO's **Point in Time count** (1 day)
Number of household homeless identified in **Coordinated Entry** (1 year)
Unduplicated number of people who **enter the shelter** (1 year)
Unduplicated number of people in **HMIS** identified as literally homeless (1 year)
Unique number of homeless individuals entering the **APD system** (1 year)
Unique number of homeless individuals served by **Central Health** (1 year)
Unique number of homeless individuals served by **DACC** (1 year)
Number of homeless students identified by **AISD** (survey at enrollment)
Households (out of 17,000 applicants) on **waitlist for Section 8** (2014)

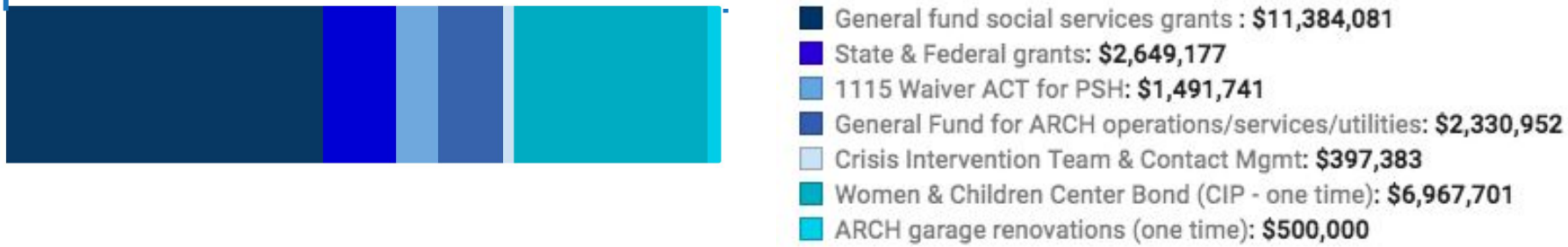

Emergency Shelter
852 Beds
& Needs
836 Beds
Salvation Army, Downtown – 242 beds
ARCH – 190 beds/mats
SafePlace – 105 beds
A New Entry – 59 beds
Austin Children's Shelter – 51 beds
Posada Esperanza – 39 beds
Foundation for the Homeless - 32 beds
Austin Women & Children's Shelter – 60 beds
Casa Marianella - 36 beds
Life Works Youth Shelter - 20 beds
Safe Sleep for Women - 18 beds
836 Unsheltered on a given day – ECHO Strategic plan
Need
Have

Citywide Budget for Direct Services

Current uses by area:



Of the money spent by Austin Public Health, here is the breakdown:



City Budget - Indirect Costs & Operations Impacted

$500,000 for Public Works - Downtown toilets, sidewalk cleaning, alley repairs

Encampment clean-up costs

- Can range from **$2,500-5,000** (Watershed site) to **$53,360** (large encampment - next slide)

Community risks - wildfire, flooding

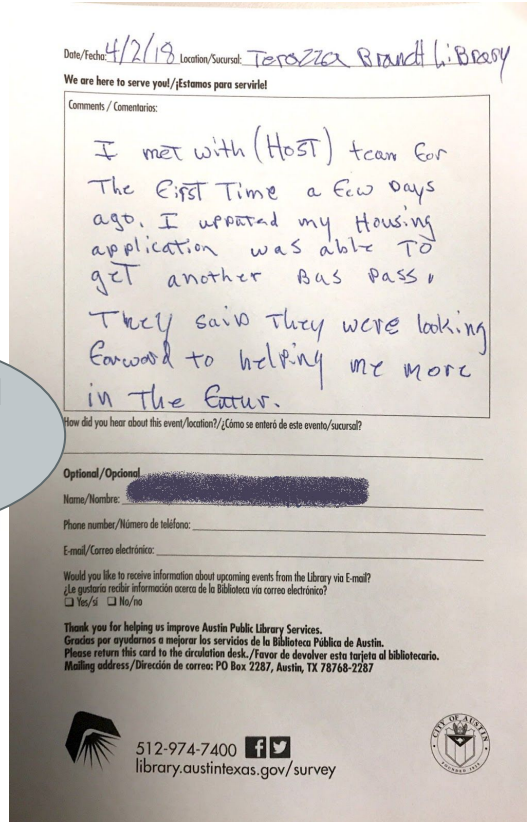
Individual risks - further displacement, lose belongings and medication, vicious cycle

February 2018 Williamson Creek Greenbelt

Large encampment clean-up costs

- 70 staff members, 30 days to coordinate at a cost of $53,360

Terrazas Neighborhood Library Wraparound Services



Date/Fecha: 4/2/19 Location/Sucursal: Terazza Brandt Library

We are here to serve you!/¡Estamos para servirle!

Comments / Comentarios:

I met with (HOST) team for The first time a few days ago. I updated my Housing application was able to get another Bus pass. They said they were looking forward to helping me more in the futur.

How did you hear about this event/location?/¿Cómo se enteró de este evento/sucursal?

Optional/Opcional

Name/Nombre: [redacted]

Phone number/Número de teléfono:

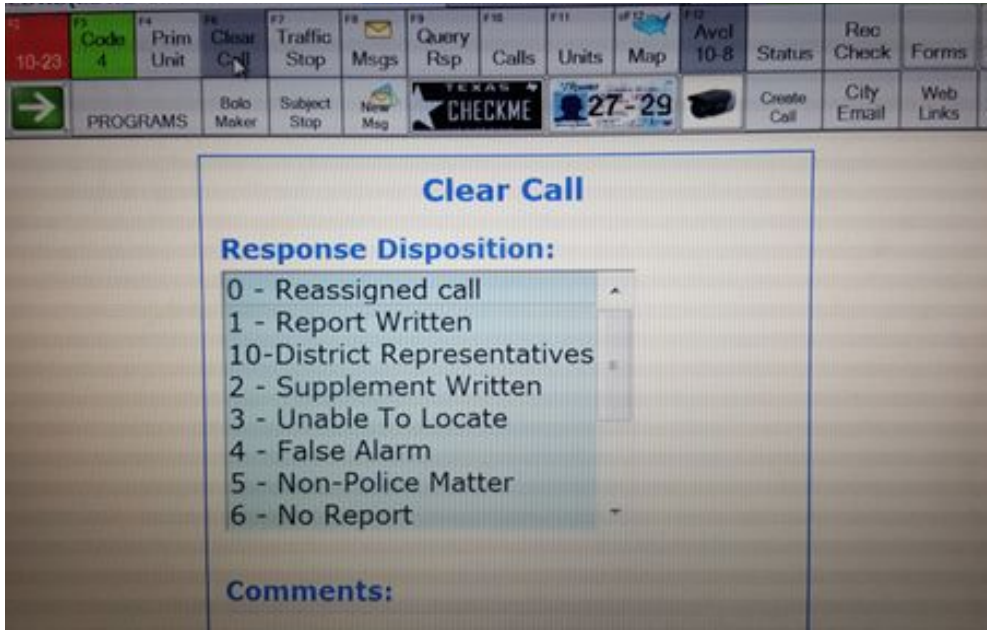
E-mail/Correo electrónico:

Would you like to receive information about upcoming events from the Library via E-mail?
¿Le gustaría recibir información acerca de la Biblioteca vía correo electrónico?
☐ Yes/sí ☐ No/no

Thank you for helping us improve Austin Public Library Services.
Gracias por ayudarnos a mejorar los servicios de la Biblioteca Pública de Austin.
Please return this card to the circulation desk./Favor de devolver esta tarjeta al bibliotecario.
Mailing address/Dirección de correo: PO Box 2287, Austin, TX 78768-2287

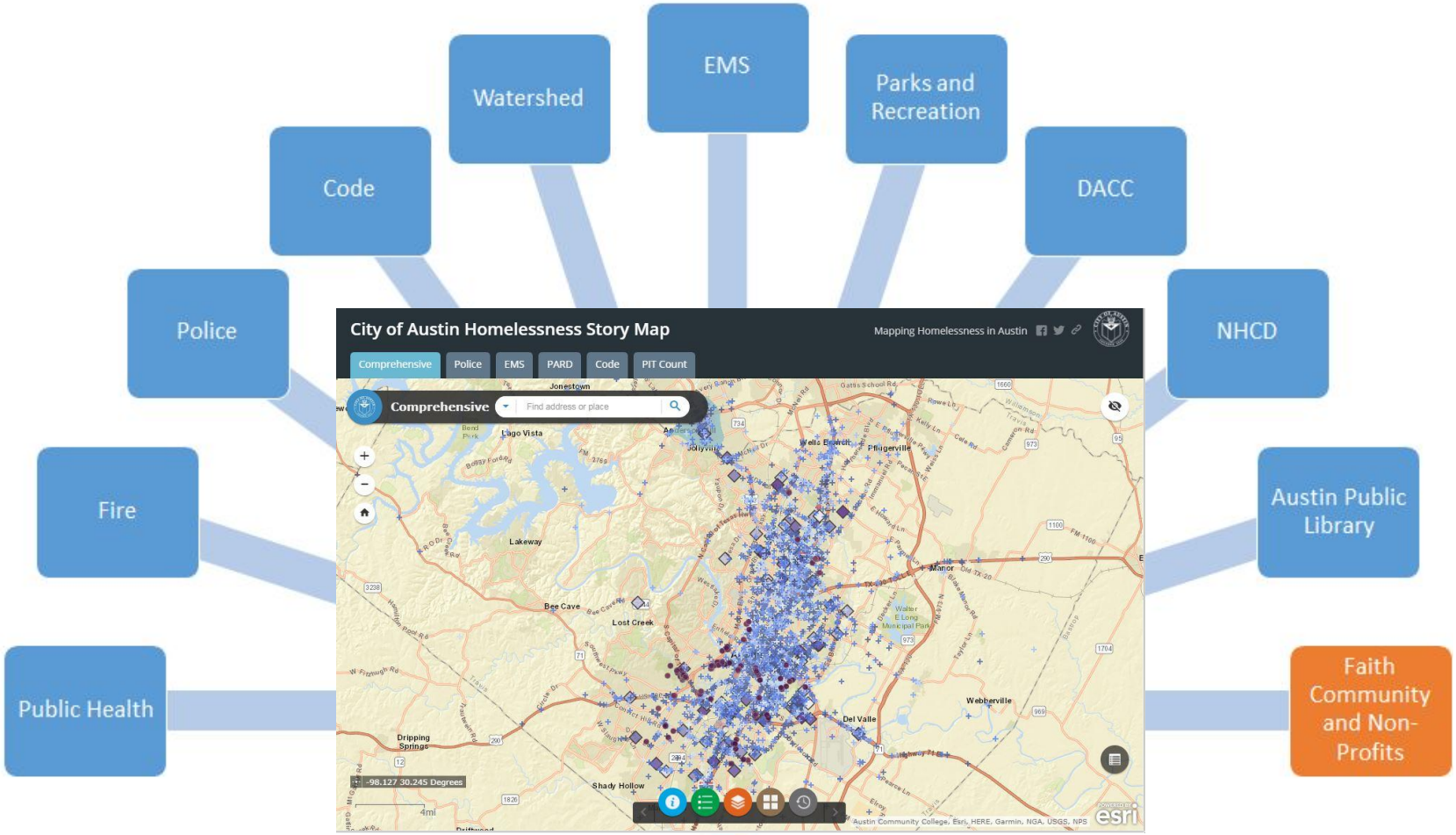
512-974-7400
library.austintexas.gov/survey

Tailoring a More Effective Response: Critical Observations Police and Community (COPAC)



Officers respond to calls for service. When completed, officers identify criminal and social issues believed to be present. The data is collected, analyzed to tailor a better response to the need.

Mapping entities, data, and services



Homeless Outreach Street Team (HOST) FY2017

DIVERSIONS AND CONNECTIONS

26 Contacts diverted from criminal justice involvement.

784
Total of individuals engaged and served by the HOST team during the 2017 fiscal year.

921
Interventions provided to link these individuals to services necessary to begin their process of stability and recovery.

1369
Total number of contacts for fiscal year 2017.

273 Individuals received linkage to health care and medical/pharmacy services.

69 Resulted in being diverted from hospital emergency rooms.

147 Connections to mental health services.

55 Connected to substance abuse treatment service.

30 Contacts diverted from Psychiatric Emergency Department at the time of Service.

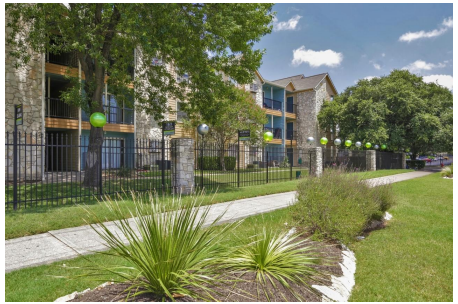
Pop-Up Resource Clinic (PURC)

300 + clients
800 + interventions
in 24 total hours

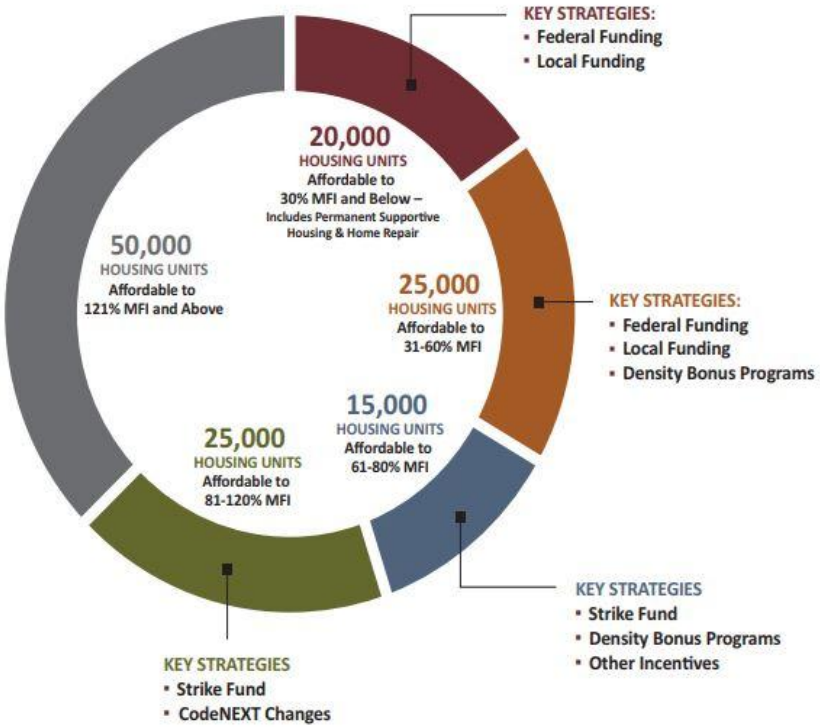
More Housing Options

- Strategic Housing Blueprint Goals
  - Produce 100 Permanent Supportive Housing units each year with 50 of those being Housing First
  - 20,000 new housing units affordable to 30% MFI and below by 2027

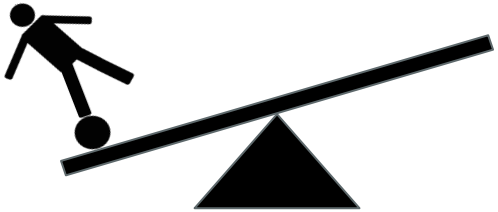
Oak Springs (50 Units)



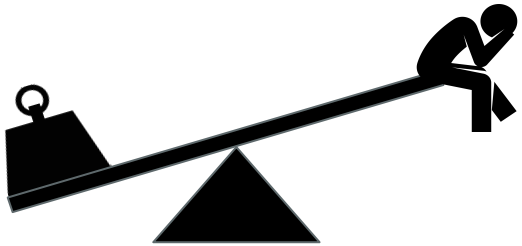
Market-Rate Property with Vouchers (1-10 Units)



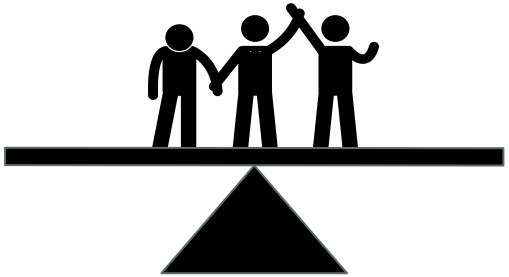
Services without housing won’t balance out



Services without housing



Housing without services



Striking the right balance

This is why we need a city-wide system of care to create paths to success for individuals experiencing homelessness.

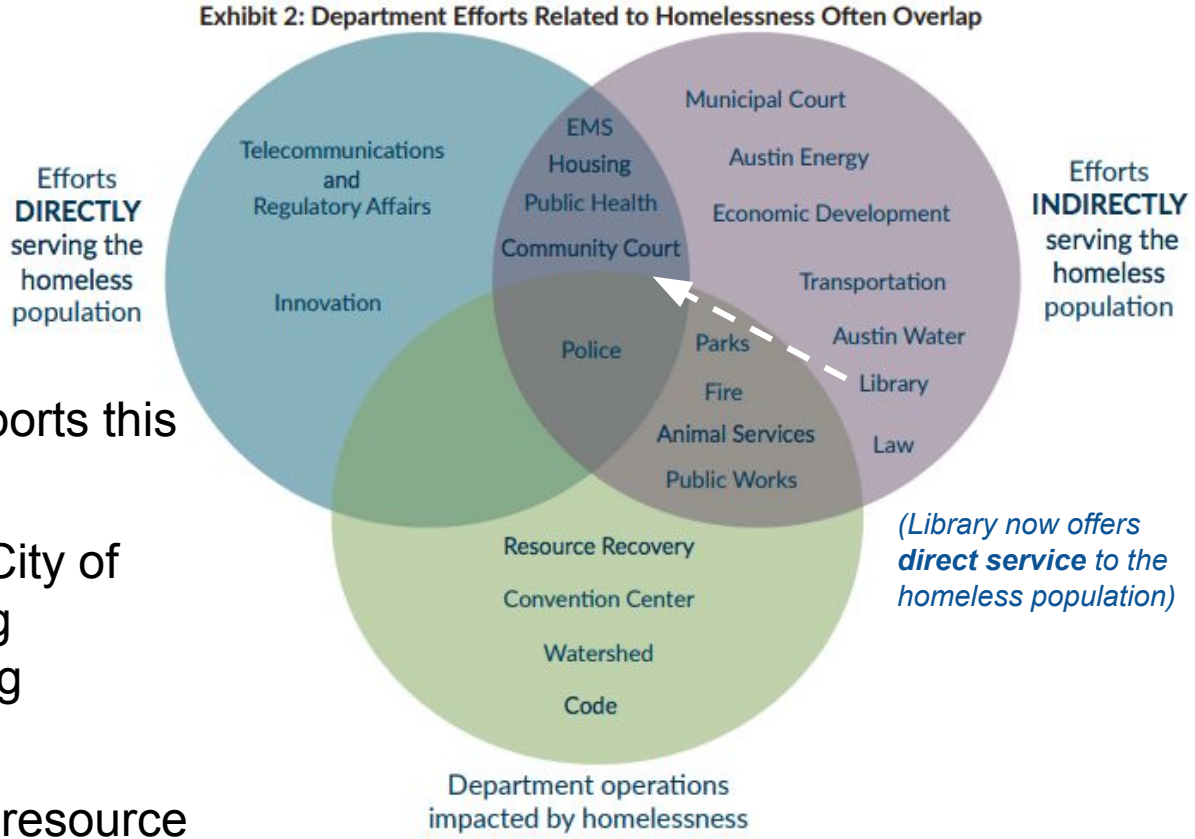
Unified Plan - City Immediate Recommendations

1. Community BrainTrust (*meeting of the minds*)
2. Staff Lead
3. Effective Sheltering and Service Plan
4. Navigation
5. Equity

Convene a portfolio of investors across social determinants

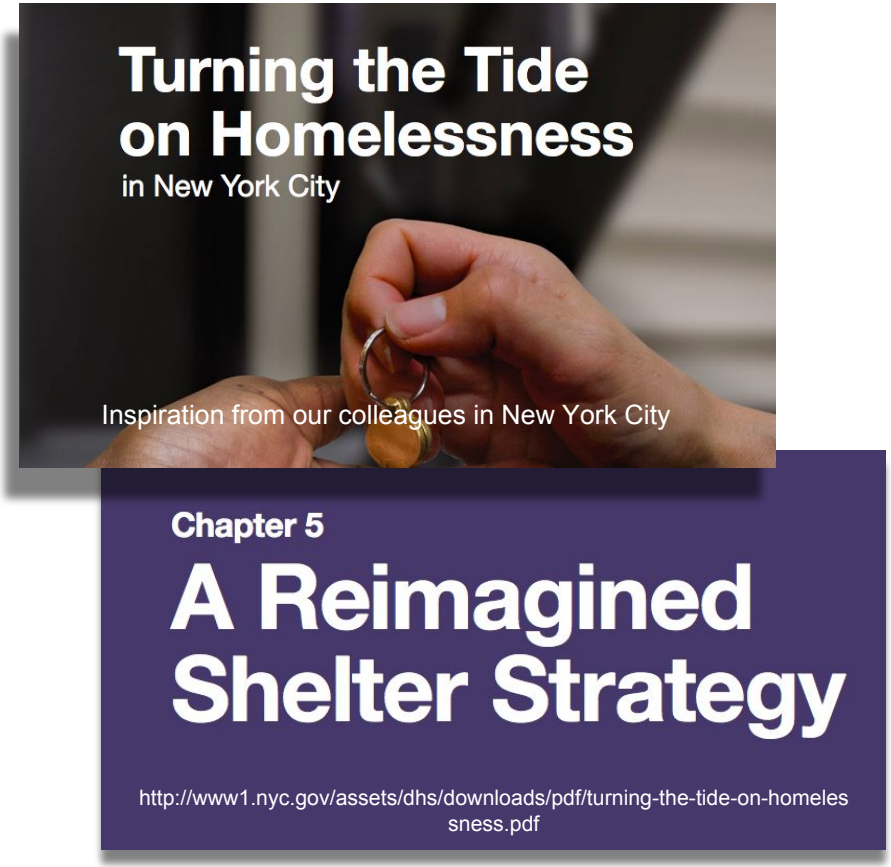
City Staff Lead

- City Manager Cronk supports this top priority
- Lead for coordination of City of Austin activities, including assisting with the Steering BrainTrust
- Serve as the lead for the resource gap analysis effort with the Trust



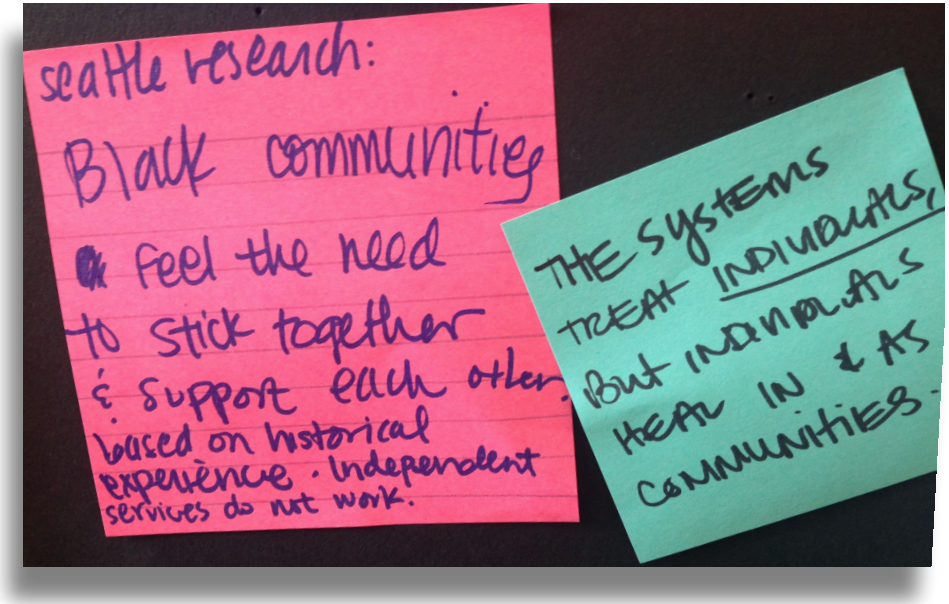
Effective Sheltering and Service Plan

1. Longer Term Sheltering & Service Options
2. Austin Resource Center for the Homeless (ARCH) Redesign
3. More Housing Options



Looking through the Equity lens to address disparities

1. Equity Office
2. Community-Based Programs
3. Culturally and Linguistically Appropriate Services



City of Austin Strategic Plan (top 10)

1. **Homelessness**
2. **Housing**
3. **Accessibility to quality health care services, both physical and mental**
4. **Fair administration of justice**
5. **Skills & Capability of Community Workforce**
6. **Condition / quality of city facilities and infrastructure and effective adoption of technology**
7. *Accessibility to and equity of multi-modal transportation choices*
8. *Accessibility to quality parks, trails, and recreational opportunities*
9. Vibrancy and sustainability of creative industry ecosystem
10. Climate change and resilience

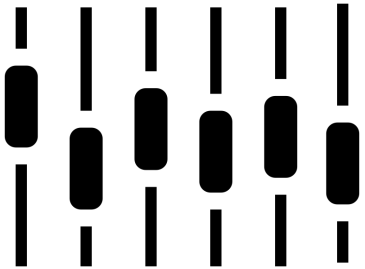
Next steps:

How do we align with the City of Austin Strategic Plan?

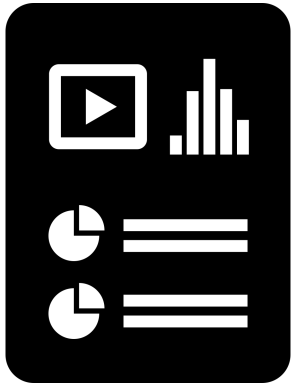
- Directly
- Indirectly
- Operationally

Next Steps

1. Work with ECHO to develop & align performance measures to outcomes in the City Strategic Plan



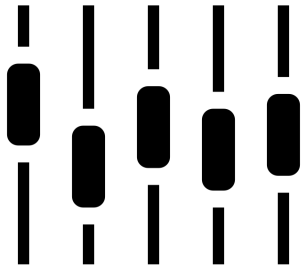
2. Multi-departmental budget proposal addressing issues related to homelessness

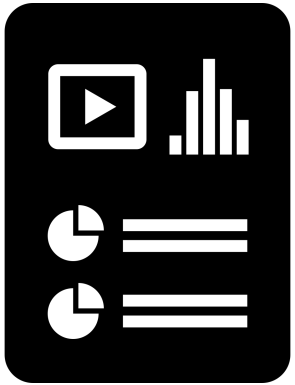


Vibrancy, Engineered: The City as a System

"The interesting thing about the Chicago simulation model was that it showed that **individual projects didn't transform the city** or even make it more sustainable.

... the demonstration turned to the city-as-a-system approach. The model operator made **a strategic set of investments across multiple different dimensions**, tuning each one until just the right balance was achieved. The result was as surprising as seeing something spontaneously emerge out of nothing. Even though no individual project could turn the city around, **the right combination of projects led to dramatic, vibrant growth for the city.**"





Source: http://www.govtech.com/fs/news/Vibrancy-Engineered--City-as-a-System.html

Questions & Discussion