



Austin Public Health



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MEMORANDUM

TO: Mayor and City Council

FROM: Stephanie Hayden, Director 

DATE: April 18, 2019

SUBJECT: Response to Resolution 20181129-042-Housing and Domestic Care Services

This memo is in response to Council Resolution 20181129-042 (Resolution), which directed the City Manager to explore options to improve the standard of care offered by providers of housing and domestic care services to clients with physical and mental health related issues who do not receive state-regulated services. The Resolution directed the exploration of the viability of licensing such individuals (and entities) who provide these services and offering an incentive program for these providers to improve the quality of life for their clients.

Since the passage of the Resolution, Austin Public Health (APH) has been working with Family Eldercare and Integral Care along with appropriate City Departments. Staff has also researched other cities for additional information.

Licensing Individuals

In order to account for the number of operators and facilities in our community, there are two types of program options. Both programs would be mandatory. The License Program option would require an operator to obtain a license to provide housing and domestic care services described in the Resolution. The Registration Program would require an individual who provides housing and domestic care services to file paperwork with the City that identifies the individual or entity as the operator providing services.

Incentive Program

Family Eldercare maintains a list of homes not subject to state regulation that is widely used by social service providers in the community. In March of 2019 Family Eldercare contacted these operators to update their information and to survey them about potential incentive programs.

Family Eldercare staff contacted 38 operators who have 76 homes in the Austin area. These homes have an estimated total of 1056 beds. At the time of the survey, there were approximately 90 beds available.

Most of the homes provide at least one meal per day as part of the rent, but some only provide access to a communal kitchen. Most of the homes provide medication reminders but no additional medical care or assistance. Few homes provide transportation to medical appointments and the grocery store. Most homes do not provide additional services such as laundry, light housework or money management.

The operators were asked about training that will help them better serve their residents. Most said they would take advantage of training for themselves and staff, but did not specify which trainings other than CPR and first aid. Some also expressed an interest in attending a stakeholder meeting.

Next Steps

Staff will develop an initial framework of an incentive program and will conduct a stakeholder's meeting to obtain more detailed feedback. A final response and recommendations will be completed by June 28, 2019.

Should you have any questions, please feel free to contact me.

Cc: Spencer Cronk, City Manager
Chris Shorter, Assistant City Manager
Donna Sundstrom, Assistant Director