

# **AUSTIN RESOURCE CENTER FOR THE HOMELESS (ARCH) TRANSITION**

**Health and Human Services Commission  
Austin City Hall**

**Monday, April 29, 2019**

**Vella Karman, MPA, Manager**



# Overview

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- Austin Resource Center for the Homeless (ARCH) Contract was renewed on April 1, 2019
- Agency- Front Steps, Inc.
- Initial Contract Term: April 1, 2019 – September 30, 2020
- Base Contract Amount: \$4,263,587

# Breakdown Per Fiscal Year

Initial 18-Month Term		Authorized Extension Options (3)		
6 months	12 months	12 months	12 months	12 months
4/1/2019 - 9/30/2019	10/1/2019 - 9/30/2020	10/1/2020 - 9/30/2021	10/1/2021 - 9/30/2022	10/1/2022 - 9/30/2023
\$1,524,529*	\$ 2,739,058*	\$2,739,058*	\$2,739,058*	\$2,739,058*
Initial 18-month period total: \$4,263,587*		Three 12-month extension options total: \$8,217,174*		

Total 54-month contract amount: \$12,480,761\*

\*Includes annual increase of \$280,000 to bring ARCH staff pay rate up to \$15/hr (City's current Living Wage)

# Changes in Operations & Service Delivery



Part ARCH Operations	Redesigned ARCH Operations
190 beds/mats for overnight sleeping	130 beds/mats for overnight sleeping
Day Resource Center serves 200-300 people per day	Day Resource Center services available for 130 clients with reserved beds/mats
25-30% of clients receiving case management	100% of clients receive case management
Some beds/mats reserved; Daily lottery system for other beds/mats so clients secure shelter on a day-to-day basis	All beds/mats reserved, so clients have short-term shelter stability and can focus on goals for housing, income, stability
All overnight stayers must leave early morning and return at specified time each evening	Overnight stayers will have flexibility to come and go, with limited restrictions on access
Services offered for basic needs; some case management and housing services available	Services focused on meeting basic needs and connections to housing for ALL clients
First come-first served / lottery system for clients to receive shelter	Strategic prioritization system for clients getting bed/mat reservations and services
Coordinated Assessment not provided at the ARCH	Coordinated Assessment access for all ARCH clients

# Consultant - NAEH

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Austin Public Health (APH) has contracted with **the National Alliance to End Homelessness (NAEH)** to provide training and technical assistance for the new contract. Org Code is their subcontractor.

- **Feb 2019:** Weekly conference calls with APH, NAEH and Front Steps (continuing through June)
- **May 3, 2019:** Best Practices in Emergency Shelter Workshop
- **May 22-24, 2019:** NAEH and Org Code. to provide on-site “shadowing” of Front Steps staff and operations to identify areas of needed change, staffing recommendations, training and technical assistance / Baseline of performance data
- **Jun – Oct, 2019:** NAEH and Org Code to provide technical assistance and training to Front Steps and Austin Public Health
- **Nov, 2019:** Follow-up visit from NAEH and Org Code to review expected improvements in performance data, staffing and changes to operations and service delivery

# High Level Transition Phases 2019

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## **March - April**

- Planning, facility improvements, communications plan, staffing changes, developing performance metrics

## **May - June**

- NAEH visits, performance data baseline, identification of alternative day resources

## **July - September**

- Reduction of beds/mats, 100% of clients case managed, pilot new prioritization system

## **October - December**

- ARCH open only to 130 shelter guests, performance data review and evaluation

**QUESTIONS?**