



Update on Homeless Response Efforts

Health and Human Services Commission

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Briefing Topics

- ❖ ProLodges: COVID-19 Protective Lodging
- ❖ Hotel Conversion Strategy
- ❖ Winter Storm Uri
- ❖ Guided Path Pilot Overview
- ❖ HEAL Resolution
- ❖ On the Horizon
- ❖ Questions

COVID-19 ProLodges

Purpose

- ProLodges are a public health intervention in response to the COVID-19 pandemic.
- Temporary sheltering setting to allow for safe social distancing of individuals at high risk of severe illness and hospitalization due to the virus.
- ProLodges are not homeless shelters, though most guests are experiencing homelessness

On-Site Services:

- On-site & telehealth appointments with CommUnityCare's Mobile Medical Team
- Behavioral health services and peer specialist services
- Connections to other services for health, wellness, basic needs
- 3 meals a day, security, trash pick-up, and laundry services

ProLodge Updates

Census & Capacity

Current Census: 206 individuals

Global Capacity: 340 rooms

Rooms Offline:

- PL5 (Rodeway Inn) Renovations (~30 rooms)
- PL3 Repairs post-Uri
- Consolidation/Demobilization Planning

Total ProLodge Exits: 405

Exits to Housing: 186

Exits to Healthcare facility: 10

Exits to Shelter: 16

Other Exits: 96

No Exit interview: 97

ProLodge Re-Housing Efforts

Status

Re-Housed to Date - 186

Enrolled in Housing Program – 111 households

Waiting on Housing Program Referral – 84 households

Housing Programs

Rapid Rehousing and PSH: Family Eldercare, Downtown Austin Community Court, Salvation Army, Caritas, Front Steps, Veterans Administration, Integral Care, others

Long-Term Housing Vouchers

HACA (Housing Authority of the City of Austin) prioritized 100 new housing vouchers for people staying at ProLodges

Hotel Conversion Strategy

Properties

- **Rodeway Inn** (owned)
 - 87 rooms
 - Occupied as ProLodge
 - Interior Renovations nearing completion
- **Country Inn** (owned):
 - Occupied as ProLodge
- **Candlewood Suites:** Under Contract
- **Texas Bungalows:** Under Contract

- **Operation/Service Contracts**
- **Project-Based Vouchers**
- **Resources for Future Acquisitions**

Winter Storm Uri: Cold Weather Shelters

- City of Austin's Cold Weather Shelters were activated for nightly sheltering on Thursday, February 11th (3 Recreation Centers activated, max capacity 195)
- Effective Friday, February 12th, shelters moved to 24/7 operations
- Palmer Event Center was opened as a Warming Center on Saturday, February 13th, remaining open and immediately transitioning to a 24/7 Shelter (Max census ~ 450)
- As additional shelters at churches, schools and other locations closed, guests were offered the option to transfer to Palmer, which stayed open for 14 days
- A team of social workers from the City, Travis County and Integral Care (with help from multiple partners) provided triage case management, administered Coordinated Assessments, and connected people to resources

Winter Storm Uri

Palmer Events

Center:

Known Exits

Community/Homeless	41
Boarding Home	26
Own Housing/Apt	23
No Follow-Up w/ Social Services	22
ProLodge	11
Relative/Friend Housing/Apt	10
Hotel	9
Sober/Recovery Housing	5
Greyhound Bus	5
Criminal Trespass Warning & Discharged	4
Hospital	2
15 Street Respite - Integral Care	2
Salvation Army W/C Shelter	1
VA Housing	1
Trinity Center	1
Mobile Loaves and Fishes	1
	164



Guided Path Pilot: October 2019



Maintain the public space outside the ARCH and Salvation Army utilizing inclusive public space management techniques



Reduce the health and safety risks to individuals living in the encampment while providing a pathway to housing



Utilize existing resources from City contracts and identify gaps in resources sufficient to meet the housing needs of all interested participants



Implement lessons learned to refine processes and practices to ensure success and iteration of future encampment strategies

Guided Path Pilot

Outreach, Assessment & Services

Outreach teams administered a short **survey** to individuals living in the encampment and a **By Name List** (BNL) was created

Shelter beds were immediately offered within limited emergency shelter space (approximately 41 spots for various populations)

Shelter providers **waived policies** that could hinder entrance / **Storage** resources were offered

Navigation center services popped up inside of the ARCH for **triage case management and navigation** to mainstream resources

Services provided: Peer supports, Substance use treatment, Case management, Transportation, Employment, Pet services, Respite

Guided Path Pilot

April 2021 Update

99 Individuals on Original By Name List

43 individuals moved into housing

- 12 w/ PSH
- 25 w/ RRH
- 6 w/ Other (such as family reunification, or self-resolution)

24 individuals enrolled in housing programs; 5 of the 24 are sheltering at ProLodges

9 individuals are not yet matched with programs for enrollment

23 individuals are “inactive”

- 14 individuals have not been seen since the initial survey
- 6 individuals in long-term incarceration
- 2 individuals passed away
- 1 individual left the area permanently

HEAL Initiative Update

Outreach & Engagement

- Initial Assessment, Census, Relationship Building, Housing Offer

Temporary Shelter

- Dedicated single-site shelter; other temporary housing as available

Permanent Housing

- Primarily Rapid Rehousing, plus diversion and linkage to PSH

Voluntary Compliance Strategies

- Communication, Built Environment & Amenities, Events, Perimeter Control

For more detailed updates, see April 6, 2021 Council Work Session presentation linked here: <http://austintexas.gov/departments/city-council/2021/20210406-wrk.htm>

HEAL Initiative

Preliminary Phase I Budget

HOUSING & SERVICES	ESTIMATED AMOUNT	ANTICIPATED SOURCE
Encampment Outreach & Engagement	\$400,000	APH FY21 New Budget Allocation
Temporary Shelter	\$1,300,000	APH FY21 Budget (Re-allocation of S. Austin shelter operating funds)
Rapid Rehousing	\$2,600,000	APH FY21 New Budget Allocation
TOTAL SERVICES	\$4,300,000	

***Estimated costs and funding sources for signage, site improvements, events TBD*

HEAL Initiative Phase 1 - Individual Encampment Timeline



HEAL: Promoting Voluntary Compliance



Temporary or permanent signage

Printed Materials
Continued Street Outreach



Built Environment

Landscaping – Plantings and
hardscaping
New Site Amenities (e.g. benches,
personal storage lockers)



Re-Activating the Space

On-site Services
Temporary Art Installations
Community Events



Restricted Access

Temporary during site clean-up,
improvement
Permanent where other strategies
are not feasible or effective



Questions
