

# Improved System for Management of Homeless Encampments Status Update



Audrey Muntz, FSD Performance Management

Dianna Grey, Homeless Strategy Division

May 11, 2022

# Agenda

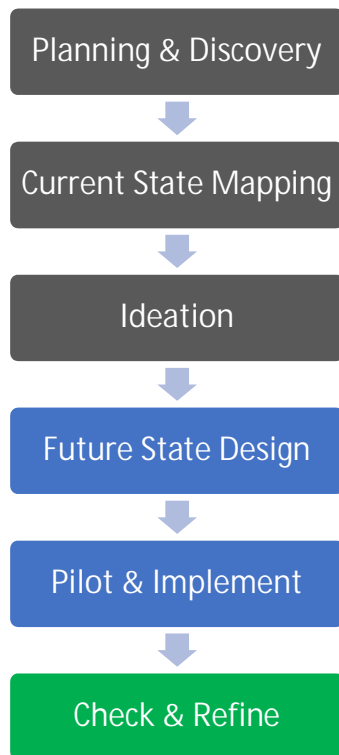
- Describe Current State
- Review recommendations
- Provide progress report
- Review key deliverables
- Timeline
- Invite feedback

# Current State Indicators

- Regular participation of 10+ departments, principally:
  - Austin Resource Recovery
  - Public Works
  - Watershed Protection
  - Parks & Recreation
  - Austin Police Department
- Requests for service far exceed capacity
- Average Monthly Sites\* Serviced/Refuse Removed  
 (\*includes abandoned sites, repeat visits, both enforcement/non-enforcement)

Department	Average Monthly Sites	Average Monthly Refuse (Tons)	Data From
Austin Resource Recovery	8	85	10/21 - 3/22
Public Works	22	33	10/21 - 4/22
Austin Watershed	38	20	5/21 - 4/22
Totals	68 Sites	138 Tons	

# Improvement Process



## Participating Departments

- Austin Code
- Austin Energy
- Austin Fire
- Austin Police
- Austin Public Health, Homeless Strategy Division
- Austin Public Library
- Austin Resource Recovery
- Austin Transportation
- Austin Water
- Communications and Public Information Office
- Communications and Technology Management
- Downtown Austin Community Court
- Emergency Medical Services
- Financial Services - Performance
- Law
- Parks and Recreation
- Public Works
- Watershed Protection

# Pain Points

## Process

- Lack of a unified response
- Each department manages own prioritization
- Difficult to track encampment work at citywide level
- Cyclical nature of work
- Accelerated burndown on contracts and diversion of resources

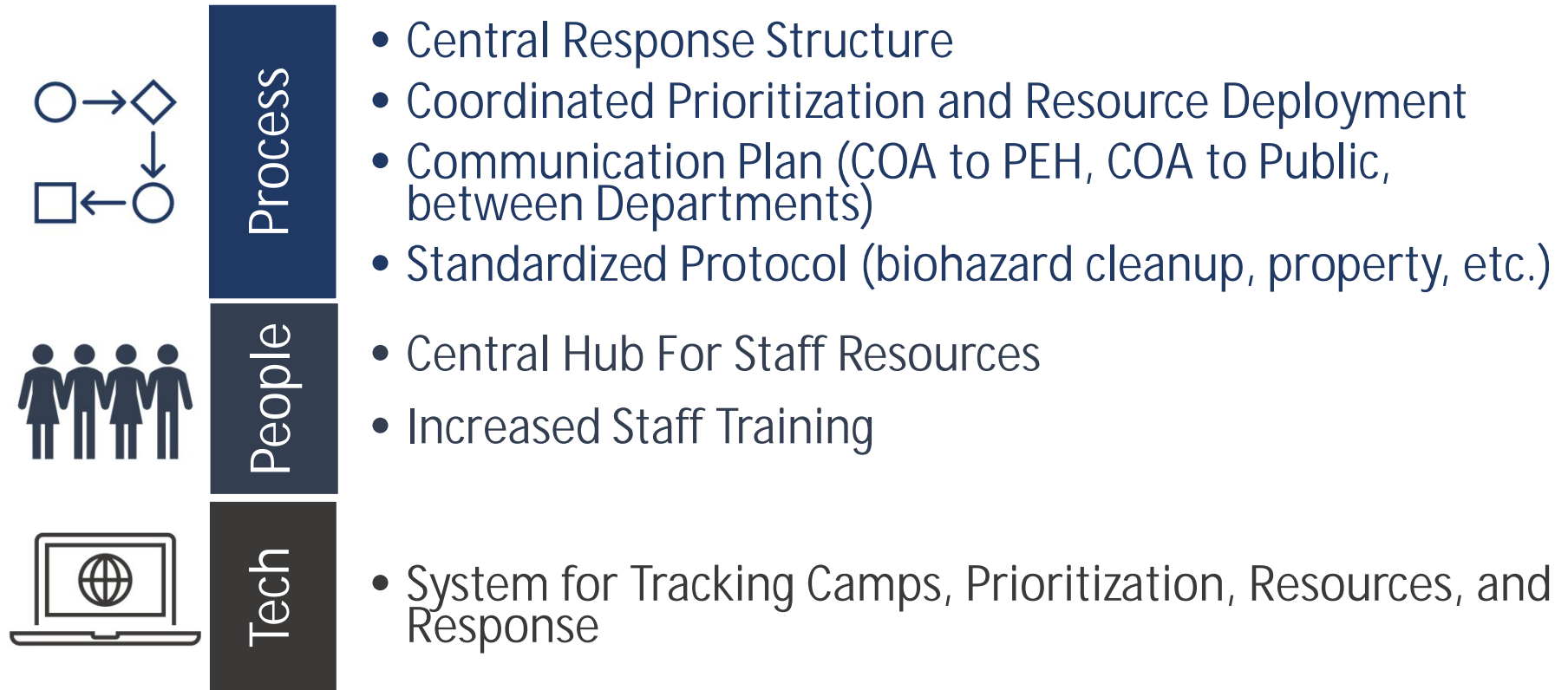
## People

- Insufficient resources to meet need for PEH (Displacement versus shelter/rehousing)
- Staff burnout
- Opportunities for training

## Technology

- Numerous data systems with various levels of maturity
- Staff are collecting different types of data
- Cannot get a citywide picture with current technology

# Improvement Recommendations



# Currently Underway



## Phase 1: Central Response Structure

- Mission, Preliminary Goal & Objective, and Guiding Principles Established
- Organizational Structure Developed

## Phase 2: HEM Prioritization Tool

- HEAL Prioritization Tool Modified
- CTM Supporting Development
- Testing beginning in May

# Phase 1: Central Response Structure

- Value:
  - Applies citywide lens to encampment response, so action is prioritized and resources deployed to encampments that present the highest risk to health and safety
  - Supports consistency in encampment actions
  - Supports improved communication across departments
- Progress:
  - Mission, Preliminary Goal & Objective, and Guiding Principles Established
  - Organizational Structure and Governance Developed
- Next Steps:
  - Leadership team underway
  - Full team activation following prioritization tool implementation



# Phase 1: Central Response Structure

Mission: Provide a coordinated, cross-departmental City response to encampments that prioritizes the health and safety of all Austinites and strives to preserve human dignity and respect.

## Guiding Principles:

- Everyone experiencing unsheltered homelessness deserves to be treated with dignity and respect.
- Every effort will be made to connect individuals experiencing unsheltered homelessness with available resources and housing, recognizing limited availability.
- When determining interventions, the homeless encampment response team prioritizes safety and health while also considering impacts to infrastructure, property, and environmental health.
- Inclusive and equitable public space management recognizes that the public space throughout our community is used for a variety of purposes and should be clean and accessible for all.

# Phase 1: Central Response Structure

Mission: Provide a coordinated, cross-departmental City response to encampments that prioritizes the health and safety of all Austinites and strives to preserve human dignity and respect.

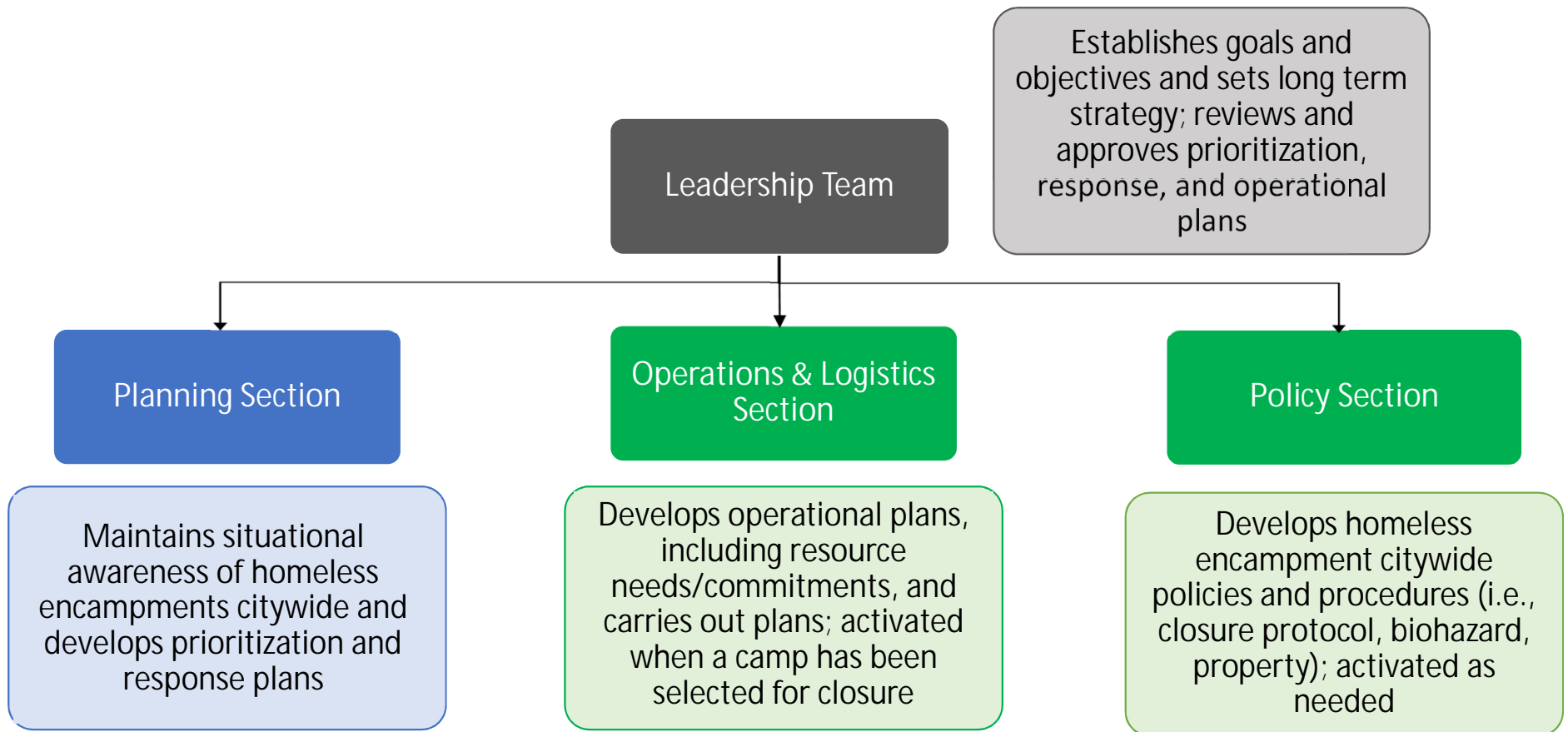
Preliminary Goal:  
Reduce the negative  
impact of encampments

Preliminary Objective: Reduce acuity of  
encampments scores

Will update how this is measured as we progress further in  
development of homeless encampment prioritization tool

- Additional goals and objectives will develop as the team matures
- The team will track other metrics, including 311 calls related to homelessness, 311 duplicate callers related to homelessness, costs of cleanups, number of fire events, etc. to understand trends and inform additional goal and objective development

# Phase 1: Central Response Structure



# Phase 2: HEM Prioritization Tool

- Value:
  - Applies citywide lens to encampment response, so action is prioritized and resources deployed to encampments that present the highest risk to health and safety
  - Supports consistent data capture across encampments citywide
  - Improves understanding of needs, risks, and trends across encampments citywide
- Progress:
  - Modeled using the HEAL Prioritization tool; have updated questions so a single tool can meet both prioritization for closure with and without HEAL
  - Scoring is being finalized for testing to begin in May
- Next Steps:
  - CTM creating beta version for testing; Team will test and work with CTM to refine
  - Estimated implementation in early July

# Progress

## Process

- Central Response Structure Complete
- Coordinated Prioritization and Resource Deployment Underway
- Communication Plan Underway by Partner Teams
- Standardized Protocol Kickoff Mid-May

## People

- Central Hub For Staff Resources Not Started
- Increased Staff Training Underway in Partner Departments

## Tech

- System for Tracking Camps, Prioritization, Resources, and Response Underway

# Timeline

TASK	STATUS	START	END	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT	OCTOBER	
Central Response Structure Development		3/10/22	5/3/22	█								
Develop mission & guiding principles	Complete	3/10/22	4/8/22	█								
Develop preliminary goals/objectives	Complete	3/10/22	4/15/22	█								
Create Org Chart/Governance	Complete	4/15/22	5/3/22		█							
HEM Prioritization Tool		3/10/22	7/5/22	█								
Develop process for tool	Complete	3/23/22	4/7/22	█								
Define user requirements	Complete	3/10/22	4/20/22	█								
Develop tool content	Complete	4/7/22	5/3/22		█							
Develop deployment plan		6/1/22	6/15/22				█					
Create SOP/training documents		6/1/22	6/15/22				█					
Train staff on tool		6/15/22	6/30/22				█					
Tool Implementatin		7/5/22	ongoing					█				
HEM Prioritization Tool Tech				█								
Engage with CTM to determine tech plan/ CTM implement tech	In Progress	3/15/22	ongoing	█								
Test tool		5/15/22	6/15/22			█						
Refine based on testing		6/15/22	6/30/22				█					
Protocol Development		5/15/22	10/31/22			█						
Operations Template		5/15/22	7/1/22			█						
Encampment Closure Protocol		5/15/22	10/31/22			█						

**Questions?**