

July 28, 2022

**Direction on agreements to operate the Southbridge Bridge shelter and the Austin Resource Center for the Homeless (ARCH) shelter**

Direction:

1. The Manager is directed to require the new recipients of the APH contracts for the Southbridge and ARCH shelters to prioritize re-hiring the Front Steps staff (whose positions were funded by its APH contracts), to the extent reasonable, that would allow the staff to maintain their positions and client caseloads at the new agency.
2. The Manager is directed to present quarterly reports to the Council, copying the, Homeless Response System Leadership Council, which include quantitative and qualitative data on performance and operations at the Southbridge and ARCH shelter locations, and to give the Council the opportunity to provide meaningful guidance, on the implementation of the new shelter contracts and the performance of the new contract recipients.
3. The Manager is directed to require new recipients of the ARCH and Southbridge shelter contracts to have quarterly meetings with the Homeless Response System Leadership Council, in which the new contract recipients shall provide updates, answer questions, and allow the Leadership Council to provide meaningful input on the implementation of the new contracts, so as to foster better relationships and collaboration across the homeless response system.
4. The Manager is directed to ensure that the new contract recipients receive the guidance, mentorship and other support necessary for them to be successful. In negotiating these contracts, the Manager is directed to encourage recipients of the contracts to form partnerships and collaborative efforts with other agencies and, when appropriate, with the entire Continuum of Care, to help ensure high quality services and a system-wide approach to addressing homelessness, in alignment with the city's goals and priorities.
5. The Manager is directed to develop a plan in collaboration with the Homeless Response System Leadership Council and the broader community of impacted stakeholders, to assess the current citywide shelter plan, and to set forth a long-term vision for the design, scope, and funding of Austin's shelter system prior to rebidding these contracts for competitive solicitation at their termination.
6. The Manager is directed to ensure that the contracts with new contract recipients require prominent posting of client grievance policies in shelter facilities, and that vendors include reports on the filing and resolution of client grievances to the City as part of regular reporting.

6.7.-The Manager is directed to ensure the new contract recipients require professional uniforms and name badges for their onsite staff so that they may be identified as employees of the shelter. Uniforms may be designed and picked by the agencies.

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