

Austin Resource Center for the Homeless (ARCH) Summary

Term & Funding

Agency Name: Front Steps, Inc.

Initial Contract Term: April 1, 2019 – September 30, 2021 (30-month base contract)

Base Contract Amount: \$6,302,645

Breakdown

Initial 30-month term, per Fiscal Year:

6 months	12 months	12 months
4/1/2019 - 9/30/2019	10/1/2019 - 9/30/2020	10/1/2020 - 9/30/2021
\$1,384,529	\$ 2,459,058	\$ 2,459,058
Initial 30-month period total: \$ 6,302,645		

Overview of New Contract

- Front Steps shall provide program services, facility management and operations necessary to provide emergency shelter to adult men experiencing homelessness. Front Steps will insure the environment – which includes staffing, guest participation, and opportunities for feedback – will reflect a positive, respectful culture. The shelter's programming will be focused on ending homelessness for guests by housing people as quickly as possible, using the Coordinated Entry system, and connecting households to other resources to help them stabilize once housed. A variety of housing-focused services shall be delivered with the objective of resolving an individual's housing crisis and connecting individuals experiencing homelessness to safe, stable housing.
- Austin Public Health has contracted with the National Alliance to End Homelessness (NAEH) to provide training and technical assistance to the agency awarded this new contract. This training is planned for March 2019. Some of the changes in service delivery and operations are outlined below:

Current 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

Performance Measures

Key performance measures to evaluate the effectiveness of shelter and the shelter system may include:

- Total number of unduplicated clients served
- Increased exits to permanent housing [HUD, NAEH, SD23]
- Decreased length of stay (number of days) in shelter [HUD, NAEH]
- Reduction in returns to homelessness [HUD, NAEH, SD23]
- Percent of shelter clients who receive case management services [APH KPI]

Sources

APH KPI: Austin Public Health Key Performance Indicator

HUD: U.S. Department of Housing and Urban Development (HUD) System Performance Measures

NAEH: National Alliance to End Homelessness' *Recommendations for the Re-design of Emergency Shelters in Austin*

SD23: Austin Strategic Direction 2023