

# Front Steps Annual Report 2004

## I. Day Resource Center and Shelter

The **Austin Resource Center for the Homeless (ARCH)** is the first point of entry to social services for many homeless individuals. ARCH provides basic needs services (showers, laundry, lockers, phone, mail), as well as extensive information and referral to address a wide range of needs. In 2004, **3,875 unduplicated clients** received services. Other programs address clothing, nutrition, and financial needs of clients.

- The **ID Program** provided funding for **360 individuals** to obtain I.D. cards and birth certificates needed for employment and housing.
- The **Clothing Closet**, operated by a group of Methodist Ministers from AAIM churches, provided clothing to approximately **1,500 men and 400 women** (not unduplicated).
- **Client Discretionary Funds** provide small, one-time financial assistance grants to remove simple barriers to employment and housing (e.g., purchase of tools, bus tickets home). **145 grants** were provided, with an average grant amount of \$26.26.
- An **Information & Referral Specialist** assists walk-in and call-in clients to identify and prioritize their needs, focus on their own strengths, resources and problem-solving skills, and connect to community services. Approximately 10 individuals receive one-on-one assistance each day, in addition to call-in clients.
- **STEP (Support & Training Employment Program)**, coordinated by an AmeriCorps\*VISTA member, offers one-on-one instruction and workshops to clients on computer usage, internet access, resume writing, job search, interviewing, workplace ethics and other job skills. **103 clients** have completed the program.

## II. Emergency Overnight Shelter

Front Steps offers emergency shelter at **ARCH Overnight**, providing **100 homeless single adult males** with a safe, clean and decent place to sleep and shower each night. Residents are able to access 30 nights of shelter within a 90-day period. In 2004, **1,355 unduplicated individuals** accessed shelter. Over **32,000 shelter nights** were provided. The **Case Management** component of the shelter served **170 residents**, supporting them to reach their goals and connect to services.

The **Cold Weather Shelter program** coordinates local churches to open their doors as shelter on freezing nights. The volunteer-staffed shelters offer warm blankets, a hot meal, and a welcoming environment. The shelters opened **26 times** last winter, providing **1926 shelter nights**

The **Emergency Motel Voucher program** offers a three-day respite in local motels for homeless families with a sick child, or homeless individuals released from the hospital with no place to stay. The brief stay offers a chance to rest, recover, and make more permanent plans for shelter. **411 shelter nights** were provided in 2004; **72 individuals** were sheltered, representing 20 households.

## III. Permanent Housing

Front Steps continued to provide resident services at Garden Terrace Residences, a joint project with Foundation Communities. Garden Terrace provides an affordable housing option for low-income single adults, with supportive services such as case management, support groups, and employment services. About 60% of the residents actively participate in case management, 83% have demonstrated improved self-care since moving into Garden Terrace, and almost half of residents are employed.

The **Hands Up to Housing program** provides loans to homeless working people to pay the move-in costs for permanent housing. Program staff also offer referrals for support services, and maintain contact with clients for several months to monitor their stability and success. In 2004, **49 family households (146 total individuals) and 32 single households received loans.**