



2010 Fact Sheet

Who We Are

One thing is certain, **no one ever hopes to be homeless**. As children, no one ever says, “when I grow up, I want to be homeless.” However, homelessness is a reality in our community. Every day Front Steps serves homeless men and women, many of whom have lost hope. We strive to restore their hope and guide them home. We sincerely believe that homelessness is a journey, not a destination. Front Steps’ dedicated staff, board of directors, and volunteers ask you to join us on our **Journey to Hope**.

Mission:

Based on the belief that all people deserve the dignity of a safe place to call home, Front Steps’ mission is to provide a pathway home through shelter, affordable housing, and community education.

Front Steps Provides Assistance to Homeless Men and Women in These Ways:

- **Austin Resource Center for the Homeless:**
 - **Day Resource Center:** The Austin Resource Center for the Homeless (ARCH) is designed to meet the basic emergency needs of homeless adults, providing showers, hygiene items, clothing, laundry, lockers, phones, and mail services. Numerous co-located agencies make the ARCH a one-stop shop where clients can receive support for mental health, medical, legal, employment and other needs, all under one roof. Clients are encouraged to enroll in transitional services focused on helping them move from homelessness to affordable housing.
 - **Emergency Overnight Shelter:** ARCH Overnight Shelter provides overnight shelter and showers to 215 men each night. 100 men sleep in bunk-style dormitories and receive dinner on-site. An additional 115 men are provided a mat for floor sleeping.
 - **Case Management:** Front Steps provides goal oriented case management to ARCH, Recuperative Care, and housing clients. Case managers meet weekly with homeless adults to assess their goals, needs, and resources; develop action plans that will address these goals; and provide ongoing support, resource referral, and problem solving as the client moves on their own path from homelessness to housing.
- **Recuperative Care Program:** The Central Texas Recuperative Care Program serves homeless individuals who are too sick to return to the streets or a shelter, but not sick enough to continue to occupy a bed at a local hospital by providing a recuperative bed in a nursing home. Front Steps also looks for appropriate transitional housing and works toward obtaining a permanent home for each Recuperative Care client.
- **Transitional and Permanent Housing:** Front Steps is committed to providing a full range of services to support our clients in moving from homelessness to safe, affordable long-term housing. We operate transitional and permanent housing programs in apartments and homes throughout Austin, complete with supportive services designed to address the individual needs of each client.

Client Population

- Front Steps works with 9 co-located agencies to provide services to chronic, temporary, and formerly homeless individuals.
- We serve approximately 500 men and women per day. Front Steps served approximately 8,500 homeless adults last year.
- We provided case management to 375 clients in the 2008-2009 program year, and Front Steps’ partner organizations provided case management to an additional 214 clients.



Annual Budget

- Front Steps has an operating budget of \$3.5 million.
- We receive financial support from individual donors, corporations, foundations, and faith-based organizations, as well as city, state, and federal funding.

Co-Located Agencies at the Austin Resource Center for the Homeless (ARCH)

At the ARCH, clients can access a variety of services such as legal assistance, job training, health care, and case management which will help them transition into housing. This is accomplished through a unique partnership with nine co-located agencies that work together to provide the best possible service to Austin's homeless men and women.

- **Homeless Health Clinic:** Provides urgent and ongoing medical care, dental care, substance abuse screening, counseling, and case management. Serves as a Medical Assistance Program (MAP) eligibility site.
- **Austin Travis Country Integral Care (formerly MHMR):** Provides outreach and case management to homeless individuals who have a mental illness, helping them connect to services they need.
- **Family Eldercare:** Focuses on programs that prevent premature institutionalization, stabilize formerly homeless clients, or prevent homelessness.
- **Goodwill Industries of Central Texas, Job Source Program:** Provides job training, job placement, and job retention to individuals with barriers to employment.
- **Veterans Administration Health Care for Homeless Veterans Program:** Provides outreach and case management services to homeless veterans and assists with referrals for medical care, mental health care, substance abuse and treatment.
- **Texas Rio Grande Legal Aid:** Provides free legal services to indigent residents of south and west Texas for civil, non-criminal issues.
- **Art from the Streets:** Since 1991, local artists have been donating classes and materials to homeless artists. Once a year, their artwork is sold to the public, and the homeless artists are able to keep all the proceeds from their artwork.
- **Austin Advocate Newspaper:** Monthly street newspaper providing a place for the homeless population to voice their concerns regarding homeless issues, with an opportunity to earn income when they receive donations for the paper.
- **House the Homeless:** An educational and advocacy group working for viable solutions to homelessness, such as fair living wages and affordable housing.

How Can You Help:

- **Donate:** Visit <http://www.frontsteps.org> to donate online or send your check to Front Steps, PO Box 684519, Austin, TX 78768-4519.
- **Volunteer:** Visit <http://www.frontsteps.org> to learn more about volunteer opportunities and complete a volunteer application.
- **Host a Donation Drive:** Contact Dawn Perkins, Community Relations and Volunteer Coordinator, at dperkins@frontsteps.org for more information.
- **Advocate** for your homeless neighbors and learn more about homelessness. Visit www.frontsteps.org and click on How to Help, then Advocate.