



## **2017 Fact Sheet**

### ***Mission***

Front Steps provides a pathway home for our neighbors experiencing homelessness by offering emergency shelter, affordable housing, recuperative medical care, supportive services, and promotes community awareness.

### ***History***

Front Steps was created in 1997 as the Capital Area Homeless Alliance with the overarching philosophy that each homeless person deserves respect and dignity. Front Steps offers a continuum of services that help people transition from homelessness into housing. Front Steps manages the Austin Resource Center for the Homeless (ARCH), provides housing, and also operates the Central Texas Recuperative Care Program.

### ***Client Population***

- Front Steps works with 8 co-located agencies to provide services to chronic, temporary, and formerly homeless individuals.
- We serve approximately 400-500 men and women per day and provided 78,475 bed nights last year.
- We provided case management to 300 clients in the 2016-2017 program year.
- Of those clients exiting case management, 58.9% entered safe and stable housing; 62.7% made progress in obtaining stable income such as employment, social security benefits, or SNAP; 78.9% accessed medical, mental health, or other types of treatment and services.

### ***Annual Budget***

- Front Steps has an operating budget of \$4.7 million.
- We receive financial support from individual donors, corporations, foundations, and faith-based organizations, as well as city and federal funding.

### ***Front Steps Provides Assistance to Homeless Clients in These Ways:***

- **Day Resource Center:** Front Steps provides basic needs such as toiletry and hygiene products, showers, laundry, mail and messaging services, a computer lab, and lockers. Some 6,981 unduplicated users visited the ARCH in fiscal year 2016-2017.fy
- **Case Management:** Front Steps provides goal-oriented case management to clients in the Day Resource Center, in the Recuperative Care Program, and through transitional and permanent supportive housing.
- **Transitional / Permanent Supportive Housing:** Front Steps currently offers 58-59 units of supported housing, providing case management to clients preparing to exit shelter services a first step toward independent and secured housing.
- **ARCH Emergency Overnight Shelter:** Front Steps provides up to 230 homeless single adult males with a safe, clean and decent place to sleep and shower each night.
- **Recuperative Care Program:** The Central Texas Recuperative Care Center serves as a “home health care” facility for homeless individuals who are too sick to return to the streets or a shelter, but not acute enough to continue to occupy a bed at a local hospital. In addition to providing a recuperative bed, Front Steps also looks for appropriate transitional housing for each client and works toward obtaining a permanent housing solution for participating clients. Within the first four years of program implementation, hospital readmission rates were reduced 93% for a subset of our highest frequent hospital service users, and 57% of patients engaged in case management.



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

The ARCH serves as a “one stop shop,” where clients may 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.

- **Family Eldercare:** Focuses on programs that prevent premature institutionalization, stabilize formerly homeless clients, or prevent homelessness.
- **Austin Travis County Integral Care (ATCIC, formerly MHMR):** Provides outreach and case management to homeless individuals who have a mental illness, helping them connect to services they need.
- **Goodwill Industries of Central Texas, Job Source Program:** Provides job training, job placement, and job retention to individuals with barriers to employment.
- **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.
- **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.
- **Austin Free Net:** Provides technology training and access for the community, fostering skills that enable people to succeed in a digital age.
- **Cardon Outreach:** Provides answers to social security and Medicaid related questions, and helps clients navigate the claim process.
- **Back on My Feet:** A national organization that uses running to help those experiencing homelessness change the way they see themselves so they can make real change that results in employment and independent living.

### **How You Can Help:**

- **Donate:** Visit <http://www.frontsteps.org/how-to-help/donate> to donate online or send your check to *Front Steps, PO Box 684519, Austin, TX 78768-4519*.
- **Volunteer:** Visit <http://www.frontsteps.org/how-to-help/volunteer> to learn more about volunteer opportunities and to complete a volunteer application.
- **Host a Donation Drive:** Contact Natalie Freeburg, Communications and Volunteer Coordinator, at [nfreeburg@frontsteps.org](mailto:nfreeburg@frontsteps.org) for more information.
- **Advocate** for your homeless neighbors and learn more about homelessness. Visit [www.frontsteps.org/advocate](http://www.frontsteps.org/advocate).

