

# Nominee Details

<b>Person making the nomination</b>	
<b>Nominator:</b>	Peter Palazzari
<b>Street Address:</b>	
<b>City:</b>	Austin
<b>State:</b>	TX
<b>Zip Code:</b>	
<b>Phone:</b>	
<b>Email:</b>	
<b>What is your affiliation with the person or organization you are nominating?</b>	Advisory Board member of The Salvation Army, Austin Area Command. Chair, Advisory Board Program Committee.
<b>Nominee</b>	
<b>Award category:</b>	Spirit of Collaboration
<b>Individual or organization/collaboration nominated:</b>	The Passages Collaboration
<b>Contact Name (for Spirit of Collaboration Award only):</b>	Kathleen Ridings, Director of Social Services
<b>Street Address:</b>	
<b>City:</b>	Austin
<b>State:</b>	TX
<b>Zip Code:</b>	
<b>Phone:</b>	
<b>Email:</b>	
<b>Details:</b>	The Passages collaboration of Austin homeless services providers has partnered since 1996, working together to provide critically-needed housing and supportive services to help homeless persons create stable and self-sufficient futures. The Salvation Army serves as the lead grantee and subcontracts U.S. Department of Housing and Urban Development (HUD) funds to the partner organizations: Caritas of Austin; Family Connections; Foundation for the Homeless; LifeWorks; and SafePlace. A seventh partner, Foundation Communities, does not share HUD funding, but coordinates housing with the collaboration. Passages provides the vital services needed to assist homeless families and individuals in obtaining safe and affordable permanent housing, increasing their skills and income, and attaining self-sufficiency. Passages offers up to 18 months of case management, transitional housing through Tenant-Based Rental Assistance, financial assistance with housing and employment, subsidized child care,

life skills training and therapeutic counseling. Over 800 individuals - 60% of whom are children - are served annually through Passages. In 2008-2009, 84% of clients who participated in the program for at least two months successfully obtained permanent housing. The specific components of Passages include: Outreach – Applicants are referred by a team of nine Passages case managers based at major emergency shelter and street outreach locations in Austin. Intake – Partner organizations share a common application/case file and group orientation, which facilitates coordination and program operations. Case Management – Target populations served include families with children, domestic violence survivors, youth (18-25), and single men and women (including veterans and persons with disabilities) who lack the resources to obtain safe and affordable permanent housing. The Passages partner agencies specialize in providing case management for these various target populations at their respective locations. Caritas serves as the fiscal agent for the financial assistance that helps clients meet basic, essential needs; and FamilyConnections manages the child care vouchers provided to clients. Additionally, a licensed professional counselor at The Salvation Army provides mental health services and life skills training. Housing – 65 units of transitional housing is funded by the City of Austin through Tenant-Based Rental Assistance vouchers; or clients may be assisted in transitioning directly into permanent housing from shelter. Outcomes – Tracking of outcome goals for the program is consolidated into one database for annual performance reporting. The program has shown to be very effective, as evidenced by data on the goals tracked for those permanently housed. This includes: retention of housing through receipt of six-month follow-up services (81%); meeting employment goals (91%); decreased dependence on public assistance (81%); established a monthly budget (93%); linkage to mainstream services (95%); achieving increased income or upgraded employment (49%); and continued child care plan (93%). Funding – The collaboration currently shares funding from HUD, United Way Capital Area, the City of Austin, and the Religious Coalition to Assist the Homeless, all totaling close to \$700,000. Passages partner agencies provide additional matching funds of more than \$250,000. As noted above, transitional housing is administered by the Housing Authority of the City of Austin (\$512,000), through federal funding from the HOME program.

**What is special or special about what the nominee has accomplished to improve community conditions or promote community collaboration?**

Since 1996, the Passages program has provided vital services to help bridge the gaps in the continuum of care for homeless families and single adults without duplicating existing services. Through regular meetings and shared resources, Passages' coordinated approach to case management has proven very effective in providing a comprehensive safety net of services for some of Austin's most vulnerable populations, as evidenced by the performance outcome goals noted in #1 above. Passages is also unique in its comprehensive scope of services which are critical in helping families overcome the devastation of homelessness. In 2008-2009, Passages served 859 persons (405 adults and 454 children). Among the supportive services that were provided to adult participants who exited the program were: case management; life skills; alcohol and drug abuse services; mental health services; education; housing placement; employment assistance; child care; transportation; and financial assistance. Most importantly, the Passages partners have been very successful in leveraging partnerships with other resources to the benefit of the program. Examples include: The Tenant-Based Rental Assistance partnership with The Housing Authority of The City of Austin, which has provided transitional housing to Passages clients for more than a decade. The Utility Pilot Project funded by The City of Austin assisted 43 Passages clients who had utility debt from closed accounts, giving them the opportunity to successfully obtain housing and addressing a critical barrier to self-sufficiency. The partnership with Foundation Communities has provided 15 dedicated units of subsidized housing and case management at Skyline Terrace for single homeless adults. Rapid Re-Housing Demonstration Project: Passages was one of 23 agencies in the nation - and the only project from Texas - to be awarded funding by HUD for this grant program. The three-year grant of \$795,540 will offer transitional housing and supportive services to 75 homeless families who can transition quickly out of shelter into sustainable housing. Caritas will assist in providing housing placement services; and Foundation Communities will provide transitional housing units and financial mentoring services to clients. The project is expected to begin in January 2010.

**Is there any other information that you would like to include to highlight why this nominee should be considered for this award?**

The strength of the Passages Program derives from the stellar expertise and commitment of the partner organizations to provide high-quality services that successfully assist vulnerable individuals in overcoming homelessness and rebuilding their lives. The Salvation Army has provided services in Austin

since 1889 and is one of the largest providers of emergency shelter in Central Texas, with 335 beds for men, women and children at two locations. Caritas has provided services for homeless, working poor, and legal refugees for over 25 years. Family Connections and Foundation Communities each has 25 years of experience: in assisting families with child care and educating parents and teachers in all areas of child development; and as a provider of quality affordable housing and on-site services, respectively. For over 20 years, Foundation for the Homeless has worked to organize resources from the faith communities to alleviate the suffering of homeless people in Austin. LifeWorks offers housing and homeless services, youth and adult counseling, and education to over 10,000 youth and their families annually. The agency is a merger of several youth-oriented agencies that have been active for over 20 years. For 35 years, SafePlace has provided a wide range of services to adult and youth survivors of sexual and domestic violence, many of whom have experienced homeless. Passages exemplifies the value of building upon shared resources and each partner's decades of experience to create this highly effective collaboration. Thank you for your consideration of this nomination.