



Austin/Travis County Continuum of Care (CoC) Response Protocol: Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

The Austin/Travis County CoC's Emergency Transfer Plan (ETP) describes participants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance on safety and security. The following recommended Response Protocol supplements the information contained in the ETP to aid Austin/Travis County CoC-funded programs in responding to an emergency transfer request.

1. Pending processing of a transfer request and the actual transfer, the participant should be urged to take all reasonable precautions to be safe. Housing programs and participants are encouraged to contact a domestic violence agency to create a safety plan.
 - **The SAFE Alliance**
Call SAFELine: 512.267.SAFE (7233)
Text: 737.888.7233
www.Safeaustin.org/help/
 - **National Domestic Violence Hotline** at 1-800-799-7233
2. Once an emergency transfer has been requested, the CoC-funded housing program will act as quickly as possible to review the request within 14 days of receipt, and if approved, move the participant to another unit, subject to availability and compatibility with the participant's safety plan.
3. If the housing program has no available units within its own agency for which a participant is eligible, the housing program, with written approval from the participant, will consult with the CoC Lead Agency to assist in identifying safe and available units to which the participant could move. ECHO staff, in consultation with the participant, participant's housing program and/or advocate, and safety plan, will assist in pursuing housing options, including referrals to CoC-funded units, applications to local housing authorities under emergency or domestic violence preferences, or any other safe and appropriate housing opportunity.

The household shall retain their original homeless or chronically homeless status for purposes of the transfer, and all efforts will be made to ensure clients retain eligibility status in the event they must stay in an emergency shelter while awaiting a transfer.