

Map of the Austin/Travis County Homelessness Response System (HRS)

Picture our local Homelessness Response System (HRS) like a **neighborhood**. Each house is filled with organizations that work in similar ways to serve people experiencing homelessness. People can pick one or many of the options in different houses depending on their needs and wants.



ACCESS

There are many pathways that lead to resources in our HRS. The quickest and easiest to navigate for most people is through one of the options on the **ACCESS** page.

Help people **access** the help they need

Our HRS exists to do three main things. **Click each house to learn more.**

Support people in their current circumstances

House people with rental assistance and supports



SUPPORT

No two people's journeys into and out of homelessness are exactly the same. This map is intended to provide a basic explanation of the ways our HRS functions and some of the pathways people commonly use to get back into housing.



PREVENT

Find **rent and utility aid, legal help, and more resources** in the Eviction Solidarity Network's Resource Guide.



HOUSE



These are the ways people typically **learn what's available in our Homelessness Response System**. The Coordinated Assessment (CA) is important - it's the way to **apply for housing programs**. People can do their CA at drop-in centers, shelters, with outreach teams, and more.

DROP-IN CENTERS / DAY SHELTERS

One-stop shop for many types of resources. These often include **food, clothing, hygiene items, Coordinated Assessments, vital documents, healthcare resources, job opportunities**, and more. If you're not sure where to start, someone at a drop-in center can help. Because services vary by location, **the best way to find a drop-in center is to call 211 or visit findhelp.org** and search for your specific needs.

findhelp.org

[Call 211 \(Mobile link only\)](#)

COORDINATED ASSESSMENT (CA)

Housing needs evaluation where anyone experiencing homelessness in Austin/Travis County can **apply for many housing programs in the community**. A trained outreach provider will ask questions about the person, their current episode of homelessness, their health, and their history with housing insecurity. **People can do a CA by phone, by going to a drop-in center, or by having an outreach team come to them.**

[Do your CA](#)

STREET OUTREACH

Teams that **go into camps** and other places people are living outside to offer **help with immediate needs**, like food and water, first aid, and connections to longer-term help. **Outreach teams can also do your CA** (see left). Request outreach teams under the tab labeled "**In person (they come to you)**" at this link:

[Request Outreach](#)

EMERGENCY SHELTER

[Shelters](#)

Critical **short-term lifeline** for many people who experience homelessness. Can be **congregate** (bunk-style) or **non-congregate** (individual rooms). Often **leads to other supports** and can lead to long-term housing.

These kinds of resources are meant to provide help with **day-to-day needs**. In some cases, they can provide a pathway to permanent housing, but the main goal is to **improve people's lives while they're working on long-term solutions**.

HEALTHCARE

Physical, mental, and behavioral healthcare. Teams can be **mobile** (i.e. "street medicine") or provide care in **brick-and-mortar clinics**.

Unhoused people can get care through Central Health's **Medical Access Program (MAP)**.

[Apply for MAP](#)

[List of Clinics](#)

HARM REDUCTION

Supplies, support, and education to **reduce risks associated with substance use**.

[Resources](#)

EMERGENCY SHELTER

Critical **short-term lifeline** for many people who experience homelessness. Can be **congregate** (bunk-style) or **non-congregate** (tiny homes or individual micro-shelters). Often **leads to other supports** and can lead to long-term housing.

[Shelters](#)

EMPLOYMENT

Opportunities for **paid work** for folks who might **not have a state-issued ID, fixed address, or other barriers**.

[Find Work](#)

CASE MANAGEMENT

Often provided as part of specific programs, **whether housing or other kinds of assistance**. This is usually **one-on-one support** to help people set and meet goals and navigate housing through the HRS.

DAILY NEEDS

[Bus Pass](#)

[Hygiene](#)

[findhelp.org](#)

[Clothing](#)

[Food](#)

[ID](#)

Drop-in centers and Street Outreach teams working to **improve people's day-to-day lives**. For more individual needs, visit [findhelp.org](#) and search by need or location.

BENEFITS ENROLLMENT

[Benefits](#)

Access to **federal programs** like **SNAP** (food stamps), **SSI/SSDI**, and more.

SUPPORT

DIVERSION/RAPID EXIT

One-time funding to help someone get back into housing quickly. Usually a few hundred dollars, can pay for **move-in costs, work clothes, bus tickets to housing, and more.**

RAPID REHOUSING (RRH)

Short-term housing option that provides **6-24 months of rental assistance and some supportive services**; designed for people who can start paying for housing on their own when the assistance ends.

TRANSITIONAL HOUSING

Short-term accommodations and some supportive services to help **bridge the gap** between homelessness and housing.

HOUSE

A Coordinated Assessment (CA) is required to figure out which housing programs someone is eligible for. You can find more housing options that are separate from the CA at the Other Housing link. The number of people who need housing is much greater than what's available. That means many people who are eligible for housing wait months or years, and the CA doesn't guarantee you'll get housed.

[Do Your CA](#)

[Other Housing](#)

PERMANENT SUPPORTIVE HOUSING (PSH)

Designed for people with the **highest needs**; provides **rental assistance and individualized supportive services for as long as someone needs them.** Must have a **disabling condition** and be **chronically homeless** to qualify. Because PSH is meant to support people as long as they need it, it can take a long time - years for many people - to get a spot in PSH.

MINIMAL HOUSING ASSISTANCE (MHA)

Not a single program type by itself, but rather an umbrella term for many kinds of **"light touch" interventions that help people find housing** but don't provide long-term support. Diversion/ Rapid Exit (see top left) is a good example of MHA.

DIVERSION/RAPID EXIT



13



14



N/A



428

Note: The amount spent on Diversion/Rapid Exit is dependent on the individual's needs, so there is no set capacity for how many can be served by this intervention.

RAPID REHOUSING (RRH)



16



46



1,820



1,501

TRANSITIONAL HOUSING



4



11



480



39

This page shows the **capacity** of our housing programs in Austin/Travis County in 2024.



Number of **organizations** that operate this type of intervention (ex: RRH); organizations can operate more than one intervention of the same type (like two RRH programs), and they can operate multiple types of intervention (like RRH and PSH) at the same time



Number of **interventions** of this type (RRH, PSH, diversion, etc.) that organizations operate in our community. Each intervention is usually limited in the number of people it can serve based on funding.



Total number of **people** who can be served at one time by all interventions of this type; this does **not** represent housing units that are currently available, but rather system-wide capacity



Number of **people** who were housed for the first time in this intervention type in 2023; people still housed from previous years are not counted in this figure

PERMANENT SUPPORTIVE HOUSING (PSH)



12



28



1,778



262

Note: Because PSH is meant to support people as long as they need it, many people never move out of this intervention once they're housed. So while our community's capacity is growing, the number of people housed in PSH for the first time remains relatively low.

MINIMAL HOUSING ASSISTANCE (MHA)



N/A



N/A



N/A



1,295

Note: Because MHA is an umbrella term for a variety of less formal interventions, there is not a set capacity or number of organizations offering it in our community. The only data possible to capture is the number of people housed by one of these organizations. The number of people housed includes Diversion/Rapid Exit.