

# 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.



**PREVENT**

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

Help people **access** the help they need

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

**House** people with rental assistance and supports



**SUPPORT**

**Support** people in their current circumstances



**HOUSE**

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.



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](http://findhelp.org)** and search for your specific needs.

[findhelp.org](http://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 and 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 below). 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 drug 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](#)

## STREET OUTREACH (DAILY NEEDS)

[Bus Pass](#)

[Clothing](#)

[Hygiene](#)

[Food](#)

[ID](#)

**Drop-in centers and mobile teams** working to **improve people's day-to-day lives**. Many organizations offer far more than the options listed above.

## EMPLOYMENT

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

[Find Work](#)

## CASE MANAGEMENT

**One-on-one support** to help people set and meet goals and navigate housing through the HRS. **Case managers are usually assigned by housing organizations once they have space to be able to house someone**.

## 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.**

## MINIMAL HOUSING ASSISTANCE (MHA)

Umbrella term for **programs that help people find housing that are not PSH or RRH.** MHA can include Diversion/Rapid Exit, finding housing on your own while staying in a shelter, and other “**light touch**” interventions.

## TRANSITIONAL HOUSING

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

Note: Because of the lack of housing options in our community, doing a CA does not guarantee someone will be housed through our HRS, and it can take months or longer to get contacted for housing after you do your CA.

# HOUSE

A **Coordinated Assessment (CA)** is required to figure out which housing programs someone is eligible for. Click the CA link below or go to the **ACCESS** page of this map to learn more. You can find **more housing options that are separate from the CA** at the Other Housing link (row 13 and below on the spreadsheet).

[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.

## 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.

### DIVERSION/RAPID EXIT



16



17



N/A



???

**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.

### 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.

### TRANSITIONAL HOUSING



5



13



346



???

This page shows the **capacity of our rehousing system in Austin/Travis County in 2023.** Please return to the **HOUSE** page to learn more about these housing interventions.



Number of **organizations** that operate this type of intervention; organizations can operate more than one intervention of the same type as well as multiple different types of intervention



Number of **interventions** of this type 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 the calendar year listed above; people still housed from previous years are not counted in this figure

### PERMANENT SUPPORTIVE HOUSING (PSH)



13



30



1,718



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.

### RAPID REHOUSING (RRH)



16



44



1,168



1,501