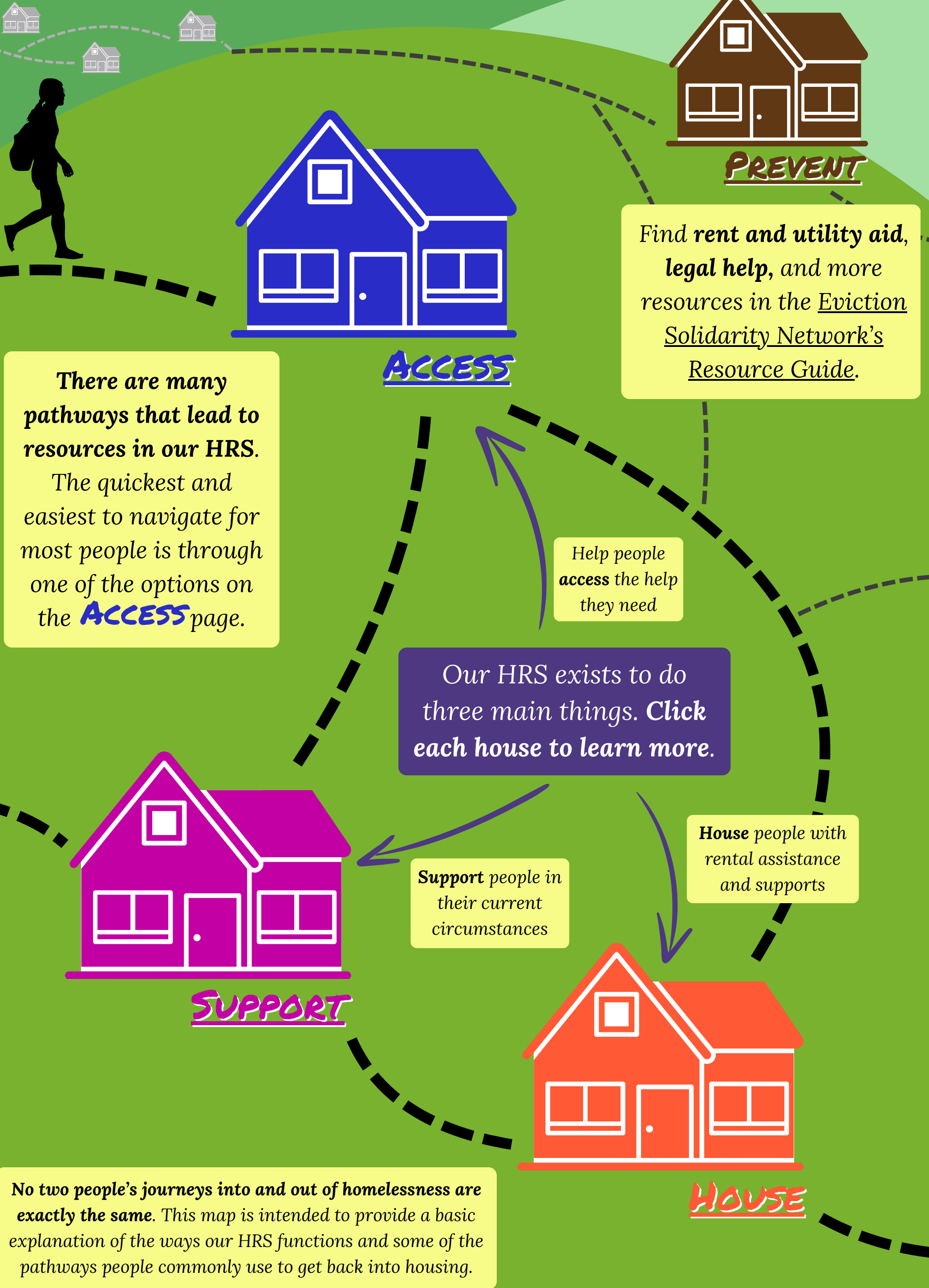


Map of the Austin/Travis County Homelessness Response System (HRS)

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.



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.

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

findhelp.org

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.

ACCESS

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](#)

EMPLOYMENT

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

[Find Work](#)

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.

CASE MANAGEMENT

One-on-one support to help people set and meet goals. Case managers help **connect folks to assistance programs** they're eligible for and **places to live** when space becomes available in a housing program.

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.

HOUSE

[BACK TO MAIN MAP](#)

SYSTEM DATA

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** (homeless for at least a year, or homeless four separate times in three years totaling at least a year of homelessness) to qualify.

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.

2023 SYSTEM DATA

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.

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.

TRANSITIONAL HOUSING



5



13



346



???

RAPID REHOUSING (RRH)



16



44



1,168



1,501