



Austin

HOUSING FOR ALL. POWERED BY TECH.

Austin Leadership Council

October 2026 · Alesandra Dominguez, Austin Market Manager

our why

Housing Connector believes no unit should sit vacant while there are people in need of a home.



Housing connector is a partner-based program

No unit should sit vacant while people need a home. **Screening criteria, not unit supply, are the barrier.**

Community Partners

HOUSING CONNECTOR PROVIDES

- Units with reduced screening criteria
- 2 years of housing stability triage
- Customer service for any challenge
- Emergency financial assistance (up to 3X monthly rent)

WHAT THEY BRING

One year of light case management

Property Partners

HOUSING CONNECTOR PROVIDES

- \$5,000 damage mitigation
- 1-month vacancy loss
- Customer service for any challenges
- Advertising of available units

WHAT THEY BRING

Reduced screening criteria

MARKETS WE OPERATE IN

Seattle 2020 | Denver 2022 | Dallas 2022 | Portland 2022 | Austin 2025 | Orlando 2025 | Miami 2026 | Newark 2026

removing application barriers

CREDIT SCORE

accept any credit score & waive credit history

PAST DEBT

accept past debt owed to a housing provider under \$3,000

INCOME

accept verifiable income of 2x rent

RENTAL HISTORY

waive proof of rental history

PAST EVICTIONS

accept 2 evictions in the past 3 years.

CRIMINAL HISTORY

5- year look back consider criminal history on a case-by-case basis





Austin community partner network

AUGUST 2026 • AUSTIN, TEXAS

HOMELESS RESPONSE SYSTEM

African American Youth Harvest Foundation	Prospera Housing Community Services
Caritas of Austin	Sunrise Homeless Navigation Center
Downtown Austin Community Court	The Other Ones Foundation
Family Eldercare	Trinity Center
Foundation for the Homeless	The PFaith House
My Sister's Keeper ATX	Black Men's Health Clinic
Austin Area Urban League	CapMetro (Community Intervention Specialists)
SAFE Alliance	Walking by Faith Prison Ministry
Texas Harm Reduction Change 1	Saffron Trust
LifeWorks Austin	Building Promise USA
	OnPoint Reentry

FAMILY & MATERNAL HEALTH

Any Baby Can
Asian Family Support Services of Austin
Black Mamas ATX
Black Mamas Village
LAMP Austin
Maternal Health Equity Collaborative

WORKFORCE & ECONOMIC EMPOWERMENT

HOME

YOUTH & YOUNG ADULTS

Austin Community College
Upbring

HEALTH & COMMUNITY SERVICES

Neighborhood Services
Unit City of Austin

REENTRY SUPPORT

RARE

33

COMMUNITY PARTNERS

6

FOCUS AREAS

Where Austin stands today

[153]

HOUSEHOLDS HOUSED IN AUSTIN

[115]

PROPERTY PARTNERS

[33]

COMMUNITY PROVIDERS

[138]

STILL HOUSED AFTER 17
MONTHS



resident stability_

Housing someone is the start.
Keeping them housed is the work.



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why this matters_

Most programs find out too late

THE USUAL WAY

A tenancy fails quietly.

The program finds out when the eviction notice lands, and by then, options are limited.

OUR APPROACH

We ask before it does.

We check in with every property partner every month, and route what they tell us to the people who can fix it.



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the loop_

We ask every property, every month, before the notice goes up

01

ask_

On the same days each month, every property partner gets an automated email listing their Housing Connector residents. One click flags a problem.



02

triage_

The flag opens a ticket, financial or situational. A Resident Support staff response. Silent properties get nudged at 5 and 7 days.



03

intervene_

Rental assistance, payment plans, mediation, damage mitigation, relocation. The resident's case manager is looped in the same day, not weeks later.



04

close the loop_

Resolutions and/or updates are reported back to the property. Coverage runs for the full two years that a household is enrolled.



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HBRF: Flexible Dollars

A City of Austin-funded pool that lets HRS agencies request direct financial help. Launched May, 11th - Aug 5th 2026.



eviction prevention

Past-due rent paid directly to the landlord before a filing became a judgment.



past rental debt

Old balances cleared so a household could pass screening somewhere new.



deposits & move-in

Security deposits, pet deposits, and the up-front costs that stall an approved application.



utilities & direct aid

Utility arrears and gift cards for the small gaps that quietly end a tenancy.

Housing Barrier Reduction Fund Results

418

HOUSEHOLDS ASSISTED

448

PAYMENTS

\$666k

DEPLOYED INTO THE COMMUNITY



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140 Veterans at housing risk

THE DECISION

Housing Connector redirected the remaining HBRF balance to this emergency and closed the open request form to do it. That was the trade-off behind the August closure.

IN COLLABORATION WITH

City of Austin

Client list, eligibility, approvals

VA / VASH

Voucher status and transfer review

Endeavors

Veteran-serving provider, on the ground

Housing Connector

Verification, negotiation, payment

Results as of September 29th

140+

VETERAN HOUSEHOLDS AFFECTED

86

PAYMENTS ISSUED

\$389K

IN ARREARS CLEARED

FROM A LANDLORD WE HAD NEVER WORKED WITH BEFORE

"I wanted to take the time to thank you and your team for working so quickly and diligently to come to the aid of the landlords who were facing arrears in this case... It also ensures the safe housing for a very deserving veteran, who has to date taken great care of the home that is rented from us."

– Austin property owner, September 2026



Thank you

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