

# HOMELESS STRATEGY OFFICE BRIEFING PUBLIC HEALTH COMMITTEE

*February 2025*



HOMELESS  
STRATEGY  
OFFICE

# CITYWIDE STRATEGIC PLAN

## Summary

- The Citywide Strategic Plan was adopted with the FY25 budget.
- The plan guides decision-making processes and drives success toward achieving the City's goals.
- The plan builds on Strategic Direction 2023, an aspirational plan inspired by the City's long-term comprehensive plan (Imagine Austin).
- The Citywide Strategic Plan is organized around seven new strategic priorities.

**COMMUNITY HEALTH & SUSTAINABILITY** – Advancing health, well-being, and environmental resilience citywide, including climate action, ecological stewardship, wellness initiatives, and community readiness.

**MOBILITY & CRITICAL INFRASTRUCTURE** – Enhancing transportation networks, managing city facilities, and maintaining reliable utility infrastructure to support a growing city while ensuring cost-effectiveness.

**ECONOMIC & WORKFORCE DEVELOPMENT** – Promoting economic mobility, supporting local businesses, and fostering a durable economy while empowering individuals through workforce initiatives.

**HIGH-PERFORMING GOVERNMENT** – Sustaining fiscal responsibility, operational efficiency, and becoming an employer of choice by leveraging technology and workforce capabilities for community benefit.

**EQUITABLE SERVICE DELIVERY** – Ensuring equitable access to services for our diverse community while preserving the vitality and creativity of our shared ecosystem.


**PUBLIC SAFETY** – Ensuring safety and security through fair and equitable public safety responses, emergency preparedness, and disaster management for all community members.

➔ **HOMELESSNESS & HOUSING** – Developing affordable housing options citywide and reducing homelessness through strategic investments and partnerships.

The Citywide Strategic Plan is available online at [www.austintexas.gov/page/performance](http://www.austintexas.gov/page/performance)

# CITYWIDE STRATEGIC PLAN – SEPT 2024 RECAP

## HSO Updates

**HOMELESSNESS & HOUSING (HH)**

**GOAL  
HH.3** Optimize investments, partnerships, and service delivery to reduce the number of people experiencing homelessness in Austin.

**MEASURE: HH.3.1** **INITIAL TARGET: 75%**  
Percentage of persons who engage with city-funded homelessness prevention programs and do not experience homelessness within a year.  
**► STRATEGY**

- **HH.3.1.1:** Reduce the number of individuals who experience homelessness through the investment in homelessness prevention programs.

**MEASURE: HH.3.2** **INITIAL TARGET: 50%**  
Percentage of Housing-focused Engagement Assistance Link (HEAL) bridge shelter participants who are enrolled in a permanent housing program after enrolling in the HEAL initiative.  
**► STRATEGY**

- **HH.3.2.1:** Ensure that persons who were living unhoused in encampments and joined the HEAL initiative can connect to critical permanent housing programs.


**MEASURE: HH.3.3** **INITIAL TARGET: 80%**  
Percentage of individuals served by city-funded housing programs who enter permanent housing and do not experience homelessness again within two years of housing placement.  
**► STRATEGY**

- **HH.3.3.1:** Implement programs which sustainably support individuals who participate in city-funded housing programs, enabling them to achieve housing stability after their experience in the program.

- **HH3.1 – PREVENTION**  
HSO secured City Council approval for homeless prevention and diversion service contract with Sunrise Navigation Center on August 29, 2024.
- **HH3.2 – HEAL INITIATIVE**  
HSO partnering with the TX-503 Leadership Council and ECHO to finalize RRH-to-PSH Transfer Policy. Leadership Council will discuss update this month. Finalization of policy could support current HEAL RRH clients.
- **HH3.3 – STABILITY**  
HSO and ECHO are tracking client exits and returns to homelessness.

# CITYWIDE STRATEGIC PLAN – JAN 2025 UPDATES

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- **HH3.1 – PREVENTION**  
Sunrise contract launched.  
Council allocated \$2.2M in FY25 budget for homeless prevention (one-time).  
HSO launching homeless prevention planning in partnership with ECHO.
- **HH3.2 – HEAL INITIATIVE**  
12 HEAL sites completed in 2024, connecting 411 clients with shelter.  
TX-503 Leadership Council to consider changes to RRH referral policy in March.
- **HH3.3 – STABILITY**  
HSO and ECHO continue tracking client exits and returns to homelessness.

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