



City of Austin

Recommendation for Action

File #: 26-1078, **Agenda Item #:** 31.

3/26/2026

Posting Language

Approve adoption of the Austin Homeless Strategies and Operations 2025-2027 Strategic Plan which provides a framework to address homelessness in Austin through effective policies, investments, and partnerships.

Funding: Approving the 2025-2027 Strategic Plan does not have an immediate fiscal impact. The future financial impact will be determined as specific strategies and projects are identified and presented to City Council for approval and implementation.

Lead Department

Austin Homeless Strategies and Operations.

Fiscal Note

This item has no immediate fiscal impact. The fiscal impact will be determined as specific strategies and projects are identified and presented to City Council for approval and implementation.

For More Information:

David Gray, Austin Homeless Strategies and Operations Officer, 512-972-7836; Christopher Anderson, Deputy Director, 512-974-4878; Natasha Ponczek, Business Process Consultant, 512-972-5027; Marissa Vogel, Capacity Building Project Manager; Estella Kirscht, Department Executive Assistant, 512-972-4423.

Additional Backup Information:

The proposed Austin Homeless Strategies and Operations (AHSO) 2025-2027 Strategic Plan (Strategic Plan) involved a lengthy and thoughtful process led by a cross-functional work group, comprised of AHSO staff. The workgroup used stakeholder and staff input to highlight the following needs:

- AHSO must lead with clarity and accountability;
- Investments should demonstrate impact, equity, and strategic alignment;
- Increased transparency, public education, and community buy-in; and
- Strengthen crisis response and internal resilience for long-term system success.

The Strategic Plan sets priorities and direction, aligns goals and strategies, and guides decisions and investments. This will help clarify AHSO's leadership role, strengthen system coordination, inform accountability, and drive results. The Strategic Plan includes the following strategies:

- System Leadership;
- Impactful Community Investments;
- Crisis Response System Management;
- Communications; and
- Invest in Our People.

A comprehensive set of key performance indicators (KPIs) was developed to align with each strategy. The KPIs will serve as benchmarks to help track progress, assess impact, and ensure accountability.

If approved, AHSO will assign teams to begin implementing the extensive Strategic Plan. The AHSO leadership team will review progress quarterly.

Attachment: Austin Homeless Strategies and Operations 2025-2027 Strategic Plan.