

RESOLUTION NO. 20261022-045

WHEREAS, Council finds it in the best interest of the citizens of the City to implement a coordinated crisis response program connecting high-utilizer individuals with permanent supportive services, including housing, health care, behavioral health, and substance abuse treatment to reduce arrests, emergency room visits, and homelessness; and

WHEREAS, on October 6, 2026, Council received a briefing and presentation on the No Wrong Door program during a Work Session of the Council; and

WHEREAS, on October 7, 2026, the Public Health Committee received a briefing on the No Wrong Door program; and

WHEREAS, on October 7, 2026, the Public Health Committee recommended that Council direct the City Manager to establish a reporting and tracking process, provide quarterly reports to Council, provide updates regarding legislative efforts, convene a sub-quorum of Council Members to guide legislative objectives, address concerns from community organizations, and establish a community advisory group related to the implementation of the No Wrong Door program; **NOW, THEREFORE**,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

Council directs the City Manager to take the following actions regarding the No Wrong Door program:

- Establish regular tracking and reporting on outcomes achieved for individuals identified and engaged with through the No Wrong Door program, such as those identified in the October 1, 2026, memorandum *No Wrong Door City Council Briefing on October 6, 2026*, including, but not

limited to, connections to housing (by housing type), provided behavioral health treatment through Integral Care or other providers, connection to care and service (by service agency/type), and connection to other resources (by resource agency/type, i.e. Veterans Affairs). This reporting shall be in addition to the Proposed Metrics provided in the Appendix Slides of the No Wrong Door: Coordinated Crisis Care briefing presentation: Increased Connections to Resources; Enhanced Local Service Coordination; Minimized Repeat Law Enforcement Crisis Contacts; Reduction in Public Safety Time on Scene and Interactions; Length of Stabilized Behavior; and Prioritized Behavioral Health Resources & Increased Funding for Additional Service Capacity; and

- The City Manager shall ensure that the Capital Area Private Defender Service and the Travis County Public Defender's Office receive notice that a client is on a No Wrong Door list within 72 hours of the list being updated to the extent possible; and
- Provide regular quarterly reports to the Public Health Committee on the No Wrong Door program including the data described above, as well as any outcome, programmatic, legislative, or operational updates.

BE IT FURTHER RESOLVED:

Council directs the City Manager to take the following actions regarding the No Wrong Door program:

- The City Manager shall provide updates to Council regarding legislative efforts related to the No Wrong Door program;
- The City Manager shall address concerns, questions, and proposed safeguards laid out in the letter to Mayor and Council titled "No Wrong Door Concerns" from VOCAL-TX, Capital Area Private Defender Service,

Texas Civil Rights Project, ACLU of Texas, Equity Action, Texas Harm Reduction Alliance, United Workers of Integral Care, and others and return to Council with a response no later than October 30, 2026; and

- The City Manager shall address the additional concerns raised by the Capital Area Private Defender Service and the Travis County Public Defender's Office by negotiating the inclusion of a representative from each of those organizations at the portions of the case conferencing meetings in which those organizations' respective clients are being discussed. To facilitate the inclusion of those representatives, the City Manager is directed to negotiate any necessary additions to the standard release of information. The City Manager is directed to report back to Council regarding progress on this direction no later than November 20, 2026.

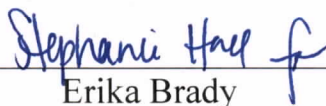
BE IT FURTHER RESOLVED:

Council directs the City Manager to take the following actions regarding the No Wrong Door program:

- The City Manager is directed to meet regularly with external stakeholders, including but not limited to, those identified in the September 30, 2026 letter from the ACLU of Texas, to receive feedback on policy recommendations regarding the implementation of the No Wrong Door program; and
- The City Manager shall provide the final list of stakeholders and date of the first meeting and update the City Council by November 20, 2026.

ADOPTED: October 22, 2026

ATTEST:


Erika Brady
City Clerk