Austin

MEMORANDUM

To: Mayor and City Council

Through: Stephanie Hayden-Howard, LMSW, Assistant City Manager SHH

From: David Gray, Austin Homeless Strategies and Operations Director DG

Date: November 3, 2026

Subject: **Homeless Encampment Management Operational Report Update**

The purpose of this memorandum is to provide an update on the Austin Homeless Strategies & Operations (HSO) Homeless Encampment Management (HEM) and Street and Community Outreach (SCO) initiatives, which launched on May 11, 2026. The memorandum summarizes encampment management and outreach activities from June 8, 2026, through September 30, 2026, based on verified data submitted by HSO staff and City departments. This information supports transparent oversight of the HEM program's performance, operational capacity, and service outcomes. All metrics reflect finalized reporting for the period and should be considered within the broader context of system capacity, housing availability, and demand across Austin's homeless response system.

Operational Activity Metrics

During the reporting period, HEM teams maintained consistent field operations across identified encampment locations, including repeat engagements at active sites to support stabilization and service linkage efforts.

- Site Visits: Total number of visits conducted by HEM teams, including repeat visits to the same site: 2,347
- Unique Sites Visited: Total number of distinct encampment sites visited during the reporting period: 653
- Debris Removal: Total amount of debris removed by HEM teams: 732.27 tons (1,464,540 pounds)

Resource Allocation Information

Resource allocation data provides insight into resource utilization of existing resources and the scale of interdepartmental support required to implement the initiative. The staff working on this initiative are currently working for the City of Austin and funding for their positions are already accounted for within an existing budget. Staff supporting HEM have been reassigned from various departments and spend a portion of their schedule supporting this initiative.

- Total Operational Cost: $2,261,819.13
- Average Cost Per Site Visit: $963.71
    - Average Cost Per Unique Site: $3,463.74
- Departmental Cost Breakdown:
    - Austin Police: $505,944.66
    - Austin Resource Recovery: $502,999.83
    - Austin Transportation & Public Works: $457,374.28
    - Austin Watershed Protection: $389,654.71
    - Austin Homeless Strategies & Operations: $300,240.84
    - Austin Parks & Recreation: $105,604.81

Individual-Level Engagement Outcomes
SCO engagement activities prioritized connection for individuals experiencing unsheltered homelessness to shelter and supportive services, including behavioral health and housing navigation resources.

- Shelter Connections: Total number of unique individuals connected to shelter: 136
- Supportive Services Connections: Total number of unique individuals connected to supportive services (e.g., behavioral health, housing navigation, case management): 84
- Shelter/Service Acceptance Rate: Percentage of individuals offered shelter or services who accepted assistance: 45% out of 493 individuals contacted

Service Demand and Response Performance
Community-generated Austin 3-1-1 service requests continue to drive service demand, with response times reflecting field capacity and operational prioritization protocols.

- Workload: Total number of encampment-related Austin 3-1-1 service requests received: 2,906 (Note: This count total includes duplicate entries.)
- Response Timeliness: Average number of days from Austin 3-1-1 service requests to initial site assessment: 3.2 days

Encampment Outcomes and Repeat Activity
Encampment recurrence patterns were monitored to assess stabilization effectiveness and identify locations requiring sustained engagement or additional intervention strategies.

- During the reporting period, 24% of encampment sites remained clear of any return activity following abatement and closure.

Enforcement-Related Outcomes
Enforcement-related outcomes are included to provide a complete and transparent accounting of all documented outcomes associated with initiative activities.

- Citations Issued: 50 unique individuals issued citations
    - Citation categories: Camping in Public Area
- Arrests: 5 total number of unique individuals arrested
- Criminal Trespass Notices Issued: 0

Should you have any questions or concerns, please contact David Gray, Director of Austin Homeless Strategies and Engagement, at David.Gray@austintexas.gov.

cc: T.C. Broadnax, City Manager
Erika Brady, City Clerk
Jason Hadavi, City Auditor
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