Austin

MEMORANDUM

To:	Mayor and City Council
Through:	Jon Fortune, Deputy City Manager Stephanie Hayden-Howard, Assistant City Manager
From:	Robert Kingham, Court Administrator, Austin Community Court
Date:	November 20, 2026
Subject:	**No Wrong Door – Staff Update to Resolution No. 20261022-045**

The purpose of this memorandum is to report on progress on the No Wrong Door (NWD) program in response to direction provided in Resolution No. 20261022-045 approved by Austin City Council on October 22, 2026. The resolution directs the City Manager to establish performance reporting and tracking processes, provide quarterly updates to City Council, report on relevant legislative efforts, address concerns raised by community organizations, establish regular engagement with external stakeholders, and strengthen coordination with public defenders representing NWD participants.

The City is committed to implementing these directives while ensuring that NWD continues to provide coordinated, person-centered services to individuals experiencing complex behavioral health, homelessness, and public safety challenges. This memorandum outlines the City's progress on including representatives from public defender groups in service coordination and providing a list of invited entities for an external stakeholder meeting series.

Background

NWD was developed to improve coordination among City departments, healthcare providers, social service organizations, and other community partners serving individuals who frequently interact with multiple systems but continue to experience significant barriers to accessing appropriate care and supportive services. NWD broadly aligns with City Council resolutions (Resolution No. 20251106-024; Resolution 20250130-080; Resolution No. 20210204-049) passed in the last several years regarding the intersection between homelessness, mental health, and the criminal justice system. Initial meetings with City Council were held in March 2026, including preliminary discussions of NWD and the overarching goal to establish more coordinated service engagement for people with complex social and behavioral health needs. Communications to City Council Members, including planning efforts on mental health, homelessness, and public safety,

have been distributed throughout the year on August 3, 2026, October 1, 2026, October 22, 2026, and October 30, 2026.

Update on the Integration of Public Defenders in NWD Service Coordination Team Meetings
On October 22, 2026, City Council directed the City Manager to negotiate with the Travis County Public Defender's Office (PDO) and Capital Area Private Defender Service (CAPDS) to include representatives from these organizations in portions of Service Coordination Team meetings (also known as case conferencing meetings) affecting their clients.

At a regular monthly meeting with NWD leadership, the City presented an amendment to the data-sharing Memorandum of Understanding (MOU) that will permit adding third parties identified on the Release of Information (ROI) as part of the service coordination team, which could include PDO and CAPDS. The City also proposed adding PDO and CAPDS to the ROI directly, to the extent they are representing the NWD program participant in a criminal case and that each participant in the service coordination team enter into a separate confidentiality agreement with PDO and CAPDS to protect any confidential health or other information shared during a service coordination meeting.

The City Attorney's Office shared proposed changes related to the MOU, ROI, and service coordination team's procedures with Travis County Community Legal Services staff on November 16, 2026, and met with representatives from PDO and CAPDS on November 19, 2026, for review. Community Legal Services, PDO, and CAPDS are working on edits and a formal response, which will be provided to the City Attorney's Office once completed.

Update on Stakeholder Engagement
City Council directed the City Manager to establish regular engagement with external stakeholders across various local, regional, and statewide entities. Staff has invited and confirmed participation from multiple agencies, organizations, associations, and commissions, and the first quarterly stakeholder meeting is tentatively planned for December 10, 2026. The current list of invited and confirmed stakeholders is attached to this memorandum. As the program continues to evolve, opportunities to engage additional stakeholders may be considered, as appropriate.

Next Steps
City staff continues to collaborate with local and regional stakeholders to improve coordination and close gaps between services. Should you have any questions, please contact Robert Kingham, Court Administrator at Austin Community Court, at robert.kingham@austintexas.gov, or Andy Farias, Program Manager at Austin Government Relations, at andy.farias@austintexas.gov.

cc: T.C. Broadnax, City Manager
Erika Brady, City Clerk
Jason Hadavi, City Auditor
Mary Jane Grubb, Municipal Court Clerk
Judge Sherry Statman, Municipal Court
CMO Executive Team
Department Directors

Attachment: List of Invited No Wrong Door Stakeholder Meeting Participants

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As of Friday, November 20, 2026

Category	Sub-Category	Entity	Status
Local & Regional Service Providers	Health Providers	**Black Men's Health Clinic**	Pending confirmation
		CommUnityCare	Confirmed
		Communities for Recovery	Confirmed
	Homeless Services	**Charlie Center**	Pending confirmation
		Family Eldercare	Confirmed
		Family Endeavors	Confirmed
		Foundation Communities	Confirmed
		LifeWorks	Confirmed
		Mobile Loaves & Fishes	Confirmed
		Sunrise Homeless Navigation Center	Confirmed
		The Other Ones Foundation	Confirmed
		Trinity Center	Confirmed
		We Can Now	Confirmed
Local & Regional Entities	Advocacy	**Equity Action**	Confirmed
		VOCAL-TX	Confirmed
		United Workers of Integral Care	Pending confirmation
	Business	**Downtown Austin Alliance**	Confirmed
	Health	**Capital Area of Texas Regional Advisory Council**	Confirmed
		National Alliance on Mental Illness Central Texas	Pending confirmation
		Texas Harm Reduction Alliance	Confirmed
	Legal	**Capital Area Private Defenders Service**	Pending confirmation

		Travis County Public Defender's Office	Confirmed
	Public Safety Associations & Commissions	**Austin EMS Association**	Confirmed
		Austin Firefighters Association	Pending confirmation
		Austin Police Association	Confirmed
		Austin Police Oversight	Declined participation
		Central Texas Public Safety Commission	Confirmed
		Combined Law Enforcement Associations of Texas	Confirmed
Statewide Organizations	Advocacy	**American Civil Liberties Union of Texas**	Declined participation
		Disability Rights Texas	Pending confirmation
		Texas Civil Rights Project	Pending confirmation
		Texas Harm Reduction Alliance	Confirmed
		Texas Homeless Network	Confirmed
		National Alliance on Mental Illness Texas	Confirmed
	Associations	**Texas Municipal Police Association**	Pending confirmation
	Judicial	**Texas Judicial Commission on Mental Health**	Pending confirmation