Austin

MEMORANDUM

To: Mayor and City Council

Through: Stephanie Hayden-Howard, Assistant City Manager SHH

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

Date: November 24, 2026

Subject: **Austin Homeless Strategies and Operations 2025-2027 Strategic Plan – Staff Response (Resolution No. 20260326-031)**

The purpose of this memorandum is to provide a final response to Resolution No. 20260326-031, which directs the City Manager to return to the Public Health Committee with recommendations for numerical targets for each program intervention type, in reference to the Austin Homeless Strategies and Operations (HSO) 2025-2027 Strategic Plan. This memorandum outlines HSO's progress to date toward the goals established in the Strategic Plan and closes out this resolution.

Adoption of HSO's Strategic Plan

City Council adopted the HSO 2025-2027 Strategic Plan on March 26, 2026. The Strategic Plan provides a framework to address homelessness in Austin through effective policies, investments, and partnerships. City Council also approved five amendments to HSO's 2025-2027 Strategic Plan. The final version of HSO's strategic plan is available online.

Development of Numerical Targets by Intervention Area

City Council directed HSO to assign numerical targets to each intervention area's Key Performance Indicator (KPI). The proposed targets are included below by intervention area, and Strategic Plan focus area and goal. Although the Ending Community Homelessness Coalition (ECHO) produced a system model in early 2026 that estimates new PSH, RRH, and shelter beds our community needs, HSO did not include targets for the number of beds/units we recommend because the system model needs to be updated based on system-wide funding and capacity changes.

Intervention Area	Strategic Plan Area and Goal	KPI(s) with Numerical Target(s)
Rapid Re-Housing	Impactful Community Investments: 2.3: Strengthen city-funded rapid rehousing and permanent supportive housing interventions so they fully enable participants to achieve long-term housing stability.	1. 70% of clients served by city-funded housing programs exit to a permanent housing destination 2. 65% of clients who retained housing 12 months after exiting to permanent housing.
Permanent Supportive Housing	Impactful Community Investments: 2.3: Strengthen city-funded rapid rehousing and permanent supportive housing interventions so they fully enable participants to achieve long-term housing stability.	1. 70% of clients served by city-funded housing programs exit to a permanent housing destination 2. 65% of clients who retained housing 12 months after exiting to permanent housing.
Outreach	Crisis Response System Management: 3.1: Implement a citywide outreach coordination plan.	1. HSO is in the process of establishing a baseline number of clients served annually 2. HSO is in the process of establishing a baseline number of client interactions annually
Shelter	Crisis Response System Management: 3.2 Develop a budget framework and plan to expand shelter system capacity	1. Minimum 10% increase in shelter beds, including dedicated beds for subpopulations (such as Youth and Families) for HSO-funded shelters 2. Annual average of 90% of shelter beds utilized each night

Should you have any questions, please contact David Gray, Director of Austin Homeless Strategies and Operations, at david.gray@austintexas.gov or 512-974-7836.

cc: T.C. Broadnax, City Manager
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