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## Your Information

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**Your Name**

Amanda Afifi

**Your Commission**

Hispanic/Latino Quality of Life Resource Advisory Commission

**Email**

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**After question three, which questions from the flowchart are you prepared to answer?**

Is there funding?  
Which orgs receive it?  
How is success measured?

## Root Cause Analysis

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**Story: What did you hear from the community?**

Over 7,000 individuals experienced homelessness in 2018. Other partners like Central Health have identified over 10,000 unique individuals experiencing homelessness that have entered into their service. The 2019 Point in Time Count showed that there were 2,255 individuals experiencing homelessness in Travis County on a single day. Of those individuals, 1,086 were unsheltered.

**Problem: What is the problem you identify?**

There is not adequate funding to support proactive approaches to address the needs of individuals experiencing homelessness. Homeless Outreach Street Team (HOST) is a proactive approach to addressing peoples' needs using appropriate resources before they reach a state of crisis, begin to violate laws or ordinances that typically result in admission to an emergency room, emergency psychiatric facility or result in an arrest or citation. Without proactive support, some individuals experiencing homelessness are arrested or given citations, and those individuals may also be admitted to an emergency room or emergency psychiatric facility.

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**How does the problem show up in your community? Who is most impacted by the problem?**

\*In 2017:

- There were 24,828 times that an individual experiencing homelessness was recorded as an offender by APD. The largest single charge was Criminal Trespassing, which made up for roughly a quarter of all charges related to homelessness. There were over 40,000 calls from the public related to homelessness, which makes up 9% of total incidents.

- There were 9,373 incidents involving a person experiencing homeless recorded by Austin Travis County Emergency Medical Services in 2017, which makes up 7% of incidents. The majority of incidents were unspecified conditions followed by Overdose or Poisoning. There were a total of 18 deaths and 11 births.

- PARD reported 106 encampments in the City of Austin, with the majority of encampments located in greenways South of Town Lake.

- There were 2,874 calls to 311 related to homelessness.

\* The majority of individuals experiencing homelessness are between the ages of 45 and 64, and the majority of individuals are male.

\* The Hispanic community makes up roughly 25% of the population experiencing homelessness.

\* Those experiencing homelessness and living outside of the current service zone are less likely to receive support from HOST.

**CHALLENGES OF EXPERIENCING HOMELESSNESS**

- 70% report having no planned activities that bring them happiness

- 70% report past trauma or abuse caused their current homelessness

- 43% report they have been attacked or beaten up while homeless

- 47% report having legal issues that may result in jail or fines

- 39% report having experienced domestic violence in their lifetime

- 17% report consuming drugs and/or alcohol almost every or every day for the past month

From: Ending Community Homelessness Coalition (ECHO) Homelessness in Austin/Travis County: Current Needs and Gaps Report. 1 Mar. 2019.

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**Is there funding to address the problem?**

Yes

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**Which organization(s) or program receives the funding?**

Austin Travis County Integral Care. They work in partnership with the Austin Police Department, Austin-Travis County Emergency Medical Services (EMS) and Downtown Austin Community Court.

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**How is success measured in the contract/department? How does this align with SD2023?**

The ATCIC's contract includes the following:

Performance Measure - Outputs

- Number of unduplicated individuals engages/served
- Number of Contacts
- Number of successful interventions linking individuals to services necessary to begin their process of stability and recovery
- Number of individuals linked to medical services
- Number of individuals diverted from ER visit at the time of service
- Number of individuals diverted from the psychiatric emergency department at the time of service
- Number of individuals diverted from criminal justice involvement at the time of service
- Number of unduplicated individuals connected to mental health services
- Number of individuals connected to substance use treatment service

Performance Measures - Outcomes

- Percentage of individuals linked to services necessary to begin their process of stability and recovery

It aligns with Economic Opportunity & Affordability; Safety; and Health & Environment.

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**Considering all of the information you have or have not collected above, how do we solve for this problem?**

The Commission recommends allocating funding and resources to make the Homeless Outreach Street Team (HOST) more robust so they may address the needs of more individuals experiencing homelessness and provides much needed outreach to more individuals not formally engaged in services. Currently the HOST team operates in the Downtown and West Campus area. Additional funding should help support expansion of the HOST team to other areas of the City, specifically areas shown to have a large number of encampments. The Commission also recommends a representative from HOST present outcomes and relevant results to the Commission regarding their work and the impact they had on the community. Results should include: number of individuals connected to mental health services; number of individuals connected to substance abuse treatment service; number of individuals connected to health care and medical/pharmacy services; number of individuals diverted from emergency rooms and criminal justice involvement; number of individuals connected to housing; etc. Results should include demographic information of individuals served. This recommendation aligns with the following SD 2023 Outcomes: Economic Opportunity & Affordability; Safety; and Health & Environment.

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