

2022

TEXAS CONFERENCE

ON ENDING HOMELESSNESS

A STATEWIDE CONFERENCE

**DOWNTOWN
AUSTIN
COMMUNITY
COURT**





DOWNTOWN AUSTIN COMMUNITY COURT



Rehabilitative court established in 1999

- Eighth Community Court established in the United States
- First Community Court established in Texas

Primarily a social service organization for homelessness

- Intensive and compassionate wrap around services
- Individuals served have tri-occurring issues:
 - Physical health
 - Mental health
 - Substance use

Critical Safety Net



OPERATIONAL AREAS

DACCC
Downtown Austin Community Court

01

**Support
Services**

02

**Community
Services**

03

**Court
Services**

04

**Homeless
Services**



FUNDING STRUCTURE

General Fund

- Property and sales tax revenue
- Enables Flexibility
- Allows for Innovation

Increased
Investments
Over Time



\$9.9 Million
FY 2022

\$1.9 Million
FY 2009



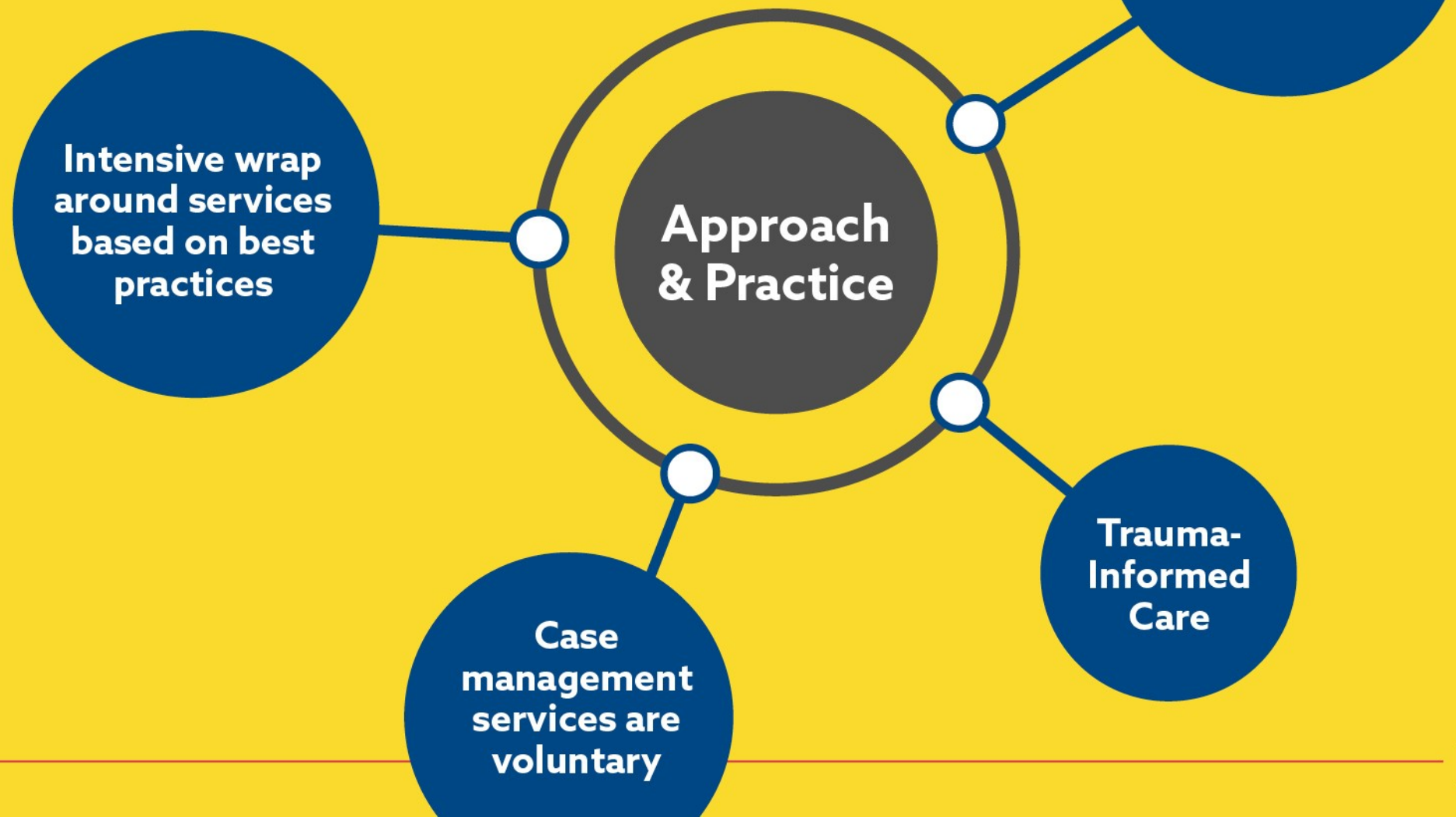
HOMELESS SERVICES

**Intensive
Case
Management**

**Walk-in Case
Management**

**Outreach &
Engagement**

CASE MANAGEMENT





CASE MANAGEMENT

Services



Phone Number & Mailing Address



Counseling



Emergency Hygiene Products & Clothing



Incentives

- Bus passes, gift cards (CM clients)



ID Documents



Legal System Navigation



Detox



30-60-90 Day Substance Use Residential Treatment



Peer Support Specialists



CASE MANAGEMENT

Services



Housing Programs

- PSH, RRH, Bridge, and Transitional



Assisting with All Navigation from Homelessness to Stable Housing



Increasing Client Income

- SOAR (SSI/SSDI Outreach, Access,
& Recovery)
- Supportive employment



Crisis Intervention



Family Reunification



Transportation



CASE MANAGEMENT

DACC has assisted in helping connect 400+ clients to housing since 2015 through Intensive Case Management.

400+
CLIENTS



EMERGENCY RESPONSE

COVID-19 Response

Walk-in Case Management

- Services available without interruption
- 13,030 Interactions with individuals seeking services May 2020-June 2021

Temporary move to increase service capacity

Implementation of Virtual Dockets

Cold Weather Shelter

**Dedicated
55% of
DACCC staff
to COVID
response**

COMMUNITY PARTNERSHIPS



DACC is part of the Homeless Outreach Street Team (HOST)

- Collaboration between DACC, Integral Care, APD, EMS

Austin Homelessness Advisory Council

Austin/Travis County Reentry Roundtable

DACC Advisory Board

Downtown Austin Alliance

Expanded Mobile Crisis Outreach Team

HOST Partners





SERVICE BENEFITS & LIMITATIONS

DACC serves as a resource for:

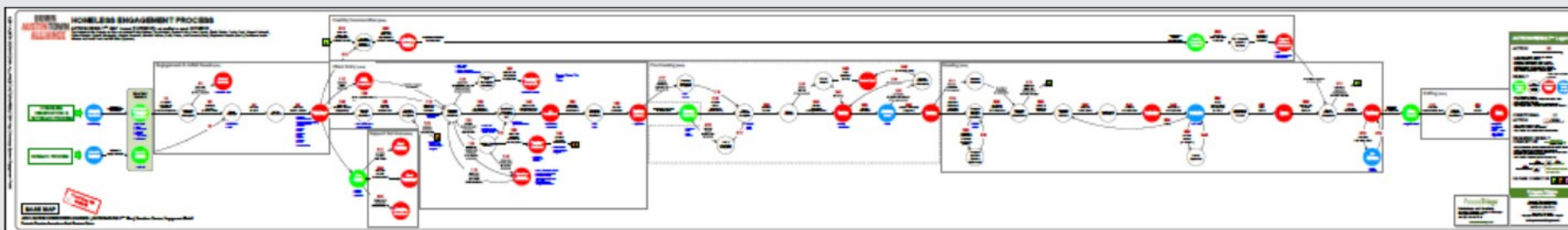
Stabilization through Case Management:

- Improved quality of life
- Decreases use of all public systems
- Reduces recidivism

Limitations:

- Higher investment per client necessary to achieve long-term stability
- Limited resources & ongoing waitlist

Navigation of complex service system





COMMUNITY IMPACTS

DACC Ongoing Case Management engagement leads to significant recidivism decrease

- Study of new clients in FY 2018 found 99% decrease in re-offenses for cases at all levels

Top homeless users of public services in Travis County average annual healthcare and criminal justice public costs of \$101,218 each*

- Public cost after Permanent Supportive Housing (PSH) intervention estimated to be \$51,616 per individual

*The Source for Housing Solutions. (2016). Social Innovation Fund Pay for Success, Feasibility Report: ECHO Austin/Travis County. Retrieved from <https://www.austinecho.org/wp-content/uploads/2019/07/Pay-for-Success-Feasibility-Report-ECHO-AustinTravis-County.pdf>



LESSONS LEARNED



Evolution of DACCC approach over 20+ years

Internal & external relationship building

- Community partnerships
- Staff collaboration



LESSONS LEARNED

Creating collaborations through transparency

Tailoring services to client needs

Organization-wide compassionate approach



QUESTIONS?