

FROM HOMELESS TO HOUSED

MAKING PERMANENT SUPPORTIVE HOUSING POSSIBLE THROUGH
PRACTICAL TOOLS AND REAL-WORLD STRATEGIES

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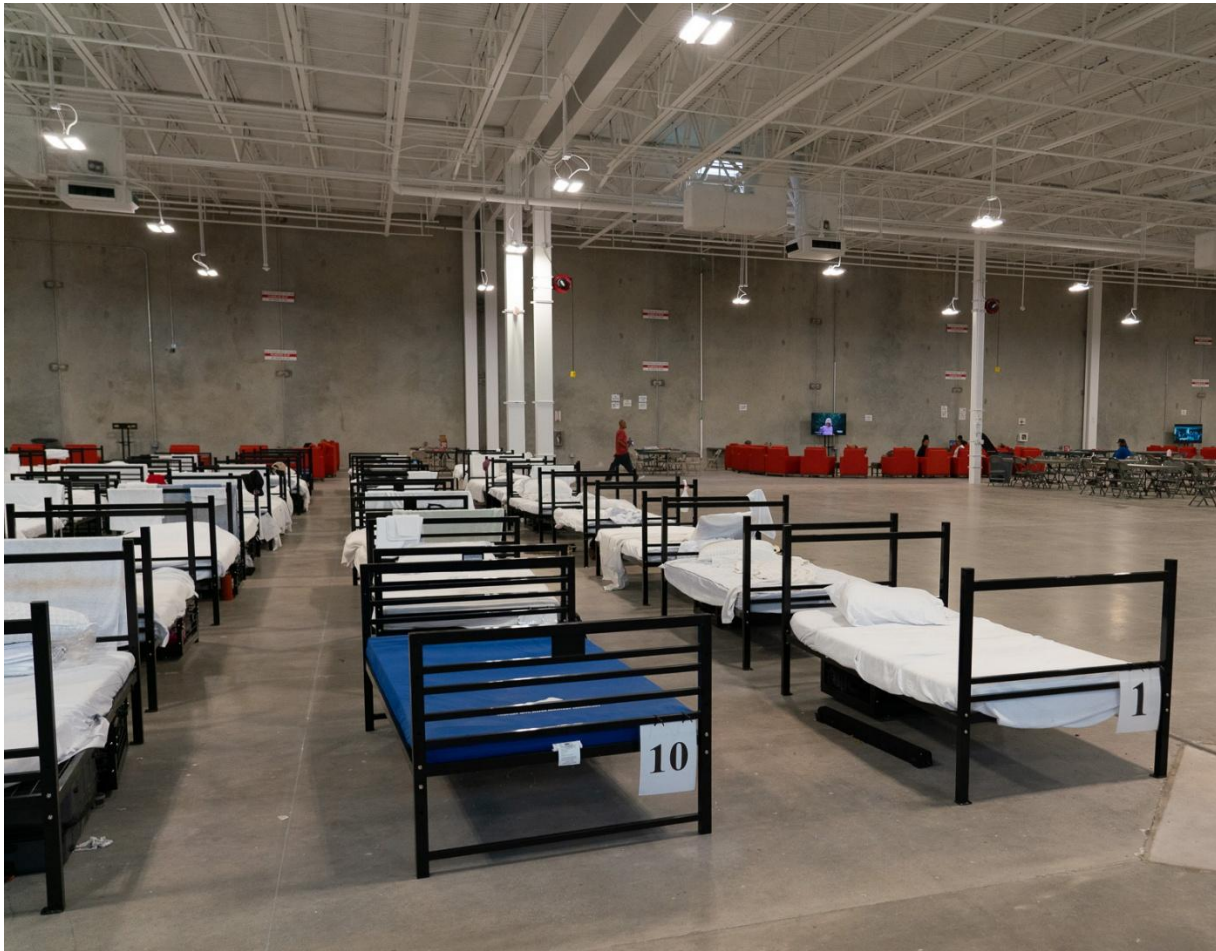
AGENDA

**Austin-Travis County
Homeless Investments**

**Permanent Supportive
Housing Strategies**

**Case Study:
Pecan Gardens**

Lessons Learned



2023 AUSTIN-TRAVIS COUNTY HOMELESS RESPONSE SYSTEM (HRS) DATA/METRICS

Est. Homeless Population: 6,300

People Exiting Homelessness: 3,000

(50% increase from 2022)

Unique People Served: 24,300

(60% increase from 2022)

First-Time Service Recipients: 8,400

(72% increase from 2022)

Chronic Homeless Rate: 30%

PROJECTS IN THE AUSTIN- TRAVIS COUNTY HOMELESS RESPONSE SYSTEM

Emergency Shelter

25 shelter projects

3,794 enrollments

Rapid Rehousing

46 rapid rehousing projects

3,382 enrollments

Permanent Supportive Housing

28 PSH projects

1,768 enrollments

Total Projects

260 projects

54,963 enrollments



Cady Lofts. Open April 2025. 100 studio PSH apartments

WHAT IS SITE-BASED PSH?

The most intense approach to end homelessness!

Supportive Environment

Facility is designed with trauma-informed design principals with resident and staff safety and dignity as top priorities.

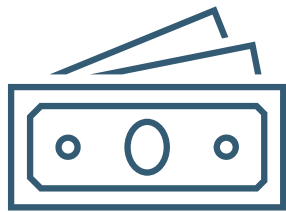
Intensive Case Management

Referrals come from the COC requiring a level of services that are designed to meet the needs of the most vulnerable and “hardest to house”.

Housing Stability

Residents have a 1-year lease that comes with rental assistance to ensure housing stability as a baseline.

SITE-BASED PSH INVESTMENT STRATEGY



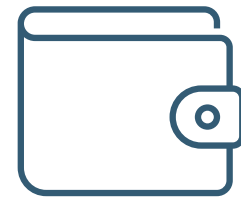
Capital Investments

City of Austin
Housing
Department &
Travis County



Wrap-Around Services

City of
Austin Homeless
Strategies and
Operations &
Austin-Travis
County CoC

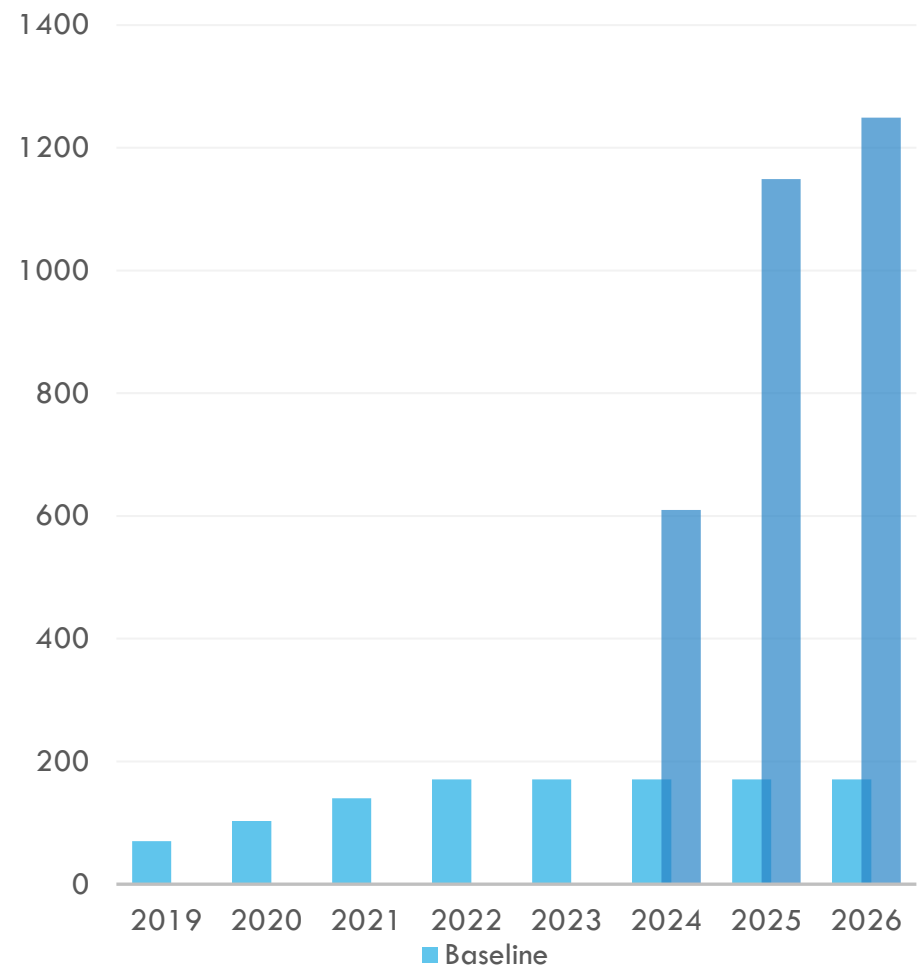


Rental Assistance

City of
Austin Housing
Department &
Housing Authority
of the City of
Austin

PERMANENT SUPPORTIVE HOUSING INVENTORY

Austin and Travis County will
Experience a 630% Increase in
PSH Units by December 2026



SITE-BASED PSH PROJECTS

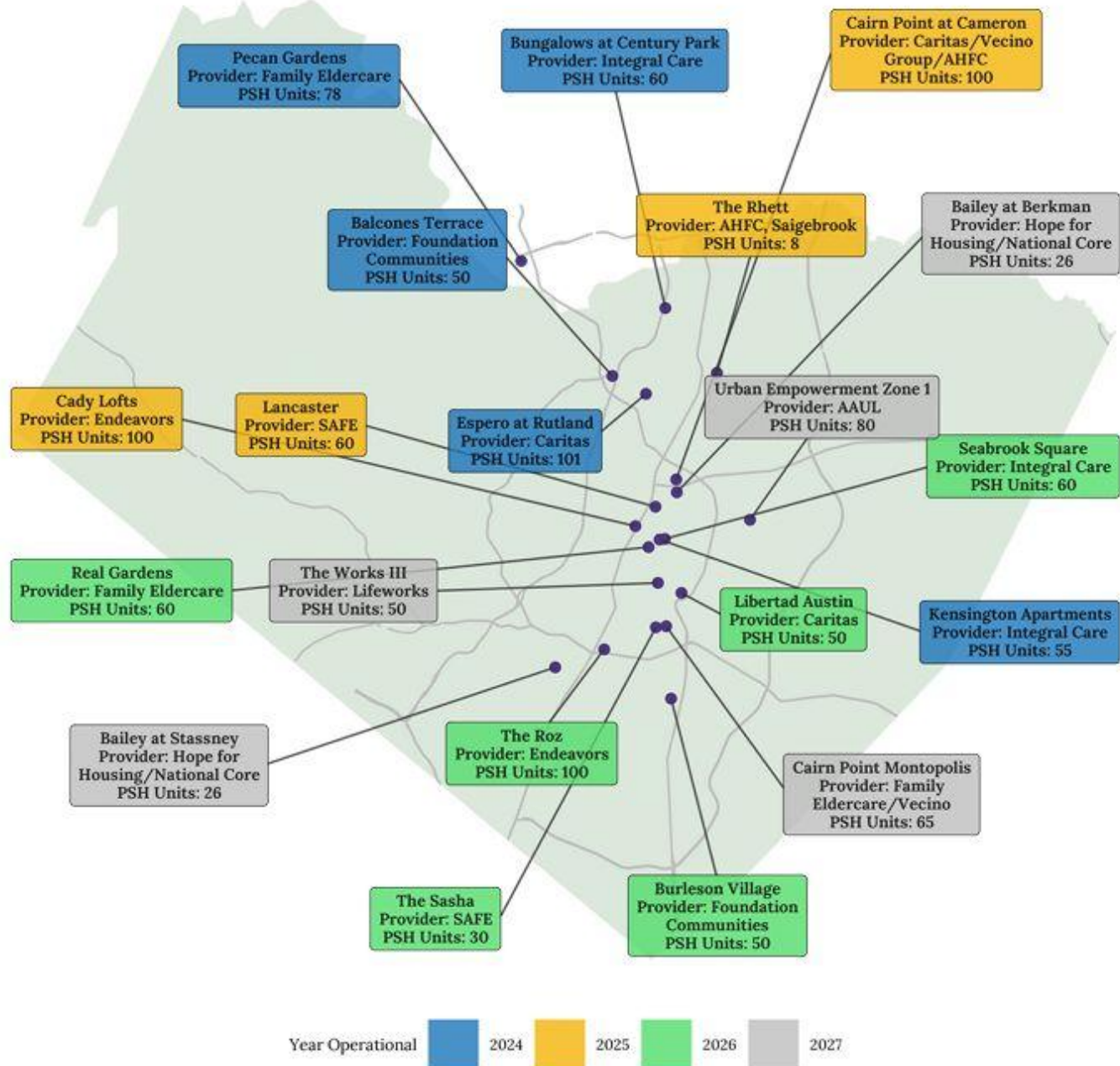
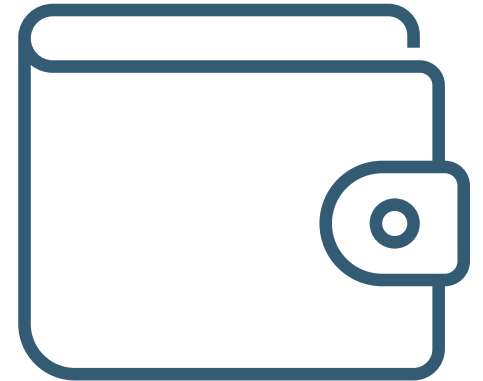


Image credit: ECHO



CAPITAL INVESTMENTS

SUPPORTING DEVELOPMENT OF FACILITIES

TOOLS FOR DEVELOPMENT SUPPORT

Gap Financing

- Voter approved General Obligation Bonds (\$350M 2022, \$250M 2018)
- Project Connect Anti-Displacement Funds (\$300M over 13 years)
- Travis County \$115M ARPA Local Fiscal Recovery Funds

Partnership Tools

- City land for development
- Joint solicitations
- Property tax exemption

Development Process Support

- SMART Housing fee waivers
- Expedited permit review
- Affordability Unlocked density bonus



AUSTIN'S PSH DEVELOPMENT PIPELINE CAPITAL CONTRIBUTIONS

Property	Developer	Capital	Units
Pecan Gardens*	Family Eldercare/AHFC	\$15,400,000 City	78 PSH/Total
Bungalows*	Integral Care/AHFC	\$10,500,000 City	60 PSH/Total
Balcones Terrace*	Foundation Communities/AHFC	\$16,131,500 City	60 PSH/123 Total
Espero at Rutland*	Vecino/Caritas/AHFC	\$8,500,000 City	101 PSH/171 Total
Cady Lofts*	SGI Ventures/AAHC	\$7,200,000 City	100 PSH/Total
The Roz*	SGI Ventures/AHFC	\$5,500,000 City	100 PSH/Total
The Sasha	DMA	\$8,500,000 City	60 PSH/Total
Bailey at Stassney	National CORE/Diva Imaging	\$5,600,000 City	26 PSH/104 Total
Bailey at Berkman	National CORE/Diva Imaging	\$5,500,000 City	26 PSH/104 Total
Libertad*	Vecino/Caritas/AHFC	\$4,500,000 City	50 PSH/198 Total

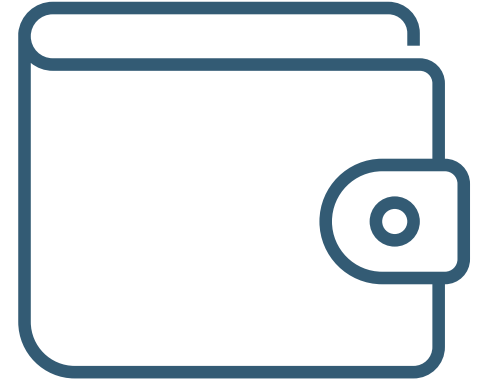
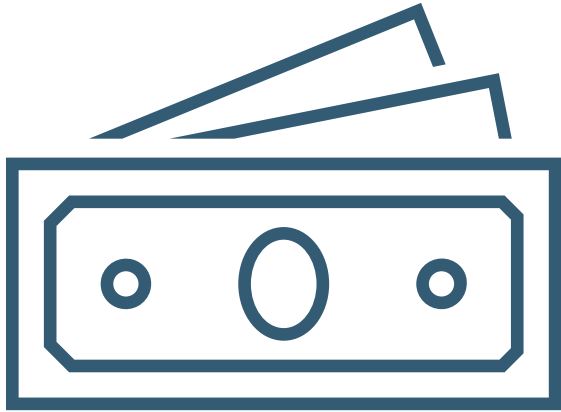
* Public Partnership with a 100% property tax exemption

AUSTIN'S PSH DEVELOPMENT PIPELINE CAPITAL CONTRIBUTIONS

Travis County Supportive Housing Initiative Pipeline (SHIP)

Property	Developer	Capital	Units
Cairn Point Cameron*	Vecino/Caritas/AHFC	\$6,000,000 City \$6,400,000 County	100 PSH/150 Total
Lancaster	Capital A Housing/SAFE	\$7,150,000 City \$7,300,000 County	60 PSH/Total
The Works III at Tillery*	Capital A Housing/ LifeWorks/TCFC	\$8,000,000 City \$13,000,000 County	96 PSH/120 Total
Seabrook Square II*	Capital A Housing/ Integral Care/AHFC (land)	\$7,900,000 City \$10,700,000 County	60 PSH/Total
UEZ I*	Capital A Housing/ AAUL/TCFC	\$8,000,000 City \$11,500,000 County	80 PSH/Total
Iris Gardens	Vecino/ Family Eldercare	\$8,000,000 City \$4,500,000 County	65 PSH/150 Total
Burleson Studios**	Foundation Communities	\$12,000,000 County	50 PSH/104 Total

* Public Partnership with a 100% property tax exemption **Not in Austin City limits



WRAP-AROUND SERVICES

SUPPORTING REQUIRED LEVEL OF SERVICE

AUSTIN'S PSH DEVELOPMENT PIPELINE SERVICES SPENDING

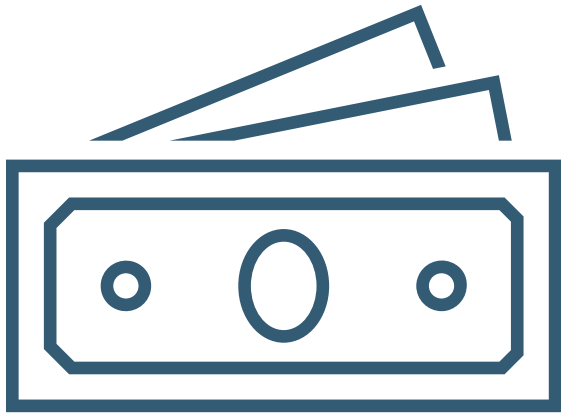
Property	Services Provider	Services Funds	Units
Pecan Gardens	Family Eldercare	\$1,170,000 City	78 PSH/Total
Bungalows	Integral Care	\$1,199,220 City	60 PSH/Total
Balcones Terrace	Foundation Communities	\$900,000 City	60 PSH/123 Total
Espero at Rutland	Caritas	\$500,000 City \$500,000 At-Home	101 PSH/171 Total
Cady Lofts	Endeavors	\$2,000,000 City	100 PSH/Total
The Roz	Endeavors	<i>City funding pending</i>	100 PSH/Total
The Sasha	SAFE	\$600,000 City	60 PSH/Total
Bailey at Stassney	National CORE	<i>City funding pending</i>	26 PSH/104 Total
Bailey at Berkman	National CORE	<i>City funding pending</i>	26 PSH/104 Total
Libertad	Caritas	\$600,000 City	50 PSH/198 Total

AUSTIN'S PSH DEVELOPMENT PIPELINE SERVICES SPENDING

Travis County Supportive Housing Initiative Pipeline (SHIP)

Property	Services Provider	Services Funds	Units
Cairn Point Cameron	Caritas	<i>Partially Funded CoC</i>	100 PSH/150 Total
Lancaster	SAFE	<i>Partially Funded CoC</i>	60 PSH/Total
The Works III at Tillery	LifeWorks	<i>Funding Pending</i>	96 PSH/120 Total
Seabrook Square II	Integral Care	\$600,000 City	60 PSH/Total
UEZ I	AAUL	<i>Funding Pending</i>	80 PSH/Total
Iris Gardens	Family Eldercare	<i>Funding Pending</i>	65 PSH/150 Total
Burleson Studios**	Foundation Communities	<i>Funding Pending</i>	50 PSH/104 Total

**Not in Austin City limits



RENTAL ASSISTANCE

SUPPORTING HOUSING STABILITY

PROJECT BASED HOUSING VOUCHERS RESOURCES

HACA Project Based Vouchers

- 735 vouchers committed across 16 properties (5 in operation)
- HUD HOME funded
- Competitive solicitation
- 20-year commitment
- Mix of project based and VASH



Local Housing Voucher

- 374 vouchers committed across 7 properties (4 in operation)
- \$7,800,000 in FY26
- Housing Trust Fund (property tax revenue from formerly public land)
- 15-year commitment



AUSTIN'S PSH DEVELOPMENT PIPELINE RENTAL ASSISTANCE

Property	HACA Vouchers	COA Vouchers	Units
Pecan Gardens	-	78	78 PSH/Total
Bungalows	-	50	60 PSH/Total
Balcones Terrace	50	-	60 PSH/123 Total
Espero at Rutland	50	51	101 PSH/171 Total
Cady Lofts	75	25	100 PSH/Total
The Roz	40	60	100 PSH/Total
The Sasha	30	-	60 PSH/Total
Bailey at Stassney	26	-	26 PSH/104 Total
Bailey at Berkman	26	-	26 PSH/104 Total
Burleson Studios	50	-	50 PSH/104 Total
Libertad	50	-	50 PSH/198 Total

AUSTIN'S PSH DEVELOPMENT PIPELINE RENTAL ASSISTANCE

Travis County Supportive Housing Initiative Pipeline (SHIP)

Property	HACA Vouchers	COA Vouchers	Units
Cairn Point Cameron	50	50	100 PSH/150 Total
Lancaster	60		60 PSH/Total
The Works III at Tillery	50	-	96 PSH/120 Total
Seabrook Square II	-	60	60 PSH/Total
UEZ I	80	-	80 PSH/Total
Iris Gardens	65	-	65 PSH/150 Total
Burleson Studios**	50		50 PSH/104 Total

**Not in Austin City limits



**TOTAL INVESTMENT
IN SITE-BASED PSH**

AUSTIN'S PSH DEVELOPMENT PIPELINE **TOTAL INVESTMENT**

Property	Capital	Services Funds	Vouchers	Units
Pecan Gardens	\$15,400,000	\$1,170,000	78	78 PSH/Total
Bungalows	\$10,500,000	\$1,199,220	50	60 PSH/Total
Balcones Terrace	\$16,131,500	\$900,000	50	60 PSH/123 Total
Espero at Rutland	\$8,500,000	\$1,000,000	101	101 PSH/171 Total
Cady Lofts	\$7,200,000	\$2,000,000 City	100	100 PSH/Total
The Roz	\$5,500,000	<i>City funding pending</i>	100	100 PSH/Total
The Sasha	\$8,500,000	\$600,000 City	30	60 PSH/Total
Bailey at Stassney	\$5,600,000	<i>City funding pending</i>	26	26 PSH/104 Total
Bailey at Berkman	\$5,500,000	<i>City funding pending</i>	26	26 PSH/104 Total
Burleson Studios	\$12,000,000	<i>Funding Pending</i>	50	50 PSH/104 Total
Libertad	\$4,500,000	\$600,000 City	50	50 PSH/198 Total

AUSTIN'S PSH DEVELOPMENT PIPELINE **TOTAL INVESTMENT**

Travis County Supportive Housing Initiative Pipeline (SHIP)

Property	Capital	Services Funds	Vouchers	Units
Cairn Point Cameron	\$12,400,000	<i>Partially Funded CoC</i>	100	100 PSH/150 Total
Lancaster	\$17,450,000	<i>Partially Funded CoC</i>	60	60 PSH/Total
The Works III at Tillery	\$21,000,000	<i>Funding Pending</i>	50	96 PSH/120 Total
Seabrook Square II	\$18,600,000	\$600,000	60	60 PSH/Total
UEZ I	\$19,500,000	<i>Funding Pending</i>	80	80 PSH/Total
Iris Gardens	\$12,500,000	<i>Funding Pending</i>	65	65 PSH/150 Total
Burleson Studios	\$12,000,000	<i>Funding Pending</i>	50	50 PSH/104 Total
Total	\$212,781,500	\$8,069,220	1,126	1,222 PSH 1,926 Total

PECAN GARDENS (FAMILY ELDERCARE)

- ❖ Price of Land = \$9.5M
- ❖ Cost of Rehab= \$4.9 M
- ❖ Contracts – 2
 - ❖ Permanent Supportive Housing Services
 - ❖ Managing Agent- Asset Manager



family
ELDERCARE



INSIGHTS AND STRATEGIES
FOR SUCCESS

LEASE –UP READINESS FOR PSH DEVELOPMENTS



Start Early

- Marketing and Referral Agreements in Place.



Strong Referral
Coordination

- Ongoing connection with Coordinated Entry and Outreach Teams



Internal
Alignment

- Property Management & Services share the same readiness plan
- Trauma Informed Move-in Training is complete



Unit & Space
Readiness

- Furniture, appliances, & safety checks done
- Welcome Kits ready for immediate Occupancy



Clear
Communication

- Consistent weekly meetings between all partners
- Community Awareness- the buy in from your neighbors

COORDINATE OVERSIGHT BETWEEN ASSET MANAGEMENT AND PROPERTY MANAGEMENT



Lesson: Disconnected oversight leads to delays, budget overruns, and inconsistent priorities

Best practice:

1. **Implement a coordinated and collaborative oversight model with:**
 - a. **Clear Governance Roles**
 - b. **Shared performance reporting**
 - c. **Regular, Structured Communication**
 - d. **Financial alignment ties to project goals**
 - e. **Clear and established expectations from both parties**

BUDGET RESTRAINTS & COST MANAGEMENT



Lesson: Sustainable housing requires disciplined financial planning and coordination that balances operational efficiency with resident well-being.

Best Practice:

1. **Set Clear Financial Benchmarks**
2. **Prioritize Preventative Maintenance**
3. **Align Budgets with Mission**
4. **Use Data-Driven Decision Making**
5. **Engage in Transparent Communications**
6. **Leverage Partnerships & Grants**

Lesson: Unclear approval channels and irregular communication create delays, reduce efficiency, and can escalate small issues into costly problems.

Best Practice:

- 1. Define Clear Approval Processes**
- 2. Hold Regular Strategy Meetings**
- 3. Collaborate on all critical fronts**
- 4. Create a Central Hub**
- 5. Commit to Partnership Proactiveness**
- 6. Use Decision-Making Timelines**
- 7. Close the Loop**

COMMUNICATION GAPS & DECISION- MAKING BOTTLENECKS



Lesson: Focusing heavily on either physical upkeep or resident services – without balancing both- can undermine long-term housing stability and program success.

Best Practice:

- 1. Create Dual Funding Streams**
- 2. Ensure Preventative Maintenance is scheduled**
- 3. Work-order Policies created and tracked.**
- 4. Align Budgeting with Mission**
- 5. Forecast Long-Term Needs**
- 6. Engage Stakeholders in Budget Prioritization**
- 7. Review Annually**

BALANCING PROPERTY MAINTENANCE & SERVICE NEEDS



Lesson: Open and frequent collaboration with residents, services, and property management creates a community where residents feel empowered and connected.

Best Practice:

1. **Regularly conduct resident surveys**
2. **Maintain transparent communications**
3. **Create tenant advisory boards**
4. **Utilize individuals' strengths and interests within the community**
5. **Wrap-around services as part of Individual Service Plans**

RESIDENT ENGAGEMENT & RETENTION



COORDINATING ACCESS TO FOOD PANTRIES AND GROCERY SHOPPING



Lesson: Planning and outreach to food banks/pantries needs to start well in advance to property opening to ensure ongoing food security.

Best Practice:

1. Start early
2. Ensure regularly scheduled delivery
3. Work with Property Management to address transportation barriers
4. Consideration for resident preference and ability
5. Coordinate with the Development Team to inquire about Grocery Store Gift Cards

CASE MANAGEMENT SERVICES

Provides intensive, ongoing support and goal setting.

Helps overcome complex barriers.

Supporting and develop life skills.



PEER SUPPORT SPECIALIST

Brings lived experience

Teach life skills.

Shares personal experience
and steps toward
independence.



SERVICE COORDINATION

Light-touch support for residents

Assists with immediate needs and short-term solutions.

Manages pantry, food pickups, and distributions.



SOAR SPECIALIST (SSI/SSDI OUTREACH, ACCESS, AND RECOVERY)

Apply for disability benefits.

Applicant's authorized representative.

Collects health records.

Advocates for clients



ON-SITE NETWORKING PARTNERS

UT School of Nursing

Bluebonnet Trails



TEXAS Nursing

The University of Texas at Austin
School of Nursing



WOMEN'S MEDICAL MOBILE CLINIC





ASSET MANAGEMENT

Operations Management

Financial Management

Property Management Oversight





HAPPY 1 YEAR ANNIVERSARY
PECAN GARDENS!!

CELEBRATION CONTINUES





THE TAKEAWAYS

Permanent Supportive Housing coupled with deep coordination and collaboration is a proven and effective intervention for ending homelessness for individuals with the highest needs.

Meeting the growing demand requires creativity and collaboration- blending traditional resources with federal and local general funds, development incentives, and other funding opportunities to build and sustain housing at scale.

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