

HOW TO HELP PEOPLE EXPERIENCING HOMELESSNESS

TAKE AN INTEREST AND SHOW KINDNESS



INTERACT
A few minutes of your time to have human interaction and help give a sense of normalcy to their day.



GREET
See the person. Make eye contact. Say hello.



GET TO KNOW
Don't treat them as a homeless person, but as a person experiencing homelessness.



DIALOGUE
If you have more time, have a conversation. Listen.



DIRECT
Give direction to local shelters or call **211** for resources.



INVITE
To have a cup of coffee, a local community event, or place of worship.

DONATE / VOLUNTEER / ADVOCATE



LEARN AND SHARE
Learn about agencies that work with people experiencing homelessness and spread the word



ADVOCATE
Go to your neighborhood associations and provide a compassionate and informed voice for the homeless, follow local state and national issues.



TEACH
Give back by offering a skill you can contribute or teach. For example: help individuals with taxes, share legal services, teach yoga.



DONATE
Donate to the agencies who serve the homeless. Donation ideas: welcome home baskets, pet food, furniture, clothing, and financial gifts.

GIVE SMALL GIFTS

ALL THE TIME
A cup of coffee, bottled water, toiletry kits, bus passes, sandwich bags, sunscreen, hand sanitizer, wet wipes, headphones.



CONNECT TO SERVICES
When you are giving, use that opportunity to connect people to services.



FOR THOSE WITH PETS
Dog food, bottled water.



ARCH
500 E 7th St
512-305-4100

LifeWorks
835 N Pleasant Valley
512-735-2100

Salvation Army
501 E 8th St
512-476-1111

Caritas of Austin
HQ: 611 Neches St
North: 9027 Northgate Blvd
512-479-4610

Trinity Center
304 E 7th St
512-610-3559

FOR EMERGENCIES



ALERT THE PROFESSIONALS
• If you see someone needing assistance, call **911**
• For mental health issues, call MCOT: **512-472-HELP (4357)**



REMEMBER TO
• Provide accurate information.
• If possible, remain with the person to monitor or assist if needed until help arrives.



PRACTICE SAFETY
Be aware of your environment at all times. If you feel unsafe at any time, remove yourself from the encounter and seek safety.



Help us improve the guide by taking our survey: <https://bit.ly/2V9hef>
If you have questions, contact us at iteam@austintexas.gov

Last updated: July 10, 2018

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