

# 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/2IV9hef>  
If you have questions, contact us at [iteam@austintexas.gov](mailto:iteam@austintexas.gov)

Last updated: July 10, 2018