

DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

Dallas County Administration – 411 Elm Street, Allen Clemson Courtroom, 1st Floor, Dallas Texas

August 25, 2021 10:00-11:30am

AGENDA

COVID-19 is hard on all of us but especially hard on our low-income and homeless populations.

Even though we are all doing business differently than before there is value in being able to communicate during these unpredictable times. Thank you for all you are doing and please stay safe.

The Dallas County BH Housing Work Group, with diverse representation, will formulate recommendations on the creation of housing and housing related support services designed to safely divert members of special populations in crisis away from frequent utilization of expensive and sometimes unnecessary inpatient stays, emergency department visits and incarceration.

Success will be measured in placement of consumers in housing and the decreased utilization of higher levels of care (hospitals and emergency care visits) and reduced incarceration in the Dallas County Jail. The Dallas County BH Housing Work Group is committed to a data driven decision-making process with a focus on data supported outcomes.

1. **Welcome and Introductions**
2. **Reports**
 - a. **Governance – Commissioner Theresa Daniel**
 - Approval of June 23, 2021 minutes
 - Dallas Area Partnership to End and Prevent Homelessness
 - Dallas County Homeless Advisory Committee
 - Federal & State legislative environment
 - b. **Presentation – DCHHS Eviction Diversion Program , Ganesh Shivaramaiyer, Asst. Director, Finance, Budget & Contracts**
 - c. **Resources – services, programs, people, funds**
 - Shelter Discussions
 - NTBHA
 - Housing Navigator / Homeless Jail Dashboard/St Jude Center
 - Housing Authority Report- DHA/DCHA
 - Meadows Mental Health Policy Institute
 - CARES Act Update
 - d. **Projects and Industry Updates**
 - Coordinated Access System
 - Pretrial Diversion and MH screening
 - CitySquare Report (The Cottages/Fuse Project /A Way Home Housing)
 - Dallas Connector
 - Homeward Bound, Crisis Residential & Respite Services
 - Metro Dallas Youth Committee update
 - Family Housing
 - Mattingly Report
3. **Next Meeting is scheduled for September 22, 2021 (Fourth Wednesday of the Month)**

Dallas County Administration, 411 Elm Street, 1st Floor, Dallas Texas 75202
June 23, 2021 Minutes

Mission Statement: The Dallas County BH Housing Work Group, with diverse representation, will formulate recommendations on the creation of housing and housing related support services designed to safely divert members of special populations in crisis away from frequent utilization of expensive and sometimes unnecessary inpatient stays, emergency department visits and incarceration.

Success will be measured in placement of consumers in housing and the decreased utilization of higher levels of care (hospitals and emergency care visits) and reduced incarceration in the Dallas County Jail. The Dallas County BH Housing Work Group is committed to a data driven decision-making process with a focus on data supported outcomes.

ATTENDEES: Dr. Theresa Daniel, Commissioner; Madeline Reedy, CitySquare; Brittney Farr, DART; Darcy Cohen, Dallas County; Mayra Fierro, Metro Dallas Youth Committee; Deborah Hill, DCCJ; Tzegabrhan Kidane, Dallas County; Jim Mattingly, LumaCorp; Yordanos Melake, DCCJ; Erin Moore, Dallas County; Charlene Randolph, DCCJ; Justin Vander, Prism Health; Eric McCarty, NTBHA; Sandy Rollins, Texas Tenants Union; Kelvin Brown, Housing Crisis Center; Janie Metzinger, NTBHA; Maria Herrera, DCCJ; Sattie Nyachwaya; Yvonne Green, Parkland Health and Hospital System; Martha Rodriguez, Dallas County; Dave Hogan, Homeward Bound; Hector Faulk, Dallas County; Juan Loya, Dallas County; Thomas Lewis, HHS; Brooke Etie, DHA; Daniel Roby, Austin Street; Contance Lacy, UNT Dallas; Libby Wolverton, Metro Dallas Youth Committee; Ellen Magnis, Family Gateway; Tom Edwards, Mesquite ISD; Blake Fetterman, Salvation Army; Doug Denton, Homeward Bound; Nadia Salibi, CitySquare; Dr. Philip Huang, DCHHS; Anngie Johnson, Red Cross; Heloise Ferguson, Veteran Affairs; Ann Lott, Inclusive Community Project

CALL TO ORDER: The minutes were approved without changes.

GOVERNANCE

Dallas Area Partnership to End and Prevent Homelessness:

The next Dallas Area Partnership next meeting is scheduled for August 5, 2021. The meeting will focus on the mechanics in process from the committees of the partnership as well as ARPA funds.

Dallas County Homeless Advisory Committee: Erin Moore, Commissioner Daniel Office

The Dallas County Homeless Advisory Committee is scheduled to meet June 28. Updates from the meeting will be provided at the next Housing Work Group Meeting.

Federal and State Legislative Update: Janie Metzinger, NTBHA

Ms. Janie Metzinger reported that the Governor announced a special session scheduled for July 8, 2021 to finish up some of his priority items that were not completed at the last session. Ms. Metzinger does not think that any of the behavioral health bills have been vetoed. The telehealth and broadband bill were both passed and signed. The Medicaid for pregnant women will be extended to 6 months instead of ending 60 days after delivery. Janie will share the summary of end of session bills once completed.

Presentation – The Cottages at Hickory Crossing- 3 year Report, Nadia Salibi, VP of Programs

Nadia Salibi presented on the three-year report of The Cottages at Hickory Crossing. Ms. Salibi provided a PowerPoint presentation as well as a written report of the full three year evaluation. The purpose of the evaluation was to explore impacts of the three-year Cottages collaborative from November 2016-December 2019. There were a total of 106 individuals who lived in the Cottages during the three years, they were majority African American, male and above the age of 45. Over half, 52%, of the neighbors learned of the Cottages through CitySquare. The most common reason for individuals wanting to live at the cottages was noted to be because they want a home. About 78% of the neighbors surveyed reported that living at the Cottages enabled them to see a doctor regularly and that meeting with their case manager was the most helpful service they received. Data demonstrate that neighbors' utilization of public services either decreased overall or remained the same. According to the data there was an increased use in mental health

services indicating that neighbors took advantage of onsite mental health services. Jail records show there was a savings of \$255,723 in jail cost and utilization of 79 residents over the three years. The presentation and report can be found in the meeting packet for additional details.

RESOURCES

Shelter Discussions: Blake Fetterman, Salvation Army

Blake Fetterman reported that the Salvation Army and Family Gateway were approved for a grant through Better Together to integrate their family services. It is a two part pilot and includes integrating the coordinated access model that Family Gateway has been doing for the last several years. Salvation Army will create a virtual model access point using a kiosk, allowing families to access services through Family Gateway. The families will be able to take assessments and screening services and if they are determined to be in need of immediate shelter, they will be able to be accommodated at the Salvation Army family shelter. The second part of the pilot includes Salvation Army repurposing space for about 20 families. Historically Salvation Army has only been able to service single mothers with children but because they are dedicating a wing for families, they will now be able to serve intact families as well as single parents with children. Family Gateway will embed a case manager on site who will provide housing navigation/homeless recovery services as well as all the additional services that Salvation Army provides. The pilot programs will kick off in the next couple of months.

NTBHA: Eric McCarty

Eric McCarty reported NTBHA is still waiting on approval of their new contracts for the TBRA program. There have not been any new clients housed with their main contracts for a couple of months now because those contracts were coming to an end. There has been no additional notice of funding availability that has come, so funding in Dallas County has been an issue. Mr. McCarthy stated that he was told unofficially that there may be something in the works but no other details were provided. There is about \$5.3 million funding for immediate use for housing in the cities of Desoto, Addison, Richardson, and Rowlett. The lack of transportation and need to relocate for these funds has deterred individuals from taking advantage of the program.

Housing Navigator: Kimberly Rawls, Dallas County

Yordanos Malake reported on behalf of Kimberly Rawls. Total number of clients triaged for Fuse grant for May 2021 was 332. There is one vacancy for the St. Jude project and staff is working to fill it. Kimberly is planning to schedule meetings with two boarding homes chairs to discuss any updates they may have for the Housing Services for Homeless Criminal Justice involved Clients (HSH-CJC) grant and if they plan to reapply to the Hillcrest grant. There were 9 clients transported under the Dallas Connector Project Dallas County Client Utilization. Please refer to the report in the packet.

Housing Authority Report- Thomas Lewis, Dallas County Housing Authority; Brooke Etie, DHA

Thomas Lewis reported that 124 emergency housing vouchers have been received and they are currently working with MDHA and Clutch Consulting to get the MOU established. Mr. Thomas expressed that these vouchers are the best that they have received due to the support services that will be provided through the collaboration with MDHA and Clutch Consulting.

Brooke Etie reported that DHA received 490 of the emergency vouchers and they are also working with MDHA and Clutch Consulting. DHA is very close to signing and executing the MOU. Once the MOU is signed, that will start the process of receiving referrals from the coordinated access system. Brooke explained that the service fees that come with the emergency housing vouchers will allow the clients to utilize them for upfront cost fees that come with moving into a unit.

PROJECTS AND INDUSTRY UPDATES

CARES Act/ARP Funds: Hector Faulk, Dallas County

Hector Faulk reported that the rapid rehousing initiative is in the works as it relates to ARP funding to address homelessness. Mr. Faulk stated that housing navigators are being hired to be stationed at the JP's office and an additional 15 temporary employees at HHS. In order to assist HHS, additional permanent staff will also be hired. Mr. Faulk stated that they have also been in discussion about the faster turnaround on the rental payments for the eviction prevention initiative. The eviction prevention initiative is set for approval on the July 6th Commissioners Court. Lastly,

Mr. Faulk reported that they are in the final stages on the legal assistance piece that will be integrated into the housing program that allows access to a legal hotline for free legal information as well as referrals to case management and other services.

Coordinated Access System: MDHA
Report unavailable

Homeless Jail Dashboard: Kimberly Rawls, Dallas County

Yordanos Malake reported on behalf of Kimberly Rawls. There were decreases to the total and homeless jail book-ins. The average length of stay remained the same for both homeless and total jail book-ins. There was also a reduction in homeless jail book-ins with suspected MH flag.

CitySquare: Madeline Reedy, CitySquare

Madeline Reedy reported on behalf of Edd Eason. Ms. Reedy reported that there are no changes to report and that the numbers are in the report in the packet. Ms. Reedy stated that Mr. Eason has taken a role as a housing advisor through the end of the year and in September she will be moving into the Vice President of Governmental Affairs and Public Policy.

Dallas Connector: Daniel Roby, Austin Street

Daniel Roby reported the Dallas Connector has provided 1508 unduplicated rides for 249 unduplicated passengers, 6 people were placed into housing, 21 people were placed on the housing priority list, and 123 people engaging with the Dallas Connector are now engaging with a shelter.

Austin Street was able to house 27 people, 3 of them through the rapid rehousing program. They were able to employ 29 people through their employment partners and 464 people receive emergency shelter and clothing.

Pretrial Diversion and Mental Health Screening: Laura Edmonds, Dallas County

Yordanos Melake reported on behalf of Laura Edmonds. Everything regarding mental health pretrial releases continues to go well. They have had a lot of release requests lately and are working to get them released and connected to services as quickly as possible.

Homeward Bound: Doug Denton, Homeward Bound

Doug Denton reported that the crisis residential program continues to run at full speed. Mr. Denton stated in addition to the crisis residential program, they have the new respite center in Corsicana up and running with 8 available beds. The respite center will help keep people coming from the rural counties to Dallas County for emergency services by intervening in their care there. The center is staffed up and they are working out any glitches that come up.

Mr. Denton reported that the building permit has not been issued for the Deflection Center. The group that is going to do the demolition is still waiting to get started. They are currently 3 to 4 weeks behind on the schedule due to the delay on the building permit.

Dave Hogan has been doing a lot of resource development in anticipation of a start up by October. Mr. Hogan reported that they have been reaching out to the different shelter resources and are looking to reach out to licensed boarding homes that will be willing to accept the individuals from the Deflection Center. He also stated that they have a great continued working relationship with law enforcement.

Metro Dallas Youth Committee: Mayra Fierro; Metro Dallas Youth Committee

Mayra Fierro reported they are working with MDHA to do a youth point in time count in the fall. They are currently looking at possible dates. Ms. Fierro also reported that they are scheduled to have a follow up meeting for the system map that they have been trying to update.

Madeline Reedy with CitySquare reported that as a continuum they are working on a Youth Homelessness Demonstration Project (YHDP). HUD has opened up a RFP for that project. The Metro Dallas Youth Committee is leading the project along with MDHA and Clutch Consulting.

Family Housing: Ellen Magnis, Family Gateway

Ellen Magnis was unavailable but has provided her report in the packet.

Mattingly Report: Jim Mattingly

Jim Mattingly noted that the Texas Rental Relief Funds have picked up. Their portfolio properties have either collected or on track to collect 70% of the outstanding delinquent rent that has accumulated over the last year and half. That leaves 30% of the residents that have not been responsive to providing the information necessary for the Texas Rental Relief Funds to process their application.

Mr. Mattingly also reported that the availability of vacant apartments is small with 97% of apartments in the portfolio being occupied. It was expected that move-outs would pick up as the economy opens up but that is not happening yet. People have been staying in place.

Mr. Mattingly stated that the apartment association has appointed a task force to work with MDHA and other providers. The task force will work to address the concerns conventional multi-housing property owners have with working with individuals who are receiving housing vouchers and how wraparound services can help with the process.

UPDATE: Commissioner Daniel discussed that there was a press conference that involved Dallas County, City of Dallas, MDHA, and a variety of partners that announced the Dallas Real Time Rapid Rehousing initiative. The initiative will manage about \$70 million in dollars and vouchers to address homelessness and housing issues in the Dallas area.

Commissioner Daniel discussed the possibility of meeting in person for the August meeting.

Next Meeting: July 28, 2021

Dallas County Administration Building, 411 Elm Street, 1st Floor, Allen Clemson Courtroom



Dallas County Criminal Justice (DCCJ) Housing Navigator July 2021 Report

St. Jude Project

- The St. Jude staff is working to fill one vacancy.

FUSE Project

July 2021 Jail FUSE Data

Total Clients Triage for FUSE			375
Referral Source			
Jail FUSE Navigator Triage	326	NTBHA Living Room Referral	8
Defense Attorney Referral	11	Shelter/Street FUSE Navigator Referral	15
Another Referral Source	11	Pretrial Referral	4
Client Triage/Referral Outcomes			
Released to Another Program or Agency	9	Referral Banned from Shelter	0
Client Refused to be interviewed or Participate or Interview attempt	14	Client didn't qualify for FUSE	108
Immigration Hold	0	Client report not being Homeless	10
Released (i.e. Posted Bond)	88	Qualified referred by Shelters/Street Outreach	14
FUSE bond denied	2		
Pending Client Referrals			
Waiting on info, Waiting on Bond to Post, and pending attorney response	106	In Quarantine/Medical/Interview Pending	6
Total Released from Jail to FUSE			18
Shelter Assignment			
Austin Street Center	3	The Bridge	11
Salvation Army	4	Referred to Street Outreach	8
Other	0	No Response	0
Shelter Connection Rate			
Austin Street Center	1	The Bridge	4
Salvation Army	4	Other	0
No Response	0	Client Abscond/Did Not Connect	9
Housed or placed on the Housing Priority List or Info sent to MDHA			3

Housing Services for Homeless Criminal Justice-Involved Clients (HSH-CJC) Grant

- Two boarding homes reapplied for the Hillcrest grant in July 2021. I also continue to research other grant opportunities.

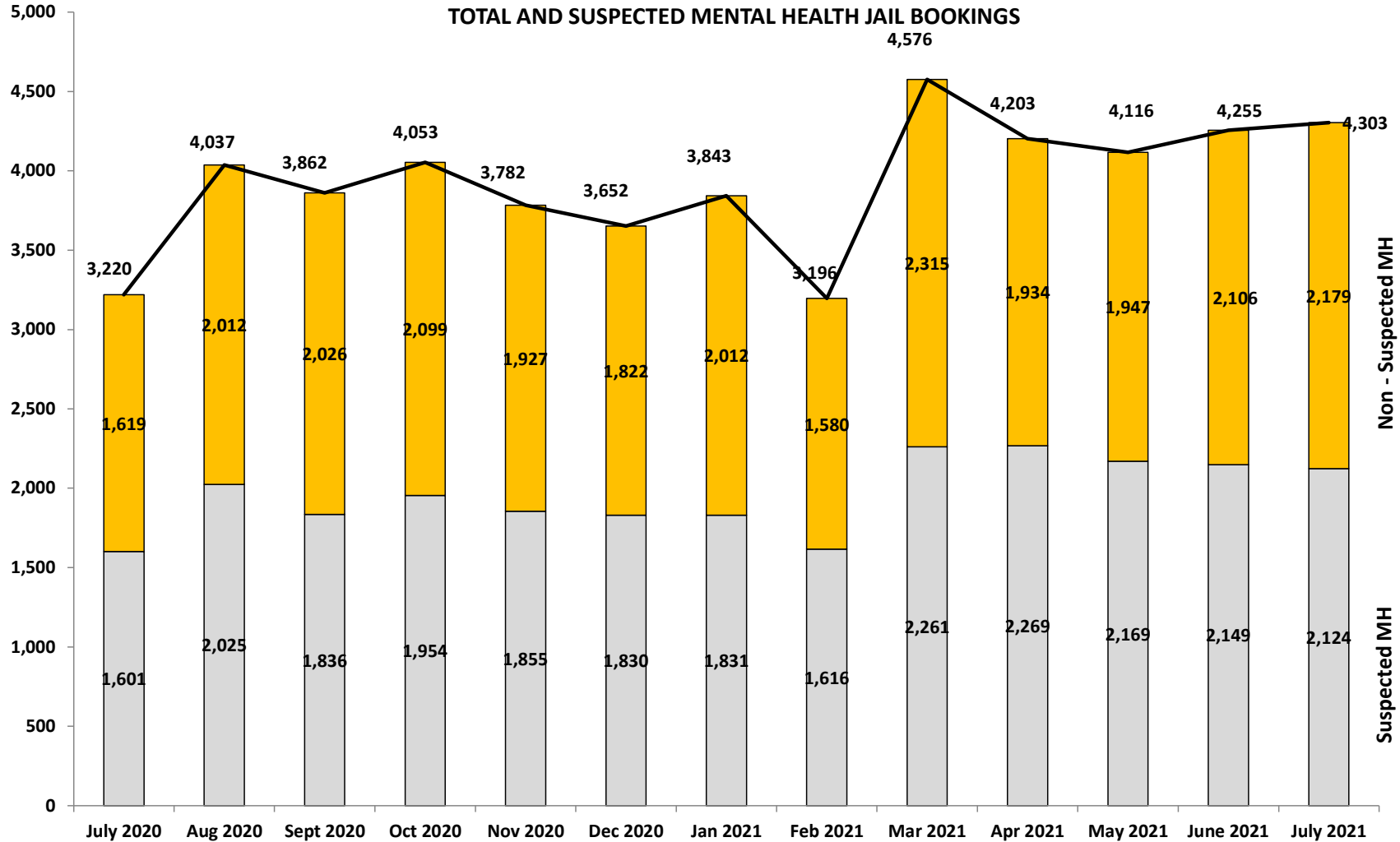
Dallas Connector Project (DCP) Dallas County Client Utilization – Transport to the NTBHA LR from the Jail and or the LR to the FUSE Shelters

July 2021	
Total Client Activity	
Transported by the Connector	18

The NTBHA Livingroom (LR) Staff conducted jail releases for individuals going to the Livingroom and Austin Street's report would contain the July 2021 jail data.

Dallas County Behavioral Health Housing Work Group July 2021 Homeless Report Snapshot

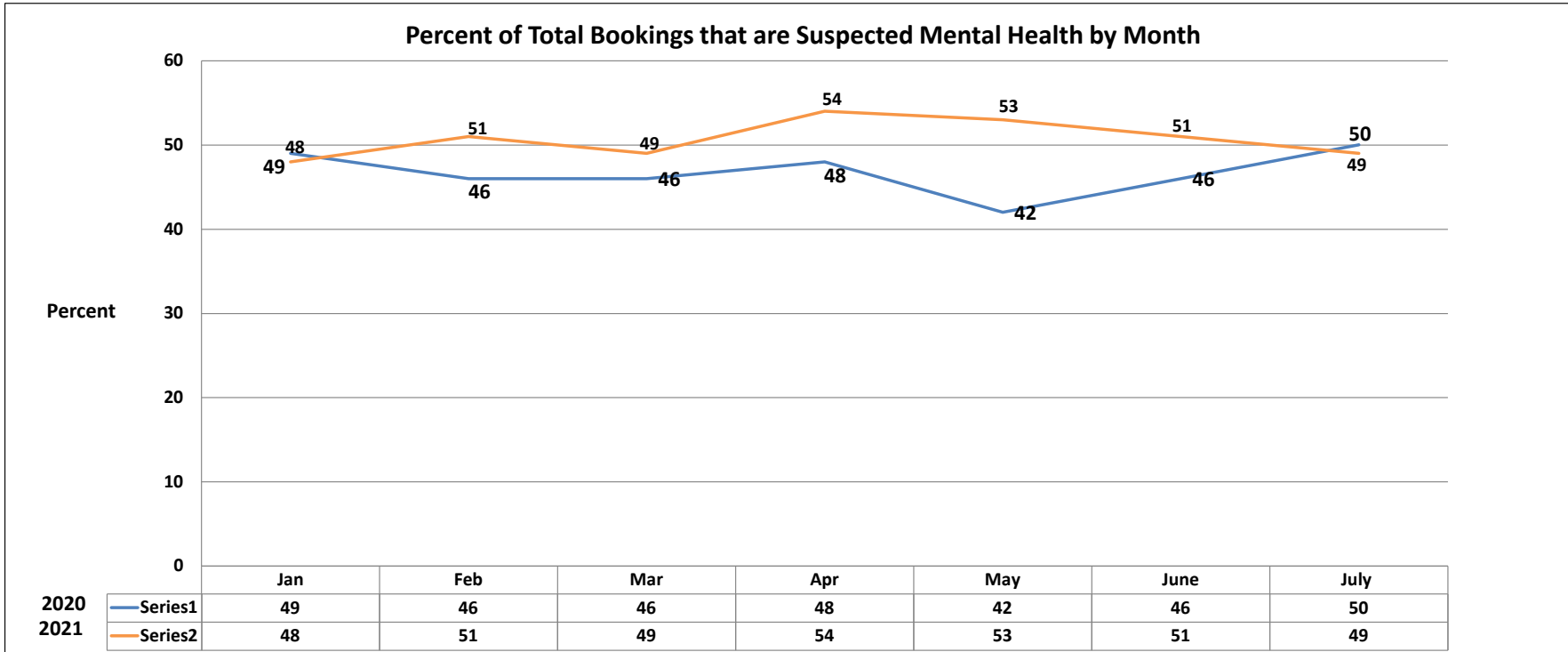
TOTAL AND SUSPECTED MENTAL HEALTH JAIL BOOKINGS



DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

Month-to-Month Category Total Differences

Months	Total Monthly Bookins	Total Suspected MH Bookins
May to June	4255 to 4303 - Increase 48	2149 to 2124 - Decrease 25



DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

Homeless Breakdown and Avg LOS - June 2021 vs July 2021

Month/Yr	Category	Total Bookings	Percent	Percent Note
June 2021	Suspected MH	2,149	51%	% of total bookings [4,255]
	Homeless	414	10%	% of total bookings [4,255]
	Homeless w/Suspected MH flag	296	71%	% of total homeless [414]

Month/Yr	Category	Total Bookings	Percent	Percent Note
July 2021	Suspected MH	2,124	49%	% of total bookings [4,303]
	Homeless	410	10%	% of total bookings [4,303]
	Homeless w/Suspected MH flag	279	67%	% of total homeless [410]

Month/Yr	Avg LOS Total Bookings [days]	Avg LOS Homeless Bookings [days]
June 2021	7	10
July 2021	7	9

DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

Homeless Primary Offense Categories - June 2021 vs July 2021

Offense Categories	June 2021 total	June 2021 %	July 2021 total	July 2021 %
Arson	3	0.7%	2	0.5%
Assaultive	42	10.1%	40	9.8%
Burglary	21	5.1%	27	6.6%
Criminal Mischief	10	2.4%	10	2.4%
Criminal Trespass	68	16.4%	66	16.1%
Drug/Alcohol	82	19.8%	89	21.7%
Evading	15	3.6%	12	2.9%
False Info/Fail to Identify	14	3.4%	12	2.9%
Fraud	6	1.4%	2	0.5%
HOLDS	52	12.6%	51	12.4%
Murder	0	0.0%	3	0.7%
Other	37	8.9%	32	7.8%
Prostitution	1	0.2%	1	0.2%
Resist	2	0.5%	4	1.0%
Robbery	17	4.1%	11	2.7%
Sexual Offense	5	1.2%	8	2.0%
Theft	26	6.3%	27	6.6%
UUMV	13	3.1%	13	3.2%
TOTAL	414	100.0%	410	100.0%

HOLDS: Citation/Tickets, Insufficient Bonds/Insufficient Bond Warrants, External Holds (Transfer to another county), and Parole Violations

Other: Offense categories with one or two charge occurrences of monthly bookin totals (i.e. Terrorist Threats, Child Endangerment, Stalking, etc.)

UUMV: Unauthorized Use of a Motor Vehicle (i.e. Joyriding)

CitySquare Report

BHLT Housing Committee Meeting – Wednesday, August 25, 2021

Cottages at Hickory Crossing

Time period: **January 1 – July 31, 2021**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Total Units on site	50	50	50	50	50	50	50						
Unit Off-Market for Repairs	5	3	3	3	3	3	3						
Total Units Occupied	39	37	40	42	42	44	43						
Units Available for Occupancy	6	10	7	5	5	3	4						
# of Candidates with Pending Applications	11	13	9	7	6	4	4						
# Applications Denied by DHA	0	4	0	0	0	0	0						
# Applications Pending DHA Approval	0	2	3	0	1	2	1						
# Applications Pending – Need Documents	0	4	3	2	1	2	3						
# of Units Awaiting DHA Inspection	1	3	3	3	1	1	2						
# of Residents Tested for Infectious Disease	5	5	5	0	1	1	4						
# of Residents Tested Positive	1	0	0	0	0	0	0						
# Residents Vaccinated – 1st Dose	0	0	0	3	1	0	0						
# Residents Vaccinated – 2nd Dose	0	0	0	0	1	0	0						
# of ER Visits (Baylor)	8	8	7	2	7	4	6						
# of Residents Visiting Baylor ER	6	6	4	2	5	3	4						
# of ER Visits (Other – Parkland, Methodist)	4	4	5	1	2	0	3						
# of Residents Visiting Other ERs	2	3	4	1	1	0	3						
# of Residents Admitted to All Hospitals	1	1	2	0	0	1	1						
# of Exited to Homelessness - Unduplicated	0	0	0	0	0	0	0						
# of Exited to Permanent Housing - Undup	0	1	0	0	0	0	0						
# of Deceased - Unduplicated	1	0	1	0	0	0	1						

Project Update: This project has completed its 3-year agreement to funders to provide housing and on-site mental health services for those who are chronically homeless, with co-existing mental health and substance use disorders and with at least two jail book-ins in the past two years and no income. The project has started using the MDHA Housing Priority List as its official waiting list with the following allocations: 33.3% chronically homeless with co-existing mental health and substance use disorders and at least 2 jail book-ins in the past 2 years, no income required; 33.3% chronically homeless, some/limited criminal history, enough income to qualify for PBV per DHA standards; 33.3% chronically homeless, no criminal history, enough income to qualify for Project Based Vouchers per DHA standards. CitySquare staff is currently working on a report that will summarize the impact the Cottages have had on the cost of frequent utilizers to the homeless response system. This report has been delayed by COVID-19. CitySquare plans to have a final report ready in the third quarter of 2021. This report will be sent to the City of Dallas, Dallas County/BHLT and Communities Foundation of Texas.

Our goal starting in January 2021 is to place a minimum of one resident per month until all units are full. The program has 1-2 exits per month (i.e., exit to permanent housing, homelessness, resident deceased). If a resident is incarcerated, hospitalized, etc., we hold the unit up to 90 days.

Dallas Frequent User System Enhancement (FUSE) Project

Project Summary: Annually FUSE navigators embedded at the Dallas County Jail, Austin Street Center, Bridge Homeless Recovery Center, Salvation Army and CitySquare Street Outreach will screen 3,000 individuals experiencing homelessness to identify at least 300 frequent users (homeless with mental health and/or substance use disorders plus at 2 jail book-ins in the past two years) and place at least 75 individuals into housing with supportive services.

Funding: United Way of Greater Dallas serving as fiscal agent providing \$ 100,000 annually. Additionally, the project received a one-time gift of \$ 300,000 from the Texas Instruments Foundation. Project budget is \$ 244,842 annually. The

remaining funds have been raised by United Way of Greater Dallas. Contracts have been issued by for Years 2 and 3. Funding for Year 2 has been sent to the FUSE partners.

Project Dates: 3 years (July 2020 – June 2023)

Report for July 1, 2020 – June 30, 2021:

1. Number of FUSE clients screened: 2,455
2. Number of FUSE clients enrolled/in case management: 135
3. Number of FUSE clients receiving emergency shelter services: 119
4. Number of FUSE clients housed: 37

Note: The Dallas FUSE Project has faced many challenges due to the social distancing guidelines in response the COVID 19. FUSE did not officially begin until 7/1/2020. New intakes were limited due to procedures at the Dallas County Jail being affected by COVID-19. Yolanda Williams has been named as the new project director by CitySquare. Inquiries should be sent to her (ywilliams@citysquare.org). FUSE partners reported to United Way of Greater Dallas that \$95,000 in Year 1 funds had not yet been expended and were available to be used for Year 2. UWGD is working on distributing Year 2 funding to all partners. United Way recently raised an additional \$168,000 from the Addy Foundation. This amount plus the unexpended funds from Year 1 are enough the fund the project for Years 2 and 3 and add two navigators, one at Parkland Hospital and one at the Homeward Bound Deflection Center. FUSE leaders are currently working with Parkland and Homeward Bound add these navigators to the Year 2 and 3 budgets. These additional navigators will increase the number of persons enrolled and housed by at least 25% annually.

A Way Home Housing (City of Dallas - Landlord Subsidized Leasing Program)

For 2020 - 2021 CitySquare was awarded \$ 1.3M in funding from the City of Dallas for a subsidized landlord leasing program. From October 2019 to September 2020 in partnership with Family Gateway and through additional private funding CitySquare placed 75 homeless households into housing in high opportunity neighborhoods. For 2020 – 2021 the goal is to move at least 35 households to self-sufficiency and place 35 new homeless households into housing. Below is the status of this RRH program. The City of Dallas approved \$1.3M in renewal funding for Oct. 1, 2020 – Sep. 30, 2021. COD and CitySquare executed a contract in March 2021. CitySquare started billing the grant for past and present expenses starting in April 2021.

	Oct -20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Totals
Unduplicated Individuals Housed	53	1	2	1	6	3	6	1	0	5	0	0	78
Unduplicated Families Housed	28	0	0	1	1	1	0	0	0	2	0	0	33
Unduplicated Exits - Individuals	1	1	3	3	4	6	7	10	4	9	0	0	46
Unduplicated Exits – Families	1	1	1	1	7	0	4	0	7	2	0	0	24
Unduplicated Individuals Pending	1	2	2	5	1	7	2	1	7	2	0	0	30
Unduplicated Families Pending	0	0	0	1	2	1	1	1	3	3	0	0	12
Properties Recruited	28	1	0	0	0	0	1	1	0	0	0	0	31
Properties in Use	18	0	0	0	0	0	1	0	0	0	0	0	19
Total Funds Spent	80,000	80,000	80,000	80,000	80,000	80,000	80,000	80,000	80,000	80,000	0	0	\$800,000

Grant Funds Spent	0	0	0	0	0	70,000	70,000	70,000	70,000	70,000	0	0	\$350,000
Private Funds Spent	80,000	80,000	80,000	80,000	80,000	10,000	10,000	10,000	10,000	10,000	0	0	\$450,000

Destination Home

Destination Home is a permanent supportive housing program of CitySquare made possible by a \$ 3,878,337 annual grant from HUD through the Dallas-Irving Continuum of Care. CitySquare must match with \$ 236,000 annually. For the past 5 years an average of 260 individuals, who were chronically homeless, have been served annually. Of those served, an average (since 2012) of 95% annually never return to homeless again.

	20-Aug	20-Sep	20-Oct	20-Nov	20-Dec	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	Totals
Individuals Housed	3	2	9	2	3	0	1	3	2	0	4	3	265*
Individuals Exited	1	5	6	7	4	0	0	2	1	2	5	2	29
Properties in Use	0	0	0	-1	1	1	1	2	2	0	1	1	13**
Total Funds Spent	\$306,714	\$306,780	\$297,276	\$310,297	\$307,239	\$308,469	\$218,493	\$302,939	\$313,833	\$308,595	\$321,408	\$0	\$3,705,016
Grant Funds Spent	\$280,581	\$282,546	\$273,667	\$285,795	\$282,181	\$284,838	\$218,493	\$279,994	\$297,487	\$305,488	\$318,485	\$0	\$346,104
Private Funds Spent	\$26,133	\$24,234	\$23,609	\$24,502	\$25,058	\$23,592	\$22,914	\$22,945	\$16,346	\$3,107	\$2,923	\$0	\$238,912

(*) Includes those carried over from previous 12 months

(**) Includes properties still in use from previous 12 months

Healthy Community Collaborative

The Dallas HCC provides emergency services and bridge housing for over 1,000 homeless individuals annually. Three organizations (Austin Street Center, Bridge Homeless Recovery Center and CitySquare) collaborate to provide services for homeless individuals with mental health and/or substance use disorders. Funding is provided by the City of Dallas through a grant from the Department of State Health Services. Of the total amount awarded annually (approximately \$ 1.2M) CitySquare receives \$ 450,000 to provide street outreach, RRH (bridge housing) and supportive services for 40-45 chronically homeless individuals annually. CitySquare must match with \$ 450,000 annually.

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Totals
Individuals Receiving Street Outreach Services (unduplicated)	31	8	7	12	23	9	11	26	0	0	0	0	127
Individuals Housed (unduplicated)	1	1	7	6	0	5	1	1	0	0	0	0	22
Housing Exits (unduplicated)	0	1	2	3	0	2	3	0	2	0	0	0	13
Properties in Use	4	4	4	0	1	5	5	0	0	0	0	0	5
Total Funds Spent	\$79,471	\$76,145	\$80,951	\$77,964	\$85,035	\$85,920	\$89,484	\$91,329	0	0	0	0	\$666,300
Grant Funds Spent	\$39,735	\$38,072	\$40,476	\$38,982	\$42,518	\$42,960	\$44,742	\$45,665	0	0	0	0	\$333,150
Private Funds Spent	\$39,735	\$38,072	\$40,476	\$38,982	\$42,518	\$42,960	\$44,742	\$45,665	0	0	0	0	\$333,150

TRAC Housing

CitySquare’s Transitional Resource Action Center provides 50 units of transitional, rapid rehousing and permanent housing to at least 65 homeless youth (18-24 years of age) annually. Funding is provided through a series of grants from HUD through the Dallas-Irving Continuums of Care totaling \$ 440,893. CitySquare must match with \$ 308,625 annually. Over the past five years of those served less than 12% return to homelessness annually.

	20-Jul	20-Aug	20-Sep	20-Oct	20-Nov	20-Dec	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	Totals
Individuals Housed (unduplicated)	41	0	2	3	1	1	1	0	3	0	2	4	58
Housing Exits (unduplicated)	0	1	2	2	0	0	3	2	1	4	0	3	18
Properties in Use	12	0	0	0	0	0	0	0	0	0	0	0	12
Total Funds Spent	37,193	26,546	60,077	41,773	39,837	39,052	36,248	39,614	44,380	37,619	45,461	41,661	489,460
Grant Funds Spent	14,096	22,900	51,482	33,117	31,034	32,283	28,371	30,119	35,826	29,115	36,945	378,617	345,288
Private Funds Spent	23,097	3,646	8,595	8,656	8,803	6,769	7,876	9,495	8,554	8,504	8,516	8,332	110,843

Health to Home – Medical Respite for Homeless

In October 2020 CitySquare, in partnership with Texas Health Resources (Texas Health Dallas) and Austin Street Center, launched a 9-bed medical respite plot program for those experiencing homelessness exited from Parkland and Presbyterian- Dallas hospitals. As of April 2021, the three project partners have raised a total of \$ 870,00 for the \$1.2M pilot project (October 1, 2020 – April 30, 2022). Eligible individuals must be homeless adults, able to maintain their daily needs (ADLs) and have a medical diagnosis that can be treated in the medical respite unit at Austin Street Center. Individuals typically stay in respite care for 30 days before exiting to transitional or permanent supportive housing.

Unduplicated #	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Total
Individuals in Respite Care	1	3	2	2	3	5	9	11	0	0	0	0	36
Individuals in Overflow Shelter Care	0	0	0	0	0	1	2	1	0	0	0	0	4
Individuals Exited from Respite	0	0	1	2	2	1	0	6	0	0	0	0	12
Individuals Placed in Housing	0	0	0	1	2	1	1	2	0	0	0	0	7

COVID-19 Update - CitySquare Emergency Rental Assistance

CitySquare has received private and public funding for emergency assistance (rent and utility assistance). Our struggle continues to be getting all the required documentation from new clients and getting landlords and employers to verify information reported. Since March 2021, as funding started to run out, we focused on helping households we had helped previous. The average amount of rental assistance needed by each household was \$4,000. We currently have our application process closed until we get caught up on the applications from June and July. We’ve had a significant increase in new applications in August. Recently we were approved for \$750k in additional funding through United Way Phase 4 from the City of Dallas. When our application process reopens in the next few weeks residents in the City of Dallas and Dallas County may apply at: www.citysquare.org/eap.

Source/Grant	Total Expended	Amount Remaining	# households assisted (unduplicated)
Private Funds	\$505,184	\$44,816	325
UW Phase 1	\$500,861	0	190
EFSP 37	\$14,681	0	37
EFSP Cares Rent/ Mortgage	\$60,000	0	63
EFSP Cares Utilities	\$20,000	0	124
EFSP 38 Rent/Mortgage	\$40,579	0	39
EFSP 38 Utilities	\$6,243	\$3,757	21
UW Phase 3	\$118,990	0	36
UW Phase 2	\$49,085	0	62
UW Phase 4	\$565,494	\$434,506	131
Total	\$1,881,118	\$483,079	1,028

Family Gateway - Access Point Report – End of July 2021

Family Gateway is the MDHA-designated Access Point for families with children experiencing or near homelessness for the Continuum of Care. This report contains:

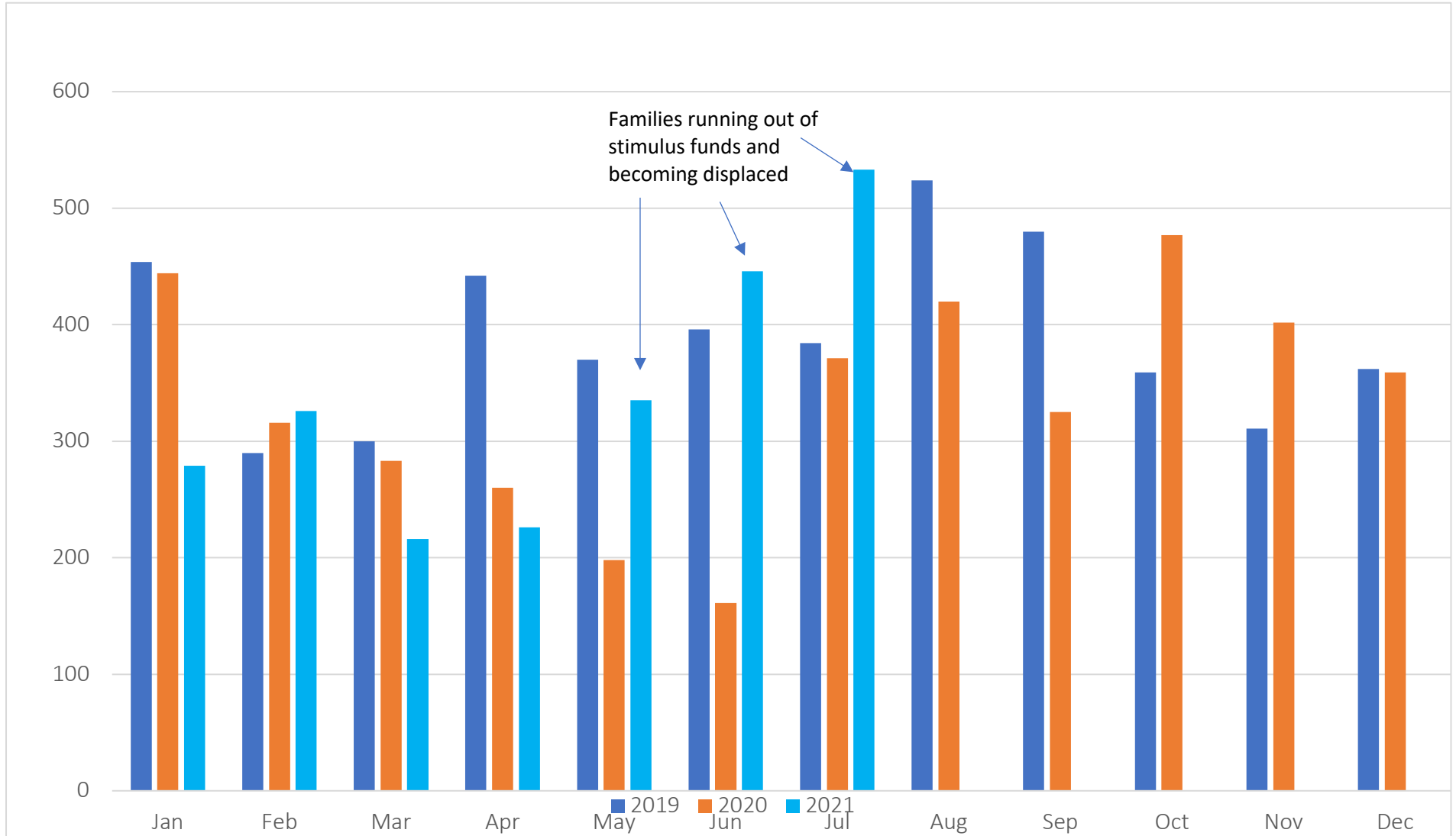
Call Center Volume – We operate a 24 x 7 call center for families in crisis to answer the MDHA Homeless Crisis Helpline (1-888-411-6802 - option 3 for families with children). This is staffed by our team from 7 AM – 7 PM, with answering service providing pre-screening and triage to shelter (and activation of crisis team and shelter security for incoming) from 7 PM – 7 AM.

Pre-Screening Results – Every caller/walk-in/website inquirer receives the same pre-screening questions to help us determine the urgency of need so that the appropriate intervention can be matched. Non-urgent callers receive a Resource Packet to connect them to community resources. Those not residing in Dallas or Collin County are directed to 211 for services. Urgent families needing same day care are directed (or brought by Uber at our expense) to the Family Gateway Resource Center for a deeper assessment that includes a Diversion conversation. Diversion in this context means diverting a family from shelter by connecting them to a less intensive and less-expensive intervention, such as landlord mediation for payment plans and removal of late fees for eviction prevention, connection to eviction prevention resources (our own and those of partners), transportation (bus or train) to confirmed placement with extended family willing to take the family in, deposit + short term rental assistance, etc. If a family requires emergency shelter, we triage them to the appropriate family shelter in our community after confirming placement, to include:

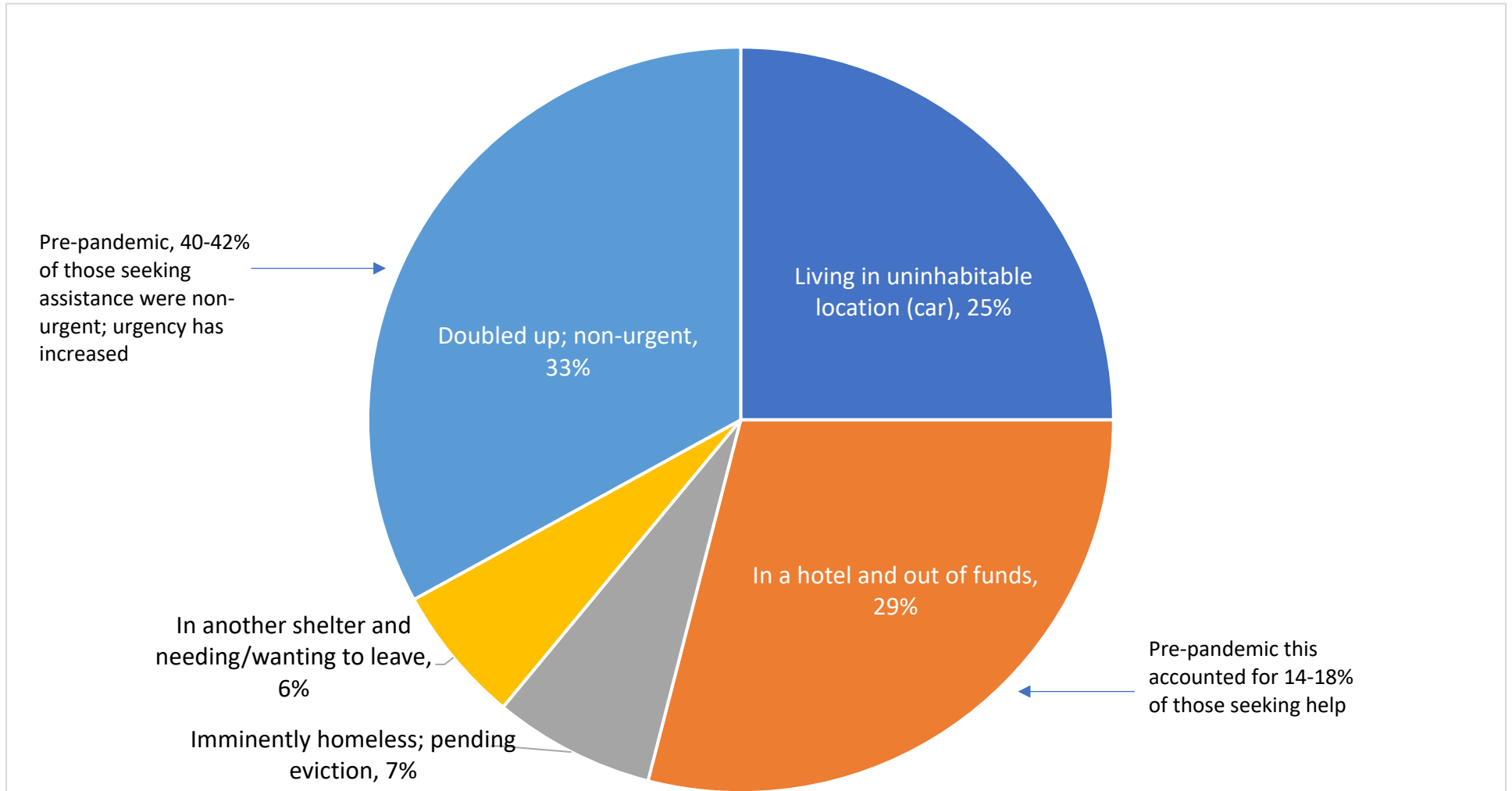
- **Salvation Army** – Single mothers with children; no boys over 17; may enter without IDs and birth certificates. This will change in mid-August 2021 in an integrated service model pilot project with Family Gateway, to expand to 80 beds/20 families (currently 12 beds).
- **Union Gospel Mission Center of Hope** – Single mothers with children; no boys over 12; no prior history of domestic violence or mental illness; requires IDs for all adults and birth certificates for all children (or proof that these have been applied for). Recently re-opened for intake for new families with negative COVID-19 test within 48 hours of entry but requiring vaccination and proof that any prescribed medications have been taken consistently for 2 weeks prior to entry.
- **Dallas Life** – Single parents or married couples with kids (if marriage can be proven); requires IDs for all adults and birth certificates for all children (or proof that these have been applied for), immunization records for all children and proof that medications have been taken consistently for 2 weeks prior to entry. Closed to new intakes since March 2020. Require vaccine for entry.
- **Family Gateway** – All types of families with children, including unmarried and married couples (opposite or same sex) with children, single parents with children, tri-generational or skipped generation families (such as grandparents raising grandkids), etc. No age restrictions on boys. At least one child needs to be under 18. Exceptions: medically or developmentally dependent children over the age of 18. Will accept pregnant women with no other children if maternity shelter cannot be secured. May enter without IDs and birth certificates.

Hotel overflow – When all family shelters are full or when there is a mismatch of family type to an open shelter room, we overflow into a hotel setting.

Call Center Volume – Note call suppression while stimulus/extra unemployment and eviction bans in place during 2020; call volume to start 2021 is lower than normal as eviction bans are extended and new stimulus and unemployment funding is in place; we saw call volume shift in May 2021 as benefits expire and eviction bans lift.



Pre-Screening Results to Determine Triage of Most Critical First (2021)



Hotel Overflow # of Families Served in this Setting in a Given Month

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2019	23	1	2	0	1	1	16	46	23	25	45	81
2020	80	47	53	49	38	33	58	63	56	77	63	68
2021	68	51	59	58	52	84	39*					

*In July, we began counting the Candlewood space as shelter rather than overflow hotel space.

As of August 18, we have 53 families at the former Candlewood Suites and 35 families at the downtown shelter which we staff with 24 x 7 security and case management from 7 AM – 11 PM. In addition, we currently have 38 additional families in a second hotel space awaiting entry into our downtown emergency shelter or into the former Candlewood due to the recent surge of need for emergency shelter for families with children.

In May, after searching for alternative solutions for families in crisis, 32 new families required shelter; in June 60 new families required shelter; in July 67 new families required shelter. We are beginning to see the effects of spending down of stimulus money. Because we are not seeing an increase in families during the eviction process (but only after they are in hotels and cars), we would like to partner with those closer to helping with evictions to see if we can intervene earlier.

Key Federal Metrics	Benchmark	Jan 2021	Feb	March	April	May	June	July
Average length of stay in shelter (days)	30	58	50	45	61	65	68	70
Shelter utilization as compared to 100% capacity	100%	66%*	75%*	78%*	88%*	80%*	96%	98%
% of those who exited from shelter who moved to + housing	65%	90%	85%	90%	100%	95%	92%	80%
% of families in housing with increased income	20%	52%	62%	59%	34%	54%	65%	59%
% who exit our housing to a destination other than homelessness	77%	98%	100%	96%	100%	99%	100%	100%

*Intentional reduction in shelter capacity because of COVID-19 protocols; usage of hotel space for working families.