

# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

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

September 22, 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 August 25, 2021 minutes
- Dallas Area Partnership to End and Prevent Homelessness
- Dallas County Homeless Advisory Committee
- Federal & State legislative environment

#### b. 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

#### c. 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 October 27, 2021 (Fourth Wednesday of the Month)

**Dallas County Administration, 411 Elm Street, 1<sup>st</sup> Floor, Dallas Texas 75202**

**August 25, 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; Deborah Hill, DCCJ; Tzeggabrhhan Kidane, Dallas County; Jim Mattingly, LumaCorp; Yordanos Melake, DCCJ; Erin Moore, Dallas County; Charlene Randolph, DCCJ; Sandy Rollins, Texas Tenants Union; Janie Metzinger, NTBHA; Maria Herrera, DCCJ; Yvonne Green, Parkland Health and Hospital System; Martha Rodriguez, Dallas County; Hector Faulk, Dallas County; Juan Loya, Dallas County; Thomas Lewis, HHS; Doug Denton, Homeward Bound; Dr. Philip Huang, DCHHS; Heloise Ferguson, Veteran Affairs; Ann Lott, Inclusive Community Project; Kimberly Rawls, DCCJ; Ashley Brundage, United Way Dallas; Ganesh Shivaramaiyer, DCHHS; Janaki Thomas, DCHHS; Ashley Miller, City of Irving; Ikenna Mogbo, Metrocare Services; Alejandra Garcia, Dallas County; Bryant Jackson, Dallas County; Charles Reed, Dallas County; Laura Edmonds, DCCJ; Ashley Flores, Child Poverty Action Lab; Jari Mema, Catholic Charities; Traswell Livingston, AIDS services of Dallas; Sarah Masih, Salvation Army; Karin Petties, Prism

**CALL TO ORDER:** The minutes were approved without changes.

#### **GOVERNANCE**

##### Dallas Area Partnership to End and Prevent Homelessness:

The Dallas Area Partnership met on August 5, 2021. All activities are in process and there was nothing new to report currently.

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

The Dallas County Homeless Advisory Committee is scheduled to meet September 20. 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 provided a legislative report on the 87<sup>th</sup> Texas Legislature that was included in the meeting packet. Ms. Metzinger reported that the overall funding for behavioral health was \$8.1 billion dollars across all articles and the supplemental House Bill 2 was a total of \$175.9 million. The total funding was \$8.4 billion for behavioral health. The new state hospitals were included in the supplemental bill, which is significant for Dallas County. The bill includes \$44,750,000 to begin the planning stages of building a state hospital in Dallas County. In later plans there is a bed for bed replacement for Terrell State Hospital. Ms. Metzinger included an extensive review on House Bill 1925 in the legislative report which includes copies of both the senate and the house hearings. Ms Metzinger is now working on what is happening in congress and will provide a report at a later meeting date.

##### Presentation – DCHHS Eviction Diversion Program, Ganesh Shivaramaiyer, Asst. Director, Finance, Budget & Contracts

Ganesh Shivaramaiyer provided information on the DCHHS Eviction Diversion Program (EDP). EDP is a special program/court process that allows courts to place eviction lawsuits on hold and avoid eviction proceedings. Under the EDP, payments are provided to landlords for rental arrears in exchange for allowing tenants to remain in their homes and forgiving late fees. Eligibility for the program includes being a resident of Dallas County outside of the City of Dallas, low income, non-receipt of housing assistance from any other entity/program for the same period, and being financially impacted by COVID-19. The program is unable to aid any residents with units that do not pass lead-based inspection.

The landlord will be given a 30-day window to remediate any lead-based issues. If the landlord is unable to remediate the issues the resident will be assisted in moving. City of Dallas residents are not eligible for assistance through the Dallas County eviction diversion program but will be directed to City of Dallas resources through the housing navigators. Checks written to assist with evictions will have a 3-day accelerated turnaround time to get to the landlords.

## **RESOURCES**

### Shelter Discussions:

Report unavailable

### NTBHA: Eric McCarty

Eric McCarty provided a written report since he was not available to attend the meeting. Contracts are still awaiting approval and the hope is that the contracts will be in place and a new notice of funding availability will be received around Oct. 1, 2021.

### Housing Navigator: Kimberly Rawls, Dallas County

Kimberly Rawls reported that staff is working to fill one vacancy at St. Jude Forest Lane. Lynette Gidden started as the new Senior Manager of Housing and Homelessness at the St. Jude Center on Monday July 26, 2021. The FUSE project data is in the packet with full details. Ms. Rawls reported that from July 2020 to July 2021 they screened 2,830 individuals with the goal being 3,000 individuals the first year. The goal was created when funding was originally available for two jail navigators to begin the initial set up of the program. The second housing navigator Maria Herrera began on March 29<sup>th</sup>, almost 8 months after the beginning of the program. The second position is funded through the Justice Assistance Grant (JAG) grant from the Office of the Governor. The jail navigators are currently on track to screen over 3,000 individuals for year two of the program. The program has housed 36 individuals and the goal was to house 75 individuals, but it is still commendable to meet half of the goal through the pandemic. There are 157 individuals currently enrolled and participating in the FUSE program.

Two boarding homes reapplied for the Hillcrest grant in July 2021. Kimberly will continue to research other grant opportunities.

The Connector Project provided 18 individuals rides through the FUSE program.

### Housing Authority Report- Thomas Lewis, Dallas County Housing Authority.

Thomas Lewis reported that the emergency vouchers memorandum of understanding (MOU) has been signed and they are working with MDHA and Clutch Consulting. They have decided to do the briefings onsite to ensure that clients can get the Request for Tenancy Approval packet and a voucher the same day. The sooner the clients get the voucher, the sooner they can get started looking for housing, and thus get into housing. They should be getting the first set of participants the week of August 30th.

## **PROJECTS AND INDUSTRY UPDATES**

### CARES Act/ARP Funds: Hector Faulk, Dallas County

Hector Faulk reported that there is not a lot new to report because CARES is starting to wind down as they are ramping up the ARP efforts. A lot of the things they are doing in the interim surround the efforts of the housing navigator program through DCHHS. They are working on providing DCHHS staff what they need relative to boosting up that program. They are currently transitioning from CARES to ARP as they complete town hall meetings and finalize public input regarding use of the funds.

### Coordinated Access System: MDHA

Report unavailable

### Homeless Jail Dashboard: Kimberly Rawls, Dallas County

The data for the homeless jail dashboard is in the packet in full details. The overall jail bookings increased by 48 individuals over the past month. The overall suspected mental health bookings decreased by 25 individuals. Both the homeless and homeless with suspected mental health bookings decreased. The average length of stay for homeless bookings decreased slightly and the offense categories stayed the same.

CitySquare: Madeline Reedy, CitySquare

Madeline Reedy reported on behalf of Edd Eason. Ms. Reedy stated that Edd wanted the group to know that they are very pleased with what the FUSE program did in the first year although the outcomes were a little lower than expected due to COVID. They are looking forward to taking what they learned this first year and continue the program for those high-end users that need navigation services in housing. The detailed report is in the packet provided.

Dallas Connector: Daniel Roby, Austin Street

Report unavailable

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

Laura Edmonds reported that the mental health pretrial process continues to go well. They are working to get individuals released and connected to mental health services. NTBHA continues to be a good partner.

Homeward Bound: Doug Denton, Homeward Bound

Doug Denton reported that the detox unit had a COVID quarantine and had to close for 8 days. It was reopened 8/24/2021 with 8 beds available. They are expecting the beds to continue to be full. The health department recommended restricting the upper floors from engagement on the lower floors. That restricted a lot of activities that they normally have, and they spent a lot of time getting individuals tested to ensure there was not a spread. Crisis residential space continues to be full throughout the closing of the detox unit. The newly opened respite program in Corsicana is robust and moving forward. The Deflection Center has a lot of construction, infrastructure, electrical, and plumbing taking place right now. Doug is hoping to be able to share pictures at the next meeting if possible.

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

Report unavailable

Family Housing: Ellen Magnis, Family Gateway

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

Mattingly Report: Jim Mattingly

Mr. Mattingly reported that North Texas multifamily occupancies are running 94% full and that includes all new construction projects. When they look at what is available to lease in the North Texas market it is less than 2.5% which is historically a very low number. Last week Luma Residential had 2% of their apartments available to rent looking out for the next 60 days. That is a challenging number for those who are looking for homes.

Commissioner Daniel discussed that the City of Dallas is now voting on the Dallas Real Time Rapid Rehousing and Dallas County will be voting on it on September 7, 2021 at Commissioners Court.

Commissioner also announced that there will be a Town Hall meeting on the ARP funding at her Road and Bridge office in Garland as well as virtually on August 26, 2021 @ 6pm. A flyer will be emailed to the group.

***Next Meeting: September 22, 2021***

***Dallas County Administration Building, 411 Elm Street, 1<sup>st</sup> Floor, Allen Clemson Courtroom***



## Dallas County Criminal Justice (DCCJ) Housing Navigator August 2021 Report

### St. Jude Project

- All 13-County beds are occupied.

### FUSE Project

#### August 2021 Jail FUSE Data

<b>Total Clients Triaged for FUSE</b>			<b>340</b>
<b>Referral Source</b>			
Jail FUSE Navigator Triage	<b>309</b>	NTBHA Living Room Referral	<b>4</b>
Defense Attorney Referral	<b>12</b>	Shelter/Street FUSE Navigator Referral	<b>3</b>
Another Referral Source	<b>7</b>	Pretrial Referral	<b>5</b>
<b>Client Triage/Referral Outcomes</b>			
Released to Another Program or Agency	<b>16</b>	Referral Banned from Shelter	<b>0</b>
Client Refused to be interviewed or Participate or Interview attempt	<b>10</b>	Client didn't qualify for FUSE	<b>89</b>
Immigration Hold	<b>1</b>	Client report not being Homeless	<b>11</b>
Released (i.e. Posted Bond)	<b>72</b>	Qualified referred by Shelters/Street Outreach	<b>5</b>
FUSE bond denied	<b>2</b>		
<b>Pending Client Referrals</b>			
Waiting on info, Waiting on Bond to Post, and pending attorney response	<b>132</b>	In Quarantine/Medical/Interview Pending	<b>2</b>
<b>Total Released from Jail to FUSE</b>			<b>17</b>
<b>Shelter Assignment</b>			
Austin Street Center	<b>7</b>	The Bridge	<b>6</b>
Salvation Army	<b>4</b>	Referred to Street Outreach	<b>8</b>
Other	<b>1</b>	No Response	<b>0</b>
<b>Shelter Connection Rate</b>			
Austin Street Center	<b>2</b>	The Bridge	<b>5</b>
Salvation Army	<b>3</b>	Other	<b>0</b>
No Response	<b>0</b>	Client Abscond/Did Not Connect	<b>7</b>
<b>Housed or placed on the Housing Priority List or Info sent to MDHA</b>			<b>6</b>

### 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. Notice of award for the Hillcrest grant is expected for either the end of October or November 2021.

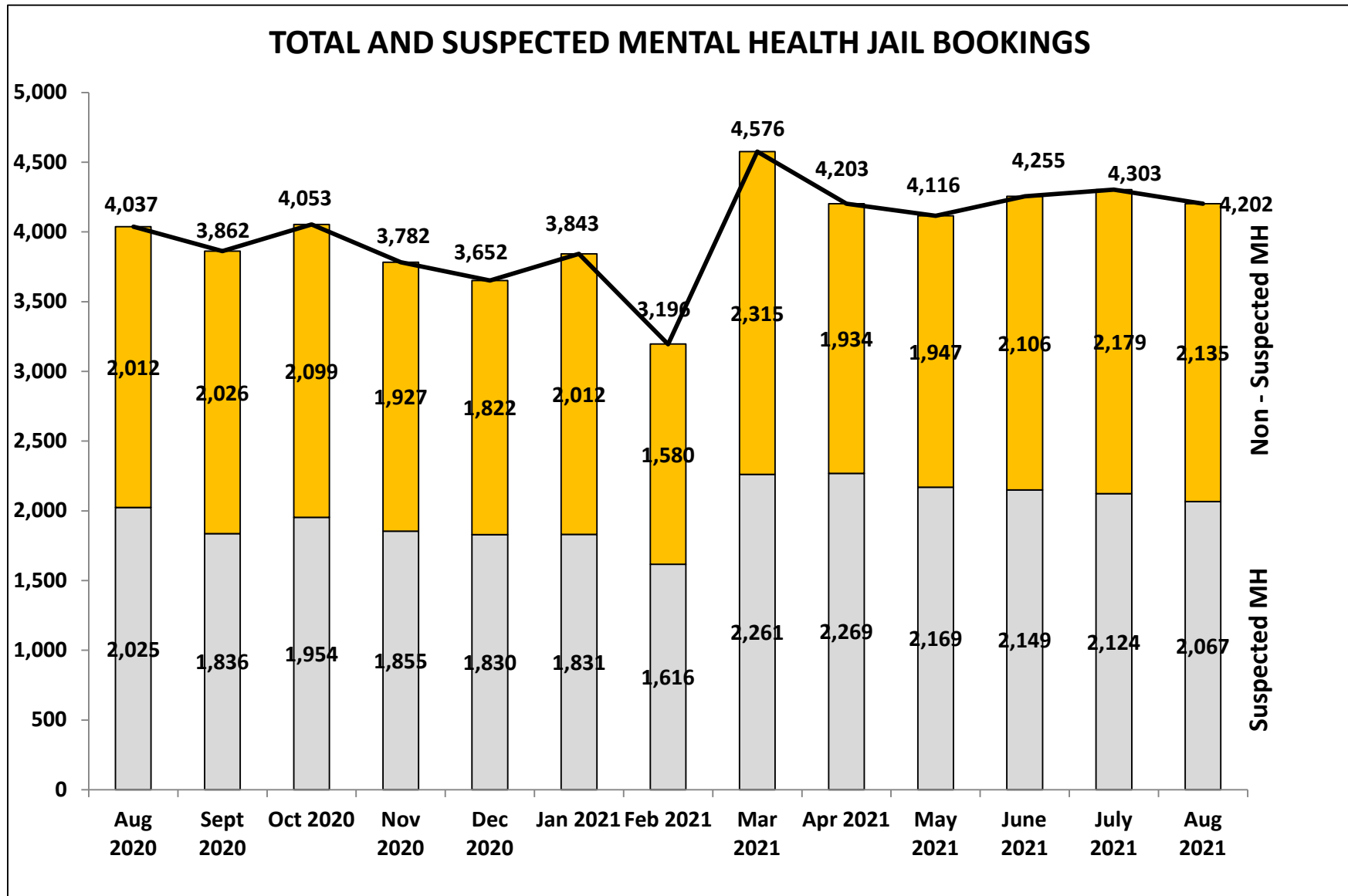
### Dallas Connector Project (DCP) Dallas County Client Utilization – Transport to the NTBHA LR from the Jail and or the LR to the FUSE Shelters

<b>August 2021</b>	
<b>Total Client Activity</b>	
<b>Transported by the Connector</b>	<b>17</b>

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

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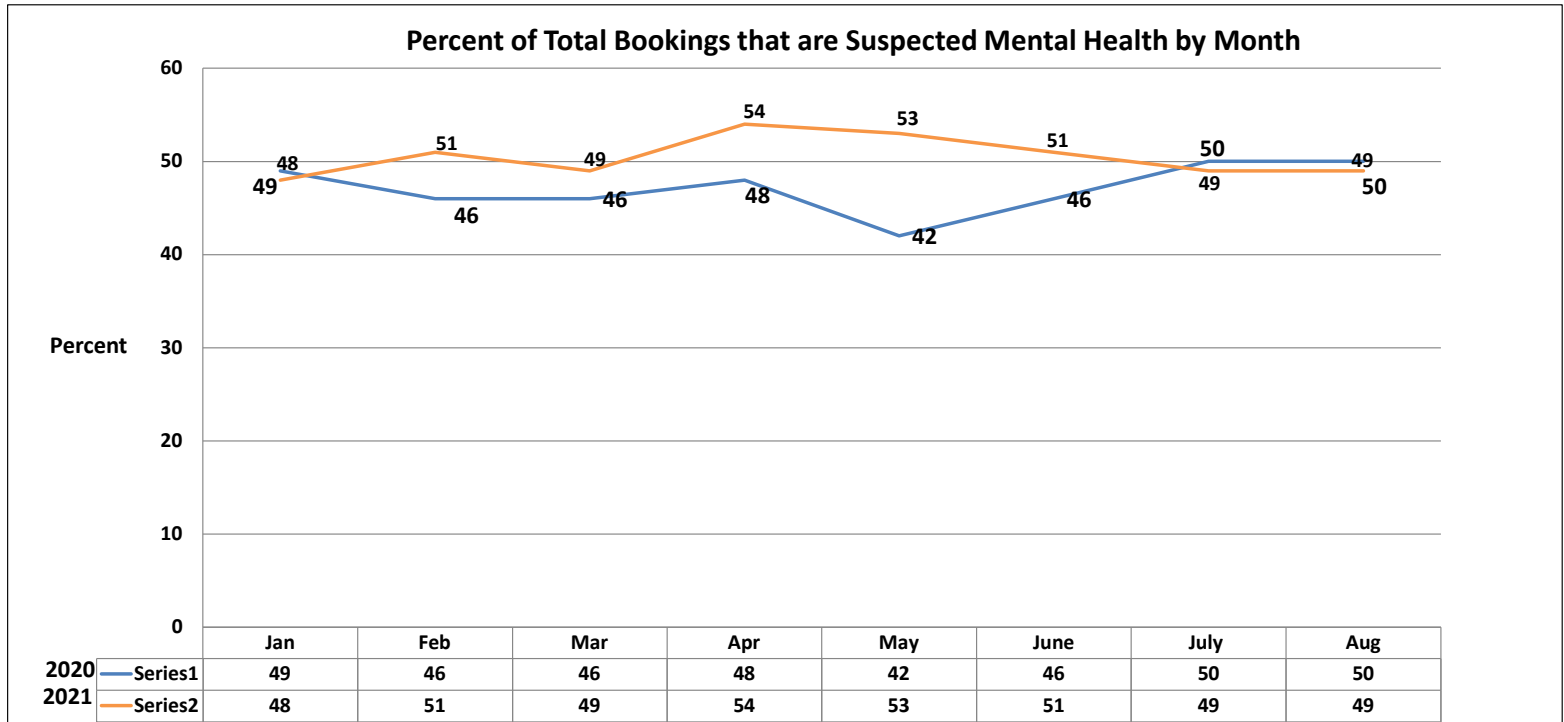
## Aug 2021 Homeless Report Snapshot



## DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

### Month-to-Month Category Total Differences

Months	Total Monthly Bookins	Total Suspected MH Bookins
July to Aug	4303 to 4202 - Decrease 101	2124 to 2067 - Decrease 57



# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Homeless Breakdown and Avg LOS - July 2021 vs Aug 2021

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	68%	% of total homeless [410]

Month/Yr	Category	Total Bookings	Percent	Percent Note
Aug 2021	Suspected MH	2,067	49%	% of total bookings [4,202]
	Homeless	381	9%	% of total bookings [4,202]
	Homeless w/Suspected MH flag	281	74%	% of total homeless [381]

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



# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Homeless Primary Offense Categories - July 2021 vs Aug 2021

Offense Categories	July 2021 total	July 2021 %	Aug 2021 total	Aug 2021 %
Arson	2	0.5%	0	0.0%
Assaultive	40	10.5%	51	13.4%
Burglary	27	7.1%	17	4.5%
Criminal Mischief	10	2.6%	5	1.3%
Criminal Trespass	66	17.3%	58	15.2%
Drug/Alcohol	89	23.4%	82	21.5%
Evading	12	3.1%	17	4.5%
False Info/Fail to Identify	12	3.1%	17	4.5%
Fraud	2	0.5%	6	1.6%
HOLDS	51	13.4%	54	14.2%
Murder	3	0.8%	1	0.3%
Other	32	8.4%	25	6.6%
Prostitution	1	0.3%	3	0.8%
Resist	4	1.0%	10	2.6%
Robbery	11	2.9%	7	1.8%
Sexual Offense	8	2.1%	2	0.5%
Theft	27	7.1%	18	4.7%
UUMV	13	3.4%	8	2.1%
<b>TOTAL</b>	<b>410</b>	<b>107.6%</b>	<b>381</b>	<b>100.0%</b>

**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, September 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	50	50				
Unit Off-Market for Repairs	5	3	3	3	3	3	3	0	0				
Total Units Occupied	39	37	40	42	42	44	43	43	41				
Units Available for Occupancy	6	10	7	5	5	3	4	6	8				
# 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	3					
# of Residents Tested Positive	1	0	0	0	0	0	0	1					
# Residents Vaccinated – 1st Dose	0	0	0	3	1	0	0	2					
# Residents Vaccinated – 2nd Dose	0	0	0	0	1	0	0	0					
# of ER Visits (Baylor)	8	8	7	2	7	4	6	4					
# of Residents Visiting Baylor ER	6	6	4	2	5	3	4	3					
# of ER Visits (Other – Parkland, Methodist)	4	4	5	1	2	0	3	3					
# of Residents Visiting Other ERs	2	3	4	1	1	0	3	0					
# of Residents Admitted to All Hospitals	1	1	2	0	0	1	1	0					
# 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	0					

**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

**Report for July 1, 2021 – June 30, 2022:**

1. Number of FUSE clients screened: 3170
2. Number of FUSE clients enrolled/in case management: 163
3. Number of FUSE clients receiving emergency shelter services: 142
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](mailto: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	1	0	34
Unduplicated Exits - Individuals	1	1	3	3	4	6	7	10	4	9	7	0	53
Unduplicated Exits – Families	1	1	1	1	7	0	4	0	7	2	5	0	29
Unduplicated Individuals	1	2	2	5	1	7	2	1	7	2	7	0	37

Pending													
Unduplicated Families Pending	0	0	0	1	2	1	1	1	3	3	9	0	21
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	80,000	80,000	\$9600,000
Grant Funds Spent	0	0	0	0	0	70,000	70,000	70,000	70,000	70,000	70,000	70,000	\$490,000
Private Funds Spent	80,000	80,000	80,000	80,000	80,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	\$460,000

## 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.

	21 Jul	21 Aug	21 Sept	21 Oct	21 Nov	21 Dec	22-Jan	22-Feb	22-Mar	22-Apr	22-May	22-Jun	Totals
Individuals Housed	277	5											
Individuals Exited	1	2											
Properties in Use	13	3											
Total Funds Spent													
Grant Funds Spent													
Private Funds Spent													

(\*) 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	33	9	8	12	11	9	12	26	21	11	14	0	166

Services (unduplicated)													
Individuals Housed (unduplicated)	1	1	7	6	0	5	1	1	1	1	0	0	24
Housing Exits (unduplicated)	0	1	2	3	0	2	3	0	2	0	0	0	21
Properties in Use	4	4	4	0	1	5	5	6	5	0	0	0	5
Total Funds Spent	\$79,471	\$76,145	\$80,951	\$77,964	\$85,035	\$85,920	\$89,484	\$91,329	\$95,542.73	\$93,727.61	\$92,219.94	0	\$947,789.64
Grant Funds Spent	\$39,735	\$38,072	\$40,476	\$38,982	\$42,518	\$42,960	\$44,742	\$45,665	\$47,771.36	\$46,863.81	\$46,109.97	0	\$473,894.82
Private Funds Spent	\$39,735	\$38,072	\$40,476	\$38,982	\$42,518	\$42,960	\$44,742	\$45,665	\$47,771.37	\$46,863.80	\$46,109.97	0	\$473,894.82

## 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 totally \$ 440,893. CitySquare must match with \$ 308,625 annually. Over the past five years of those served less than 12% return to homelessness annually.

	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec	22-Jan	22-Feb	22-Mar	22-Apr	22-May	22-Jun	Totals
Individuals Housed (unduplicated)	41(*)												
Housing Exits (unduplicated)	12 (**)												
Properties in Use													
Total Funds Spent													
Grant Funds Spent													
Private Funds Spent													

(\*) Includes those carried over from previous 12 months

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

## 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 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 previously. The average amount of rental assistance needed by each household is \$4,000. We currently have the application process closed to get caught up on applications from July and are planning on opening them up again next month. We have still been taking on eviction cases from LAW as they ramp up due to the moratorium ending. When our application process reopens next month, residents of the City of Dallas and Dallas County may apply at:

[www.citysquare.org/eap](http://www.citysquare.org/eap).

Source/Grant	Total Expended	Amount Remaining	# households assisted (unduplicated)
Private Funds	\$517,428.69	\$32,571.31	352
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	\$6,763.92	\$3,236.08	27
UW Phase 3	\$118,990	0	36
UW Phase 2	\$49,085	0	62
UW Phase 4	\$705,181.05	\$294,818.95	158
<b>Total</b>	<b>\$2,033,569.66</b>	<b>\$330,626.34</b>	<b>1,088</b>

# Family Gateway - Access Point Report Aug 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:

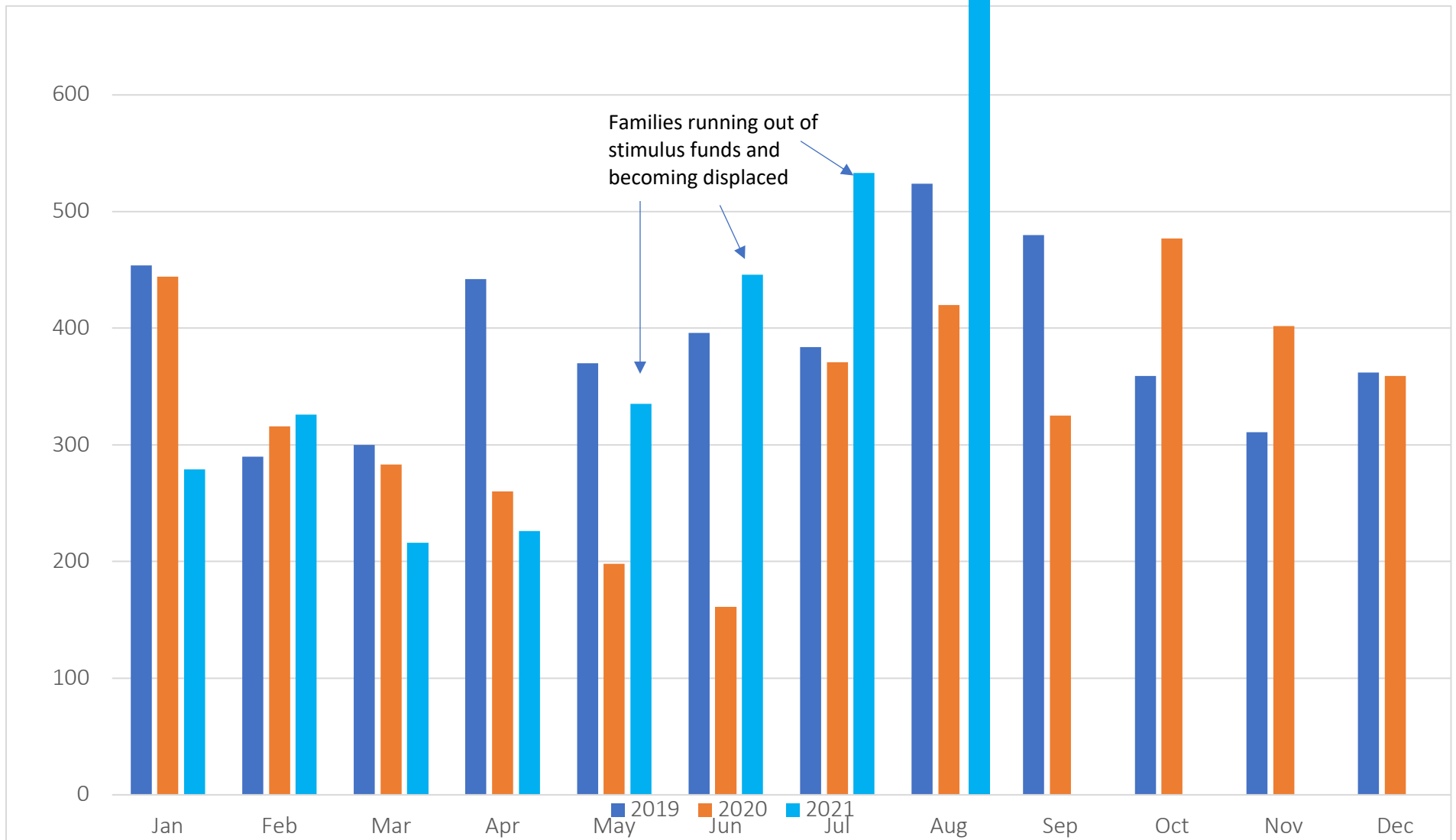
**Call Center Volume** – We operate a 24 x 7 call center for families in crisis to answer the MDHA Homeless Crisis Helpline (1-888-411-6802 - option 3 for families with children). This is staffed by our team from 7 AM – 7 PM, with answering service providing pre-screening and triage to shelter (and activation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

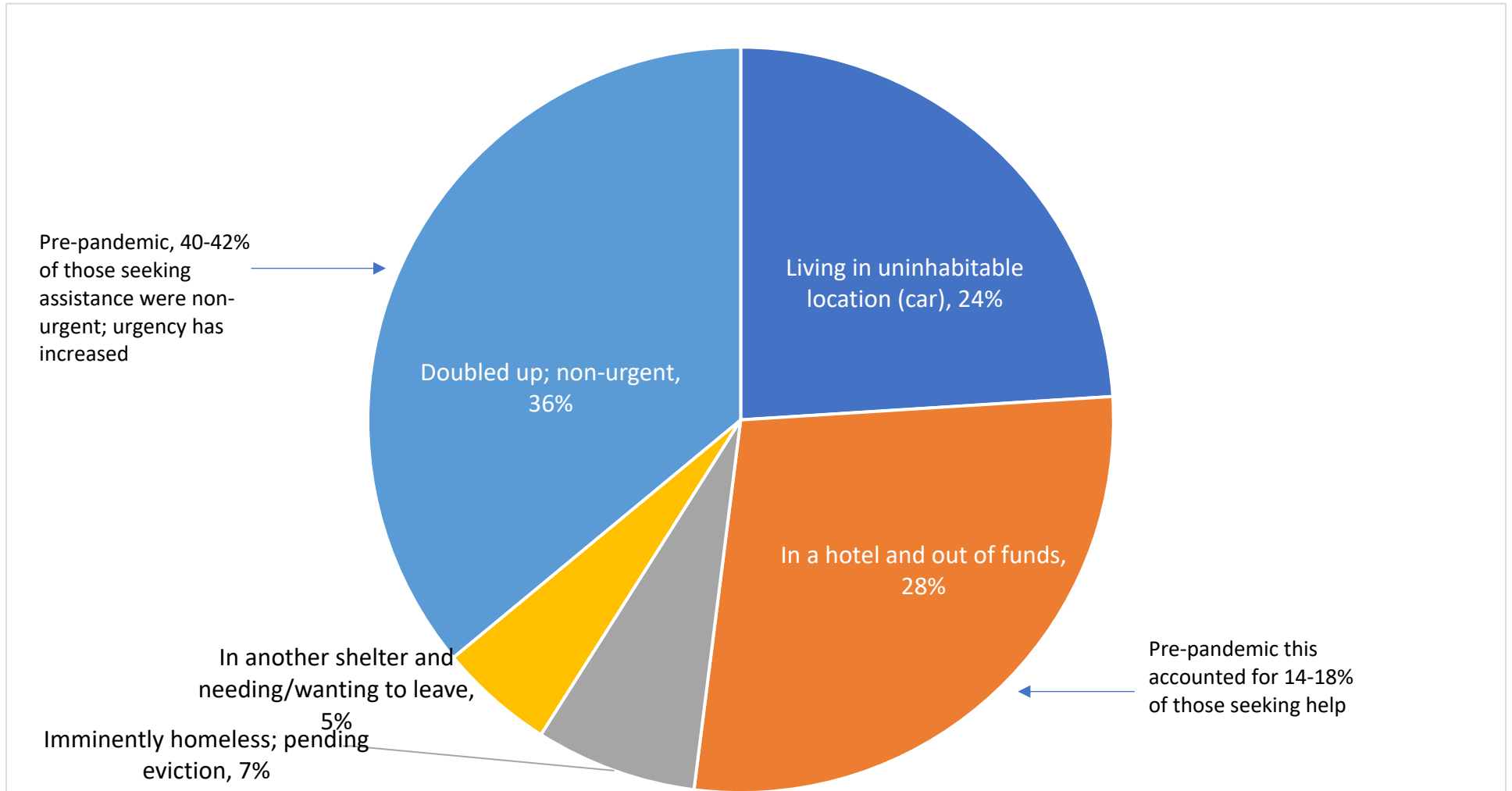
**Hotel overflow** – When all family shelters are full or when there is a mismatch of family type to an open shelter room, we overflow into a hotel setting.

**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. Aug 3000+ calls due to announcement of PHA of availability of Emergency Housing Vouchers.





# 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*	66				

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

As of Sept 20, 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 60+ 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. This week, we will work with Salvation Army to open up 20 new shelter rooms for families and will begin migrating some of these overflow families into that space.

In May, after searching for alternative solutions for families in crisis, 32 new families required shelter; in June 60, July 67 and August 66. We are beginning to see the effects of spending down of stimulus money and loss of extra unemployment benefits. 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	Aug
Average length of stay in shelter (days)	30	58	50	45	61	65	68	70	69
Shelter utilization as compared to 100% capacity	100%	66%*	75%*	78%*	88%*	80%*	96%	98%	100%
% of those who exited from shelter who moved to + housing	65%	90%	85%	90%	100%	95%	92%	80%	99%
% of families in housing with increased income	20%	52%	62%	59%	34%	54%	65%	59%	56%
% who exit our housing to a destination other than homelessness	77%	98%	100%	96%	100%	99%	100%	100%	98%

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

The Connector Metrics

Performance Measure/Outcome	Goal	Oct	Nov	Dec (QTR 1)	Jan	Feb	Mar (QTR 2)	Apr	May	June (QTR 3)	July	Aug	Sep (QTR 4)	YTD	Progress
Percentage increase in the number of unduplicated individuals being placed on MDHA's Housing Priority List from among the DCP passengers list	5%	17	18	12	7	13	10	11	21	29	21	16		175	350000%
Percentage increase in the utilization of emergency shelter beds	5%	33	22	18	12	30	47	87	123	126	71	110		679	1358000%
Percentage increase in the number of unduplicated individuals placed into housing from among the DCP passengers list	5%	0	0	1	2	4	1	4	6	2	0	3		23	46000%
Number of unduplicated rides annually	50,000	2,206	2,048	1,545	956	822	1,781	1,221	1,508	2489	1851	2391		18818	38%
Number of unduplicated passengers/ clients	1,500	97	143	141	73	72	94	187	249	222	156	261		1695	113%



# YOUTH COUNT!

The Metro Dallas Homeless Alliance is conducting a Youth Point in Time Count. The Youth PIT is an annual count of youth under the age of 24 currently experiencing homelessness. The purpose for Point in Time Count is to improve and increase our community resources to better serve youth experiencing homelessness.

We want to hear from you to know more about your experience. If you would like to participate, scan the code below to set up a time with one of our staff to answer questions from our survey. Your personal information will stay confidential.

SCAN THIS CODE TO SIGN  
UP TO RECEIVE A CALL  
FROM OUR STAFF



RECEIVE A BAG WITH INCLUDE  
HYGIENE SUPPLIES, SOCKS,  
GLOVES, BEANIES, GRANOLA  
BARS, TUNA PACKETS, AND  
OTHER SNACKS

TEXT OR CALL LEXI WILKINS FOR  
ANY QUESTIONS

214-920-9869

