

# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

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

March 24, 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 February 24, 2021 minutes
- Dallas Area Partnership to End and Prevent Homelessness
- Dallas County Citizen 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 April 28, 2021 (Fourth Wednesday of the Month)

**Dallas County Administration, 411 Elm Street, 1<sup>st</sup> Floor, Dallas Texas 75202**  
**February 24, 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; Ashley Brundage, United Way; Doug Denton, Homeward Bound; Edd Eason, CitySquare; Brooke Etie, City of Dallas; Brittney Farr, DART; Blake Fetterman, Salvation Army; Mayra Fierro, Metro Dallas Youth Committee; Deborah Hill, DCCJ; Sara Key, Outlast Youth; Tzeggabrrhan Kidane, Dallas County; Jim Mattingly, LumaCorp; Yordanos Melake, DCCJ; Jari Mema, Catholic Charities of Dallas; Janie Metzinger, NTBHA; Ikenna Mogbo, Metrocare; Erin Moore, Dallas County; Sattie Nyachwaya, Prism Health; Charlene Randolph, DCCJ; Kimberly Rawls, Dallas County; Madeline Reedy, CitySquare; Wyndll Robertson, Dallas County; Justin Vander, Prism Health; Libby Wolverton, Metro Dallas Youth Committee; Dr. David Woody III, The Bridge

**CALL TO ORDER:** The Minutes were approved with one change.

#### **GOVERNANCE**

Dallas Area Partnership to End and Prevent Homelessness: Commissioner Theresa Daniel

Commissioner Daniel reported that the Dallas Area Partnership met on Tuesday, February 23rd. The Board approved three 2021 committee goal submissions.

Ms. Brundage spoke about the \$40 million received by the City of Dallas for rental assistance and the allocation of those funds to organizations such as The United Way and Dallas College (rental assistance for students). The Eviction Prevention Task Force meets monthly. The CPAL Project, in partnership with IDO, is exploring how best to serve families and reduce evictions.

Federal and State Legislative Update: Janie Metzinger, NTBHA

Ms. Janie Metzinger reported that 41 bills have been filed in the State legislature related to homelessness. Among many other items, some of these bills apply to student homelessness, land banks and studies on statewide centralized management and crisis response systems. All legislative committees have been assigned, though hearings have not begun in earnest on these bills. Ms. Metzinger made mention of the fact that there are returning and new House members for this congressional session.

#### **PRESENTATION**

Housing Choice Voucher Program: Brooke Etie DHA

Ms. Etie provided an overview of DHA services including, the Housing Choice Voucher program, online services, and briefly touched on the Move To Work Program.

#### **RESOURCES**

Shelter Discussions: Blake Fetterman, Salvation Army

Ms. Fetterman spoke on the success of inclement weather shelter operations at the KBH Convention Center. The shelter was there for 100 individuals to 850 individuals over the course of a few nights. Collectively, 5,000 nights of shelter were provided to those in need. Salvation Army along with The Bridge, The Stewpot, Austin Street, and the City of Dallas Office of Homeless Solutions worked together to provide assessment and services to those interested as well as placing

individuals on the Housing Priority List (HPL). 175 people were assisted in gaining access to shelter after the Convention Center closed with another 100+ being placed on the HPL.

Housing Navigator: Kimberly Rawls, Dallas County

Ms. Rawls reported that all 13 vacancies at St. Jude's have been filled. Ms. Rawls has also scheduled a March 2<sup>nd</sup> meeting with Mr. Jari Mema to discuss the Park Central Project.

FUSE Grant: Kimberly Rawls, Dallas County

Ms. Rawls offered a correction to the December numbers, stating 4 individuals were housed or placed on the HPL as opposed to the 15 previously reported. Ms. Rawls stated that she is currently seeking other funding opportunities for homeless involved in criminal justice.

CARES Act: Commissioner Daniel

Commissioner Daniel noted that CARES Act funding for 2021 has been extended for three months and the HEROES Act is in effect for 2021. Dallas County received \$1.3 million of CARES ACT funding and will soon receive another \$2 million+ from HEROES ACT funding. The County will open three portals by the end of March to address housing needs (tenants and landlords applying for housing funds).

## **PROJECTS AND INDUSTRY UPDATES**

Homeless Jail Dashboard: Kimberly Rawls, Dallas County

Ms. Rawls stated in her report that there was an increase in total jail population from December to January of 191 individuals. Total suspected mental health book-ins increased by 1 individual during that same time. There was an increase in total homeless book-ins of 34 individuals. Total homeless book-ins with suspected mental health flags increased by 27 individuals. Average length of stay for total jail book-ins increased by 4 days. There were increases in burglary and criminal trespassing offenses with decreases in sexual assault in this population.

CitySquare: Edd Eason, CitySquare

Mr. Eason stated that he would be combining reports for January and February to be presented at the meeting in March. Mr. Eason provided updates on The Cottages, reporting 39 current residents and 11 applications to DHA pending approval as well as 1 pending inspection. The A Way Home Program has housed 50 single women and 23 families. CitySquare will be working with United Way, Catholic Charities, and others to distribute rental assistance funds once the next round of funding is made available.

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

Ms. Edmonds stated that post winter storm, operations have normalized.

Homeward Bound: Doug Denton, Homeward Bound

Mr. Denton reported that the Dallas Deflects Center is still in the planning and permit stage with a series of meetings scheduled to complete planning and obtain needed permits.

Metro Dallas Youth Committee: Libby Woolverton and Mayra Fierro; Metro Dallas Youth Committee

Ms. Woolverton reported that due to damage from the winter storm, the monthly MDYC meeting was canceled and work on their system map has been postponed. The system map will coordinate available systems and how youth flow in and out of homelessness. This will provide a more accurate picture of who they can serve, how many beds are available, etc. Finally, Ms. Woolverton touched on the Hidden Population Youth Homelessness Education Series which will begin in March.

Ms. Fierro, working with the Harvest Project Food Rescue, utilized Warren United Methodist Church as a warming station during the winter storm, providing blankets, coats, gloves, and hot meals. 3500 meals were provided with the help of 200 volunteers. Additionally, the Community Unity Bus delivered meals to encampments and apartment complexes without power/water during that time. Overall, 18,000lbs of produce were provided toward this effort.

Family Housing: Commissioner Daniel

Commissioner Daniel commented on the impressive Federal metrics in Ms. Magnis' report which showed 98% of Family Gateway families moved out of homelessness. Please refer to the attached report for more information.

**NOTES**

Ms. Ashley Brundage noted that the Homeless Collaborative's new Continuum of Care Board of Directors meeting will be held on Thursday, February 25<sup>th</sup> at 10:30 am and that it is a public meeting.

***Next Meeting: March 24, 2021***

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

## CitySquare Report

**BHLT Housing Committee Meeting – Wednesday, March 27, 2021**

### Cottages at Hickory Crossing

Time period: **February 1 - 28, 2021**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Total Units on site	50	50											
Unit Off-Market for Repairs	5	3											
Total Units Occupied	39	37											
Units Available for Occupancy	6	10											
# of Candidates with Pending Applications	11	13											
# Applications Denied by DHA	0	4											
# Applications Pending DHA Approval	0	2											
# Applications Pending – Need Documents	0	4											
# of Units Awaiting DHA Inspection	1	3											
# of Residents Tested for Infectious Disease	5	5											
# of Residents Tested Positive	1	0											
# of ER Visits (Baylor)	8	8											
# of Residents Visiting Baylor ER	6	6											
# of ER Visits (Other – Parkland, Methodist)	4	4											
# of Residents Visiting Other ERs	2	3											
# of Residents Admitted to All Hospitals	1	1											
# of Residents Exited to Homelessness	0	0											
# of Residents Exited to Permanent Housing	0	1											
# of Residents Deceased	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 PBV 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 December 2020. 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 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 (\$ 134,526) will be raised by the partners (CitySquare, Dallas County Criminal Justice, Austin Street Center, Bridge Homeless Recovery Center, Salvation Army).

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





Individuals Housed (unduplicated)	41	0	2	3	1	1	1	0	0	0	0	0	49
Housing Exits (unduplicated)	0	1	2	2	0	0	3	2	0	0	0	0	10
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	0	0	0	0	320,339
Grant Funds Spent	14,096	22,900	51,482	33,117	31,034	32,283	28,371	30,119	0	0	0	0	243,402
Private Funds Spent	23,097	3,646	8,595	8,656	8,803	6,769	7,876	9,495	0	0	0	0	76,938

## COVID-19 Update - CitySquare Emergency Rental Assistance

CitySquare has received private and public funding for emergency assistance (rent and utility assistance). As of 12/4/20 only about \$6,000 of the UW phase 1 funds were left. About \$16,000 of utility assistance funds for Collin, Denton, and Dallas County were left. We were able to get \$50,000 from UW phase 2 on 12/3/20. These funds were required to be expended by Dec. 15, 2020. Our struggle continues to be getting all the required documentation from clients and getting landlords and employers to verify information reported. Our team size is the same (6 full-time and part-time workers). We are using ZoomGrants for our application process. The increased traffic on our platform has caused the system to crash consistently. We are hoping to transition to another platform if things do not improve in early 2021. We have received almost 1,200 applications for rent and/or utility assistance. Currently we have been able to help about 40 - 45% of those who applied.

We have recently received 250K more in **DRAC 4** (COD-CARES Funding). We will start distributing March 22, 2021, which is also the date we will open our application process again. Persons who are Dallas residents affected by COVID-19 may apply at: [www.citysquare.org/eap](http://www.citysquare.org/eap).

Source/Grant	Total Expended	Amount Remaining	# households assisted (unduplicated)
Private Funds	\$ 390,359	\$ 59,641	252
UW Phase 1	\$ 360,105	\$ 75,064	106
EFSP 37	\$ 14,681	0	37
EFSP Cares Rent/ Mortgage	\$ 60,000	0	63
EFSP Cares Utilities	\$ 5,404	\$ 14,596	47
EFSP 38 Rent/Mortgage	\$ 1,069	\$ 68,931	9
UW Phase 3	\$ 118,990	0	36
UW Phase 2	\$ 49,085	0	62
<b>Total</b>	<b>\$ 999,692</b>	<b>\$ 218,232</b>	<b>612</b>



# Family Gateway - Access Point Report – End of Feb 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:

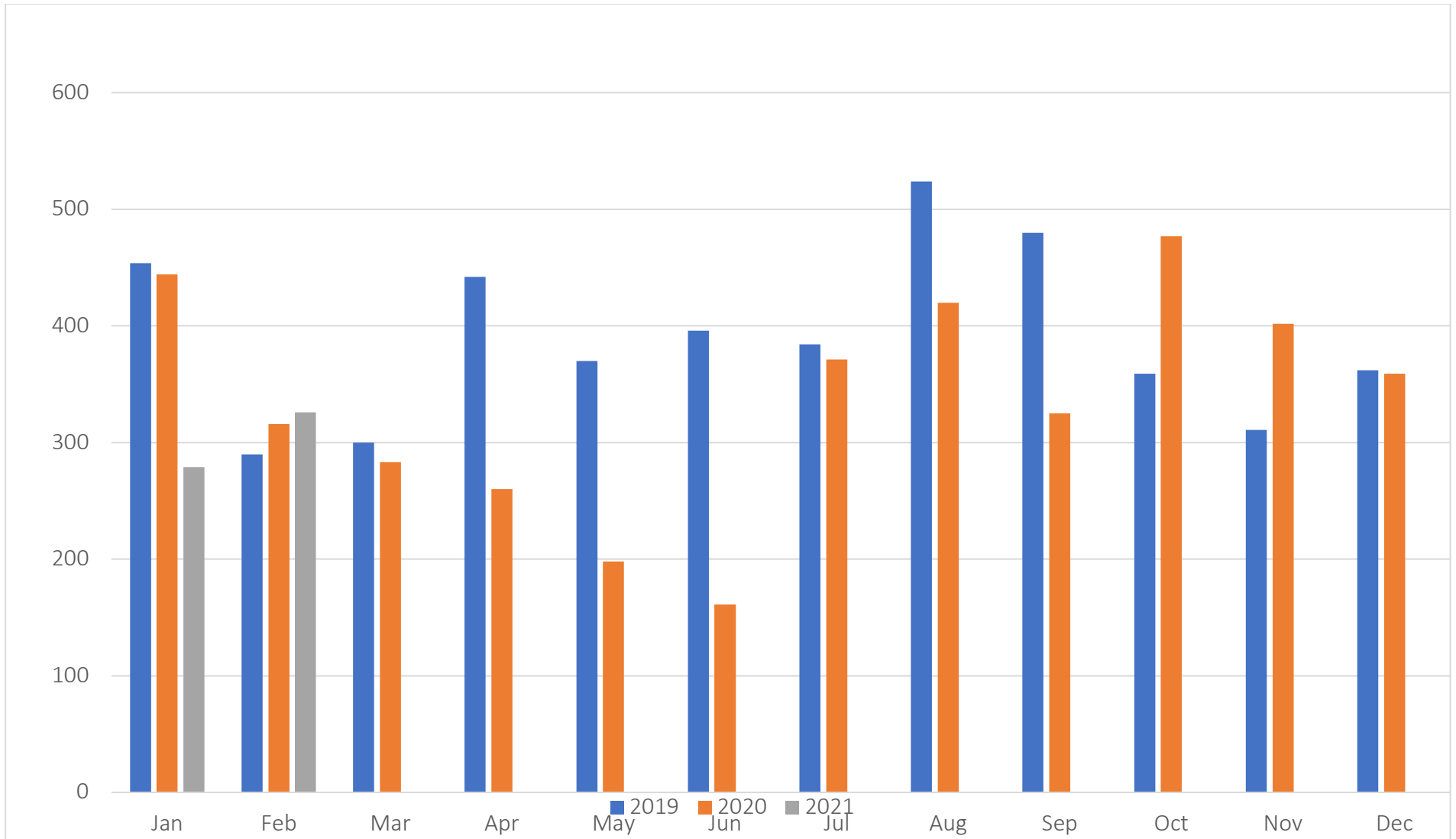
**Call Center Volume** – We operate a 24 x 7 call center for families in crisis to answer the MDHA Homeless Crisis Helpline (1-888-411-6802 - option 3 for families with children). This is staffed by our team from 7 AM – 7 PM, with answering service providing pre-screening and triage to shelter (and activation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

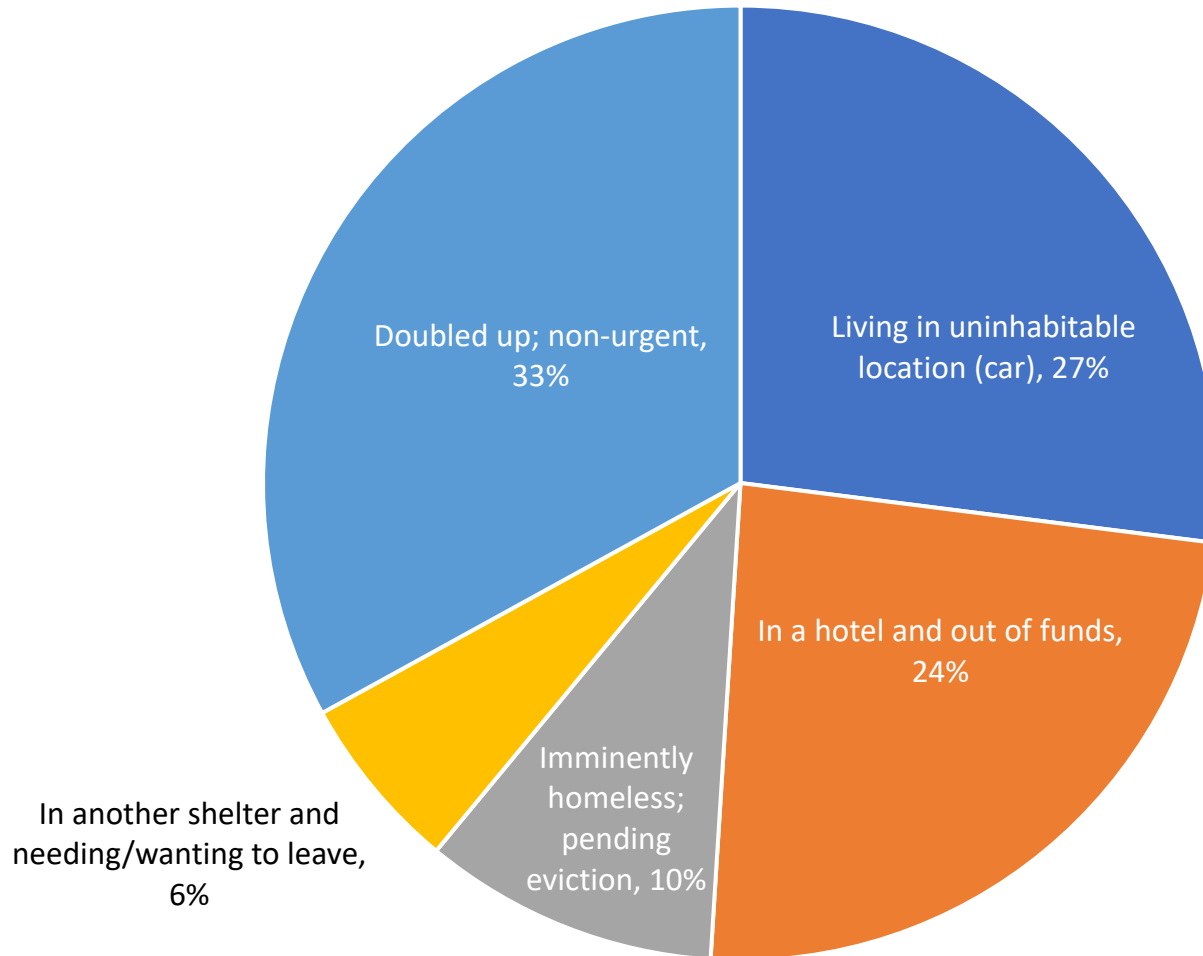
- **Salvation Army** – Single mothers with children; no boys over 17; may enter without IDs and birth certificates.
- **Union Gospel Mission Center of Hope** – Single mothers with children; no boys over 12; no prior history of domestic violence or mental illness; requires IDs for all adults and birth 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.
- **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). Currently closed to new intakes since March. Will require vaccination 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 for this include 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 chart** – 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.



## 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										

As of March 19, we have 31 families (92 individuals) in our overflow hotel which we staff with 24 x 7 security and case management from 7 AM – 11 PM. We are thrilled that the City of Dallas has allowed us to use the Candlewood Suites as our overflow property for the time being at zero cost per room (saving us \$350/week per family).

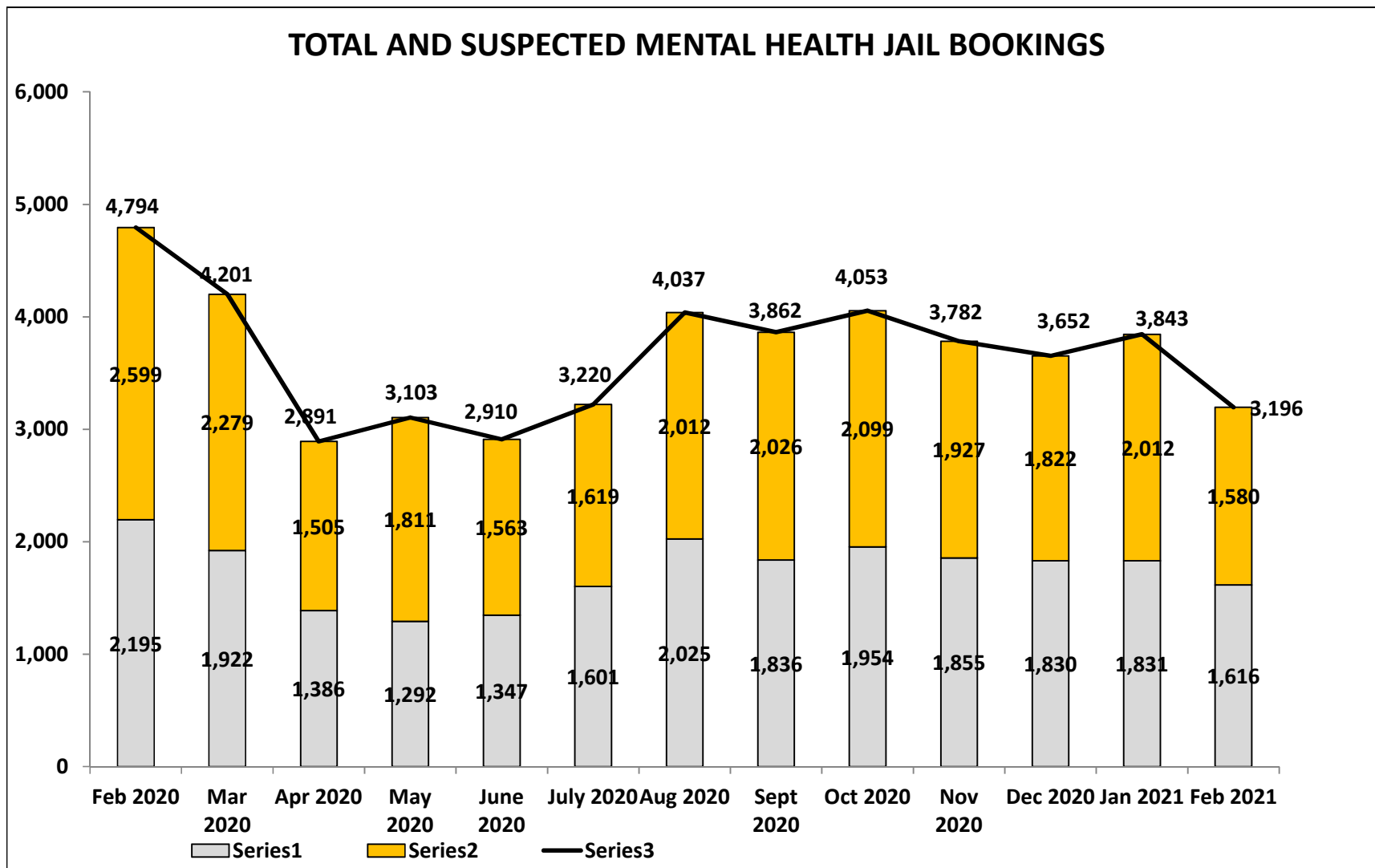
We normally overflow into a hotel when all family shelters reach capacity. During the pandemic, for disease risk mitigation, working families are placed here as well as new families pending testing before placement into one of the family shelters or until housed. Hotel has kitchenettes and private bathrooms while shelter is dormitory style with common bathrooms and dining. Note that by placing working families in the hotel, we are seeing a more concentrated population in shelter with mental health, behavioral health, addiction.

Key Federal Metrics	Benchmark	Jan 2021	Feb
Average length of stay in shelter (days)	30	58	50
Shelter utilization as compared to 100% capacity	100%	66%*	75%*
% of those who exited from shelter who moved to + housing	65%	90%	85%
% of families in housing with increased income	20%	52%	62%
% who exit our housing to a destination other than homelessness	77%	98%	100%

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

# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

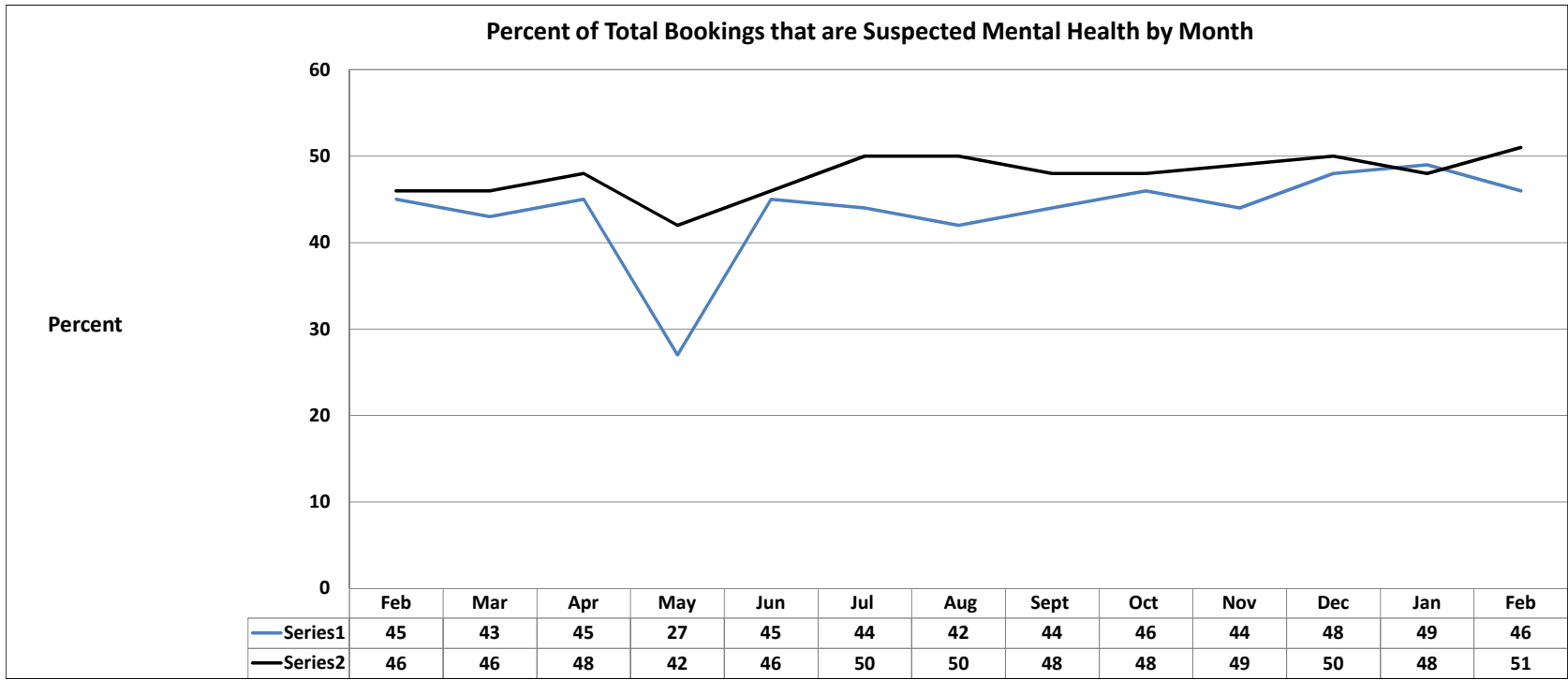
## February 2021 Homeless Report Snapshot



# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Month-to-Month Category Total Differences

Months	Total Monthly Bookins	Total Suspected MH Bookins
Jan to Feb	3,843 to 3196 - Decrease 647	1,831 to 1616 - Decrease 215



# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Homeless Breakdown and Avg LOS - Jan 2021 vs Feb 2021

Month/Yr	Category	Total Bookings	Percent	Percent Note
Jan 2021	Suspected MH	1,831	48%	% of total bookings [3,843]
	Homeless	341	9%	% of total bookings [3,843]
	Homeless w/Suspected MH flag	229	67%	% of total homeless [341]

Month/Yr	Category	Total Bookings	Percent	Percent Note
Feb 2021	Suspected MH	1,616	51%	% of total bookings [3,196]
	Homeless	241	8%	% of total bookings [3,196]
	Homeless w/Suspected MH flag	174	72%	% of total homeless [241]

Month/Yr	Avg LOS Total Bookings [days]	Avg LOS Homeless Bookings [days]
Jan 2021	7	10
Feb 2021	7	10

# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Homeless Primary Offense Categories - Jan 2021 vs Feb 2021

Offense Categories	Jan 2021 total	Jan 2021 %	Feb 2021 total	Feb 2021 %
Arson	0	0.0%	0	0.0%
Assaultive	33	9.7%	33	13.7%
Burglary	21	6.2%	18	7.5%
Criminal Mischief	6	1.8%	3	1.2%
Criminal Trespass	67	19.6%	34	14.1%
Drug/Alcohol	65	19.1%	41	17.0%
Evading	6	1.8%	8	3.3%
False Info/Fail to Identify	10	2.9%	3	1.2%
Fraud	3	0.9%	3	1.2%
HOLDS	53	15.5%	38	15.8%
Murder	0	0.0%	0	0.0%
Other	28	8.2%	14	5.8%
Prostitution	3	0.9%	0	0.0%
Resist	2	0.6%	2	0.8%
Robbery	5	1.5%	9	3.7%
Sexual Offense	1	0.3%	7	2.9%
Theft	24	7.0%	17	7.1%
UUMV	14	4.1%	11	4.6%
<b>TOTAL</b>	<b>341</b>	<b>100.0%</b>	<b>241</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)





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

## St. Jude Project

- All 13 vacancies are full, and all residents are doing well.
- Jari and I met, and he provided an overview of the Park Cities project.

## FUSE Project

### February 2021 Jail FUSE Data

<b>Total Clients Triaged/Interactions</b>	
<b>146</b>	
<b>(Non-duplicated Clients)</b>	
<b>New Client Interviews</b>	37
<b>Client Interview Attempts</b>	11
<b>Client Interview Outcomes</b>	
<b>Didn't Qualify for FUSE</b>	2
<b>Didn't want to Participate or be Interviewed</b>	10
<b>Released to another program, Bond Denied, Transfers, Other Releases</b>	2
<b>Waiting on Bond to Post</b>	4
<b>Street Outreach</b>	1
<b>Incompetent</b>	1
<b>Referral to Shelters</b>	17
<b>Interviewed in prior months and released in February 2021 (Referred to Shelters)</b>	2
<b>Total Referred to Shelters for the Month of February 2021</b>	19
<b>Connected to Shelters</b>	8
<b>Didn't get on Connector from jail, Didn't Connect to Shelters or Left Program</b>	10
<b>Metrocare SNOP Clinic</b>	1
<b>Connected to Housing or on Housing Priority List (HPL) (1=Housed) (7=HPL) (Boarding Home=1)</b>	9
<p><b>*98 Non-Duplicated Clients Included the following: *</b>            Posted Surety/Recognizance bond or eligible for MHPR Bond, No Attorney listed in AIS, Waiting on Attorney or Shelter response, Higher Level Offenses, Probation/Parole Violations, Bonds Rejected/Denied, Transfers, Released to other programs, Not Homeless, Didn't Qualify, Qualified, but didn't want to participate, and Cases Pending.            *Numbers can be provided upon request*</p>	

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

- I'm continuing to look for other funding options for this project.

### 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>February 2021</b>	
<b>Total Client Activity</b>	
<b>Transported by the Connector</b>	<b>18 (1: refused to get on at the jail)</b>

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