

# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

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

January 26, 2022 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 December 15, 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
- ARPA funds Update

#### c. Projects and Industry Updates

- Coordinated Access System
- Pretrial Diversion and MH screening
- Dallas Connector
- Homeward Bound, Crisis Residential & Respite Services
- Metro Dallas Youth Committee update
- Family Housing
- Mattingly Report

### 3. Next Meeting: February 23, 2022

**Homeward Bound, 2535 Lone Star Drive, Dallas, Texas 75212  
December 15, 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; Charlene Randolph, DCCJ; Tzegabrhan Kidane, Dallas County; Shannon Browning, Downtown Dallas Inc; Erin Moore, Dallas County; Jim Mattingly, Luma; Sandy Rollins, Texas Tenants Union; Sarah Masih, Salvation Army; Yvonne Green, Parkland Health and Hospital System; Brooke Etie, DHA ; Imelda Speck, City of Irving; Steve Abbott, American Red Cross; Traswell Livingston, AIDS Services of Dallas; Kimberly Rawls, DCCJ; Maria Herrera, DCCJ; Joann Schulte, Dallas County HHS; Erica McDaniel, Dallas County; Eric McCarty, NTBHA; Constance Lacy, UNT Dallas; Doug Denton, Homeward Bound; Dave Hogan, Homeward Bound; Madeline Reedy, CitySquare; Peter Brodsky, MDHA; Thomas Lewis, Dallas County HHS; Deborah Hill, DCCJ; Laura Edmonds, DCCJ

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

#### **GOVERNANCE**

Dallas Area Partnership to End and Prevent Homelessness:

Dallas Area Partnership meeting was held November 18, 2021. All activities are in process and efforts continue such as increasing number of units. Also, partnership with Catholic Housing Initiative has St. Jude-Forest staying full at 120 units and St. Jude-Park Central which initially focused on quarantine but once that need was no longer, renovations were made, and rooms are now full at 150-180 units. Additional efforts remain working on other properties that continue modeling after Communities First. Information will be passed along as updates are made available.

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

The Dallas County Homeless Advisory Committee was held on November 22, 2021. Dr. Philip Huang Director of Dallas County Health and Human Services discussed general Covid updates as well as Hepatitis A/C and preliminary plans for inclement weather and safety in the shelters.

Federal and State Legislative Update: Janie Metzinger, NTBHA

Report will be available at the next meeting.

#### **RESOURCES**

Shelter Discussions: Brooke Etie, DHA

While not serving on this committee, Ms. Etie provided information that DHA, Dallas County, and several other housing authorities have been working with MDHA, including the Bridge and other shelters and service providers in issuing the emergency housing vouchers, specifically targeting some of the encampments. There was a landlord leasing event held last week where several people came with vouchers from different housing agencies in which paperwork was expedited allowing many to be housed on the spot, others within a week's period. Processes continue for better coordination.

Dave Hogan with Homeward Bound raised a question about what case management efforts were being made to follow-up on individuals being housed. Ms. Etie answered a combination of funding is being provided from sources to include HUD, the City, and other agencies who are partnering with different community organizations for long-term services through case management once an individual has been placed in housing.

Traswell Livingston with AIDS Services of Dallas commented he is glad to hear funding is being provided for long-term case management services in order to continue the connection as individuals transition from encampment into housing.

Thomas Lewis with Dallas County HHS commented on the importance of compensation for case managers in order for them to continue providing long-term services and the success of the landlord leasing event held.

NTBHA: Eric McCarty

Eric McCarty reported that Tenant Based Rental Assistance (TBRA) began accepting applications on October 25, 2021 with a new line of funding servicing individuals within Dallas County with disabilities. There has been 1.2 million dollars reserved in funding to this date for those households. Currently there are twenty individuals with disabilities and ten of those have been approved. Funding is also in place within Kaufman, Navarro, Rockwall and Ellis County, servicing Waxahachie area where five individuals were approved. The biggest struggle now is finding property owners and landlords who will accept this type of assistance with their contract which is for twenty-four months. There have been 10-15 additional applicants submitted which will probably be approved in the next week or so. They have ninety days upon approval to find a unit and complete inspection. They will usually receive a thirty-day notification if an individual hasn't been leased up because approval expires after ninety days. Although they market their program to the general public, most applicants have come from the mentally impaired providers such as Nexus, APA, and other agencies. Property owner and landlord forms were provided inside the packet.

Housing Navigator: Kimberly Rawls, Dallas County

Kimberly Rawls reported that 12 county beds are occupied at St. Jude Forest Lane and they are working to fill 1 vacancy that just recently became available. The Frequent Users System Enhancement (FUSE) project data is in the packet with full details. Ms. Rawls reported they are continuing to screen individuals into the program and are working on scheduling releases to enter the program. The Dallas Connector Project provided 12 individuals rides through the FUSE program.

Homeless Jail Dashboard: Kimberly Rawls, Dallas County

The data for the homeless jail dashboard is in the packet in full details. Pages one and two reflect the overall jail population bookins. The overall jail bookins decreased by 298 individuals over the past 30 days. The overall homeless population decreased by 23 individuals during the same time period, and, the average length of stay for homeless bookins slightly decreased. The offense categories stayed the same except for decreases to the burglaries, drug and alcohol, evading, robbery, and theft categories and increases to the holds, resist, and other offenses categories.

Housing Authority Report: Thomas Lewis / Brooke Etie

Thomas Lewis, Dallas County Housing Agency reported no further updates at this time.

## **PROJECTS AND INDUSTRY UPDATES**

Meadows Mental Health Policy Institute: Ron Stretcher

Report will be available at the next meeting.

CARES Act/ARPA Funds: Hector Faulk, Dallas County

Report will be available at the next meeting.

Coordinated Access System: Joli Robinson, MDHA

Report was provided to the group in the meeting packet.

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

Laura Edmonds reported that the mental health pretrial process continues to go well. They continue to partner with the community and community services on getting individuals released from jail as quickly as possible.

CitySquare: Madeline Reedy, CitySquare

Ed Eason retirement announced with well wishes. Madeline Reedy will be the contact person at CitySquare effective January 22, 2022. Madeline Reedy reported Mr. Eason will be greatly missed, and she looks forward to working closer with everyone. The CitySquare final quarterly report will be available at next meeting.

Dallas Connector: Daniel Roby, Austin Street

Report will be available at the next meeting.

Homeward Bound: Dave Hogan / Doug Denson, Homeward Bound

Doug Denson reported their crisis residential program has remained full with 18 beds which was reconfigured for 22 beds including isolation for anyone testing positive for Covid. With screening made available in the hospital, they haven't experienced anyone positive for Covid at this time. They have a rescue program in Corsicana-Navarro County partnering with NTBHA and are able to take some individuals from Dallas County and house them there until the next level of services become available. Dave Hogan reported progress with construction for Dallas Deflection Center. Unfortunately, due to labor shortages and supply chain issues, opening date continues to be moved back. However, he is looking to moving forward. Commissioner raised a question of what the new expected opening date is. Mr. Hogan answered March 2022.

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

Report will be available at the next meeting.

Family Housing: Ellen Magnis, Family Gateway

Report was provided to the group in the meeting packet.

Mattingly Report: Jim Mattingly

Jim Mattingly reported the housing demand continues to outpace new delivery of multi-family housing. Over the last year in the DFW area, there were 26,851 units delivered and 47,354 absorbed. Rental rates have an average increase of 18% in the DFW area over the last twelve months. The top five submarkets where occupancy has increased the most include Central Ft. Worth at 13.7%, Carrollton-South at 13.2%, Southwest Dallas-Oak Cliff-Sunset at 10.7%, North Ft. Worth at 10.6%, Downtown-Cedars-Deep Ellum at 10.4%. Largest rent increases continue to be in the cities north of the region. McKinney-Allen-Fairview at 25.9 %, Lewisville-Coppell at 25.2%, Frisco-The Colony at 25%, West Plano at 24.8%, Los Colinas-Valley Ranch at 22.4%.

There are about 36,000 new units under construction in the top five submarkets. However, over the next four quarters, there will be a decline in the number of apartments entering the leasing phase. The expectation for the fourth quarter of this year is that fewer than 9,000 apartments will become available for lease and the first quarter of next year dropping with fewer than 7,000 apartments, and the next two quarters dropping with fewer than 4,000 apartments showing a strong continuous demand.

Updates

Sandy Rollins spoke to the number of increased calls received for the eviction prevention program. People continue to be priced out of the market causing a huge concern.

Traswell Livingston with AIDS Services of Dallas announced they are excited to have begun developing brand new affordable housing units in the Bishop Arts area with hopes of construction being completed by October 2022.

Commissioner Daniels thanked everyone for attending both in-person and virtual. The meeting was adjourned.

**Next Meeting: January 26, 2022**

**Dallas County Administration, 411 Elm Street, 1st Floor, Dallas Texas 75202**



## Dallas County Criminal Justice (DCCJ) Housing Navigator January 2022 Report

### St. Jude Project

- The St. Jude staff may have one upcoming vacancy. They are awaiting a response from the Dallas Housing Authority (DHA) to fill the previous vacancy.

### FUSE Project

#### December 2021 Jail FUSE Data

<b>Total Clients Triaged for FUSE</b>			<b>292</b>
<b>Referral Source</b>			
Jail FUSE Navigator Triage	<b>267</b>	NTBHA Living Room Referral	<b>0</b>
Defense Attorney Referral	<b>10</b>	Shelter/Street FUSE Navigator Referral	<b>5</b>
Another Referral Source	<b>7</b>	Pretrial Referral	<b>3</b>
<b>Client Triage/Referral Outcomes</b>			
Released to Another Program or Agency	<b>6</b>	Referral Banned from Shelter	<b>1</b>
Client Refused to be interviewed or Participate or Interview attempt	<b>10</b>	Client didn't qualify for FUSE	<b>104</b>
Immigration Hold	<b>2</b>	Client report not being Homeless	<b>4</b>
Released (i.e. Posted Bond)	<b>36</b>	Qualified referred by Shelters/Street Outreach	<b>2</b>
FUSE bond denied	<b>0</b>		
<b>Pending Client Referrals</b>			
Waiting on info, Waiting on Bond to Post, and pending attorney response	<b>99</b>	In Quarantine/Medical/Interview Pending	<b>7</b>
<b>Total Released from Jail to FUSE</b>			<b>21</b>
<b>Shelter Assignment</b>			
Austin Street Center	<b>8</b>	The Bridge	<b>7</b>
Salvation Army	<b>6</b>	Referred to Street Outreach	<b>3</b>
Other	<b>0</b>	No Response	<b>0</b>
<b>Shelter Connection Rate</b>			
Austin Street Center	<b>4</b>	The Bridge	<b>4</b>
Salvation Army	<b>5</b>	Other	<b>3</b>
No Response	<b>0</b>	Client Abscond/Did Not Connect	<b>8</b>
<b>Housed or placed on the Housing Priority List or Info sent to MDHA</b>			<b>8</b>

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

- Neither of the boarding homes were awarded the Hillcrest grant funding.

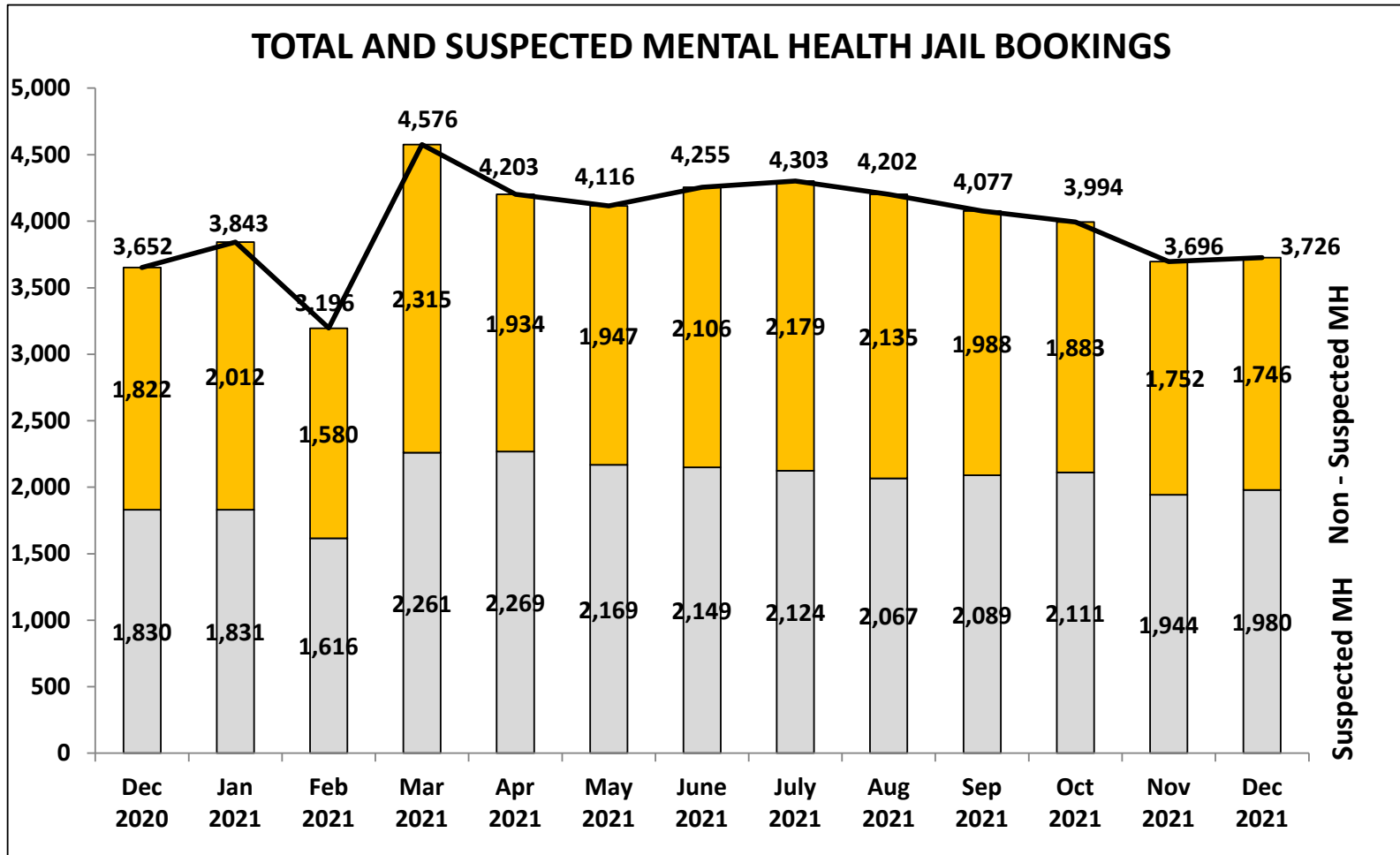
#### Dallas Connector Project (DCP) Dallas County Client Utilization – Transport to the NTBHA LR from the Jail and or the LR to the FUSE Shelters

<b>December 2021</b>	
<b>Total Client Activity</b>	
Transported by the Connector	<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 December 2021 jail data.

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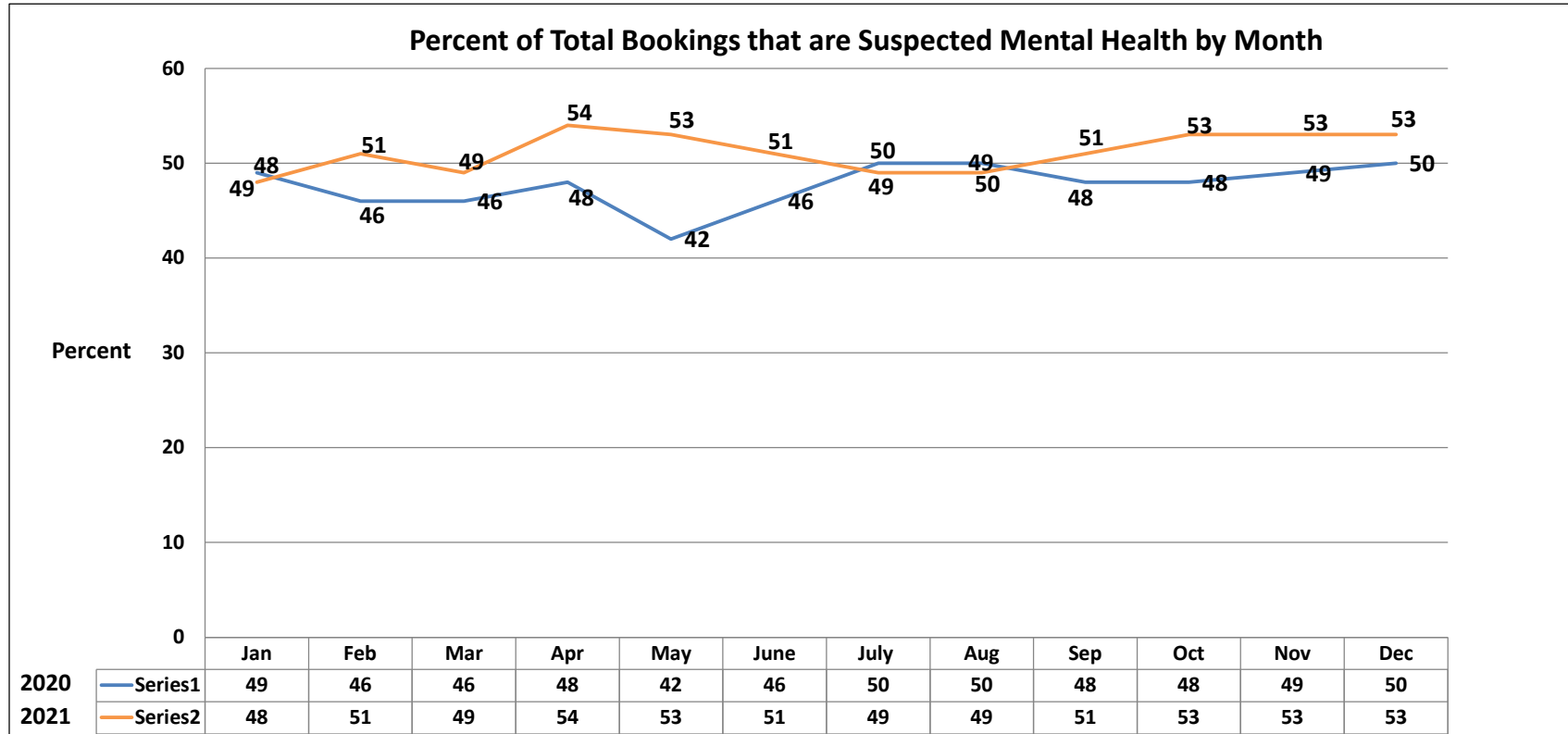
## Dec 2021 Homeless Report Snapshot



# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Month-to-Month Category Total Differences

Months	Total Monthly Bookins	Total Suspected MH Bookins
<b>Nov to Dec</b>	3696 to 3726 - Increase 30	1944 to 1980 - Increase 36



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## Homeless Breakdown and Avg LOS - Nov 2021 vs Dec 2021

Month/Yr	Category	Total Bookings	Percent	Percent Note
Nov 2021	Suspected MH	1,944	53%	% of total bookings [3,696]
	Homeless	345	9%	% of total bookings [3,696]
	Homeless w/Suspected MH flag	255	74%	% of total homeless [345]

Month/Yr	Category	Total Bookings	Percent	Percent Note
Dec 2021	Suspected MH	1,980	53%	% of total bookings [3,726]
	Homeless	347	9%	% of total bookings [3,726]
	Homeless w/Suspected MH flag	251	72%	% of total homeless [347]

Month/Yr	Avg LOS Total Bookings [days]	Avg LOS Homeless Bookings [days]
Nov 2021	6	9
Dec 2021	7	10



# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Homeless Primary Offense Categories - Nov 2021 Vs Dec 2021

Offense Categories	Nov 2021 total	Nov 2021 %	Dec 2021 total	Dec 2021 %
Arson	1	0.29%	0	0.0%
Assaultive	41	11.88%	32	9.2%
Burglary	15	4.35%	10	2.9%
Criminal Mischief	7	2.03%	9	2.6%
Criminal Trespass	50	14.49%	48	13.8%
Drug/Alcohol	70	20.29%	78	22.5%
Evading	9	2.61%	13	3.7%
False Info/Fail to Identify	15	4.35%	9	2.6%
Fraud	4	1.16%	2	0.6%
HOLDS	51	14.78%	38	11.0%
Murder	3	0.87%	1	0.3%
Other	30	8.70%	48	13.8%
Prostitution	1	0.29%	0	0.0%
Resist	9	2.61%	5	1.4%
Robbery	6	1.74%	6	1.7%
Sexual Offense	5	1.45%	11	3.2%
Theft	21	6.09%	28	8.1%
UUMV	7	2.03%	9	2.6%
<b>TOTAL</b>	<b>345</b>	<b>100.0%</b>	<b>347</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 – Year End 2021**

**BHLT Housing Committee Meeting – Wednesday, January 26, 2022**

CitySquare operates a wide spectrum of Supportive Housing Programming within the Dallas County community. Information on CitySquare can be found at [www.citysquare.org](http://www.citysquare.org).

Edd Eason, Assistant Vice President of Health & Housing, retired 12/31/2021. He represented CitySquare at the Dallas BHLT Housing Workgroup and provided reports through 9/2021. This is his final report through Quarter 4 of 2021.

The programs in the 2021 report include:

- The Cottages at Hickory Crossing
- Dallas FUSE Project
- A Way Home Housing
- Destination Home
- Healthy Community Collaborative
- TRAC Housing
- Health to Home – Medical Respite
- Emergency Rental Assistance

Moving forward, Madeline Reedy, Vice President of Public Policy & Government Affairs, will represent CitySquare to the Dallas BHLT Housing Workgroup in 2022 and provide quarterly reports. She can be reached at [mreedy@citysquare.org](mailto:mreedy@citysquare.org) or 469.687.4747.

**Cottages at Hickory Crossing**

**Project Summary:** In 2016 CitySquare and CitySquare Housing entered into agreements with Dallas County Criminal Justice System, Metrocare, CitySquare Housing (formerly Central Dallas Community Development Corporation) and UT Southwestern to provide 50 units of permanent supportive housing with onsite mental health and medical services for individuals referred by the Dallas County Jail Diversion Program. Since opening in the Fall of 2016 the Cottages at Hickory Crossing, has provided housing and intensive supportive services to over 200 high-utilizers of jail, hospital, and emergency services. The total cost of development and construction was \$7.4M.

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

53 Units Total (50 Cottages, 3 Containers)	2021												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
<b>Occupancy %</b>	74%	70%	75%	77%	77%	79%	75%	75%	72%	72%	79%	83%	
<b>Start Resident Census</b>	39	39	37	40	41	41	42	40	40	38	38	38	
Evictions	0	0	0	0	0	0	0	0	1	0	2	0	
Terminations	0	2	0	1	0	1	3	1	1	0	0	0	
Exit to Permanency	0	0	0	0	0	0	1	0	0	0	0	1	
Move-ins	0	0	3	2	0	2	2	1	0	0	2	1	
<b>Ending Resident Census</b>	39	37	40	41	41	42	40	40	38	38	38	38	
<b>New screenings for waitlist</b>										2	8	9	
<b>DHA Inspections</b>	0	0	3	3	1	4	2	1	0	0	1	1	
<b>Lease Violations Distributed</b>	3	0	1	5	0	5	6	3	24	0	0	4	
<b>Units Ready</b>												4	6
<b>Units Off-Market   Vacant</b>	14	16	13	12	12	11	13	13	15	15	11	9	

Note – some of the units are off-market due to necessary repairs.

Health Report	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
# of Residents Tested for Infectious Disease	5	5	5	0	1	1	4	3	2	2	0	7	35
# of Residents Tested Positive	1	0	0	0	0	0	0	1	0	0	0	2	4
# Residents Vaccinated – 1st Dose	0	0	0	3	1	0	0	2	0	3	5	0	14
# Residents Vaccinated – 2nd Dose	0	0	0	0	1	0	0	0	1	0	0	0	2
# of ER Visits (Baylor)	8	8	7	2	7	4	6	4	4	5	2	10	67
# of Residents Visiting Baylor ER	6	6	4	2	5	3	4	3	4	2	2	7	48
# of ER Visits (Other – Parkland, Methodist)	4	4	5	1	2	0	3	4	10	4	3	4	44
# of Residents Visiting Other ERs	2	3	4	1	1	0	3	3	6	2	2	2	29
# of Residents Admitted to All Hospitals	1	1	2	0	0	1	1	1	1	0	0	2	10
# of Deceased - Unduplicated	1	0	1	0	0	0	1	0	0	0	0	0	3

**2021 Summary:** In 2021, The Cottages at Hickory Crossing 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 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 completed the final report to summarize the impact the Cottages have had on the cost of frequent utilizers to the homeless response system. While this report was delayed by COVID-19, CitySquare completed the report in Summer 2021. This report was provided to the City of Dallas, Dallas County/BHLT and Communities Foundation of Texas. A presentation was made to the Dallas Behavioral Health Leadership Team as well as the Housing Workgroup.

Beginning in January 2021, we set a goal to place a minimum of one resident per month until all units are full. Due to necessary repairs to units causing delays in DHA approvals, we are not fully utilized at this time. 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)

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 – August 31, 2021:**

1. Number of FUSE clients screened: 1,930
2. Number of FUSE clients enrolled/in case management: 113
3. Number of FUSE clients receiving emergency shelter services: 58
4. Number of FUSE clients housed: 9

**2021 Summary:** In 2021, the Dallas FUSE Project completed Year 1 of metrics, which was greatly impacted by the COVID-19 pandemic. In addition, this strong partnership implemented the best practices recommended by CDC, HUD, and TDHCA. We found a drastic number of eligible participants were not interested in the program and have been seeking to improve those outcomes through education on the program benefits. We also saw a noticeable drop-off in engagement once participants enroll. Yolanda Williams was named as the new project director by CitySquare. Inquiries should be sent to her ([ywilliams@citysquare.org](mailto:ywilliams@citysquare.org)).

## Health to Home – Medical Respite for Homeless

**Project Summary:** 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	Oct 21	Nov 21	Dec 21	Total
<b>Patients enrolled for clinical services at the Medical Respite Unit each month.</b>	5	2	6	0	5	6	4	2	4	4	2	4	4	4	8	62
<b>Discharge Status from Medical Respite Unit (Clinical Services)</b>	1	1	2	0	1	3	1	2	1	2	1	2	5	2	5	29
Individuals Placed in Housing (transitional housing – CitySquare *only)	0	0	0	1	0	0	0	1	0	2	0	0	0	0	1	5

**2021 Summary:** In 2021, 62 unique participants were enrolled at the medical respite unit between October 2020 – December 2021. Of those 62 participants, 15 were assigned to an appropriate housing solution. Of the 15 participants connected to a housing solution, 5 were connected to CitySquare’s transitional housing for homeless persons where they receive onsite case management services and navigation services from a community health worker.

**A Way Home Housing**

**Project Summary:** CitySquare was awarded \$ 1.3M by the City of Dallas in 2019 for the A Way Home program (Landlord Subsidized Leasing Program). From January 1 to June 30, 2020 CitySquare, in partnership with Family Gateway, placed 76 households into housing (50 homeless females and 26 families). The City’s contract for this program has been renewed for 2020-2021.

	Oct - 20	Nov- 20	Dec- 20	Jan- 21	Feb- 21	Mar- 21	Apr- 21	May- 21	Jun- 21	Jul-21	Aug- 21	Sep- 21	Oct -21	Nov-21	Dec- 21	Totals
Undup. Indiv Housed	53	1	2	1	6	3	6	1	0	5	0	0	2	5	1	85
Undup. Fam. Housed	28	0	0	1	1	1	0	0	0	2	1	0	4	6	1	45
Undup. Exits - Indiv	1	1	3	3	4	6	7	10	4	9	7	0	1	2	0	56
Undup. Exits – Family	1	1	1	1	7	0	4	0	7	2	5	0	4	1	0	34
Undup. Indiv. Pending	1	2	2	5	1	7	2	1	7	2	7	0	7	0	0	44
Undup. Family Pending	0	0	0	1	2	1	1	1	3	3	9	0	10	1	0	32
New Property	28	1	0	0	0	0	1	1	0	0	0	0	0	0	0	31
Properties in Use	18	0	0	0	0	0	1	0	0	0	0	0	0	0	0	19
Total Funds Spent	\$80K	\$80K	\$80K	\$80K	\$80K	\$80K	\$80K	\$80K	\$80K	\$80K	\$80K	\$80K	*	*	*	\$960K
Grant Funds Spent	0	0	0	0	0	\$70K	\$70K	\$70K	\$70K	\$70K	\$70K	\$70K	*	*	*	\$490K
Private Funds Spent	\$80K	\$80K	\$80K	\$80K	\$80K	\$10K	\$10K	\$10K	\$10K	\$10K	\$10K	\$10K	*	*	*	\$460K

**2021 Summary:** 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. Funding was renewed in 10/2021 from the City of Dallas. However, CitySquare is still awaiting an executed contract to invoice the City. Hence, funds are not included in this report.

**Destination Home**

**Project Summary:** Destination Home is a permanent supportive housing program of CitySquare made possible by a \$ 3,540,620 annual grant from HUD through the Dallas-Irving Continuum of Care. CitySquare must match with \$ 225,000 annually. For the past 5 years an average of 245 individuals who were chronically homeless have been served annually. Of those served an average of 92% annually never returned to homeless.

	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	241	3	2	9	2	3	4	3	5	2	0	4	278
Individuals Exited	0	1	5	6	7	4	0	0	2	1	2	5	33
Properties in Use	10	0	0	0	-1	1	1	1	2	1	-1	1	15
Total Funds Spent	\$302,799	\$306,714	\$306,780	\$297,276	\$310,297	\$309,896	\$308,469	\$306,010	\$302,939	\$313,833	\$318,595	\$321,408	\$3,705,016
Grant Funds Spent	\$277,550	\$280,581	\$282,546	\$273,667	\$285,795	\$284,838	\$284,877	\$284,796	\$279,994	\$297,487	\$315,488	\$318,485	\$3,466,104
Private Funds Spent	\$25,249	\$26,133	\$24,234	\$23,609	\$24,502	\$25,058	\$23,592	\$21,214	\$22,945	\$16,346	\$3,107	\$2,923	\$238,912

	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec	Totals
Individuals Housed	3	4	4	15	5	6	37
Individuals Exited	2	0	0	4	0	1	7
Properties in Use	-1	3	2	1	2	0	7
Total Funds Spent	\$303,255	\$297,355	\$307,142	\$302,778	\$320,333	\$319,181	\$1,850,044
Grant Funds Spent	\$280,940	\$276,005	\$284,486	\$281,292	\$300,013	\$298,486	\$1,721,222
Private Funds Spent	\$22,315	\$21,350	\$22,656	\$21,486	\$20,320	\$20,695	\$128,822

**2021 Summary:** Destination Home continues to be a pillar PSH project in the MDHA Continuum of Care housing a significant number of individuals with a history of chronic homelessness. CitySquare’s trauma-informed team ensures that they are housed quickly and permanently. We were recommended in the last HUD funding for additional funds to increase our occupancy by 20 beds, which will make a significant difference to ending chronic homelessness.

**Healthy Community Collaborative**

**Project Summary:** 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.

	20-Oct	20-Nov	20-Dec	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	21-Aug	21-Sep	Totals
Individuals Receiving Street Outreach Services (unduplicated)	31	8	7	12	23	9	11	26	21	11	0	0	159
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	2	0	3	0	0	16
Properties in Use	4	4	4	0	1	5	5	5	5	6	0	0	6
Total Funds Spent	\$ 79,471	\$ 76,145	\$ 80,951	\$ 77,964	\$ 85,035	\$ 85,920	\$ 89,484	\$ 91,329	\$ 95,542	\$ 93,727	\$ -	\$ -	\$ 855,569
Grant Funds Spent	\$ 39,735	\$ 38,072	\$ 40,476	\$ 38,982	\$ 42,518	\$ 42,960	\$ 44,742	\$ 45,664	\$ 47,771	\$ 46,863	\$ -	\$ -	\$ 427,784
Private Funds Spent	\$ 39,735	\$ 38,072	\$ 40,476	\$ 38,982	\$ 42,518	\$ 42,960	\$ 44,742	\$ 45,664	\$ 47,771	\$ 46,863	\$ -	\$ -	\$ 427,784

	10/1/2021	11/1/2021	12/20/2021	Totals
Individuals Receiving Street Outreach Services (unduplicated)	18	0	0	18
Individuals Housed (unduplicated)	8	9	9	26
Housing Exits (unduplicated)	8	9	9	26
Properties in Use	4	3	2	2
Total Funds Spent	\$ 71,531.87	\$ 50,761.37		\$ 122,293.24
Grant Funds Spent	\$ 31,462.37	\$ 23,057.54		\$ 54,519.91
Private Funds Spent	\$ 40,069.50	\$ 27,703.83		\$ 67,773.33

**2021 Summary:** The Healthy Community Collaborative was impacted in the last funding cycle. CitySquare received a significant financial loss to our award and had to close the Rapid Rehousing portion of this project to focus on the street outreach programming. It was determined with the influx of the Dallas Real-Time Rapid Rehousing that the continuum needed this gap to be met instead. With this focus, CitySquare was successfully able to assist with connecting those in encampments to housing.

## TRAC Housing

**Project Summary:** CitySquare's Transition 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
<b>Individuals Housed (unduplicated)</b>	41	0	2	3	1	1	1	0	3	0	2	4	<b>58</b>
<b>Housing Exits (unduplicated)</b>	0	1	2	2	0	0	3	2	1	4	0	3	<b>18</b>
<b>Properties in Use</b>	12	0	0	0	0	0	0	0	0	0	0	0	<b>12</b>
<b>Total Funds Spent</b>	\$ 37,193.00	\$ 26,546.00	\$ 60,077.00	\$ 41,773.00	\$ 39,837.00	\$ 39,051.64	\$ 36,247.47	\$ 39,613.66	\$ 44,379.88	\$ 37,618.88	\$ 45,461.32	\$ 43,795.41	<b>\$ 491,594.26</b>
<b>Grant Funds Spent</b>	\$ 14,096.00	\$ 22,900.00	\$ 51,482.00	\$ 33,117.00	\$ 31,034.00	\$ 32,282.52	\$ 28,371.06	\$ 30,118.69	\$ 35,826.11	\$ 29,115.18	\$ 36,945.12	\$ 38,003.51	<b>\$ 383,291.19</b>
<b>Private Funds Spent</b>	\$ 23,097.00	\$ 3,646.00	\$ 8,595.00	\$ 8,656.00	\$ 8,803.00	\$ 6,769.12	\$ 7,876.41	\$ 9,494.97	\$ 8,553.77	\$ 8,503.70	\$ 8,516.20	\$ 5,791.90	<b>\$ 108,303.07</b>

	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec	Totals
<b>Individuals Housed (unduplicated)</b>	40	4	1	2	1	1	<b>49</b>
<b>Housing Exits (unduplicated)</b>	0	2	2	1	3	1	<b>9</b>
<b>Properties in Use</b>	12	0	0	0	1	0	<b>13</b>
<b>Total Funds Spent</b>	\$ 43,404.58	\$ 34,102.23	\$ 54,914.93	\$ 42,326.88	\$ 43,599.99	\$ 45,694.59	<b>\$ 264,043.20</b>
<b>Grant Funds Spent</b>	\$ 33,329.46	\$ 31,558.95	\$ 46,716.69	\$ 34,947.00	\$ 34,599.11	\$ 35,620.23	<b>\$ 216,771.44</b>
<b>Private Funds Spent</b>	\$ 10,075.12	\$ 2,543.28	\$ 8,198.24	\$ 7,379.88	\$ 9,000.88	\$ 10,074.36	<b>\$ 47,271.76</b>

**2021 Summary:** TRAC continued to operate youth housing projects, including the only youth focused Permanent Supportive Housing project across North Texas. These projects allow CitySquare to ensure youth homelessness is a brief, rare, and non-recurring incident. In September 2021, a new Senior Director of Youth Services at TRAC was appointed, Carla Cleeton. She can be reached at [ccleeton@citysquare.org](mailto:ccleeton@citysquare.org).

## COVID-19 Update - CitySquare Emergency Rental Assistance

**Project Summary:** CitySquare has received private and public funding for emergency assistance (rent and utility assistance). Our team size has increased (7 full-time and part-time workers). We are using ZoomGrants for our application process and will also incorporate Kineteck that is now required for DRAC5 assistance. We have been working closely with Kelsey from LAW to work on eviction cases she is representing in court to help keep people housed. We have recently received an award letter for 2 million in **DRAC 5** (COD-ERA2 funding). We will start distributing as soon as we receive the cash advance as well as logins for the new platform required for this grant Kineteck, as soon as we get caught up with assisting return clients on the new system we will open applications up again. Persons who are Dallas residents affected by COVID-19 may apply at when we reopen: [www.citysquare.org/eap](http://www.citysquare.org/eap).



Source/Grant	Total Expended	Amount Remaining	# households assisted (unduplicated per grant)
Private Funds	\$549,485.11	\$514.89	415
UW Phase 1	\$453,375.95	0	190
EFSP 37 utilities	\$14,681	0	37
EFSP Cares Rent/ Mortgage	\$60,000	0	63
EFSP Cares Utilities	\$20,000	0	124
EFSP 38 Rent/Mortgage (can take overage from EFSP 38 utilities)	\$42,891.74	\$ -2,891.74	40
EFSP 38 Utilities	\$7,142.08	2857.64	52
UW Phase 3	\$118,990	0	36
UW Phase 2	\$49,057	0	62
UW Phase 4	\$1,000,196.96	0	204
<b>Total</b>	<b>\$2,315,819.84</b>	<b>\$-1649.34</b>	<b>1223</b>

**2021 Summary:** CitySquare provided almost \$2.5 million in Emergency Rental Assistance. This astounding amount allowed us to assist over 1200 households who were facing housing insecurity.

-----END OF REPORT-----

# Family Gateway - Access Point Report: Period Ending Dec 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, transportation (bus/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:

- **Family Gateway @ The Salvation Army** – New integrated family shelter targeting large families (since most are two room “suites” that share a bathroom. 12 large rooms (up to 50 beds). Families placed by Family Gateway; embedded Family Gateway Case Manager on site coupled with Case Aides and other professionals on site at The Salvation Army.
- **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; require proof that any prescribed medications have been taken consistently for 2 weeks prior to entry. Families are referred to this location and must have interview with UGM staff to determine if appropriate to place. This is not same day access but can sometimes get placed in a number of days or weeks.
- **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. Require COVID-19 vaccine for entry or within short stay. We have unfortunately not been able to place families here for almost two years due to the requirements.
- **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. Locations downtown and far north Dallas in addition to inside The Salvation Army, as mentioned above.

**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.

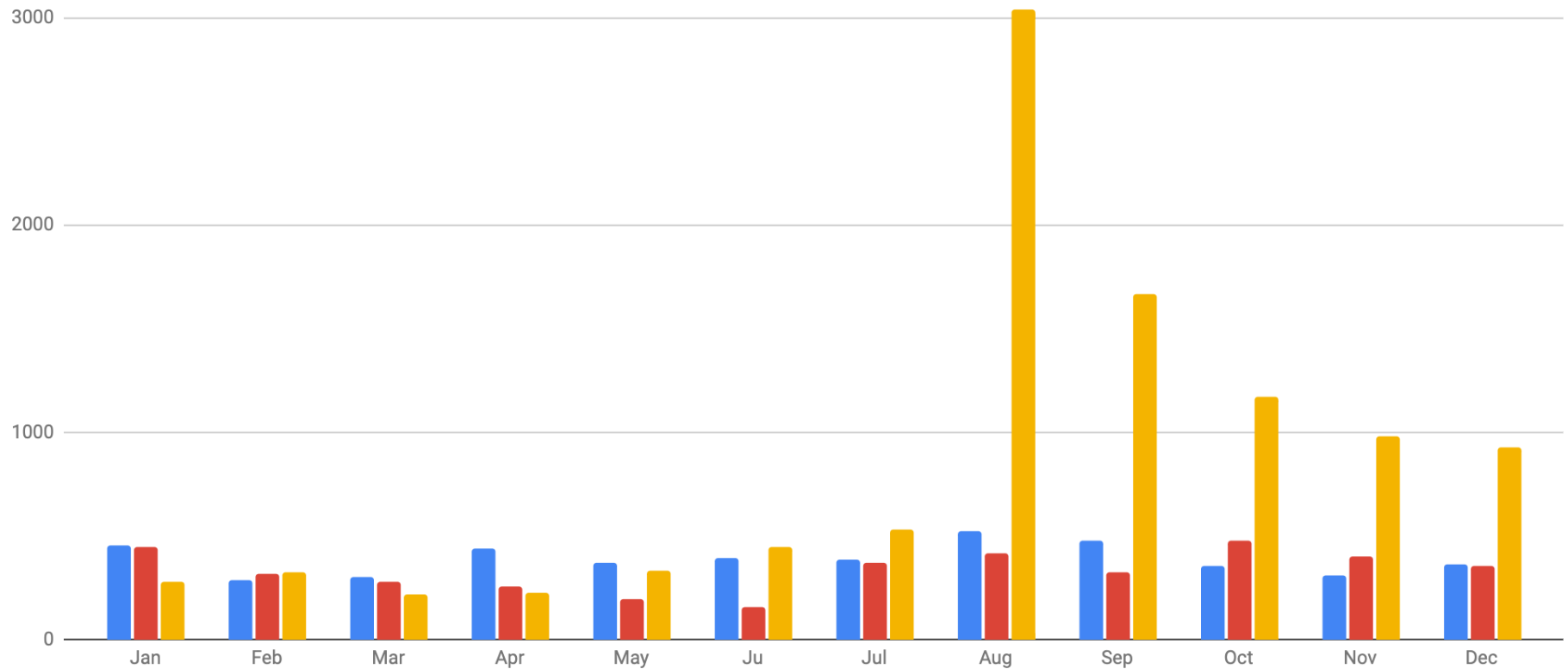
**Call Center Volume** – Note call suppression while stimulus/extra unemployment and eviction bans in place during 2020; call volume to start 2021 is lower than normal as eviction bans are extended and new stimulus and unemployment funding is in place; we saw call volume shift in May 2021 as benefits expire and eviction bans lift. Aug 3000+ calls due to announcement of PHAs of availability of Emergency Housing Vouchers.

Blue: 2019 – pre-pandemic

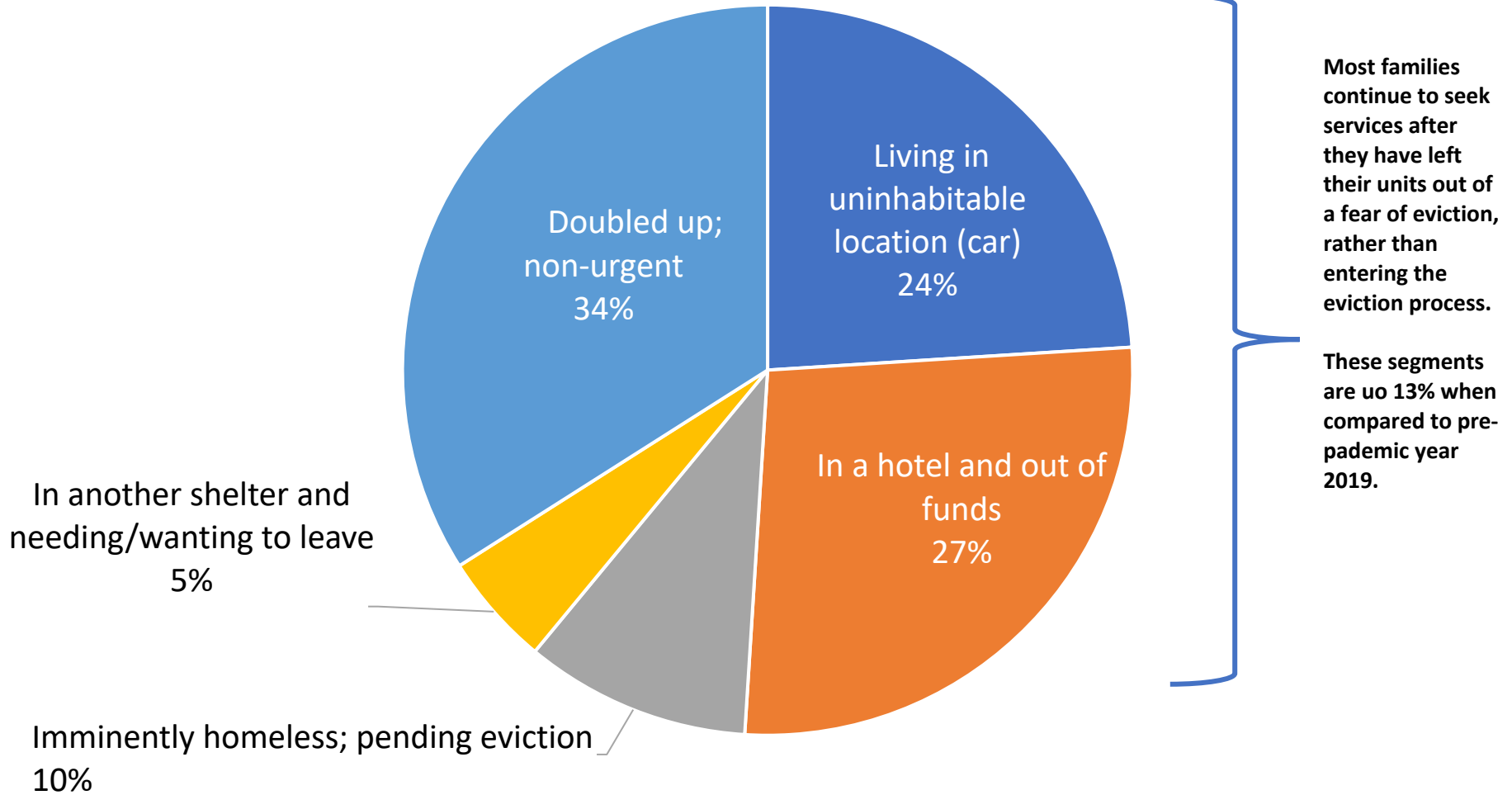
Red: 2020

Yellow: 2021

**Note: Most of the excess call volume in 2021 is directly related to Public Housing Authorities' communication to those on their waiting lists (required by HUD) to alert them to the availability of Emergency Housing Vouchers.**



# Pre-Screening Results to Determine Triage of Most Critical First (2021); n = @ 5,000 calls



## 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	119	100	56	52

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

As of end of Jan, we have 53 families at Family Gateway North (the former Candlewood Suites), 35 families Family Gateway Downtown, and 12 families at Family Gateway @ The Salvation Army. In addition, we currently have 20 additional families in a second hotel space awaiting shelter.

The number of new families needing shelter this year has grown from about 30 new families per month to an average of 60 new families per month, but we saw some decrease in November (26 families) and December (51 families), which could be attributed to enhanced diversion strategies, heavy community-wide eviction prevention and rental assistance efforts and the availability of the child tax credit to help families stay stabilized. Family Gateway is a new partner (last quarter 2021) in the Dallas Rental Assistance Collaborative to assist with distribution of prevention resources to help families remain stabilized where they are, as a key strategy to reduce the need for shelter utilization.

Key Federal Metrics	Benchmark	Overall 2021
Average length of stay in shelter (days)	30	61
Shelter utilization as compared to 100% capacity	100%	110%
% of those who exited from shelter who moved to + housing	65%	90%
% of families in housing with increased income	20%	57%
% who exit our housing to a destination other than homelessness	77%	99%