

**DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP**  
Dallas County Administration – 411 Elm Street, Allen Clemson Courtroom, 1st Floor, Dallas Texas  
February 23, 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 January 26,2022 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
- ARPA funds Update

**c. Projects and Industry Updates**

- Coordinated Access System/MDHA Update
- 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: March 23, 2022**

**Dallas County Administration, 411 Elm Street, 1<sup>st</sup> Floor, Dallas Texas 75202**  
**January 26, 2022 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; Deborah Hill, DCCJ; Tzegabrhan Kidane, Dallas County; Erin Moore, Dallas County; Jim Mattingly, Luma; Sandy Rollins, Texas Tenants Union; Janie Metzinger, NTBHA; Ikenna Mogbo, Metrocare Services; Ann Lott, Inclusive Communities; Erica McDaniel, Dallas County; Eric McCarty, NTBHA; Constance Lacy, UNT Dallas; Doug Denton, Homeward Bound; Dave Hogan, Homeward Bound; Madeline Reedy, CitySquare; Joli Robinson, MDHA; Yordanos Melake, DCCJ; Traswell Livingston, AIDS Services of Dallas; Steve Abbott, American Red Cross; Imelda Speck, City of Irving; Blake Fetterman, Salvation Army; Kelvin Brown, Housing Crisis Center; Lisa Marshall, City Citizen Homeless Commission; Sarah Masih, Salvation Army; Krystal Lotspeich, CitySquare; Durga Mothiki, DCCJ; Kimberly Onofre, Sharing Life

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

#### **GOVERNANCE**

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

Dallas Area Partnership meeting was held January 6, 2022. There was an update of additional housing that has been built or housing that has been rehabbed with Saint Jude 's progressing quickly. Within Dallas County, a variety of efforts are moving forward including a property development at Beckley and 35 that is going to become a mixed-use entity and it's the first time that Dallas County has done this type of development. It's a big step forward in recognition of where we are in the world today and the things that we as Dallas County can help with. Dallas County is also looking at obtaining of a piece of property for a community first model type of project. Other projects are in various stages of development, and we will continue to report on their progress.

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

The Dallas County Homeless Advisory Committee was held on January 24, 2022. There was discussion about the alternative model of a community first village and Dr. Philip Huang Director of Dallas County Health and Human Services reported progress on searching for a property for that use and for developing partnerships to get that model implemented. The Committee also talked significantly about the eviction and housing prevention or housing loss prevention efforts that are going on in the various cities to keep people from becoming homeless and staying housed.

Lastly, there was a brief discussion on inclement weather shelters in various cities. There are only 3 cities that are known to be implementing active inclement weather plans: the City of Dallas, the City of Mesquite, and the City of Garland. The City of Mesquite's program WARMS is run through Sharing Life and the City of Garland's is run through an operation called Glows which is in cooperation with the Salvation Army.

Joli Robinson, MDHA reported how they're supporting the communication around the inclement weather activation. When they receive information from Mesquite or Garland or City of Dallas, they're helping to publicize the information. If there's a cell phone number or telephone number that people can text to get additional information or what time the activation may be occurring, please provide that to MDHA. Their publicity effort is how people can find out more information. MDHA is trying to support, uplift and amplify the communications around inclement weather.

Commissioner Daniel noted the housing workgroup focused on inclement weather 3 years ago when Dallas County did not have a comprehensive plan to shelter people. This became evident one year when someone died on the street because of the weather. Commissioner Daniel thanked all the partners who came together to create an inclement weather shelter system for Dallas County.

Federal and State Legislative Update: Janie Metzinger, NTBHA

Janie Metzinger reported there was a congressional hearing on homelessness. She will review and provide a summary in the next few weeks. After a regular session and three special sessions, the legislature will be publishing the interim charges in October. Other projects the legislature is working on include the Renovation of the Texas State Hospital system.

**RESOURCES**

Shelter Discussions: Dr. Woody/Blake Fetterman

Blake Fetterman reported she can speak for the Salvation Army. They've been working on it for a long time but are finally executing a new contract with Parkland Hospital to pilot a program for high utilizers of the emergency department, so they'll be contracting for 30 beds. High utilizers are defined as people who are cycling in and out of the emergency department more than a dozen times in a month for non-emergent medical reasons and are likely going to have some behavioral health needs that need to be addressed. They're collaborating on a program where they can offer a very low barrier, low demand kind of harm reduction model to help provide some stabilization services and then move them through the homeless response system and get them housed which is exciting. They're hoping it can serve as a model for sub-acute care for people who have high needs.

Joli Robinson, MDHA, added re: inclement weather that it's taking a lot of energy from how shelters are running, and that, COVID is still very active. She thanked County, City and NTBHA partnerships. Also noted that there is a COVID isolation facility for homeless that's been opened. There have been changes from a year ago when there was more hotel capacity but now hotels in the area are operating at 100% capacity. That causes a need to find facility use for COVID positive symptomatic or asymptomatic persons for isolation. There's a regular provider meeting to ensure that all are meeting the needs of those that are experiencing homelessness are also COVID positive, as well as impacted staff.

Kimberly Onofre, Sharing Life, commented that the City of Mesquite activated WARM 3 times already since January 1st. The last activation they had lasted for 3 days and found they were at capacity. Their model is a little different from some of the other cities because they are at motels in Mesquite and have a total of 40 rooms. This past activation, there were 40 rooms available and 65 people housed. Once the activation was lifted, they found that people go back to their own encampments or wherever they were prior to coming to us. Out of those 65 people, they have 4 people on their list that have asked for additional resources, so they're looking for housing opportunities for them.

NTBHA: Eric McCarty

Eric McCarty reported they have access to \$735,000 and have already reserved \$1.2 million for projects that have been approved (18 within Dallas County and 11 in other counties). It's been difficult finding available units or community partners willing to work with them on project (TBRA) due to the 24-month term. They're educating tenant based rental assistance program staff to familiarize them with the program. The long-term voucher programs are more desirable if there's funding available. Five inspections out of 29 people approved have been completed and paperwork uploaded to begin paying rental subsidies February 1st. One-bedroom units are desperately needed, and the waitlist was reopened for additional applications. Property owners are needed who will give people an opportunity for fair housing whether they're corporate, individual owners, duplexes, single family homes or manufactured. Service areas are in Dallas, Ellis, Kaufman, Rockwall, Hunt, and Navarro County.

Housing Navigator: Kimberly Rawls, Dallas County

Report was provided to the group in the meeting packet.

Homeless Jail Dashboard: Kimberly Rawls, Dallas County  
Report was provided to the group in the meeting packet.

Housing Authority Report: Thomas Lewis / Brooke Etie  
Thomas Lewis, Dallas County Housing Agency passed along a note that he could not be in attendance but reports emergency housing vouchers for homeless with 45 individuals searching and 22 that are leased up and received housing.

## **PROJECTS AND INDUSTRY UPDATES**

Meadows Mental Health Policy Institute: Ron Stretcher  
Report available at next meeting.

CARES Act/ARPA Funds: Hector Faulk, Dallas County  
Report available at next meeting.

Coordinated Access System: Joli Robinson, MDHA  
Joli Robinson reported they're meeting regularly and in the next month all across the coordinated access system will receive information about upgrades in order to get feedback.

Pretrial Diversion and Mental Health Screening: Yordanos Melake, Dallas County  
Yordanos Melake reported for the mental health pretrial diversion that they have been doing the jail releases of individuals with behavioral health needs to community providers and that it continues to run smoothly, but they continue to coordinate with NBTHA in that effort and they're thankful for their partnership.

CitySquare: Madeline Reedy, CitySquare  
Madeline Reedy reported the connector used to be under CitySquare but is transitioning fully over to Austin Street and moving forward, so this is their final report for quarter 4 of 2021. They're really proud particularly of the \$2.5 million given out in the COVID Emergency Relief Fund. Typically, that's something that they're unable to do so, so they're happy they were able to stabilize and prevent evictions for a lot of families in the community. Ms. Reedy mentioned to everyone that Edd Eason is fully retired and his last day was December 31<sup>st</sup>, so Congrats to him.

Dallas Connector: Daniel Roby, Austin Street  
Report available at next meeting.

Homeward Bound: Dave Hogan, Homeward Bound  
Doug Denton gave a status report stating they're doing everything they can to keep urgent services, detox and crisis residential open and announcing bed capacity for that daily. Their residential programs have been hit hard with COVID. Individuals who are negative can discharge. There's an independent testing company that comes in on Monday mornings and tests everybody. Over the course of the week, NTBHA through the Living Room, can test anyone who appears symptomatic and then are accommodating them by sending a tester over on Thursday. Determinations to their status are made on Friday mornings before the weekend starts. They're working with DSHS at the state level to get more tests ordered due to the backlog. Hopefully by mid to late February there will be on site testing for anybody that's making an application to come in.

Dave Hogan reported they are moving ahead with the Deflection Center and ensuring policy and procedures are in place and in line with the goals to try and reduce jail population with those who are low level, particularly mentally ill offenders. They can do the treatment end of it and assessments except for the homeless because there needs to be some place to discharge them which is challenging. Construction is moving along slowly. The windows and door jambs are in now. Data wires have been pulled through and things are getting hooked up for Parkland. Progress continues with new date toward the end of March, early April.

Metro Dallas Youth Committee: Mayra Fierro; Metro Dallas Youth Committee  
Report available at 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 they're going to deliver a little over 10,000 new units in the first quarter this year. Closer to 4,000 units are expected for delivery in the second quarter then a little over 6000 in the 3rd quarter. About 40% of the units delivered this year are in the first quarter. It was 26,000 last year and it'll probably be about the same this year. Rent continues to increase and were up 3.4% in the last quarter. The forecast is about a 12% rent increase for the coming year. New construction is happening with a majority McKinney, Allen, Fairview, and Frisco area. The Colony, Little Elm and central Fort Worth followed by Uptown, Park Cities and in Grand Prairie as well. Most construction is where the highest rents are so developers are building where the rent will support the cost. There is more job growth and land available for development further North which explains the construction in this area. The only way a city like Dallas could realistically do that is if density increases. However, proposes for higher density in Dallas are faced with neighborhood resistance because no one wants more traffic and congestion. Expansion in the South will require more jobs since jobs bring in development.

Updates

St. Jude Park Central report to be updated at next meeting.

***Next Meeting: February 23, 2022***



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

## St. Jude Project

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

## FUSE Project

### January 2022 Jail FUSE Data

<b>Total Clients Triaged for FUSE</b>			<b>302</b>
<b>Referral Source</b>			
Jail FUSE Navigator Triage	<b>269</b>	NTBHA Living Room Referral	<b>3</b>
Defense Attorney Referral	<b>6</b>	Shelter/Street FUSE Navigator Referral	<b>12</b>
Another Referral Source	<b>6</b>	Pretrial Referral	<b>6</b>
<b>Client Triage/Referral Outcomes</b>			
Released to Another Program or Agency	<b>5</b>	Referral Banned from Shelter	<b>0</b>
Client Refused to be interviewed or Participate or Interview attempt	<b>6</b>	Client didn't qualify for FUSE	<b>116</b>
Immigration Hold	<b>4</b>	Client report not being Homeless	<b>10</b>
Released (i.e. Posted Bond)	<b>31</b>	Qualified referred by Shelters/Street Outreach	<b>3</b>
FUSE bond denied	<b>5</b>		
<b>Pending Client Referrals</b>			
Waiting on info, Waiting on Bond to Post, and pending attorney response	<b>108</b>	In Quarantine/Medical/Interview Pending	<b>0</b>
<b>Total Released from Jail to FUSE</b>			<b>11</b>
<b>Placed in Housing</b>			
Austin Street Center	<b>8</b>	The Bridge	<b>3</b>
Salvation Army	<b>0</b>	Referred by Street Outreach	<b>3</b>
Other	<b>0</b>	No Response	<b>0</b>
<b>Not Placed in Housing</b>			
Austin Street Center	<b>8</b>	The Bridge	<b>3</b>
Salvation Army	<b>0</b>	Other	<b>0</b>
No Response	<b>0</b>	Client Abscond/Did Not Connect	<b>2</b>
<b>Housed or placed on the Housing Priority List or Info sent to MDHA</b>			<b>5</b>

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

- Continuing to research other funding opportunities.

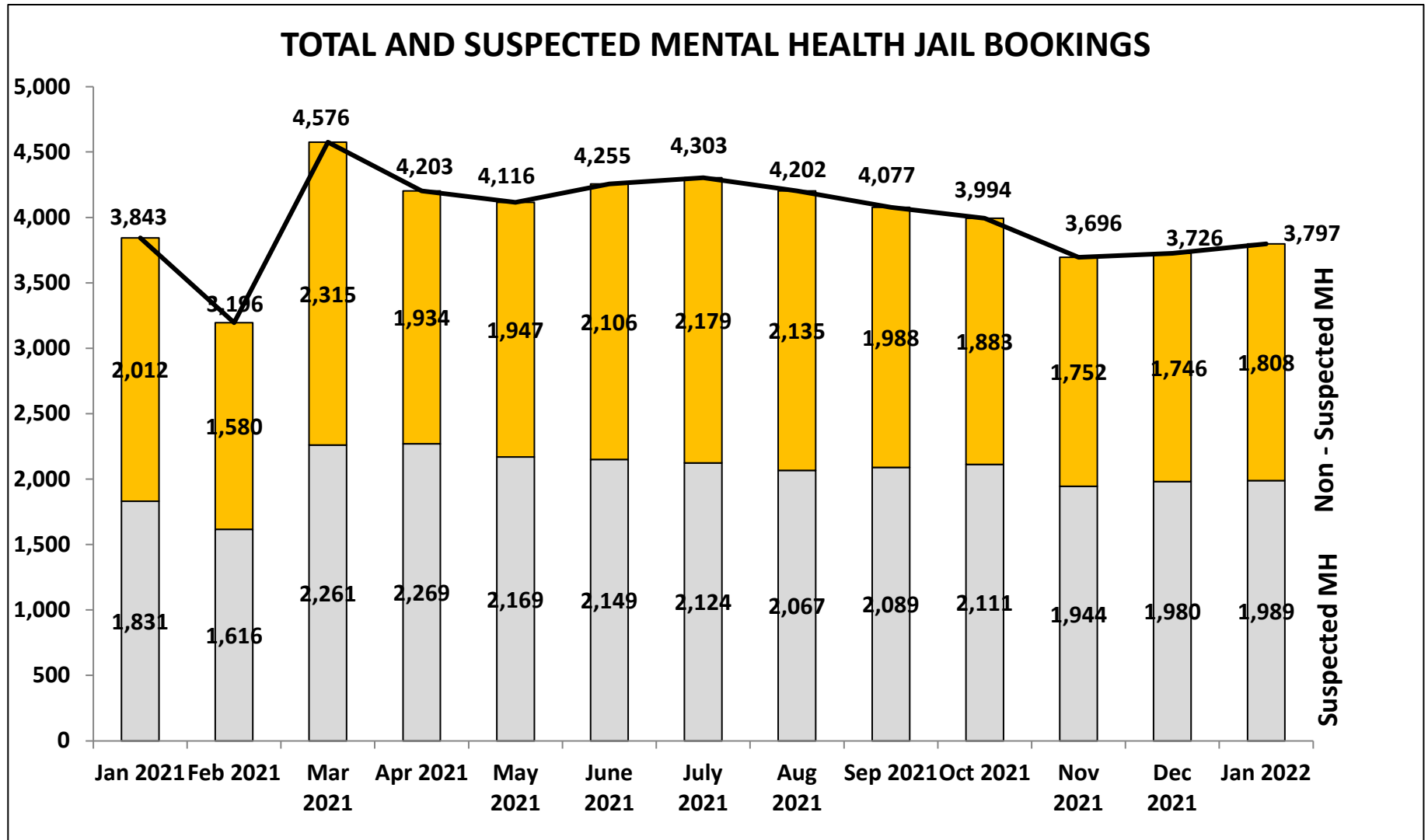
### Dallas Connector Project (DCP) Dallas County Client Utilization – Transport to the NTBHA LR from the Jail and or the LR to the FUSE Shelters

<b>January 2022</b>	
<b>Total Client Activity</b>	
<b>Transported by the Connector</b>	<b>11</b>

The NTBHA Livingroom (LR) Staff conducted jail releases for individuals going to the Livingroom and Austin Street's report would contain the January 2022 jail data.

# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Jan 2022 Homeless Report Snapshot







# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

## Homeless Breakdown and Avg LOS - Dec 2021 to Jan 2022

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	Category	Total Bookings	Percent	Percent Note
Jan 2022	Suspected MH	1,989	52%	% of total bookings [3,797]
	Homeless	334	9%	% of total bookings [3,797]
	Homeless w/Suspected MH flag	235	70%	% of total homeless [334]

Month/Yr	Avg LOS Total Bookings [days]	Avg LOS Homeless Bookings [days]
Dec 2021	7	10
Jan 2022	7	10

# DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

<b>Homeless Primary Offense Categories - Dec 2021 to Jan 2022</b>				
Offense Categories	Dec 2021 total	Dec 2021 %	Jan2022 total	Jan 2022 %
Arson	0	0.0%	1	0.3%
Assaultive	32	9.2%	35	10.5%
Burglary	10	2.9%	19	5.7%
Criminal Mischief	9	2.6%	6	1.8%
Criminal Trespass	48	13.8%	55	16.5%
Drug/Alcohol	78	22.5%	69	20.7%
Evading	13	3.7%	6	1.8%
False Info/Fail to Identify	9	2.6%	11	3.3%
Fraud	2	0.6%	2	0.6%
HOLDS	38	11.0%	40	12.0%
Murder	1	0.3%	2	0.6%
Other	48	13.8%	25	7.5%
Prostitution	0	0.0%	0	0.0%
Resist	5	1.4%	5	1.5%
Robbery	6	1.7%	10	3.0%
Sexual Offense	11	3.2%	3	0.9%
Theft	28	8.1%	30	9.0%
UUMV	9	2.6%	15	4.5%
<b>TOTAL</b>	<b>347</b>	<b>100.0%</b>	<b>334</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)

# Family Gateway - Access Point Report: Period Ending Jan 2022

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.

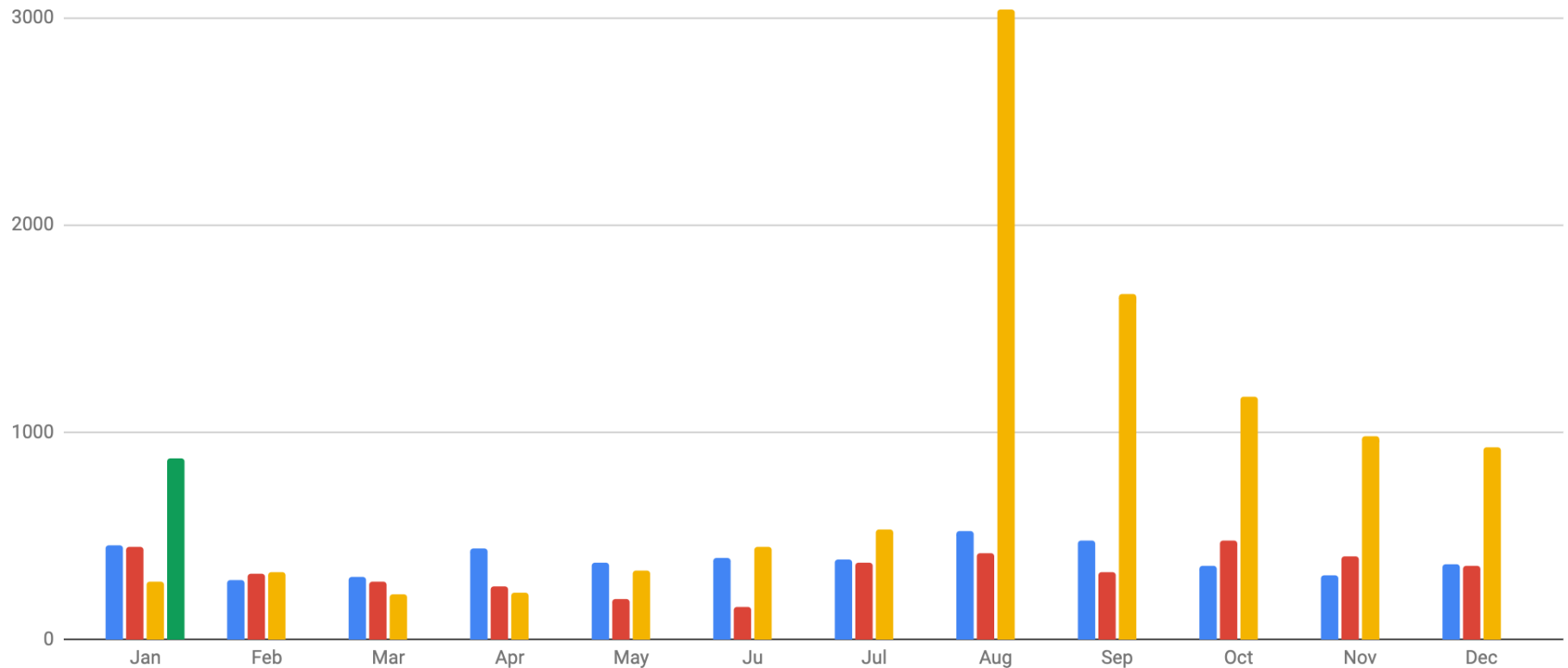
Blue: 2019 – pre-pandemic

Red: 2020

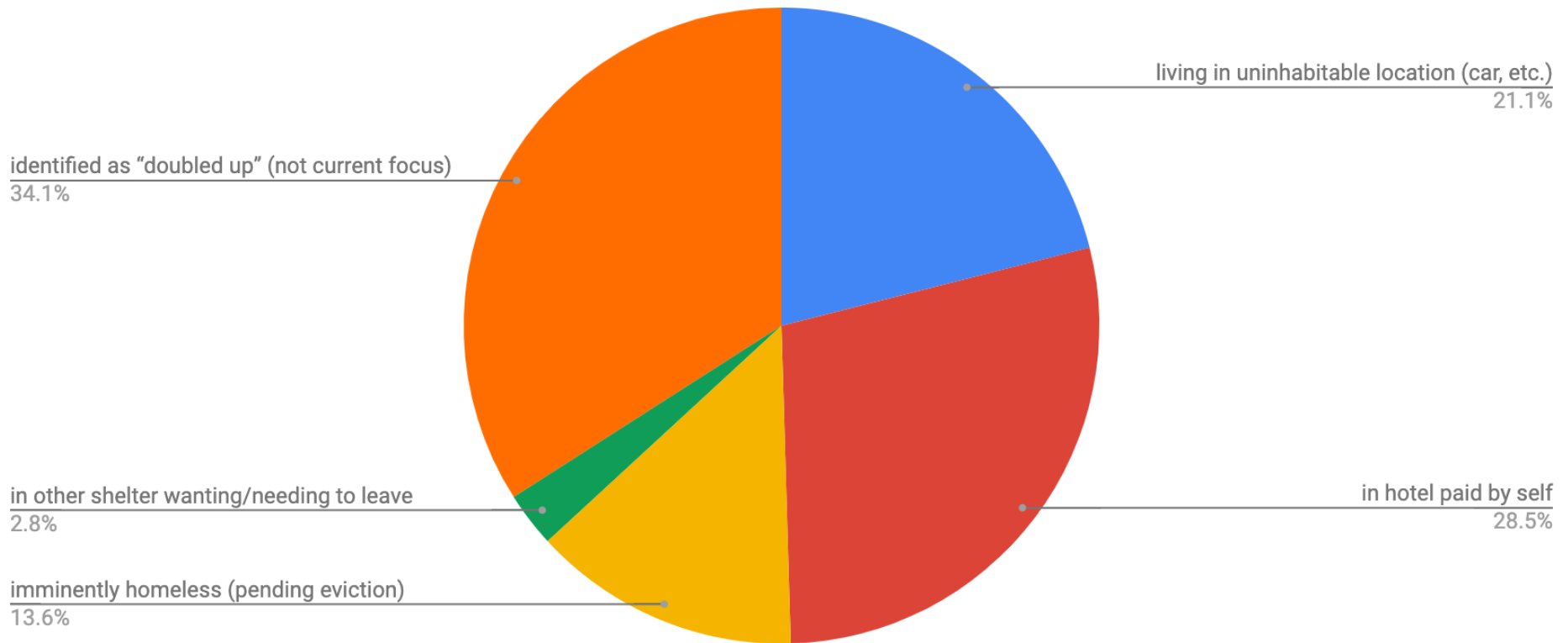
Yellow: 2021

Green: 2022

**Note: Most of the excess call volume in 2021/2022 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 (2022)



- % of callers being evicted is highest in 2 years.
- Living in car/hotel segments are up 13% when compared to pre-pandemic year 2019; many of these moved out of housing before eviction process started so that they would not have that on their record and/or didn't understand their rights.

## 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
2022	50											

As of end of Feb 2022, 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. All at capacity. In addition, we have 18 families in a hotel awaiting shelter.

The number of new families who could not be diverted in January 2022 and who required shelter = 34. This is lower than the overall average number of families per month needing shelter in 2021.

Key Federal Metrics	Benchmark	Overall 2021	Jan 2022
Average length of stay in shelter (days)	30	61	83
Shelter utilization as compared to 100% capacity	100%	110%	115%
% of those who exited from shelter who moved to + housing	65%	90%	98%
% of families in housing with increased income	20%	57%	57%
% who exit our housing to a destination other than homelessness	77%	99%	73%