

DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

Dallas County Administration – 500 Elm Street, Customer Excellence Training Room 7.Y17, 7th Floor, Dallas Texas

September 28, 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 August 31, 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

- MDHA Update
- Pretrial Diversion and MH screening
- CitySquare Report (The Cottages/Fuse Project /A Way Home Housing)
- Dallas Connector
- Homeward Bound, Crisis Residential & Respite Services
- Youth Housing
- Family Housing
- Mattingly Report
- New/Old Business
 - a. Community Education on Housing

3. Next Meeting: October 26, 2022

Dallas County Administration, 500 Elm Street, 7th Floor, Dallas Texas 75202
August 31, 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.

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ATTENDEES: Janie Metzinger, NTBHA; Charlene Randolph, DCCJ; Kimberly Rawls, DCCJ; Lisa Marshall, City Citizen Homeless Commission; Doug Denton, Homeward Bound; Ikenna Mogbo, Metrocare; Tradswell Livingston III, AIDS Services of Dallas; Aaron White, I.T.; Hector Faulk, Dallas County; Joli Robinson, MDHA; Dr. Theresa Daniel, Dallas County Commissioner; Erin Moore, Dallas County; Tzegabrhan Kidane, Dallas County

Dr. Daniel opened the meeting and introduced all first-time attendees.

CALL TO ORDER: The minutes were approved without changes.

GOVERNANCE

Dallas Area Partnership to End and Prevent Homelessness:

The Dallas Area Partnership meeting was held August 4, 2022, which was a review of continued progress. The many different Dallas County housing projects are moving forward to include renovations of old apartments and building more affordable housing. An agreement was signed at the property near JJ Lemon. Efforts continue for a tiny home village as well as a section for townhomes and single-family lease to own. This allows for a response to the reality of need for various types of housing. There is property at Lake June to consist of a housing section near the new East Dallas County Government Center that is being finalized. Senior housing was also approved in conjunction with the Resource Center near Cedar Springs. All projects are in various stages of development, and we will continue to report on their progress.

Dallas County Homeless Advisory Committee:

The last meeting primarily focused on research and the best practices instead of individual policy. Previously, they have evaluated inclement weather policies and alternative housing models.

Federal and State Legislative Update: Janie Metzinger, NTBHA

The report was provided to the group in the meeting packet. However, Janie Metzinger highlighted the upcoming state budget and mentioned that the Texas economy is doing well with an estimated \$149 billion dollar budget that could possibly go up. There have been work shortages in all parts of the economy but particularly in mental health and healthcare. Discussions include expanding telehealth, growing the profession, building more medical schools in conjunction with hospitals, and addressing issues with salaries for these positions. It was mentioned that Metrocare is currently working on their budget to ensure no employee is making less than twenty dollars an hour. Lisa Marshall, City Citizen Homeless Commission, commented they are working on a bill to be presented in January 2023 which pertains to a policy that leads to homelessness involving the incarcerated who owe back child support, help with this is appreciated. Doug Denton, Homeward Bound, discussed upcoming issues needing to be addressed regarding organization's funding lapse due to covid restrictions resulting in deficits and staffing issues.

Housing Initiatives: Ikenna Mogbo, Metrocare

Mr. Mogbo discussed Metrocare's solution through their CEO for involvement with the gap in affordable housing in the community. They have a goal of increasing the capacity of affordable housing by adding 1,000 units in the next five years.

Activity will include the purchase and development of existing properties and bringing new funding for supporting housing programs into the community. They purchased a 20-unit apartment building two months ago and currently are in negotiations to purchase a 54-unit apartment building with hopes of closing in January 2023. They recognize the need, and their goal is to be more intentional about the development of affordable housing. Additionally, they have partnered with MDHA and the Meadows Foundation to discuss some ways of providing supportive services for voucher-based housing to keep people housed instead of transitional housing. Also, they are working on a \$22 million dollar HUD funding allocation for 3 years to house unsheltered homeless people and provide an intense level of services that will assist them in staying housed.

RESOURCES

Shelter Discussions: Sarah Masih, Salvation Army

The report will be available at the next meeting.

NTBHA: Eric McCarty

Eric McCarty provided a report that was given by Janie Metzinger, NTBHA. Funding expended includes TANF funds with \$276,454; COVID funds with \$237,305; TBRA funds with \$415,925; TBRA general with \$109,085. Housing funds available to assist in helping qualified individuals totaling approximately \$1.8 million. Challenges remain with finding landlords willing to participate and funds are available until September 30, 2022. Further information can be found on their website: NTBHA.org; click services tab.

Housing Navigator: Kimberly Rawls, Dallas County

The report was provided to the group in the meeting packet. Kimberly Rawls, Dallas County, stated they are working to fill two vacancies with the St. Jude's project on Forest Lane. Jail-based navigators for FUSE screened 4,013 clients surpassing their goal of 3,000. 13 clients were housed, and 40 clients were placed on the housing priority list making note that some clients may not be eligible for the program or maybe shelter resistant and don't stay in the program.

Homeless Jail Dashboard: Kimberly Rawls, Dallas County

The data have remained consistent in those reports that were provided to the group in the meeting packet.

Housing Authority Report: Thomas Lewis, Dallas County HHS

Although Mr. Lewis was unable to attend in person, he did provide a written report. There were 124 allocated and 73 homeless participants in receipt of lease funds, 8 EHV open vouchers, and 43 searching. Mr. Lewis wanted to acknowledge MDHA for case management in assisting with help for client's success.

CARES Act/ARPA Funds: Hector Faulk, Dallas County

Mr. Faulk reported the RFP for nonprofit agency funding opportunities have completed eligibility and are in the scoring phase. If everyone who has applied receives the requested award, the total would up to approximately \$144 million dollars. Additionally, they have dedicated about \$47 million dollars for affordable housing, and mental health services matched with \$56 million through the emergency rental assistance program. ARPA has also expanded criteria to cover rental, utility, and mortgage assistance services plus rapid rehousing. Dallas County has passed along the first half of \$12 million dollars to the City of Dallas for the Rapid Rehousing joint effort and is expected to send the second half within the next month. Some Dallas County ARPA funds are still available, and the team continues working with groups around the County to respond to needs such as Metrocare, NTBHA, and other service providers. Hector will send an email to Tzegabrhan Kidane to share with the HWG explaining the different types of funding.

PROJECTS AND INDUSTRY UPDATES

Meadows Mental Health Policy Institute: Ron Stretcher

The report will be available at the next meeting.

Coordinated Access System: Joli Robinson, MDHA

Joli Robinson, MDHA, announced her one year anniversary working in this position. They continue to revamp their system wide goals for MDHA in which they plan to reduce unsheltered homelessness by 50%. According to the last PIT count, these numbers had increased. This caused MDHA to shift their priorities, including that of emergency housing vouchers.

The rapid rehousing initiative has challenged everyone to think differently, collaborate, and communicate more effectively with Dallas Realtime helping to manage that process. In addition, MDHA will also be competing to bring an additional grant of the \$22 million dollars in HUD funding into their system. By the prioritization of focusing on unsheltered homelessness, they are seeing an aging population with significant medical issues and a need for increased advocacy for housing needs aimed at individuals with felonies on their records and sex offenders.

Also, their service providers are being impacted with staffing issues. Numbers at call centers are increasing and shelters have limited staff reducing their capacity. The City of Dallas has disbursed additional funds to support shelters with their services. MDHA is currently looking at their budget to assist with staffing, addressing salaries and beginning to provide retirement plans. A discussion followed by the group with many attendees stating they were experiencing similar problems.

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

Kimberly Rawls, Dallas County reported that the mental health pretrial process continues to go well.

CitySquare: Madeline Reedy, CitySquare Staff

The report will be available at the next meeting.

Dallas Connector: Daniel Roby, Austin Street

The report will be available at the next meeting.

Homeward Bound: Doug Denton, Homeward Bound

Doug Denton reported July was a rough month with COVID. The crisis residential unit was quarantined for about a week and then it moved over to the women's and men's residential unit. August had been COVID free. They have been testing one to two times a week.

The Dallas County Deflection Center opened August 8, 2022. There have been two clients so far. They are working out the glitches. Staff from Homeward Bound, Parkland, and NTBHA are in place 24/7 and police referrals are open from 9am-9pm. There was miscommunication with police departments with a misunderstanding that individuals had to be exclusively within zip code 75241 to receive service. That has now been corrected. Training has been extended to DART and Parkland police who are now aware of direct referrals to the Dallas County Deflection Center. There was a meeting held with the Central Business District Group and commanding officers are arranging training for all districts.

Metro Dallas Youth Committee: Leah Williams reporting; Metro Dallas Youth Committee

The report will be available at the next meeting. On the same topic, Dallas County and the City of Dallas are close to agreement on a joint project related to housing for homeless LGBTQ+ youth with that will be reported on next month.

Family Housing: Ellen Magnis, Family Gateway

The report was provided to the group in the meeting packet. It should be noted that there has been a great increase in calls for assistance coming through the hot line. This has more than doubled over the past 3 years. Also, the use of hotels for overflow need for homeless families is at capacity.

Mattingly Report: Jim Mattingly

The report was provided to the group in the meeting packet. It was noted ALN Apartment Data reports that the average ending 2nd quarter DFW area 2022 apartment occupancy level was 92.7%, up 1.5% for the year and down .50% for the quarter. The reported percentage occupied includes new apartments in lease-up. The average occupancy for stabilized properties is more likely 94%+. Asking monthly rental rates (\$1,534) increased 4.5% during the quarter and were up 18.1% over the previous 12 months. The average effective rental rate was reported at \$1,527. The largest rent increases for the quarter were reported in Denton/Corinth (\$1,379), 6.8%, White Rock East/Buckner/Ferguson (\$1,196), 6.4%, Carrollton North/Hebron (\$1,502), 2.5%, Southwest Dallas/Oak Cliff/Sunset (\$1,468), 2.6%, South Fort Worth (\$1,298), 2.7%.

The meeting was adjourned with words of maintaining the efforts by Dr. Daniel.

Next Meeting: September 28, 2022



Dallas County Criminal Justice (DCCJ) Housing Navigator September 2022 Report

St. Jude Project

- The St. Jude staff is working to fill two vacancies. I will keep everyone posted with the outcome.

FUSE Project

August 2022 Jail FUSE Data

Total Clients Triage for FUSE			371
Referral Source			
Jail FUSE Navigator Triage	311	NTBHA Living Room Referral	0
Defense Attorney Referral	12	Shelter/Street FUSE Navigator Referral	19
Another Referral Source	21	Pretrial Referral	8
Client Triage/Referral Outcomes			
Released to Another Program or Agency	9	Referral Banned from Shelter	0
Client Refused to be interviewed or Participate or Interview attempt	14	Client didn't qualify for FUSE	149
Immigration Hold	8	Client report not being Homeless	9
Released (i.e., Posted Bond)	31	Qualified referred by Shelters/Street Outreach	14
FUSE bond denied	0		
Pending Client Referrals			
Waiting on info, Waiting on Bond to Post, and pending attorney response	115	In Quarantine/Medical/Interview Pending	2
Total Released from Jail to FUSE			20
Released to Other Programs			
Austin Street Center	1	The Bridge	12
Salvation Army	7	Referred by Street Outreach	0
Other	0	No Response	0
Released to FUSE			
Austin Street Center	1	The Bridge	8
Salvation Army	3	Other	0
No Response	0	Client Abscond/Did Not Connect	8
Housed or placed on the Housing Priority List or Info sent to MDHA			3

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

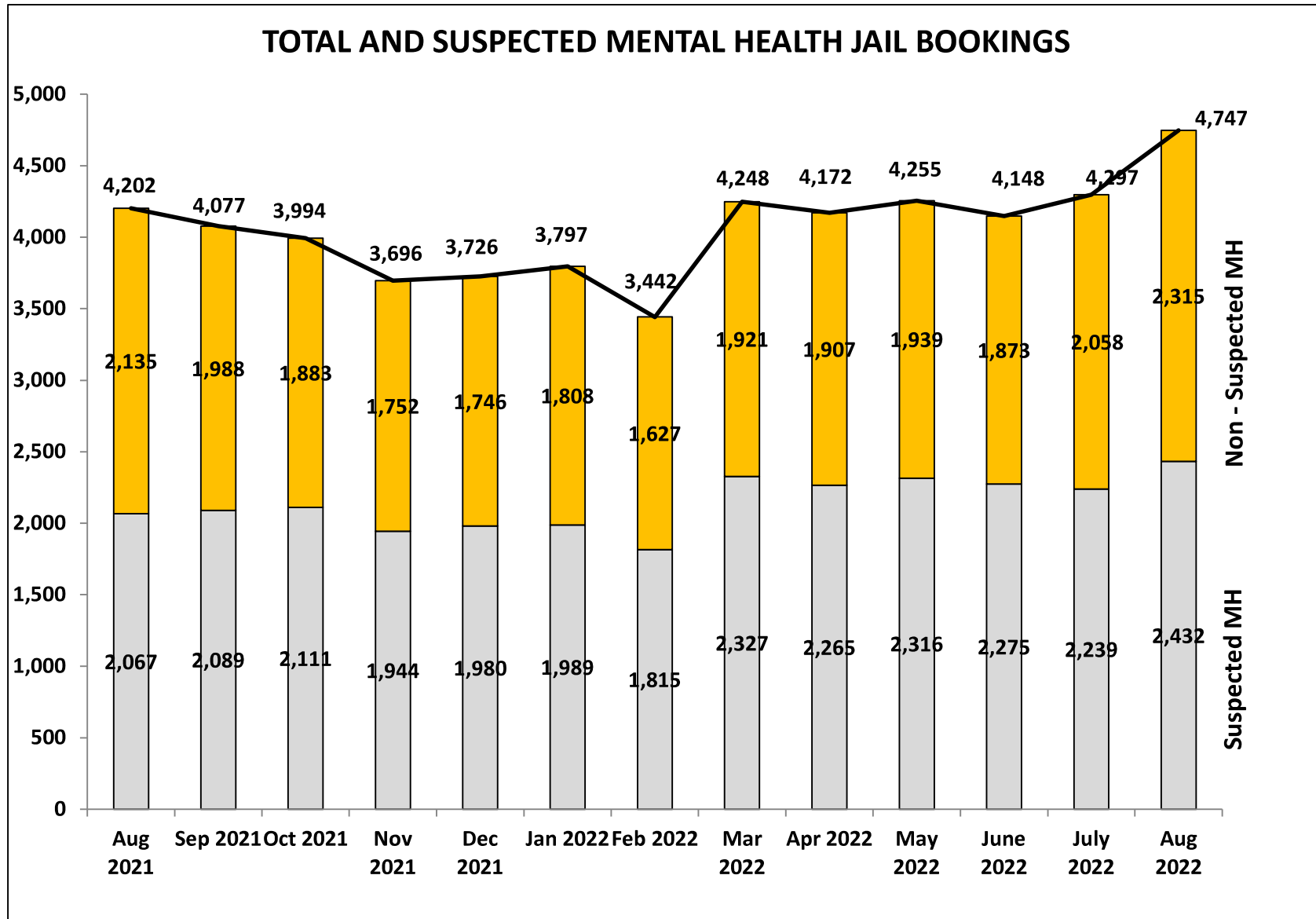
- Notice of award should be announced on or before September 30, 2022 for the BJA opportunity. Will keep everyone posted if grant has been awarded.

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

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

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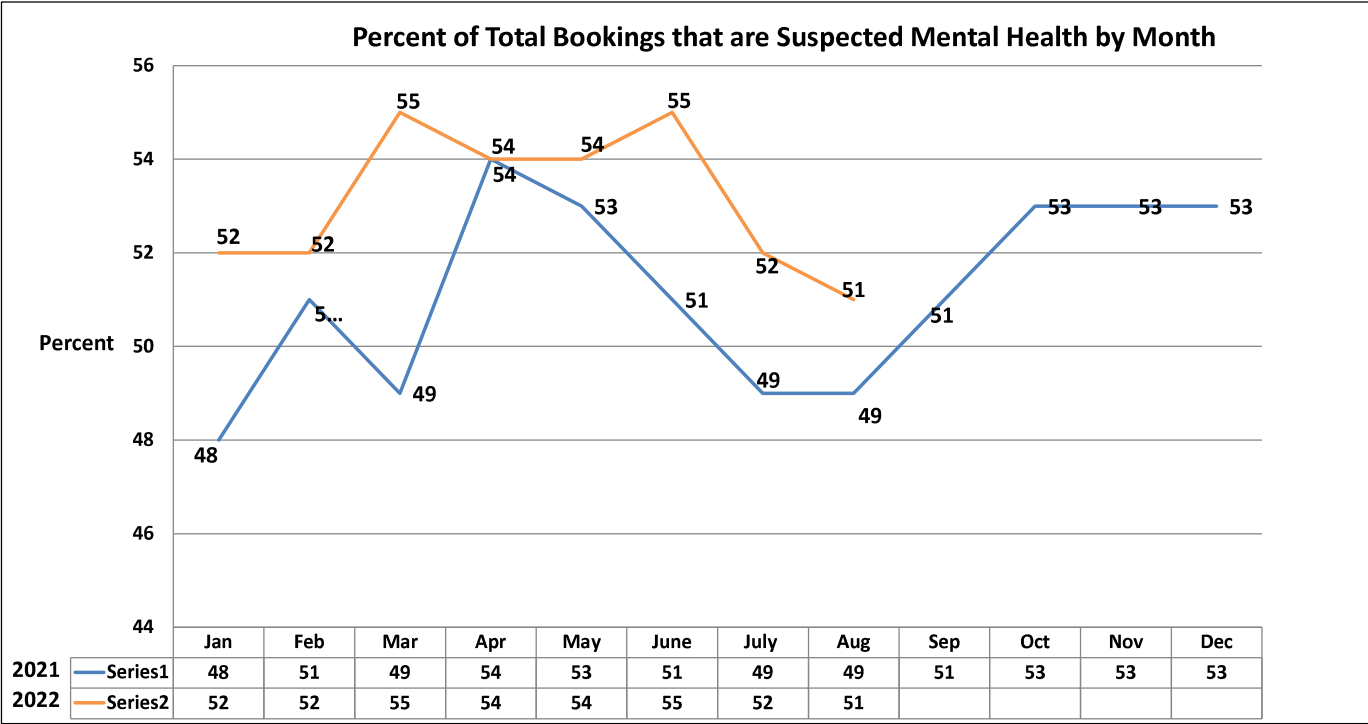
Aug 2022 Homeless Report Snapshot



DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

Month-to-Month Category Total Differences

Months	Total Monthly Bookins	Total Suspected MH Bookins
July 22 to Aug 22	4297 to 4747 - Increase 450	2239 to 2432- Increase 193



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Homeless Breakdown and Avg LOS - July 2022 to Aug 2022

Month/Yr	Category	Total Bookings	Percent	Percent Note
July 2022	Suspected MH	2,239	52%	% of total bookings [4,297]
	Homeless	478	11%	% of total bookings [4,297]
	Homeless w/Suspected MH flag	339	71%	% of total homeless [478]

Month/Yr	Category	Total Bookings	Percent	Percent Note
Aug 2022	Suspected MH	2,432	51%	% of total bookings [4,747]
	Homeless	513	11%	% of total bookings [4,747]
	Homeless w/Suspected MH flag	367	72%	% of total homeless [513]

Month/Yr	Avg LOS Total Bookings [days]	Avg LOS Homeless Bookings [days]
July 2022	7	9
Aug 2022	7	10

DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

Homeless Primary Offense Categories - July 2022 to Aug 2022

Offense Categories	July 2022 total	July 2022 %	Aug 2022 total	Aug 2022 %
Arson	1	0.2%	2	0.4%
Assaultive	48	10.0%	50	9.7%
Burglary	18	3.8%	23	4.5%
Criminal Mischief	12	2.5%	16	3.1%
Criminal Trespass	77	16.1%	83	16.2%
Drug/Alcohol	106	22.2%	94	18.3%
Evading	11	2.3%	18	3.5%
False Info/Fail to Identify	20	4.2%	20	3.9%
Fraud	6	1.3%	10	1.9%
HOLDS	76	15.9%	53	10.3%
Murder	0	0.0%	3	0.6%
Other	38	7.9%	43	8.4%
Prostitution	1	0.2%	4	0.8%
Resist	6	1.3%	7	1.4%
Robbery	4	0.8%	16	3.1%
Sexual Offense	8	1.7%	16	3.1%
Theft	26	5.4%	28	5.5%
UUMV	20	4.2%	27	5.3%
TOTAL	478	100.0%	513	100.0%

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

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

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

- **Emergency Rental Assistance Program 1 - \$ \$27,037,779.50**

The Emergency Rental Assistance Program (ERAP 1) provides rental and utility assistance and related arrears to income-eligible households impacted by COVID-19 and help them recover economically from the impact of the pandemic. Funded by the Department of the Treasury (DOT) through the H.R. 133, Division N, Title V, Subtitle A, Section 501 of the Consolidated Appropriation Act, 2021, the program can pay up to twelve months of an eligible household's rent and utilities including rental and utilities arrears. The statute allows landlord and property owners to apply on behalf of their tenants after due consent.

- **Emergency Rental Assistance Program 2 - \$31,942,392.00**

The Emergency Rental Assistance Program (ERAP 2) provides rental, utility assistance, related arrears, and more to income-eligible households directly/indirectly impacted by the COVID-19 pandemic and help them recover economically from the impact of the pandemic. Funded by the Department of the Treasury (DOT) through Section 3201 of the American Rescue Plan Act of 2021 (Section 3201), the program can pay up to twelve months of an eligible household's rent and utilities including rental and utilities arrears. The statute allows landlord and property owners to apply on behalf of their tenants.

- **Rapid Rehousing – City of Dallas \$23 Million**

Through public funding, this initiative will include rental subsidies, deposits, case management, housing navigation to assist participants in finding and securing housing, and administration. Through private funding raised by MDHA, it will also provide landlord incentives to encourage landlords to provide housing, move-in kits to provide basic supplies needed at move-in, and support for data systems. Current projections estimate that over 2,600 residents will be sustainably housed by this program by September 2023, with subsidies continuing through September 2024.

- **Mental Health Services – Metrocare \$7 Million**

Through awarded ARPA Funds, Metrocare will house and support an additional 55 families by procuring 40 additional housing units in Dallas County and providing comprehensive housing support and mental health services to the households. Our goal will be to continue to offer residence to those individuals most difficult to house, with a focus on those with severe mental illness and a history of homelessness.

- **Mental Health Services – NTBHA \$4.5 Millon**

The programs and projects proposed by NTBHA will increase infrastructure and capacity, targeting individuals who have been directly impacted through COVID-19 in a variety of ways including, but not limited to testing positive for or having had the

COVID-19 virus, loss of family to the virus, lost wages, loss of employment, homelessness, loss of insurance, mental and behavioral illness exacerbated by the pandemic, and other Covid-related trauma

- **NP Assistance Program - \$5 Million**

This program awards a maximum grant amount of \$49,000 to Dallas County nonprofits who have been negatively impacted by the COVID-19 pandemic.

Family Gateway - Access Point Report: Period Ending July 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.

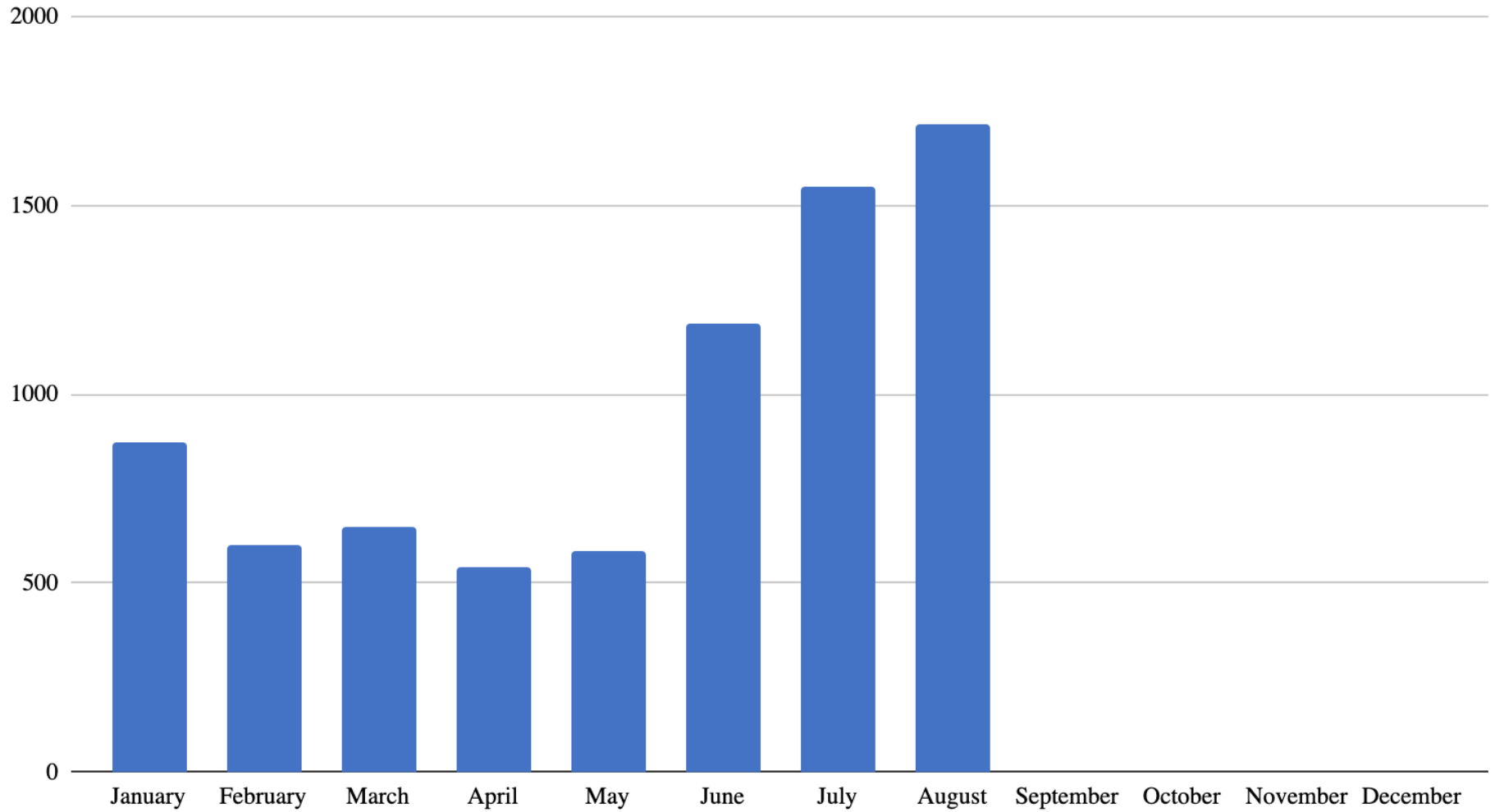
Pre-Screening Results – Every caller/walk-in/website inquirer receives the same pre-screening questions to help us determine the urgency of need so that the appropriate intervention can be matched. Non-urgent callers receive a Resource Packet to connect them to community resources. Those not residing 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. 14 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.
- **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.

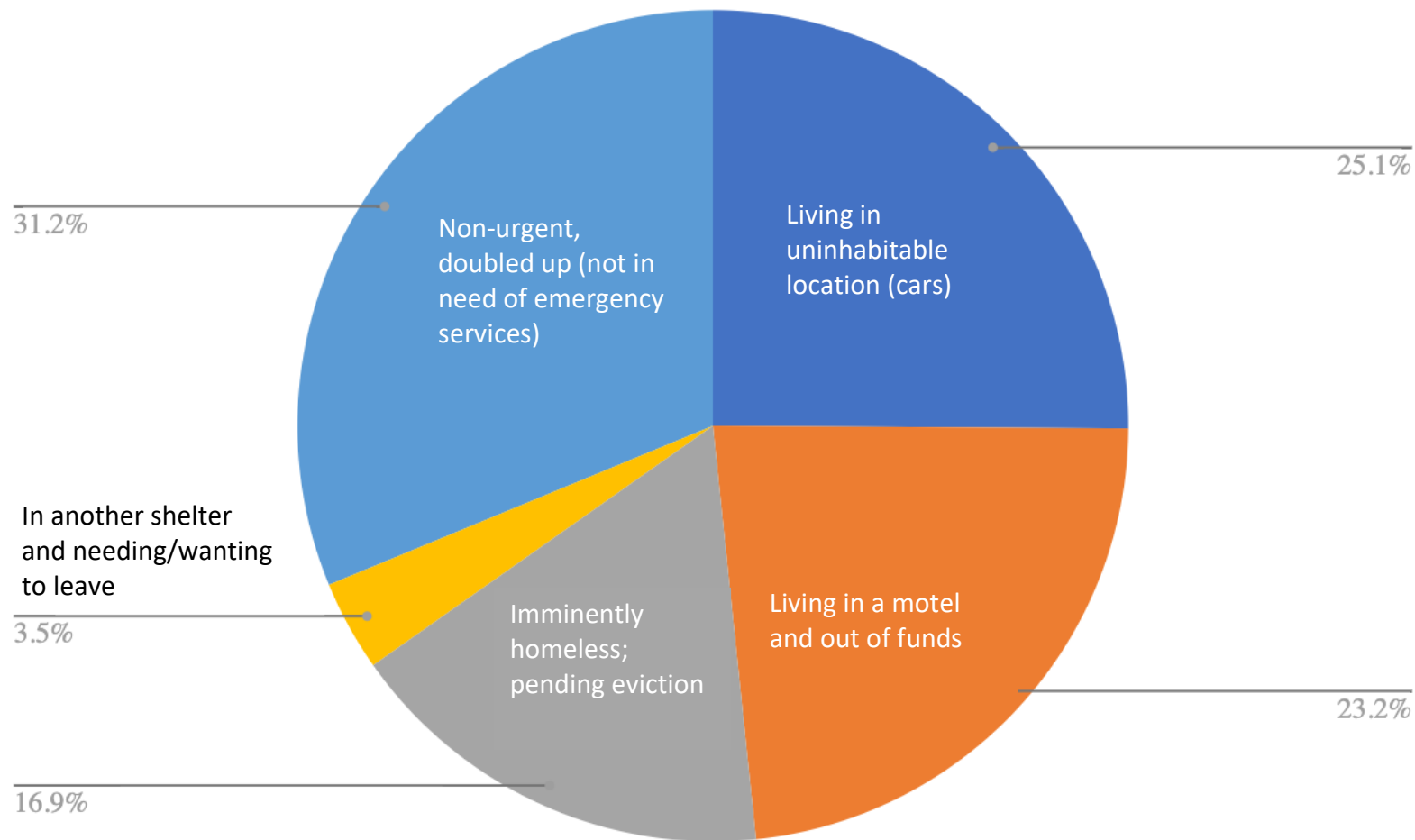
Hotel overflow – When all family shelters are full or when there is a mismatch of family type to an open shelter room, we overflow into a hotel setting.

Call Center Volume –

Family Gateway Access Point 2022 Call Volume



Pre-Screening Results to Determine Triage of Most Critical First (2022)



- % of callers being evicted is highest in 2 years

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	36	21	9	40	63	94	103				

As of mid September 2022, we have 50 families (capacity 50) at Family Gateway North (the former Candlewood Suites), 39 families (capacity 35) at Family Gateway Downtown (cots and sleeping bags on floor), and 14 families (capacity 14) at Family Gateway @ The Salvation Army. We currently have **29 families** in a hotel awaiting shelter.

Over the last two weeks, we have seen a surge of migrants (particularly from Venezuela) who have come to Family Gateway from the border after receiving a resource packet from an unknown source and/or connecting to a private Facebook group. We do not have any expertise in serving migrant/refugee/asylee families so are working with the City to determine how to move these families to a more appropriate service provider and to determine a plan for what we can do in future. We are also talking with FEMA and Faith Forward Dallas to help us communicate at the border that Family Gateway is not the appropriate service provider for their care. We have now posted on our website that we do not have shelter or services available for migrant/refugee/asylee families and have asked all migrant families in our care to communicate to their networks that they are being relocated and not to come to us for services. There are approximately 20 families in this category. This has thrown our service delivery off, with families sleeping on cots and on the floor in sleeping bags until a solution can be found.

According to FEMA, there is another service provider in Maine reporting the same situation, with no idea how their information is being given as a resource. FEMA rep noted there could be cartel involvement at the border or could be some well-intentioned faith groups.

We have now made it part of our eligibility criteria that a family must be able to demonstrate that they have had a prior address in Dallas or Collin counties to receive our services as another step to try to curb the inflow of families who are coming into our service area from other states or from the border to try to access services. We have alerted friends at Catholic Charities that this is happening since this special population is in their service mix. A task force to resolve this may need to be initiated. We have asked several city departments to help us.

The number of new families who could not be diverted in August 2022 **and who required shelter = 65 families** (up from an average of 30 new families needing shelter each month in pre-pandemic times).

Key Federal Metrics	Benchmark	Overall 2021	Jan 2022	Feb 2022	March 2022	April 2022	May 2022	June 2022	July 2022	Aug 2022
Average length of stay in shelter (days)	30	61	83	81	93	81	77	76	72	70
Shelter utilization as compared to 100% capacity	100%	110%	115%	120%	100%	100%	129%	108%	105%	104%
% of those who exited from shelter who moved to + housing	65%	90%	98%	76%	83%	77%	65%	81%	79%	60%
% of families in housing with increased income	20%	57%	57%	57%	48%	53%	51%	50%	50%	57%
% who exit our housing to a destination other than homelessness	77%	99%	73%	97%	100%	99%	96%	99%	99%	100%