

DALLAS COUNTY BEHAVIORAL HEALTH HOUSING WORK GROUP

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

March 29, 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 February 23, 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: April 27, 2022

**Dallas County Administration, 411 Elm Street, 1st Floor, Dallas Texas 75202
February 23, 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: Dr. Theresa Daniel, Commissioner; Deborah Hill, DCCJ; Tzeggabran Kidane, Dallas County; Steve Abbott, American Red Cross; Erin Moore, Dallas County; Jim Mattingly, Luma; Janie Metzinger, NTBHA; Jari Mema, Catholic Charities; Ikenna Mogbo, Metrocare Services; Keri Stitt, Youth180TX; Eric McCarty, NTBHA; Doug Denton, Homeward Bound; Dave Hogan, Homeward Bound; Joli Robinson, MDHA; Martha Rodriguez, Dallas County; Thomas Lewis, Dallas County HHS; Yordanos Melake, DCCJ; Durga Mothiki, DCCJ; Kimberly Onofre, Sharing Life; Traswell Livingston, AIDS Services of Dallas; Laura Edmonds, DCCJ; Sarah Masih, Salvation Army; Lisa Marshall, City Citizen Homeless Commission; Brooke Etie, DHA; Dr. David Woody, The Bridge; Tom Edwards, Mesquite ISD; Dr. Angie Johnson, American Red Cross

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:

Dallas Area Partnership meeting cancelled due to bad weather. Report available at next meeting.

Dallas County Homeless Advisory Committee: Tzeggabran Kidane, Commissioner Daniel's Office

The Dallas County Homeless Advisory Committee was held on February 21, 2022. Dr. Philip Huang Director of Dallas County Health and Human Services discussed general COVID updates reporting decrease in numbers as it relates to new cases and hospitalizations. There is anticipation in changing from red to orange which has taken effect since that meeting. However, there is still concern in vaccinations due to decreasing numbers.

Ganesh Shivaramaiyer from HHS reported specifically to Dallas County residents (excluding City of Dallas residents) there were 5,578 eviction cases filed in the Dallas County EHAP service area (which includes residents of Dallas County living outside the City of Dallas), the program provided interventions for 2,658 of those cases and have successfully diverted 314 eviction cases as of 2/18/2022 since the inception of the Eviction Diversion Program sometime in August 2021. The eviction appeal cash bond assistance program has successfully assisted 4 families with the 5th case pending.

It was also reported that the Courts continue to work on getting navigators. There are currently ten courts with only eight navigators staffed and are working to fill two more navigator positions that are bilingual. The housing stability program reports United Way has submitted application and it is being processed so funds are anticipated upon completion of this process. Brief discussion held on the Communities First Project which is specifying the location.

Joli Robinson, MDHA reported continuous work on reorganization and intentional efforts to build out the housing location unit. They are working with a robust team to include the Director of Landlord Engagement, Derek Avery, who started two weeks ago. He is helping to create a strategy that will increase units and manage landlord relationships. Their team also includes the Director of Performance Management to help with technical assistance and support; Director of Data Management and Reporting to help with HMIS data and enrollment;

Director of Housing Initiative to help with the veteran, rapid rehousing work and permanent support of housing work. Discussion held regarding inclement weather and their continuous work with partners.

Federal and State Legislative Update: Janie Metzinger, NTBHA

Janie Metzinger reported there was a hearing held for the Senate HELP Committee which stands for Health, Education, Labor, and Pensions. Discussion was on substance use disorder and mental health concerns that are escalating due to the isolation, increasing depression, and anxiety many are feeling as a result from the pandemic over the last two years. This included topics on how to better address behavior health nationwide and looking at access to care and housing. On the State Level Legislative, interim charges are not expected until after the primaries.

RESOURCES

Shelter Discussions:

Joli Robinson, MDHA reported on inclement weather for the City of Dallas with discussion of whether shelters should be opening earlier than normal intake hours which are between 5pm and 9pm. Due to COVID, capacity can't be increased because people would be at higher risk of exposure. City of Dallas has a process in place where facilities and/or organizations can apply for opening their space to become an inclement weather shelter. There is a contract for COVID testing to be conducted on site and if someone tests positive transportation is provided to an isolation location. If the roads are too bad for transportation off site, facilities must create a unique space for isolation.

Kimberly Onofre, Sharing Life, reported on inclement weather for the City of Mesquite with discussion of opening at 8am for anyone out on the streets wanting to keep warm during the day. Snacks are provided with intake starting earlier between 3pm and 4pm. On-site COVID testing is not provided, however, people are being assigned their own hotel rooms. They had 26 people signed up from last week and already have 19 people on the list from today signed up. As it gets colder, they do expect numbers to increase.

Sarah Masih, Salvation Army, reported on inclement weather with discussion of the Salvation Army centers opening warming shelters in Collin County to include McKinney, Plano, and Garland. They are continuing to do their best in efforts working toward the response to inclement weather.

NTBHA: Eric McCarty

Eric McCarty reported no new updates. He stated they are still experiencing challenges with landlord and unit availability. There are constant and steady approvals with 9 of 32 individuals who have signed leases with contracts in place. However, they are continuing the work to get the approvals for obtaining housing. One-bedroom units are still their largest need. Currently there is \$1.4 million in reserved funding for project.

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, reported emergency housing vouchers for homeless: out of 124, 40 individuals searching, 23 that are leased up and received housing, and 61 vouchers that are open. Mr. Lewis thanked MDHA for hosting landlord meetings at the local library allowing clients interaction. The process is slow but moving along.

Brooke Etie, DHA reported on average in the United States that out of 70,000 emergency housing vouchers allocated, 16.7% were utilized which served close to 12,000 families. Funding is available and progress is being made but just at a slow rate due to the population being served. Out of 490, they have 73 individuals searching and 50 that are leased up and received housing which is great progress. However, there are still challenges with subsidies and payment standards.

Joli Robinson, MDHA commented on the importance of the PIT count and needing volunteers to help capture accurate data needed for funding; link provided in the chat for individuals to sign up.

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 no new updates.

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 NTBHA on getting individuals released from jail, linked to the community and community services.

CitySquare: Madeline Reedy, CitySquare
Report was provided to the group in the meeting packet.

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

Homeward Bound: Dave Hogan, Homeward Bound
Doug Denton reported there hasn't been any new outbreaks of COVID and they are maintaining capacity. They have full admission with 8 people allowed to come in. Crisis unit also full with 17 on the unit and 2 waiting to come in; beds are available in Corsicana.

Dave Hogan reported progress with construction of the Dallas County Deflection Center and looking at mid-April for opening. The rooms are in place and the equipment is being moved in.

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 no new updates.

Updates

Jari Mema, Catholic Charities reported St. Jude Park Central construction has had several delays due mainly to plumbing issues. There are 75 people that have been moved in and they're looking at 180-200 units once construction is complete. The Forest Lane property is in good shape and back to 100% occupied.

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

Next Meeting: March 23, 2022



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

St. Jude Project

- The St. Jude staff are awaiting Dallas Housing Authority's (DHA's) approval for two vacancies.

FUSE Project

February 2022 Jail FUSE Data

Total Clients Triaged for FUSE				295
Referral Source				
Jail FUSE Navigator Triage	275	NTBHA Living Room Referral	2	
Defense Attorney Referral	5	Shelter/Street FUSE Navigator Referral	8	
Another Referral Source	0	Pretrial Referral	5	
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	3	Client didn't qualify for FUSE	28	
Immigration Hold	2	Client report not being Homeless	5	
Released (i.e. Posted Bond)	136	Qualified referred by Shelters/Street Outreach	6	
FUSE bond denied	0			
Pending Client Referrals				
Waiting on info, Waiting on Bond to Post, and pending attorney response	95	In Quarantine/Medical/Interview Pending	0	
Total Released from Jail to FUSE				11
Placed in Housing				
Austin Street Center	6	The Bridge	4	
Salvation Army	1	Referred by Street Outreach	1	
Other	0	No Response	0	
Not Placed in Housing				
Austin Street Center	2	The Bridge	2	
Salvation Army	1	Other	1	
No Response	0	Client Abscond/Did Not Connect	6	
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

- Continuing to research and share funding opportunities.

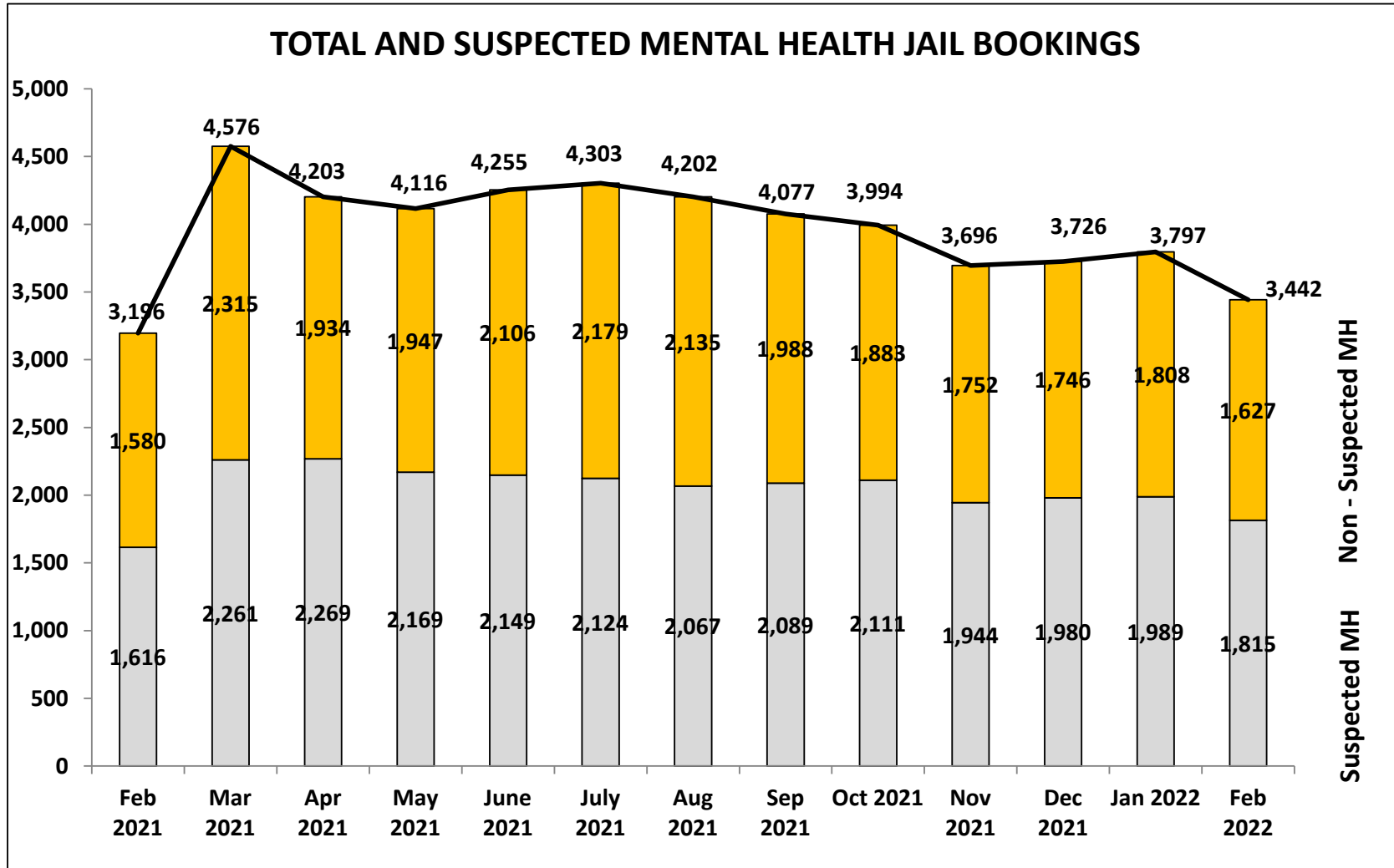
Dallas Connector Project (DCP) Dallas County Client Utilization – Transport to the NTBHA LR from the Jail and or the LR to the FUSE Shelters

February 2022	
Total Client Activity	
Transported by the Connector	11

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

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Feb 2022 Homeless Report Snapshot



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Homeless Breakdown and Avg LOS - Jan 2022 to Feb 2022

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	Category	Total Bookings	Percent	Percent Note
Feb 2022	Suspected MH	1,815	53%	% of total bookings [3,442]
	Homeless	289	8%	% of total bookings [3,442]
	Homeless w/Suspected MH flag	205	71%	% of total homeless [289]

Month/Yr	Avg LOS Total Bookings [days]	Avg LOS Homeless Bookings [days]
Jan 2022	7	9
Feb 2022	6	8

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Homeless Primary Offense Categories - Jan 2022 to Feb 2022

Offense Categories	Jan2022 total	Jan 2022 %	Feb 2022 total	Feb 2022 %
Arson	1	0.3%	0	0.0%
Assaultive	35	10.5%	27	9.3%
Burglary	19	5.7%	13	4.5%
Criminal Mischief	6	1.8%	10	3.5%
Criminal Trespass	55	16.5%	47	16.3%
Drug/Alcohol	69	20.7%	59	20.4%
Evading	6	1.8%	12	4.2%
False Info/Fail to Identify	11	3.3%	6	2.1%
Fraud	2	0.6%	1	0.3%
HOLDS	40	12.0%	37	12.8%
Murder	2	0.6%	2	0.7%
Other	25	7.5%	27	9.3%
Prostitution	0	0.0%	0	0.0%
Resist	5	1.5%	4	1.4%
Robbery	10	3.0%	3	1.0%
Sexual Offense	3	0.9%	2	0.7%
Theft	30	9.0%	28	9.7%
UUMV	15	4.5%	11	3.8%
TOTAL	334	100.0%	289	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)

Family Gateway - Access Point Report: Period Ending Feb 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.

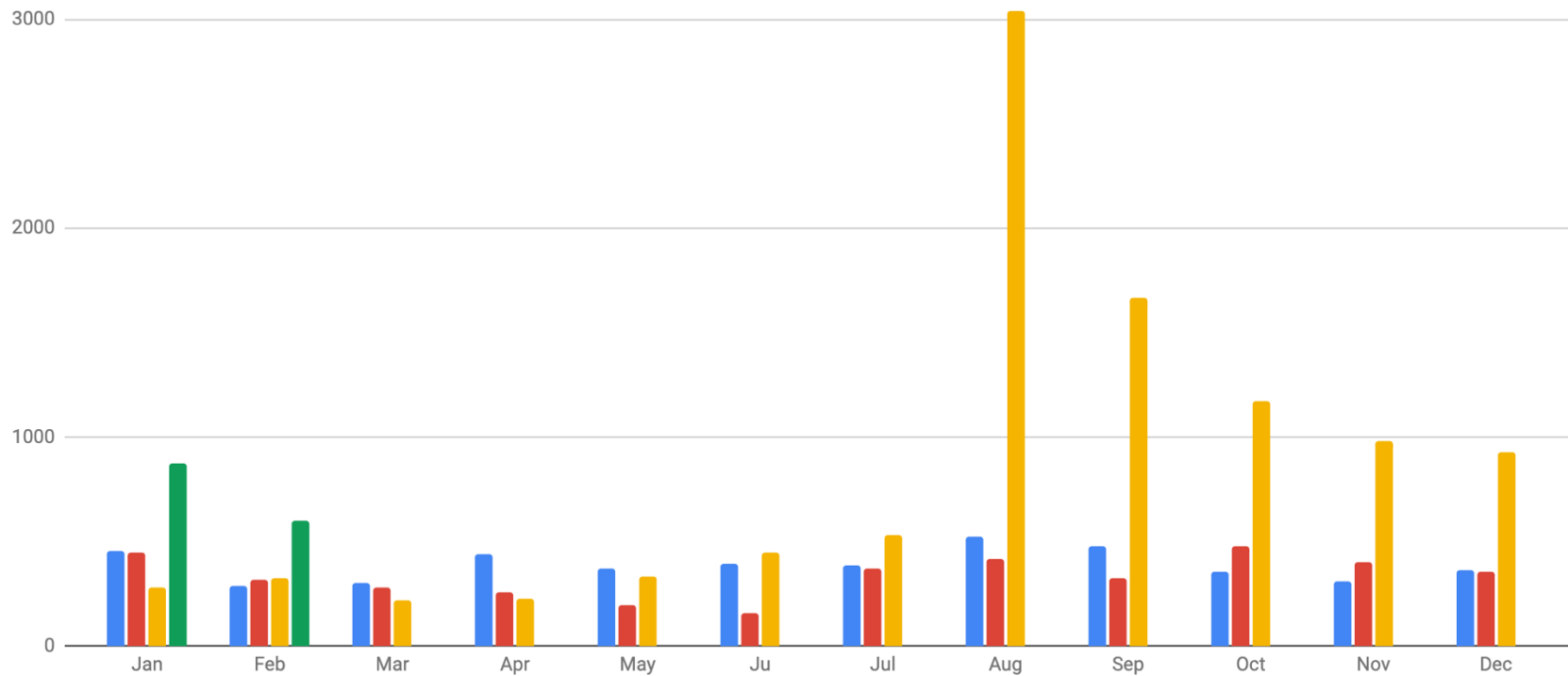
Blue: 2019 – pre-pandemic

Red: 2020

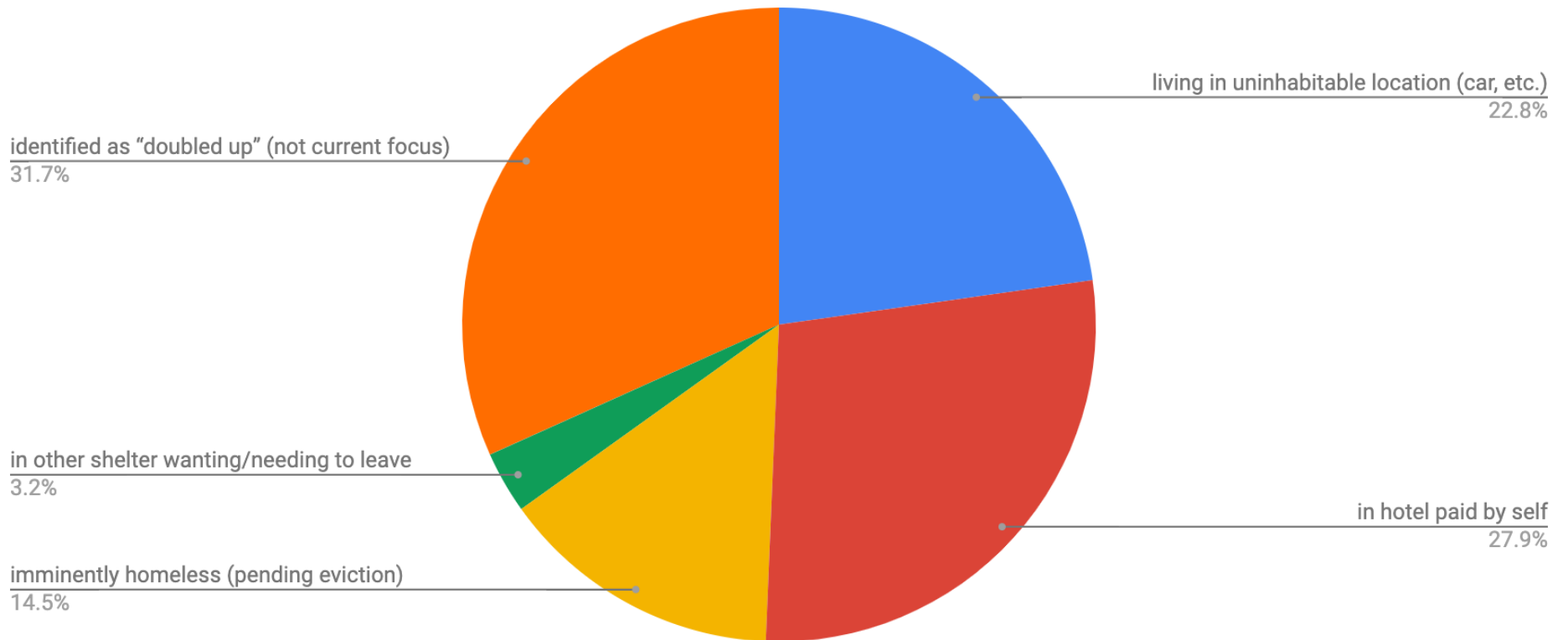
Yellow: 2021

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 hotel segment is up 87% 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. Combined, living in car/living in hotel combined segment is up 41% when compared to pre-pandemic year.

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										

As of the end of March 2022, we have 40 families (capacity 50) at Family Gateway North (the former Candlewood Suites), 29 families (capacity 35) at Family Gateway Downtown, and 12 families (capacity 14) at Family Gateway @ The Salvation Army. For the first time in two years, we have **ZERO families** in a hotel awaiting shelter. We attribute this unusual decrease in shelter need to families receiving their income tax refunds, which is a pre-pandemic norm. Also, UGM Center of Hope and Dallas Life have taken in a few families this year, which has not happened with any consistency since pre-pandemic times. We also attribute some of this to use of the Dallas Rental Assistance Collaborative (DRAC) funding to keep families from being evicted. In February, 19 families were provided with eviction prevention support with DRAC funding.

The number of new families who could not be diverted in February 2022 and who required shelter = 34. This is lower than the overall average number of families per month needing shelter in 2021 and back to pre-pandemic norms.

Key Federal Metrics	Benchmark	Overall 2021	Jan 2022	Feb 2022
Average length of stay in shelter (days)	30	61	83	81
Shelter utilization as compared to 100% capacity	100%	110%	115%	120%
% of those who exited from shelter who moved to + housing	65%	90%	98%	76%
% of families in housing with increased income	20%	57%	57%	57%
% who exit our housing to a destination other than homelessness	77%	99%	73%	97%