

**(CHC) Citizen
Homelessness
Commission
2022
Annual Report**

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CITY SECRETARY
DALLAS, TEXAS



City of Dallas

*Approved by the Citizen Homelessness Commission on
January 12, 2023*

Memorandum

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CITY SECRETARY
DALLAS, TEXAS



CITY OF DALLAS

DATE February 7, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **FY 2021-2022 Citizen Homelessness Commission Annual Report**

The Citizen Homelessness Commission's FY 2021-2022 Annual Report was reviewed and approved on January 12, 2023. The Annual Report can be viewed at <https://bit.ly/3DPX96J>.

In 2021, a historic partnership between the City of Dallas, Dallas County, the Dallas Housing Authority, and the cities of Grand Prairie, Plano, and Mesquite established the Dallas Real Time Rapid Rehousing program (DRTRR) – which had the goal of housing 2700 individuals experiencing homelessness. This partnership represents an actualization of one of the primary recommendations of Mayor Michael S. Rawlings' 2016 Dallas Commission on Homelessness: regional alignment of resources for the purpose of achieving a more holistic approach to resolving homelessness. In addition to the DRTRR program, properties in two council districts were acquired for the purpose of providing more housing to unhoused persons.

In 2022, as the impacts of the pandemic and rising costs of living exacerbated the underlying drivers of homelessness, the (CHC) Citizen Homelessness Commission continued to support city council and staff efforts to create more housing within more council districts across the city. This collaboration led to the acquisition of two additional properties within two more city council districts, geographically expanding housing and services across the city.

This past year, the (CHC) Citizen Homelessness Commission also saw a long-term recommendation materialize: DRTRR implementation of a reconciled approach to encampment resolution; this includes direct access to the Homeless Management Information System (HMIS) data entry, and housing for unsheltered persons. These major changes in magnitude and direction – along with several other data driven implementations – are signs of exponential improvement cultivated with the necessary assessment, follow-through, and focus on the goal of making homelessness rare, brief, and non-recurring.

Sincerely,

David King

David King (Feb 17, 2023 13:25 CST)

David King, Chair or LeTitia Owens
Citizen Homelessness Commission

- c: Citizen Homelessness Commission Board Members
- City Secretary's Office
- City Manager's Office
- Christine Crossley, Director of Office of Homeless Solutions
- Renita Griggs, Board Coordinator, Citizen Homelessness Commission Board
- Shanee Weston, Boards and Commissions, Senior Coordinator

Chair's Memo

Date: February 7, 2023
To: Honorable Mayor and Members of the City Council
Subject: FY 2021-2022 Citizen Homelessness Commission Annual Report

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Sincerely,

Signature on file

David King, Chair or LeTitia Owens, Vice Chair
Citizen Homelessness Commission

c: Citizen Homelessness Commission Board Members City Secretary's Office
City Manager's Office
Christine Crossley, Director of Office of Homeless Solutions
Renita Griggs, Board Coordinator, Citizen Homelessness Commission Board
Shanee Weston, Boards and Commissions, Senior Coordinator

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Citizen Homelessness Commission Members

Membership on this board must include two members with past or present experience with homelessness, one representative from a faith-based organization, and twelve members from the general public.

District 01	WESLEY D KEYES GENERAL PUBLIC	Appointed 05/11/2022
District 02	LINDA A GARNER EXPERIENCED HOMELESSNESS	Member since: 10/6/2017 Reappointed 09/22/2021
District 03	LETITIA C OWENS, VICE-CHAIR EXPERIENCED HOMELESSNESS	Reappointed 09/21/2022
District 04	JAMES P HAUCK GENERAL PUBLIC	Appointed 04/06/2022
District 05	SORAYA SANTOS GENERAL PUBLIC	Member since: 8/13/2021 Reappointed 10/13/2021
District 06	BRITTON BANOWSKY GENERAL PUBLIC	Reappointed 09/01/2021
District 07	TRAMONICA BROWN GENERAL PUBLIC	Appointed 05/11/2022
District 08	DAVID KING, CHAIR GENERAL PUBLIC	Member since: 7/12/2019 Reappointed 10/05/2021
District 09	TAMI BECK FOWLER GENERAL PUBLIC	Member since: 9/28/2020 Reappointed 10/05/2021
District 10	JOHN SHELLNE GENERAL PUBLIC	Member since: 1/21/2020 Reappointed 10/27/2021
District 11	ANGELA KLATTENHOFF GENERAL PUBLIC	Appointed 10/12/2022
District 12	MATT JACOB REPRESENTATIVE OF FAITH BASED ORGANIZATION	Appointed 11/10/2021
District 13	RAY A SMITH GENERAL PUBLIC	Appointed 06/15/2022
District 14	GAILYA SILHAN GENERAL PUBLIC	Appointed 02/09/2022
District 15	VACANT	

Mission Statement

The Citizen Homelessness Commission is an advisory body established by the Dallas City Council for the purpose of assuring participation from, and inclusion of, all stakeholders, including those with past or present experience with homelessness, to develop policy recommendations to ensure alignment of city services with regional services to enhance the efficiency, quality, and effectiveness of the community-wide response to homelessness. (Dallas City Code §2-147.)

Duties and Functions

- Advise the City Manager and the City Council on issues affecting homelessness.
- Assist the City in evaluating new and existing programs.
- Coordinate with other local and regional bodies addressing homelessness.
- Perform such other duties as may be assigned by the City Manager or City Council. (City Code 2-149.)

Guiding Principles

All Citizens Must Have a Voice. The Commission provides an avenue through which all citizens affected by homelessness have an opportunity to have input into the development of the City's homelessness policies and programs. This includes programs and policies that directly benefit persons experiencing homelessness, while having due regard for the legitimate concerns of other Dallas citizens, including businesses and homeowners, and have a positive impact on the City of Dallas as a whole, in terms of quality of life, health and safety, and costs incurred.

Best Practices. The Commission seeks to inform itself regarding available data and best practices that have been developed in other communities in making its recommendations and evaluating new and existing programs.

Diverse Populations. The Commission recognizes that the City's policies and programs must consider the varying needs of specific homeless subpopulations, including families with children, single mothers, couples, veterans, older adults (62+), unaccompanied youth and children, formerly- incarcerated persons, LGBTQ persons, and persons with disabilities, significant medical needs, mental health issues and substance use disorders.

Community-Wide Cooperation. The Commission is guided by the principle that homelessness is a multi- faceted and complex issue that must be addressed with open and ongoing communication, within a coordinated, community- wide effort, into plans of action that assign mutually reinforcing activities with consistent metrics for assessing outcomes and ensuring accountability.

FY 2022 Objectives and Accomplishments

Objectives

- Continue review and assessment of the Dallas Real Time Rapid Rehousing (DRTRR) program implementation.
- Provision of advisement to staff and council regarding Office of Homeless Solutions items presented to council committees and to the full council.
- Continue efforts to establish homeless recovery facilities in multiple districts.
- Assessment of system gaps and potential solutions through engagement with experts in the field of homelessness response.
- Formation of Citizen Homelessness Commission committees focused on improvements to critical aspects of the homeless response system.

Accomplishments

- Quarterly review of DRTRR-focus on racial equity data, housing placement obstacles, improvement of street outreach and encampment decommissioning, and unsheltered access to housing through the DRTRR.^{1, 2, 3}
- Acquisition of two more facilities dedicated to homeless housing and services.⁴
- Provision of recommendation votes regarding council items which impact the homeless response system.⁵
- Establishment of the first Citizen Homelessness Commission retreat engaging local experts across the spectrum of homeless response.⁶
- Establishment of the four following committees: Racial Equity, Support Services, Street Outreach, and Housing. Committees will focus on producing recommendations for improvements and better alignment based on data and national best practices.⁷

-
1. CHC meeting March 10, 2022, Agenda Item #6
 2. CHC meeting June 9, 2022, Agenda Item #4
 3. CHC meeting October 13, 2022, Agenda Item #5
 4. CHC meeting April 14, 2022, Agenda Items #5 and #6
 5. CHC meeting December 8, 2022, Agenda Item #7
 6. CHC meeting November 17, 2022
 7. CHC meeting December 8, 2022, Agenda Item #6

FY 2022 Education and Action Items

The (CHC) Citizen Homelessness Commission received briefings and educational presentations as listed below: Time is also allotted for public comment at each meeting.

(January - March)	Dallas Deflection Program Dave Hogan, LCSW-S, Dallas Clinical Director Homeward Bound Clinical
(March and June)	Dallas R.E.A.L. Time Rapid Rehousing Joli Robinson, Chief Executive Officer Metro Dallas Homeless Alliance (MDHA)
(April)	Overview of Dallas City Code Chapter 2 & 8 David King, Chair, Citizen Homelessness Commission
(August)	Rapid Rehousing Program Results Bruce Butler, Chief Executive Officer Union Gospel Mission Dallas LGBTQIA+ Unsheltered Youth Support Housing and Services Christine Crossley, Director, Office of Homeless Solutions Community Feedback from OHS Budget Listening Session Christine Crossley, Director, Office of Homeless Solution
(October)	Dallas R.E.A.L. Time Rapid Rehousing Sarah Kahn, Chief Program Officer, Housing Forward (Formerly MDHA) Community Connection David King, Chair, Citizen Homelessness Commission
(November) – Retreat Educational Topics	Shelter Types – Family Ellen Magnis, Chief Executive Officer, Family Gateway Shelter Types - Youth Madeline Reedy, Vice President of Government Affairs and Public Policy TRAC
Panel Discussion	Service Types – Mental Health Ikenna Mogbo, Director, MetroCare Jessica Martinez, Chief Clinical Officer North Texas Behavioral Health Association (NTBHA) Substance Use Chad Anderson, Chief, Intensive & Forensic Services, The Living Room Dave Hogan, Director Dallas Deflection Center, Homeward Bound

Service Types – Peer Support

Andrew Lomax, Manager Intensive Care Management Team
The Bridge

Q&A: Local Systems

Continuum of Care Funding Structure

Joli Robinson, Executive Director
Housing Forward

Panel Discussion

- Continuum of Care (“CoC”): How it works and why:
 - Funding Structures
 - Housing and Urban Development (“HUD”) to the CoC to the Providers
- HUD Notices of Funding Opportunities (NOFOs)
 - What are the two current (NOFOs)?
- How do we score now versus in the past?

2022 Voting and Action Items

The (CHC) Citizen Homelessness Commission made official actions on the following items:

(February and March)

Review and Approve 2021 CHC Annual Report

(December)

- Approval of New CHC Subcommittees
- Recommendation to the City Council to approve Lease Agreement as outlined in Item 33 and Item 36 for Dallas City Council Agenda on December 14, 2022

2022 Office of Homeless Solutions Briefings

Monthly

February

- Hospital Complex

March

- Dallas R.E.A.L. Time Rapid Rehousing Updates

April

- Briefing – Housing & Supportive Services Site
 - 2929 S. Hampton Rd – District 3
 - Townhouse Suites (Hotel)
 - 4150 Independence Dr. District 8

May

- Update – June Listening Session
 - OHS Supportive Housing & Services Strategy

June

- Dallas R.E.A.L. Time Rapid Rehousing Updates

- Budget Listening Session

July (Cancelled – Council Recess)

August

- Community Feedback from OHS Budget Listening Session
- LGBTQIA+ Unsheltered Youth Supportive

September (Cancelled)

October

- CHC Budget Overview

November (Regular meeting) cancelled

November (Special-Called Meeting) – Retreat

December

- Inclement Weather Shelter
3809 Grand Avenue – Fair Park
2929 Hickory Street – Austin Street Center

Contracts Agenda Forecast

Christine Crossley, Director
Office of Homeless Solutions

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Office of Homeless Solutions

Christine Crossley, Director
Office of Homeless Solutions

Joli Robinson, Chief Executive Officer
Metro Dallas Homeless Alliance (MDHA)

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Office of Homeless Solutions

Christine Crossley, Director
Office of Homeless Solutions

Christine Crossley, Director
Office of Homeless Solutions

Panel Discussion

Wanda Moreland, Assistant Director
Office of Homeless Solutions

FY 2023 Proposed Objectives

1. Focus on housing solutions through engagement with different stakeholders (developers, real estate investors and landlords, community groups and homeowner associations, housing navigators and case managers, etc.), and broad review of national and international best practices.
2. Focus on political solutions for historic obstacles to response system improvements.
3. Substantial increase in direct engagement with people experiencing homelessness regarding the impacts and effectiveness of the response system and the commission's proposed recommendations.
4. Identification and promotion of under-utilized, system-wide support options.
5. Focus on continued increase of direct access to housing and services for unsheltered populations.
6. Racial Equity review and assessment of homeless response efforts in the city, in accordance with the City of Dallas' Racial Equity Plan
7. Increased use of panel discussions, public forums, etc., for the purpose of expanding engagement with experts, stakeholders, and community members.
8. Consistent presentation of Commission recommendations based on findings through established Commission processes.
9. Continued review of Dallas Real Time Rapid Rehousing implementation.
10. Continued focus on homeless facility development, including operator selection, support service provision, and Good Neighbor Agreements.
11. Promote homelessness policy across the City of Dallas wherein needs are unmet.
12. Promote and encourage all North Texas municipalities to establish homelessness policy that engenders resource equitability.

Recommendations of the Citizen Homelessness Commission

1. Effective incentivization for development and adaptive reuse establishment of very low income and extremely low income and/or dedicated homeless housing.
2. Assessment of Medicaid expansion as a major key to funding for housing and services and development of city action plan regarding lobbying the state and partnering with other Texas cities that might take the same position.
3. Dallas Area Partnership consideration of dedicated fee structure such as percentage of hotel tax or convention or new luxury development tax, etc.
4. Assessment of potential zoning changes which could increase housing density in needed areas.
5. City promotion of underutilized services such as the NTBHA crisis line through public service announcements or other methods.
6. Continued expansion of RightCare, Deflection Centers. Review of technology, methods and partnerships which could increase effectiveness and reach of programming.
7. Establishment of proactive and expansive efforts to combat misinformation and misperceptions that contribute to community resistance to homeless housing solutions through promotion of facts and data surrounding societal and community impacts of effective responses to homelessness.