

# Memorandum



CITY OF DALLAS

DATE February 11, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT Announcement of Office of Homeless Solutions Director

I am pleased to announce the selection of **Christine Crossley** to be our next Director of the Office of Homeless Solutions (OHS) and the transition of Interim Director, **Kevin Oden** to the Office of Integrated Public Safety Solutions (OIPSS) where he will manage critical R.E.A.L. Change programs.

In her role as the Division Director for the Catholic Community Services in Seattle Washington, Ms. Crossley previously directed the largest rental subsidy and homeless services program, Housing and Essential Needs, in Washington State, for King County, the Low Income Fare Transit program, and a Shallow Rent Subsidy pilot program, overseeing an annual budget of \$22M+ and 2,000 clients. Working with other state and local policy groups, **Christine Crossley** developed strategies, delivered expert testimony, and lobbied for bills at the State level.

Christine has successfully advocated on behalf of the homeless and low-income at the State and local level for several years, achieving: the first funding increase in programmatic history, a widening of the eligibility criteria to cover those with permanent disabilities, whose primary disability is a substance use disorder, and pregnant women, and a pilot program providing shallow rent subsidies to those on State Supplemental Income (SSI). She also guided her team and clients through a smooth transition to COVID-19 remote work procedures and co-managed a hotel for COVID-19 at-risk clients moving from congregate shelter.

She has a history of collaborating with city and state-level coalitions and clients to successfully highlight the need for policies prioritizing and protecting the homeless and low-income residents. Collaboration with clients to share their personal stories with lawmakers specifically led to the passage of HB 2667 in 2018, backed by affordable *housing champion*, Representative Nicole Macri, opening the program to people with permanent disabilities and people whose primary disability is a substance use disorder.

Previously, Christine worked in New York City, where she focused on worker's rights at the Cornell Worker Institute and women and children's rights at the United Nations Population Foundation. Christine received a Master of Science degree in International Relations from the London School of Economics and Political Science with a concentration in Human Rights and International Politics. She will officially begin her tenure with the City of Dallas on March 3.

To continue our organizational focus on equity, I am excited to announce the transfer of Interim OHS Director, **Kevin Oden** to the Integrated Public Safety Solutions Office. Kevin

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will oversee programs such as the expansion of Right Care, the Mobile Crisis Team, and Risk Terrain Modeling (RTM). His involvement in this office will ensure the alignment of all departmental quality of life resources, such as Code Compliance, Community Prosecution, etc. that are critical to a fully integrated public safety approach under the leadership of Director David Pughes.

I would also like to thank Kevin, for his work as the Interim OHS Director. He will continue to serve in that capacity until Christine reports. Kevin is an accomplished manager and has diligently served the City of Dallas through some difficult times. His emergency management background has been invaluable during the coronavirus pandemic in working to house our most vulnerable homeless residents through the Rapid Rehousing Program. Kevin was also instrumental in executing the acquisition of three hotels for COVID-19 related shelter operations. An accomplished public servant, Kevin has an unwavering commitment to serving the City of Dallas. We look forward to his ongoing positive contributions to the organization and this community.

Please join me in supporting Christine and thanking Kevin.



T.C. Broadnax  
City Manager

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| Chris Caso, City Attorney                                   | Jon Fortune, Assistant City Manager  |
| Mark Swann, City Auditor                                    | Joey Zapata, Assistant City Manager  |
| Biliera Johnson, City Secretary                             | Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services |
| Preston Robinson, Administrative Judge                      | M. Elizabeth Reich, Chief Financial Officer                                  |
| Kimberly Bizzor Tolbert, Chief of Staff to the City Manager | M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion            |
| Majed A. Al-Ghafry, Assistant City Manager                  | Directors and Assistant Directors  |