

Memorandum



CITY OF DALLAS

DATE June 29, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **Office of Homeless Solutions: Overview & Performance Report**

At the request of Deputy Mayor Pro Tem Adam Medrano, staff is providing an overview of services and performance metrics for fiscal year 2018 year-to-date.

The Office of Homeless Solutions (OHS) was established on October 1, 2017 to prevent and intervene in homelessness by combating the complexity with innovative and effective solutions. Additionally, OHS is charged with providing the leadership and coordination to promote collaborative efforts of private and public partners, ultimately creating policy and solidifying a diverse funding portfolio to adequately address homelessness.

The table below captures the accomplishments of OHS from October 2017 to May 31, 2018.

Type of Service (10/1/17 to 5/31/18)	Unduplicated # of Households Served	Unduplicated # of Persons Served
Permanent Supportive Housing	676	940
Rapid Re-Housing*	51	113
Short-Term/Transitional	39	41
Homeless Prevention	154	263
Emergency Shelter	5,612	5,886
Street Outreach	420	425
HCC Services for Sheltered Population	1,160	1,160
Other Services	184	198
Total	8,296	9,026

*ESG Rapid Re-Housing projects are not yet fully operational

OHS has provided quality customer service to Dallas constituents by responding to approximately 1,540 service requests generated through the 311-system during this time. 86% of these service requests were successfully handled within a 30-day period.

While OHS has made significant strides in a short period of time, the need for homeless services continues to grow. Overall homeless has increased 9% and unsheltered homeless has increased 24% since 2017. This represents approximately 3,506 homeless residents, of which 1,098 are unsheltered and living in environments not suitable for habitation.

On February 21, 2018, Mayor and City Council ranked homelessness as its second highest priority and requested that staff immediately began to prepare a comprehensive strategy that will address homelessness and household stability.

OHS proposes a comprehensive four-track strategy to address homelessness in the City of Dallas:

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- **Track I: Increase Shelter Capacity** - Expand capacity of existing providers through contracted pay-to-stay shelter beds.
- **Track II: Temporary Homeless Centers** - Provide shelter and support services for up to 90 days in the 4 quadrants of the city simultaneously.
- **Track III: Master Lease/Landlord Incentive Programs** - Provide security deposits, rent, utilities, and incentives to tenants as well as incentives and risk mitigation services to participating landlords.
- **Track IV: New Developments** - Leverage the \$20M Proposition J (Homeless Assistance Facilities) of the 2017 Dallas Bond Program for permanent supportive housing targeting chronic homeless; rapid rehousing addressing the elderly, disabled, families with children and young adults; Day Centers for seamless wrap-around services

These four tracks concurrently meet the immediate need by providing habitable living environments for the unsheltered while developing the infrastructure for sustainability by increasing the supply of affordable housing.

Staff has briefed this Strategy to Citizen Homelessness Commission, Human and Social Needs Committee, The Dallas Area Partnership to Prevent and End Homelessness and the Stemmons Neighborhood Business Association. Staff is also scheduled to brief the Continuum of Care General Assembly on July 17, 2018.

Public Outreach meetings will be conducted from July 9, 2018 through August 15, 2018. Briefing on the Proposed Strategy will occur at the August 1, 2018 City Council meeting. Implementation of the proposed strategy, to include a second phase of public education, will begin immediately once approved by City Council.

Please contact Nadia Chandler Hardy, Chief of Community Services or Monica Hardman, Managing Director, with any additional questions or concerns.



Nadia Chandler Hardy
Chief of Community Services

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
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