

Memorandum



CITY OF DALLAS

DATE September 13, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Office of Homeless Solutions City Council Agenda Item #40**

The following Office of Homeless Solutions item will be considered by City Council on the September 25, 2019 Agenda:

Authorize **(1)** Supplemental Agreement No. 2 to the amended and restated Management Services Contract, Phase II, with Bridge Steps for continued operation, programming, and services at The Bridge for the period October 1, 2019 through September 30, 2020; **(2)** funding from the City of Dallas General Fund in an amount not to exceed \$4,443,847.00 for the period October 1, 2019 through September 30, 2020; **(3)** funding from the City of Dallas General Fund in an amount not to exceed \$200,000.00 for up to 50 pay-to-stay shelter beds for stays of up to 90 days per person at a rate of \$12.00 per person per night for the period October 1, 2019 through September 30, 2020; and **(4)** Texas Department of Housing and Community Affairs (“TDHCA”) Homeless Housing and Services Program (“HHSP”) Grant Funds in an amount not to exceed \$843,421.00 from the FY 2020 TDHCA-Homeless Housing and Services Program 19-20 Fund for the period September 1, 2019 through August 31, 2020 - Total not to exceed \$5,487,268.00 - Financing: General Fund (\$4,643,847.00) and Texas Department of Housing and Community Affairs Grant Funds (\$843,421.00)

Background:

On December 13, 2017, City Council approved the amended and restated Management Services Contract, Phase II (“Restated Contract”), with Bridge Steps, for continued operation, programming, and management of The Bridge Homeless Assistance Center (“HAC”) located at 1818 Corsicana, as a low-barrier, housing-focused shelter committed to ending and preventing homelessness, with continued emphasis on using the Homeless Management Information System (“HMIS”) to record and report client and services data, and increased emphasis on fundraising and financial sustainability, by Resolution No. 17-1865. By floor amendment, the end date for the first renewal option was accelerated from September 30, 2020 to September 30, 2018, with a second renewal option, at the City’s discretion, to begin on October 1, 2018 and end of September 30, 2023.

On September 26, 2018, City Council approved the second renewal option to the Restated Contract with Bridge Steps, for continued operation of The Bridge beginning October 1, 2018; funding for the period October 1, 2018 through September 30, 2019; new good neighbor provisions relating to community engagement and internal and external operations; and up to 50 pay-to-stay shelter beds for stays of up to 90 days per

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person at a rate of \$12 per person per night, for the period October 1, 2018 through September 30, 2019, by Resolution No. 18-1410. By floor amendment, City Council authorized an increase in funding from \$4,470,000.00 to \$4,700,000.00 and, at the same time, accelerated the end date for the second five-year renewal option from September 30, 2023 to September 30, 2020.

On August 14, 2019, City Council approved acceptance of a grant from the Texas Department of Housing and Community Affairs (“TDHCA”) to provide services to the homeless through the Homeless Housing and Services Program (“HHSP”), for the period September 1, 2019 through August 31, 2020, by Resolution No. 19-950. The FY 2020 TDHCA HHSP Grant award included the general allocation in the amount of \$843,241.00 (which provides operating assistance to The Bridge).

Approval of this item will authorize continued operation of The Bridge for the final year of the Contract with Bridge Steps for the period October 1, 2019 through September 30, 2020; provide funding from the City of Dallas General Fund in an amount not to exceed \$4,443,847.00 for that period; provide funding from the City of Dallas General Fund in an amount not to exceed \$200,000.00 for up to 50 pay-to-stay shelter beds for stays of up to 90 days per person at a rate of \$12.00 per person per night for the period October 1, 2019 through September 30, 2020; and provide TDHCA HHSP Grant Funds in an amount not to exceed \$843,421.00 for the period September 1, 2019 through August 31, 2020. A separate item would authorize an Interlocal Agreement with Dallas County to accept \$1,000,000.00, for homeless assistance services to be provided at The Bridge, for the period October 1, 2019 through September 30, 2020, as revenue to offset the City’s expense.

The Bridge opened on May 20, 2008, providing a centralized entry point for homeless persons to access multiple services at one location through on-site services and co-located agencies. The Bridge serves almost 7,000 adult individuals experiencing homelessness per year, the majority of whom transition out of the agency’s collaborative network rapidly. For adults experiencing episodes of homelessness, The Bridge provides triage services, jail diversion/reentry services, medical/behavioral health care services, and day shelter services. For adults experiencing or at-risk of long-term homelessness, The Bridge provides night shelter and recreational/education services and assists clients in obtaining employment/disability income and affordable/supportive housing.

Under this Supplement Agreement, the Restated Contract with Bridge Steps continues to remain consistent with the original intent of The Bridge as a low-barrier, housing-focused shelter and to retain supplementary provisions incorporated in FY 2017-18 regarding clearer service expectations; good neighbor expectations; additional metrics, reporting, and monitoring; and more detailed language outlining division of responsibility for City-owned facilities - all meant to improve accountability, transparency, and oversight functions for both parties.

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The Supplemental Agreement also retains good neighbor expectations incorporated in the FY 2017-18 document and modified in the FY 2018-19 document to include community engagement (participation with neighborhood bodies and representatives; facilitation of regular clean-up events); internal operations (appropriate diversion of patrons to other shelters; culture of “no trash” and “no harassment”; drop-off procedures for other shelters); and external operations (dedicated phone/email for neighbors; communication with outside entities when Bridge is at capacity).

This Supplemental Agreement continues to make available up to 50 pay-to-stay shelter beds at The Bridge for stays of up to 90 days per person at a rate \$12.00 per person per night under Track 1 of the City of Dallas Office of Homeless Solutions (“OHS”) four-track strategy aimed at increasing shelter capacity for unsheltered homeless through contracted shelter beds. In FY 2019, The Bridge served more than 605 shelter resistant individuals through this project alone.

New under this Supplemental Agreement are updates to the contract for standardized changes to project expectations, contract administration, and reporting so that this contract aligns with other OHS contracts. These changes are part of the department’s effort to standardize provisions across all contracts to the greatest extent possible. These updates will result in a change in the payment method for City General Funds to Bridge Steps - from quarterly advance payments to monthly reimbursement payments. Since the inception of the contract in 2007, City of Dallas General Funds have been paid in quarterly advances. Beginning in the second quarter of this contract term (January 1, 2020), City payments will be paid on a monthly reimbursement basis. Grant funds and pay-to-stay shelter funds have always been paid on a monthly reimbursement basis.

CHC Feedback from September 12, 2019

The proposed contract was briefed at the September 12, 2019 Citizen’s Homelessness Commission meeting. The Commission provided feedback on the need to strengthen fundraising efforts by The Bridge as well as the need to increase affordable housing and staffing resources to address the increase in participants.

The Commission provided recommendation to forward the contract agreement, as proposed, to the full City Council for consideration and possible action.

Fiscal Impact:

General Fund - \$4,643,847.00 (with a \$1,000,000.00 contribution from Dallas County)
Texas Department of Housing and Community Affairs Grant Funds - \$843,421.00

Should you have any questions or concerns, please contact myself or Monica Hardman, Director, Office of Homeless Solutions.

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Nadia Chandler Hardy
Assistant City Manager and Chief Resilience Officer

C: T.C. Broadnax, City Manager
Chris Caso, City Attorney (Interim)
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Michael Mendoza, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Aleqresh, Chief Innovation Officer
Directors and Assistant Directors