

# Memorandum



CITY OF DALLAS

DATE August 29, 2018

Honorable Mayor and Members of the City Council:

TO Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **Bridge Steps Shelter Operations**

## Summary

On September 4, 2018, the Human and Social Needs Committee will hear a briefing titled "Bridge Steps Shelter Operations". The attached briefing provides updates related to the performance of the management services contract, key outcomes for people experiencing homelessness in alignment with both emergency and transitional services, and enhancements that will increase day-to-day operations at the shelter.

## Background

On April 16, 2018, Dr. David Woody, then Interim President and CEO of the Bridge, reported on the organization's compliance with its contractual requirements and performance outcomes related to the audit report and other applicable funding requirements.

Please contact me if you have any questions or require any additional information.

A handwritten signature in blue ink, appearing to read 'Nadia Hardy', with a large, stylized flourish.

Nadia Chandler Hardy  
Assistant City Manager and Chief Resilience Officer

c: T.C. Broadnax, City Manager  
Larry Casto, City Attorney  
Carol A. Smith, City Auditor Interim  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor 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  
M. Elizabeth Reich, Chief Financial Officer  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Directors and Assistant Directors



City of Dallas  
Human & Social Needs Committee  
FY18 Performance Update  
September 4, 2018

Dr. David Woody  
President & CEO

# Management Services Contract Performance

	2017-2018 Goal	2017-18 Actual (Oct – July)	Progress Toward Goal
Overall - No. of Unduplicated Guests Served	8,600	6,040	70.2%
Housing Attainment Services – No. of Unduplicated Guests	1,450	2,533	174.7%
Day Services – No. of Unduplicated Guests Receiving Day Services	8,650	6,040	69.8%
Day Services – No. of Unduplicated Guests Receiving Care Coordination	6,650	5,013	75.4%
Night Shelter – No. of Unduplicated Guests Receiving Night Shelter	2,100	2,013	95.9%
Night Shelter – No. of Nights of Shelter Provided (249 beds)	90,885	74,385	81.8%
Shelter Utilization Rates:			
Oct: 97%, Nov: 98%, Dec: 99%, Jan: 99%, Feb: 99%, Mar: 98%, April: 99%, May: 98%, June: 98%, July: 98%	N/A	N/A	N/A
Reduction in Average Length of Stay (from 224 days in Oct to 137 days in July)	(3.0%)	(38.8%)	N/A
Housing Placements (to permanent housing)	365	245	67.1%
Returns to Homelessness (from 3 to 0)	(20.0%)	(97.0%)	N/A

# Key Outcomes

	2015 - 2016	2016 - 2017	2017 - 2018	2017 - 2018
	Oct - July	Oct - July	Oct - July	Oct - July
	Actual	Actual	Actual	Goal
<b>Emergency Services for People Experiencing (or At-Risk of) Homelessness</b>				
Individuals Provided Outreach Services	-	426	198	208
Individuals Provided Day Shelter	7,621	7,762	6,040	N/A
Individuals Provided Food Services	6,123	6,210	5,318	N/A
Individuals Provided Care Coordination	5,644	5,695	5,013	5,727
Individuals Provided Medical Services (Parkland HOMES)	2,184	2,164	1,849	1,833
Individuals Provided Medical Services (On-Site EMS)	-	-	257	442
Individuals Engaging in Guests Giving Back	1,834	1,834	2,078	1,979
Off-Site Night Shelter Coordination (UGM)	-	2,087	1,819	1,917
Off-Site Night Shelter Coordination (Other Shelters)	-	-	4,411	2,167

# Key Outcomes

	2015 - 2016	2016 - 2017	2017 - 2018	2017 - 2018
	Oct - July	Oct - July	Oct - July	Oct - July
	Actual	Actual	Actual	Goal
<b>Transitional Services for People Experiencing (or At-Risk of) Long-Term Homelessness</b>				
Individuals Provided Night Shelter	1,642	1,764	2,013	N/A
Individuals Provided Behavioral Health Care	1,573	1,611	1,301	1,417
Individuals Provided Barber Services	1,234	1,605	1,303	1,208
Individuals Attaining Housing	362	228	245	358
Individuals Provided 12 Step Services	269	248	395	288
Individuals Provided Peer Services	-	1,683	1,776	667
Individuals Attaining Wages	262	240	217	254
Individuals Attaining Benefits	180	272	353	292
Individuals Provided Housing Follow-Up Services	136	125	132	133

# Updates

- The Bridge hired a Housing Navigator to boost housing placements through the use of a rapid re-housing grant awarded earlier this year.
- The Bridge received a private grant to change on-site EMS hours from 7 a.m. – 3 p.m. daily to 6 a.m. – 8 p.m. daily beginning FY19 (Oct. 1).
- The Bridge launched a monthly town hall meeting to hear and respond to questions and concerns from guests.
- The Bridge is discussing the possibility of expanding its safety services to partner service providers.
- The Bridge continues to evaluate potential options and partnerships to develop affordable and supportive housing opportunities.
- The Bridge's 10-Year Anniversary fundraiser is scheduled at 7:30 p.m. on September 20 at The Bomb Factory and features singer-songwriter Jewel.

# Questions/Comments

