

HUMAN AND SOCIAL NEEDS
DALLAS CITY COUNCIL COMMITTEE AGENDA

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CITY SECRETARY
DALLAS, TEXAS

MONDAY, APRIL 16, 2018
CITY HALL
COUNCIL BRIEFING ROOM, 6ES
1500 MARILLA STREET
DALLAS, TEXAS 75201
11:00 A.M. – 12:30 P.M.

Chair, Council Member Casey Thomas, II
Vice Chair, LGBT Task Force Chair, Deputy Mayor Pro Tem Adam Medrano
Youth Commission Chair, Mayor Pro Tem Dwaine R. Caraway
Senior Citizen Task Force Chair, Council Member Omar Narvaez
Education Task Force, Poverty Task Force, Homeless LGC Co Chair, Council Member Mark Clayton
Council Member B. Adam McGough

Call to Order

1. Approval of April 2, 2018 Minutes

BRIEFINGS

2. Homeless Response System Update

Charletra Sharp, Program Administrator
Office of Homeless Solutions

Dr. David Woody, President/CEO (Interim)
Bridge Steps

3. Mayfair 2018

Cobbie Ransom, III, Manager III
Office of Community Care

4. Upcoming Agenda Item(s)

5. Committee Forecast

Adjourn



Casey Thomas, II, Chair
Human and Social Needs Committee

EXECUTIVE SESSION NOTICE

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1. seeking the advice of its attorney about pending or contemplated litigation, settlement offers, or any matter in which the duty of the attorney to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act. [Tex. Govt. Code §551.071]
2. deliberating the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.072]
3. deliberating a negotiated contract for a prospective gift or donation to the city if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.073]
4. deliberating the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee unless the officer or employee who is the subject of the deliberation or hearing requests a public hearing. [Tex. Govt. Code §551.074]
5. deliberating the deployment, or specific occasions for implementation, of security personnel or devices. [Tex. Govt. Code §551.076]
6. discussing or deliberating commercial or financial information that the city has received from a business prospect that the city seeks to have locate, stay or expand in or near the city and with which the city is conducting economic development negotiations; or deliberating the offer of a financial or other incentive to a business prospect. [Tex Govt. Code §551.087]
7. deliberating security assessments or deployments relating to information resources technology, network security information, or the deployment or specific occasions for implementations of security personnel, critical infrastructure, or security devices. [Tex. Govt. Code §551.089]

HANDGUN PROHIBITION NOTICE FOR MEETING OF GOVERNMENTAL ENTITIES

"Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun."

"De acuerdo con la sección 30.06 del código penal (ingreso sin autorización de un titular de una licencia con una pistola oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola oculta."

"Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly."

"De acuerdo con la sección 30.07 del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola a la vista."

Human and Social Needs Committee Meeting Record

Meeting Date: Monday, April 2, 2018

Convened: 11:18 A.M. **Adjourned:** 12:26 P.M.

Committee Members Present:

Council Member Casey Thomas, II, Chair
Mayor Pro Tem Dwaine R. Caraway
Council Member Omar Narvaez
Council Member B. Adam McGough

Committee Members Absent:

Deputy Mayor Pro Tem Adam Medrano, Vice Chair
Council Member Mark Clayton

Other Council Members Present:

Council Member Lee M. Kleinman

Staff Present:

Nadia Chandler Hardy
Zena Palmer
Cobbie Ransom
Jessica Galleshaw
Marichelle Samples
Charletra Sharp

Lori Davidson
Deborah Delay
Mariah Cross
Latrisce Johnson
Monica Hardman

AGENDA:

Call to Order

1. Approval of Minutes from the March 19, 2018 Human and Social Needs Committee Meeting

Presenter(s): Council Member Casey Thomas, II, Chair

Information Only:

Action Taken/Committee Recommendation(s):

A motion was made to approve the March 19, 2018 minutes.

Motion made by: DMPT Caraway

Item passed unanimously:

Item failed unanimously:

Motion Seconded by: CM Narvaez

Item passed on a divided vote:

Item failed on a divided vote:

2. FY17-18 Emergency Solutions Grant Funding Recommendations

Presenter(s): Lori Davidson, Office of Homeless Solutions, Homeless Solutions Specialist/Charletra Sharp, Office of Homeless Solutions, Program Administrator

Information Only:

Action Taken/Committee Recommendation(s):

MPT Caraway suggests making rapid re-housing a top priority for families with children. CM Narvaez wants the application for rapid re-housing to provide clarity on how many people will be served with the funding. CM Kleinman recommends staff display the cost per client with the money the city is providing as opposed to the total service shown.

A motion was made to move forward with the recommendations from the committee and that it be individual consideration.

Motion made by: DMPT Caraway

Item passed unanimously:

Item failed unanimously:

Motion Seconded by: CM Narvaez

Item passed on a divided vote:

Item failed on a divided vote:

3. Senior Medical Transportation

Presenter(s): Jessica Galleshaw, Office of Community Care, Managing Director/Cobbie Ransom, III, Office of Community Care, Manager III

Information Only:

Action Taken/Committee Recommendation(s):

CM Kleinman is concerned there are no verifications of medical requirement or bills the vendor is sending for the \$180,000 funding. Both CM Kleinman and MPT Caraway suggests DART should take over this program. MPT Caraway requests bi-weekly reports from the vendor that tracks the rides. He recommends including this as an auditing mechanism in the next agreement. He also suggests when negotiating with DART that if a senior in a wheelchair or on a walker needs additional assistance safely to the vehicle, then it should be offered free of charge.

A motion was made by MPT Caraway to extend the contract for 3 months of service and re-evaluate after that period. A friendly motion by CM Narvaez suggests extending the contract with Real Time Transportation, Inc. for 6 months and staff brings back DART updates in 3 months at the June 18th committee meeting.

Motion made by: MPT Caraway
Item passed unanimously:
Item failed unanimously:

Motion Seconded by: CM McGough
Item passed on a divided vote:
Item failed on a divided vote:

4. Upcoming Agenda Item(s)

Presenter(s): CM Casey Thomas, II

Information Only:

Action Taken/Committee Recommendation(s):

Motion made by:
Item passed unanimously:
Item failed unanimously:

Motion Seconded by:
Item passed on a divided vote:
Item failed on a divided vote:

5. Committee Forecast

Presenter(s):

Information Only:

Action Taken/Committee Recommendation(s):

Motion made by:
Item passed unanimously:
Item failed unanimously:

Motion Seconded by:
Item passed on a divided vote:
Item failed on a divided vote:

APPROVED BY:

ATTEST:

Casey Thomas, II, Chair
Human and Social Needs Committee

Zenae Palmer, Coordinator
Human and Social Needs Committee

Memorandum



CITY OF DALLAS

DATE April 12, 2018

Honorable Members of the Human and Social Needs Committee:
TO Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Mayor Pro Tem Dwaine R. Caraway, Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **Homeless Response System Update**

Attached is the briefing presentation on updates related to the City's role and response in strengthening the local Homeless Response System, particularly as it relates to recommendations described in the City Auditor's Report published in December 2017. In addition to providing updates on the executed contract with the Bridge and the status of contract negotiations with the Metro Dallas Homeless Alliance, the presentation also provides an overview of the current work of Citizens Homeless Commission as well as the Dallas Area Partnership, and a snapshot of the 2018 Point In Time Count data.

Dr. David Woody, Interim President and CEO of the Bridge, will separately report 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 at the end.

Nadia Chandler Hardy
Chief of Community Services

c: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
Kimberly Bizar Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Theresa O'Donnell, Chief of Resilience
Raquel Favela, Chief of Economic Development & Neighborhood Services
Directors and Assistant Directors

Homeless Response System Update

Human and Social Needs
Committee

April 16, 2018

Charletra Sharp, Program
Administrator
Office of Homeless Solutions



City of Dallas

Overview

- Homeless Response System: stakeholders that provide services along the continuum of care (*emergency shelter, housing, street outreach, behavioral health services, case management, homelessness prevention, jail diversion, etc.*) to prevent and intervene in homelessness
- Participating entities include, but are not limited to:
 - City of Dallas
 - Dallas Area Partnership to End and Prevent Homelessness Local Government Corporation
 - Dallas County
 - Dallas Housing Authority
 - Faith-Based Community
 - Independent School District (Dallas and Surrounding Counties)
 - Healthcare System
 - Metro Dallas Homeless Alliance
 - Nonprofit Community
 - North Texas Behavioral Authority
- According to City Auditor's *Audit of Homeless Response System Effectiveness* (December 2017), the system is fragmented and uncoordinated which makes it difficult to evaluate how well its performing

Purpose

- Provide a status update on Audit of Homeless Response System Effectiveness (Report No. A18-004)
 - Update on agreements with The Bridge and Metro Dallas Homeless Alliance
- Update on City Homeless-Related Commissions
 - Dallas Area Partnership to End and Prevent Homelessness
 - Joint Partnership with Dallas County
 - Citizen Homelessness Commission
- Snapshot of State of Homeless Address
- Immediate Solutions

Review of Audit's Findings/Recommendations

- The Audit Report's 13 recommendations were related to findings in the processes/systems divided into the following sections:
 - I. Homeless Management Information System Participation, Implementation, Procurement, and Oversight Affect City's Homeless Response System Effectiveness (***Findings I-IV***)
 - II. City Oversight of The Bridge (***Findings V-VIII***)
 - III. City Evaluation of the Effectiveness of Homeless Services (***Findings IX-XIII***)

Section I- HMIS Participation, Implementation, Procurement, and Oversight Affect City's Homeless Response System Effectiveness

Management Response Update to Findings I-IV

- Draft contractual terms still under review by the Metro Dallas Homeless Alliance leadership, which includes:
 - **HMIS Increased Participation and Customization for Shelter Needs and Capabilities.** MDHA shall develop and implement, in consultation with the Office of Homeless Solutions, strategies for:
 - System enhancement updates and customization to Pieces Iris™ HMIS system to meet shelter needs and capabilities (and ensuring shelter engagement and participation in making those updates/customization);
 - Increasing participation in HMIS by local emergency shelters; and
 - Increasing participation in HMIS overall in the community.

Section I- HMIS Participation, Implementation, Procurement, and Oversight Affect City's Homeless Response System Effectiveness (cont.)

Management Response Update to Findings I-IV

- Term of Contract is May 1-September 30, 2018 (5 months). Scope of services includes pay for performance terms that pays MDHA in three installments (\$21,500 at 70%, \$21,500 at 80%, and \$19,500 at 86% participation).
 - Written project plan from MHDA to OHS detailing how they will achieve the 86% goal due May 31, 2018

Section II- City Oversight of The Bridge

Management Response Update to Findings V-VIII

- Revised Management Services Contract negotiation in process and addresses concerns identified in December 2018 auditor report
- Financial and Performance Reporting Update
 - Funding contingency plan due May 23, 2018
 - FDIC Insurance limits
 - HMIS Compliance
 - Performance data quality control
- Community Engagement and Good Neighbor Agreement Update
 - April 9th meeting with City and Cedars Neighborhood Association and Farmer's Market

Section III- City Evaluation of the Effectiveness of Homeless Services

Management Response Update to Findings IX-XIII

- OHS Operations Performance Manager has been selected and will begin 04/25/18 and will lead the effort to develop a strategic plan using the Government Accountability Office's seven criteria in the development and implementation
- OHS has extended its contract with the consultant, Corporation for Supportive Housing (CSH) which includes a the development of a 3-Year Homeless Response System Action Plan due May 31, 2018
- Outsourcing Continuum of Care City-administered services in effort increase efficiency and minimize duplication of services. RFCSP will be issued week of April 16, 2018

Snapshot of Point In Time Count Results

Source: Continuum of Care State of Homeless Address, March 21, 2018

- Overall homelessness in Dallas and Collin Counties: **4,140 individuals**
 - 9% increase from 2017
- **Unsheltered** homelessness: **1,341 individuals**
 - 23% increase from 2017
 - 1,098 in city of Dallas
- **Homeless veterans** dropped from 356 individuals (9.5%) of the homeless population to **331 individuals (8%)** of the homeless population
- **Chronically homeless** individuals (those homeless for a year or more, with a documented disability) **decreased by 21%** than in 2017
- The rise in the overall numbers and specifically the unsheltered numbers is in line with national trends across urban centers in the United States. It is attributable to the lack of affordable housing

Dallas Area Partnership to End and Prevent Homelessness Local Government Corporation (LGC)

- Joint partnership with City and County
- Co-Chaired by Councilmember Mark Clayton and Commissioner Theresa Daniel
- The LGC has narrowed its focus down to the three recommendations below from the Dallas Commission on Homelessness Report, published November 2016
 - Recommendation #4: *Facility Development and Shelter Capacity*
 - Recommendation #5: *Increase Supportive Housing to Correspond to the Demand*
 - Recommendation #6: *Create System Navigator Program within Criminal Justice and Treatment*
- Recommendations will be considered for future action at the May 17, 2018 Partnership meeting.
- Corporation for Supportive Housing (CSH) will develop a 3-year Homeless System Response Action Plan to be considered for adoption by the LGC in June 2018

Citizen Homelessness Commission

- Chair, Kenn Webb; Vice Chair- Cara Mendelsohn
- 15-member commission with required representation from persons who have formerly or are currently experiencing homelessness; faith-based representation also required
 - Current vacancies in District 4 and District 11
- Commission has met monthly since August 2017
- CHC has developed the following subcommittees to lead their work:
 - Short-term Solutions
 - Supportive Housing Site Selection Criteria
 - Community Engagement
 - Supportive Housing and Services
 - Legal Review
 - Coordination and Strategic Planning
 - Supportive Housing Site Selection Subcommittee presented a recommendation to Human and Social Needs which was approved and became effective March 1, 2018

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Citizen Homelessness Commission

Work Underway

- Short-Term Solutions committee has prioritized the following two recommendations to staff:
 1. Add capacity in emergency sheltering by engaging private shelters who have not historically partnered with the City
 2. Consider City facilities to increase secure sleeping spaces and services for seniors and families with children
 3. Provide funding and other resource support for case management and fast tracking toward housing.
- Community Development Commission (CDC) liaisons attending CDC subcommittee to provide feedback and recommendations on the HUD 2018-2019 Action Plan and its homeless-related activities
- Chair and Vice Chair will serve on the Dallas Area Partnership's Joint Advisory Committee
- Program implementation plan for \$20M Bond

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Homeless Response System Update

Human and Social Needs
Committee

April 16, 2018

Charletra Sharp, Program
Administrator
Office of Homeless Solutions



City of Dallas



City of Dallas
Human & Social Needs Committee
April 16, 2018

Dr. David Woody
Interim President & CEO

Role in Homeless Response System

- Coordinated assessments
 - Each guest at The Bridge is required to participate annually in a coordinated assessment with our intake team.
 - Assessments are performed by a Qualified Mental Health Professional (QMHP).
 - Guests are screened using the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) to prioritize them for shelter and/or housing.
- Meal, hygiene, storage, laundry, library, phone, barbershop, computer lab and kennel services
- Day shelter
 - The Bridge serves as the primary day shelter for people experiencing homelessness, serving between 750 to 1,000 individuals daily, the majority of whom stay overnight at partner shelters.
- Night shelter
 - The Bridge has 100 transitional shelter beds and 149 emergency shelter beds that are filled to capacity nightly.
 - Guests who are unable to secure shelter at The Bridge are directed to partner shelters.

Role in Homeless Response System

- Primary/acute healthcare
 - Parkland Health & Hospital System has an on-site clinic that provides healthcare access to guests on weekdays through its Homeless Outreach Medical Services (HOMES) program.
- Emergency medical services
 - The Bridge pays for off-duty paramedics from Dallas Fire-Rescue to provide emergency medical services to guests from 7 a.m. – 3 p.m. daily.
- Behavioral healthcare
 - Metrocare Services has an on-site clinic that provides diagnosis and treatment to guests experiencing mental illness and/or chemical dependency on weekdays.
- Veterans' services
 - The Veterans Administration has an office on-site that provides services to veterans experiencing homelessness on weekdays.
- Criminal justice services

Role in Homeless Response System

- Recovery and intensive care management services
 - Two teams of care managers, made up of experienced social workers, work closely with guests to help them recover from homelessness.
 - Care managers compile Documentation of Priority Status (DOPS) and submit guests to the Housing Priority List used by Metro Dallas Homeless Alliance (MDHA) to prioritize housing placements (156 submissions so far this fiscal year).
- Peer support services
 - The Bridge has a team of peer support specialists who create relationships with guests to help guide them through the recovery process. These employees have recovered themselves from homelessness, substance abuse and/or mental illness.
- Income placements and benefits assistance
- Employment services
- Housing placements and follow-up services

Collaborative Network

- Austin Street Center
- City of Dallas
- CitySquare
- Dallas County
- Dallas Housing Authority
- Dallas LIFE
- Dallas Police Department
- Dallas Fire-Rescue
- Downtown Dallas, Inc.
- First Presbyterian Church/The Stewpot
- Legal Aid of NorthWest Texas
- Metrocare Services
- Metro Dallas Homeless Alliance & member organizations
- North Texas Behavioral Health Authority
- OurCalling
- Parkland Health & Hospital System
- State of Texas
- Social Security Administration
- The Salvation Army
- Union Gospel Mission
- Veterans Affairs
- Workforce Solutions Greater Dallas

Audit Response

- The Bridge negotiated a new Management Services Contract with the Office of Homeless Solutions and City Attorney's Office that addressed the audit's recommendations and was executed on January 25, 2018.
- The Bridge submitted its FY18 operating budget, staffing plan and fundraising plan to the City, and there were no significant adjustments.
- The Bridge submitted its proposed FY19 operating budget, staffing plan and fundraising plan to the City by the Feb. 1 deadline.
- The Bridge provides the City monthly with its income statement, which includes year-to-date operational results, and bank statements.
- The Bridge provides the City monthly with all required financial and operational reports.

Audit Response

- The Bridge provides the City monthly with a copy of the Moody's credit rating for the financial institution where its funds are held and is evaluating alternatives that would provide greater FDIC insurance coverage for its cash balances.
- The Bridge has committed to increasing its private fundraising efforts, setting a goal of \$2.6 million for FY18, which would represent the largest private funds raised in the organization's history.
 - A 10th Anniversary fundraiser will be held in September with a goal of raising \$1 million. A member of The Bridge's board has agreed to underwrite all expenses.
- The Bridge is developing a contingency plan in the event of a loss of one or more significant funding sources vital to its mission for submission to the City by May 23.
- The Bridge worked closely with the Office of Homeless Solutions to identify measurable performance expectations and requirements that hold The Bridge accountable for the delivery of effective and quality services.

Contract Performance Goals

	2017-2018 Goal	2017-18 Actual Oct – Feb	Progress Oct – Feb
Overall - No. of Unduplicated Guests Served	8,600	4,252	49.4%
Housing Attainment Services – No. of Unduplicated Guests	1,450	1,560	107.6%
Day Services – No. of Unduplicated Guests Receiving Day Services	8,650	4,252	49.2%
Day Services – No. of Unduplicated Guests Receiving Care Coordination	6,650	3,163	47.6%
Night Shelter – No. of Unduplicated Guests Receiving Night Shelter	2,100	1,209	57.6%
Night Shelter – No. of Nights of Shelter Provided (249 beds)	90,885	36,984	40.7%
<i>Shelter Utilization Rates:</i>			
<i>Oct – 96.83%, Nov - 97.97%, Dec – 99.05%, Jan – 99.13%, Feb 98.88%</i>			
Reduction in Average Length of Stay (for those existing shelter (from 224 days in Oct to 138 days in Feb)	(3.0%)	(79.1%)	N/A
Housing Placements (to permanent housing)	365	146	40.0%
Returns to Homelessness (from 3 to 0)	(20.0%)	(97.0%)	N/A

Homeless Management Information System (HMIS)

- Since its opening, The Bridge has used ClientTrack as its main software system to track data. ClientTrack is a sophisticated platform used across the country by numerous homeless service providers, and it has been adopted in large cities like Houston and Philadelphia as their HMIS.
- The Bridge has also historically entered data into the HMIS system selected by MDHA, which previously was CaseWorthy. Only a small fraction of The Bridge's overall data was entered into CaseWorthy because it did not have the capabilities of ClientTrack.
- The Bridge has consistently received perfect scores from MDHA on its Data Quality Reports, including perfect scores for all three programs in the most recent scorecard covering the period of 4-1-16 to 3-31-17.
- When it was announced in 2015 that MDHA would be working with Pieces Technology, Inc. (PTI) to develop a new HMIS called Pieces Iris, The Bridge began meeting with MDHA and PTI to ensure the software system had the same capabilities as ClientTrack so all services could be entered into HMIS and the need for two systems would be eliminated.

Homeless Management Information System (HMIS)

- The Bridge was provided access to Pieces Iris on June 5, 2017. Since that time, countless data integrity, reporting and customization issues have been communicated to MDHA and PTI, the majority of which remain unresolved.
- The Bridge employs several temporary employees to enter data into Pieces Iris so that its social workers are not wasting time double-entering data.
- Until the data integrity, reporting and customization issues are resolved with Pieces Iris, The Bridge will continue to use ClientTrack as its primary data system and will incur costs associated with paying temporary employees to enter data into Pieces Iris.

Community Impact

- Collaborating to help reduce crime
 - Serious crime (Part I offenses) downtown has dropped 55 percent since The Bridge opened, according to Dallas Police Department data.
 - Homeless jail stays have been significantly reduced, resulting in millions of dollars of cost benefits, according to Dallas County Criminal Justice data.
- Collaborating to help reduce healthcare costs and use of Dallas Fire-Rescue resources
 - On-site partnerships with Parkland Health & Hospital System and Metrocare Services have reduced emergency room visits.
 - On-site partnership with Dallas Fire-Rescue has reduced 911 calls and use of ambulances.
 - In FY15 prior to the launch of our EMS program, The Bridge made 276 calls to 911 for medical issues for 189 guests. In FY17, The Bridge made 58 calls for 54 guests.
- Collaborating to help improve quality of life
 - Partnerships with Dallas Police Department, DDI's Safety Patrol and Clean Team, Millet the Printer, Hines Nut Company and CityLab High School have reduced quality of life violations such as criminal trespass, public intoxication, etc. and made the area near The Bridge's campus much cleaner.

Community Impact

- Collaborating to better inform residents and stakeholders and respond to community concerns
 - Bridge staff regularly participate in community meetings and events.
 - The Bridge created a small brochure for neighborhood residents to give to panhandlers instead of money that gives directions to The Bridge and lists the services available and debunks misconceptions.
 - Bridge staff network with street feeder groups to encourage them to serve meals inside The Bridge to reduce neighborhood litter.
- Guests Giving Back program
 - Guests who receive night shelter at The Bridge are required to participate in community service activities, including cleaning the streets, sidewalks and properties in the Good Neighbor boundary.
- Good Neighbor agreements
 - The Bridge has expressed its desire to enter into memorandums of understanding with the Downtown Dallas Neighborhood Association, Farmers Market Stakeholders Association and The Cedars Neighborhood Association. Negotiations are ongoing.

Key Outcomes

	2015 - 2016	2016 - 2017	2017 - 2018	2017 - 2018
	Oct - Feb	Oct - Feb	Oct - Feb	Oct - Feb
	Actual	Actual	Actual	Goal
Emergency Services for People Experiencing (or At-Risk of) Homelessness				
Individuals Provided Outreach Services	-	241	163	104
Individuals Provided Day Shelter	4,985	4,964	4,252	N/A
Individuals Provided Food Services	4,081	3,947	3,731	N/A
Individuals Provided Care Coordination	3,273	3,194	3,163	2,863
Individuals Provided Medical Services (Parkland HOMES)	1,578	1,616	1,301	917
Individuals Provided Medical Services (On-Site EMS)	-	173	183	221
Individuals Engaging in Guests Giving Back	990	1,401	1,266	990
Off-Site Night Shelter Coordination (UGM)	-	-	1,224	958
Off-Site Night Shelter Coordination (Other Shelters)	-	-	1,075	1,083

Key Outcomes

	2015 - 2016	2016 - 2017	2017 - 2018	2017 - 2018
	Oct - Feb	Oct - Feb	Oct - Feb	Oct - Feb
	Actual	Actual	Actual	Goal
Transitional Services for People Experiencing (or At-Risk of) Long-Term Homelessness				
Individuals Provided Night Shelter	949	1,009	1,209	N/A
Individuals Provided Behavioral Health Care	898	838	772	708
Individuals Provided Barber Services	684	852	893	604
Individuals Attaining Housing	168	135	146	179
Individuals Provided 12 Step Services	137	135	210	144
Individuals Provided Peer Services	-	683	1,068	333
Individuals Attaining Wages	103	110	116	127
Individuals Attaining Benefits	69	128	146	146
Individuals Provided Housing Follow-Up Services	102	77	118	67

Potential New Programs

- The Bridge has applied for a grant from The Meadows Foundation that would enable it to hire a Medicaid billing specialist and someone to provide clinical counseling and therapy.
- The Bridge has been recommended for an Emergency Solutions Grant award on the April 25 City Council agenda that would enable it to invest in rapid re-housing to move guests into permanent housing.
- The Bridge is seeking a funding source to implement respite care.
- The Bridge continues to evaluate potential options and partnerships to develop housing opportunities.

Questions/Comments



Memorandum



CITY OF DALLAS

DATE April 12, 2018

Honorable Members of the Human and Social Needs Committee:
TO Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Mayor Pro Tem Dwaine R. Caraway, Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **MayFair 2018**

Summary

On April 16, 2018, the Human and Social Needs Committee will hear a briefing titled “MayFair 2018”. The attached briefing provides information about the history of MayFair, the need to address social isolation among seniors, an update on plans for the upcoming MayFair celebration, and information about Older Americans Month events taking place throughout the region. MayFair 2018 will take place from 10:00am to 3:00pm on May 25, 2018 at the Hyatt Regency Hotel.

Background

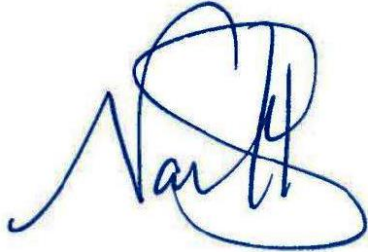
MayFair is an annual event celebrating the contributions of senior citizens in our community, currently in its 27th year. Historically, the event has featured a luncheon, dance, entertainment and a vendor expo. The theme of this year’s event is “Engage at Every Age” and the event will integrate learning opportunities about mental health and the importance of socialization among older adults. Social isolation can contribute to depression, decreased longevity, adult failure to thrive and decreased quality of life. MayFair provides an opportunity for older adults to connect with one another, and with programs and services in the community through a vendor expo. Approximately 1,000 senior adults are expected to attend this year’s event and tickets are nearly sold out.

Older Americans Month

May is Older American’s Month. Each year, multiple events take place to raise awareness of senior issues and provide opportunities for older adults to connect with programs and services. Senior Affairs staff is a collaborative partner with several events during May, in addition to planning and hosting MayFair, the culminative event for the month. Moving forward, staff hopes to strengthen the alignment between these events and to engage more organization-level partnerships in support of MayFair activities and to reimagine MayFair as a citywide learning and engagement opportunity, while finding ways to reach disconnected older adults.

DATE April 12, 2018
SUBJECT **MayFair 2018**

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



Nadia Chandler Hardy
Chief of Community Services

c: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
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M. Elizabeth Reich, Chief Financial Officer
Theresa O'Donnell, Chief of Resilience
Raquel Favela, Chief of Economic Development & Neighborhood Services
Directors and Assistant Directors

MayFair 2018

Human and Social Needs
Committee

April 16, 2018

Cobbie Ransom, III
Manager III, Senior Affairs
Office of Community Care



City of Dallas

Presentation Overview

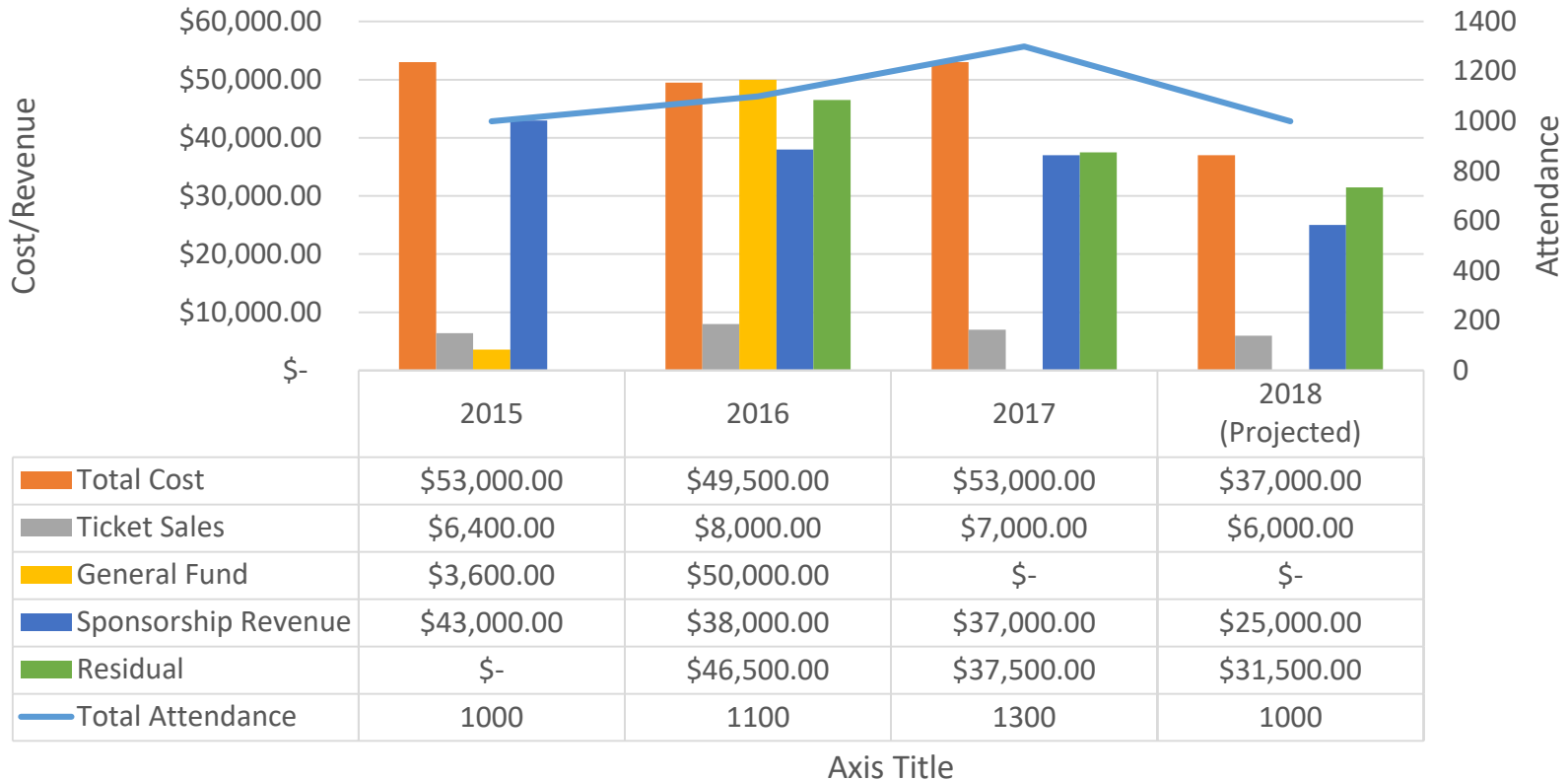
- History
- Social Isolation
- MayFair 2018
- Planning Update
- Looking Ahead
- Older Americans Month



History of MayFair

- Senior Expo, Luncheon and Dance
- Socialization event for Active Seniors since 1992
- Recognition of contributions of older adults in the City of Dallas
- Vendor expo showcasing community resources and programming
- Supported by the Senior Affairs Commission Socialization Committee

Participation, Revenue and Expenses



■ Total Cost
 ■ Ticket Sales
 ■ General Fund
 ■ Sponsorship Revenue
 ■ Residual
 — Total Attendance

Addressing Social Isolation



- Social Isolation:
- Can lead to adult failure to thrive
- Contributes to depression
- Can decrease longevity
- Decreases quality of life

MayFair 2018 Celebration: “Engage at Every Age”

- Planning committee chaired by Senior Affairs Commissioner Mary Ann Sparks
- Education Sessions
 - Preserving Mental Health
 - Benefits of Socialization
- 25 vendors showcasing community programs/services
- Luncheon for 1,000 seniors with dancing
- Entertainment from local senior performing groups
- Recognition of Senior Community Leaders

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Community Recognition

- Honorees selected by MayFair Committee
- Nominations open to public, close April 26, 2018
- Submit nominations at:
<https://www.surveymonkey.com/r/MayFair2018>

2017 Honorees



The Event Details

Date: Friday, May 25, 2018
10:00am – 3:00pm

Place: Hyatt Regency Hotel-Dallas
300 Reunion Blvd., Dallas, TX 75207

Cost: \$10 per person

Next Year's Planning

- Explore new locations
- Integrate additional education opportunities and evaluation
- Strengthen alignment with other Older Americans Month events
- Reimagine MayFair as a citywide learning and engagement opportunity
- Find ways to reach disconnected seniors

Older Americans Month

Event	Date	Lead, OCC Role	Offering
USA Film Festival – “Little Women” Screening	April 28, 2018	USA Film Festival	Free tickets for senior services provider partners
Fort Worth Synergy Senior Expo	May 4, 2018		Free entry
DART Older American’s Month Celebration	May 11, 2018	DART	Transportation information
Annual Mother’s Day Luncheon	May 12, 2018	Parks and Recreation	Discounts for seniors to attend MayFair
Senior Safety Seminar	May 17, 2018	DPD Community Affairs	Safety information
MayFair “Engage at Every Age”	May 25, 2018	Office of Community Care	Learning opportunities and celebratory luncheon



MayFair 2018

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City of Dallas

Upcoming Agenda Item(s)

April 25, 2018

- A. *Draft Agenda Item #26:* Authorize a contract with Metro Dallas Homeless Alliance (MDHA) to provide homeless continuum of care operations and planning services to coordinate regional efforts to end and prevent homelessness for the period May 1, 2018 through September 30, 2018 - Not to exceed \$62,500 - Financing: Current Funds (city-wide)
- B. *Draft Agenda Item #27:* Authorize a twelve-month contract, with one twelve-month renewal option contingent upon performance and subject to appropriation, with Bridge Steps, to provide emergency shelter services, consisting of shelter operations and essential services, to homeless individuals, and HMIS data collection, for the period October 1, 2017 through September 30, 2018 - Not to exceed \$111,665 - Financing: 2016-17 Emergency Solutions Grant Funds (\$25,000) and 2017-18 Emergency Solutions Grant Funds (\$86,665) (city-wide)
- C. *Draft Agenda Item #28:* Authorize a twelve-month contract, with one twelve-month renewal option contingent upon performance and subject to appropriation with Bridge Steps, to provide rapid re-housing services, consisting of rental assistance, financial assistance, and housing relocation and stabilization services, to homeless individuals, and HMIS data collection, for the period October 1, 2017 through September 30, 2018 - Not to exceed \$277,245 - Financing: 2016-17 Emergency Solutions Grant Funds (\$29,000) and 2017-18 Emergency Solutions Grant Funds (\$248,245) (city-wide)
- D. *Draft Agenda Item #29:* Authorize a twelve-month contract, with one twelve-month renewal option contingent upon available funding, with Catholic Charities of Dallas, Inc. to provide rapid re-housing services, consisting of rental assistance, financial assistance, and housing relocation and stabilization services, to homeless individuals and families for the period October 1, 2017 through September 30, 2018 - Not to exceed \$219,265 - Financing: 2016-17 Emergency Solutions Grant Funds (\$20,000) and 2017-18 Emergency Solutions Grant Funds (\$199,265) (city-wide)
- E. *Draft Agenda Item #30:* Authorize a twelve-month contract, with one twelve-month renewal option contingent upon available funding, with Family Gateway, Inc. to provide emergency shelter services, consisting of shelter operations and essential services, to homeless families for the period October 1, 2017 through September 30, 2018 - Not to exceed \$81,750 - Financing: 2016-17 Emergency Solutions Grant Funds (\$9,600) and 2017-18 Emergency Solutions Grant Funds (\$72,150) (city-wide)
- F. *Draft Agenda Item #31:* Authorize a twelve-month contract, with one twelve-month renewal option contingent upon available funding, with Family Gateway, Inc. to provide rapid re-housing services, consisting of rental assistance, financial assistance, and housing relocation and stabilization services, to homeless families for the period October 1, 2017 through September 30, 2018 - Not to exceed \$282,770 - Financing: 2016-17 Emergency Solutions Grant Funds (\$19,000) and 2017-18 Emergency Solutions Grant Funds (\$263,770) (city-wide)

Upcoming Agenda Item(s)

- G. *Draft Agenda Item #32: Authorize a twelve-month contract, with one twelve-month renewal option contingent upon available funding, with Open Arms, Inc. dba Bryan's House, to provide homeless prevention services, consisting of rental assistance, financial assistance, and housing relocation and stabilization services, for families at risk of becoming homeless, for the period October 1, 2017 through September 30, 2018 - Not to exceed \$51,830 - Financing: 2017-18 Emergency Solutions Grant Funds (city-wide)*
- H. *Draft Agenda Item #33: Authorize a twelve-month contract, with one twelve-month renewal option contingent upon available funding, with Shared Housing Center, Inc. to provide rapid re-housing services, consisting of rental assistance, financial assistance, and housing relocation and stabilization services, to homeless individuals and families for the period October 1, 2017 through September 30, 2018 - Not to exceed \$294,455 - Financing: 2016-17 Emergency Solutions Grant Funds (\$34,000) and 2017-18 Emergency Solutions Grant Funds (\$260,455) (city-wide)*
- I. *Draft Agenda Item #34: Authorize a twelve-month contract, with one twelve-month renewal option contingent upon performance and available funding, with Shelter Ministries of Dallas dba Austin Street Center, to provide emergency shelter services, consisting of shelter operations and essential services, to homeless individuals, with HMIS data collection for the period October 1, 2017 through September 30, 2018 - Not to exceed \$136,485 - Financing: 2016-17 Emergency Solutions Grant Funds (\$25,000) and 2017-18 Emergency Solutions Grant Funds (\$111,485) (city-wide)*
- J. *Draft Agenda Item #35: Authorize a twelve-month contract, with one twelve-month renewal option contingent upon performance and available funding, with The Family Place, to provide emergency shelter services, consisting of shelter operations and essential services, to homeless families, with HMIS data collection, for the period October 1, 2017 through September 30, 2018 - Not to exceed \$65,500 - Financing: 2017-18 Emergency Solutions Grant Funds (\$65,500) (city-wide)*

Human & Social Needs Committee - FY2018 Agenda Forecast

Date	Briefing(s)	Presenter
May 7, 2018	Equity in Service Delivery	
	Poverty Taskforce	
May 21, 2018	Community Centers: Opportunity Builder	
	Teen Pregnancy Initiative	
Future Agendas: 2018	LGBTQ Taskforce Briefing	
	Education Taskforce Briefing	
	Homeless Response System: Immediate Solutions	
	Office of Homeless Solutions Strategic Plan	
	MLK 2019	
	WIC Briefing	
	Welcoming Communities & Immigrant Affairs Update	
	Census 2020	
	Youth Commission	
	Dallas Area Partnership to End and Prevent Homelessness	