



Homeless Project Status Update

Presented to Dallas City Council
By Mike Rawlings & Karen Rayzer
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Agenda

- Situation Analysis/Key Questions
- Our Goals
- DRC Update
- A Four-Part Plan
- Next Steps



Situation Analysis

- Growing homeless problem
 - 6,000+ citywide
 - 1,000+ chronic
 - 500+ on downtown streets
- All Dallas citizens want to address this problem
 - Voters support HAC
- Tens of millions of dollars already assisting the homeless
 - Public, faith based, established charities
 - Operating in a non-cohesive fashion
- Debate on location emotionally charged
 - Concerns of stunting economic development, safety, cleanliness, etc.
- Lack of clarity around a comprehensive plan



Six Key Questions

1. What are we going to do right now while the HAC is being built?
2. Where are we going to put the HAC?
3. What must we do to be good neighbors to property owners around the HAC?
4. Who is going to operate the HAC?
5. How are we going to fund the operations of the HAC?
6. What about these SROs? How do we get started?

Our Beliefs



- Be Creative → Approach this problem with new solutions
- Be in a Hurry → Have a sense of urgency to change things quickly
- Be Human → Realize we are dealing with people that have freedoms, responsibilities and needs
- Be a Good Neighbor → As we address this problem, empower your neighbors
- Be Focused → Don't try to solve all the problems overnight
- Be Accountable → Have clear measurements, make promises, keep them
- Be United → Stop distrust, put personal, political points of view aside, look for unanimity



Our Goals

- **Provide basic services** (hygiene and food) to the homeless in an organized and clean manner
- **Reduce the number** of chronic homeless in Dallas by 10% per year
- **Grow case management** of chronic homeless by 10% per year
- **Grow permanent housing** solutions by 5% per year; stretch goal to 10% per year
- **Improve our performance scorecard** by our HAC and DRC neighbors significantly every year



Day Resource Center Update

- Agreement in principle has been arrived at with current Day Resource Center Landlord to extend lease until February 2008.
- Modifications to current Center will be needed:
 - Security
 - Building Upgrades
 - Feeding Procedures
 - Sleeping Procedures
 - Risk Management

Net: Be a good neighborhood



Details of Agreement

- The term of the new lease would be for a 24-month period beginning on February 1, 2006, and ending January 31, 2008 with an option to extend for 3 months.
- The new lease will not require a increase in rental but will require the City of Dallas to pay all property taxes, utility costs and insurance costs.*
- No sleeping in the parking lot, no sleeping in the building, except when temperatures are below 32° wind chill or it's raining and the wind chill temperature is 40° or less.
- The City of Dallas will pay insurance \$13,3360/year for a \$5 million policy including the landlord as an additional insured.
- The City of Dallas will provide a minimum of two City of Dallas police officers on site and two additional police officers off-site but within a 1,000 foot radius of the site

* Cost comparisons for other locations were higher than the extension of the lease at the Day Resource Center.



Details of Agreement (continued)

- The City of Dallas will upgrade the improvements on site to included:
 - Exhaust fans in men's and women's shower areas - \$15,000
 - Men's and Women's shower stalls replaced - \$40,000
 - Men's and Women's lavatories replaced \$1,500
 - First Floor Replacement - \$70,000
 - Paint and repair sheetrock walls on the first floor area - \$25,000
 - Wooden Fence - \$2,500- \$3,500



Being A Good Neighbor at the Day Resource Center

- Various City of Dallas Department representatives meet monthly with the Stakeholders housed near the Day Resource Center.
 - Meetings are hosted by the Weisfeld Center
- The focus is the day-to-day activities related to the Day Resource Center



Being A Good Neighbor at the Day Resource Center

- Main areas of concern (February 2005)
 - Trash from the Food Providers
 - Noise from the Food Providers
 - Lack of adequate public toilets
 - Contact person and number needed to be identified to assist the Stakeholders immediately
 - Wanted the City of Dallas to take an interest in their concerns
- Results (November 2005)
 - Sanitation Services now has two daily pickups
 - Day Resource Center (DRC) Staff picks up trash daily within a two block radius of the Center
 - Food Providers are not allowed to use sound equipment at the DRC
 - Among other departments, the DPD, EBS and EHS meet regularly with the Stakeholders
 - Service Area Coordinator has begun meeting with Stakeholders



Public Safety Enhancements

Day Resource Center

- February 2005, DPD began monitoring 1000' radius around the Dallas Resource Center daily from 6:30 a.m. – 2:30 a.m.
- Homeless interventions (sleeping in public) conducted at 2 week intervals
- Monthly meeting held with stakeholders to solicit concerns and gauge their satisfaction
- Enforcement Activity (February – September 2005)
 - 659 arrests made in 1000' radius- 60 at the DRC
 - 372 city ordinance citations
 - 174 traffic citations



Public Safety Enhancements

- The Skywatch Tower is deployed in the area and is intermittently manned to perform observation of the area
- Decoy vehicle and Mobile Storefronts are utilized in the area
- Part One Crime reduced 7% during this period
- Solicitation Enforcement
 - Proactive presence throughout Dallas to address issue – citywide enforcement initiative
 - Officers to target locations with known frequent violations
 - All officers to take enforcement action on solicitors when observed-arrest in lieu of citations
 - 2 officers on day shift/2 officers on evening shift at each of 6 patrol stations to staff paddy wagon for transport of violators
 - 1 officer in marked squad car for full time enforcement action at each patrol station



Public Safety Enhancements

- Solicitation Enforcement (Continued)
 - City Municipal Administrative Judge Jay Robinson has committed to magistrate all arrest for solicitation at the City Detention Center (CDC) during regular business hours
 - CDC will pick up all prisoner transfers from the CDC to Lew Sterrett Jail
 - Judges will also consider giving solicitation offenders the option of community service and/or City of Dallas work release in lieu of jail time
 - Offenders will be transported to and from the community service worksites by City of Dallas personnel who are also responsible for the supervision of these individuals while they work
 - Staff from Environmental and Health Services will also meet with individual offenders in an effort to introduce them to social services which might lead to a reduction in recidivism



Day Resource Center

- Current/Enhanced Operations
 - Intake, Assessment and Referral
 - Emphasis on customer satisfaction
 - Basic Necessities: hygiene kits, community voicemail, clothing, etc.
 - Dallas MetroCare (Behavioral Healthcare)
 - Legal Aid of North West Texas
 - Veterans Administration (Employment/Education)
 - Parkland HOMES Program (Physical Health)
 - Other agencies that offer services on a rotating or scheduled basis: Dallas Housing Authority, Social Security Administration, and AIDS Services of Dallas



Day Resource Center

■ Current Operations

- 1) Birth Certificate Vouchers
(532 provided last year)
- 2) Texas Identification Cards
(843 provided last year)
- 3) Replacement Drivers License
(41 provided last year)
- 4) Shower Utilizations
(4,192 shower taken last year)
- 5) Laundry Utilizations
(3,921 loads last year)
- 6) 24 Hour Security - Four
(4) Officers on duty
each shift



Day Resource Center

- Current/Enhanced Operations as of August 2005
 - Intensive recruitment of employment partners
 - Provide a voice for the clients in the Day Resource Center through monthly public forums
 - In the process of establishing a DRC Partnership Board
 - Maintain a volunteer unit comprised of members of the community and clients
 - Community Projects: The Cedars Association Clean Up Project, Downtown clean up



Day Resource Center

- New Partnerships
 - Educational Opportunity Center
 - Assist clients in finding resources for college, GED
 - AIDS Interfaith Network
 - HIV Education
 - American Diabetes Association
 - Project HOPE
 - Alcoholics Anonymous and Narcotics Anonymous Meetings



Day Resource Center

- New Partnerships
 - Mosaic Family Services
 - HIV Testing and Education
 - Dispute Mediation Services
 - Anger management, problem solving techniques
 - Promise House
 - Youth and Family problem solving techniques



Day Resource Center

- New Partnerships
 - The Cedars Neighborhood Association
 - Business community and homeless people conduct bi-annual clean ups in the neighborhood
 - Dallas Life Foundation (DLF)
 - Partnership allows people who have been banned from various shelters a second chance
 - DLF offers four programs designed to entice clients into treatment, employment and/or housing
 - DLF's basic services consist of beds, laundry and showers



Day Resource Center

Results of Program Changes

- 824 Persons housed in temporary and permanent housing
- 1154 Persons entered into treatment (substance abuse and/or mental health)

Zoning Issues



- Interim DRC site, including current, and permanent HAC site will require zoning
- DRC site zoning expires on 1/31/06
- Zoning process
 - Initiation – Owner's permission or authorized hearing
 - Community meeting
 - CPC
 - CC
- Typical time line 3 months – will have to be expedited



Meal Distribution

The new City of Dallas Food Ordinance went into effect October 1, 2005. Educational/Public forums have been conducted to educate those serving the homeless on the ordinance changes

Enforcement of the ordinance changes pertaining to homeless food providers goes into effect January 1, 2006

New Requirements:

1. Register with Food, Protection and Education Division
2. Attend the City of Dallas Safe Food Training
3. Serve food at locations designated by the director of Environmental and Health Services



Meal Distribution (continued)

- Food Ordinance impact on Homeless Feeders
 - Effective January 1, 2006 feeding of homeless individuals will occur at locations designed by EHS Department Director with input from feeder community in public forums
 - Enforcement to begin February 1, 2006 after 30 day education period



Debris Concerns

- Trash collection and abatement beyond Day Resource Center immediate 2 block area
 - Currently Downtown Improvement District provides one person to work in the area near the Day Resource Center to assist in efforts to keep sidewalks free of trash
 - Wooden fence installation between the Day resource and the Weisfeld \$2,500 to \$3,500

Four-Part Plan for Success

1.

**Build HAC and
Operate
Effectively**

2.

**Create New
Authority for
Governance and
Funding of HAC**

3.

**Create Network
of SROs**

4.

**Take Intervention
to the Streets**

#1 Build HAC and Operate Effectively

- Finalize negotiations to buy land for the TXU site
- Hire Camargo Copeland and Overland Partners for architectural and engineering services immediately to begin plans (on Dec 14 agenda)
- Build by January 30, 2008
- Update on design in March 2006
- Focus is on basic services and case management
 - Restrooms
 - Showers
 - Storage
 - Outdoor pavilion
 - Some emergency, transitional beds
 - Triage
 - Counseling
 - Meal Service
 - Medical treatment



#1 Build HAC and Operate Effectively (cont'd)

- Hire Executive Director to build “Dream Team” for HAC operation
 - Executive Director to work temporarily for United Way
 - Raise money privately for salary
 - Work closely with team for HAC design
 - Pull together the best and brightest of service providers
- Finalize good neighbor policy and create a city scorecard that gives us formal and quantitative feedback from property owners



Good Neighbor Policy

I am a Good Neighbor if I:

Respect Privacy:

- Stay off my neighbors' property and allow our neighbors to come and go easily without being bothered

Ensure Safety:

- Create a safe environment so my neighbors and their neighbors' property aren't harmed

Protect the Neighborhood:

- Make it pleasant for my neighbors by making sure that my property is well maintained, clean, with no offensive noise or smells

Recognize Problems:

- Solve problems quickly and take accountability for my actions

Accept Fiscal Responsibility:

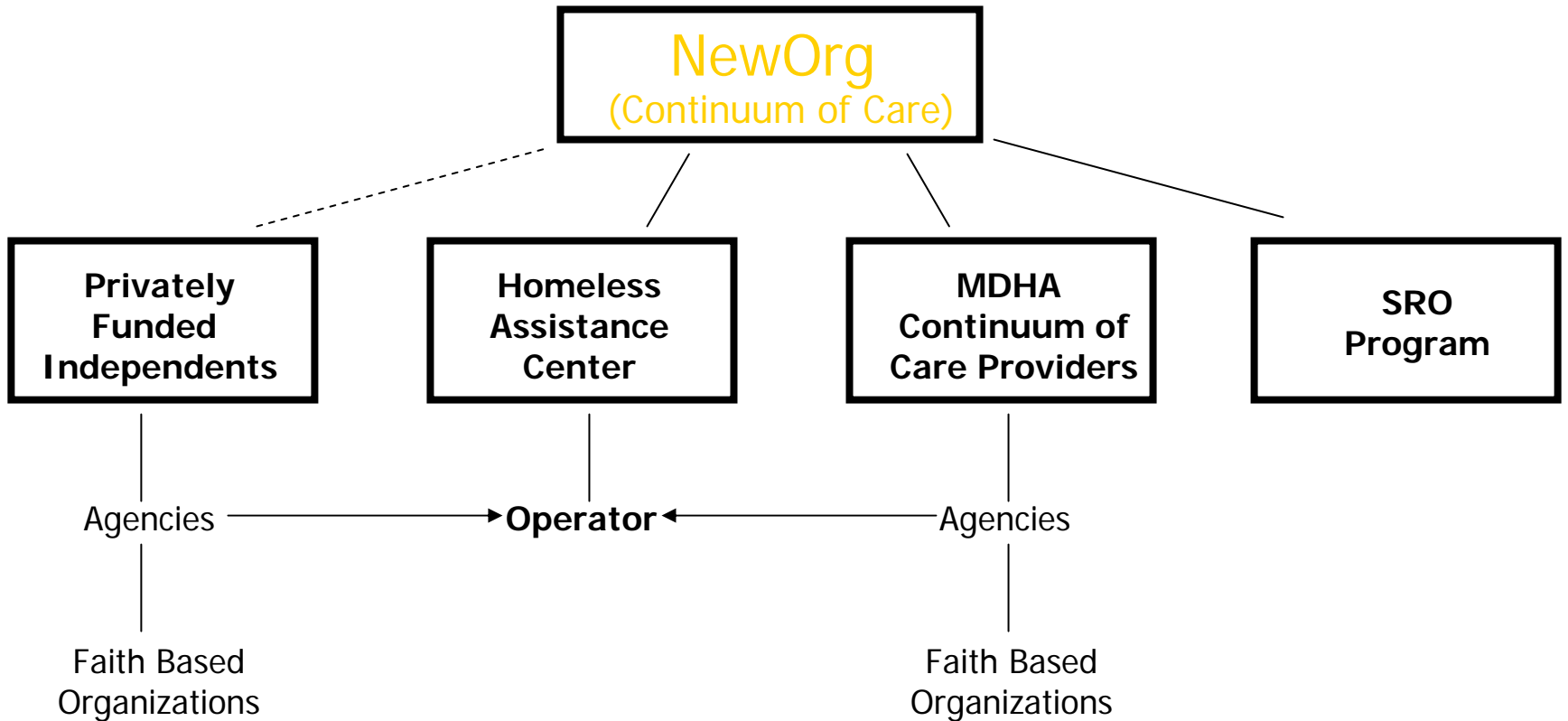
- Pay for my mistakes if I hurt my neighbors



#2 Create New Authority for Governance and Funding for HAC Operations

- Create a privately run new organization; well funded, speaking for and to all service providers to address all homeless issues in an organized, coherent , safe and clean manner
- “NewOrg” must have:
 - A more powerful, strategic board
 - A bold financial plan
 - Use Continuum of Care (C.O.C.) model
 - Expanded areas of emphasis
- Board made up of key financial givers, businesses, C.O.C. service providers, non-HUD supported service providers, City Council representatives
- Present a plan to City of Dallas to empower “NewOrg” to be Dallas’ Homeless Authority, hiring HAC operator and developing housing for chronic homeless
- Use foundation of MDHA (Metro Dallas Homeless Alliance) to help build “NewOrg”
- New Executive Director would migrate to “NewOrg”

#2 Governance and Funding of Operations (cont'd)



#2 Governance and Funding of Operations (cont'd)

Example of Ramp-Up of Operational Budget (\$M)

	Year I	Year II	Year III	Year IV
Total Budget	3.6	3.8	4.0	4.1
City Portion	2.5	2.1	1.7	1.5
Non-City Funding	1.1	1.7	2.3	2.6



#3 Create Network of SROs for Permanent Housing

- Dial up sense of urgency for new SROs
- Immediately earmark \$2.5M of bond election to use as seed money not to be touched
- Enhance partnership with Fannie Mae to develop detailed plan to build 500 new SROs
- Designate “leader” of SRO project - Larry James, Central Dallas Ministries
- Begin testing “housing first” strategy for chronically homeless as soon as possible



#4 Take Intervention to the Streets

- Build a plan ready for HAC opening that provides a team of individuals to work the streets
 - Helping homeless get services
 - Use “Miami Greenshirts” model getting chronic off the streets and into HAC
- Begin testing and training in January 2007
- Work with Dallas Police to develop protocol
- Cannot under fund



Four Part Plan Overview

1. Build HAC and Operate

- TXU site
- Hire architect
- January 2008 opening
- Basic services/case management
- Hire Executive Director for "Dream Team"
- Good Neighbor Policy

2. Governance and Funding

- "NewOrg": private and independent
- City to empower new authority
- Well funded Board
- Speaks for all service providers

3. SROs

- Move quickly
- Earmark \$2.5M
- Fannie Mae
- New leader
- Test housing first model

4. To The Streets

- Ready for HAC opening
- "Miami Greenshirts" model
- Test early
- Dallas Police are key

Next Steps



- Approve purchase of TXU land - City Council
- Approve architect - City Council
- Hire Executive Director and fund salary - Rawlings
- Design center - City Staff and key Task Force members
- Future "NewOrg" plans - Rawlings
- Present updates to Quality of Life committee - Rawlings
- Be united - City Council

