Homeless Collaborative Updates
Ashley Brundage, CoC Board Chair
The Homeless Collaborative Vision

Standardize Intake Processes

Match Need to Housing Path

LOW
Self-resolution: Employment & short-term shelter

MODERATE
Rental subsidies & services: Short- to medium-term

HIGH
Rental subsidies & services: Long-term
The Homeless Collaborative Goals
2020-2021 Progress

2021
End homelessness among veterans

- Housed 735 since launch of initiative (May 2019)
- Prioritized all remaining homeless veterans for immediate rehousing
- Coordinated Outreach efforts underway to find all unsheltered veterans and rehouse
- On track to effectively end veteran homelessness by end of the year

2023
Significantly reduce chronic unsheltered homelessness

- Hotel Acquisitions to expand rehousing activities (225+ Units)
- Expanded Rapid Rehousing and Diversion Programs using City and State CARES Act $ (550 individuals rehoused by end of 2021)

2025
Reductions in family & youth homelessness

- Hotel Acquisition for enhanced Family Sheltering and Rehousing Activities (50 Units)
- Expanded Family Rapid Rehousing and Diversion Programs using City and State CARES Act $ (180 Households rehoused by end of 2021)
Rapid Rehousing Surge Update

CARES Act – Emergency Shelter Grant (ESG)

Launch
April 2021

Target
September 2022

29%

161 Households Housed
304 Individuals Housed
Prevention and Diversion Resources

Dallas Rental Assistance Collaborative (DRAC)

https://unitedwaydallas.org/rental-assistance/

Costs Emergency Rental Assistance (ERA) can cover for evicted/homeless households:

- Relocation costs:
  - Security deposits
  - Application fees
  - Screening fees
  - Hotel stay if no other viable option available while finding new home
- New home:
  - Rent
  - Utilities/home energy costs
  - Master lease agreement
Racial Equity Workgroup- Key Objectives

Building an equitable Coordinated Access System
- This ensures that clients are prioritized/referred equitably on this housing priority list, placed into housing at equitable levels, and their return to homelessness does not vary by race.

Capacity building
- Training up the staff (all levels) on racial equity, its importance, and how it can be done.

Community awareness
- Engaging the community in understanding homelessness, the inequities of racial equity in homelessness, and the community’s role in creating the community we want to see.
CoC NOFO Time!

- Community Application DUE: November 16

- Please check the MDHA website for up-to-date information
  https://www.mdhadallas.org/2021-nofa-coc-program-grant-competition/
MDHA Updates
Peter Brodsky, MDHA Board Chair
Major Board and Management Initiatives

- Leadership Change
  - CEO departed in February
  - CEO search complete
- Create Strategic Plan
- Re-branding initiative
- Reorganization
  - Aligned HMIS and Programs to facilitate better communication
  - Created new CPO and COO positions
  - Brought Finance and Accounting in house
- HMIS
  - Identified weakness in rollout and created plan to fix them
- Listening tour – begin to re-build trust
- Work with CoC agencies and Work Groups to align practices in preparation for RRH program (Clutch)
**Vision**

1. Rare, brief, and nonrecurring homelessness in Dallas and Collin Counties

**Mission**

2. MDHA leads in the development and implementation of an effective homeless response system to make homelessness rare, brief, and non-recurring in Dallas and Collin counties

**Strategic Pillars**

3. Create alignment and coordination across continuum of care (CoC)

4. Champion communication efforts around homelessness

5. Increase revenue streams for long-term sustainability for system funding

6. Serve as single-source of truth for data and create insights

7. Enhance performance management across the ecosystem

8. Consolidate and centralize system-wide services

**Enablers**

9. Act as a facilitative leader providing system-wide expertise to CoC

10. Serve as the lead agency to deliver the strategy for CoC

11. Develop actionable and scalable solutions that address root causes

12. Manage ecosystem-wide data collection
Joli Angel Robinson is currently the VP of Government Affairs & Public Policy at Dallas Area Habitat for Humanity. Prior to her current role, she managed The Office of Community Affairs and the Youth Outreach Unit at the Dallas Police Department. Alongside with her team, she was an integral part of furthering the mission of the Dallas Police Department by seeking to establish a proactive, continuous, and positive relationship with the Dallas community.

Joli graduated from Dallas Baptist University with a Bachelors of Art and Science in Sociology and Communication and a graduate degree in Communications specializing in Organizational Communication Management. She is continuing her road to higher education by pursuing an EdD in Organizational Change & Leadership at the University of Southern California.

Currently, Joli also serves in volunteer capacities as a Co-Chair for the local Truth, Racial Healing, & Transformation organization in Dallas and as a Court-Appointed Special Advocate with Dallas CASA.
For over 14 years Sarah has worked with the government, nonprofit, and private sectors to improve homeless policy and service delivery in the US and internationally. Ms Kahn has led several government-funded program evaluations and peer-learning initiatives and has extensive experience in training and co-developing policy solutions with local leaders. While working in Washington DC with the National Alliance to End Homelessness, Ms. Kahn directed federal policy initiatives to secure additional funding and policy changes aimed at preventing and ending homelessness.

Ms. Kahn began her career co-facilitating a local Continuum of Care while earning her Master’s Degree in Social Work from the University of Kansas. Prior to moving to Kansas, she provided direct services to families at risk of homelessness while earning a Bachelor’s Degree in Social Work from Northern Arizona University.
New Staff Contacts

Alex Abraham
• CAS
• Outreach (Emergency Shelter, Navigation)
• Veterans

Trudy Hernandez
• Housing (RRH, PSH)
• Landlord Engagement

Megan Starnes
• Training

Rae Clay
• Contracts

Alex Espinosa
• Reporting

Freda Nelms
• HMIS

Hannah Sims
• Flex Fund
• Move In Kits

Alex Hartfield
• DV
Dallas REAL Time Rapid Rehousing
MDHA / Clutch Consulting
Dallas R.E.A.L. Time Rapid Rehousing

• Collaborative model involving multiple governmental entities and COC service providers
• Funding from American Rescue Plan Act (ARPA) and philanthropy
• Rehousing and wraparound services

RESULT:

R.E.A.L. access to housing for persons experiencing homelessness
Dallas Real Time Rapid Rehousing

- City of Dallas: $25 mm
- Dallas County: $23 mm + 124 EHV ($2mm)
- DHA: 490 EHV ($8mm)
- Other Cities: 144 EHV ($2.4mm)
- Private: $10 mm

~$72 million
$60 million in cash and 758 vouchers worth ~$12 million

2,762+ individuals or families housed over 2 years
758 vouchers for domestic violence survivors, families and individuals with chronic health or other issues
2,000+ individuals deemed likely to be able to stabilize and sustain housing after 12 months
# How Will the Funds Be Used?

**Rental Subsidy**
- **$42 Million**
  - Phase 1: EHV Vouchers - $10 million
  - Phase 2: Rapid Re-Housing financial assistance - $32 million

**Services**
- **$18 Million**
  - Case Management
  - Navigation
  - Landlord Engagement

**Other**
- **$10 Million**
  - Landlord Incentives
  - Move In Kits
  - Admin capacity
Timeline

Phase 1: Rehouse 360 Families and Survivors of Domestic Violence

Phase 2: Rehouse 2,000 Unsheltered Individuals and 300 Sheltered Individuals

- July 2021
- Oct 2021
- Dec 2021
- Sept 2023
"Co-design" refers to a participatory approach to designing solutions, in which community members are treated as equal collaborators in the design process.
Community Work Sessions

About a year ago

Standardize & Scale
July Session

Enhancing Access & Speed to Housing
August Session

Standardize Intake Processes
Match Need to Housing Path

LOW
Self-resolution: Employment & short-term shelter

MODERATE
Rental subsidies & services:
Short- to medium-term

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Long-term

Matching Need to Housing
September Session
## Work Session 1: Program Models Overview

<table>
<thead>
<tr>
<th>Program</th>
<th>Essential Program Elements</th>
<th>Timeframe</th>
<th>Population</th>
<th>Outcomes</th>
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</thead>
</table>
| PSH     | Permanent Rental Subsidy + Intensive Case Mgmt | Non-Time Limited with Annual Reassessment | Individuals and family head of households who are identified as chronically homeless and living with a disabling condition | - Increase Income  
- Remain Housed  
- Move-On within 5 Years |
| RRH     | 12 Months Rental Subsidy + Housing Stabilization Case Mgmt | Up to 12 months of rent subsidy, up to 24 months for bridge housing, recertification after 60 days | Literally homeless households ages 18+ or those residing in shelters; May be used as a bridge to PSH for chronically homeless or disabled | - Increase Income  
- Exit to PH Destination |
| Diversion | Short-term diversion case management, mediation, and one-time financial | 30-60 days of diversion case management; One-time or capped financial assistance; Follow-up emergency services after 3-12 months | Individuals and family households who have not spent a night in shelter or in a motel with a voucher | - Avoid Homelessness |
### Work Session 2: Navigation & Unit Location

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<thead>
<tr>
<th>Housing Navigators</th>
<th>Housing Locators</th>
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<tbody>
<tr>
<td><strong>Staffing</strong></td>
<td><strong>Staffing</strong></td>
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<tr>
<td>• Staff position held by community providers</td>
<td>• Staff position held by MDHA</td>
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<tr>
<td>• Overseen by MDHA Housing PM</td>
<td>• Overseen by MDHA Housing PM</td>
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<tr>
<td><strong>Responsibilities</strong></td>
<td><strong>Responsibilities</strong></td>
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<tr>
<td>• Locating Clients</td>
<td>• Locating units</td>
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<tr>
<td>• Building rapport</td>
<td>• Managing a database of secured units</td>
</tr>
<tr>
<td>• Collecting program enrollment documents</td>
<td>• Negotiating with LLs to secure units</td>
</tr>
<tr>
<td>• Collecting housing documents</td>
<td>• Negotiating with LLS to maintain units</td>
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<tr>
<td>• Completing Housing Needs Assessments</td>
<td>• Pre-inspecting units</td>
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<td>• Accompanying to unit viewing</td>
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<td>• Assisting with unit applications</td>
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<td>• Requesting move-in kits and furniture</td>
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<tr>
<td>• Completing unit inspections</td>
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<tr>
<td><strong>Considerations</strong></td>
<td><strong>Considerations</strong></td>
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<tr>
<td>• Geographically assigned</td>
<td>• Geographically assigned</td>
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</tbody>
</table>
Work Session 2: Streamlining Document Collection

**Expediting Referrals & Document Collection**

Pre-Referral Document Collection
- Access Centers
  - ID
  - Social Security cards

Post-Referral Document Collection
- Housing Case Managers & Housing Navigators
  - ID
  - Social Security cards
  - All housing subsidy documents
  - All housing related documents

**Access Center Capacity Building**

More robust document collection services (staff and financial resources)
- ID Collection
- Birth Certificate Collection

**Outreach Capacity Building**

More robust document collection services (staff and financial resources)
- ID Collection
- Birth Certificate Collection
CAS Improvements

CAS Process

Access Points:
- Diversion
- CE Enrollment
- Access Point Program Enrollment

CAS Admins:
- Referral

Housing Providers:
- Housing Program Enrollment
- Move-in & Check-in
- Program Exit & Check-out

Alternative Solution:
NOT Homeless, NOT in CAS
DV Access Improvements

Coordinated Assessment System
The Coordinated Assessment System (CAS) is a process through which individuals and families experiencing homelessness or at risk of homelessness, are assessed for need, prioritized, and matched to the most appropriate housing and support intervention provided in our community.

Connecting Domestic Violence Survivors
The Homeless Collaborative of Dallas and Collin Counties recognize the increased need for safety in connecting survivors to permanent housing and have established a separate, but equal process for connection to the Coordinated Assessment System.

- **Emergency Shelter Assessment**
  - Assessment completed at time of entry to establish safety plan

- **Needs Assessment**
  - Explore solutions to resolve housing crisis within 7-10 days. If household cannot be safely diverted from entering homeless system, standardized assessment is completed to determine level of services needed to resolve the housing crisis

- **Referral to CAS DV Specialist**
  - Assessment information is sent to MDHA’s DV Specialist within 24 hours of the Needs Assessment for placement onto the Housing Priority List (HPL)

- **Household added to Housing Prioritization List**
  - DV Specialist adds unduplicated households to the Housing Priority List (HPL) deidentified using unique HPL tracking number

- **Match**
  - Household is matched to the appropriate housing intervention starting with the household longest on the list

- **Prioritization & Referral**
  - Household is prioritized based on the local priority criteria and referred to housing programs as units become available

- **Move-in**
  - Households are connected to housing and exited from the Coordinated Assessment System

Role: Domestic Violence Shelters
Role: MDHA Domestic Violence Specialist
Role: Housing Provider

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The Homeless Collaborative Meeting Improvements

ACCESS POINTS

MOVE-INS & LEASE SIGNINGS

STABILIZATION
HMIS Improvements: Recording City Ties

Tutorial

https://www.mdhadallas.org/library/area-ties/