



## **State of the Homeless Address 2019**



Karen Hughes,  
CoC Board Chair



Kelly Hanley



**WELLS  
FARGO**

# Our Mission

*Lead the development of an effective homeless response system that will make the experience of homelessness in Dallas and Collin Counties rare, brief and non-recurring.*



# Our Vision

*To end homelessness and be the best  
Continuum of Care in the country.*

# Purpose of SOHA

- To collectively **review data** and derive knowledge about the nature and extent of homelessness
- To give an **honest assessment of our system** and our progress toward ending homelessness
- To **inform our decisions** on how to move forward and build an effective homeless response system
- To **welcome ideas and insights** from all persons on how to make homelessness **rare, brief and non-recurring** in our community



**2019 POINT IN TIME COUNT**

# All Homeless Individuals

## 2019 Point in Time Count

	Unsheltered UN	Emergency Sheltered ES	Safehaven SH	Transitional Housing TH	Total	Change Year to Year
<b>2019</b>	<b>1,452</b>	<b>2,313</b>	<b>49</b>	<b>724</b>	<b>4,538</b>	<b>+9%</b>
2018	1,341	1,991	23	785	4,140	+9%
2017	1,087	1,861	19	822	3,789	-.5%
2016	739	1,968	23	1,080	3,810	

**16% increase in Emergency Sheltered homelessness**  
**8% increase in Unsheltered homelessness**

# Methodology – Unsheltered Homeless



Count conducted on Thursday, January 24, 2019 at approximately 8:30 pm with temperatures in the 40's



Continued improvement in coverage area with well over 1,550 volunteers



*Counting Us* smart device app fully adopted by almost all areas using GPS mapping and survey

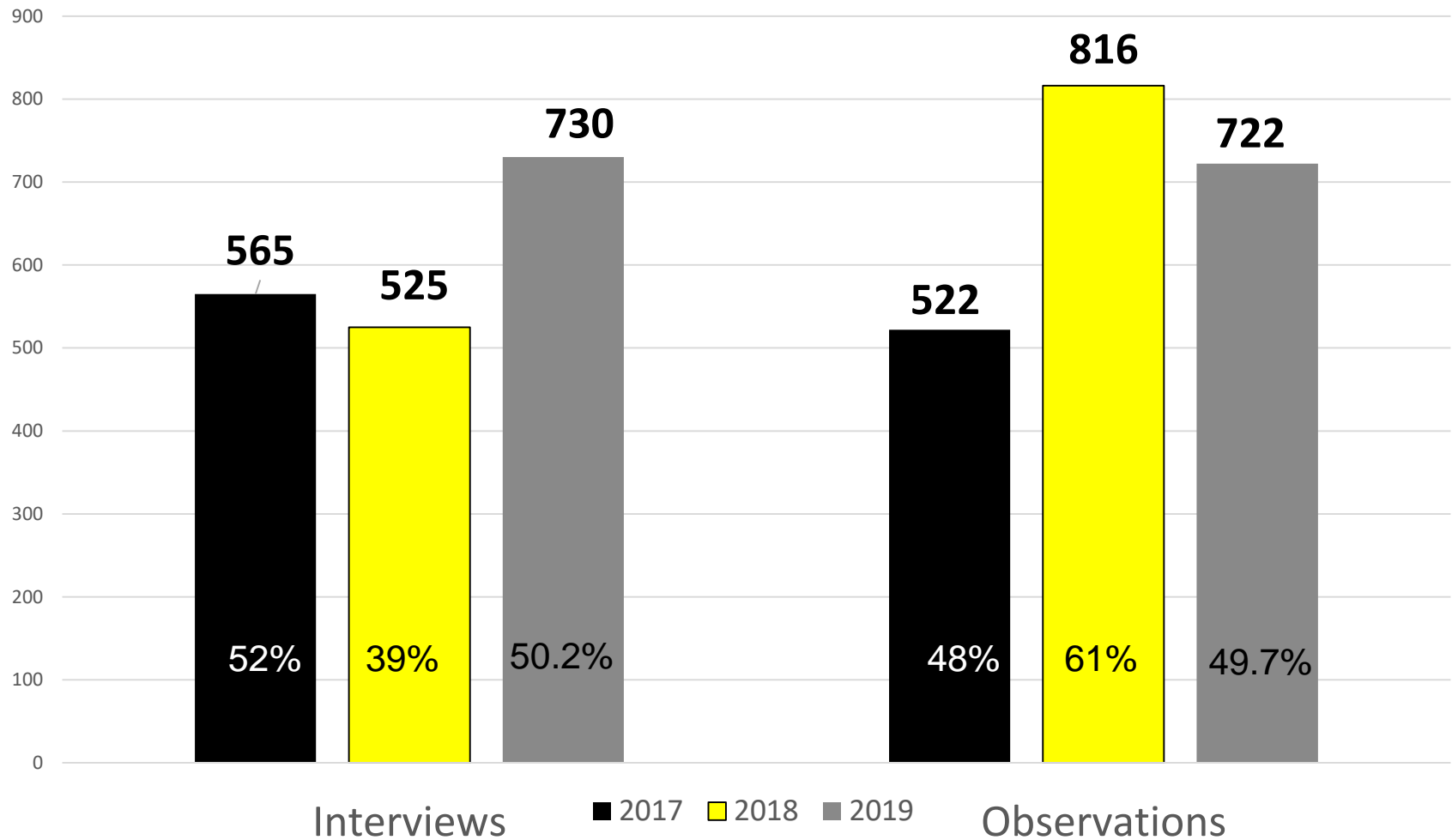


GIS generated maps for volunteer assignment and document coverage areas



Data analyzed and deduplicated

# 2019 Unsheltered Survey Data Source



# Methodology – Sheltered Homeless

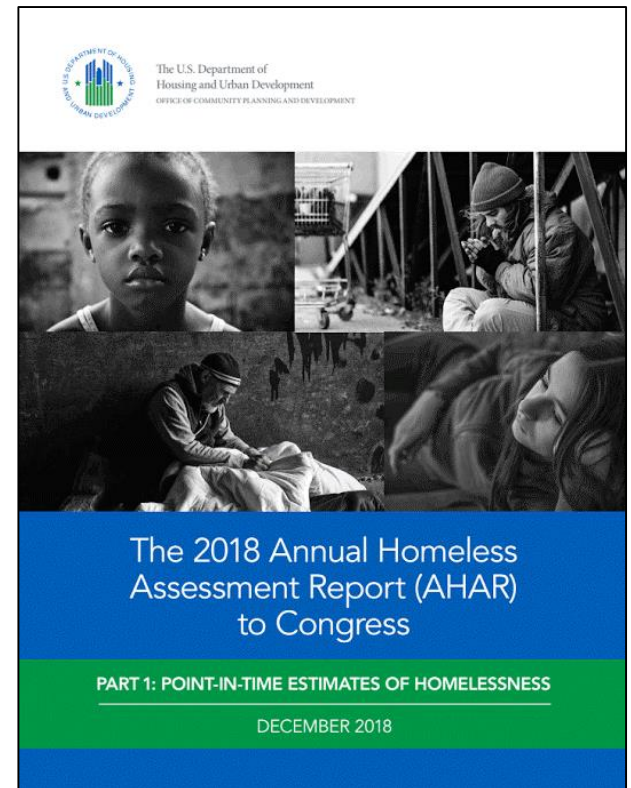
- HMIS system reports for 12 Emergency Shelter, Safehaven and Transitional Housing agencies
- **Counting Us** Excel template for 29 non-HMIS user agencies and domestic violence providers
- Deduplication analysis against other sheltered data AND unsheltered data



# Increase in Homelessness Nationally

In the December 2018 HUD [Part I 2018 Annual Homeless Assessment Report \(AHAR\)](#):

- *“Homelessness increased for the second year in a row.”*
- 3% increase in unsheltered homelessness
- Increases in the numbers of unsheltered individuals accounted for the overall increase in homelessness nationally.



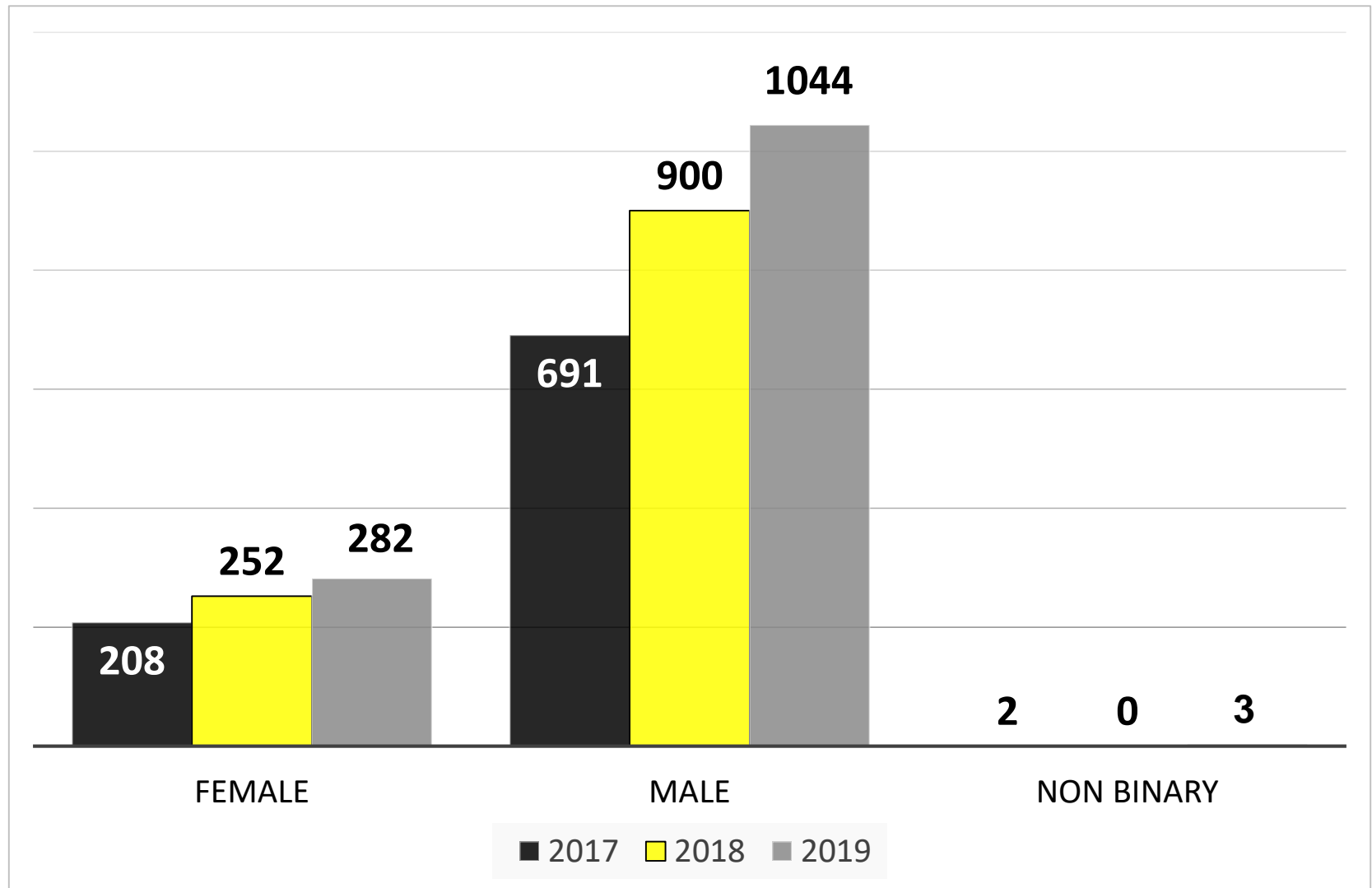
# Unsheltered Homeless by City in Dallas County

City	2019 PIT	Proportion of all UN	2018 PIT	Change
Dallas	1,153	79.4%	1,098	+55
Grand Prairie	27	1.86%	8	+19
Garland	130	8.95%	63	+67
Irving	22	1.52%	39	-17
Mesquite/Balch Springs	12	0.83%	13	-1
Farmers Branch	8	0.55%	0	+8
Carrollton	14	0.96%	0	+14
Addison	6	0.41%	0	+6
Coppell (2), University Park (1), Farmersville (1), Duncanville (1),	5	0.34%	4	+1
Total Dallas County:	1,377	94.97%	1,225	+153
<b>Total Unsheltered:</b>	<b>1,452</b>		<b>1,341</b>	

# Unsheltered Homeless by City in Collin County

City	2019 PIT	Proportion of all UN	2018 PIT	Change
Plano	47	3.24%	80	-33
Frisco	3	0.21%	2	+1
McKinney	13	0.90%	22	-9
Wylie	9	0.62%	12	-3
Nevada	2	0.14%	0	+2
Allen	1	0.07%	0	+1
Total Collin County:	75	5.10%	116	-41
<b>Total Unsheltered:</b>	<b>1,452</b>		<b>1,341</b>	

# 2019 Gender of Unsheltered Homeless



Men: 78%

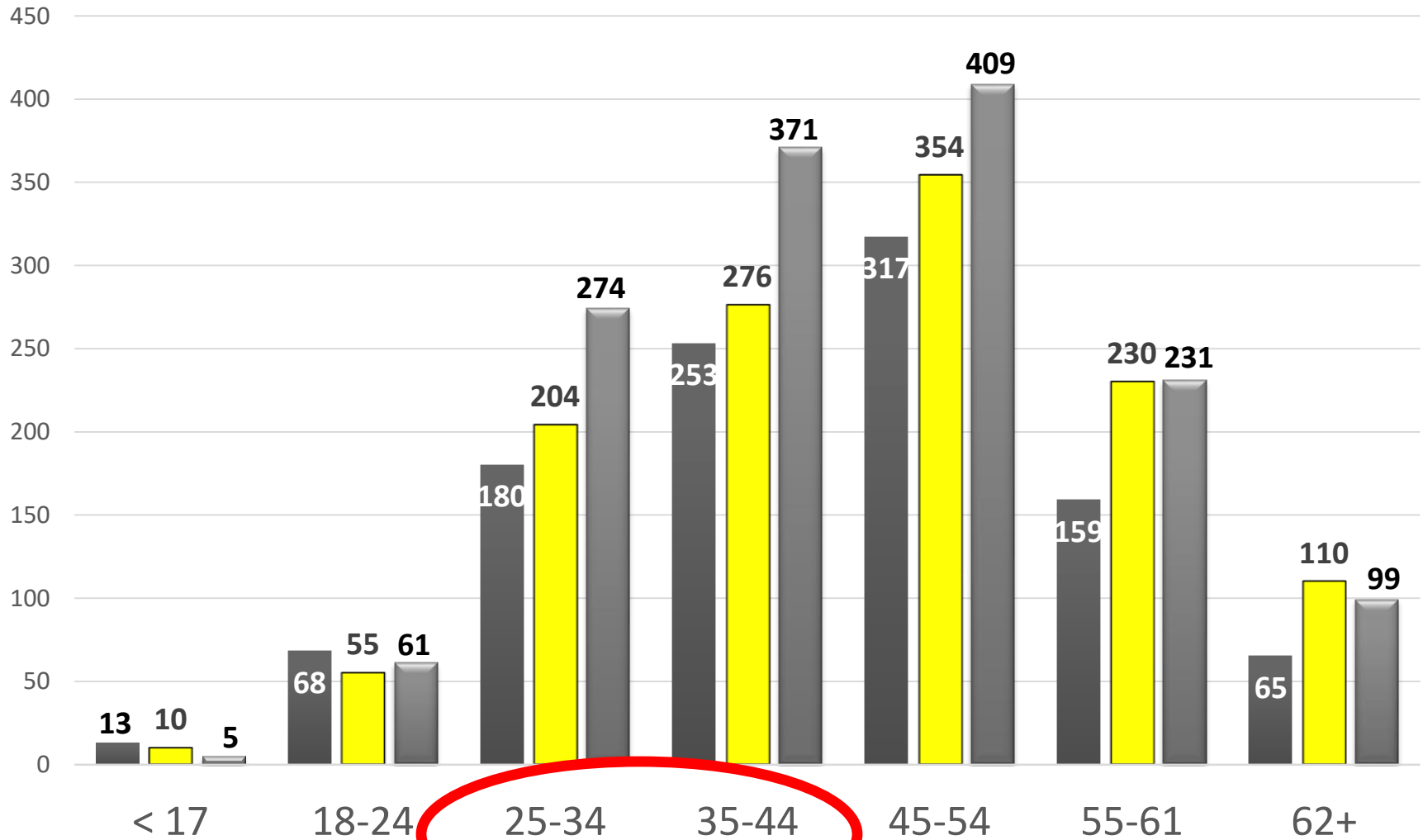
Women: 21%

Transgender/NB: < 1%

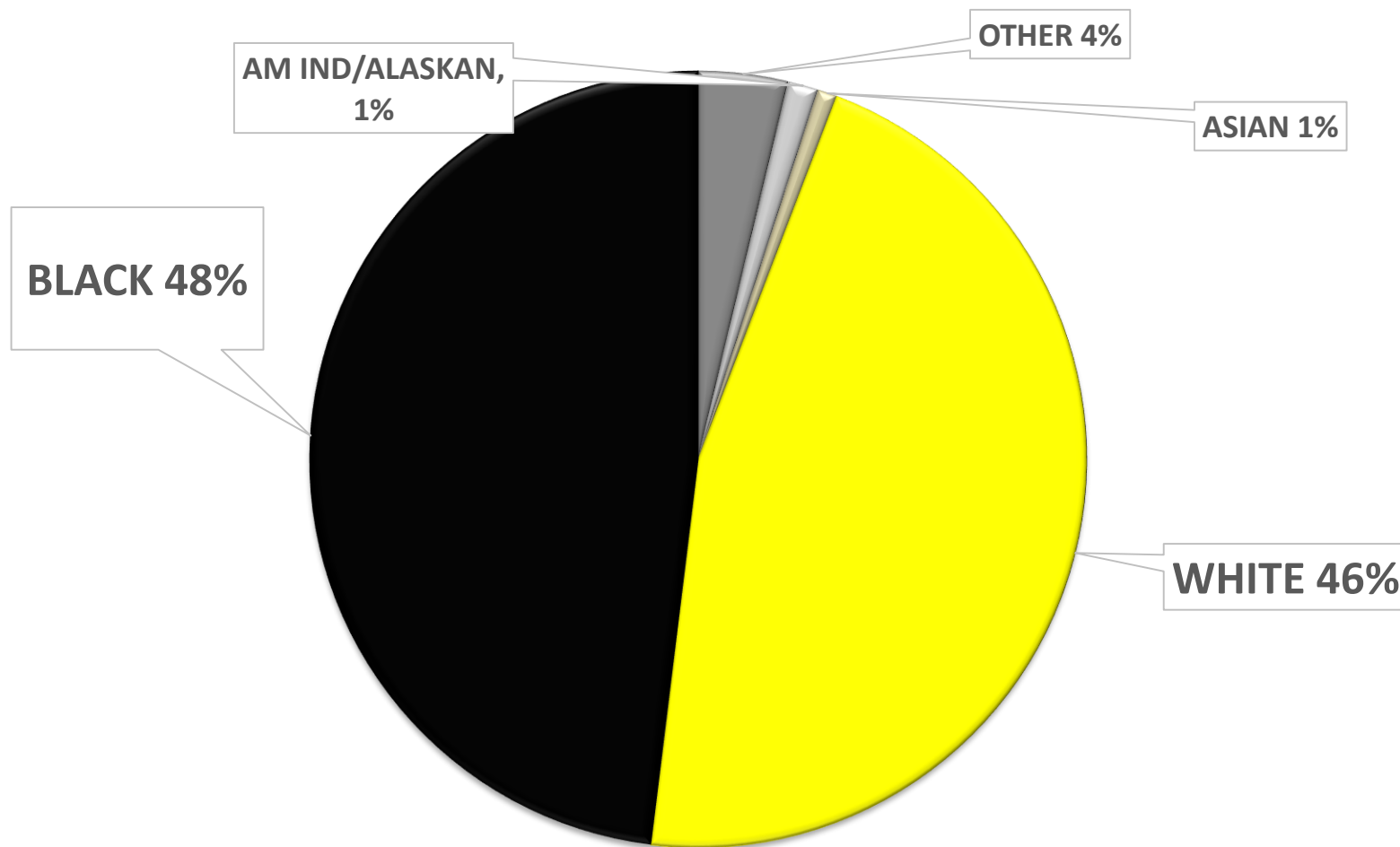
Trend since 2016, 2017 same proportion

# Ages of Unsheltered

■ 2017 ■ 2018 ■ 2019



# 2019 Race of Unsheltered



# Length of time homeless – Unsheltered

Homeless over 1 year: 70% - 2017; 54.4% - 2018; **36% - 2019**

First Time Homeless: 208 – 2017; 277 – 2018; **230 - 2019**

UN Length of Homelessness	Number	Average LOS
ALL	449	3 yrs 4 months
1 year or more	216	5 yrs 10 months
1 month to 1 year	233	6 months

# Households with Children Point in Time Count

2019	UN	ES	TH	Total
Total Households with Adults and Children	3	169	141	313
Total Adults	7	191	155	353
Total Children	3	386	283	672
Total Persons in Families	10	577	438	1,025
Unaccompanied Youth/Parenting Youth Under 18	4	53	3	60
Total Homeless Children				732

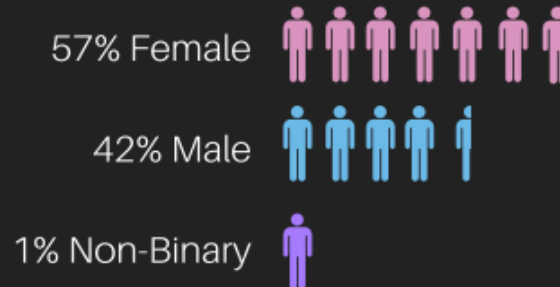
16% of homeless are children under 18

# 2019 YOUTH COUNT SURVEY

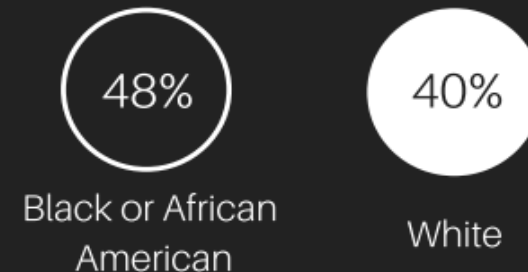
The Youth Count took place over the course of January and February of 2019. A total of 181 youth were counted. Survey methodology included street outreach in Dallas County, creating an online survey link, as well as youth shelters and local school districts surveying youth.

## DEMOGRAPHICS

### GENDER



### RACE



# 18

average age of  
respondents (23%)

## RESPONSES

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35%

unemployed but  
looking for work



70%

plan to  
return to school

3 out of 5



experience family violence

55% struggle with  
mental illness

46% experience child  
abuse/neglect

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### FACTORS CONTRIBUTING TO HOMELESSNESS

63% family/friend dynamics  
(e.g. kicked out or abandoned)

55% financial struggles

17% unemployment

9.7

average number of  
months spent homeless  
over the last 3 years

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### NEEDS AND SERVICES

79%

State ID, SS Card,  
Birth Certificate

28%

Transportation

41%

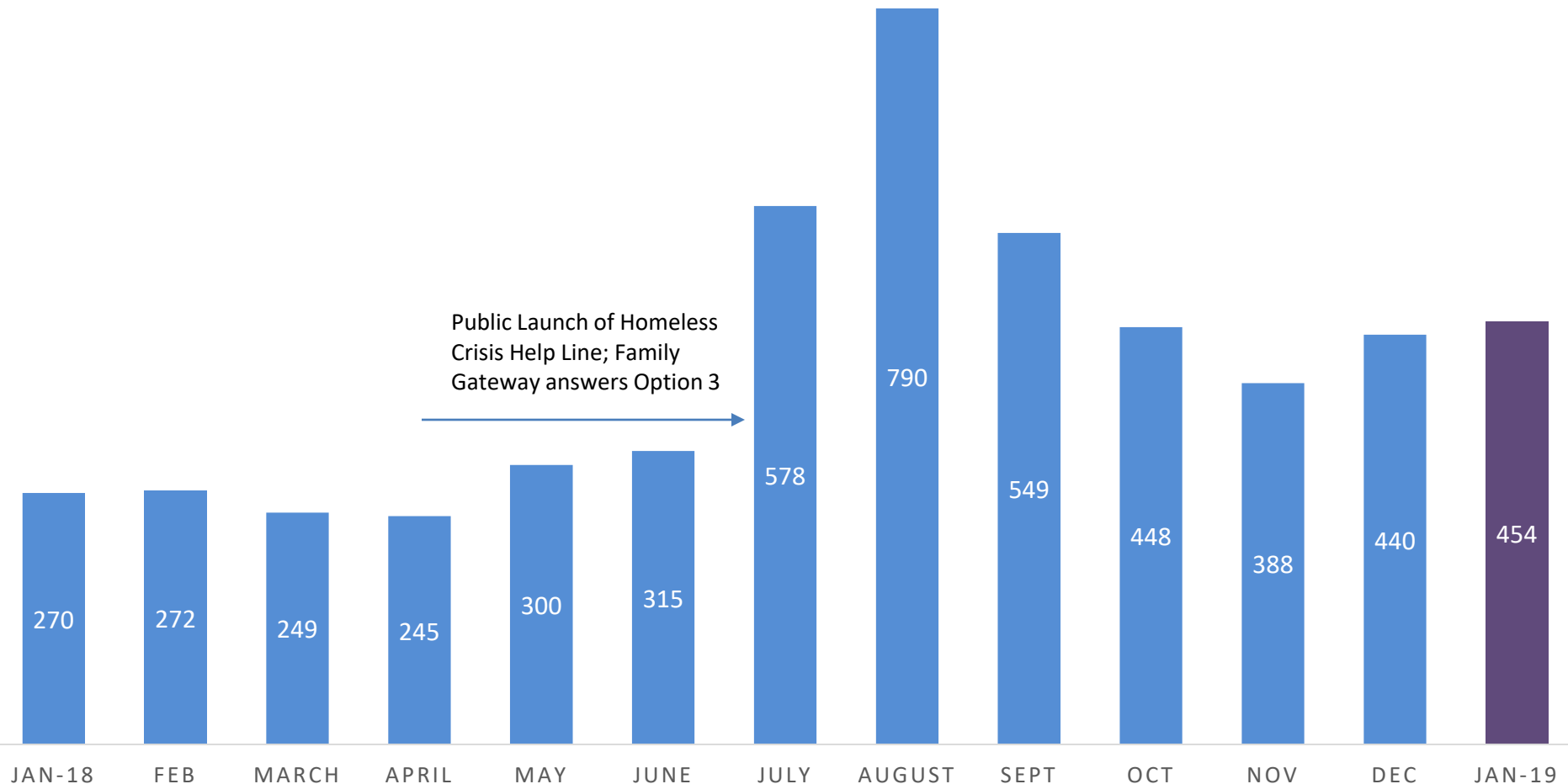
Dental Care

### RULES AND BARRIERS

94%

rules against public sitting,  
sleeping (including in vehicles)  
made their situations difficult

# Calls to Homeless Crisis Help Line: Option 3 for Families

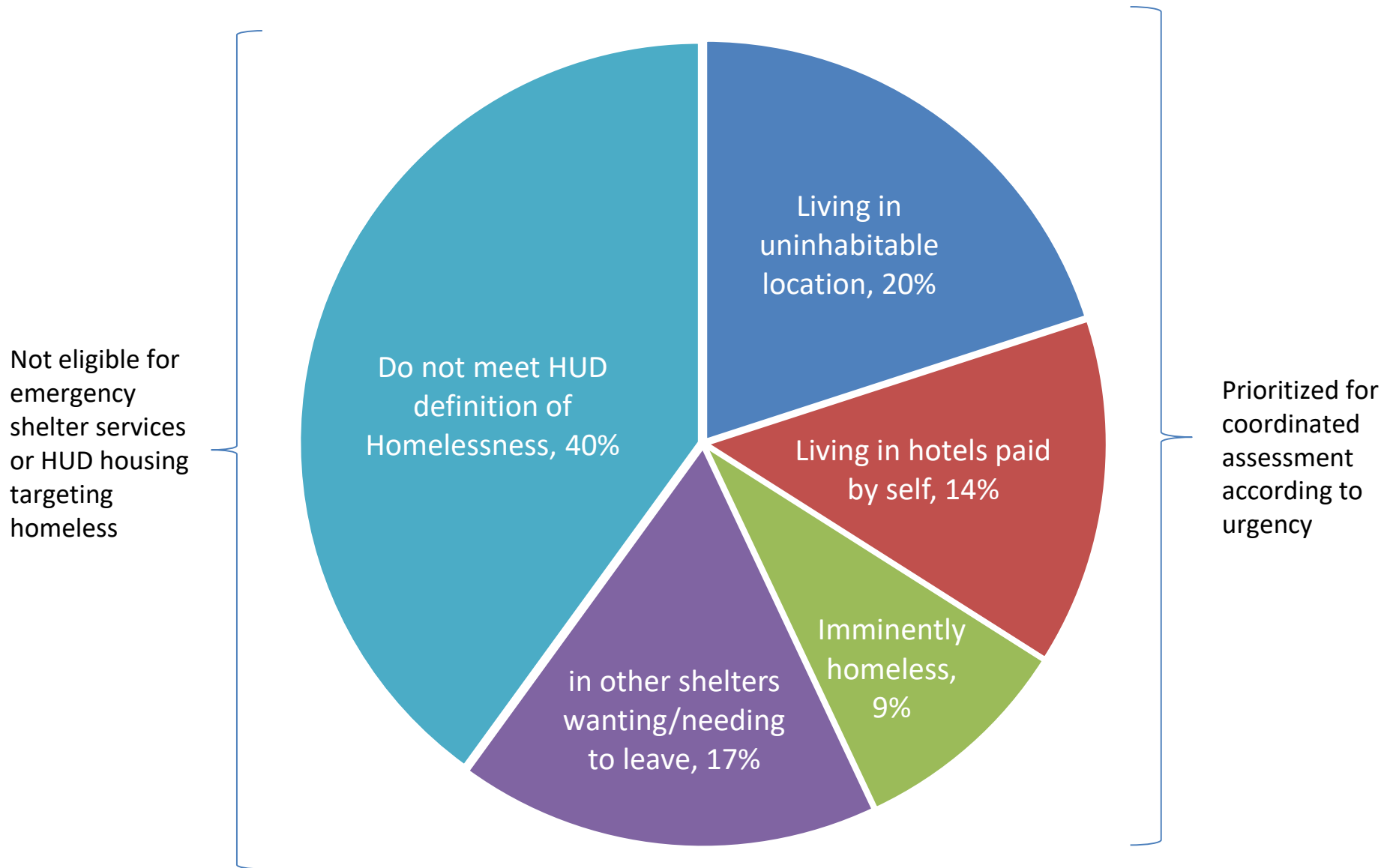


# 2018 Data Snapshot



- ~4,800 calls for help
  - ~1,400 helped immediately with access to appropriate resource (shelter serving individuals, rental assistance, etc.)
  - ~3,400 pre-screened to determine urgency/eligibility of service needs
    - **60% met HUD definition of Homelessness or Imminently Homeless = ~2,000 families**
    - 40% did not meet that definition

## Pre-Screening Assessments - To Determine Service Eligibility and Urgency of Service Need



# 2018 Data Snapshot Continued

- ~1,600 face-to-face assessments completed to determine appropriate intervention (some families assessed more than once due to changing family circumstances)
  - ~900 diversions from shelter (reunification with family; temporary solution with friends/family while we work on housing; eviction remediation)
    - Diversion attempted with every family to try to save scarce shelter space for those who need it most
  - ~700 families required shelter and were placed in Family Gateway or given warm hand off to appropriate shelter (or overflow triggered)

# Homeless Veterans Point in Time Count

	UN	ES	SH	TH	Total
Individual Veterans	53	260	26	82	421
Veteran Households with Children	0	6	0	4	10
					<b>431</b>
Chronically Homeless Veterans	11	64	5	4	84

**11.3% of all homeless individuals are veterans in 2019, 431**

8% of all homeless individuals were veterans in 2018, 331

9.5% of all homeless individuals were veterans in 2017, 356

# Chronically Homeless

## ***Definition:***

***Homeless at least 1 year***

*Or*

***Homeless four or more times in the last 3 years where the cumulative time homeless is at least 1 year***

***And possess a documented disabling condition***

# Chronically Homeless Point in Time Count

2019	UN	ES	Safehaven	Total
Chronically Homeless Individuals	113	293	16	422
Chronically Homeless Persons in Families	10	38	0	48
		<b>TOTAL</b>	<b>2019</b>	<b>470</b>

2018	424
2017	542
2016	597

- 11% increase in Chronic Homelessness

# Chronically Homeless

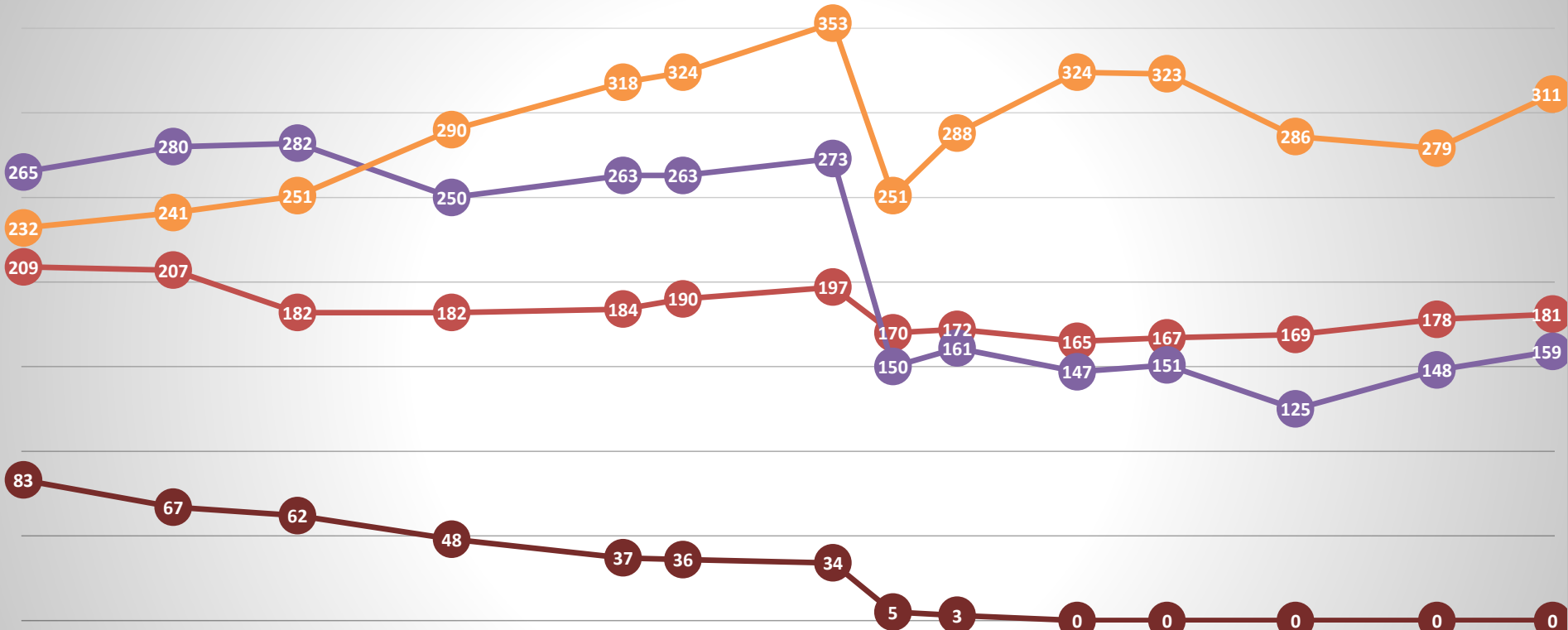
*The Coordinated Assessment System Documentation of Priority Status process - chronic homeless receive the highest Priority Status (P1, P2, P3 or P4 depending on length of homelessness and severity of service needs) and are listed at the top of the Housing Priority List for access to Permanent Supportive Housing*

- **Achievement for 2018: 199** chronically homeless persons verified and prioritized through the Coordinated Assessment System documentation and housing priority list process

# The Housing Priority List (HPL)

- One of the **most important tools** of the homeless response system
- Updated weekly
- Homeless persons are **added to the list** following engagement, assessment, and case management as a first step in **developing a housing strategy**
- Homeless persons are housed or exit the system and **come off the list**

## Housing Priority List Tracker 3/12/18 thru 3/4/19



	12-Mar-18	16-Apr-18	15-May-18	20-Jun-18	30-Jul-18	13-Aug-18	17-Sep-18	1-Oct-18	16-Oct-18	13-Nov-18	4-Dec-18	3-Jan-19	5-Feb-19	4-Mar-19
CH P1-P4	209	207	182	182	184	190	197	170	172	165	167	169	178	181
P5-P8	265	280	282	250	263	263	273	150	161	147	151	125	148	159
P9-P10	232	241	251	290	318	324	353	251	288	324	323	286	279	311
P11-P12	83	67	62	48	37	36	34	5	3	0	0	0	0	0

# The Housing Priority List

- **Top of the list:** disabled, longtime homelessness (chronic), high service needs
- **Middle of the list:** some disabilities, shorter-term homelessness, lower service needs
- **Bottom of the list:** no disability, brief homelessness, low service needs
- Organizes housing needs and gaps.

## Documentation of Priority Status – Prioritization Process

- Coordinated Assessment System streamlines tools to determine key factors of homelessness status, **length of time** homeless, **severity** of service needs and presence of a **disabling condition** for the head of household or other member of the family.
- **1025** persons were assessed by MDHA and given a priority status from March 2018 – March 2019
- **559** persons confirmed housed from the Housing Priority list in the last 12 months (**357** went to Permanent Housing Destinations within the COC)

# HPL: Snapshot of Housing Need

Priority	#	Average Age	Avg Income	Type of Housing Needs	Type of Assistance Needed
Chronic Homeless (P1-P4)	181 181 Adults 0 Families	51 Oldest - 77 Young - 25	\$371	<ul style="list-style-type: none"> <li>• Permanent Supportive Housing</li> <li>• Assisted Living</li> <li>• 'Bridge' Rapid Rehousing</li> <li>• HCV</li> </ul>	<ul style="list-style-type: none"> <li>• SSI/SSDI/Retirement</li> <li>• SS 'Gap' income</li> <li>• Medicare/Medicaid</li> </ul>
At Risk of becoming Chronic (P5-P8)	159 153 Adults 6 Families	49.5 Oldest - 80 Young - 19	\$301	<ul style="list-style-type: none"> <li>• Permanent Supportive Housing</li> <li>• Transitional Housing</li> <li>• Rapid Rehousing</li> <li>• HCV - Families</li> </ul>	<ul style="list-style-type: none"> <li>• SSI/SSDI</li> <li>• SS 'Gap' income</li> <li>• Employment</li> <li>• Child Care Subsidy</li> </ul>
Moderate& Low Severity (P9-P10) *P11-P12 were absorbed into P9-P10	311 220 Adults 91 Families	49.5 Oldest - 81 Young - 18	\$143	<ul style="list-style-type: none"> <li>• Rapid Rehousing</li> <li>• Transitional Housing</li> <li>• Housing Search/Placement</li> </ul>	<ul style="list-style-type: none"> <li>• Employment</li> <li>• Child Care subsidy</li> </ul>



**SYSTEM ANALYSIS AND  
PERFORMANCE**

# MC Housing Needs Assessment

Housing Type	Current Capacity	Number of People Not Served Annually
Emergency Shelter	2,621	0
Transitional Housing	968	15
Short-Term Rapid Rehousing	358	4,005
Long-Term Rapid Rehousing	2,210	1,146
Permanent Supportive Housing	49	399

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# Bed Allocation Assessment

Housing Type	Current Bed Allocation	High Performing System Allocation
Emergency Shelter	42%	25%
Transitional Housing	16%	7%
Short-Term Rapid Rehousing	6%	43%
Long-Term Rapid Rehousing	36%	18%
Permanent Supportive Housing	1%	7%

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# System Cost Analysis

Housing Type	Current % System Spending
Emergency Shelter	49%
Transitional Housing	15%
Short-Term Rapid Rehousing	4%
Long-Term Rapid Rehousing	19.4%
Permanent Supportive Housing	.6%

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# Continuum of Care System Performance

## *Data Analysis: PSH Programs*

*March 1, 2018 – February 28, 2019*

<b>Total Persons Served</b>	<b>4,251</b>
Persons Served with Disabling Conditions	1,989
Veterans Served	967

<b>Exited to Permanent Housing</b>	<b>226 of 363 (62%)</b>
Exited with no income sources - Adults	48 (13%)
Exited with 1 or more income sources - Adults	201 (55%)

# Continuum of Care System Performance

## *Data Analysis: Street Outreach*

*March 1, 2018 – February 28, 2019*

	Number
Total Persons Served	1,946
Exited to Permanent Housing Destinations	19 out of 863
Exited to ES, TH or other Housing Destinations	153 out of 863
<b>Referral Success Rate</b>	<b>20%</b>

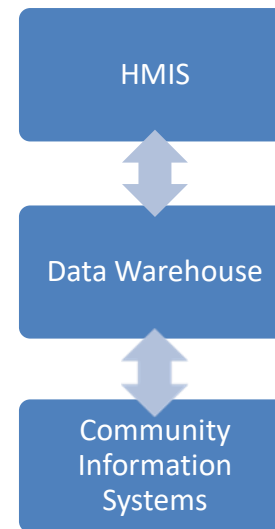


**Homeless Management Information System**

# HMIS Changes

2 RFPs were released this week  
from MDHA

- HMIS System
- Data Warehouse



## **Our Goals are to:**

Improve Data Quality

Improve Reporting Capability

Have both systems functioning  
effectively by January 1, 2020



**RACE AND HOMELESSNESS**

## SPARC Initiative



### *Supporting Partnerships for Anti-Racist Communities*

- Dallas partnered in October 2016, with the support of a \$32,700 grant from United Way of Metropolitan Dallas' Unite Dallas Relief Fund, created in the aftermath of July 7, 2016
- 7-8 other communities in various stages of the initiative
- Phase One Study Findings Published March 2018
- HUD now expects all communities to address these issues
- Phase Two has just begun

# National C4 SPARC Report

- 2/3 of people experiencing homelessness in SPARC communities were Black
- Poverty alone does not explain the inequity, as the proportion of Black individuals experiencing homelessness exceeds their proportion living in deep poverty
- Oral histories from study identified major system areas of focus regarding racial inequity:
  - Economic Mobility
  - Housing
  - Criminal Justice
  - Behavioral Health
  - Family stabilization



# National C4 Report

*“Lack of economic capital within social networks precipitates homelessness for many people of color”*

## Pathways into homelessness:

- **Network impoverishment:** Not just that individual was experiencing poverty – everyone they know was experiencing poverty too
- **Family destabilization:** Strain on social support deep, damaging and exacerbated by systems involvement
- **Intimate Partner Violence:** Common among narratives from study respondents
- **Health:** Instability and trauma correlated with mental health and substance use

# Initial Dallas SPARC Findings & Recommendations



- Black population 18.7%
- Black population in deep poverty 30.7%
- Black population experiencing homelessness 66.7%

## Some of the Recommendations:

- Design equitable coordinated entry/assessment system
- Incorporate racial equity into grantmaking and decisions
- Include racial equity in data analysis
- Support hire racial equity within organizational development
- Support innovative health strategies to meet the needs of communities of color

# **From Dallas' Strategic Plan to Advance the Work of Ending Homelessness (Adopted by MDHA CoC Board June 2018)**



Problem Statement: There is inequity in access to housing and services because of things like racism and homophobia in the system. A disproportionate number of marginalized groups cannot access the system. Choice and access is limited. Segregation, marginalization and a concentration of marginalized persons is happening.

## **Goals:**

- Implement the SPARC recommendations.
- Align demographics of homeless population to general population.
- Minimum standards in Continuum of Care rankings.

## Phase Two - Racial Equity and Homelessness 2.0



- **National:** Monthly learning collaborative between the now eight communities that have joined this important initiative. SPARC offering technical assistance when needed.
- **Dallas:** Creation of a racial equity plan of action for ending homelessness in Dallas with **Dallas Truth, Racial Healing & Transformation, United Way of Metropolitan Dallas, SPARC, Faith Forward Dallas at Thanksgiving Square**, as our lead community partners and other organizations as participating/supporting community partners.
- \$30,000 grant from United Way of Metropolitan Dallas' Unite Dallas Relief Fund will support this work.
- Nissy New, Director, Strong Nonprofits, United Way of Metropolitan Dallas, to chair a steering committee to keep us all on track, and broaden participation in this work, which is bigger than all of us.



**FEEDBACK FROM THE COMMUNITY**

# ES Clients Surveys – In Their Own Words

- 102 Surveys recently done in Emergency Shelters
- 81% said Housing is their #1 need
- When asked what they would do to help themselves they said:
  - ...live anywhere housing is available
  - ....get employment to help their situation
  - ....follow case management advice

Some of their open comments were:

*“There has got to be a better way for low income people to afford housing, other than to wait for a government subsidy”*

*“I would like to see a quicker response to getting housing”*

*“Getting the runaround from agencies about getting housing, nobody is helping me because I don’t have any income”*

*“I wish employment services were immediate, I want employment service requests honored immediately”*

*“More housing options for people who are ready to work”*

*“I want more housing opportunities for non-disabled people and assistance in getting housing”*

# Agency Survey – In Their Own Words

- Homeless Service Provider Survey Done in Fall of 2018
- 3 Weaknesses of MDHA
  - HMIS Functioning
  - Lack of clear system performance measures
  - Not showing progress toward ending homelessness
- 3 Weaknesses of the CoC Assembly
  - Inability to drive a system approach
  - Lack of effectiveness of committees
  - Unclear process to make change
- Overall the community lacks quality data, strategic planning and community standards to end homelessness.



## **What We Know**

# What We Know

- 4,538 people are homeless on any one night: sheltered and unsheltered
- Overall Homelessness is increasing
- Veteran Homelessness is increasing
- Chronic Homelessness is increasing
- Homelessness is growing significantly in the ages 25 - 44
- Non-disabled individuals and families don't have enough housing to meet their needs
- People are stuck in supportive housing due to the scarcity of safe, affordable and accessible housing

# What We Know (continued)

- The Homeless Response System needs to be more data driven and more systematically structured
- Rapid Rehousing is significantly underutilized as a tool to end homelessness in our community
- The funding sources to address the demand are either static or decreasing
- Household incomes must increase
- Safe, affordable, accessible housing must be made available
- It is time for the community to rally toward one single vision for ending homelessness



# **STRATEGIC PLANNING**

# CoC Leadership and Strategic Planning Retreat

- March 26-28, 2018 in Dallas, Texas
- 11 National Leaders in Homelessness facilitated
- 65 Local Homeless Response Leaders were invited
- Learned about Homeless Response System strategies throughout the US
- Helped everyone understand the specific roles each provider contributes to ending homelessness
- Worked on how to apply corporate process strategies within our CoC Planning leadership
- Developed a Three Year Plan: October 1, 2018 – Sept 30, 2019





# D-ONE Strategic Plan

- Housing
  - Implement Tracks 1,3,4 from Office of Homeless Solutions
  - Develop Move On Pilot to Open PSH Units
  - Increase Rapid Rehousing Units
  - Build more mixed income/mixed use housing
- Data
  - Improve HMIS System
  - Add Data Warehouse
  - Create clear community performance measures
  - Create status reports for the community

# D-ONE Strategic Plan

- Support Systems
  - Implement SPARC suggestions
  - Increase integration of behavioral and medical health into housing
  - Improve diversion and outreach efforts
- Resources
  - Research a Funders Collaborative
  - Research the Pay for Success Model
  - Blend public and private resources to increase effectiveness

# D-ONE Strategic Plan

- Training
  - Learn Evidence-based Practices and Innovative Strategies
  - Ensure all populations have equal and fair access to services
  - Develop Trauma Informed systems
  - Provide programs with tools to change and become more effective



If everyone is  
moving  
forward  
together,  
success takes  
care of itself.  
Henry Ford

# System Change Begins with YOU!

- **1 Action you can take in the next 48 hours.**
  - Time
  - Talent
  - Treasure
- **I will start by donating \$1,000 to a CoC homeless service provider.**

**WHAT WILL YOU DO?**

# It Can Be D-ONE

- I'm D-ONE managing homelessness.
- I'm D-ONE hearing that Houston is the only city that does anything about homelessness in Texas.
- I'm D-ONE hearing that we can't end homelessness.
- I'm D-ONE stepping over people sleeping on the sidewalks.
- I'm D-ONE talking about what to do to end homelessness.....it's time to do it.



**YOUR QUESTIONS?**