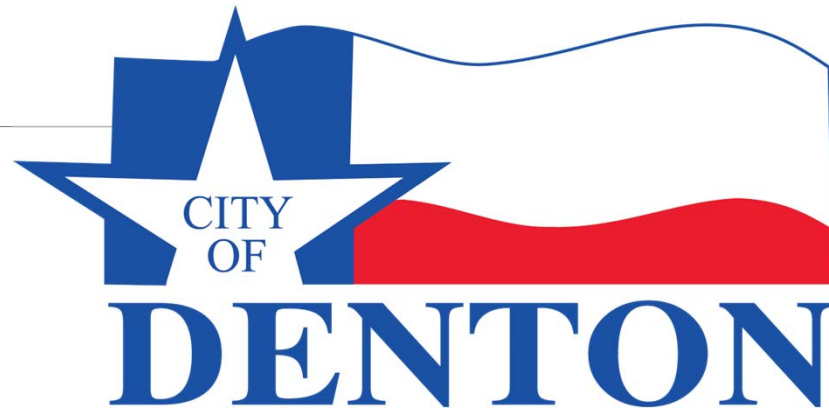


Homelessness Initiative Update

City Council Work Session

November 19, 2024

Christine Taylor, Assistant City Manager



Presentation Goals & Strategic Alignment

Homelessness is a complex issue with many underlying factors. Today's presentation will provide an update and seek Council feedback on one of the City of Denton's homelessness initiatives: Denton Community Shelter.

This initiative supports the City's Key Focus Area: Foster Economic Opportunity and Affordability.





* Homelessness Presentation Part II on 12/3/2024 will focus on outreach services & encampments

Background



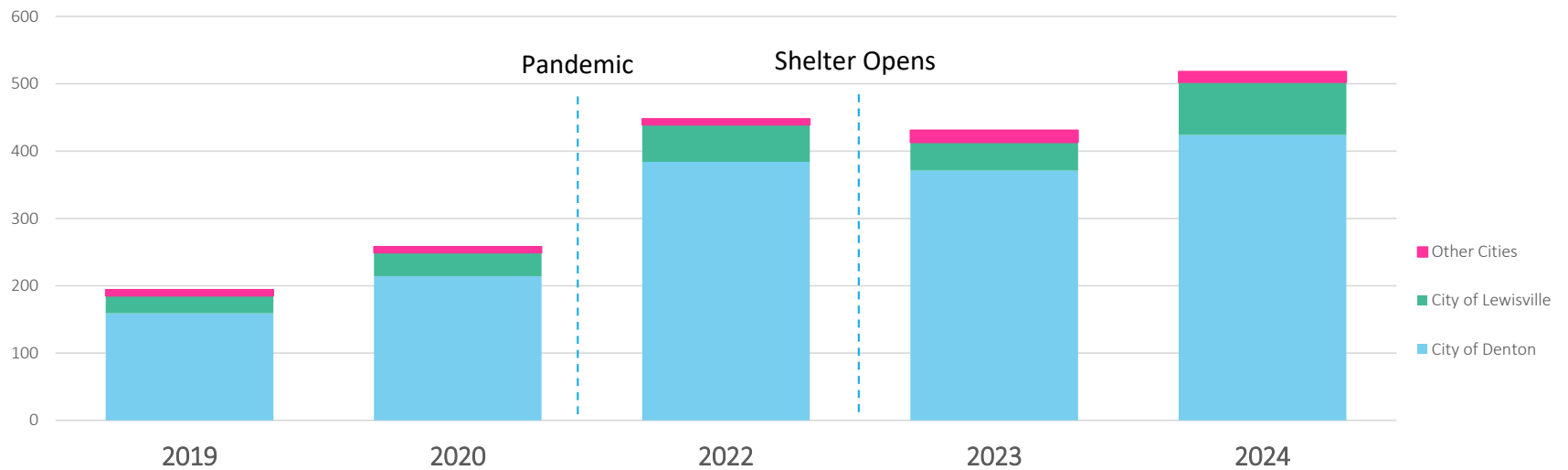
- In 2014, the Mayor’s Task Force on Homelessness was created.
- In 2015, the task force issued a report recommending a shelter facility, community collaboration, and funding for homelessness initiatives.
- In 2016, the City of Denton and United Way of Denton County established the Denton County Homelessness Leadership Team (DCHLT), a public-private partnership focused on reducing homelessness through coordinated prevention and intervention.
- In 2018, DCHLT formed an ad hoc Shelter Task Force to evaluate shelter quality and capacity in Denton County. The task force provided recommendations, which guided the City’s next steps.

Denton County's Collective Approach to Homeless Services & Initiatives

SERVICE COMPONENT	PROVIDERS	PURPOSE	SERVICES
 Prevention	<ul style="list-style-type: none"> Salvation Army; Our Daily Bread; Giving Grace 	Keep families housed; prevent evictions	Assistance with rent, and/or utilities; case management
 Outreach	<ul style="list-style-type: none"> Giving Grace Denton PD (HOT) Homeless Outreach Team 	Connect people to shelter, housing, and other services	Obtain IDs; referrals to; shelter/housing; mental health/substance use services
 Emergency Shelter	<ul style="list-style-type: none"> Our Daily Bread Salvation Army 	Provide shelter; address basic needs, connect to housing	Shelter; meals, basic hygiene; case management
 Housing Stability 1: Short-Term 2: Medium-Term 3: Long-Term	<ol style="list-style-type: none"> <ul style="list-style-type: none"> Denton County Friends of the Family; Our Daily Bread <ul style="list-style-type: none"> Christian Community Action Giving Grace; Our Daily Bread <ul style="list-style-type: none"> Denton County MHMR; Denton Housing Authority; Giving Grace 	Transitional stay while locating permanent housing Rapidly rehouse and reconnect to permanent housing Ongoing assistance for vulnerable populations	90-120 day stays; case management 3 to 24 months of rental assistance Rental subsidy for low-income and people with disabilities

Homeless Data

Point in Time (PIT) Count Denton County Adults Experiencing Homelessness

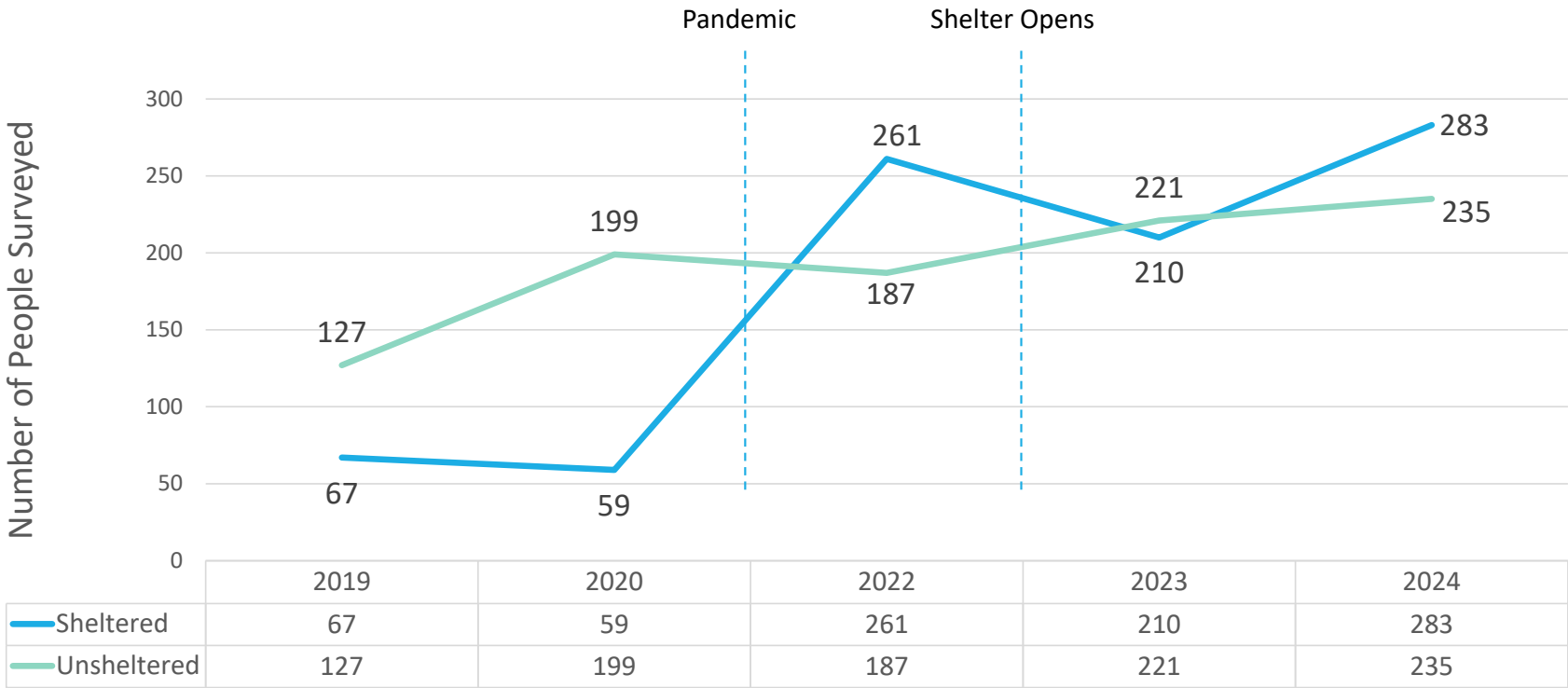


	2019	2020	2022	2023	2024
City of Denton	159	214	384	371	424
City of Lewisville	26	35	55	42	78
Other Cities	9	9	9	18	16
Total	194	258	448	431	518
City of Denton change in %	-	35%	79%	-3%	14%

2021: PIT Count at the National and State Level for 2021 was optional due to Covid 19 resulting in a partial/incomplete PIT Count, data not included

Homeless Data

Point in Time (PIT) Count
Denton County
Sheltered/Unsheltered



Community Shelter

- In 2020, the City Council approved the purchase of the property at 909 Loop 288 to renovate the **34,000 square foot building**, for a co-located day center and overnight shelter to provide services to people experiencing or at-risk of homelessness.
- In 2021, The City executed a Management Services and Operating Agreement (MSOA) with Our Daily Bread. This agreement is for five years from Certificate of Occupancy Issuance (Nov. 2022)
- In Dec. 2022, the shelter opened.



Community Shelter Services

- **Shelter (Emergency and Transitional)**
 - Day Shelter (8a-8p)
 - Overnight Shelter (4p-8a)
- **Community Kitchen: Meals served three times a day**
 - Breakfast (8a-9a)
 - Lunch (11:30a-1p)
 - Dinner (5:30p-7p)
- **Housing, Income and Employment**
- **Wellness and Support Services**



Community Shelter Background

MSOA Service Expectations:

- Offer low barriers shelter
- Utilize best practices
- Adopt program strategies that are housing-focused
- Offer individual basic needs organized to route guests into stable or permanent housing or other long-term placement in treatment, as needed.
- Complete accountability for the services outcomes with proven results in reducing the number of people who become homeless, increasing housing placement, and reducing in the percentage of persons returning to homelessness

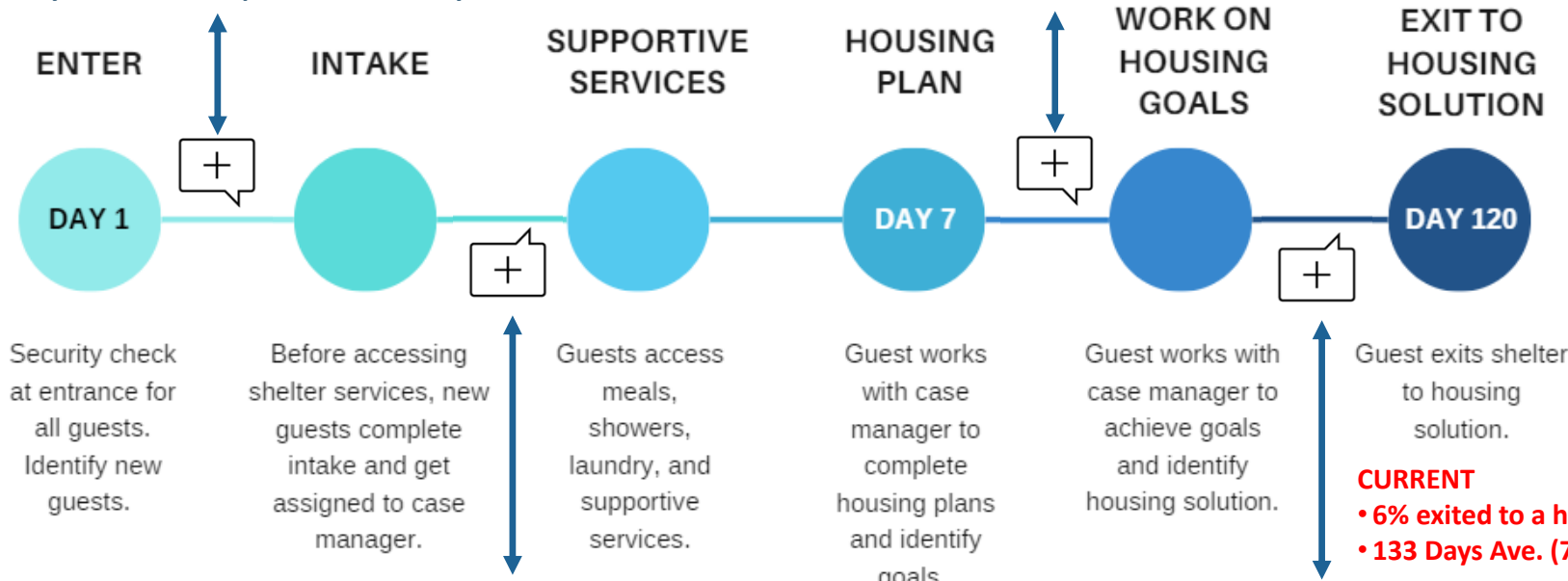
Shelter Model – Best Practices



Shelter Assessment/Opportunities

Best Practice: Single Point of Entry
Opportunity: Reduce Multiple Points of Entry to One

Best Practice: Housing Plan in 7 Days
Opportunity: Review Data and Determine Goal



Best Practice: Intake All Guests
Opportunity: Complete Intake for all Guests at Entry

Best Practice: Ideal Ratio 1:30
Opportunity: Improve current Ratio 1:167

CURRENT
 • 6% exited to a housing solution
 • 133 Days Ave. (70 over 365 days)

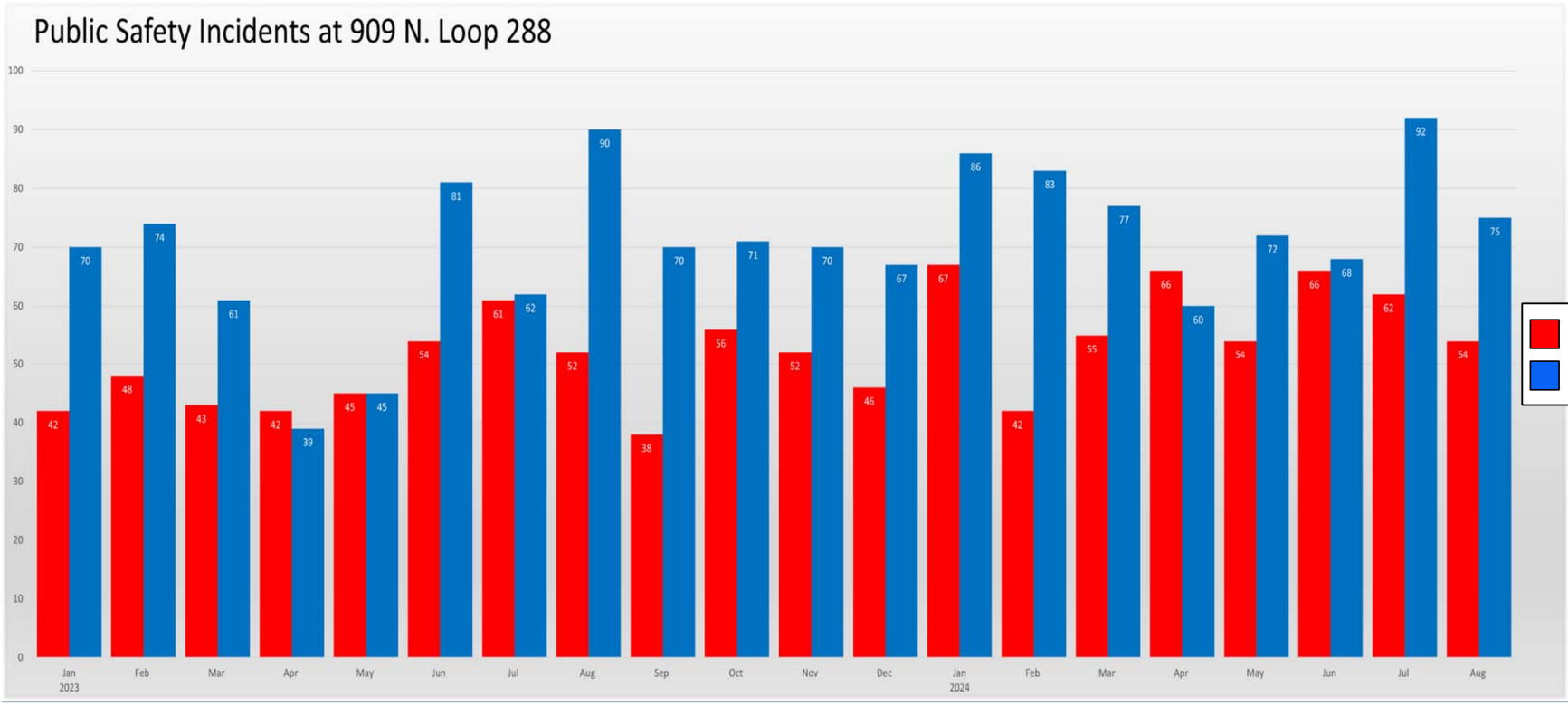
Community Shelter Data

Metric	2023	2024 YTD
Volunteers	25	25
Average Nightly Bed Utilization	150	142
Average Daily Meals Served	185	185
Total Guests Served	1,203	900
Case Manager to Client Ratio All	Data Not Available	1/167*
Housing Placements	6%, 49	5%, 47

*Data based on 897 unduplicated guests across all shelter services

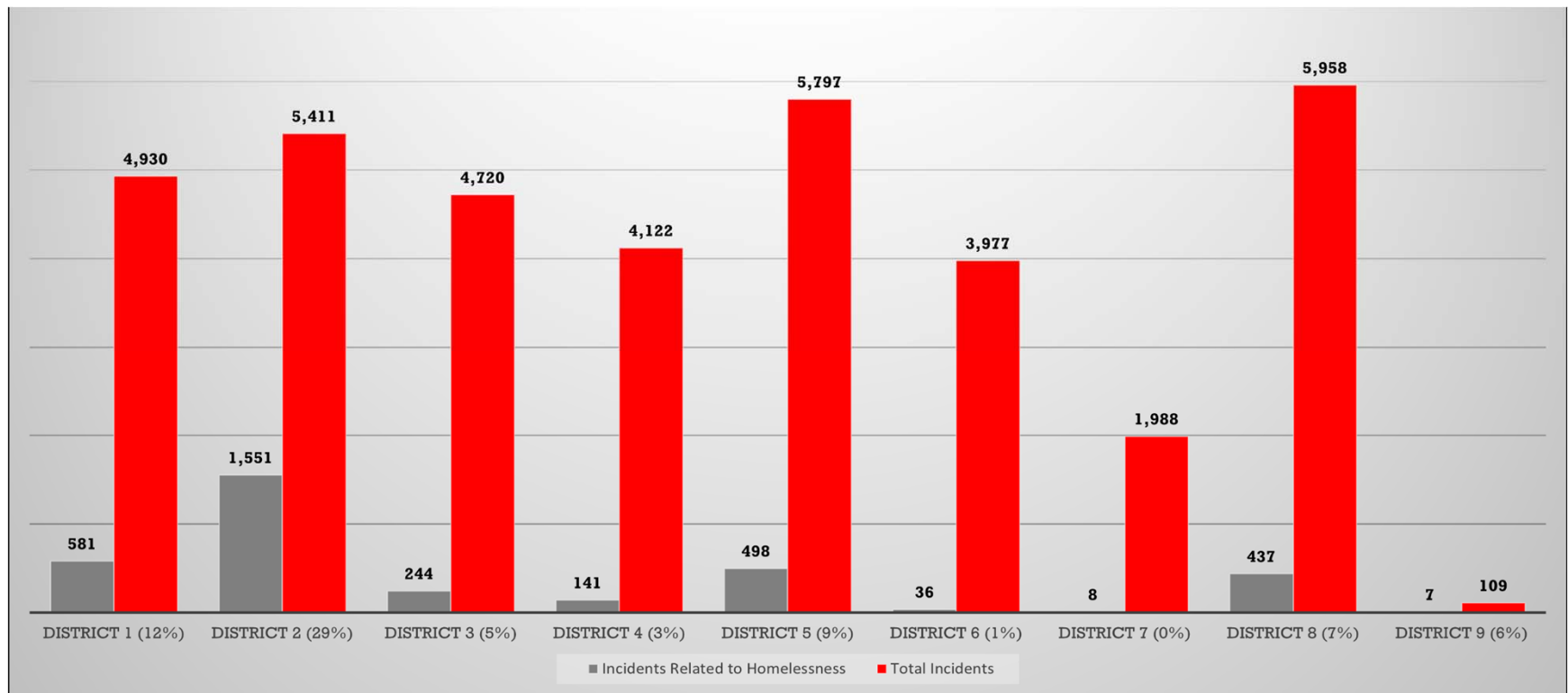
Public Safety Data

9.5% of City of Denton Fire Calls, and 4% of Police Calls are related to homelessness



Public Safety Data

Station # 2's data reflects 29% of incident response is related to homelessness



Shelter Improvements in Progress

GOAL: Using a collaborative, data-driven approach for continuous improvement to boost safety, efficiency, and successful outcomes at the shelter. Four key focus areas have been identified to refine operations for greater safety and efficiency:

- 1. Entry** – Strengthen training and policies to ensure a safe, welcome guest.
- 2. Intake** – Reconfigure the lobby and streamline the intake process for improved flow and efficiency.
- 3. Housing Plan** – Implement a structured process for developing individualized housing plans
- 4. Support for Housing Goals** – Increase staff capacity to effectively assist guests in achieving long-term housing solutions.

City Strategic Actions in Progress

- Create a Dashboard in Envisio to help inform data-driven decision-making.
- Track Progress on Identified Process Improvements for Shelter Operations.
- Conduct a Peer Review (Boulder, Colorado).
- Advocate for funding in the Legislative Program.

Recommendations for Discussion

Enhancing Safety and Efficiency at the Shelter

1. Engagement in Programming

- Develop guidelines, including requirements for guest participation in programs that support personal progress toward exiting the shelter to housing.
- **Action:** Present proposal for future consideration.

2. Evaluate Entry Requirements

- Evaluate raising the barrier to balance maintaining a safe and supportive environment.
- **Action:** Submit a proposal and recommended amendments to the MSOA.

3. Regional Funding Support

- Explore funding contributions from neighboring communities to sustain shelter operations.
- **Action:** The Shelter Advisory Board has drafted a letter for the Homelessness Leadership Team (HLT).

4. Onsite Medical Services

- Collaborate with partner agencies to provide medical support during peak response times.
- **Action:** ODB to lead efforts in securing partner agency support for onsite services.

COUNCIL DISCUSSION
