

RECEIVED

HOUSING COMMITTEE
DALLAS CITY COUNCIL COMMITTEE AGENDA

2017 APR 11 AM 10:32

CITY SECRETARY
DALLAS, TEXAS

MONDAY, APRIL 17, 2017
CITY HALL
COUNCIL BRIEFING ROOM, 6ES
1500 MARILLA
DALLAS, TEXAS 75201
11:00 A.M. – 12:30 P.M.

Chair, Councilmember Scott Griggs
Vice-Chair, Councilmember Carolyn King Arnold
Mayor Pro Tem Monica R. Alonzo
Councilmember Tiffinni A. Young
Councilmember Mark Clayton
Councilmember Casey Thomas, II

Call to Order

1. Approval of Minutes

BRIEFINGS

2. Dallas Housing Finance Corporation (DHFC): Status Update
Karl Zavitkovsky
Director
Office of Economic Development
3. Homeless Management Information System (HMIS)
All Districts
Cindy Crain
President/CEO
Metro Dallas Homeless Alliance
4. Homeless Management Information System (HMIS)
All Districts
Bernadette Mitchell
Director
Housing & Neighborhood Revitalization
5. Home Improvement Rebate Program
All Districts
Bernadette Mitchell
Director
Housing & Neighborhood Revitalization
6. Executive Summary of City of Dallas Housing Policy
Briefing Memo
All Districts
Bernadette Mitchell
Director
Housing & Neighborhood Revitalization

7. **UPCOMING AGENDA ITEMS**

April 26, 2017

- A. Acceptance of Dallas County Emergency Solution Grant Funds - Districts All
- B. Urban Mixed Use Project – District 7
- C. Call of Public Hearing for Land Transfer Lot to South Dallas Fair Park/ICDC – District 7
District 7

A quorum of the City Council may attend this Council Committee meeting

Adjourn



Scott Griggs, Chair
Housing 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]

Handgun Prohibition Notice for Meetings 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 propiedad con una pistola a la vista."

Housing Committee

Meeting Record April 3, 2017

The Housing Committee meetings are recorded. Agenda materials and audiotapes may be reviewed/copied by contacting the Housing Department Staff Coordinator at 214-670-3906.

Meeting Date: April 3, 2017

Meeting Start time: 11:04 A.M.

<p>Committee Members Present: Scott Griggs (Chair) Carolyn King Arnold (Vice Chair) Tiffinni A. Young Monica R. Alonzo Mark Clayton Casey Thomas, II</p> <p><u>Other Council Members Present:</u> Philip T. Kingston</p> <p><u>Committee Members Absent</u></p>	<p>Staff Present: Theresa O'Donnell, (I) Chief of Resilience Bernadette Mitchell, Director/H/CS Karl Zavitkovsky, Director/ECO Karen Schaffner, ECO</p>
---	--

AGENDA:

Housing Committee Meeting Called to Order by CM Scott Griggs

1. **Approval of March 21, 2017 Minutes of the Housing Committee Meeting**
Presenter(s): CM Scott Griggs

Action Taken/Committee Recommendation(s): Motion made to approve the minutes.

Motion made by: CM Casey Thomas, II	Motion seconded by: CM Scott Griggs
Item passed unanimously: <u>X</u>	Item passed on a divided vote: _____
Item failed unanimously: _____	Item failed on a divided vote: _____

Follow-up (if necessary):

2. **Dallas Housing Finance Corporation: Status Update-All Districts**
Presenter(s): Theresa O'Donnell, (I) Chief of Economic Development & Neighborhood Services/Karl Zavitkovsky, Director of Office of Economic Development/Bernadette Mitchell, Director of Housing/Community Services

Information Only: X

Action Taken/Committee Recommendation(s): Committee has request to be brought back to committee with updated project information.

Motion made by: _____	Motion seconded by: _____
Item passed unanimously: _____	Item passed on a divided vote: _____
Item failed unanimously: _____	Item failed on a divided vote: _____

Follow-up (if necessary):

Meeting Adjourned: 11:33 A.M.

Approved By _____

Memorandum



DATE April 12, 2017

TO Members of the Housing Committee:
Scott Griggs (Chair), Carolyn King Arnold (Vice Chair), Monica R. Alonzo,
Mark Clayton, Casey Thomas II, Tiffinni A. Young

SUBJECT **Dallas Housing Finance Corporation (DHFC): Status Update**

On Monday, April 17, 2017, the Housing Committee will be briefed on Dallas Housing Finance Corporation projects as a follow-up to the overview briefing that was presented to the Housing Committee on April 3, 2017. The briefing material is attached.

Should you have any questions, please contact me at (214) 670-3390.



Theresa O'Donnell
Interim Chief of Economic Development and Neighborhood Services

C: The Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors

Dallas Housing Finance Corporation (DHFC): Status Update

Housing Committee
April 17, 2017

Karl Zavitkovsky
Director
Office of Economic Development
City of Dallas



Overview

- Respond to committee member questions regarding status of DHFC Bond Issuances, Multifamily Ownership Program and Tenant Service Compliance Monitoring
- Discuss lessons learned
- Recommend policy changes that could enhance DHFC effectiveness



Multifamily Tax Exempt Bond Financing

- DHFC serves as issuer of Tax Exempt Bonds
- Used in conjunction with 4% Tax Credits from Texas Department of Housing and Community Affairs (TDHCA)
- DHFC receives application fee (\$2K), processing fee (\$10K), 50 Basis Points closing fee and annual issuer fee (10 basis points on outstanding principal)
- Since 2002, DHFC issued bonds on 14 projects for families totaling \$183.3M (see Appendix A)



Multifamily Ownership

- Council approved DHFC to own residential developments (directly or through a subsidiary)
 - Limited partnership structure where DHFC subsidiary is general partner with .01% ownership interest
 - Equity provider and developer partner are limited partners with 99.99% ownership interest
 - Creates Ad Valorem Tax Exempt status to improve project feasibility
 - Since 2012, DHFC took ownership of 5 projects with 919 units

4



Multifamily Ownership Criteria

- Must facilitate development/redevelopment that materially improves a neighborhood condition and/or supports underserved groups
- Allows DHFC to receive income (closing fee, cash flow split, Bond application, processing, closing and annual issuance fees) significantly in excess of current City Tax assessment
- Fee income supports GAP financing for mixed income Housing
- All transactions must be approved by Council

5



5 Properties In Which DHFC Has An Ownership Interest

Providence Mockingbird
Apartment Homes
251 Units



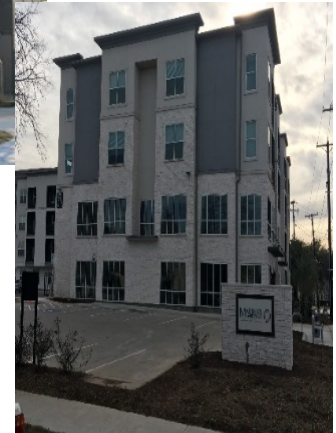
Jubilee at
Gurley Place
24 Units



Park At Cliff Creek
280 Units



Sterlingshire Village
264 Units



Martha's Vineyard
100 Units

Providence at Mockingbird



"Economic Vibrancy"

Providence at Mockingbird Cont'd

- Financial restructure salvages 251 unit family and seniors project located at 1853 W. Mockingbird (District 2)
- Completed in 2007, at cost of \$21M, but burdened by size/rate of tax exempt bond debt and Ad Valorem tax costs, despite 90% occupancy
- Refinance in 2012 involves HFC (.01% GP ownership) and new limited partner, Alden Torch (99.99% ownership)

8



Providence at Mockingbird Cont'd

- Converts property from net loss/probable default by previous owner to net income producing project for new ownership
- 100% affordable at 60% of AMFI (Family: 30 2BR, 66 3BR; Seniors: 148 1BR, 7 2 BR)
- 94% occupied
- HFC Cash Flow Participation capped at \$200K/yr. after Bond Debt Service (pay \$10K/yr. asset management fee to Central Dallas CDC)

9



Providence at Mockingbird Cont'd

Issues:

- Initial capital needs assessment indicated no critical repairs, but HFC Board sets aside \$40K/yr. in additional capital reserve
- Subsequent deferred maintenance/capital costs surfaced (roof, elevators, front gate, parking lot fencing and HVAC in atrium/common areas) and are being addressed
- Will implement PACE energy and conservation program in 2017 to mitigate energy cost issues

10



Jubilee at Gurley Place



THE HOME

"I can sit on my porch all day and talk to my neighbors as they walk by."
-Jubilee Resident



THE COMMUNITY

"Since Gurley Place was built, there has been an increase in senior participation within the community."
-Jubilee Park & Community Center Staff

Jubilee at Gurley Place

- 24 unit affordable (100% at 50% AMFI) seniors apartments located at Gurley Place/Jubilee (District 7)
- \$2M new construction project fully financed by City's Housing Department. Construction completed and property conveyed to HFC subsidiary in July, 2012
- Development partner is Jubilee Park Community Development Corp

Jubilee at Gurley Place Cont'd

- East Dallas Community Development Corporation (EDCO) is Property Manager
- Compliments other initiatives in Jubilee Community including a Community Center, Head Start Learning Center, Police Sub Station, and single family home constructions
- 100% of 24 1BR are occupied
- No HFC Fees/Cash Flow Participation; All cash flow used for maintenance, capital reserves and property management

13



Jubilee at Gurley Place Cont'd

- Issues: Early problems with tenant screening resulted in a need to repair and replace floors and appliances
 - Strong collaboration from development partner and property manager have stabilized property



Sterlingshire Village



Sterlingshire Village

- A \$37.7M new multifamily rental project located at 9415 Bruton Road (District 7)
- 264 units (251 at 60% of AMFI and 13 at 50% AMFI) completed in 2016 6 1BR, 130 2BR, 128 3BR units are 100% occupied
- HFC is general partner and land owner; developer is NRP; Bank of America is tax credit investor

16

Sterlingshire Village Cont'd

- HFC's primary motivation was to establish an ongoing relationship with NRP Group, a nationally recognized developer and property manager with projects in multiple Texas locations
- HFC Fees/cash flow participation: 20% of annual developer fee over 15 years (estimated at \$848K); 50% of cash flow split; bond application, processing closing and annual issuer fees

17



Sterlingshire Village Cont'd

- Issues: Crime hot spot at Adams Mart adjacent to property; 9,000 sq. ft. commercial space remains vacant
Developer needs to take additional security measures and be more pro-active in leasing commercial space. Have worked with DPD re: Adams Mart criminal activity

The Park at Cliff Creek



The Park at Cliff Creek

- A \$22.5M major rehab (\$19K/unit) of 280 multifamily rental units located at 7300 Marvin D. Love Freeway (District 8)
- Unit mix is 72 1BR, 120 2BR, and 88 3BR that are 100% affordable at 60% of AMFI
- Rehab completed 2016, and occupancy is 96%



The Park at Cliff Creek Cont'd

- HFC is general partner and land owner; developer is Cesar Chavez Foundation and National Equity Fund (NEF) is tax credit investor
- Property management company operates over 1,200 units in Texas with strong after-school tenant service programs



The Park at Cliff Creek Cont'd

- HFC Fees/participation in cash flow: \$250K at closing, plus 30% of cash flow split for 15 years; bond application processing, closing and annual issuer fees
- Issues: Fire caused construction delays. Property still has open ADA Fair Housing items. Developers addressing at a cost of \$750K

22



Martha's Vineyard Place



"Economic Vibrancy"

Martha's Vineyard Place Cont'd

- A \$13.7M new mixed income multifamily rental project that replaces a 40 unit deteriorating property, preserves the Deaf Action Service Center (DAC) and provides housing for hearing impaired community located at 8110 Cedar Plaza (District 2)
- 100 units (21 at 50% AMFI, 64 at 60% AMFI, 5 at 140% of AMFI and 10 at market rate)
- 18% set-aside for disabled persons

24



Martha's Vineyard Place Cont'd

- Unit mix is 16 efficiencies, 47 1BR, 22 2BR, and 4 3BR
- Temporary certificate of occupancy obtained and property is 90% occupied
- HFC is general partner and landowner; developer is Carlton Residential, Richman Group is tax credit partner and Deaf Action Center is a limited partner.
- Hillcrest Foundation is also a major financial donor

25



Martha's Vineyard Place Cont'd

- HFC received \$100K fee at closing and get's a 20% cash flow split plus bond application, processing, origination and annual issuer fees
- Issues: Significant communication problems between property management company and Deaf Action Center/hearing impaired residents, resulting in resignation of property manager



Martha's Vineyard Place Cont'd

- Pro-active intervention by partners helps address misunderstanding and new management company will more closely coordinate with DAC



Lessons Learned

- Select development partners carefully
- Develop a transparent and timely property reporting process for DHFC Board Members
- Insist on a rigorous and reliable third-party inspection process before accepting properties where DHFC is G.P.



Lessons Learned Cont'd

- Meet regularly with property management company and encourage good tenant communication, particularly where a significant mix of disabled tenants
- Ensure that DHFC is properly compensated (cash flow participation is more of upside revenue opportunity)



Tenant Service Compliance Monitoring

- TDHCA and the Council approved Social Service Policy requires HTC project owners to provide supportive services at no cost to the tenants
 - Can choose from 20 types of services
 - Must provide a minimum of \$40K or \$200 per unit/year, whichever is greater (can be in-kind)
- DHFC monitors and enforces compliance at 36 projects financed with tax credits (4% and 9%) since 2002 (including 11 where DHFC was bond issuer)

30



Tenant Service Compliance Monitoring (Cont'd)

Tenant services include:

- After-school tutoring and homework help
- Teen awareness programs related to drugs and alcohol as well as social and business etiquette
- Computer education
- Swimming classes
- Senior activities



Issues/Operational Concerns

- DHFC activity on hold since February, 2015 pending adoption/implementation of new Housing Policy – requires close coordination with Housing initiatives
- Multifamily ownership program requires increased oversight and monitoring
- More pro-active future role will require increased professional staffing

32



Recommendations

- Limit use of DHFC property ownership and bond issuance tools to support holistic neighborhood focused community development initiatives
- Deploy DHFC tools in conjunction with other public and private resources (380 Grants, G.O. Bonds, PACE, Tax Credits, EB-5, Grow South Fund)
- Engage all stakeholders in workgroup to drive more effective implementation of recent Housing policy changes

33



Appendix A

CITY OF DALLAS HOUSING FINANCE CORPORATION								
	Year	DHFC Bond Issuance	HTC 4%	DHFC Ownership	Social Services	Council District	Address	In Compliance With Bond Covenants
Potter's House	2003	\$11,562,544	Yes		YES	3	2515 Perryton	Yes
Providence on the Park	2003	\$14,288,405	Yes		YES	8	8501 Old hickory	Yes
Cedar Crest	2002	\$12,760,120	Yes		YES	4	3303 Southern Oaks	Yes
Primrose Park Villas	2005	\$11,241,401	Yes		YES	7	2519 John West	Yes
Scyene(Sierra Vista)	2005	\$15,873,525	Yes		YES	7	9901 Scyene Road	Yes
Meadow Lane	2003	\$10,917,388	Yes		YES	7	4722 Meadow Lane	Yes
Mission Trails	2005	\$16,346,745	Yes		YES	8	330 E. Camp Wisdon	Yes
Masters	2004	\$7,008,000	Yes		YES	5	1180 N. Masters	Yes
Martha's Vineyard	2015	\$10,000,000	Yes	YES	YES	2	3110 Cedar Plaza	Yes
Bruton Apartments	2014	\$18,145,000	Yes	YES	YES	7	9415 Bruton Road	Yes
Park at Cliff Creek	2015	\$13,000,000	Yes	YES	YES	8	7300 Marvin S. Love	Yes
Fountains of Rosemeade*	2014	\$15,250,000	Yes	YES	YES	12	3440 E. Rosemeade	Yes
Artisan Ridge*	2003	\$14,145,000	Yes		YES	3	5480 Preakness Ranch	Yes
Mountain Creek*	2005	\$12,800,000	Yes		YES	4	1350 Skyline	Yes

Appendix A Cont'd

CITY OF DALLAS HOUSING FINANCE CORPORATION						
	Year	TDHCA HTC 9%	DHFCOwnership	Social Services	Council District	Address
Churchill at Pinnacle		YES		YES	6	1411 N. Cockrell Hill
Shiloh Village		YES			7	8702 Shiloh Road
Champion Homes		YES			8	3131 Simpson Stuart
Sphinx at Delafield		YES			7	4101 Delafield
Providence Village Fair		YES			4	5151 Village Fair
Providence Highland Meadow		YES			9	2000 Highland
St. Augustine Seniors		YES			7	2222 N. St. Augustine
Providence at Mockingbird		TDHCA Bond Issuance	YES		2	1852 W. Mockingbird
Luxor Town Homes		YES			3	3110 S. Cockrell Hill
Reese Town Homes		YES			4	1201 S. Ewing
Creekside Villas (HUD)		YES			8	378 N. Jim Miller
Trinity Trails		YES			8	7203 Great Trinity Forest
Carpenters Point		YES			7	4645 Dolphin
Fiji Seniors		YES			4	201 Fran Way
Magnolia Trace		YES			8	6712 Patrol Way
Taylor's Farm		YES			3	1150 Pinnacle Park
Hillside West Seniors		YES			3	3757 Falls Bluff
Hacienda Del Sol		YES			8	1160 Galicia Lane
Crestshire Village		YES			7	2314 N. St. Augustine
LSG Lofts		YES			14	300 St. Paul
Highpoint Seniors		YES			1	1615 S. Zang
City Walk @ Akard		YES			14	511 N. Akard
* Bonds were paid off.						

Memorandum



DATE April 12, 2017

TO Housing Committee Members: Scott Griggs, Chair, Carolyn King Arnold, Vice-Chair, Mayor Pro-Tem Monica R. Alonzo, Tiffinni A. Young, Mark Clayton, and Casey Thomas, II

SUBJECT Homeless Management Information System (HMIS)

On Monday, April 17, 2017, the Housing Committee will receive a briefing on Homeless Management Information System (HMIS) by Cindy Crain, Executive Director of Metro Dallas Homeless Alliance. A copy of the briefing is attached.

Please let me know if you have any questions.



Theresa O'Donnell
Interim Chief of Economic Development &
Neighborhood Services

C:

T. C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors

Homeless Management Information System (HMIS)

Housing Committee
April 17, 2017

Cindy Crain, Executive Director
Metro Dallas Homeless Alliance

Purpose of the HMIS

- A Homeless Management Information System (**HMIS**) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals, families, and persons at risk of homelessness.
- The US Department of Housing and Urban Development was the originating federal agency to require the HMIS for its homeless programs.
- It's one database, overseen by the Continuum of Care, that agencies in the space of homeless housing and services record what they do and report out the results.

HMIS Regulation and Security

- 2004 HMIS Data and Technical Standards-how data is to be collected and safeguarded
- [The McKinney-Vento Homeless Assistance Act as Amended by S.896 HEARTH Act of 2009](#) – requiring HUD to establish HMIS standards
- The Department of Housing and Urban Development (HUD), the Department of Health and Human Services (HHS), and the Department of Veterans Affairs (VA) released the [2014 HMIS Data Dictionary](#) and [2014 HMIS Data Manual](#) on May 1, 2014

Primary forms of data collection

- **Intake Assessments** – Demographics, health, income and household information
- **Update / Annual Assessments** – Updates to any changes especially income, health
- **Exit Assessments** – When you left the program, housing destination, income, health and household status
- Recording of all **services received** along the way including case management/case notes/goals/achievements
- **VI-SPDAT** – Vulnerability Assessment
- **Prioritization Status (DOPS)** – Applying standards of need to determine housing priority status

Data Quality Methods

- Daily deduplication service requests
- Quarterly Data Quality Reports with Scoring
- Annual CoC/ESG
- Regular Training Schedule for all Users
- DOPS Validating documentation
- Reviewed by HUD annually (AHAR, APR)
- Data quality \$\$ incentives

What can the data tell us?

- How long does it take a person who is homeless to work through the entire homeless response system ...until they are no longer homeless?
- How many new homeless enter our system and what is their background or demographics—do we need to amend our resources accordingly?
- How many people were served from any particular grant or project and were the funds used wisely?
- Is any agency or program not getting the outcomes they want? What can we do to improve their performance, OR what shall we do as a system to remove other barriers that may be outside their control?
- Or should we end that program and reallocate to something more effective?

Primary Reports

- Emergency Solutions Grants performance reporting- CAPER
- Continuum of Care Grants performance reporting through **Annual Performance Report** – understand project level, housing level, or system level measurement to show progress
- **Point in Time** reports - census
- **Housing Inventory** – supply and occupancy/vacancy of housing and are we hitting dedicated chronic goals
- **Annual Homeless Assessment Reports** – what was the average turn over rate of housing, system level demographics and longitudinal changes (aggregated with other communities across the USA)
- **System Performance Reporting** – The HEARTH Act mandated measures of all our inputs boiled down to 6 key measures for our community. We compete with ourselves year to year.

System Performance

- HMIS has evolved from a reporting of individual project reporting to system level reporting
- System Performance set out in the HEARTH Act interim rule with a benchmark '*look back date*' of October 1, 2012
- Our 'system' is Dallas and Collin Counties
- The homeless response system includes:
 - Street Outreach
 - Supportive Services
 - Emergency Shelter (day and night)
 - Safe Haven
 - Transitional Housing
 - Rapid Rehousing
 - Permanent Supportive Housing
 - Homeless Prevention

6 System Performance Measures

1. Length of time persons remain homeless
2. Persons who exit homelessness to permanent housing and return to homelessness in 6, 12, 24 months
3. Number of homeless persons
4. Employment and income growth for homeless persons in CoC funded projects
5. Number of persons who become homeless for the first time
6. Successful placements into housing from Street Outreach, Emergency Shelter, SafeHaven, and RRH and Permanent Housing retention (remain stably housed)

Key to HMIS Performance

Measurement is Participation

- **Participation means:** Agencies enter **all client data** on all assessments, services and housing beds, **all year long**
- Organizes individual programs and resources and to isolate what resources provided what outcomes
- Supports documented funder cost allocation - assures against double dipping for same services to the same client
- Combines accounting of widgets of services and inputs and interprets core outcomes - **system performance.**

2016 TX600 CoC Score Summary

Scoring Category	Max Points	TX600 Score	Difference
Part 1: CoC Structure and Governance	51	42	-9 82%
Part 2: Data Collection and Quality	27	22.5	-4.5 83%
Part 3: CoC Performance and Strategic Planning	101	62.5	- 38.5 62%
Part 4: Cross-Cutting Policies	21	18	-3 86%
	200	145	-55 72.5%

Overall Scores for all CoCs

Highest Score:	187.75
Lowest Score:	79
Median Score:	154.5
Weighted Mean (to ARD):	160.7

New HMIS Functionality

- Allows organizations to **define how client information is shared** with other organizations in the Iris Network to provide a single view of client's participation and services received in the community. This includes those in the non-HMIS domains such as Food banks, Hospitals, Recidivism prevention, etc.
- **Enables referrals** to and from organizations and programs in the community.
 - Referral directory includes helpful information on the programs including proximity to client or referring organization
 - Closed loop referrals within the full Iris network of organizations and programs
- **Streamlined operations** for high volume service organizations such as Emergency shelters
 - Tracking of resources (such as beds, lockers, etc) usage including checkin and no-shows
 - Client scan cards valid throughout Iris network of organizations
- **Reporting**
 - Dashboards of key measures, overall and by program
 - Service delivery reporting for all services with ability to filter by 30 different demographic fields

PIECES Iris Scan Cards



Next steps in HMIS



- April 5 - 11 Iris Go Live Prep & Training HMIS Security Officers / Super Users
- April 17 –21 Existing Non Emergency Shelter Program Training
- April 21 Close old HMIS (Case Worthy) for Non ES @5:00 p.m.
- April 24 Iris Go Live for Non Emergency Shelter
- April 24 – 28 Existing Emergency Shelter Training
- April 28 Close old HMIS (Case Worthy, Client Track, HEART) @5:00pm
- May 1 Emergency Shelters Go Live 8:00 a.m.
- May 1 – 2 Scan Card Blitz (all day) at Austin Street and The Bridge
- May 8 – 12 New HMIS Users Training
- May 15 – 19 Family Place Training (DV)
- After May 19 Implement New Agencies UGM, TSA, Samaritan Inn, other DV

MDHA HMIS User Training

- **HMIS New User Training** Privacy & Ethics, Data Security, Data Quality, HMIS Privacy Agreement, the Help Desk tool, as well as HMIS data requirements
- **Advanced HMIS Training**
- **Data Quality Management Training**
- **Documentation of Priority Status Training**

Projecting HMIS Utilization

- HMIS Information Ecosystem will grow from **230** users to nearly **425** by September 2017
- To date, no homeless service provider has *formally* declined usage of the new PIECES Iris system and not all agencies have signed the IRIS service agreement
- HMIS participation rates of no less than **86%** of each category of Housing Type year round will be achieved in the 2018 **Annual Homeless Assessment Report (Oct 1, 2017 – September 30, 2018)**

MDHA Homeless Response System Community Dashboard Reporting

- Quarterly Measures related to the demand for housing and available supply of housing
- Will compare Quarter to Quarter change among 10 measures
- Dashboard will improve each quarter with more HMIS participation
- What is the rate of homelessness? and How well are we using our resources to end homelessness?
- First Base line report published January 15
- *Second Report published April 17*

How can you help?

- Require all homeless service providers with whom you have contracts to enter their data into HMIS
- Enter City of Dallas services for homeless into the HMIS
- Keep up with report cards and keep everyone accountable

Memorandum



DATE April 12, 2017

TO Housing Committee Members: Scott Griggs, Chair, Carolyn King Arnold, Vice-Chair, Mayor Pro-Tem Monica R. Alonzo, Tiffinni A. Young, Mark Clayton, and Casey Thomas, II

SUBJECT Homeless Management Information System (HMIS)

On Monday, April 17, 2017, the Housing Committee will receive a briefing on Homeless Management Information System (HMIS) by Bernadette Mitchell, Director of Housing and Neighborhood Revitalization. A copy of the briefing is attached.

Please let me know if you have any questions.



Theresa O'Donnell
Interim Chief of Economic Development &
Neighborhood Services

C:

T. C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors

Homeless Management Information System

Housing Committee

April 17, 2017

**Bernadette Mitchell, Director
Housing & Neighborhood Revitalization
City of Dallas**



Presentation Overview

- Review the City of Dallas' participation in HMIS
- Discuss next steps



City of Dallas Participation

- The following programs are responsible for entering client data into the HMIS System:
 - **HIV/AIDS Tenant-Based Rental Assistance** (Housing Opportunities with HIV/AIDS)
 - **HIV/AIDS Homeless Outreach** (Housing Opportunities for Persons with HIV/AIDS)
 - **Homelessness Prevention** (Emergency Solutions Grant & Housing Opportunities for Persons with HIV/AIDS)
 - **Intake & Other Essential Services** (Emergency Solutions Grant)
 - **Permanent Supportive Housing** (Continuum of Care)
 - **Rapid ReHousing** (HOME Investment Partnerships Program, Emergency Solutions Grant & Continuum of Care)
 - **Street Outreach** (Emergency Solutions Grant & General Funds)

City of Dallas Contractor Participation

- All homeless services providers under contract with the City are required to enter client service data into HMIS
- Providers include:
 - AIDS Services of Dallas
 - Association of Persons Affected by Addiction
 - Austin Street Center
 - The Bridge
 - CitySquare
 - Dallas County Health & Human Services
 - Family Gateway
 - The Family Place
 - Health Services of North Texas
 - Legacy Counseling Center
 - Legal Aid of Northwest Texas
 - My Second Chance
 - Open Arms (Bryan's House)
 - Operation Relief Center, Inc.
 - Shared Housing Center
 - Wilkinson Center



Discuss Next Steps

- On April 26, 2017, City Council will consider the following:
 - Authorization of a memorandum of understanding with Metro Dallas Homeless Alliance (MDHA) for our continued participation in the local HMIS system
 - Authorization of a Subscription Services agreement with Pieces Technology, Inc., for use of the Pieces Iris™ software solution being implemented by MDHA as the new HMIS system

Homeless Management Information System

Housing Committee

April 17, 2017

**Bernadette Mitchell, Director
Housing & Neighborhood Revitalization
City of Dallas**



Memorandum



DATE April 12, 2017

TO Housing Committee Members: Scott Griggs, Chair, Carolyn King Arnold, Vice-Chair, Mayor Pro-Tem Monica R. Alonzo, Tiffinni A. Young, Mark Clayton, and Casey Thomas, II

SUBJECT Home Improvement Rebate Program

On Monday, April 17, 2017, the Housing Committee will receive a briefing on the Home Improvement Rebate Program. A copy of the briefing is attached for your review.

Please let me know if you have any questions.



Theresa O'Donnell
Interim Chief of Economic Development &
Neighborhood Services

c:

T. C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors

Home Improvement Rebate Program

Housing Committee
April 17, 2017

Bernadette Mitchell, Director
Housing & Neighborhood Revitalization
City of Dallas



Presentation Overview

- Review the history of the program
- Recap current program guidelines
- Provide operational information
- Review staff recommended changes to the program
- Discuss next steps



History of the Program

- On October 11, 2016, the City Council approved the Home Improvement Rebate Program aimed at preserving and increasing the supply of single family homes in Dallas
- The Home Improvement Rebate Program provides incentives for Dallas homeowners to upkeep and improve their property

Current Program Guidelines

- Homes must be located within the city of Dallas
- Homes built before 1985 & appraised at less than \$200,000
- Improvements must total more than 10% or more of DCAD value
- Property owner must be current on taxes & insurance
- Rebate is 25% of total repair costs up to \$5,000

Current Program Guidelines

- Start work within 6 months of application and completion within 6 months from start
- Applicant is limited to one rebate per five year period
- No partial rebates
- Eligible expenses include interior and exterior repairs

Marketing Efforts

- Distributed brochures to City Departments
 - Dallas libraries
 - Neighborhood Plus
 - Code Compliance
 - Building Inspections
- Conducted outreach with various groups
 - Community Meetings
 - Housing Fairs
- Information on City website

Operational Status

Total applications received	19
Applications approved	15
Applications denied	4
Inquiries	63

Month Received	
November 2016	5
December 2016	3
January 2017	3
February 2017	2
March 2017	6
TOTAL	19

Program Impact	
City Investment	\$64,643
Private Investment	*\$314,196
Property Tax Impact	Not Yet Available

*4.8 dollar return for every one invested

Operational Status

- Inquiries
 - High number of calls seeking home repair assistance (grants)
 - Contractor availability is limited
 - Didn't want to start work during holidays
 - Not in city limits of Dallas
 - Repair costs below 10% of appraised value
 - Appraised value above \$200,000

Staff Recommendation

- Based on inquiries:
 - Change age of home from pre-1985 to pre-1992 (25 years old)
 - Increase appraised value limit to \$250,000
 - Change repair cost requirement from 10% to 5% of appraised value
 - Enhance marketing efforts

Next Steps

- May 24, 2017 City Council consideration of changes to Program Policy
- June 1st Implement changes

Home Improvement Rebate Program

Housing Committee
April 17, 2017

Bernadette Mitchell, Director
Housing & Neighborhood Revitalization
City of Dallas



Memorandum



DATE March 12, 2017

TO Housing Committee Members: Scott Griggs, Chair, Carolyn King Arnold, Vice-Chair, Mayor Pro-Tem Monica R. Alonzo, Tiffinni A. Young, Mark Clayton, and Casey Thomas, II

SUBJECT **Executive Summary of City of Dallas Housing Policy Briefing Memo**

Over the past two years, the Housing Committee and full City Council have worked on developing housing policies to create and maintain affordable housing, promote greater fair housing choice, and overcome patterns of segregation and concentrations of poverty throughout our community.

Attached you will find a summary of those accomplishments to-date and ongoing work that advances this effort. We will be posting this summary to the Housing departments website and updating it regularly as our work progresses.

Please let me know if you have any questions.



Theresa O'Donnell
Interim Chief of Economic Development & Neighborhood Services

Attachment

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

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors

Memorandum



CITY OF DALLAS

Date: April 10, 2017

To: Housing Committee Members: Scott Griggs, Chair, Carolyn King Arnold, Vice-Chair, Mayor Pro-Term Monica Alonzo, Tiffinni A. Young, Mark Clayton, and Case Thomas II

Subject: Acceptance of Dallas County Emergency Solution Grant Funds

On April 26, 2017, City Council will have the following Homeless Services item on the agenda:

Authorize an Interlocal Agreement with Dallas County to accept 2016-17 Emergency Solutions Grant Funds for shelter operations at The Bridge in the amount of \$90,684 for the period of March 21, 2017 through September 30, 2018 (2) A third amendment to the first five (5)-year renewal option to the Management Services Contract, Phase II (MSC), with Bridge Steps for the continued operation, programming, and management of The Bridge; Total not to exceed \$90,684 - Financing: Intergovernmental Revenue – Dallas County

Approval of this item will authorize an Interlocal Agreement with Dallas County for receipt and disbursement of \$90,684, (allocation approved on March 21, 2017 Court Order 2017-0420) contributed by the County toward the cost of operating The Bridge. Dallas County has contributed funding to support the operation of The Bridge, since it opened in 2008.

Agency staff must input client-level data into the local Homeless Management Information System (HMIS) with applicable written consent. Agencies must also submit monthly financial reports (including supporting documentation) and performance reports (including demographic data, outputs, and outcomes), as well as an overview of accomplishments at year end, to the City.

A handwritten signature in blue ink, appearing to read 'Alan E. Sims'.

Alan E. Sims
Interim Chief of Community Services

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Theresa O'Donnell, Interim Chief of Economic Development & Neighborhood Services
Directors and Assistant Directors

Memorandum



CITY OF DALLAS

DATE April 10, 2017

TO Housing Committee Members: Scott Griggs, Chair, Carolyn King Arnold, Vice-Chair, Mayor Pro-Tem Monica R. Alonzo, Tiffinni A. Young, Mark Clayton, and Casey Thomas, II

SUBJECT **Upcoming Agenda Item on April 26, 2017 for Urban Mixed Use Project**

This item authorizes an amendment to Resolution No. 16-1450, previously approved on September 14, 2016, for the conditional grant agreement in the amount of \$1,150,000 with Urban Mixed Use, LLC and the City of Dallas to (1) provide for refinancing of the developer's first lien loan for development of a 38-unit apartment complex at 3221 Elihu to increase the senior loan from \$2,579,398 to \$3M and authorize subordination of the City's lien to the first lender; (2) allow the transfer of ownership to 3221 Flatts, LLC; and (3) extend the affordability period from 10 years to 15 years.

Please let me know if you have any questions.

A handwritten signature in black ink that reads "Theresa O'Donnell".

Theresa O'Donnell
Interim Chief of Economic Development &
Neighborhood Services

c:
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapala, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors

Memorandum



CITY OF DALLAS

DATE April 10, 2017

TO Housing Committee Members: Scott Griggs, Chair, Carolyn King Arnold, Vice-Chair, Mayor Pro-Tem Monica R. Alonzo, Tiffinni A. Young, Mark Clayton, and Casey Thomas, II

SUBJECT Upcoming Agenda Item on April 26, 2017 for Call of Public Hearing for Land Transfer Lot to South Dallas Fair Park/ICDC (District 7)

On April 26, 2017, City Council will consider the call of the public hearing for the transfer of a city owned lot located at 4000 Metropolitan to South Dallas Fair Park/ICDC.

Please let me know if you have any questions.

A handwritten signature in black ink that reads "Theresa O'Donnell".

Theresa O'Donnell
Interim Chief of Economic Development &
Neighborhood Services

C:

T.C Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Sois, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Alan E. Sims, Interim Chief of Community Services
Directors and Assistant Directors