

Memorandum



CITY OF DALLAS

DATE November 30, 2017

Honorable Members of the Human and Social Needs Committee:
TO Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Mayor Pro Tem Dwaine R. Caraway, Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **Update on the Gateway to Permanent Supportive Housing Program**

On November 6th, during the Office of Homeless Solutions briefing to the Human and Social Needs Committee on the Proposed Evaluation Criteria for Supportive Housing Sites, Chair Thomas requested an update on the status of the City's Gateway to Permanent Supportive Housing Program. Below is a program update since the transition of the program's transition from Eban Village Apartments.

As of September 30, 2017, all 51 Gateway clients transitioned from Eban Village Apartments to three (3) locations in order to deconcentrate the project-based program; the new sites are The Way Apartments ("The Way") at 5301 Marvin D. Love, Freeway (District 3), The Vineyards at Forest Edge Apartments at ("Forest Edge") 9669 Forest Lane, (Council District 10) and The Vineyards at the Ranch Apartments ("The Ranch") at 9350 Skillman St, (Council District 10). Since the transition, 10 new clients have been enrolled into the new program for total client census of 61. Below is a breakdown of the number of clients who transitioned from Eban Village to the new sites and the number of new clients at the respective sites.

Program Sites	Total # of Units Allocated to Property	# of Total Participants Residing at Program Site	Breakdown of Clients Who Transitioned from Eban Village	# of New Clients Post-Transition from Eban Village
Forest Edge	25	21	21	0
The Ranch	25	22	13	9
The Way	20	18	17	1
Total	70	61	51	10

Currently the program has 9 vacant slots across all three properties and staff is currently collaborating with the Coordinated Intake Representative to identify clients for program sites that have vacant one-bedroom units. All new clients enrolled into the Gateway Program must be pulled from the Continuum of Care's Housing Priority List of the Coordinated Access System.

Client Meetings and Developmental Trainings

A case manager is assigned to each program site and each case manager has monthly resident meetings to provide new information regarding program guidelines, updates from property management and to identify resident concerns. Case managers also have individual meetings

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with clients at least _once a month to discuss their individualized goals related to physical and behavioral health, finances, education, housing, and employment, as applicable. During these visits, case managers also discuss any tenant complaints to share with property management staff.

Additionally, Case Managers hold group trainings with their caseload to provide continuing education that will support increased levels of independence and self-sufficiency. Topics include money management and life skills training.

Partnership Meetings

This meeting is utilized as a collaborative effort between The City of Dallas and the Property Management staff. During this meeting, parties discuss the client accounts, including outstanding balances and reconciliation issues. Partners also discuss accomplishments and areas of concerns related to any client's noncompliance with their lease agreement and property conditions. The Partners create an action plan and timeline address the concern(s).

The Program has held Partnership Meetings at all locations and the Management has expressed a vested interest in the success of the Program and clients. They have reported that the Program is a welcomed addition to their location.

Should you have any further questions, please let me know.



Nadia Chandler Hardy
Chief of Community Services

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

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
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Theresa O'Donnell, Chief of Resilience
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