

# Homelessness: Housing Forward and Metrocrest Services

City Council Meeting  
Work Session  
April 23, 2024

The logo for the City of Addison, featuring the word "ADDISON" in a bold, blue, sans-serif font centered within a white circle. The circle is set against a blue background that is part of a larger graphic design on the right side of the slide, which includes diagonal grey and white sections.

- Purpose of today's work session is to provide an informational update from two key partners working to address homelessness and housing:
  - 1. Introduction of Housing Forward**  
Rae Clay, Chief Program Officer
    - Leading the system-wide strategies throughout Dallas and Collin Counties to make homelessness rare, brief, and non-recurring
  - 2. Update from Metrocrest Services**  
Melanie Jones Meijering, Director of Program Development
    - Working to identify, connect, and resolve housing instability or homelessness for individuals locally in Addison, as well as Carrollton, Coppell, and Farmers Branch
- Staff will wrap up the presentation with an overview of next steps and items in progress to improve the Town's response



# ALL NEIGHBORS COALITION UPDATES

APRIL 2024

# TRANSFORMING OUR APPROACH TO HOMELESSNESS

## Coordinated System Leadership

### **Housing Forward**

*Backbone agency supporting the All Neighbors Coalition and leading the development and implementation of strategies to end homelessness in Dallas and Collin Counties.*



# TRANSFORMING OUR APPROACH TO HOMELESSNESS

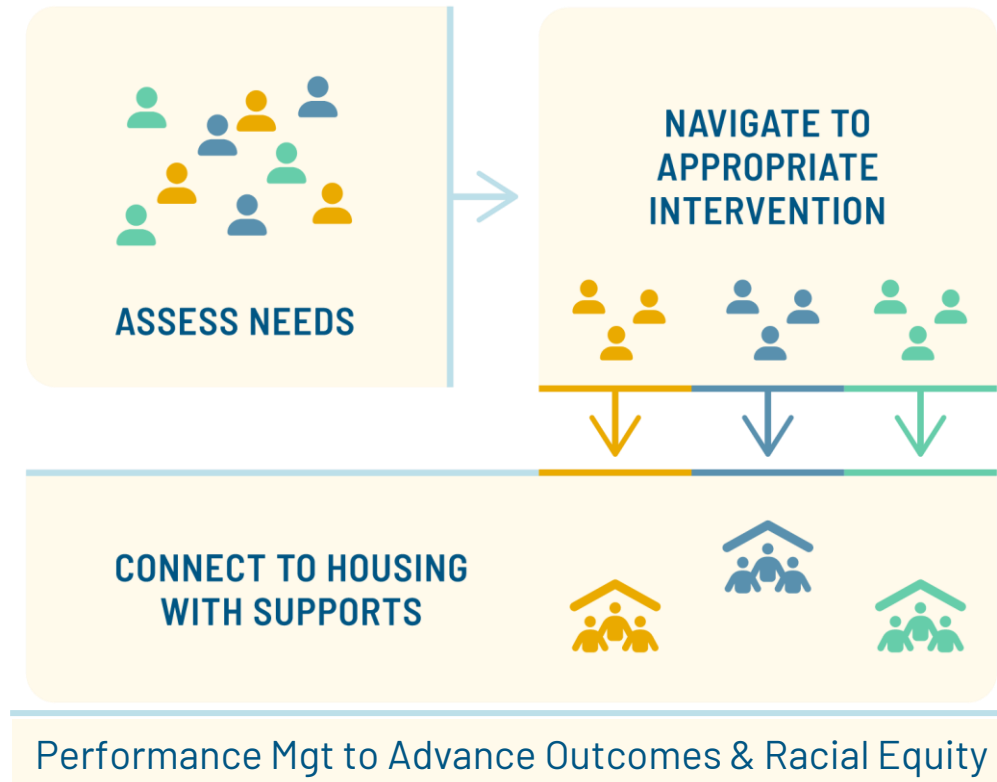
Shared Goals for Targeted, Measurable Reductions in Homelessness

SIGNIFICANTLY REDUCE CHRONIC  
UNSHELTERED HOMELESSNESS

EFFECTIVELY END VETERAN  
HOMELESSNESS

SIGNIFICANTLY REDUCE FAMILY AND  
YOUTH HOMELESSNESS

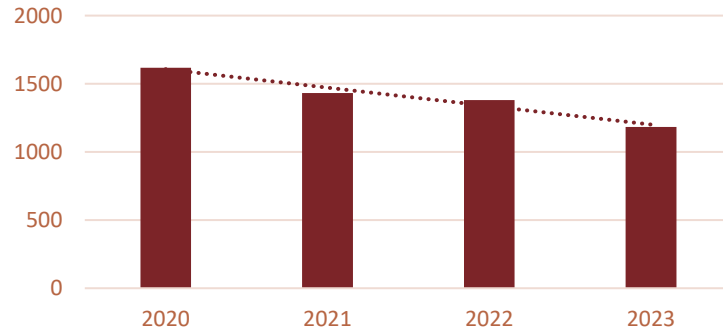
## System Redesign to Streamline Pathways to Housing



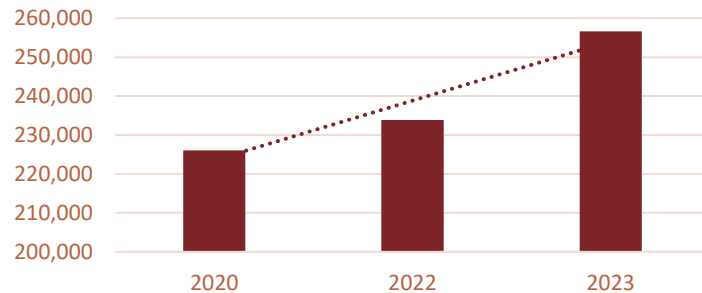
# TRANSFORMING OUR APPROACH TO HOMELESSNESS

## Going Against National Trends

**Unsheltered Population**  
*Dallas & Collin Counties CoC*



**Unsheltered Population**  
*Nationally*

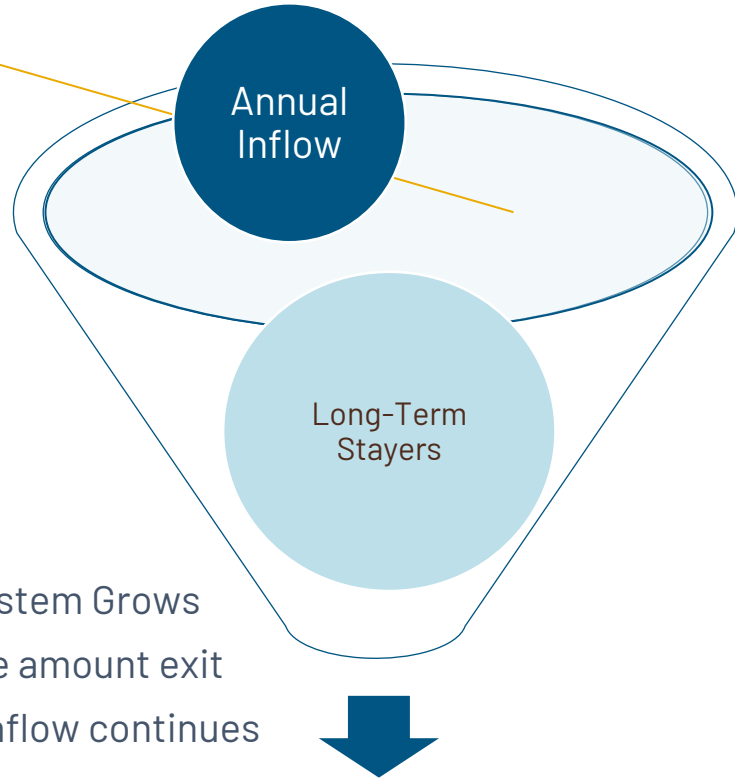


- ✓ 14 % decrease in unsheltered homelessness last year, while national rates soared to record highs
- ✓ 44% increase in annual HUD Homeless Assistance Funding, 2021-2023, a major recognition of our success
- ✓ 1 of 6 Communities Asked to Join the White House, Ending Unsheltered Homelessness Initiative (All Inside)
- ✓ Achieved REAL Time Rapid Rehousing Goal, 2700+ in October 2023



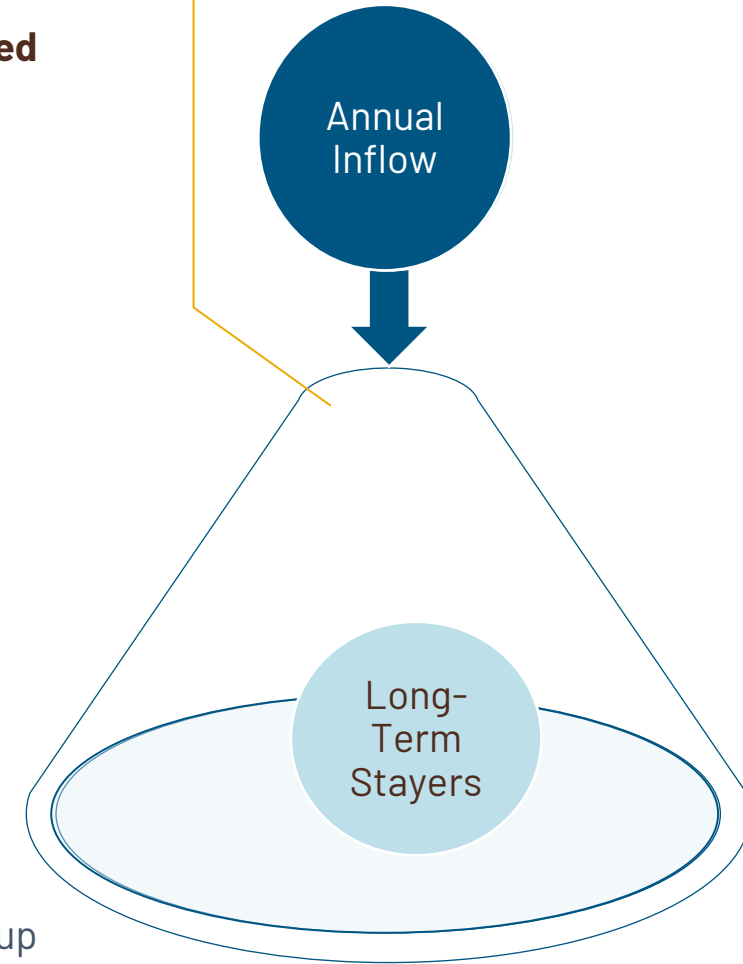
# CONTINUING OUR PROGRESS, REQUIRES ONGOING STRATEGIC INVESTMENT

Instinct is to grow a big funnel to catch and hold  
(crisis and shelter system)



- Crisis System Grows
- But same amount exit
- Annual inflow continues
- Long-stayers grow
- Harder and more expensive to reduce homelessness

Data shows instead we need  
an inverted funnel to help  
more move out  
(housing + services)



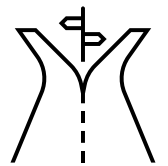
- Prevention to Shrink Inflow
- Expand Housing Exits
- Long-stayers eliminated, free up shelter space
- Over time, system can shrink to match annual inflow, reaching equilibrium

# 2024 ANNUAL PRIORITIES FOR LARGEST REDUCTIONS IN HOMELESSNESS



## INTERVENTIONS

- Systemwide Diversion
- Rapid Rehousing
- Permanent Supportive Housing
- Coordinated Outreach and Encampment Decommission



## INFRASTRUCTURE

- Housing Navigation
- Unit Acquisition Strategy
- Flex Fund
- Communitywide Framework to Advance Racial Equity







# Homelessness

# Common Misconceptions



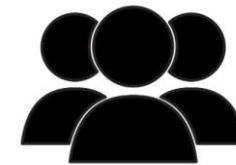
Homelessness is mainly caused by mental illness and drugs. 30/30/50



People want to be homeless.



People experiencing homelessness don't want to work



More homeless services will draw homeless people

# Barriers that our unhoused neighbors face



Lack of a permanent address



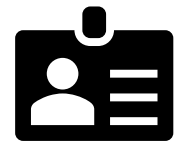
Receiving tickets for minor offenses



Inability to keep up a hygiene routine



Unmet mental health needs



Lack of identifying documentation

# Metrocrest Area:

## Local Facts on our Unsheltered Neighbors

## Needs:

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Help with  
critical  
documents



Place to  
sleep (not  
shelter)



Mental Health Needs



Permanent  
Housing



Substance abuse  
treatment

# Responding to the Need



Diversion

Outreach

Emergency  
Shelter

Supportive  
Housing

# Next Steps in Partnership

- Work with City staff to strengthen response to calls regarding persons experiencing homelessness
- Strengthen street outreach efforts in unison with city services
  - Education in homeless response processes for all city services personnel
  - Provide a clear understanding of what services Metrocrest can and cannot provide
  - Relationship Building with personnel
- Increase Diversion efforts with potentially increased funding in diversion dollars

- Staff is continuing to strengthen the Town's response to homelessness, including:
  - Recently joined the All Neighbors Coalition of Housing Forward
  - Meeting and forming relationships with the City of Dallas and other entities
  - Coordinating and improving response with Metrocrest Services on street outreach and diversion efforts
  - Formed an interdepartmental team to improve internal coordination
    - Includes CMO, Police, Fire, Parks, Code Enforcement, Public Works, and Marketing
    - Drafting guidelines to address any potential encampments within the Town's jurisdiction
  - Increasing community education and engagement efforts
    - Created a page on the Town website ([www.addisontx.net/homelessness](http://www.addisontx.net/homelessness))
    - Hosting an upcoming citizens education seminar on homelessness on **Monday, May 13 at 6:30 p.m.** at the Addison Conference Centre



# Questions