

Family and DV Services Committee

Update on Progress

August 2017

Goal III: Improve Access, Coordination of Services and Housing

- ▶ **Create and publish a system map (i.e. include length of stay, rules, policies, etc.)**
 - ▶ *from original charge and foundational to improving coordination*
 - ▶ We have captured in a shared Google document:
 - ▶ Family and DV Shelters
 - ▶ Capacity
 - ▶ Inclusion Criteria
 - ▶ Required Documentation
 - ▶ Exclusion Criteria
 - ▶ Length of Stay
 - ▶ Hours for Intake
 - ▶ Required Program Participation
 - ▶ Optional Programs
 - ▶ What Would Cause Non-Voluntary Exit
 - ▶ TB Test Requirements

Family Emergency Shelter Capacity

Name	Capacity
Dallas Life	50 rooms
Family Gateway	30 rooms
Salvation Army	12 beds (working on expansion Mothers/Children)
Union Gospel Mission (Center of Hope)	32 rooms Women/Children

Domestic Violence Emergency Shelter Capacity

Name	Capacity
Brighter Tomorrows	Irving - 6 rooms Grand Prairie - 7 rooms 59 total beds
Family Place	13 rooms; 41 beds (Ann Moody Place) 8 rooms; 20 beds (Men's shelter) 20 rooms; 112 beds (Sally's Place)
Genesis	14 private rooms; 30 beds
Hope's New Door/New Beginning Center	59 beds Men served in hotels
Mosaic	10 rooms; 46 beds
Salvation Army	7 rooms; up to 20 beds Men served in hotels

Goal III: Improve Access, Coordination of Services and Housing

- ▶ **Align rules between family shelters and DV shelters**
 - ▶ *from original charge and foundational to improving coordination*
 - ▶ DV shelters are much more in sync and have similar rules; family shelters are a mixed bag, but good discussions have started.
 - ▶ Good discussions on our rules, reasons/history, highlighting differences and similarities.
 - ▶ New pilot with Stew Pot due to decrease identified documentation barriers; starting with The Salvation Army and Family Gateway

Goal III: Improve Access, Coordination of Services and Housing

- ▶ Develop and implement a strategy for homeless victims of sexual and intimate partner assault.
 - ▶ Future agenda item after foundational work is completed.

Goal IV: Rapidly House Family Households with Children

- ▶ **Conduct diversion training targeting families at risk of homelessness**
 - ▶ Family Gateway has new diversion team trained through existing online resources outlining best practices and through conference trainings.
 - ▶ Our committee elevated the need for system-wide diversion training as well as de-escalation training and trauma-informed practices to MDHA for a system-wide training solution; providing training is not the role of our committee.

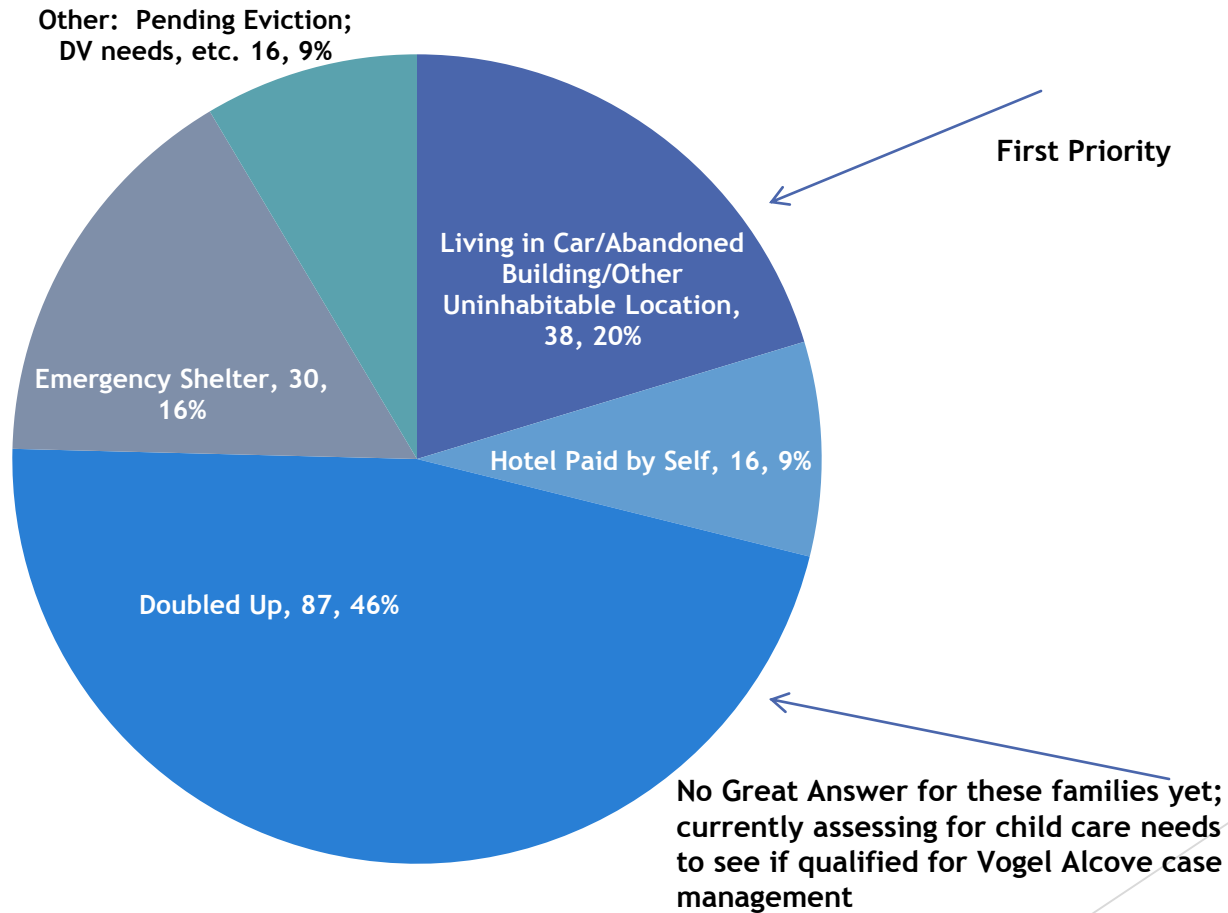
Goal IV: Rapidly House Family Households with Children

- ▶ **Create Coordinated Assessment System family crisis call line for Dallas County to improve access, diversion and coordination with family shelter programs.**
 - ▶ Family Gateway implemented new Assessment/Diversion work and contracted with MDHA for Coordinated Assessment to help try to divert families seeking shelter (and provide them with case management and housing services even if not in shelter), resulting in family shelter space starting to be used by those most in need (at FG) rather than first comers.
 - ▶ Short-stay hotel practice about to be implemented as well.

July 2017 Coordinated Assessment for Families

- ▶ Unique calls seeking assistance: 430
- ▶ Light touch referral to resources not requiring assessment: 179
 - ▶ Examples: I need help paying my rent; can you give me the address of a food bank?; Do you take individuals without children?
- ▶ Callers Prescreened to determine urgency of need: 184

Pre-Screening Urgency Results



July 2017 Coordinated Assessment for Families

- ▶ **Total Callers Supported with Assessment/ Diversion/Prevention Services in July: 95**
 - ▶ 18 successfully diverted from shelter and given case management services
 - ▶ **77 required shelter** and were given a warm hand off to other shelters and offered supplemental services if the shelter didn't provide - such as housing help.
 - ▶ 22 of these were added to Housing Priority List.

July 2017 Coordinated Assessment for Families

Goal III: Improve Access, Coordination of Services and Housing

- ▶ Increase the number of emergency/ transitional beds for families and victims of domestic violence.
 - ▶ *from original charge and foundational to improving coordination*
 - ▶ The Salvation Army looking to increase capacity by reallocating some rooms intended for women due to scarcity of beds for families with children.
 - ▶ Family Gateway has converted some rooms to crisis rooms for very short stays

Goal IV: Rapidly House Family Households with Children

- ▶ **Coordinate with faith based agencies to supplement family shelter space with temporary hotel stay and other housing**
 - ▶ To be explored with Faith Based Collaborative group.