

# Memorandum



CITY OF DALLAS

DATE March 24, 2026

TO Honorable Members of the Housing and Homelessness Solutions Committee: Cara Mendelsohn (Chair), Lorie Blair (Vice Chair), Adam Bazaldua, Zarin Gracey, Jesse Moreno, Jaime Resendez, Gay Willis

SUBJECT **City Homeless Services Update**

The purpose of this memorandum is to provide an update to the Housing and Homelessness Solutions Committee on the status of the City's initiatives to address homelessness under the direction of Office of Housing and Community Empowerment (OHCE) and in partnership with various organizations.

## **Background**

According to the 2024 Point in Time Count the Dallas area currently has approximately 3,500 individuals experiencing homelessness a day, roughly nine to ten individuals per 10,000 residents. There are approximately 3,309 emergency shelter beds operating at or near capacity. There are over 500 landlords accepting rental assistance, and there are roughly 2,400 permanent supportive housing units in the city. Because each person's situation is different, the current strategy includes prevention, emergency response, and housing options coupled with supportive services. Through the centralization of housing and community service functions the city is redesigning how impact and progress toward housing pathways is measured for Dallas residents. OHCE addresses the needs of unhoused individuals through homelessness service contracts that align with the Continuum of Care (COC) led by Housing Forward.

Responsibility for cleaning and closure of homeless encampments, street outreach and temporary inclement weather shelter activation transferred to the Office of Emergency Management and Crisis Response (OEMCR) in April 2025. OHCE supports OEMCR's initiatives and works with department leadership on policies impacting the homeless response system.

## Housing Pathways and Drivers of Opportunity

Guided by Drivers of Opportunity (DO!), OHCE is reviewing contracts, standard internal operating procedures, and performance data to understand the impact of this work. This process will aid in how OHCE will improve procurement to offer better service and impact.

OHCE is working on an update to both Housing and Homelessness policies and briefed the Housing and Homelessness Solutions Committee on February 10, 2026. OHCE continues to offer services in alignment with the COC.

In FY26, OHCE allocated \$12,728,0026 to nonprofit partners to strengthen housing pathways for individuals and families experiencing homelessness. These contracts reflect a continued commitment to evidence-based interventions, performance accountability and measurable outcomes across diversion, shelter, housing and supportive services.

### Diversion

Central to COC system is prevention and diversion strategies that help individuals and families avoid homelessness through mediation, short-term financial assistance, problem-solving, and connection to a network of services. Homeless diversion services, funded by the City's FY 25/26 General Fund at \$255,000 and delivered by Harmony Community Development Corporation, Catholic Charities Dallas and The Stewpot, are designed to prevent entry into the shelter system. In the first quarter of FY 26, diversion efforts resulted in targeted interventions and family reunifications for 27 individuals, reducing inflow into emergency shelter and preserving limited shelter capacity for those with no safe alternatives.

### Emergency Shelter

An emergency shelter provides immediate safety and stabilization which assesses and connects households to the most appropriate intervention, based on need. The City's emergency shelter network provides immediate stabilization and connection to housing resources. Through a \$676,280 federally funded Emergency Solutions Grant awarded to The Bridge, Austin Street Center, and The Salvation Army, 3,639 individuals received services during Quarter 1, with 256 exiting to permanent housing destinations. These outcomes reflect continued progress in shortening shelter stays and promoting housing stability.

The Bridge Homeless Recovery Center, supported by a \$5,916,911 operations and facility management contract, is the only low barrier emergency overnight shelter in the city. The contract is funded with \$769,411 from the State, \$1.3 million from Dallas County and \$3,847,500 from the City's General Fund. During the first quarter of FY 26, The Bridge served 2,483 day shelter guests and 983 overnight guests, generating 33,824 shelter bed nights. Housing plans and Coordinated Access System (CAS) entries were completed for 314 individuals, resulting in 93 housing placements.

Austin Street Center, funded at \$575,000 from the City's General Fund budget provides emergency shelter with a specialized focus on individuals experiencing substance use disorders and mental illness. In Quarter 1, 473 individuals were screened, and 110 received mental health and/or integrated medical services. Twenty-five individuals exited to permanent housing.

### Housing and Supportive Services

For households who have received services and are ready for housing, they may receive short-term rental assistance called Rapid Rehousing (RRH), and this is combined with case management to help individuals secure permanent housing and regain stability.

The City's Federal ARPA and ARPA HOME funds totaling \$2,500,001 support a RRH program led by Housing Forward. In Quarter 1, 567 individuals received rental assistance, with only six individuals returning to homelessness after 12 months, as documented by Housing Forward's performance measures. Additionally, \$2,428,915 is allocated for outreach and supportive services contracts. During the first quarter, outreach teams conducted 278 engagements (conversations about services), completed 157 assessments (person agreed to services), and provided housing placement assistance to 32 individuals. Supportive services, such as housing navigation, behavioral health and others were provided to 835 individuals.

Bridge Steps, federally funded at \$125,899 for RRH services, assisted 10 individuals during the same period, with four people receiving rent, security deposit, or utility support, and five people exiting to permanent housing.

Targeted supportive housing investments also continue to serve vulnerable populations. A \$250,000 contract with Catholic Charities Dallas funded by the City's General Fund budget, supports seniors residing in three permanent supportive housing properties, where 119 residents received intensive case management in Quarter 1.

### Special Initiative: Safe in the City

Safe in the City is a coordinated public-private initiative designed to enhance public safety, reduce street homelessness, and protect the long-term economic vitality of Downtown Dallas. The effort brings together a broad coalition of partners including the City of Dallas, Housing Forward and Downtown Dallas Inc. (DDI). Compared to 2024, violent crime declined by 12% and non-violent crime reduced by 10% in 2025, in the Central Business District. In addition, quality of life interactions has reduced 34% and sleeping in public has decreased 36%. Through its Street-to-Home strategy, downtown encampments were closed in 2024 and 2025, and more than 250 individuals were housed in partnership with Housing Forward. Today, 98% of the individuals remain housed.

## **OHCE Assets and Capital Investments**

OHCE is responsible for five City-owned properties, two of which – Family Gateway and The Bridge contribute to the homeless response system.

### Family Gateway

Since January 2020, Family Gateway has provided emergency and transitional housing and supportive services in far North Dallas for more than 400 unsheltered families (1,400 adults and children) annually. In addition, more than 1,800 families (6,300 adults and children) are provided with alternative shelter opportunities each year.

Over the past 24 months, the City has replaced the roof, windows and the Exterior Insulation and Finish System (EFIS) at the property. The EFIS will be substantially completed in May 2026. By June 30, 2026, heating and cooling units will be replaced in all guest rooms and the building's elevator will be upgraded to improve safety, performance, energy efficiency and reliability. Community Development Block Grant (CDBG) funds were used to pay for all improvements totaling \$3,071,442.

### The Bridge Homeless Recovery Center

Bridge Steps is responsible for the management and operation of the Bridge, the only low-barrier emergency overnight shelter for adults 18 years of age and older. Since opening in 2008, 63,628 individuals have received a multitude of services and shelter at the campus. On average, The Bridge serves 650 guests daily and provides overnight shelter for 370 guests including 100 in the transitional shelter.

In 2023, the city spent \$747,000 repairing the foundation, refurbishing the women's shower facilities in the transitional shelter and replacing building mechanical systems. In the next 90 days, planned improvements include new exhaust and ceiling fans, freight elevator modernization, plumbing corrections in two locations, electrical system upgrades to support new commercial laundry appliances in the guest laundry center, replacement of the metal detector, and replacement of kitchen appliances and equipment. The cost for the 2026 projects is \$693,962.

Proposition I of the 2024 bond program included installation of a generator for the campus. This \$2.1 million project, which includes reconfiguration of the electrical distribution system, is currently in the design phase and scheduled for completion in the spring of 2027.

### Other Properties

1950 Fort Worth Ave. – St. Jude Center, Inc. is to develop 71 PSH units at the location. City staff continue to work with St. Jude Center, Inc. on the finalization of a contract for renovation of the site and property management. St. Jude Center is working on securing

project-based housing vouchers. An application has been submitted to Dallas County. A timeframe for when awards will be made is currently unknown.

4150 Independence Dr. – OHCE staff seeks to formally reject all bids in upcoming Agenda Item 26-690A on March 25, 2025. OHCE staff is exploring new development opportunities for the property are being identified including making introductions to developers from other cities who specialize in supportive housing and affordable housing projects.

2929 S. Hampton Rd. - As directed by the City Council, Facilities and Real Estate Management staff are working on the divestiture of the property.

While the properties remain vacant under the City’s ownership, onsite security service is provided 24/7 and exterior grounds maintenance is performed bi-weekly.

### Bond Funding

Voter-approved bond funding strengthened the City’s homelessness response infrastructure. In 2024, Proposition I allocated \$19 million for interim and supportive housing solutions and facility improvements. The proposition includes \$8.5 million for a generator at The Bridge and supportive housing. Additionally, City Council discretionary funds totaling \$11.5 million remain available to support homeless-related capital projects. OHCE is identifying opportunities to invest in facilities and supportive housing opportunities, including support around transitional housing that may not currently exist within the city.

### **Next Steps**

OHCE is set to brief the full City Council on April 1, 2026, on the State of Housing in Dallas. OHCE will use information from the briefing to refine goals to be outlined in the upcoming Housing and Homelessness Policy Framework.

Should you have any questions or need any additional information, please contact myself or Thor Erickson, Director, Office of Housing and Community Empowerment at 214-460-3632 or Thor.Erickson@dallas.gov.

Service First, Now!



M. Elizabeth (Liz) Cedillo-Pereira  
Assistant City Manager  
[Appendix]

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c: Kimberly Bizer Tolbert, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Baron Eliason, Inspector General (I)  
Dominique Artis, Chief of Public Safety

Dev Rastogi, Assistant City Manager  
Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager  
Robin Bentley, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Ahmad Goree, Chief of Staff to the City Manager  
Directors and Assistant Directors

## Homeless Services

<b>Homeless Services Contract Performance FY 2025-2026 Q1 (October – December 2025)</b>		
<b>Homeless Management Information System (HMIS)* – Housing Forward</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$0</b>		<b>\$280,763</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$0</b>		<b>\$280,763</b>
<b>RTR Outreach Services</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$0</b>		<b>\$1,300,000</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$400,000</b>		<b>\$900,000</b>
<b>Housing Forward</b>	<b>Total Engagements</b>	<b>204</b>
	<b>Total Assessments</b>	<b>114</b>
	<b>Total Housing Navigations</b>	<b>28</b>
<b>Street to Home</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$1,404,967</b>		<b>\$2,500,001</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$1,095,034</b>		<b>\$0</b>
<b>Housing Forward</b>	<b>Total individual households served with City funds</b>	<b>279</b>
	<b>Group 2 clients needing rental assistance in the ARPA Redevelopment contract</b>	<b>125</b>
	<b>Clients returning to homelessness after 12 months</b>	<b>7</b>

\*Service contracts were established with varying reporting criteria. OHCE is moving towards common metrics for contracts.

<b>Emergency Shelter Services for Homeless Residents</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$224,351</b>		<b>\$676,280</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$451,929</b>		<b>\$0</b>
<b>Austin Street Center</b>	<b>Total number of unduplicated persons sheltered overnight and associated with the demographic data as reported to HMIS</b>	<b>886</b>
	<b>Total number of unduplicated persons and/or households receiving case management as reported to Homeless Management Information System (HMIS)</b>	<b>831</b>
	<b>Percentage of unduplicated persons and/or households receiving case management</b>	<b>96.7%</b>
	<b>Number of participants enrolled in the program receiving essential services</b>	<b>819</b>
	<b>Percentage of participants enrolled in the program receiving essential services</b>	<b>96.0%</b>
	<b>Utilization rate (percentage of units or shelter beds occupied)</b>	<b>94.7%</b>
	<b>The unduplicated number of program participants who exited to transitional destinations</b>	<b>6</b>
	<b>The unduplicated number of program participants who exited to permanent destinations</b>	<b>101</b>
<b>Bridge Steps</b>	<b>Total number of unduplicated clients served</b>	<b>2,483</b>
	<b>Total number of unduplicated clients receiving case management</b>	<b>1,176</b>
	<b>Total number of unduplicated clients sheltered overnight</b>	<b>983</b>
	<b>Unduplicated number of persons who exited to permanent destinations</b>	<b>93</b>
<b>The Salvation Army</b>	<b>Number of unduplicated single adults served in the emergency shelter with City of Dallas funding</b>	<b>270</b>
	<b>Number of unduplicated clients sheltered overnight</b>	<b>270</b>

The Salvation Army	Number of clients receiving essential services	270
	Number of emergency shelter clients participating in case management services	270
	Number of emergency shelter clients receiving case management services who will exit to permanent housing	62
	Number of emergency shelter exits to a temporary/transitional housing destination	12
	Number of emergency shelter clients who exited to permanent housing and maintain housing stabilization 6 months after placement	62
<b>Supportive Services</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$470,798</b>		<b>\$1,128,915</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$658,116</b>		<b>\$0</b>
Housing Forward	Total individual households served with city funds	583
	Individual households needing services only	7
	Individual households receiving services (Financial assistance provided in another contract)	576
	Returned to homelessness after 12 months	7

<b>Supportive Services for Seniors</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$40,513</b>		<b>\$250,000</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$209,487</b>		<b>\$0</b>
<b>Catholic Charities</b>	<b>Number of unduplicated seniors served at St. Jude properties</b>	<b>19</b>
	<b>Number of unduplicated seniors receiving rental assistance</b>	<b>0</b>
	<b>HMIS Participation Rate</b>	<b>100%</b>
	<b>Clients receiving intensive case management</b>	<b>119</b>
<b>Rapid Rehousing</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$47,202</b>		<b>\$125,899</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$78,697</b>		<b>\$0</b>
<b>Bridge Steps</b>	<b>Unduplicated number of Persons Served with Rapid Re-Housing</b>	<b>10</b>
	<b>Unduplicated number of Persons receiving Housing Search &amp; Placement</b>	<b>10</b>
	<b>Unduplicated number of Persons receiving Case Management</b>	<b>10</b>
	<b>Unduplicated number of Persons Financial Assistance</b>	<b>4</b>
	<b>Unduplicated number of Persons exiting to Permanent Destinations</b>	<b>5</b>
	<b>Unduplicated number of Persons with more income at Exit than Entry</b>	<b>0</b>

<b>Homeless Diversion Services</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$28,788</b>		<b>\$255,000</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$226,212</b>		<b>\$0</b>
<b>Harmony Community Development Corporation</b>	<b>Number of homelessness diversion interventions made</b>	<b>4</b>
	<b>Number of persons who exited from unsheltered homelessness to a permanent destination</b>	<b>1</b>
	<b>HMIS participation rate</b>	<b>100%</b>
	<b>Percentage of participants enrolled in the program receiving each service</b>	<b>100%</b>
<b>Catholic Charities of Dallas</b>	<b>Number of Family Re-Unifications completed</b>	<b>0</b>
	<b>Number of homelessness diversion interventions made</b>	<b>14</b>
	<b>Persons enrolled in a PSH or RRH and have a move-in date recorded</b>	<b>14</b>
	<b>Number of completed Co-ordinated Entry assessments</b>	<b>14</b>
	<b>HMIS participation rate</b>	<b>100%</b>
	<b>Percentage of participants enrolled in the program receiving each service</b>	<b>100%</b>
<b>First Presbyterian Church of Dallas d/b/a The Stewpot</b>	<b>Number of unduplicated family reunifications completed</b>	<b>9</b>
	<b>Number of identification documents obtained</b>	<b>535</b>
	<b>Number of persons entered into HMIS</b>	<b>713</b>
	<b>Number of people enrolled in the program</b>	<b>1,165</b>

\*

<b>Homeless Recovery Services</b>		
<b>Expenses</b>		<b>FY 2025-2026 Budget</b>
<b>\$29,649</b>		<b>\$1,122,500</b>
<b>Encumbered</b>		<b>Unobligated</b>
<b>\$1,092,851</b>		<b>\$0</b>
<b>Austin Street Center</b>	<b>Total persons screened</b>	<b>473</b>
	<b>Emergency Shelter including sisterhood dormitory</b>	<b>113</b>
	<b>In-shelter case management</b>	<b>112</b>
	<b>Mental health services</b>	<b>85</b>
	<b>Integrated medical services</b>	<b>25</b>
	<b>Education and employment services</b>	<b>88</b>
	<b>Persons exiting into permanent housing</b>	<b>25</b>