



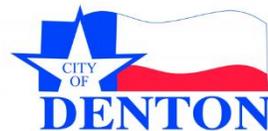
DENTON COUNTY
**HOMELESSNESS
LEADERSHIP TEAM**

IN PARTNERSHIP WITH

United Way of Denton County, Inc.

SHELTER PLANNING WORKGROUP

A collective impact initiative supported by:



OBJECTIVES

1. Review the definition of an effective end to homelessness
2. Review **purpose** of the Denton County Homelessness Leadership Team (DCHLT) Shelter Planning Workgroup
3. Review the **work performed** to collect data and assess the **current environment**
4. Review the Workgroup's conclusions and **recommendations**



END VETERAN HOMELESSNESS IN DENTON COUNTY BY 2020

An end to Veteran homelessness means that the community will have a systematic response in place that ensures homelessness among Veterans is prevented whenever possible or is otherwise a rare, brief, and non-recurring experience.

Specifically, the community will have the capacity to:

- Quickly identify and engage Veterans at-risk of and experiencing homelessness.
- Intervene to prevent the loss of housing and divert Veterans from entering the homeless service system.
- Provide immediate access to shelter and crisis services, without barriers to entry, while permanent stable housing and appropriate supports are being secured.
- When homelessness does occur, quickly connect Veterans to housing assistance and services—tailored to their unique needs and strengths—to help

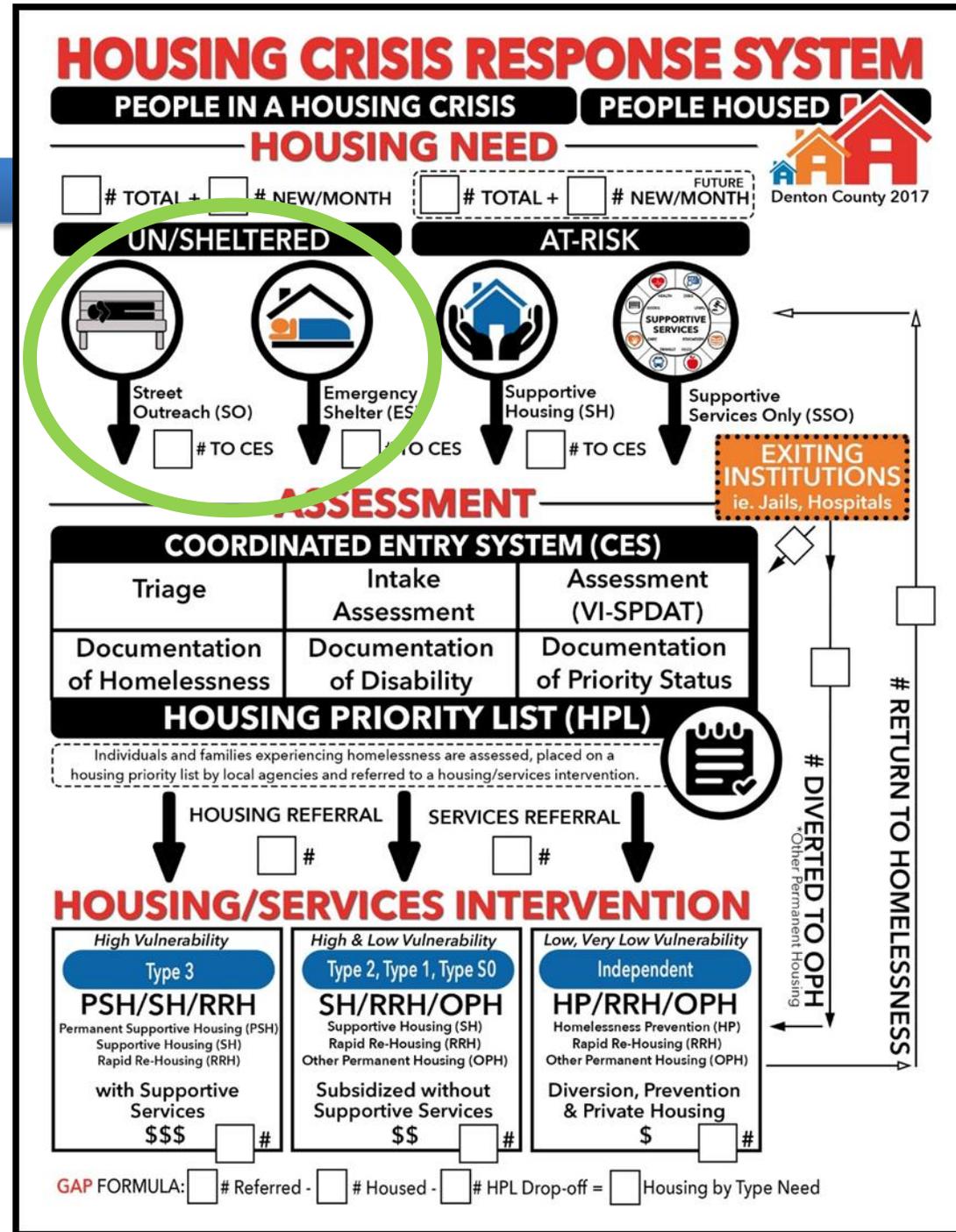
SHELTER PLANNING WORKGROUP

- **Purpose:** To assess the current environment and determine direction for the future of emergency shelter services for people experiencing homelessness in Denton County
- Held **4 meetings** from September to December 2018
- Participation from the following organizations:
 - City of Lewisville
 - City of Denton
 - Crossroads of Hope
 - Denton Basic Services Center
 - Denton County Friends of the Family
 - Denton County Homelessness Leadership Team
(United Way of Denton County as backbone support)
 - Denton PD
 - Giving Hope, Inc.
 - Grace Like Rain Ministries
 - Monsignor King Outreach Center
 - Our Daily Bread Meal & Resource Center
 - Salvation Army Denton Shelter
 - Salvation Army Lewisville
 - Serve Denton
 - University of North Texas
 - Vision Ministries

DEFINITION OF SHELTERED

Section 1: How do we define Emergency Shelter in Denton County?

- **Unsheltered:** people sleeping in places not meant for human habitation such as a car, tent, bench, or other public place
- **Standards for adequate Emergency Shelter:**
 - Must be considered **habitable**
 - Is considered a **short-term** solution
 - Services and **case management** should be housing-focused
 - Shelter access should be **low-barrier** and have few conditions for entry



CURRENT EMERGENCY SHELTER INVENTORY

Section 2: What is the current emergency shelter inventory in Denton County? What is our current homeless population, and are there gaps in available shelter services?

| Organization | Type of Intervention | # beds (TFSS) | # of beds M, T, & W & during inclement weather | Daily Average # of Clients | Days at Full Occupancy (turn clients away) | Shelter Days & Hours | Entry Requirements |
|---|---|---------------|--|----------------------------|--|--|--|
| Salvation Army Denton | Emergency Shelter - Individual | 30 | 42 | 20 | 0 | 7 days/week 5pm to 7am | Breathalyzer, drug test. Accepts any ID, felons. No sex offenders, No weapons and No drugs |
| | Emergency Shelter - Family | 0 | 0 | 0 | | | |
| Monsignor King Outreach Center | Emergency Shelter - Individual | 0 | 92 | 64 | 1 | MTW & Inclement Weather 6:30pm to 8pm | No sex offenders. Accepts any ID, felons, case-by-case entry for people under the influence, personal items (w/bag check). Pets allowed |
| Salvation Army Lewisville | Inclement Weather Shelter Only (City of Lewisville must declare an emergency) | 0 | 16 | 0 | 0 | Inclement Weather Only | No restrictions |
| Current Total MTW & Inclement Weather: | | 30 | 150 | 84 | 1 | | |
| SPECIAL CLIENTELE ONLY | | | | | | | |
| Denton County Friends of the Family | Emergency Shelter (victims of domestic violence and sexual assault survivors) | 32 | 32 | 24 clients per month | Unavailable | 24/7 | Domestic violence and sexual assault survivors, no drug test, no background check, no ID required, personal items allowed, shelter requests for no weapons but no search |
| Cumberland Presbyterian Children's Home | Emergency Shelter & Transitional Housing (single parent families) | 8 | 8 | n/a | Data Unavailable | 24/7 | Children and teen 5-17 removed from their custodial home |

LEWISVILLE SHELTER SUPPORT

– Kyle's Place

- Youth transitional housing shelter
- CDBG & City Funding
- FY17-18 – CDBG
 - 6113 Case Management Services to 31 Lewisville Clients
 - 48 Non-Lewisville Clients
- FY18-19 – City Funding
 - Oct-Dec – 2653 Case Management Services to 12 Lewisville Clients
 - 26 Non-Lewisville Clients

– Denton County Friends of the Family

- Domestic Violence Shelter in Denton
- CDBG Funding
- FY17-18 1799 Shelter Days for 45 Lewisville Clients
- FY18-19 Oct-Dec 341 Shelter Days for 9 Lewisville Clients

LEWISVILLE SHELTER SUPPORT

– The Salvation Army – Lewisville Inclement Weather Shelter

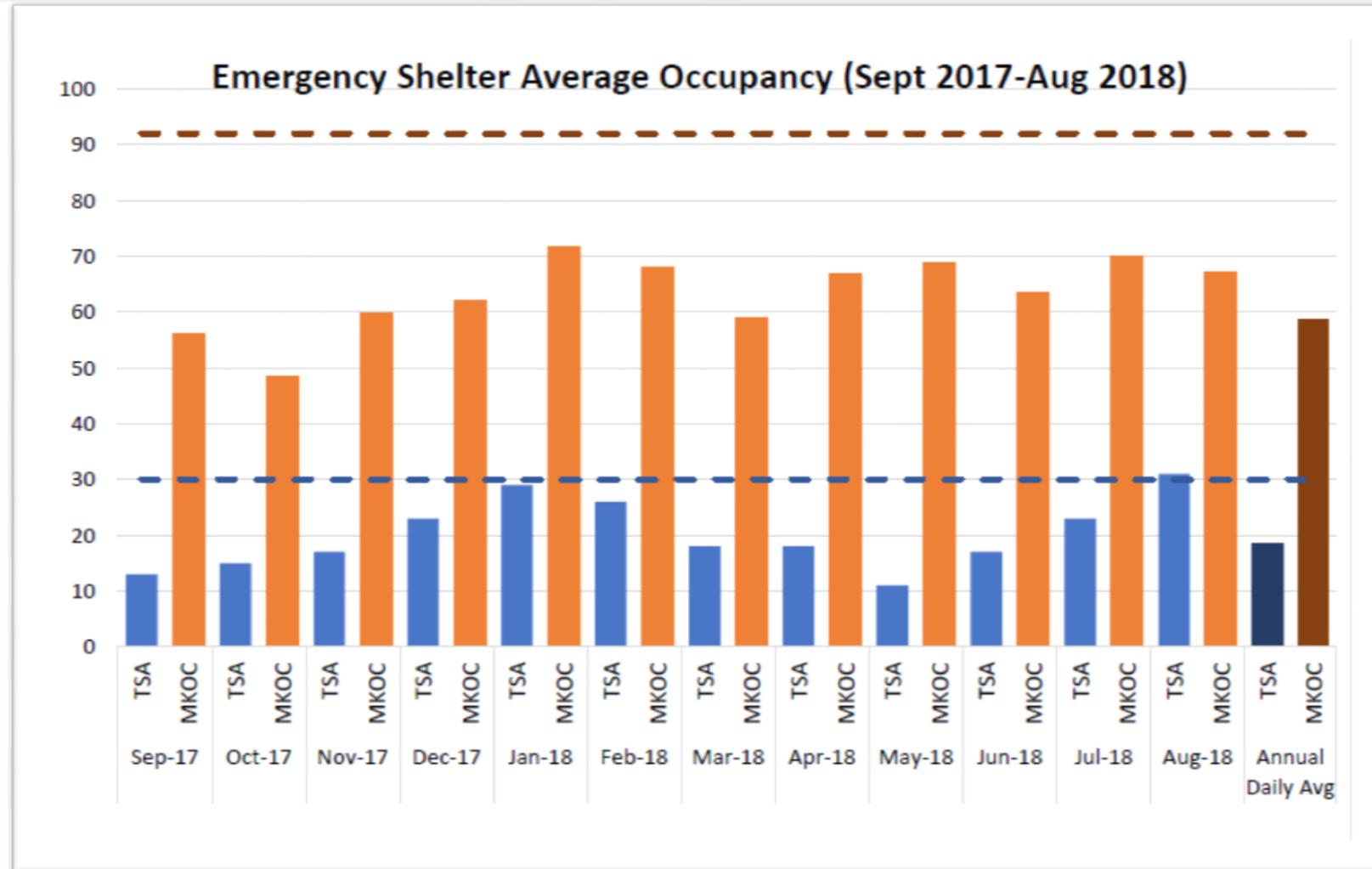
- “Code Blue” NWS forecasts wind chill values at or below 20F or wintry precipitation with 32F or lower.

| Date | Overnight Numbers | Dinner Numbers |
|------------------|-------------------|----------------|
| 1/11/18 | 5 | 5 |
| 1/12/18 | 8 | 8 |
| 1/13/18 | 11 | 11 |
| 1/15/18 | 13 | 13 |
| 1/17/18 | 15 | 15 |
| 1/18/18 | 10 | 10 |
| 2/10/18 | 7 | 7 |
| 2/11/18 | 8 | 8 |
| 7/21/18 (Heat) | 6 | 6 |
| 7/22/18 (Heat) | 7 | 7 |
| 11/12/18 | 7 | 7 |
| 11/13/18 | 13 | 13 |
| 11/14/18 | 16 | 17 |
| 12/9/18 | 8 | 8 |
| 1/2/19 (4 left) | 7 | 7 |
| 1/19/19 | 10 | 30 |
| 1/23/19 | 12 | 22 |
| 1/24/19 (2 left) | 15 | 20 |
| 1/28/19 | 14 | 16 |
| Total | 192 | 230 |

CURRENT EMERGENCY SHELTER INVENTORY

Section 2: What is the current emergency shelter inventory in Denton County? What is our current homeless population, and are there gaps, in available shelter services?

- On average, beds are available for the days shelters are operating
 - **MKOC** – Open MTW and inclement weather; max. capacity of 92 beds
 - **TSA** – Open 7 days/week; max. capacity of 30 beds (increased to 42 during inclement weather)
- MKOC reported one night where individuals were turned away



FUTURE PLANS

Section 3: What are the future plans of Denton County organizations to increase access to emergency shelter or temporary housing solutions?

- Received presentations from organizations **with plans to expand** shelter or transitional housing capacity
- 4 presentations provided by:
 - Crossroads of Hope
 - Grace Like Rain Ministries
 - Denton Basic Services Center
 - Serve Denton, Phase 5
- Note, The Salvation Army (TSA) has plans to expand their shelter capacity in Denton in the future, but are legally restricted from sharing details currently

SURVEY OF SHELTER SERVICES

Section 4: What does Denton County's homeless population have to say about the accessibility and quality of shelter services?

Key Demographics

92 individuals surveyed

- **68%** Sheltered, 32% Unsheltered
- **51%** Female, Male 49%
- **55%** White, 18% African American, 17% Hispanic/Latino
- **14%** are Veterans
- Half reported some source of income (18% disability income, 15% FT job, 9% PT job, 11% other source)

Information on Inclement Weather

55% of respondents reported getting information about emergency shelter services during inclement weather through their cell phones

During the rainy days in recent months, what did you do?

- **44%** reported being able to go to shelter
- **18%** reported barriers (transportation, not knowing if shelter would be open, and perception of not enough space)
- **38%** reported Other - mostly places not habitable, a few in hotel (2) or with friend/family (7)

Shelter Accessibility

- **28%** reported difficult to find or organize transportation to the shelter
- **24%** reported lack of beds (perceived)
- **21%** reported incompatible shelter hours
- **20%** reported process of bed assignment

SURVEY OF SHELTER SERVICES

Section 4: What does Denton County's homeless population have to say about the accessibility and quality of shelter services?

Top Reported for "Fear or Hesitancy to Access Shelter" *(could select more than one option)*

- Lack of Privacy **(42%)**
- Concern about getting sick **(40%)**
- Fear of belongings being stolen **(38%)**
- Preference for being surrounded by their own social network **(30%)**
- Strict shelter rules **(28%)**
- Short lengths of stay **(27%)**

Top Reported for "What Would You Change About Shelter" *(could offer multiple comments)*

- Increase bed capacity and shelter open hours (37 people)
- Increase onsite services (16 people)
- Change in staff and volunteer attitudes (10 people)
- Stronger enforcement of rules (10 people)

Top Reported for "What Would You NOT Change About Shelter" *(could offer multiple comments)*

- Quality of staff and/or shelter processes (19)
- Meals, showers, and clothing (7)

INCLEMENT WEATHER

Section 5: Is shelter accessible during inclement weather?

- Sought feedback on inclement weather shelter plans for the cities of Denton and Lewisville
 - Set **common parameters** for inclement weather
 - Established **communications**
- Posted on the Denton County Homeless Coalition's site and on the city websites

City of Lewisville Warming Centers & Emergency Shelter

Definitions

- **Public Facility:** Any facility, whether City-owned/operated or place of business, open and accessible to the public for warm refuge.
- **Warming Center:** Any facility specially designated and advertised as such, being a place for warm refuge from winter weather with heating, access to restrooms, winter weather safety and educational material, trained facility staff, and/or access to social services. Warming centers are typically operated during "business hours", but sometimes operate during "extended business hours" (open a few hours later than normal), should the situation dictate.
- **Emergency Shelter:** A facility, typically with large open spaces such as a cafeteria/feeding area or gym that can be set-up and staffed temporarily to provide emergency accommodations to protect public safety and operated for overnight stay(s).

Lists of Facilities

(lists not all-inclusive, nor exact; must maintain flexibility to meet specific need)

Persons needing temporary relief from winter weather conditions can be encouraged to visit public facilities during operating hours such as the mall, movie theater, local restaurant, etc. If this does not provide adequate relief, contact with a social service agency for case management and needs assistance, may be required. These facilities may be recommended as places of warm refuge during business hours only.

- Lewisville Public Library, 1197 West Main Street, Lewisville TX
 - Monday – Thursday 10 a.m. – 9 p.m.
 - Friday – Saturday 11 a.m. – 5 p.m.
 - Sunday 1 p.m. – 5 p.m.
- Salvation Army Lewisville Community Center, 206 W. Main St., Lewisville TX
 - Monday – Thursday 9 a.m. – 12 p.m. and 1 p.m. – 4 p.m.
 - Friday 9 a.m. – 12 p.m.
 - Free lunch is served to the community Monday-Friday from 12 p.m. – 1 p.m.

These facilities may operate as official "warming centers" and will be advertised as such at time of designation. Business hours only, unless otherwise specified.

- Salvation Army Lewisville Community Center, 206 W. Main St., Lewisville TX
- Salvation Army Denton Community Center, 1508 E McKinney St, Denton TX

Determination on local facilities used as emergency shelters will be made at time of need. Emergency shelters may be activated when the NWS forecasts wind chill values at or below 20°F or wintry precipitation with 32°F temperatures or lower. These facilities below primarily serve the homeless population.

- Salvation Army Lewisville Community Center, 206 W. Main St., Lewisville TX
- Salvation Army Denton Community Center, 1508 E McKinney St, Denton TX
- Monsignor King Outreach Center (MKOC), 300 S. Woodrow, Denton TX 76205

WORKGROUP RECOMMENDATIONS

Section 6

Improve and Leverage the Current Emergency Shelter Environment

Reduce Barriers to Entry

Increase Transportation Resources

Improve Communications & Training

Expand Emergency Shelter Service Level

Explore Expanding Shelter Hours

Explore Expanding Shelter Nights

Continue Shelter Planning Workgroup

Homelessness in Lewisville

- 2018 Coordinated Entry (July to December)
 - 46 Households
 - 10 left Coordinated Entry due to being housed or left the service area
- PIT 2018 Survey
 - 31 surveys completed in Lewisville
 - 16 reported becoming homeless in Lewisville



DENTON COUNTY
**HOMELESSNESS
LEADERSHIP TEAM**

IN PARTNERSHIP WITH

United Way of Denton County, Inc.

Thank You!



**United Way
of Denton County, Inc.**