



**City of Dallas**

# **Cold Weather Shelter, A Systematic Approach; The City of Dallas and Partners Operational Plan**

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# Presentation Overview



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# Background/History



## City Manager's FY23 Overarching Goal

To make our Inclement Weather Shelter (IWS) response system more efficient through the utilization of increased funding to identify an external provider to manage all IWS activities, with Office of Homeless Solutions (OHS) operating the Central Library as an overflow shelter as needed

## City Council Approved FY 22 -23 Budget

OHS utilizing \$1 million to support TIWS activities

## TIWS as activated by Chapter 45 and TIWS plan

An OHS-activated Temporary Inclement Weather Shelter (TIWS) event occurs when the weather is:

Set to be below 36 degrees in wet weather (50% or more precipitation predicted) or

32 degrees in dry weather (F), for 3 hours or longer, ), between 4 pm – 8 am



# Phases One – Three



## Phase One

Former Austin Street Center (ASC) site leased as an enhanced sheltering, training, and storage site for the City

ASC as Landlord authorized to return to the building and provide enhanced services for the coordination of TIWS

## Phase Two

ASC External provider signals need for more shelter:

Phase One sites and the Central Library open

## Phase Three

ASC External provider signals need for larger, congregate shelter space for 3 or more days:

Fair Park shelter opens and all phase one and two sites close



# Phase One



**Old ASC site as the primary TIWS site, Oak Lawn UMC, and Warren UMC as ancillary TIWS**

## **Lease agreement for Old ASC site:**

- Allows the “Landlord” at old ASC site to re-enter the premises as the City’s external provider and provide enhanced services during TIWS, supported by OHS

## **Other uses throughout the year:**

- Office of Emergency Management (OEM) for non-TIWS emergency sheltering needs
- Trainings and Resource needs through the: Small Business Center and other departments



# External Provider Role



- Communication between agencies, volunteers, government entities
- Old Austin Street Center facility oversight
- Transportation logistics management and oversight
- Intake at third party locations: Warren UMC & Oak Lawn UMC
- Planning and day of evaluation meetings
- Reporting to funders



# Old Austin Street Center Facility



- Already onsite:
  - Restrooms with showers
  - Our Calling resource booklets
  - Hand sanitizer
  - Towels
  - Blankets
  - Cots
  - Tables
  - Convection ovens
  - Freezer/fridge
  - PA system
  - Phone charging stations
  - Television/AV



# Third Party Role(s)



Secure third party contractor (Our Calling) for guest services and security operations (staff ratio of 4 people per 90 clients - staffing at 50% overnight)

Our Calling to set up kennels through SPCA (only service animals required)

ASC to provide meals VIA TRIO (reimbursement). Dinner must be hot. Food accommodations required. Water and snacks available.

ASC to provide demographics (race, gender) as well as outcomes (connected to shelter/housing) data

Third Party Janitorial services required





# Warren & Oak Lawn UMC



Warren United Methodist Church



Oak Lawn United Methodist Church



# Warren & Oak Lawn UMC Continued



## Warren United Methodist Church

Provides 50 cot capacity including restrooms

Austin Street Center to work with Stewpot to provide intake support

Austin Street Center to provide at least one safety/security staff

North Texas Behavioral Health Authority provides Care Coordinator

Housing Forward assists with HMIS as needed

## Oak Lawn United Methodist Church

Provides 75 – 80 cot capacity including restrooms

Austin Street Center to work with Stewpot to provide intake support

Austin Street Center to provide at least one safety/security staff

North Texas Behavioral Health Authority provides Care Coordinator

Housing Forward assists with HMIS as needed



# Dallas Connector



**Neighbors on the street can be referred to any of these locations to get a ride to shelter. In addition, DART and Police (and other City Vehicles) can drop people at the nearest one of these locations if IWS is too far away.**

## Pick up points for Connector and other Vans/Busses cooperating with Inclement Weather Shelter

Zone 1 South of I-30 (Based at Our Calling)	Zone 2 Central Business District (Based at West End Transit Station)	Zone 3 Medical District and Forrest Ln. Areas (Based at Oak Lawn UMC)
Austin Street + CitySquare Area Encampments	City Library	Parkland / SWMC Transit Station
Warren UMC	Greyhound Station	Salvation Army and Medical District Areas, NW along Harry Hines Blvd.
Fair Park Entrances/Convenience Stores on MLK and Malcolm X	The Bridge Area	CityPlace Station
DART NW Fairgrounds (Perry Ave.)	The Stewpot / First Presbyterian	Medical City/Green Oaks
MLK Jackson Transit Station	Pearl Street Transit Station	Hwy 70 and Forrest Lane area
Malcolm X + Pennsylvania Bus Stop	Dallas 24 Hour Club and surrounding area (Including Gaston Ave, Ross Ave, Park at south end of Greenville AVE)	Forrest Lane DART Station
Dallas LIFE surrounding neighborhood	Dallas Zoo Station	





## Phase One sites and the Central Library Open

1. ASC as external provider will alert OHS when existing sites reach 75% capacity
2. OHS will utilize a separate vendor to open and staff Central Library TIWS



# Central Library



Secure third party contractor (Endeavors) for guest services, janitorial, and security operations (staff 1 people per 31 guests - staffing at 100% overnight)

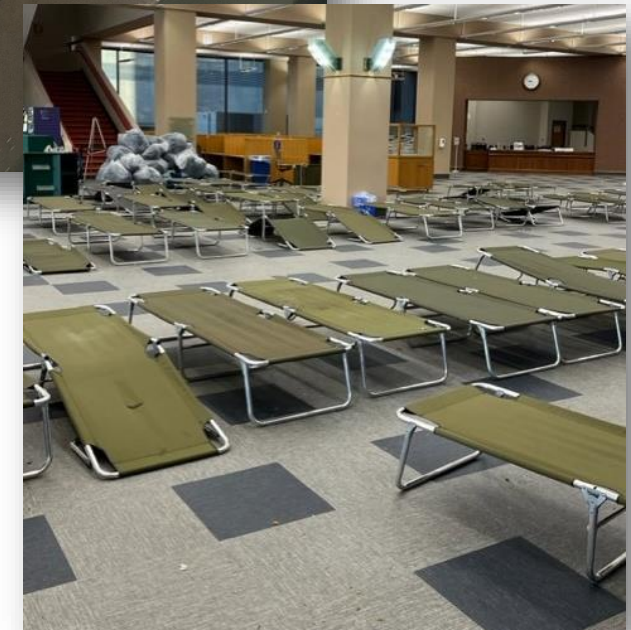
Kennels and pet food provided through Dallas Animal Services

Dallas Fire Rescue provides medical services as needed

North Texas Behavioral Health Authority provides Care Coordinator

OHS sources meals through vendors and donations. Water and snacks available.

OHS to provide demographics (race, gender) as well as outcomes (connected to shelter/housing) data



# Phase Three



**Fair Park TIWS Site opens and all phase one and two sites close**

ASC as external provider will alert OHS when existing sites reach 75% capacity

OHS will activate short term lease with Fair Park and all clients will be transported to the Fair Park TIWS location

**Fair Park Short-Term Usage Agreement:** The Fair Park location has been identified as the Phase Three location due to its capacity and the necessary scale of serving up to 1,200 people at one time



# IWS Response Capacity By Site



Site Location	Capacity	Oversight Responsibility
Old ASC site as the main IWS site	450	Activated with the Landlord providing enhanced services for the City of Dallas
TIWS location Oak Lawn UMC	80	The Landlord will coordinate with all Temporary Inclement Weather Shelters (TIWS) during the IWS event
TIWS location Warren UMC	50	The Landlord will coordinate with all Temporary Inclement Weather Shelters (TIWS) during the IWS event
Central Library overflow	250	OHS will stand up and manage the site and communicate with the Landlord
Fair Park	1,200+	The Landlord will shut down the old ASC site, Central Library, and ancillary TIWS locations to manage the mass congregant shelter



# IWS Emergency Transportation Plan



- ASC as the Landlord is responsible for developing plans and coordination throughout the entire system (all locations and at each response level)
- Dallas Connector picks up and drops off per the locations listed on the OHS IWS website
- Dallas Area Rapid Transit (DART) sends out a mass communication to TIWS system regarding DART closures
- Dallas Fire Rescue (DFR) assistance as needed





# IWS Communications Structure



Step 1: OHS Director  
Activates IWS

OHS Director  
with provider  
input

Step 2: Landlord  
operations

ASC Landlord  
operates old  
ASC site

OHS Outreach  
Team operates  
Central Library  
overflow if  
needed

DFR

Step 3:  
Fair Park

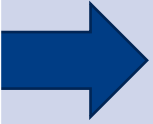
ASC Landlord  
leads  
operations at  
Fair Park

Local providers  
as contracted  
by ASC  
Landlord

Housing  
Forward  
supports those  
doing HMIS  
Intake

OHS Outreach  
Team supports  
needs as  
flagged by ASC  
Landlord

DFR



# IWS External Communications Structure



OHS Website	Non-Emergency Number: 311	Text Alert	Handout Card	Cold Weather Kits	Donation and Volunteer Inquiries
<ul style="list-style-type: none"> <li>The OHS website functions as the information hub for inclement weather and transportation</li> <li>Once TIWS is activated, the alert is added to the website as a banner, followed by a list of activated shelters</li> </ul>	<ul style="list-style-type: none"> <li>311 information guides people to the OHS website to locate the nearest shelter</li> <li>311 has a service request connecting those in need who do not wish to go to a shelter to cold weather kits</li> </ul>	Text alerts are sent out with a link to the OHS website Inclement Weather Hub, to find the nearest shelter	OHS Cards with instructions on what to do during TIWS are passed out by Street Outreach during cold weather. Cold weather kits given to those who refuse shelter.	<p>Cold weather kits are available at a recreation center in each district and via <a href="mailto:ohsinfo@dallas.gov">ohsinfo@dallas.gov</a></p> <ul style="list-style-type: none"> <li>Hat</li> <li>Gloves</li> <li>Mylar blanket</li> <li>Hand and foot warmers</li> </ul>	<ul style="list-style-type: none"> <li>During TIWS season, donation and volunteer inquiries are emailed to <a href="mailto:ohsinfo@dallas.gov">ohsinfo@dallas.gov</a></li> <li>Donations can also be made to our area partners, shown on the OHS website</li> </ul>

# IWS Safety Best Practices and Dallas County Guidance



- All TIWS sites have:
  - A North Texas Behavioral Health Association Care Coordinator onsite to navigate guests with higher need levels
  - Access to masks and Covid-19 tests as needed, with transportation of symptomatic guests to I&Q facilities
- No current County Health regulations or suggestions to do COVID testing
- County Health advises using standard infection control precautions per the CDC:
  - Hand hygiene
  - Use of personal protective equipment (e.g., gloves, masks, eyewear)
  - Respiratory hygiene/cough etiquette



# IWS Response Metrics



Category	Metric
<b>Benchmarks</b>	a) Racial demographics b) Number served c) Services provided d) Number connected to emergency shelter and housing
<b>Weather</b>	a) Temperature 36 degrees in wet conditions with 50% precipitation or greater predicted OR b) Temperature 32 degrees in dry conditions for three or more consecutive hours between the hours of 4 pm and 8 am d) Zip Code is 75215, NOAA weather radar, 48-hour forecast
<b>Time of Year</b>	Annually as triggers are hit



# IWS Previous Expenses



Funding Source	FY 2020-21 Expenses
General Fund (Winter Storm – Feb)	\$167,876
General Fund (COVID Isolation)	\$181,797
Coronavirus Relief	\$1,367,730
*Total FY21 Expenses	\$1,717,403

\*During the Winter season in FY 2020-21, we used two hotels for COVID isolation/quarantine providing: food services, shelter management, DART bus passes, and COVID-19 testing

Funding Source	FY 2021 -22 Expenses
General Fund	\$74,817
ESG CARES Act	\$558,160
Treasury ARPA	\$99,391
**Total FY22 Expenses	\$732,368

\*\*Food services, equipment rental, shelter management, custodial services, DART bus passes, decontamination, COVID-19 testing, hotel quarantine, charter bus, security, blankets, cots



# IWS Budget: Projected FY 2022 – 23



Site	Days Anticipated	Cost	Funding Source
ASC (including enhanced services)	20	\$744,907.68	General Funds
Central Library	10	\$142,961.43	ESG (CARES) Act
Fair Park	15	\$234,039.92	General Funds
		<b>\$1,121,909.03</b>	



# Lessons Learned



Prior IWS seasons only triggered cold weather TIWS. An increase in extreme weather means that we plan to stand up hot weather measures for the first time this summer.

A suite of services need to be offered to all TIWS volunteer sites: cots, meals, DART passes for guest discharge, additional volunteers

Evolution of HMIS across our system led by Housing Forward (lead agency for the local Continuum of Care)

External communications must extend across all channels and mediums with options for those who refuse services provided at points of contact

Transportation before, during, and after IWS and DART passes for guests post-IWS

Utilization of the North Texas Behavioral Health Authority (NTBHA) to troubleshoot service gaps





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