

Update on the Transition to the Homeless Assistance Center

Presented to Neighborhood Quality of Life

On

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Background

- **In 2002, several associations serving the homeless for over a decade, such as Dallas Area Services to the Homeless (DASH) and the Dallas Homeless Consortium (facilitated by the City of Dallas), merged to form MDHA as the unified voice to end homelessness.**
- **The organization is currently the only coalition in Dallas that has the role of coordinating all stakeholders committed to reducing homelessness and serving persons and families who are homeless. Activities include:**
 - **Coordination of the annual Point-in-Time Homeless Count in Dallas and Collin Counties**
 - **Assistance in writing and editing the Dallas 10-Year Plan to End Chronic Homelessness (which was adopted by the Dallas City Council on June 18, 2004)**
 - **The 10-Year Plan states that the "City of Dallas will work with MDHA in compiling and integrating recommendations from various human service and clinical service representatives in order to facilitate the City's efforts in prioritizing and selecting the services to be provided in the Homeless Assistance Center"**

Current Status

- Council will be asked to approve a contract with the Metro Dallas Homeless Alliance on 6/23/07 to facilitate planning of the transition from the Day Resource Center to the Homeless Assistance Center

- Contract term will be June 1, 2007 through February 2008 for \$136,000

- Management of the HAC will be provided by a Nonprofit organization that will operate the Homeless Assistance Center for which the organization will contribute significant financial or other benefits
 - MDHA has agreed to raise and pay for a significant portion of the HAC's annual operating budget

Action Plan

- Contracting with the MDHA will be done in two phases:
 - The purpose of this Management Services Contract Phase I is to state the terms and conditions under which the Contractor shall provide planning services for the management and operation of the HAC;
and
 - It is anticipated that the parties will execute a supplemental agreement to this Contract, Phase II for Management Services, for MDHA to operate the HAC upon completion of construction of the HAC by City.

Deliverables

□ June – August Deliverables

- Copies of draft RFPs for vendors and outside providers, rating scales showing why service is needed and what gaps it will fill. Agency specifications/qualifications to be sought.
- Letters of affirmation from existing service agencies that they will relocate to the Homeless Assistance Center.
- Policies and procedures manual that addresses, subcontracting and/or procurement, equal opportunity employer, personnel and personnel grievances, nepotism, nondiscrimination of clients, drug-free workplace, Americans with Disabilities Act, and criminal background checks on employees.
- Flow chart showing services filling gaps
- Fund Raising Plan
 - A written strategic plan that identifies funds already raised, future foundation contacts, and plans to raise operational dollars
 - Detailed timeline of plans in the form of a Pert or Gantt Chart

Deliverables(cont.)

□ June – August

- Shelter operations manual, a “how to” book detailing every aspect of HAC operations and programs
 - Plan detailing how service levels of a client’s basic needs (at a minimum, laundry, shower, cooking, locker, messaging) will be met and of all clients’ basic needs in the aggregate will be met (example, shifts for sleeping in beds? How long may clients stay in the shelter?)
- Policies on smoking, drugs, and guns on the HAC premises
- Provide security and disaster plans
- List of all licenses, permits, or certifications required to operate or provide services at the Homeless Assistance Center

Deliverables(cont.)

- **September – February**
 - **Request for bids and proposals for all outside providers**
 - **Select agencies to receive contracts**
 - **Brochure for clients incorporating information on all agencies co-located at HAC and services they provide. Include outcomes of each co-located agency**
 - **Maintenance plan for HAC including preventive maintenance and repair system for all routine and major building maintenance and repairs, including rainwater systems, landscaping, fire/security and alarm testing, emergency building repairs, window and sidewalk cleaning, painting, HVAC and electrical repairs and maintenance**

Deliverables(cont.)

- **September – February**
 - **Written policies on food service**
 - **Plans for existing food service providers such as churches, Hunger Busters, Soup Mobile**
 - **Prepare monthly financial reports forms, including revenues and expenses, budget, year to date actuals, explanations for variances over 10% for HAC Management**
 - **Prepare form for inventory of all property, capital equipment purchases**
 - **Develop contract expenditure reports (including monthly and year to date), including program budget, program budget narrative, and program funding summary**



Recommendations

- Approval of contract with Metro Dallas Homeless Alliance