



City of Dallas

Overview: The Bridge Homeless Recovery Center Good Neighbor Agreement

**Office of Homeless Solutions and The
Bridge Homeless Recover Center
Community Engagement Sessions
November 2 and 7, 2023**

Christine Crossley, Director Office
of Homeless Solutions

Presentation Overview



- Good Neighbor Agreement (GNA) Background
- Requirements Within GNA Boundaries
- Partnerships Outside GNA Boundaries
- The Bridge: Service Highlights
- Initiatives Within/Outside GNA Boundaries
- Next Steps



GNA Background



- The Bridge Steps is the operator of The Bridge Homeless Recovery Center, a City owned property located at 1818 Corsicana St.
- During the annual renewal of The Bridge Steps' contract on December 13, 2017, the terms were modified to include a Good Neighbor Agreement (GNA)
- A new contract for management and operation of The Bridge was awarded to The Bridge Steps on April 27, 2022, and includes the GNA requirements
- The GNA requires The Bridge operate in a manner that is respectful to its neighbors and uses its best efforts to abate quality of life nuisances within established boundaries
- The Bridge is the only facility serving sheltered/formerly unsheltered residents whose GNA boundaries extend beyond the property's footprint

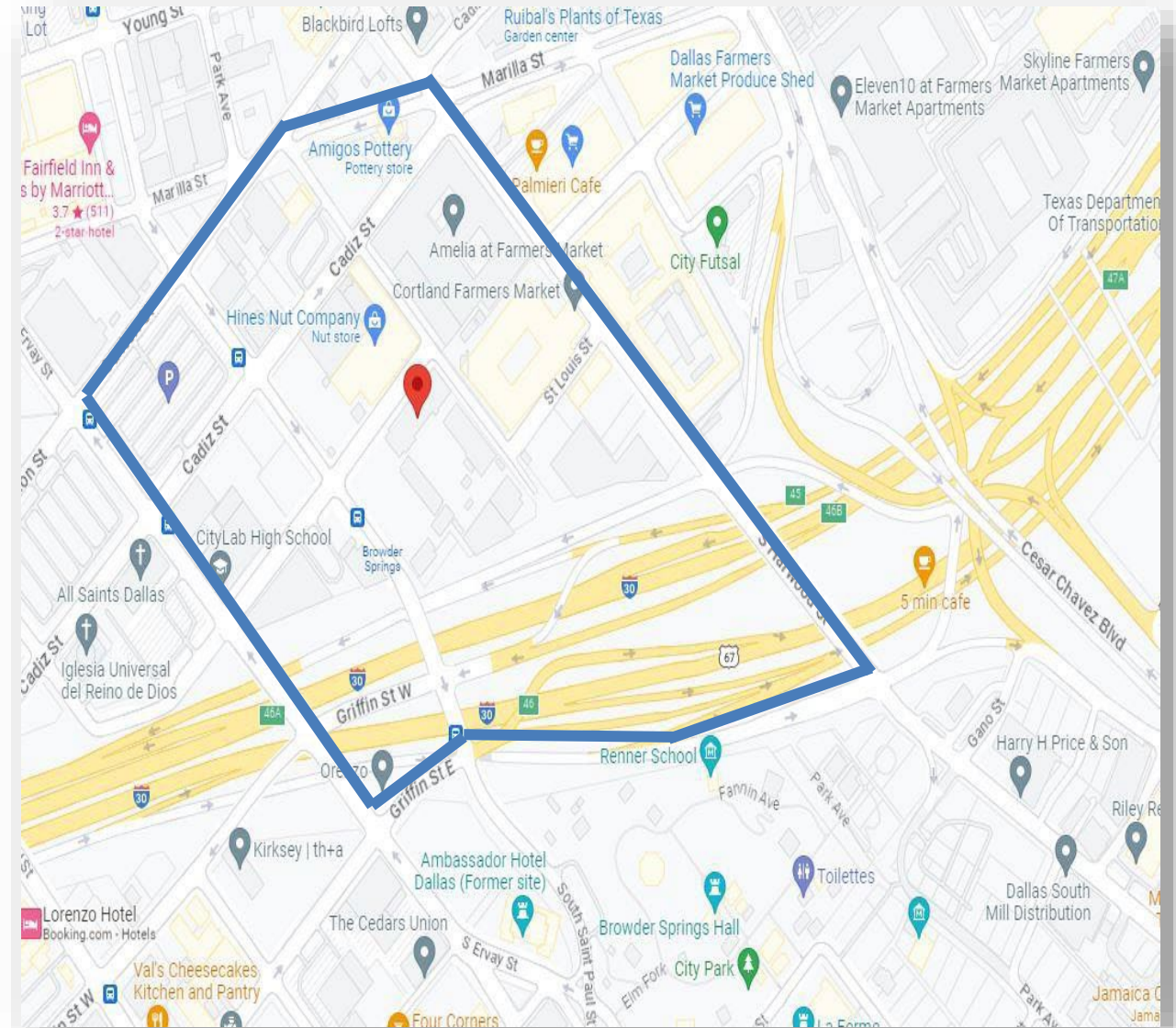


GNA Background (continued)



The boundaries of the GNA include a radius around The Bridge perimeter bounded by:

- Canton St. (north)
- Griffin St. East (South)
- Harwood St. (East)
- Ervay St. (West)



Requirements Within GNA Boundaries



The Bridge Steps is required to do the following within the GNA boundaries:

Operationalize the following Good Neighbor Activities:

- Provide safety and maintenance of surrounding areas
- Work closely with the Dallas Police Department (DPD) and Downtown Dallas, Inc. (DDI) to reduce crime
- Partner with Office of Homeless Solutions (OHS) Street Outreach staff to engage with shelter adverse individuals
- Coordinate neighborhood clean-up events with volunteers and guests
- Require eligible guests to participate in community service activities



Requirements Within GNA Boundaries (continued)



Ask guests and visitors to abide by a Good Neighbor Policy that prohibits specific behaviors and activities in the neighborhood

- Littering, loitering, yelling, fighting and weapons
- Purchase/selling of drugs, drug paraphernalia and prostitution
- Harassment or disturbing neighbors and businesses

Engage in the following good neighbor activities and provide supporting documentation of activities

- Community Engagement
- Internal Operations
- External Operations



Requirements Within GNA Boundaries (continued)



Operationalize the following Good Neighbor Activities

Community Engagement	<ul style="list-style-type: none">• Attend neighborhood meetings• Include neighborhood representatives on The Bridge Steps community board/advisory group• Provide space for meetings with neighborhood bodies• Develop and implement written procedures to provide messaging for organizations interacting with The Bridge who wish to feed or help the homeless• Coordinate with City of Dallas Community Courts for regular clean-up dates around the former Ambassador Hotel and Seeger/Harwood
Internal Operations (Re. Guests)	<ul style="list-style-type: none">• Develop and implementation of written procedures for the following:<ul style="list-style-type: none">○ Appropriate manner to divert patrons who are unable to stay at The Bridge○ Communicate to guests and develop culture of “no garbage,” “no street harassment,” and “observe traffic/pedestrian/safety rules” by adding instructions to The Bridge intake and code of responsibility• Provide staff training on procedures



Requirements Within GNA Boundaries (continued)



External Operations (Re. Outside Entities)

- Establish and maintain a dedicated phone line or email address to receive feedback, referrals or other information from neighborhood bodies with a commitment to respond within five business days
- Develop and implement written procedures to communicate to entities outside of Dallas County when The Bridge is full and clients must be diverted to other shelters
- Provide written communication to Texas Department of Criminal Justice (TDCJ) and Greyhound relating to recently release when The Bridge is full



Partnerships Outside GNA Boundaries



DDI and OHS are responsible for addressing quality of life issues **outside** the boundaries

- The most reported issues within a one-mile radius of The Bridge are sleeping in public, street feeding and litter and debris

DDI	OHS
DDI teams proactively address quality of life issues in the CBD between the hours of 6AM and 11PM and strategically focus on “hot spots”	OHS supports DDI’s initiatives by mobilizing City departments (City Marshals, DFR, DPD, Code) to address health and safety issues beyond homeless outreach and engagement



Partnerships Outside GNA Boundaries



Sleeping in public

- Outreach teams from both DDI and OHS offer alternatives such as shelter and family reunification to unsheltered individuals
- When The Bridge's overnight shelter beds are filled, individuals referred from the DDI and OHS street outreach teams are accepted and placed in overflow shelter

Litter and Debris

- Not all litter and debris can be attributed to the unsheltered population
- The problem is exacerbated by street feedings which increase significantly around weekends all major holidays



Partnerships Outside GNA Boundaries



Street Feeding

- Street feeding notifications submitted to the City are shared with The Bridge
- Both DDI and OHS educate organizations of the unintended consequences of street feeding and offer alternatives to serving the unsheltered population
- DDI recently updated their See Say App to allow the public to report street feeding when it occurs





The Bridge: Service Highlights

- Since opening in 2008, The Bridge has served over 50,000 individuals
- Currently, approximately 600 individuals receive day services
- Overnight shelter (transitional and emergency) is provided for 340 guests
- The Bridge partners with 15 organizations to provide recovery assistance to guests including medical, behavioral health, job and housing placement and other services
- Between October 1, 2022 and July 31, 2023, housing placements have been provided for 440 guests



GNA Data for Activities Within and Outside Boundaries (August 1, 2022 – August 1, 2023)



Reporting Agency: Bridge Steps Reporting Period: August 1, 2022 – August 1, 2023	Value
Number of homeless engagements Note: The Bridge's Street Outreach team is funded through donations	9,948
Number of complaints received, and responses sent within 5 business days	54
Number of cleaning operations conducted	365
Number of engagements with street feeders	145
Number of neighborhood/civic/business meetings hosted and/or attended	38





GNA Data for Activities Within and Outside Boundaries (August 1, 2022 – August 1, 2023)

Reporting Organization: City of Dallas Reporting Period: August 1, 2022 – August 1, 2023	Value
Number of homeless encampments reported to City of Dallas 3-1-1	343
Number of 3-1-1 reports that resulted in no encampment being found	103
Number of 3-1-1 reports that resulted in encampment cleaning	74
Number of individuals refusing services offered	15
Number of individuals accepting services/referral	5
Number of duplicate service requests	69
Reporting Organization: Downtown Dallas, Inc. Reporting Period: March 1, 2023 – August 1, 2023 Note: Data unavailable prior to March 1, 2023 due to system conversion	
Number of reports submitted through See Say App	1,516
Number of cleaning operations activities	47,024
Number of homeless engagements	1,269
Number of safety/security activities	14,605



Next Steps



- **November 2 and 7 2023:** Conduct community engagement sessions with residents, businesses and civic organizations located within a half mile of The Bridge to review the existing GNA
- **November – December 2023:** Staff compilation and review of citizen feedback including consultation with City Attorney's Office on any proposed changes to the GNA which would impact the City's contract with The Bridge
- **Quarter 2 of FY 24:** Present results of community engagement sessions to the Dallas City Council Housing and Homeless Solutions Committee
- **Ongoing:** Provide periodic updates to the Citizen Homelessness Commission and Housing and Homeless Solutions Committee on GNA





City of Dallas

Overview: The Bridge Homeless Recovery Center Good Neighbor Agreement

**Office of Homeless Solutions and The
Bridge Homeless Recover Center
Community Engagement Sessions
November 2 and 7, 2023**

Christine Crossley, Director Office
of Homeless Solutions