



**HELP THEM HOME CAPITAL CAMPAIGN**  
*supporting the development and new construction of*  
**THE AUSTIN STREET CENTER FOR COMMUNITY ENGAGEMENT**  
*A 60,000-Square-Foot, 24/7 Master Planned, Client Focused*  
*Homeless Shelter & Day Service Center*

**OUR MISSION** Austin Street Center provides safe shelter and meets the basic needs of the most vulnerable homeless. Austin Street Center is one of Dallas' largest emergency shelters.

**HOMELESSNESS WITHIN OUR COMMUNITIES** Across the United States, there are more than 552,000 individuals without a home on any given night, with another 8.3 million households on the verge of homelessness. Texas is no different, having the third largest increase in homelessness than any other state, with 9 out of every 10,000 persons being homeless. Texas is also facing a sharp increase in homeless veterans, with more than 1,900 unsheltered veterans, the third largest in the nation. Moreover, Texas has one of the highest numbers of individuals experiencing homelessness in the country: 25,000 on a given night. With only 13,000 emergency shelter beds available, this leaves 12,000 people unsheltered in Texas every night.

Dallas has also seen its unsheltered homeless population rise at an alarming rate – 725 percent in the last ten years – a trend that is expected to continue. Notwithstanding, the 2020 local “Point in Time Count,” an annual count conducted by Metro Dallas Homeless Alliance on a single day in January each year, revealed that there are 4,471 unsheltered individuals in Dallas. To understand these alarming growth patterns, it is important to note that there are a number of outside factors that has contributed to these increases, such as an inflated cost of living in one of the fastest growing communities in the nation, alongside limited access to employment that can accommodate rising living expenses.

**ORGANIZATIONAL HISTORY & BACKGROUND** For more than 37 years, Austin Street Center has worked tirelessly to bring an end to homelessness in North Texas, one person at a time. Our approach provides the necessary resources, that drive results, further helping our homeless neighbors regain independence and ultimately, a permanent home. When seamlessly executed, this approach has created a dramatic impact on the health and strength of our community, further leading to better places to work and live. Austin Street serves two highly vulnerable populations – men over the age of 45 and women over the age of 18, many of whom also suffer from addiction, victimization or the unexpected loss of resources, with nowhere to turn for help. As the only emergency shelter in North Texas with a unique emphasis on the older adult homeless population, Austin Street focuses on the reality that homeless individuals suffer geriatric conditions decades earlier than other populations, and elderly homeless population is expected to double by 2050. With a capacity to accommodate 400 individuals nightly, Austin Street is uniquely positioned to provide shelter and support for these two highly vulnerable populations, further serving more than 3,000 individuals experiencing homelessness annually. In 2018, Austin Street found permanent housing solutions for 373 of its homeless neighbors, with another 214 housed in 2019, respectively.

In serving our homeless neighbors, Austin Street Center provides the basic necessities, such as a safe place to sleep and shower, meals and clothing. In addition to meeting these fundamental needs, other life rebuilding skills and spiritual support services are provided, including financial literacy, employment coaching, Alcoholics Anonymous & Narcotics Anonymous support meetings, individualized case management and other weekly activities and services are available within our on-site chapel. In a comprehensive best practices study of 22 homeless programs, only 13 percent of the transitional homeless programs studied had an on-site chapel and none of the emergency homeless programs studied had a chapel (Homeless Shelters and Programs Analysis of

Benchmarks and Best Practices, Ward Family Foundation, 2002). Thanks to the combined generosity of our philanthropic community, we are proud to share that Austin Street Center has a beautiful on-site chapel, which has allowed for deeper community engagement with our homeless neighbors. Many community churches have partnered to provide weekly interdenominational services for all, along with co-ed and gender specific Bible Studies. By no means is there a “faith test” required to secure shelter and services at Austin Street.

**NEEDS WITHIN THE HOMELESS ECOSYSTEM** While Austin Street provides extensive services for our homeless neighbors, a significant, underserved need in Dallas’ homeless services exists – a lack of focused mental health care for this vulnerable population. Forty-six (46%) percent of Austin Street’s clients experience a mental health diagnosis – an impediment to successful transition to independent living – thus there is a clear need to provide improved mental health care. In addition to the increased need for services and the mental health care disparity, a lesser-known gap in services exists: Where can our homeless neighbors gather and learn in the daytime? When most think of a “shelter,” they consider sleeping and eating – essentials to life, and most often associated with off-hours or evenings. Currently, Austin Street is primarily an evening-only program for sleeping, showering and eating, with limited day-time services. Austin Street seeks to fill the gap of daytime hours with meaningful experiences that accelerates healing, recovery, education, and the transition out of homelessness and into employment and permanent housing.

In addition to the need for expanded services, for the past 28 years, Austin Street Center has operated in its current facility at 2929 Hickory Street, 24/7, 365 days, each year. With consistent wear and tear, and no break in operations, our facilities are now failing and are at operational capacity, thus requiring expansion. With a long-standing reputation of bringing an end to the homeless experience for thousands, our physical infrastructure is now crumbling and we are at operational capacity for shelter, enhanced services and staffing. As a result of these constraints, Austin Street cannot adequately support the growing needs of our homeless neighbors, nor keep pace with the anticipated escalation of need in the coming years, thus requiring new facilities and expansion. Despite an aging facility and space constraints, Austin Street has managed substantial increases in client volume over the past five years (1,569 in 2013 to 3,008 in 2018), while significantly enriching its program to better address client needs.

As a proactive leader in shelter of the homeless and transitional services, Austin Street Center is planning to expand its presence with a larger and safer facility with a more practical design and innovative services. In keeping pace with the growing needs of our homeless community, Austin Street Center is developing a 24/7 client focused, state-of-the-art campus, designed specifically around our proven process, which helps clients bring an end to their homelessness. With the recent acquisition of adjacent properties, along with architectural renderings and coordination with the Beck Group, this new facility will span approximately 60,000-square-feet on 2.3 acres, further serving as a 450 bed emergency shelter and day service facility. The new campus located directly across the street from our current facility will establish Austin Street Center for Community Engagement, a 24/7 client-focused facility dedicated to supporting and improving health and wellness of Dallas’ most vulnerable homeless population. Construction is slated to begin in December 2020, with 12-18 months anticipated for completion. In filling the identified gaps in service for those experiencing homelessness, this new campus will further establish:

- ***Respite Care and Mental Health Services:*** Stable mental health is critical to overall well-being for all people; however, homeless populations have an increased risk for mental health disorders. Properly treating these conditions with evidence-based protocols is critical to helping people out of homelessness and into appropriate housing solutions. Respite care provides an extended stay in the shelter with both dedicated beds and staff, and is intended to provide adequate time for healing post-hospital discharge. Currently, Austin Street is partnering with Texas Health Resources on a pilot program that meets the underserved need for respite care for the homeless. The new campus will include 30 dedicated beds and licensed mental health practitioners.

- ***Modernized, Gender-Specific Retreats:*** A new facility will increase the space for the beds and improve the layout of the room so there is a sense of personal space that offers a measure of privacy and enhanced dignity. Completely separate, semi-private sleeping areas will be provided each night: 12,000 square feet will be available for approximately 300 men, and 6,000 square feet will be available for approximately 150 women. Additionally, personal hygiene and access to a restroom are obvious necessities most take for granted. Shelters are one of the few places people who are homeless can turn to for a shower and restroom facility. Currently, restrooms at Austin Street include three stalls for women, and five stalls plus four urinals for men; the new facility will provide a total of 10 stalls for women and 22 stalls for men. Austin Street currently has 12 shower heads for 400 people; the new facility will provide 10 for women and 22 for men.
- ***A Commercial Kitchen Facility:*** Austin Street currently serves more than 328,000 meals per year: 900 meals per day, with approximately 400 for breakfast, 400 for dinner, and 100 for lunch. Many of these meals are provided by a dedicated and generous host of volunteer groups. The current kitchen facility cannot accommodate on-site cooking. With 60 percent of our clients living with a chronic disease, there is a significant need to improve access to healthy and nutritious food choices and address restrictive diets. The new campus will include a fully-equipped commercial kitchen, including increased freezer and storage space, along with commercial ovens, thus increasing our capacity for food sourcing with community resources, such as the North Texas Food Bank.
- ***A Dining Facility & Engagement Center:*** In order to fill the gap of daytime services, Austin Street must have dedicated space for training, counseling, meals and more. Currently lacking a dining room, Austin Street's clients eat their meals standing or at their bed. Providing dining space extends social interaction for clients and staff, building on the community support established through other areas of Austin Street's comprehensive program. A building block of Austin Street's continuum of care includes daytime programs that expand opportunities for independence and transition, while also providing a safe place to gather.
- ***The Austin Street Center for Employment & Education:*** A huge step to ending a person's homeless experience starts with the possibility of being gainfully employed. Should it be presented that an individual is capable of gaining employment, our team works tirelessly to adequately prepare them for the workforce. While this is an important aspect to bringing an end to a person's homeless experience, in our existing facility, space is limited, thus it is our desire to make this process as effective and efficient as possible. There is more than 1,667-square-feet of dedicated classroom space within the Austin Street Center for Community Engagement that educates clients, staff and the community, and is critical to the expansion of services and sustaining the Austin Street success rate. The addition of classrooms in new campus will expand Austin Street's employment and educational offerings, serving more individuals daily.
- ***Housing Navigation, Placement & Stabilization Center:*** No longer serving just as an overnight shelter, Austin Street Center's process is geared to simply serve as a pathway for our homeless neighbors. This pathway works to get those experiencing homelessness off the streets, into shelter, and ultimately into permanent housing of their own. Noting our remarkable success over the past several years, last placing 373 homeless neighbors into permanent housing, the new Austin Street Center for Community Engagement has dedicated nearly 5,000-square-feet to accommodate the increase of case management staff and case management sessions, which further supports improving independence for those who we serve, while taking the necessary steps to help our homeless neighbors understand the what it takes to be a tenant, getting them "ready to rent," and further understand the expectations and responsibility of being reintegrated into society and maintaining a home. Housing navigation, placement and stabilization will focus on navigating the

process of becoming a tenant and will help our homeless neighbors find housing, seamlessly placing them into their new home. In addition, a core function of this group is to work with those who have been placed in permanent homes, to ensure their comfort, that they are maintaining and keeping up with the requirement of their new home, and further ensuring minimal recidivism rates.

## PROJECTED OUTCOMES

Austin Street Center is committed to recording data, measuring results and reporting findings, relative to the homeless ecosystem throughout North Texas. With “Housing First” as our guiding core philosophy, it is our intent to better serve the growing needs of our homeless neighbors in a collaborative manner with other homeless service providers while bringing an end to homelessness in our community. With increased operational and programmatic capacity in a new facility, coupled with an expanded service delivery model, Austin Street will realize specific outcomes such as:

- **300% increase in medical respite care service capacity:** Austin Street currently has 10 beds available for medical respite and in the new center, 30 beds will be added to accommodate respite care. Outcomes from this aspect of capacity expansion will be related to respite care impact and measured through the evaluation of client progress and project efficacy.
- **300% increase in mental health service capacity:** The new facility will accommodate three times the physical capacity for patient engagement with an estimated 220 clients per month for a total of 162 hours of mental health services. This facility will also provide group activity space to expand Austin Street Center’s clinical model to incorporate dual diagnosis patients who need both mental health services and addiction treatment. This will include the addition of a minimum of two additional clinical staff performing outpatient care such as intensive and supportive treatment including medication assisted treatment; individual and group therapy, and potentially detox for some addictions. The physical space itself will grow from a one room office to a fully functioning 750-square-foot clinic with three patient rooms, a receptionist area, and a handicap accessible restroom and shower. Each room will also have telemedicine and video conferencing capability in order to expand the number of patients who can be served by psychiatrists.
- **114% increase in facility growth:** As a result of this campaign, Austin Street expects to increase its emergency shelter, day use facilities and residential space from 28,000-square-feet to 60,000-square-feet through capital construction.
- **100% growth in staffing:** With the establishment of the Austin Street Center for Community Engagement, Austin Street expects to expand its case management and support staff from 35 to 70, by 100 percent in an effort to adequately meet the growing needs of our homeless community.
- **100% increase in housing placements:** The availability of more classroom space, our daytime activity center and additional case management staff will directly impact client engagement opportunities and ultimately, the continued success rate of home placements. From 373 to 760, this will represent a 100 percent increase in placements as a result of expanded services and dedicated space to housing navigation, placement and stabilization in the new facility.
- **100% increase in employment navigation & education services, coupled with 100% increase in job placements:** With dedicated space and increased staffing in the new facility, we anticipate employment navigation and educational activities to grow from 2,911 per year to 5,882 per year, resulting in an 100 percent increase. Through these activities, we’ve been able to successfully re-enter more than 150 individuals annually back into the workforce. We anticipate successfully re-entering nearly 300 individuals back into the workforce in the new facility.
- **100% increase in space leading to a full Service, commercial kitchen:** Our existing facility lacks a full-service kitchen, thus the majority of meals served are prepared offsite and served by volunteer groups. The

addition of the kitchen facility will increase the number of meals served daily to over 1,000, impacting better health outcomes and benefit the overall health of clients, while also offering new volunteer and community engagement opportunities.

- Austin Street currently provides more than 349,665 meals annually, with the addition of a full-service commercial kitchen, the number of meals prepared and served will grow to 538,740, a 54 percent increase in nutritional meals served annually.
- **100% increase in space leading to a dining facility and engagement center:** Austin Street’s homeless neighbors currently eat meals while standing or at their bed. Providing dining space extends social interaction for those served and staff, building on the community support established through other areas of Austin Street’s comprehensive program. A building block of Austin Street’s continuum of care includes daytime programs that expand opportunities for independence and transition, while also providing a safe place to gather.
- **100% increase in engagement activities:** With the addition of a dining and engagement center, Austin Street anticipates growing from 12,500 activities monthly to 25,000.
- **54% increase in nutritional meals served annually:** Austin Street currently provides more than 349,665 meals annually. With the addition of a full-service commercial kitchen, the number of meals prepared and served will grow to 538,740.
- **40% Increase in Case Management:** An “active case management” approach has significantly increased the number of people who transitioned out of homelessness in 2018. By expanding the team from 12 to 20 case managers and allocating 1,100-square-feet of dedicated case management offices and three meeting rooms, clients will receive the time and attention needed in a private space. Austin Street expects to see a 40 percent increase in case management sessions, which will lead to a 100% percent increase in housing placement, continuing the trend of significant success that has been experienced in this program over the last three years.
- **26% increase in shelter:** Austin Street will increase available beds from 391 to 492 shelter-wide, resulting in 33,000 more nights of shelter provided annually.

## COMMUNITY IMPACT

By providing shelter, basic necessities and ultimately placing our homeless neighbors into housing, these outcomes translate to community impact when seamlessly executed – safer, cleaner streets and dramatic savings on tax dollars and taxpayers alike. The average cost to the civic infrastructure is approximately \$40,000 per year, per homeless person. By this calculation, Austin Street in this past year alone saved more than \$8.5 million in tax dollars, by housing 214 of our homeless neighbors in 2019. With the construction of the Austin Street Center for Community Engagement and by providing expanded services for those we serve, fully running on all cylinders, we anticipate housing more than 760 individuals annually, further resulting in more than \$30 million in taxpayer savings.

More importantly, the Austin Street Center for Community Engagement will shift Austin Street’s operational focus, transitioning from an overnight shelter where our homeless neighbors depart at 7 a.m. daily and return for intake at 2 p.m. The new facility will lend itself to serve as a comprehensive 24/7 facility, further keeping those who are displaced off the streets while helping to end their homeless experience. This means that Austin Street will not perpetuate the notion of “dumping hundreds of individuals on the street daily,” but rather encouraging a safe place to stay, while providing the necessary support that will help with a smoother reintegration into society.

**THIS REQUEST** The calamities associated with homelessness are not new. Across Dallas, there are many individuals who have suffered – and continue to suffer – due to a lack of adequate resources in the face of crisis. Individuals without shelter are particularly vulnerable to physical, mental, emotional and spiritual sufferings. Since 1983, Austin Street has been at the forefront working to bring an end to homelessness in our community, and will continue to do so, one person at a time. With the recent acquisition of adjacent properties, along with architectural renderings and coordination with the BECK Group, this new facility will replace our existing shelter and span approximately 2.3 acres, further serving as 450 bed emergency shelter and day service facility. This new campus will establish the Austin Street Center for Community Engagement, a 24/7 client-focused facility dedicated to supporting and improving health and wellness of Dallas’ most vulnerable homeless population.

As we continue our work, it is of utmost importance that we grow our operations thus, Austin Street Center respectfully requests your partnership, as we work toward a \$15 million campaign goal. Your participation will support the development and new construction of The Austin Street Center for Community Engagement, a 60,000-square-foot, master-planned shelter and day service center in Dallas, Texas.