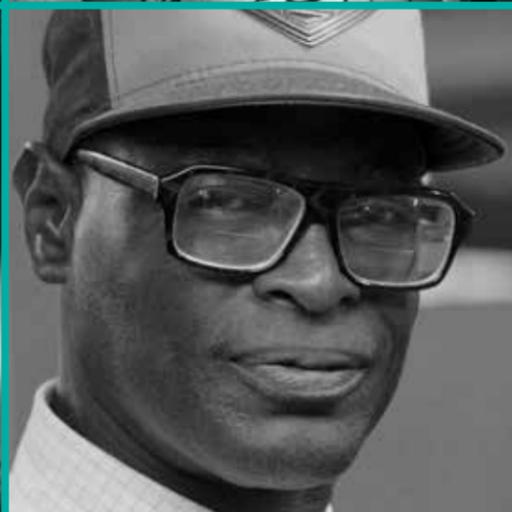




HELP THEM HOME

CAPITAL CAMPAIGN



# THE MANY FACES OF HOMELESSNESS





The unprecedented COVID-19 pandemic has amply illustrated our essential service to our community.

**Nancy K. Best**  
Chairman

# A Message

from The Chairman of the Board of Trustees



*Nancy Best*

Nancy K. Best  
Chairman  
Shelter Ministries  
of Dallas

For 37 years, Shelter Ministries of Dallas, along with a multitude of generous donors, volunteers, and community supporters, have made investments, and have kept the promise to provide for the most basic needs of our community. As an organization, we've worked tirelessly to shelter and support the homeless, while providing the compassionate counseling necessary to heal and transform lives.

With that continuing commitment, I along with Megan Burkhart, Campaign Chair, and Daniel Roby, Chief Executive Officer, are pleased to share this exciting project with you, Austin Street Center's **Help Them Home Capital Campaign**. Many of you have made your commitment to this project already, and I am profoundly grateful. To those who are hearing about this project for the first time, I encourage you to peruse this piece carefully, which I'm certain will leave you inspired and wanting to be a part of this remarkable addition to our city.

As the largest, free emergency shelter in Dallas, Austin Street Center serves more than 2,600 women and men annually; 85% of those served are over the age of 45. The unprecedented COVID-19 pandemic has amply illustrated our essential service to our community. We've sheltered the homeless 24x7, provided 750 meals a day and kept clients off the streets, all while protecting their health, safety and wellbeing. Weekly Chapel services, Bible studies and prayer groups are hosted for those who seek spiritual guidance, while case management and housing coordination services continue to provide the needed help to end homelessness, and finding a way to "Help Them Home".

The investment of Dallas' most generous citizens is critical to the survival of its most vulnerable, and we are committed to keeping that promise for the next 30 years and beyond. Doing so will facilitate what we consider the "ultimate outcomes" for the campaign: the abolishment of homelessness throughout North Texas. I urge you to stand with Austin Street Center as a leader in innovative strategy and deliberate action, that together, build the fabric of hope wherein our city's most vulnerable can find shelter.

On behalf of the entire Board and the clients we serve, I thank you in advance for your support which is more critical than ever this year.

# A Message

from the CEO and Campaign Chair



**Daniel Roby**  
Chief Executive Officer  
[Austin Street Center](#)



**Megan Burkhart**  
Campaign Chair  
[Help Them Home Capital Campaign](#)

The calamities associated with homelessness are not new! Across our communities, there are many individuals who have suffered – and continue to suffer. Dallas specifically has seen its unsheltered population rise at an alarming rate – 725% in the last ten years, a trend that is expected to continue – especially in the face of crises such as the COVID-19 pandemic. Individuals without shelter are particularly vulnerable to physical, mental, emotional, and spiritual sufferings.

For the past 36 years, Austin Street Center has been at the forefront working tirelessly to bring an end to homelessness within our community. With a long-standing reputation of ending the homeless experience for thousands, we confront homelessness head on, versus ignoring the issue. As part of the solution, we know first-hand that permanent and safe housing is required to create the stable environment needed for homeless individuals to transition into self-sufficiency. More than a shelter, we are a beacon of hope and a waypoint that ends our client's homeless experience.

As we look to the future, our infrastructure is now failing and we are at operational capacity, thus requiring new facilities and expansion. As such, we are pleased to share with you **"The Help Them Home Capital Campaign,"** a \$15M endeavor that will support the new construction of a 60,000 square-foot master-planned campus, designed specifically around our proven model of care that improves the health and wellbeing of our most vulnerable citizens.

As we work to bring the new Austin Street Center for Community Engagement into focus, we are jointly seeking your philanthropic support and partnership. With your help in the completion of this project, we are confident that we will be better positioned, as we work tirelessly to Help Them Home!



We are a beacon of hope and a waypoint that ends our client's homeless experience.

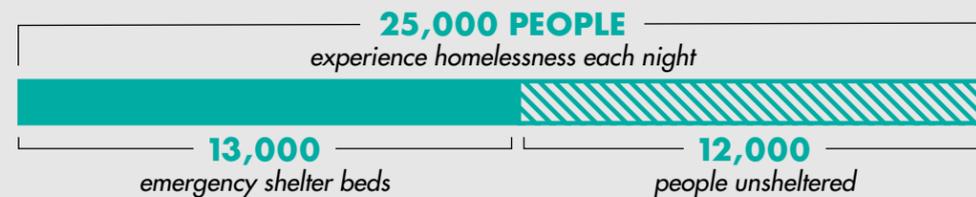
# Homelessness

## 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. Unfortunately, Texas has experienced the third largest increase in homelessness in the nation, with **9 out of every 10,000** persons being homeless. Texas also faces a sharp increase in homeless veterans, with more than 1,900 unsheltered veterans, again, the third largest population in the country. As a result of these increases, Texas has one of the highest numbers of individuals experiencing homelessness in the U.S.: 25,000 on any given night. With only 13,000 emergency shelter beds available, this leaves 12,000 people unsheltered in Texas, nightly.

Dallas has also seen its unsheltered homeless population rise at an alarming rate --725% in the last ten years – a trend that is expected to continue. 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 have 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.

### HOMELESSNESS IN TEXAS



**POVERTY**



**CRISIS**



**SOCIAL SUPPORT**



**HOMELESSNESS**



# A History of Service

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 deliver results which further helps 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 the 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.

Our approach provides the necessary resources that deliver results which further helps our homeless neighbors regain independence and ultimately, a permanent home.

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, Austin Street provides spiritual support services and other life rebuilding skills including financial literacy, employment coaching, Alcoholics Anonymous & Narcotics Anonymous support meetings, individualized case management. Other weekly activities and services are available within our on-site Chapel.

# The Hickory Street Campus

28 Years of Consecutive Service

The current facility **has had no break in operations for 28 years** – having served as a refuge to individuals experiencing homelessness in Dallas 24/7, 365 each year. Despite an aging facility, which is at capacity, Austin Street Center has managed a substantial increase in client volume over the last five years (from 1,569 in 2013 to 3,008 in 2018), with people are turned away each night.

## 26,000 sq. ft. Current Facility:

- Nightly Emergency Shelter, with minimal day services
- 400 Clients Served Nightly
- Semi-Co-Ed Styled Facility
  - (originally planned for men only)
  - Not intended to be Co-Ed. Retrofitted to accommodate
- Shared Restrooms & Shower Spaces
- Lacks Dining, Facility Engagement Center, Full Service Commercial Kitchen Educational and Clinical Spaces

## 28 Year Old Failing Facility:

- Failing HVAC Systems
- Failing Plumbing & Sewer Systems
- At capacity for both clients & staff



**Austin Street is uniquely positioned to provide shelter and support.**



**A new campus will help us address identified gaps in services for those experiencing homelessness by:**



*Accommodating growth within our Case Management Services*



*Enhancing our programmatic offerings through increased training and education classroom space*



*Addressing specific health needs of clients, including expanded mental health services, respite care and dietary needs*

Resolving current space constraints by the inclusion of:

- A dedicated dining facility
- A full-service commercial kitchen
- Engagement center and gathering space
- Gender-specific sleeping quarters, showers and restrooms
- Laundry facilities

**A new campus will also serve as an asset to the broader community by:**



*Decreasing concerns of vagrancy*



*Serve as a gathering space for thought leadership surrounding the issue of homelessness*



*Providing access to daytime services and facilities to those in need such as meals, restrooms, and shelter from the elements*

# The Austin Street Center for Community Engagement

Austin Street Center is developing a 24/7 client-focused 60,000 square foot emergency shelter and day service center, designed specifically around our proven process, with the ultimate goal of finding our clients a permanent place to call home.

Filling identified gaps in homeless services through:

- Medical Respite Care & Expanded Mental Health Services
- Modernized, Gender Specific Retreats
- Commercial Kitchen Facility to meet Dietary Needs
- Dining Facility & Engagement Center
- Employment & Education Center
- Housing Navigation, Placement & Stabilization Center



2.3<sup>ACRE</sup>  
CAMPUS

60,000  
SQUARE FOOT  
FACILITY

24/7  
CLIENT FOCUSED

450<sup>BED</sup>  
SHELTER & DAY  
SERVICE FACILITY

# Help Them Revitalize

Persons experiencing homelessness in the United States often report significant barriers to self-care, personal hygiene, and sleep. These practices can be very difficult and are critically important to ending a person's homeless journey.

Our new facility will include modernized, gender specific retreats, further allowing our clients to have a safe, dignified space to rest and support their personal hygiene, aiding their revitalization.

## MODERNIZED GENDER SPECIFIC RETREATS

12,000 Square Feet

With our limited current space, we only have room for a simple bed for each client, but the new facility will increase the space for the beds and improve the layout to give each client a sense of personal space that offers a measure of privacy and enhanced dignity.

### Sleeping Quarters will include:

- 150 Beds for Women
- 300 Beds for Men

## PERSONAL HYGIENE

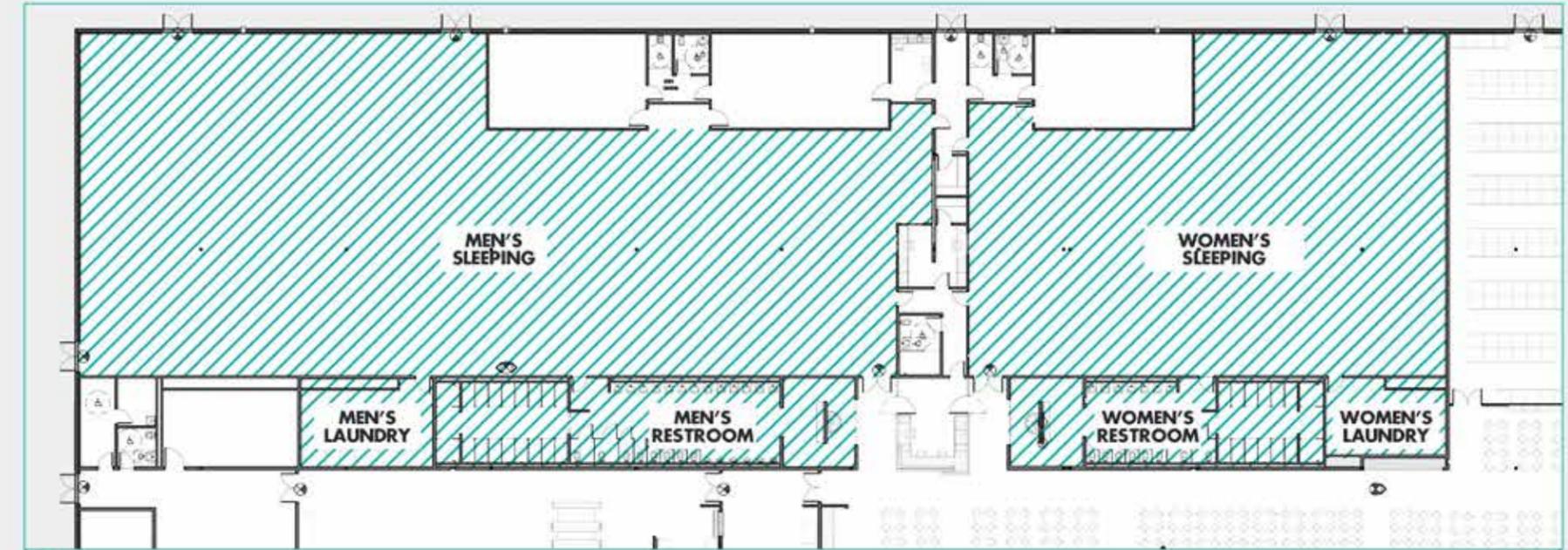
Personal hygiene and access to a restroom are obvious necessities that most people take for granted, yet, for the homeless population, shelters are one of the few places people can turn to for a welcoming shower and a restroom facility.

### Men's facilities will include:

- 22 Restroom Stalls for Men
- 22 Showers for Men
- A Dedicated Laundry Facility for Men

### Women's facilities will include:

- 10 Restroom Stalls for Women
- 10 Showers for Women
- A Dedicated Laundry Facility for Women



# Help Them Heal

Medical issues are among the leading causes for individuals to find themselves homeless. Without a support network, job leave flexibility, comprehensive insurance, and/or substantial savings, a person experiencing a healthcare emergency could find themselves turning to the Austin Street Center for Community Engagement for assistance.

## MEDICAL RESPITE CENTER

2,022 Square Feet

Through a partnership with Texas Health Resources, Austin Street Center is piloting a program to close the gap between hospital and home, resolving the question of care for people without a personal support network.

### The program will include:

- Time for patients to recover from medical procedures (often up to 90 days)
- A staff of licensed mental health practitioners
- A Housing Coordination Plan
- 30 dedicated beds

## EXPANDED MENTAL HEALTH SERVICES

628 Square Feet

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.

This new campus will include programs to directly address specific mental health needs through evidence-based protocols.

### The new facility will provide:

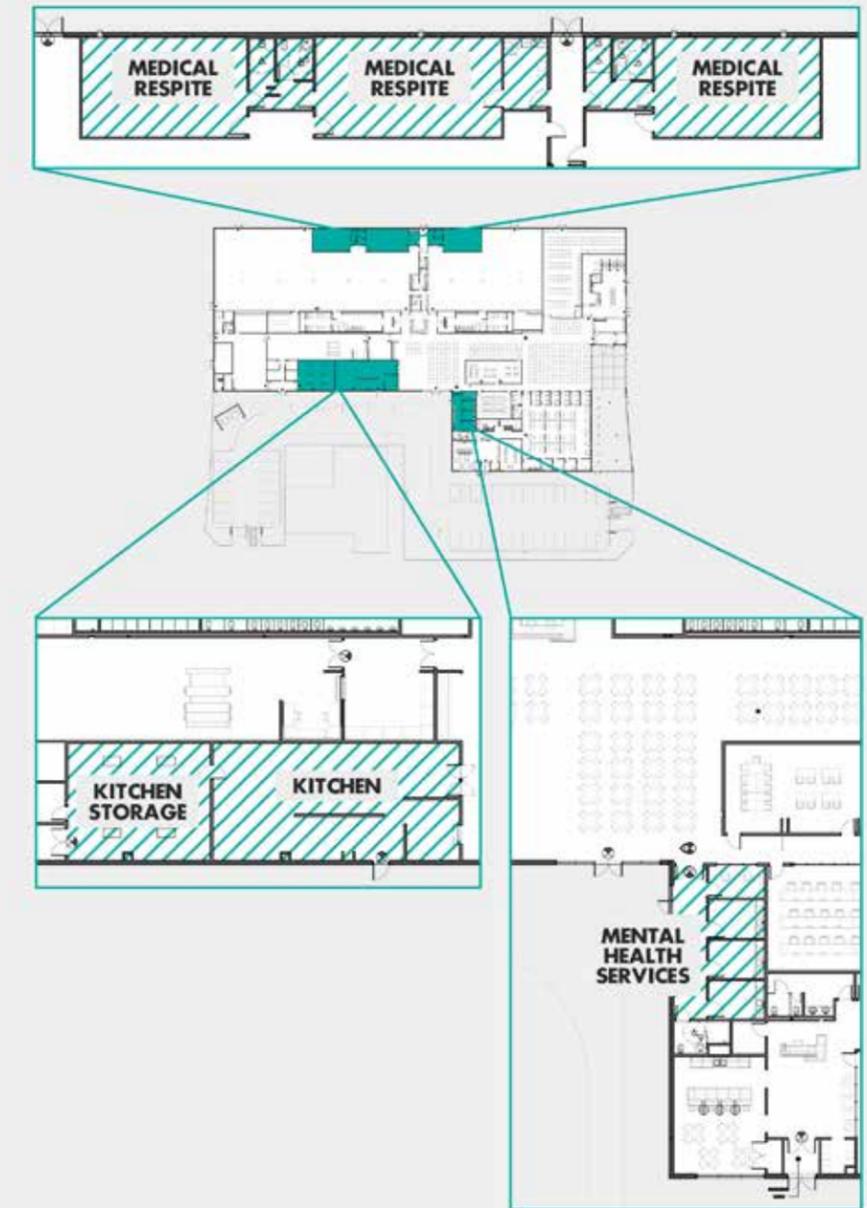
- Three times the physical capacity for patient engagement
- Group activity space to expand Austin Street Center's clinical model to incorporate dual diagnosis services for mental health and addiction treatment services
- The addition of a minimum of two additional clinical staff performing outpatient care
- Telemedicine and video conferencing capability

## COMMERCIAL KITCHEN

2,704 Square Feet

Austin Street Center often enjoys meal service by a dedicated force of volunteers, yet the current facility lacks the capacity for on-site cooking, so options skew unhealthy and unaccommodating for any clients with restrictive dietary needs.

- The new facility will include:
  - Fully-equipped commercial kitchen for meal preparation and storage, which will enable us to serve healthy options and alternatives for specific dietary needs, as well as an additional 100-250 meals per day.
  - Ability to use food grown in Austin Street's New Hope Community Garden. By planting, growing, and cooking the food directly from the garden, clients and volunteers can participate in a farm-to-table experience that both provides ingredients, but also teaches life skills that foster independence.
- Clients will benefit by learning how to prepare healthy, inexpensive meals they may replicate once in their own homes.
- Skills gained may assist securing employment in the food service industry.
- Increased storage allows for greater capacity for food sourcing from other community resources, such as the North Texas Food Bank.



# Help Them Thrive

A key factor in ending homelessness is finding steady employment for consistent income.

A building block of Austin Street's continuum of care includes education and employment programs, coupled with social interactions which help expand opportunities for independence and transitions from homelessness.

## EMPLOYMENT & EDUCATION CENTER

1,640 Square Feet

Dedicated classroom space to educate clients, staff, and the community is critical to the expansion of services and sustaining our success rate.

- A goal of the new facility is to further establish Austin Street Center as a recognized leader in homeless service delivery by educating and gathering the community through seminars such as: How to be an Effective Shelter, Mental Health First Aid, Trauma for Women in Homelessness
- Additional classrooms will also equate to increased employment and educational offerings, such as support classes for addiction and veterans, and will serve more individuals daily
- This updated space will allow Austin Street Center to continue developing innovative solutions for housing and providing access to:
  - Diversion services to prevent homelessness
  - Substance abuse recovery
  - Spiritual support (if desired)
- Resume' building
- Financial literacy classes
- Computer lab

## DINING & ENGAGEMENT CENTER

7,174 Square Feet

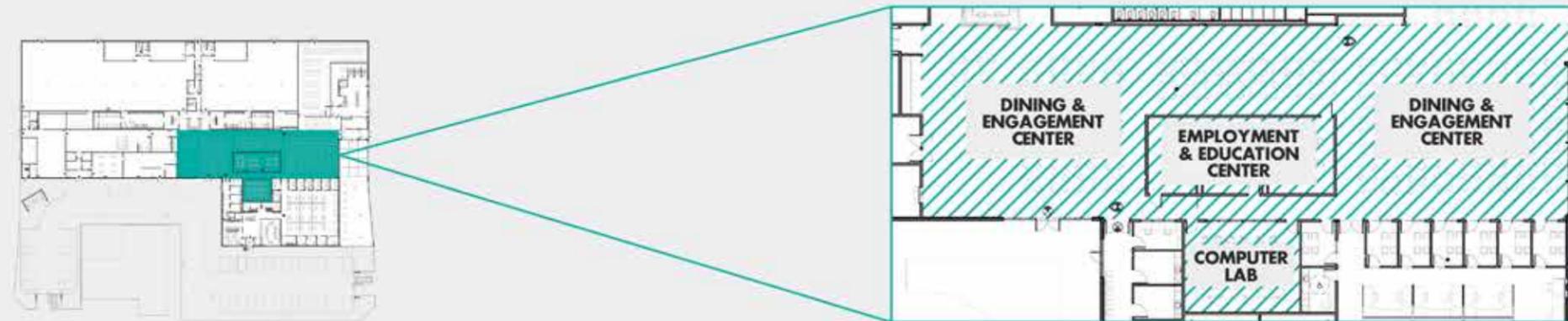
In order to fill the gap of daytime services, Austin Street must have dedicated space for training, counseling, meals and more. The new campus will include a dining and engagement center that will extend social interaction, further building a sense of community.

Providing dining and day space:

- Extends social interaction for clients and staff
- Expand opportunities for independence and transition
- Providing a safe place to gather

By providing meaningful daytime activities, such as job fairs, wellness support groups, etc., 100% of clients (up to 450 per day) will have access to the building throughout the day and will not be required to leave in the morning, as is currently the practice for two-thirds of the shelter population.

This space will double as as the dining facility during meal service hours.



# Help Them Home

The foundation of Austin Street's successful approach to ending homelessness is a consistent income through gainful employment.

An "active case management" approach at Austin Street has significantly increased the number of people who transition out of homelessness.

## HOUSING NAVIGATION, PLACEMENT AND STABILIZATION CENTER

Nearly 5,000 Square Feet

Noting our remarkable success over the past several years, last placing 373 in 2018 and 242 in 2019 respectively, into permanent housing, the new Austin Street Center for Community Engagement will:

- Dedicate nearly 5,000 square feet to accommodate the increase of case management staff and case management sessions
- Support improving independence for those who we serve
- Help our homeless neighbors understand the what it takes to be a tenant, getting them "Ready to Rent"
- Help clients understand the expectations and responsibility of being reintegrated into society and maintaining a home

Housing Navigation, Placement & Stabilization will:

- Focus on navigating the process of becoming a tenant
- Help our homeless neighbors find housing, seamlessly placing them into their new home
- Work with those who have been placed to ensure their comfort and that they are maintaining and keeping up with the requirement of their new home
- Work to ensure minimal recidivism rates for those who are placed

## CASE MANAGEMENT SERVICES

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% increase in case management sessions
- A 100% increase in housing placement continuing the trend of significant success that has been experienced in this program over the last three years.



# Projected

## Outcomes

### 300% INCREASE IN MEDICAL RESPITE CARE SERVICE CAPACITY

Medical Respite in the new center **The Austin Street Center for Community Engagement, in partnership with Texas Health Resources will dedicate 30 beds specifically for medical 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.

### 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% in an effort to adequately meet the growing needs of our homeless community.

### 100% INCREASE IN HOUSING PLACEMENTS

The availability of more classroom space, the daytime activity center and **additional case management staff will directly impact client engagement opportunities and ultimately, the continued success rate of home placements.** As a result of expanded services and dedicated space for Housing Navigation, Placement Stabilization, Austin Street expects a 100% increase in housing placements.

### 100% INCREASE IN EMPLOYMENT NAVIGATION & EDUCATION SERVICES, COUPLED WITH 100% INCREASE IN JOB PLACEMENTS

With dedicated space and increased staffing in the new facility, Austin Street anticipates **employment navigation and educational activities to grow from 2,911 to 5,882 per year**, resulting in 100% increase. Currently, through these activities, we've been able to successfully re-enter more than 150 individuals annually back into the workforce. In the new facility, we anticipate successfully re-entering nearly 300 individuals back into the workforce, another 100% increase.

### 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 benefitting the overall health of clients, while also offering new volunteer and community engagement opportunities.

### 100% INCREASE IN SPACE LEADING TO A DINING FACILITY AND ENGAGEMENT CENTER

Austin Street's homeless neighbors currently eat meals standing or at their bed. **Providing dining space extends social interaction** between 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 a new dining and engagement center, **Austin Street anticipates growing from 12,500 activities monthly to 25,000 activities monthly.**

### 54% INCREASE IN NUTRITIOUS 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 significantly increases the number of people who transition out of homelessness. 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% increase in case management sessions, which will lead to a 100% 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

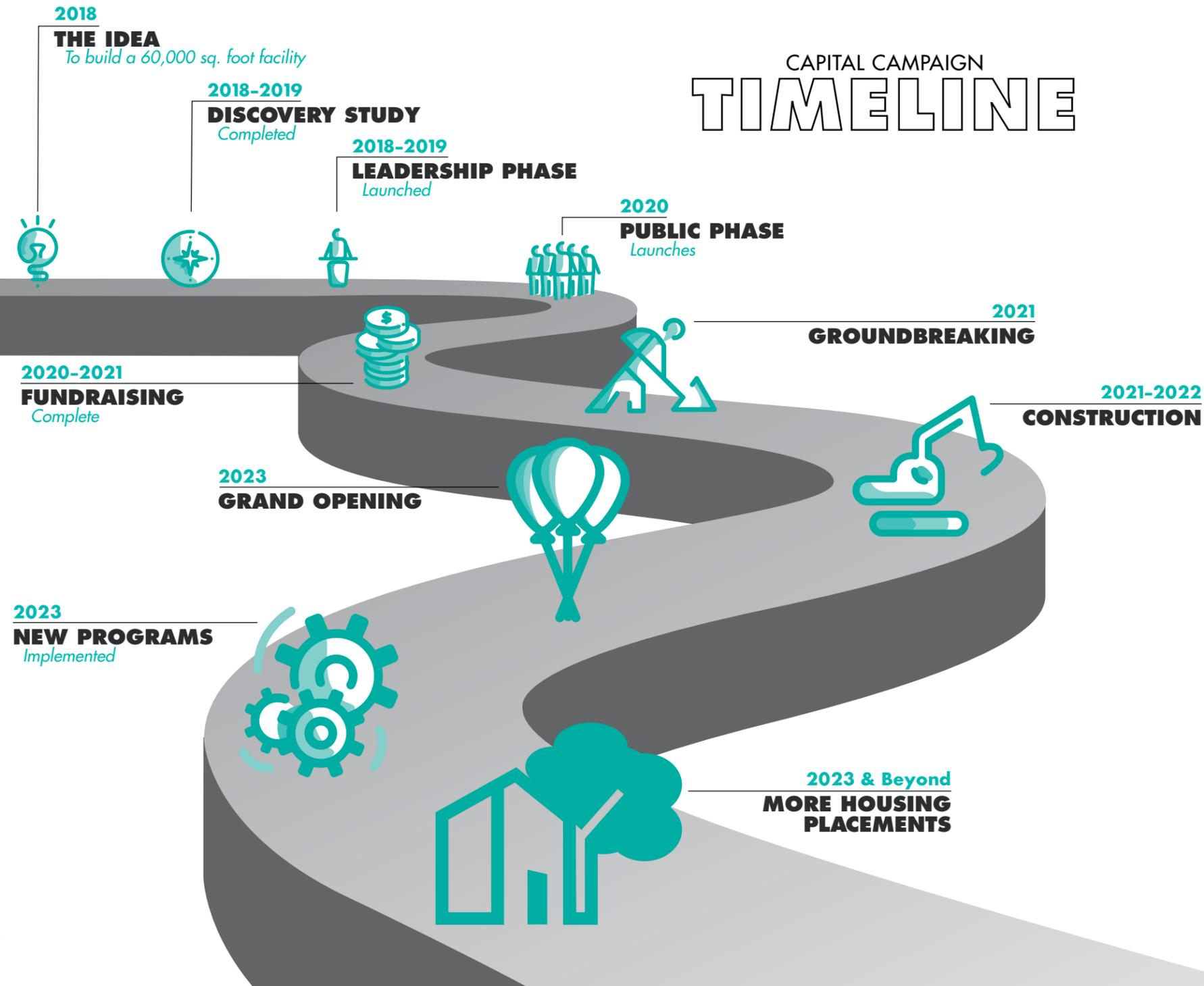
Austin Street will increase available beds from 391 to 492 shelter-wide, resulting in 33,000 more nights of shelter provided annually.

## Community Impact

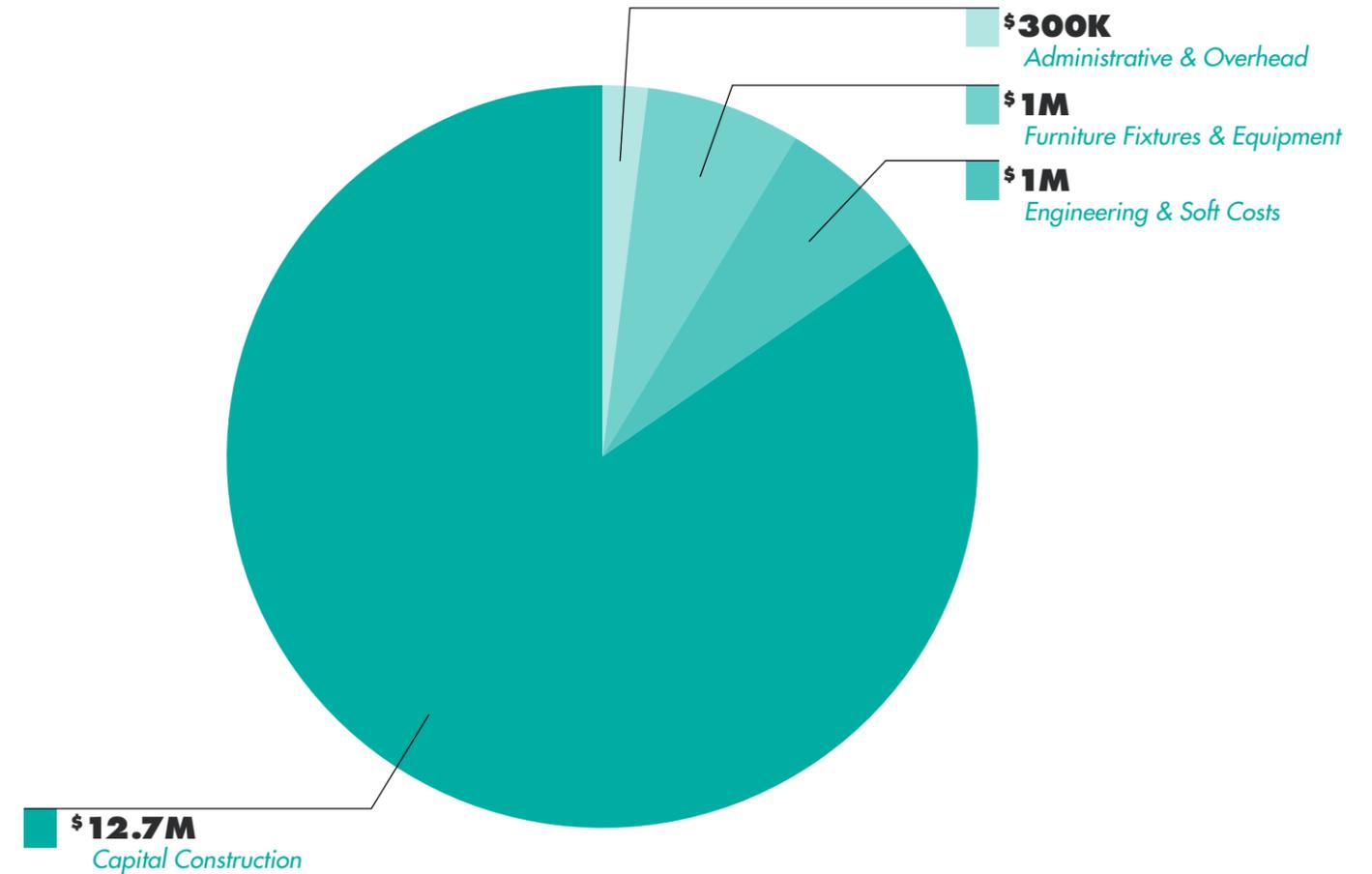
By providing shelter, basic necessities and ultimately placing our homeless neighbors into housing, translates to community impact – safer, cleaner streets, and dramatic savings on tax dollars and tax payers alike. **The average cost to the civic infrastructure is approximately \$40,000 per year, per homeless person. By this calculation, Austin Street in this past year alone saved more than \$8.5M in tax dollars, by housing 214 of our homeless neighbors.** 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 \$30M, in tax payer savings.



# CAPITAL CAMPAIGN TIMELINE



# CAPITAL CAMPAIGN BUDGET



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