



City of Dallas

Dallas Street Response

Introduction & Next Steps

Council Briefing
June 4, 2025

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& Crisis Response
City of Dallas

Presentation Overview



- Purpose
- Goals & Objectives
- Realignment Overview
- Department Roles
- Dallas Street Response Structure
- Metrics & Accountability
- Community Engagement
- Timeline & Next Steps



Purpose



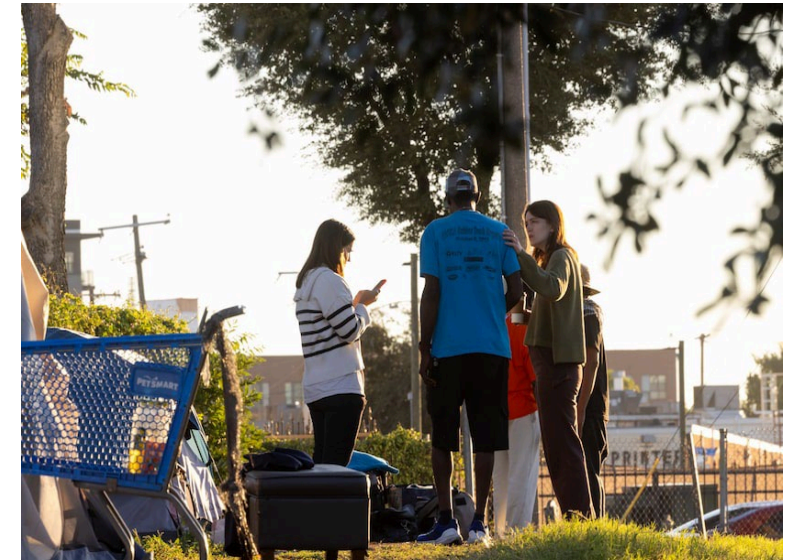
Provide an overview of the realignment of staff to launch **Dallas Street Response**, which represents a reimagining of how we deliver services to make us more efficient, effective, and responsive to build trust with stakeholders and the public.



Goals and Objectives



Dallas Street Response is a comprehensive and coordinated approach to enhancing public safety and health through *proactive* encampment resolution, *sustained* closure maintenance, *integrated* behavioral health support, and *strengthened* interdepartmental and external partnerships to improve outcomes for individuals experiencing homelessness.



Goals and Objectives (cont'd)



Maintaining Safe and Orderly Public Spaces through:

- Improved coordination & multi-agency operations
- Sustained closure maintenance operations
- Enhanced partnership collaboration



Department Roles



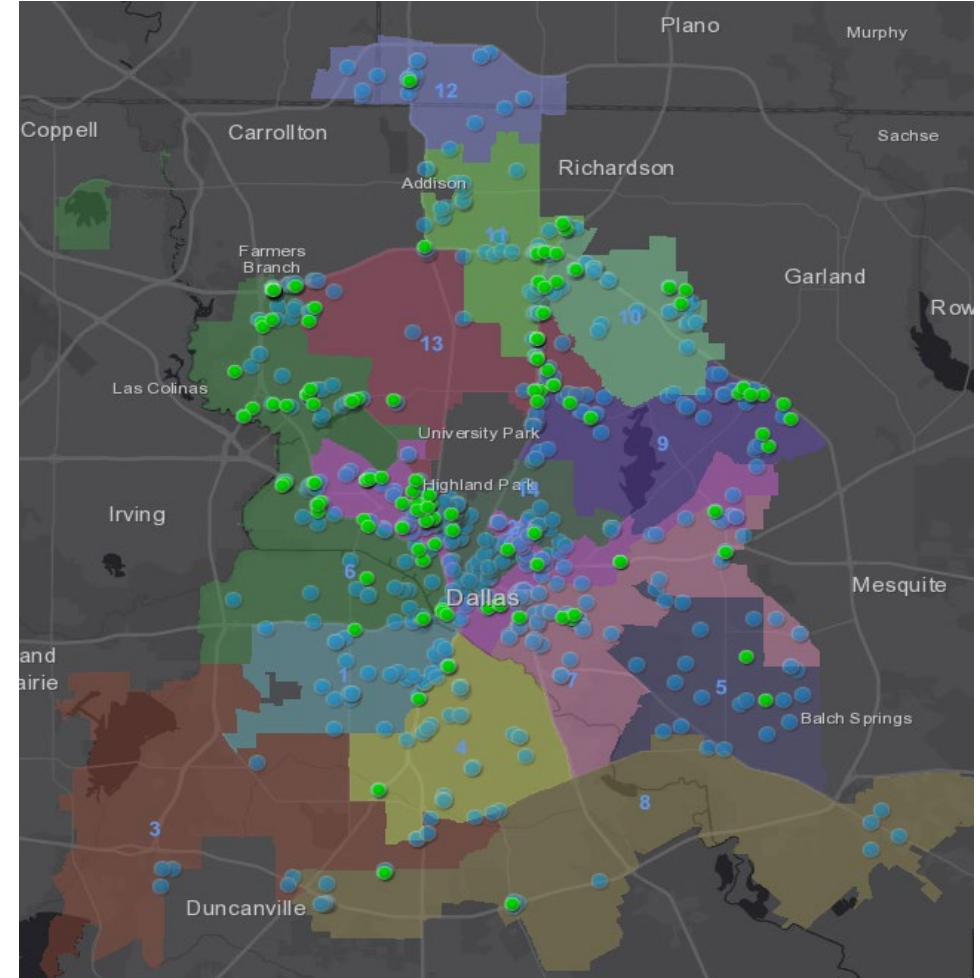
<u>Office of Homeless Solutions (OHS)</u>	<u>Office of Emergency Management & Crisis Response (EMCR)</u>	<u>Continuum of Care and Lead Agency</u>
<p>Strategic Continuum of Care and subject-matter expertise leadership and policy development</p> <p>Homelessness-related Contracts and Compliance</p> <p>Long-term housing and systemic solutions</p> <p>Community partnerships: strengthening engagement, advocacy, and education</p> <p>Special unsheltered-related projects across City Council districts</p>	<p>Manage centralized field operations, including service requests and encampment response with direct support from specialized behavioral health teams</p> <p>Coordinate with external service and outreach providers that connect individuals to care, housing, and recovery resources</p> <p>Encampment closure and sustained maintenance</p> <p>Temporary Inclement Weather Operations (effective 10/1/25)</p> <p>Maintain a dashboard that tracks service delivery activity, closure progress, response times, and encampment trends to provide real-time visibility for Council, staff, and the public</p> <p>Staff training and enhanced visibility</p>	<p>Leading coordinated outreach and housing placement initiatives</p> <p>Collaborating closely with Dallas Street Response and coordinates connections to services and housing for individuals experiencing homelessness</p> <p>Orchestrates pathways into mental and behavioral healthcare interventions for unsheltered persons with complex needs</p>



Realignment Overview



- Transition of OHS Street Outreach team to EMCR
- Formation of Dallas Street Response team
- 23 staff and budget realigned from OHS to EMCR



Active Service Requests Map – 4/11/2025



Dallas Street Response Structure



Key Partners

Downtown Dallas Inc.
Housing Forward
All Neighbors Coalition
Parkland Hospital
Code Compliance
Dallas Fire-Rescue
Dallas Library
Parks and Recreation
Sanitation Services

Communications & Customer Experience/311

Manages Salesforce intake and information/data. Provides marketing guidance and assistance.

Transportation & Public Works

Collaborates with Dallas Street Response to effect encampment cleanups and fencing installation projects.

Andrew Rollo Manager - CAST

Coordinates with City departments & key partners to execute Dallas Street Response duties. Reports progress to City leadership and guides program direction.

Lisa Rand & Barry Dyson Operation Leads

Oversees daily operation of Dallas Street Response. Provides program oversight, along with regular performance reporting.

Dallas Police & Marshal's Office

Provides enforcement support for Dallas Street Response at encampment response and during closure maintenance.

Data Analytics & Business Intelligence

Supports deliverable creation and data analysis to accurately track Dallas Street Response execution.

Office of Homeless Solutions

Collaborates with Dallas Street Response on homeless outreach services and housing pathways.



3-1-1 Service Request Response Process



<u>Process Phase</u>	<u>Description</u>	<u>Key Improvements / Highlights</u>
Intake	311, 911, and extraordinary requests are received and triaged.	Requests are to be routed based on urgency, property type, and potential health/safety risk. 911 and extraordinary requests properly routed to appropriate team(s) for faster response.
Initial Assessment	City staff visit site, document conditions, and identify immediate safety or health concerns.	Risk-based triage ensures dangerous or disruptive encampments are prioritized. Special designation for public vs. private property improves clarity and accountability.
Response Classification	Property types and urgency guide how the City responds: <ul style="list-style-type: none">• Designated Public• Non-Designated Public• Private Property• Immediate Hazard	Not all encampments are treated the same. Encampments near schools, parks, or posing health risks trigger faster interventions.



3-1-1 Service Request Response Process



<u>Process Phase</u>	<u>Description</u>	<u>Key Improvements / Highlights</u>
Initial Intervention	Staff engage with individuals onsite, assess needs, offer services, and document timelines.	Specialized outreach teams offer real-time support and document each visit. Staff adjust their approach if individuals initially decline services.
Escalation Protocol	If no progress is made, second outreach occurs within 24 hours.	Requires a minimum of two attempts to obtain compliance, ensuring people are given time and resources to voluntarily relocate.
Closure Notice Issued	If engagement fails, staff post legal notices, reminding individuals to vacate and collect belongings.	Multiple notices are posted in visible, protected ways. Service reminders included. Ensures compliance and dignity.
Enforcement & Cleanup	After the notice period, staff and law enforcement clear the site and offer final support.	Escalated enforcement is rare and only used if safety demands it. Staff and contractors remove debris; all actions documented for transparency.
Post-Cleanup Monitoring	Team revisits sites regularly to prevent re-establishment.	Early return to encampments helps stop cycle of re-encampment. Continuous data tracking helps optimize staffing.
Final Documentation	Staff close service request in 3-1-1, report outcomes, and track trends.	Every clearance is logged, including number of visits, services offered, compliance status, and lessons learned. This data helps refine citywide strategy.



Hot Spot Operations – Targeted Stabilization Strategy



What are Hotspot Operations?

- Short-term, focused interventions in high-need areas
- Prioritize **outreach-first** (housing, services)
- Include **cleanup, ordinance compliance, and community coordination**
- *Goal:* Stabilize conditions, reduce harm, disrupt unsafe behavior patterns, reduce recurrence of nuisance behaviors

What happens to remaining individuals?

- If individuals refuse services or fail to comply after notices, they may face enforcement under City Code
- **Law enforcement uses discretion** depending on safety and situation



Hot Spot Operations Example – Cottonwood Park



Closure Maintenance – Keeping Areas Stable



Mission:

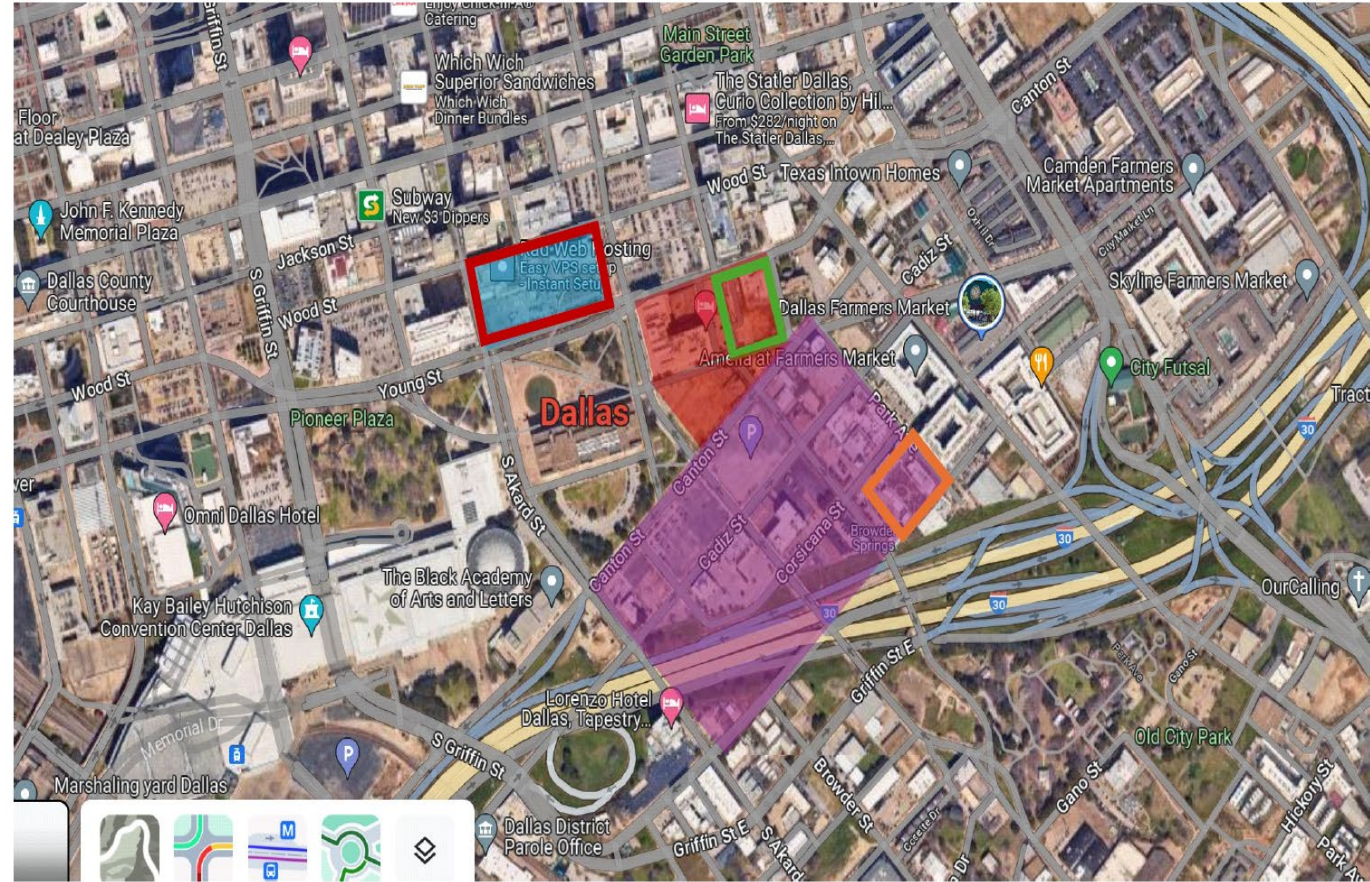
- Permanently close encampment sites
- Ensure access to **housing placement** for all displaced individuals

Closure Strategy:

- Ongoing **patrols** to prevent re-establishment
- Focused on engaging individuals and voluntary compliance
- Enforcement used only when **needed**, based on **individual needs and discretion**

Remaining Individuals:

- **Engagement & Compliance** sought with those who refuses services and remains in the zone(s)
- May be subject to escalated enforcement under City Code



Closure Maintenance Example – Downtown Dallas



Metrics & Accountability



- Performance Measures
 - 90% of high priority encampment-related 3-1-1 service requests addressed within 24 hours.
 - 80% of cleared hotspot encampments remain closed for at least 30 days.
 - 25% year-over-year decrease in repeat encampments at identified hot spots.
 - 90% of encampments encountered receive at least one documented offer of services by stakeholders and partners.
- Conduct at least 10 coordinated hotspot interventions per month across departments.
- Developing new dashboard & Weekly accountability report

Shelter referrals

The SSCC has designated shelter beds available to those impacted by campsite removals. We have offered shelter beds to thousands of people experiencing homelessness since April 2022. The data below only represents the number of people who expressed interest in a shelter referral last week and a call was made to determine availability.

- 62 people expressed an interest in a shelter referral
- 47 people accepted shelter referrals
- 24 people used a shelter bed for at least one night
- Total shelter referrals since April 11, 2022: **6,538**
- Total people who have used a shelter bed: **2,169**

Campsite assessment, cleanup and removal highlights

The Homelessness and Urban Camping Impact Reduction Program assesses reported campsites, picks up garbage, provides resource referrals, and removes sites that pose health and safety risks. Using empathy and innovation, we minimize the impacts of homelessness while partner programs expand long-term access to safe, affordable housing.

From February 17-23, 2025, the Impact Reduction Program:

- Received **2,402** new campsite reports; including **735** of people living in vehicles
- Observed about **572** active campsites, accounting for duplicate reports about the same locations and including vehicle campsites
- Assessed approximately **768** campsites, engaging with people living there, collecting garbage and biohazardous materials, and coordinating with service providers
- Removed **138** campsites that posed a risk to health and safety, safely storing campers' personal property

SUMMARY

- Shelter referrals offered: **62**
- Shelter referrals accepted: **47**
- Shelter beds used: **24**
- Campsite reports received: **2,402**
- Total active campsites observed: **572**
- Campsite assessments: **768**
- Campsites removed: **138**

Example of Weekly Accountability Report (Portland, OR)



Community Engagement & Outreach



Dallas Street Response maintains a strong commitment to community engagement by aligning field operations with OHS & partner-led outreach, education, and advocacy efforts. Through collaboration with nonprofits, housing providers, and neighborhood partners, the City will ensure services are person-centered, transparent, and responsive to community needs.



Timeline & Next Steps



Month	Milestone
April	<ul style="list-style-type: none">Dallas Street Response team staffed & onboardedLaunch of Downtown multi-discipline team(s)
May	<ul style="list-style-type: none">Closure maintenance of Downtown Dallas launchHot Spot protocols launch in 3 locationsWeekly accountability report delivery begins
June	<ul style="list-style-type: none">3-1-1 service request forms updated & operationalCouncil consideration of budget realignmentHot Spot protocols expansion to 5 locationsLaunch of new dashboard to demonstrate outcomes
August	<ul style="list-style-type: none">All operations successfully implemented





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