

Encampment Servicing Procedures

Housing & Homelessness
Solutions Committee
November 4, 2025



City of Dallas

Kevin Oden, Director
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City of Dallas
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City of Dallas

Department Roles



<u>Housing & Community Empowerment (OHCE)</u>	<u>Office of Emergency Management & Crisis Response (EMCR)</u>	<u>Continuum of Care and Lead Agency</u>
Strategic Continuum of Care and subject-matter expertise leadership and policy development Homelessness-related Contracts and Compliance Long-term housing and systemic solutions Community partnerships: strengthening engagement, advocacy, and education Special unsheltered-related projects across City Council districts	Manage centralized field operations, including service requests and encampment response with direct support from specialized behavioral health teams Coordinate with external service and outreach providers that connect individuals to care, housing, and recovery resources Encampment closure and sustained maintenance 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 Staff training and enhanced visibility	Leading coordinated outreach and housing placement initiatives Collaborating closely with Dallas Street Response and coordinates connections to services and housing for individuals experiencing homelessness Orchestrates pathways into mental and behavioral healthcare interventions for unsheltered persons with complex needs



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: • 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.



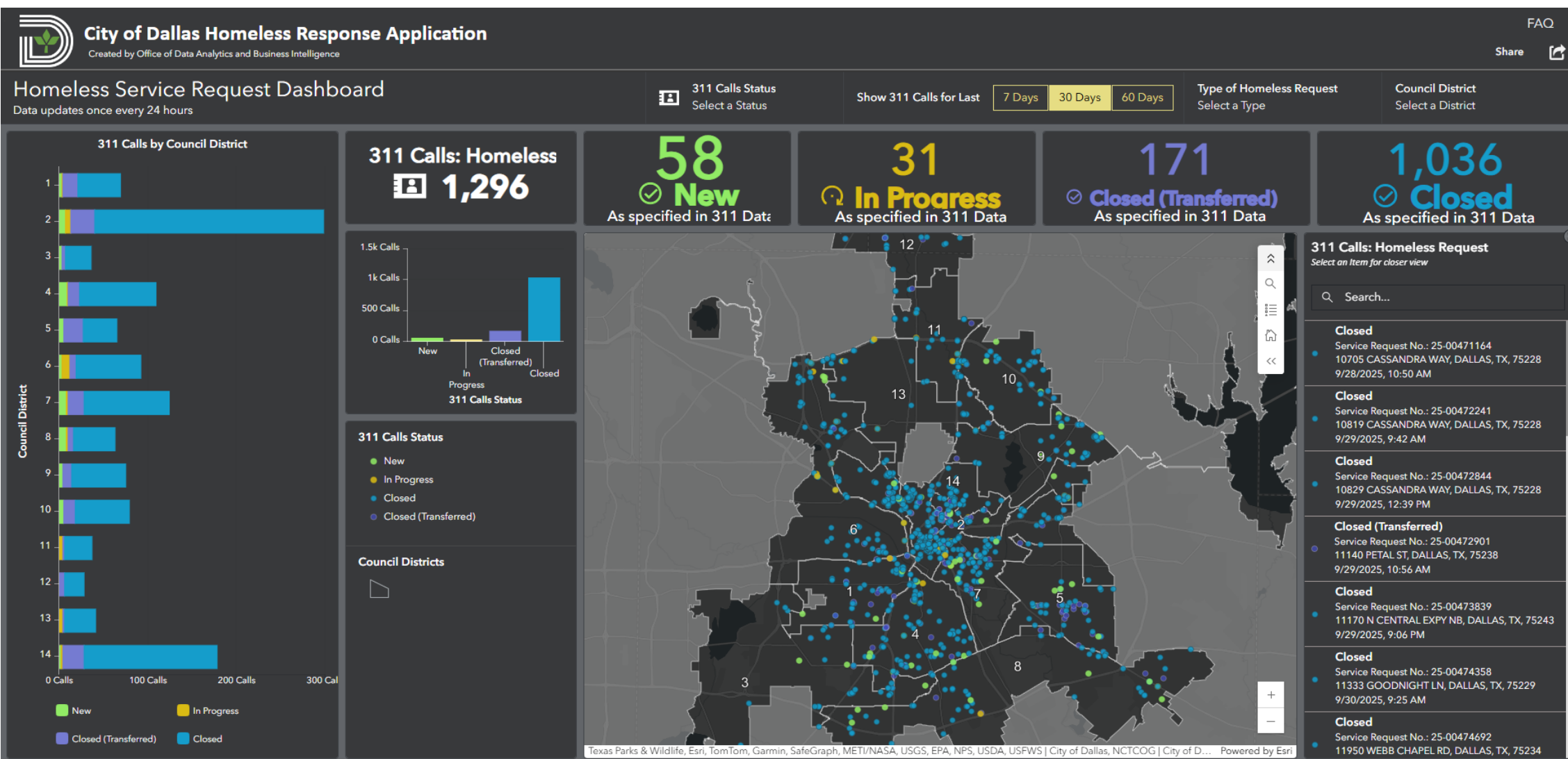
3-1-1 Service Request Response Process



<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.



Data Accountability



Emergency Management and Crisis Response and Housing and Community Empowerment continue to align and strengthen our approach to serve the unhoused population. To guide our discussion, we will provide updates on the following:

- Federal Funding
- State Updates
- Local Approach

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The logo of the City of Dallas, featuring a stylized white 'D' on a dark blue background. Inside the 'D' is a white three-leaf plant. To the left of the 'D' is a white square with a smaller square inside it.

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