



**City of Dallas**

# **Homeless Action Response Team (H.A.R.T.) Program Overview and Update**

**Housing and Homeless  
Solutions Committee  
March 21, 2023**

**Christine Crossley, Director, Office of Homeless Solutions  
Chris Christian, Director, Code Compliance  
Chief David Pughes, City Marshals  
Paul Ramon, Assistant Director, Dallas Animal Services  
Kevin Oden, Director, Office of Integrated Public Safety  
Solutions**

# Presentation Overview



- Homeless Action Response Team
- Office of Homeless Solutions
- Code Compliance
- City Marshals
- Dallas Animal Services
- Integrated Public Safety – Mobile Crisis Response
- H.A.R.T. Anticipated Goals
- Homeless Action Response Team by the Numbers
- Next Steps



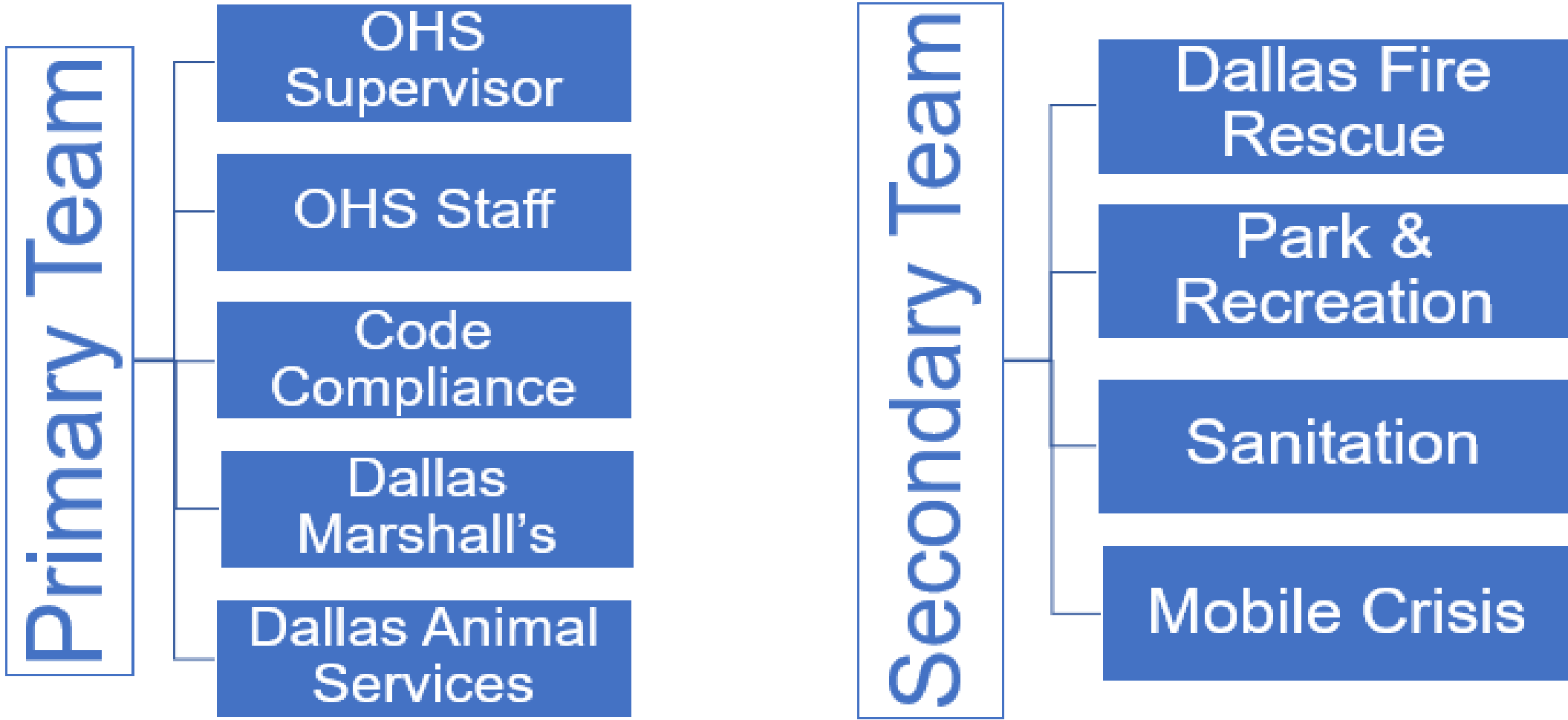
# Homeless Action Response Team



- The Homeless Action Response Team (H.A.R.T.) was created in FY22/23 as a new budget initiative
- H.A.R.T. is designed to expand the City's outreach footprint to more quickly ameliorate extremely unsafe encampments by responding within twenty-four (24 hours) to forty-eight (48) or one (1) to two (2) business(s) day and resolve issues within ten (10) business days
- H.A.R.T. is comprised of two (2) interdisciplinary teams which combines the expertise of multiple city departments to provide coverage for all City Council districts Monday through Saturday from 8:00 am to 7:00 pm



# Homeless Action Response Team - Structure



# Office of Homeless Solutions Overview



The OHS H.A.R.T. is comprised of **two (2) teams placed in North and South Districts of the City**. The placement of Teams A and B at these locations offers the most resource equitability across the City and ensures quick access by both teams to all areas of the City.

## Performance Measures:

- Number of service requests closed within ten (10) days
- Number of service requests pending closing
- Number of Mayor and City Council requests received per week
- Number of encampments visited
- Number of individuals engaged
- Number of HMIS entered
- Number of panhandlers engaged

## Staffing and Equipment:

The OHS portion of the H.A.R.T. was approved by City Council with funding for three (3) trucks and seven (7) staff positions: One (1) Supervisor and six (6) Outreach Advocacy specialists

## Program Cost:

- Allocation in the FY22-23 budget dedicated \$644,968 to OHS
- Total estimated cost incurred to date: \$300,950





## Code Compliance Services responds to issues related to homelessness with two teams

- The H.A.R.T. has its site abatement arm in Code Compliance's **Nuisance Abatement Division**. This team was funded Oct. 1, 2022, and cleans encampment sites as referred from the OHS' H.A.R.T.
- The **Litter Removal Team (LRT)** is a pilot program that Code Compliance created on January 23, 2022. The LRT pilot is scheduled to operate through June 1, 2023. The LRT proactively finds and abates litter often associated with homeless activity, but not active encampments, under bridges, along service roads, and other major thoroughfares

## Performance Measures

### H.A.R.T. Abatement Team Performance Measures:

- Abatement of all homeless encampment referrals on private property within seven (7) days of receipt from OHS H.A.R.T.
- Abatement of all homeless encampment referrals on public property within forty-eight (48) hours of receipt from OHS H.A.R.T.

### LRT Performance Measures:

- Minimum of eight (8) right-of-way litter site abatements per day



# Code Compliance Continued



## Staffing and Equipment: HART Abatement Team

- This team was funded to operate with a 30-yard Combo Roto Boom truck, an F550, a heavy-duty trailer, a bobcat, and a rear loader trash truck
- The HART team was funded with eight (8) positions

## Litter Removal Team

- The LRT is operating with six (6) rental trucks and two (2) City trucks (F150's and F250's). A Code rear loader trash truck is also assisting these efforts.
- The seven (7) LRT crews operate with nine (9) city staff and twelve (12) temporary staff members

## Program Cost: HART Abatement Team

- Allocation in the FY22/23 Budget dedicated \$721,126 to Code
- Total estimated cost incurred to date: \$660,664.69
  - LRT is an unbudgeted pilot program

## Litter Removal Team

- Total cost incurred to date: \$42,273



# City Marshals



The Marshals operate under the legal limitations as set forth in the code of criminal procedure, penal code and rules and regulations of the Texas Commission on Law enforcement. Marshal's are responsible for providing preventive, investigative, and law enforcement duties at all HART scenes.

## Program Cost:

- Allocation in the FY22/23 Budget dedicated \$396,269 to City Marshals
- Salary cost incurred to date: \$32,240

## Staffing and Equipment

- Two Deputy Marshal's are dedicated full time to H.A.R.T.
- 2 marked vehicles are used for increased visible presence





# City Marshal's Security Response



In an effort to keep everyone safe during encampment engagements the following Security response levels have been implemented:

**Tier I:** encampment cleaning only, no displacement of occupants. No intelligence regarding the threat of violence

**Security level: City Marshal's, DPD NPO's on standby**

- The Deputy Marshal's have engaged over 200 individuals during clean ups/decommissioning efforts and have only made one arrest of a suspect with a family violence warrant.

**Tier II:** Encampment cleaning and/or closure with intelligence that activists will be at the location protesting

**Security level: DPD NPO's, DPD Response team on standby, City Marshal's and DPD Intelligence on scene**

- The Tier II security response was enacted one time at the Hickory/Baylor/Dawson site without any major incidents.

**Tier III:** Encampment closure, with intelligence that activists and open carry protesters will be at the location. High likelihood of active resistance and possible multiple arrests

**Security level: DPD NPO's, DPD Response team on standby, City Marshal's and DPD Intelligence on scene.**



# Dallas Animal Services



**Dallas Animal Services (DAS) responds to animal issues related to homelessness with two teams:**

The H.A.R.T. has its **site security** and **animal welfare assessment** arm in Dallas Animal Services Division. These teams were funded Oct. 1, 2022, and **provides animal welfare assistance** to encampment sites as referred from the OHS' H.A.R.T. needs

➤ **The DAS teams provide the following:**

- Site security related to loose animals
- Resources to those in need:
  - Food – Dry for dogs and wet for cats
  - Blankets
  - Leads and Collars
  - Toys
  - Educational materials on pet requirements and resources for spay, neuter and vaccinations
  - Crates for necessary transportation of animals from one location to another

**Program Cost:**

- Allocation in the FY22/23 Budget dedicated \$276,596 to DAS
- Incurred to date \$120,968

For additional information or needs, please contact [paul.ramon@dallas.gov](mailto:paul.ramon@dallas.gov)



# Integrated Public Safety – Mobile Crisis Response



**IPS Mobile Crisis Response Coordinators** identify and address the safety and social service needs of residents in crisis. They engage, assess, de-escalate and refer persons to a variety of resources for behavioral, mental and physical well being.

## **H.A.R.T. Mobile Crisis Response provides the following:**

- When responding to service requests, responsible for observing and assessing the crisis to determine if mental health and/or social services are needed;
- Conducts assessment to determine if Arrest by Police Officer Without Warrant (APOWW) is needed;
- Coordinates mental health services with local providers.

For additional information or needs, please contact [sandra.sadduk@dallas.gov](mailto:sandra.sadduk@dallas.gov)

## **Staffing:**

Two Mobile Crisis Response Coordinators are assigned to H.A.R.T.

## **Performance Measures :**

- Number of service request responded to
- Number of mental health provider appointments scheduled
- Percent of clients served without needing APOWW

## **Program Cost:**

- Allocation in the FY22/23 Budget dedicated \$207,849 to Mobile Crisis
- Estimated cost incurred to date: \$111,872



# H.A.R.T. Anticipated Goals



## The program's anticipated goals:

- Increased safety by addressing emergency Service Request's & fewer Mayor and City Council requests for assistance
- A reduction of people in crisis
- Increased enrollments in Coordinated Access System (CAS) and Homeless Management Information System (HMIS)
- Increased opportunities for housing
- A decrease in illegal solicitation
- Posted signage and more enforcement
- Appropriate referrals, as needed, for alcohol & drug treatment, and mental health services, etc.



# Homeless Action Response Team by The Numbers



## Accomplishments:

Since the December 2022 launch, H.A.R.T has accomplished the following:

Performance Measure	Total
Number of Service Requests Closed Within 10 Days	143
Number of Encampments Visited	110
Number of Locations Cleaned	94
Number of Individuals Engaged	210
Number of Panhandlers Engaged	42
Number of HMIS Entered	189
LBS of Food Donated to Unsheltered Pets	Approx. 67
Number of Pets Spayed or Neutered	5
Number of Animals Transported to DAS	8
Number of Pets Assisted	37



# Next Steps – Data Informed Community Engagement



The City will solicit the community's knowledge on what makes high-risk areas attractive for illegal behaviors and what needs to be done to reduce opportunities for crime in these settings by proactively sharing data and analysis to solicit input from community members, community-based organization(s), private business and philanthropy in high-risk areas.

Leaders of city departments and community organizations will meet regularly to discuss the interventions that mitigate risk and improve conditions in hotspot areas through **Data Informed Community Engagement**.

## Data Informed Community Engagement

1. Identifying necessary information for site selection;
2. Conducting preliminary site visits and collect baseline information;
3. Developing intervention activities for relevant stakeholders;
4. Building dashboards to track progress and evaluate work;
5. Implementing interventions and monitoring progress consistently.

## Measurement and Evaluation

To assess the effectiveness of this process, the model of evaluation will be:

1. Document implementation of interventions to prevent criminal activity;
2. Assess the implementation occurs as intended; and
3. To determine barriers to complete implementation of interventions.



# Next Steps



- March 2023 onward - Data Informed Community Engagement (DICE)
  - DICE informed goal implementation
  - Community and departmental engagement
  - Nuisance abatement
  - Encampment intervention
- June 2023 – Progress report to HHS





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# Addendum



## City Marshal's

- Arrest Procedure (Encampments)
- Texas Penal Code - PENAL § 38.15. Interference with Public Duties
- Texas Penal Code - PENAL § 42.03. Obstructing Highway or Other Passageway
- Texas Penal Code - PENAL § 42.02. Riot

