



City of Dallas

Panhandling Deflection Program Update

Christine Crossley, Office of Homeless Solutions

Ayeh Powers, City Attorney's Office

**Kevin Oden, Office of Integrated Public Safety
Solutions**

David Pughes, Marshal's Office

Brita Andercheck, Data Analytics and Business Intelligence

Program Overview



- Pilot Targets, October 2021
- Panhandling Deflection Program Flowchart
- Achievements, Lessons Learned, and Updates by Department
 - Data
 - Office of Homeless Solutions
 - City Marshal
 - Mobile Crisis Intervention
 - Community Courts
 - Public Works: Site Hardening
- Location Metrics
- Panhandling Reports by SR Type
- Pilot Targets, June 2022
- Next Steps



Pilot Targets, October 2021



Goals

Target and identify most active panhandlers and sites reporting panhandling at highest rates

Educate public on sustainable giving

Decrease giving to panhandlers

Program Metrics

Reduce number of 911 calls for aggressive panhandling

Analyzation of 311 calls – frequency, location

Increased number of sites hardened

Number of people accessing Mobile Crisis services

Number of people accessing Sobering Center/CDC

Number of V-citations

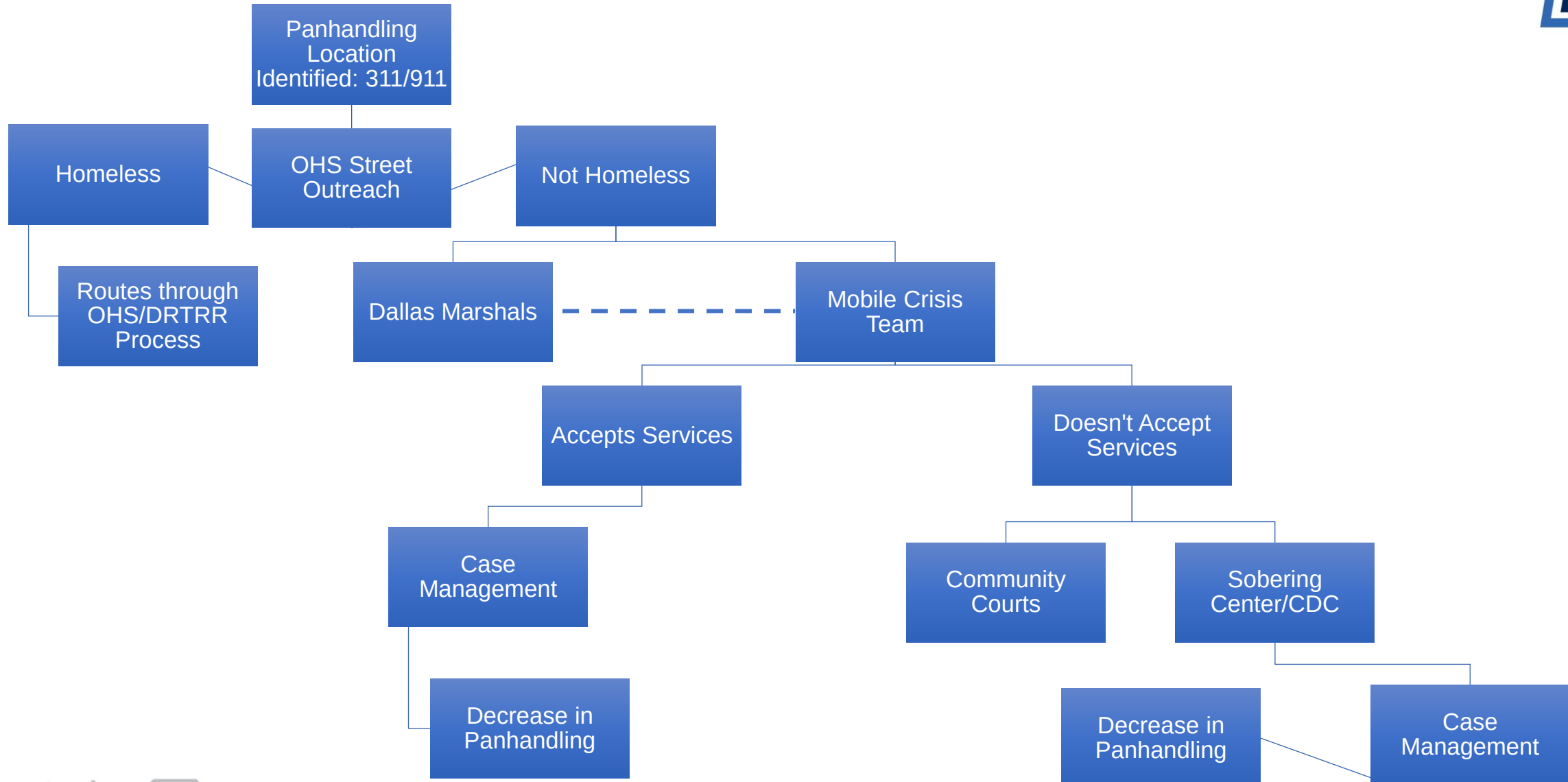
Pilot Community Courts Street Knowledge Initiative

Number of individuals accepting Community Courts services

- Number of cases warranting adjudication



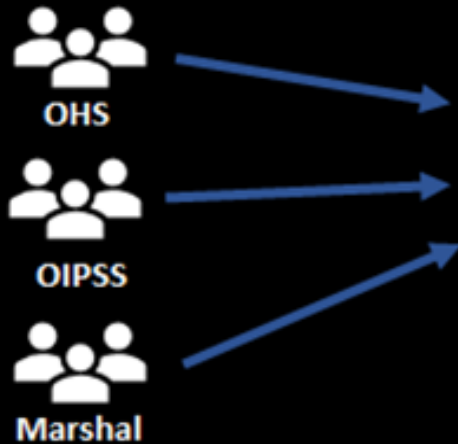
Panhandling Deflection Program Flowchart



Data Collection and Integration Workflow via Enhanced Notification

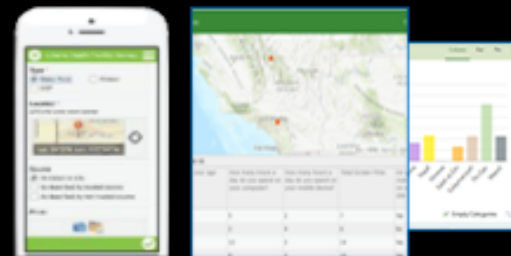


- 1 OHS, OIPSS and Marshal's Office will be able to enter data.



Data stored securely in the ArcGIS Cloud

- 2 Data can be accessed and entered via a smart application on a phone or tablet, or on a computer.



- 3 Data can be then displayed via customized internal operational dashboards and compiled into reports.



Enhanced notification via email.



Picture source: ESRI



Office of Homeless Solutions



City of Dallas

OFFICE OF HOMELESS SOLUTIONS STREET OUTREACH

ABOUT OUR DEPARTMENT

The Office of Homeless Solutions' (OHS) Street Outreach team is considered the department's first responders. They respond to all OHS related requests for assistance submitted to the 311 system and are responsible for connecting our neighbors experiencing homelessness to established partnering agencies.

NEED ASSISTANCE?

Homeless Veterans Services of Dallas
214-372-8822

The Salvation Army of North Texas
214-242-7000

OurCalling
214-444-8796

Austin Street Center
214-428-4242

Family Gateway
214-823-4500

The Bridge Homeless Recovery Center
214-670-1507

REPORT A HOMELESS ENCAMPMENT

Call 311 or use the OurDallas Mobile App to Submit a Service Request

HOMELESS OUTREACH SERVICE LEADERSHIP

To contact OHS Outreach Services please email: ohsinfo@dallascityhall.com

- 311-based Street Outreach Team engagement
- Service-resistant panhandlers captured in new database
- Engage the faith community, homeless services providers, and street charity event organizers
- Educate the public of the unintended consequences of street charity
- Identify donor and volunteer opportunities
- Match and connect street charity organizers with homeless services providers



City Marshal



- Currently Marshal's can enforce the following ordinance:
 - Dallas City Code 28-63-3, Solicitations to Occupants of vehicles on Public Roadways Prohibited
- New Ordinance has been drafted amending Chapter 13 of the Dallas City Code, authorizing the city marshal and his or her deputies to enforce the city's provisions regarding standing or walking on medians contained in Section 28-61.1
- Marshal's conduct special initiatives in collaboration with OHS and Crisis Intervention
 - Identify individuals observed illegally soliciting
 - Conduct initial investigation and check the individual
 - Mental and physical status
 - Warrants
 - If the individual is cooperative and in need of services, crisis intervention will take over and assess needs
 - If the individual is uncooperative and resistant to services, a V-citation will be issued



Mobile Crisis Intervention



- Crisis Intervention caseworkers co-respond with a City Marshal and conduct an initial assessment on individuals illegally soliciting
- CIT attempts to deflect the individual away from soliciting and the criminal justice system
- Determine root cause for individual soliciting
- Crisis Intervention caseworkers can refer individuals in need of social services
 - **Behavioral Health** – Includes mental health and substance
 - **Physical Health** – Includes primary healthcare services and individuals with disabilities
 - **Social Drivers of Health** – Includes assistance to address factors such as:
 - Access to food security
 - Access to shelter/housing
 - Employment assistance
 - Family reunification



Community Courts



- The Community Courts will assist individuals cited for violation of Dallas City Code
- Community Courts provide defendants with the opportunity to address the V-citation and connect them to valuable resources that can include:
 - Mental health care
 - Substance abuse care
 - Housing, employment, and transportation needs
 - Basic life skills and financial literacy referrals
- A goal of Community Courts is to eliminate financial hardships:
 - In lieu of court costs, defendants perform supervised community service.
- Pilot Community Courts Street Knowledge Initiative
- Defendants who plead not guilty are referred to Municipal Court



Public Works: Site Hardening



- Public works and OHS are partnering to provide a list of site hardening options to each Councilmember later this summer



Location Metrics

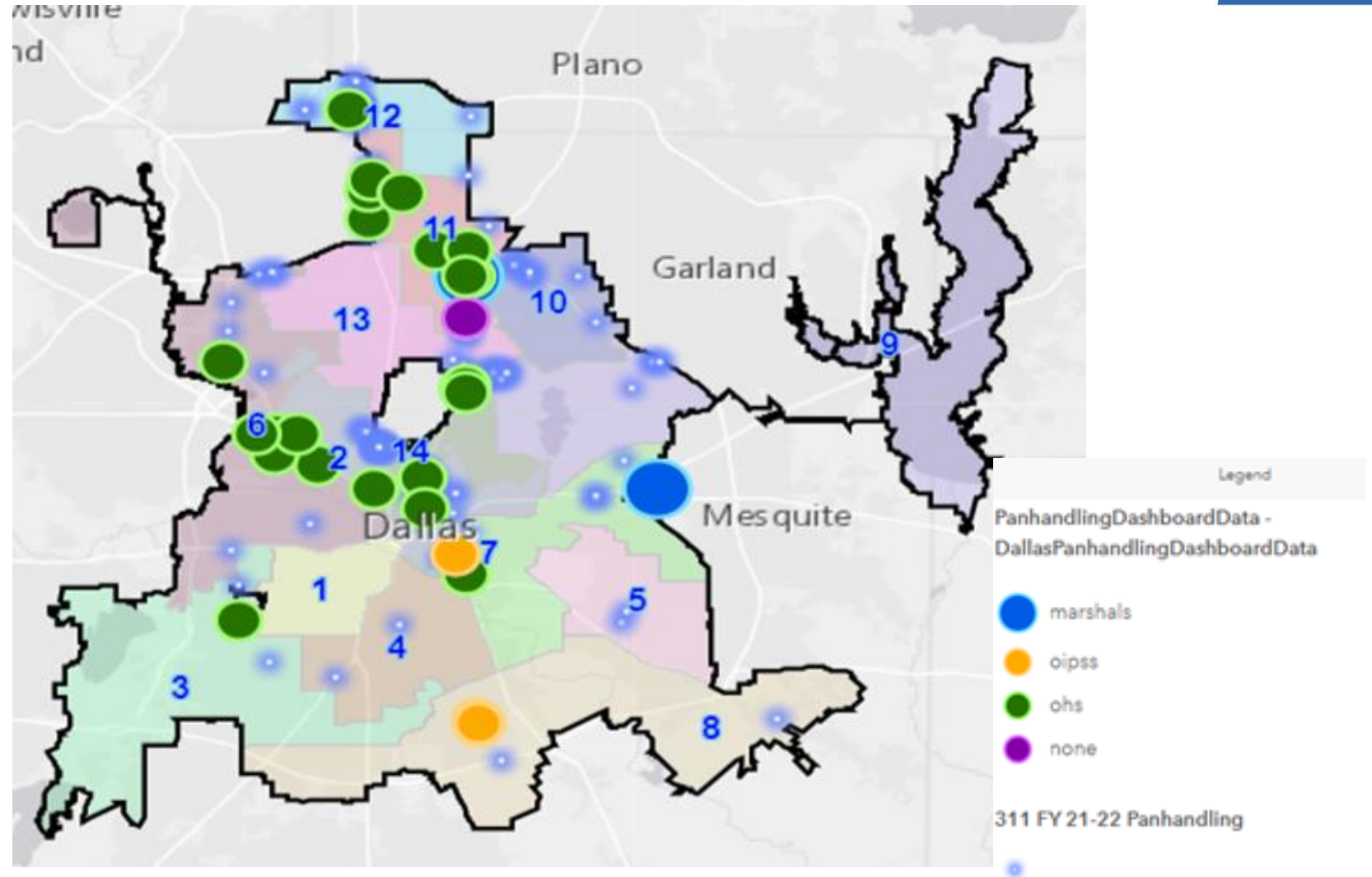


Total Field Reports

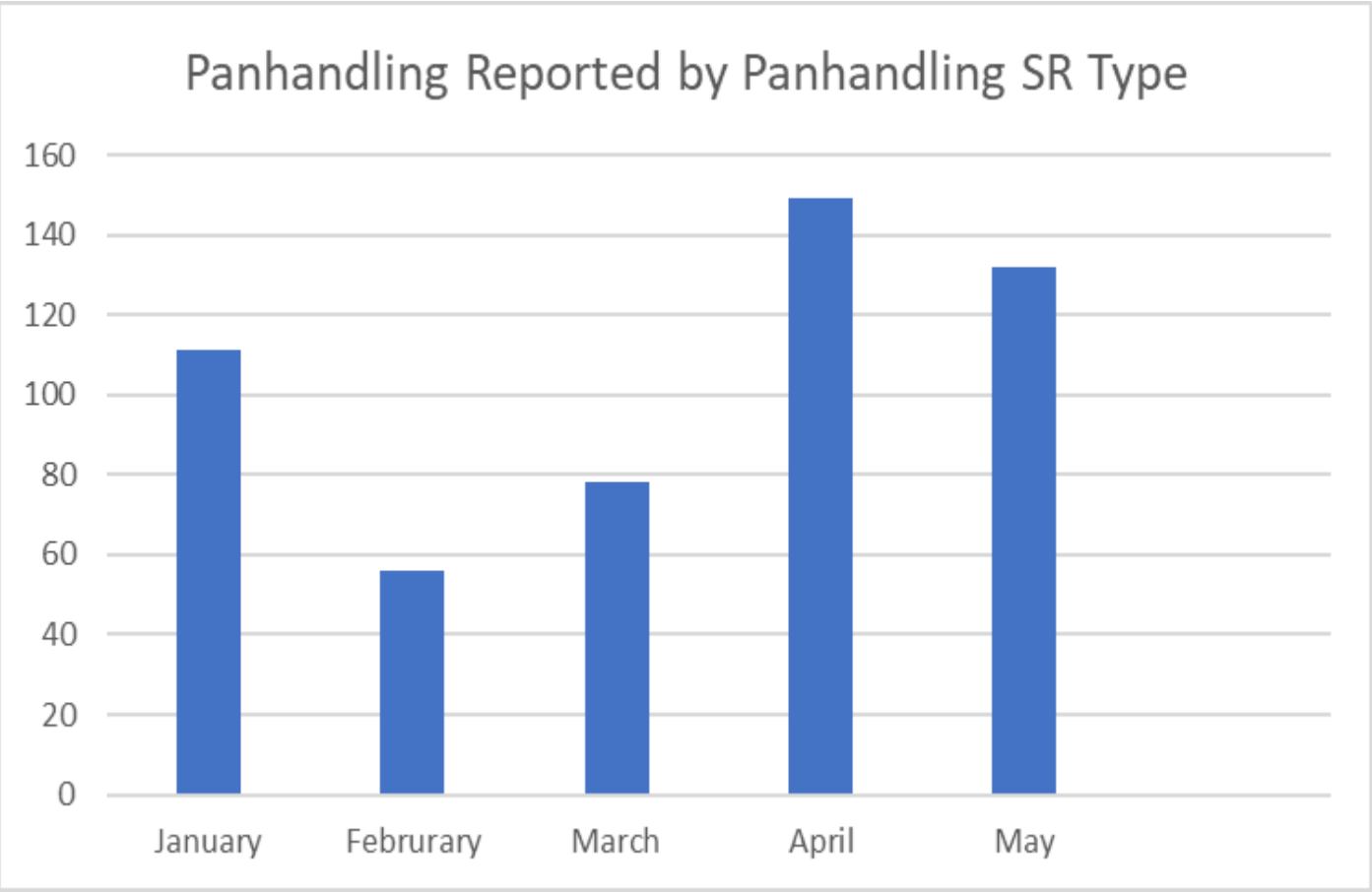
- 80
 - Marshals- 10
 - OHS- 39
 - OIPSS- 24

Demographics

- Female- 15
- Male- 61



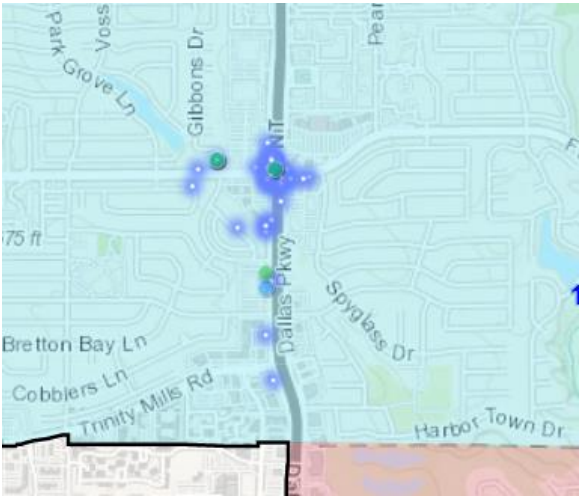
Panhandling Reports by SR Type and Locale



Forest and I 75



Frankford Rd and DNT



Pilot Targets, June 2022



Goals

Target and identify most active panhandlers and sites reporting panhandling at highest rates ✓

Educate public on sustainable giving ✓

Decrease giving to panhandlers ✓

Program Metrics

Reduction in number of 911 calls for aggressive panhandling being sorted now to duplicate data

311 calls increased by **X%**

Summer 2022: Site hardening options coming to Councilmembers via Public Works and OHS

24 people engaged, 2 accepted: accessed Mobile Crisis services

X people accessed Sobering Center/CDC

10 V-citations

0 Number of individuals accepting Community Courts services

- Number of cases warranting adjudication



Next Steps



- June 2022: Progress report to GPFM
- August 2022: Transportation Ordinances to City Council
- Fall 2022: Community Courts Street Knowledge Initiative launches





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