Memorandum

CITY OF DALLAS

DATE May 20, 2022

TO Honorable Members of the Government Performance and Financial Management Committee: Cara Mendelsohn (Chair), Gay Donnell Willis (Vice Chair), Tennell Atkins, Adam Bazaldua, Adam McGough, Paul Ridley, Chad West

SUBJECT **Update – Office of Homeless Solutions Panhandling Diversion**

The following memorandum is an update on the Office of Homeless Solutions' (OHS) holistic strategy to address homelessness equitably as One Dallas through the Panhandling Diversion Initiative. The details of progress made on this initiative are outlined below:

- A progress report on areas engaged by the Initiative is attached.
  - OHS outreach done – 34 engagements
  - Marshals V Citations given – 10 citations given
  - Crisis Intervention Team outreach done – 7 engagements
  - Community Courts/Adjudications – No Adjudications in Community Courts needed as of May 19, 2022.
  - A comparative analysis of 311 and 911 reports for panhandling prior to the Initiative vs the months of March, April, and May 2022 was completed and is attached.
- The City Attorney's Office is working with the Transportation Department and the Marshal's Office on the amendments to Dallas City Code, Chapter 13, and Chapter 28. We anticipate placing the amendments on the June 22, 2022, City Council agenda.
- Maintenance of the Forest Lane and I-75 site is twice monthly with planned DRTRR activity at the nearby encampments contributing to this hotspot.
- The next three locations are being planned now, with 3 weeks of engagement at each:
  - Martin Luther King Boulevard and SM Wright Freeway
  - Lovers Lane and I-75
  - Polk Street and Highway 67
- The cost for signage is $4000 per 25 signs, which includes fabrication and installation.
- The Office of Homeless Solutions continues to educate and partner external organizations focused on charitable giving with the larger Continuum of Care (CoC), shelter providers. As a result of OHS' outreach to these organizations, an event is being planned for early Summer to fully engage all interested, street-based charitable giving organizations with area partners and the local CoC.

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Should you have any questions or need additional information, please contact me at 214.670.4276 or via email at Christine.crossley@dallascityhall.com.

Christine Crossley

Christine Crossley
Director
Office of Homeless Solutions

[Attachment]

c: Honorable Mayor and Members of City Council
T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Bilierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizor Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager
Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors

City of Dallas

Panhandling Deflection Report

Christine Crossley, Office of Homeless Solutions
Ayeh Power, City Attorneys Office
Kevin Oden, Office of Integrated Public Safety Solutions
David Pughes, Marshal's Office
Brita Andercheck, Data Analytics and Business Intelligence

Overview

Panhandling Deflection E... Internal Datab... Council Districts Clear Selection Homeless Data Clear Gender None

Total Field Reports

56

Marshalls

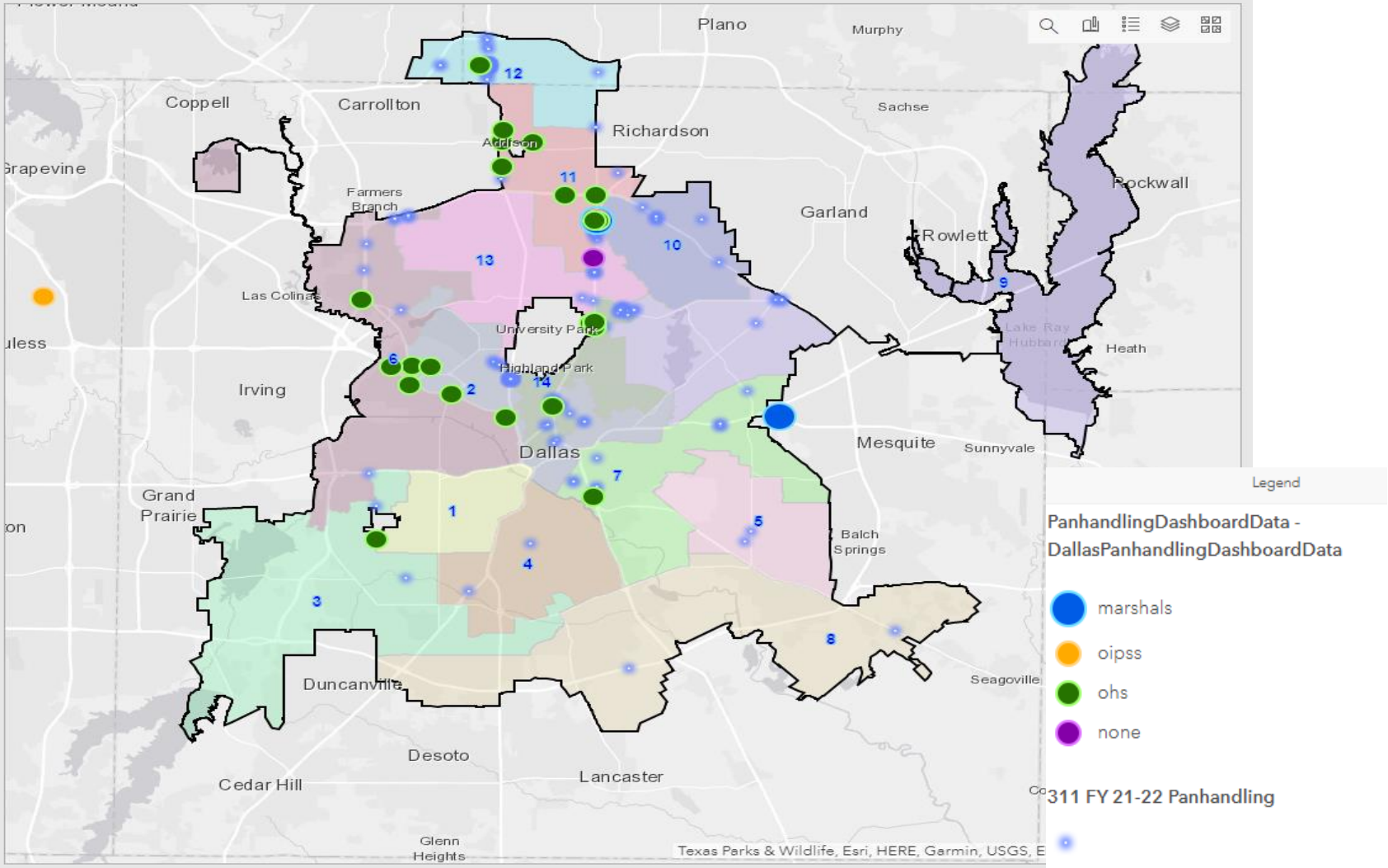
10

Office of Homeless Solutions

34

OIPSS

7



Quick Stats

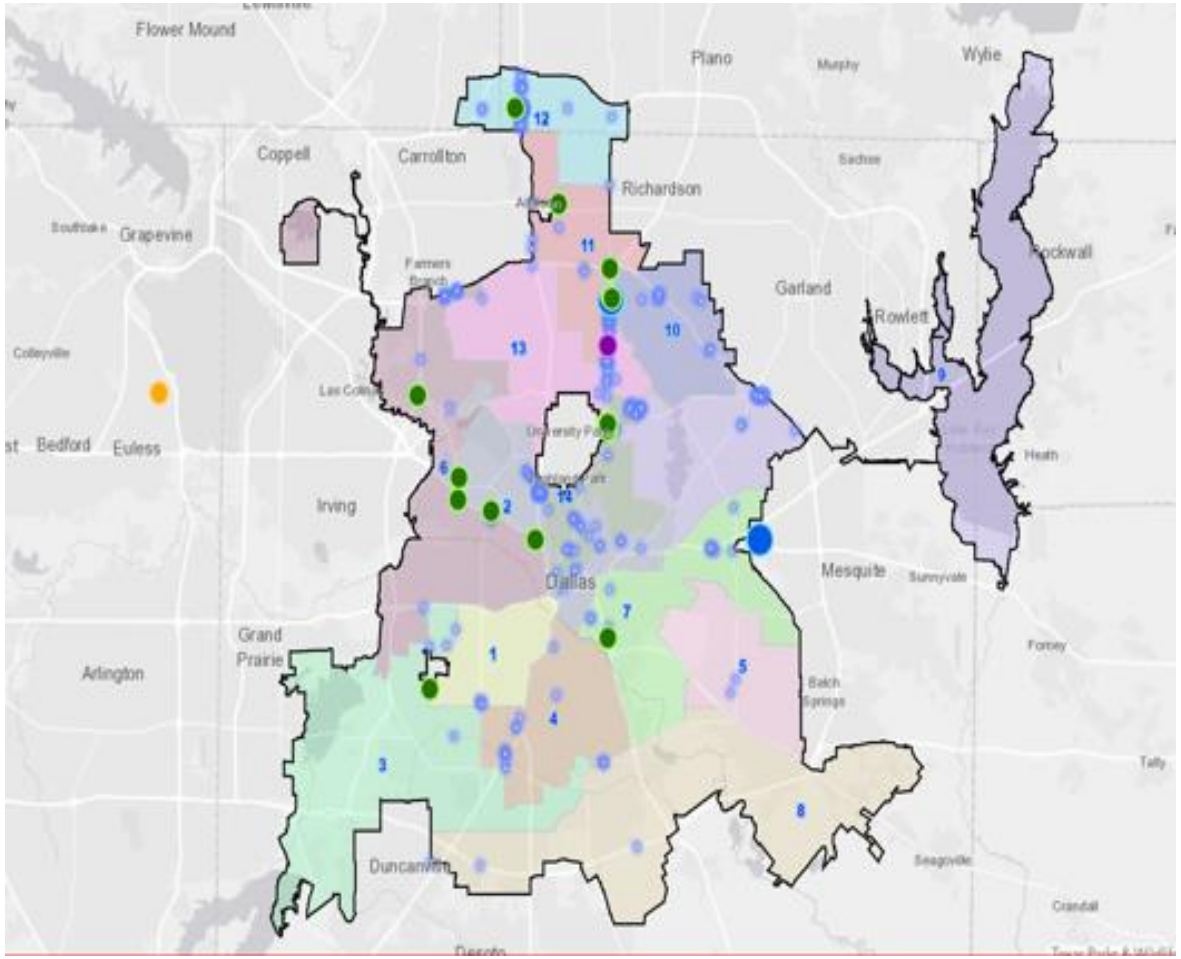
Out of a Total of 56 Field Reports:

- OHS outreach: 34 engagements
- Crisis Intervention Team: 7 engagements
- Marshalls V Citations: 10 citations given
- Adjudications: 0

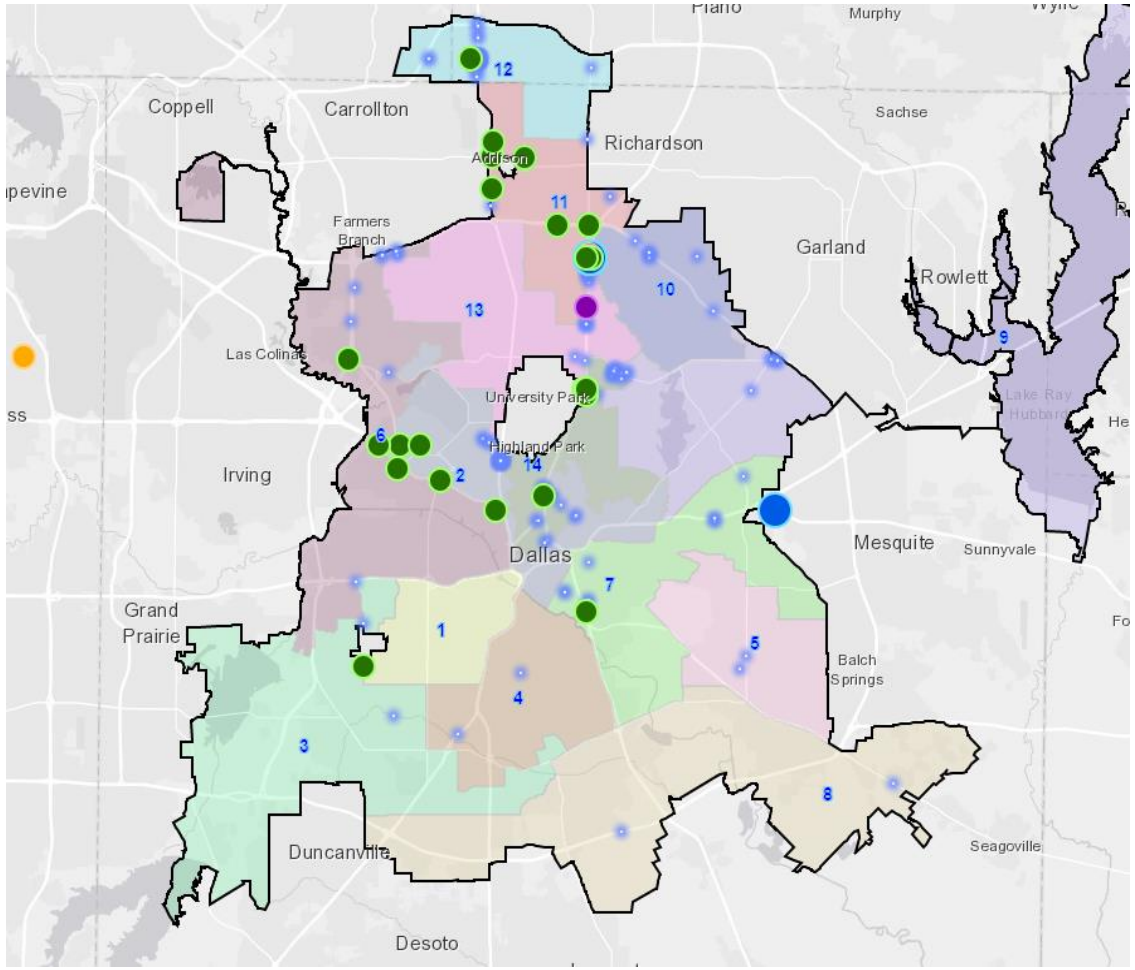
Six entries by OHS cite multiple individuals at singular locations.

April 2022 to May 2022 SR Comparison

April

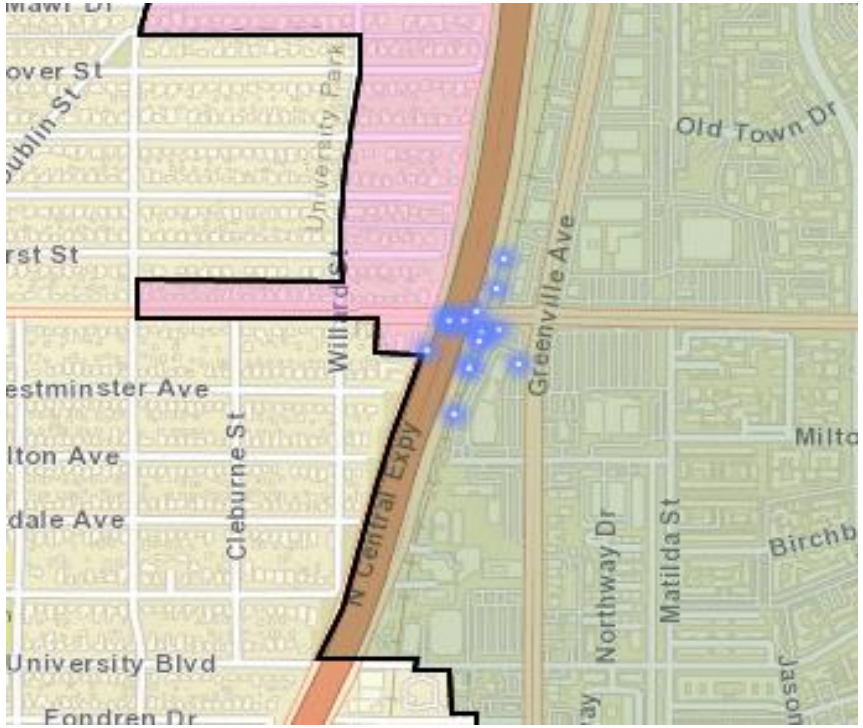


May



Areas with High Density of SR's

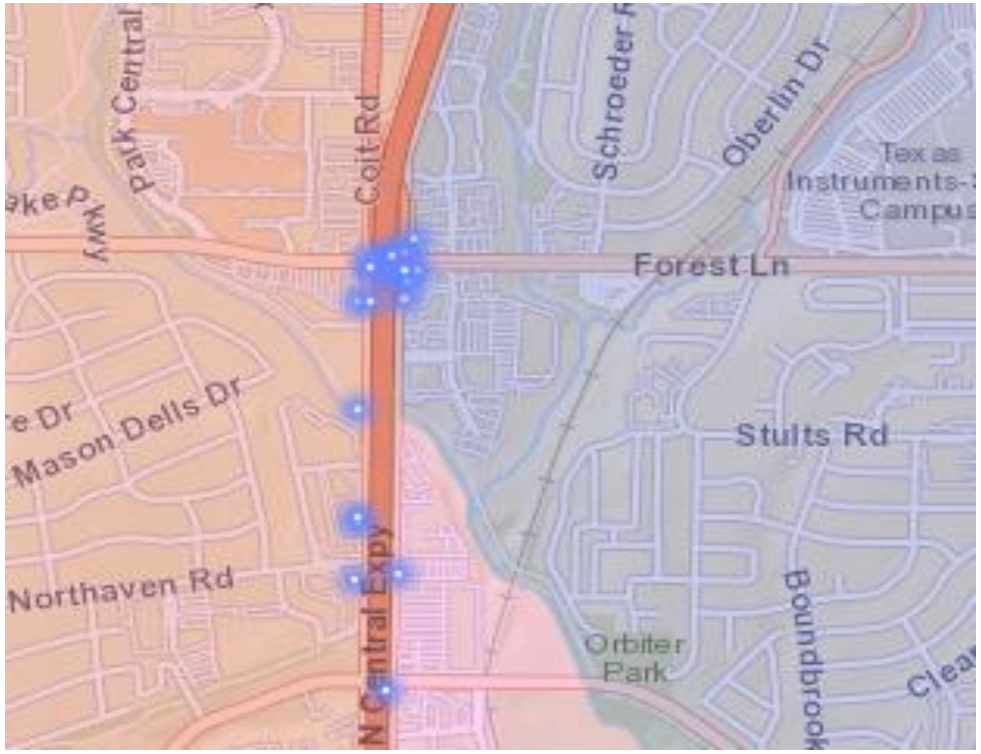
Lovers Lane and North Central Expressway



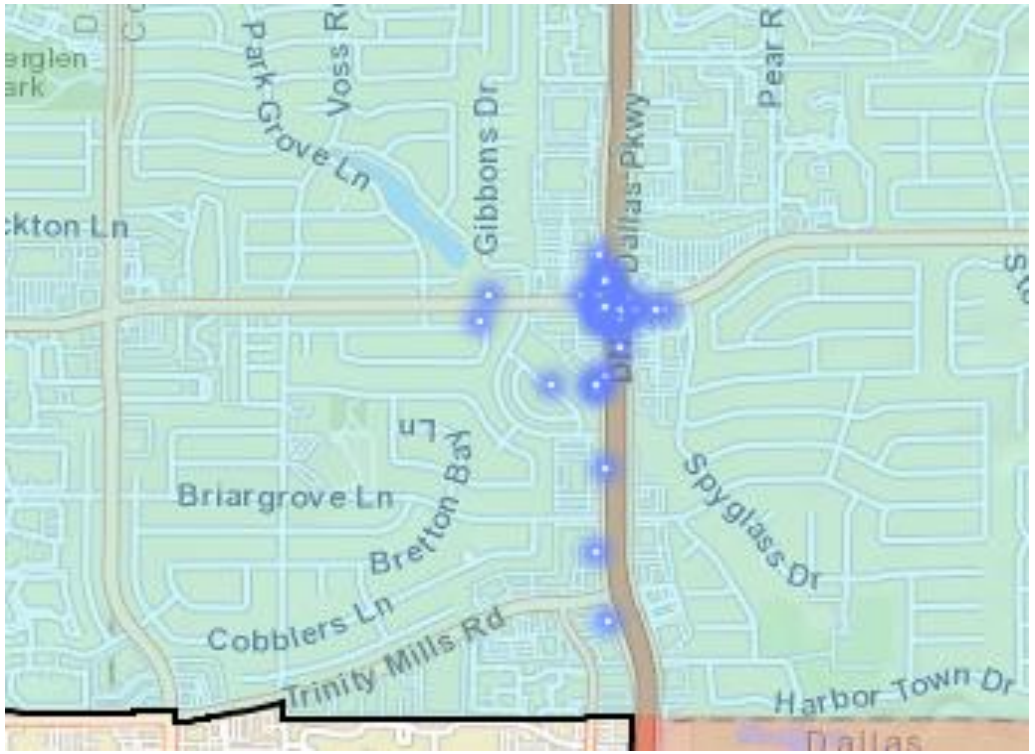
Northwest Highway and Skillman Road

Areas with High Density of SR's

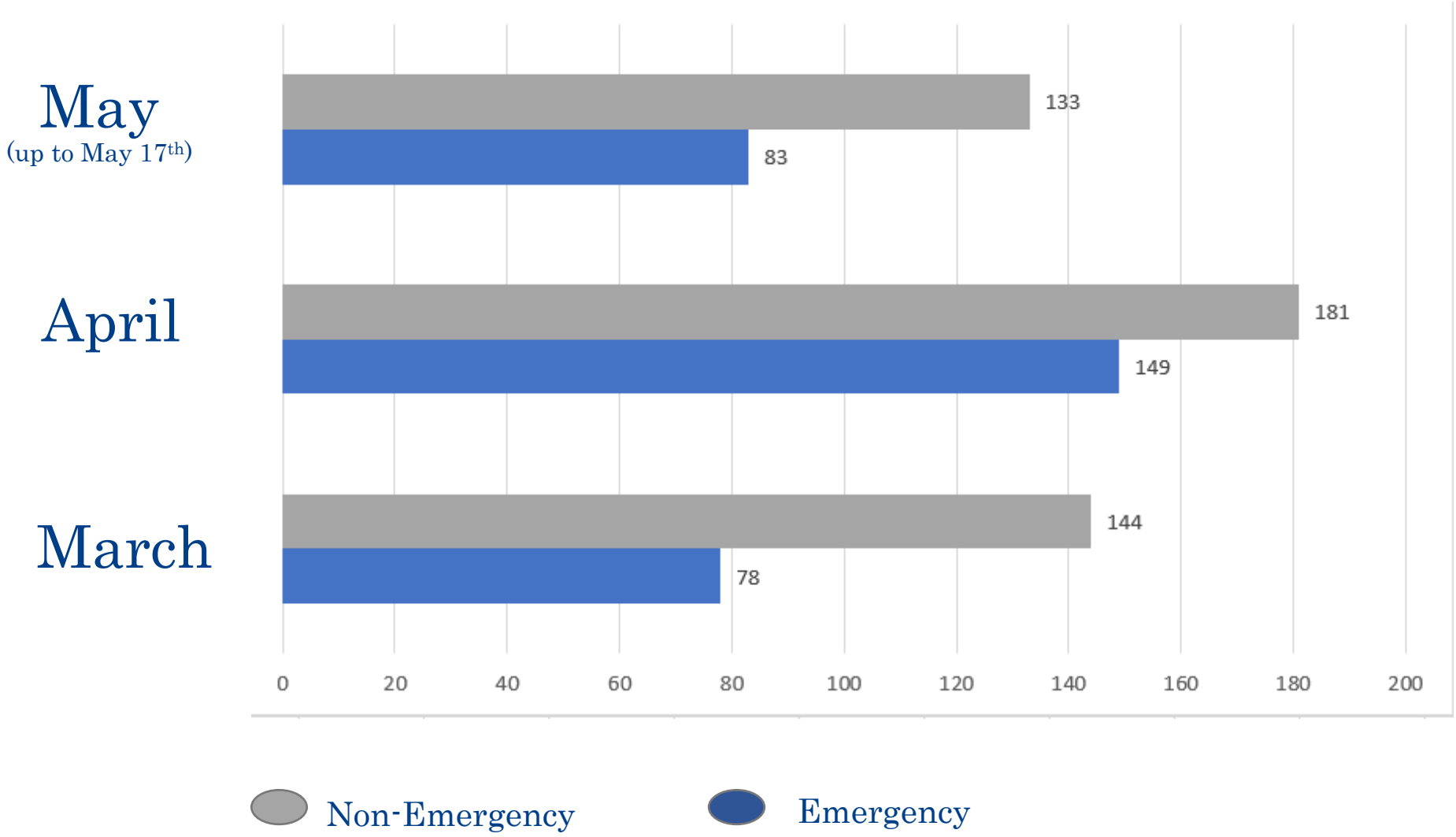
Forest Lane and North Central Expressway



Frankford Road and Dallas North Tollway



Emergency 911 calls vs Non-Emergency 311 calls



Previous, Ongoing, and Next Steps

Previous

- Data Analytics and Business Intelligence built a secured database for all three teams to use collaboratively.
- All teams could enter data and locations of panhandlers through a secure field data collection mobile application.
- The team provided 4 training sessions and user guide documentation.

Ongoing

- Monitoring of SR's and citations of individuals panhandling

Upcoming

- Proposed amendments to Dallas City Code, Chapter 28
- Proposed amendments to Dallas City Code, Chapter 13

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Panhandling Deflection Report

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