

Memorandum



CITY OF DALLAS

DATE December 9, 2022

Honorable Members of the Housing and Homelessness Solutions Committee:
TO Casey Thomas (Chair), Jesse Moreno (Vice-Chair), Carolyn King Arnold, Paula Blackmon, Cara Mendelsohn, Paul Ridley, Jaynie Schultz

SUBJECT **Homeless Action Response Team Update and Plan of Action**

The Homeless Action Response Team (H.A.R.T.) initiative was included in the FY 22-23 budget and is a comprehensive strategy to provide a quick response to immediate safety concerns around homeless encampments and hot spots. The H.A.R.T. is led by the Office of Homeless Solutions (OHS) and encompasses four teams comprised of a core team of the following: Crisis Intervention Team (CIT), Dallas Animal Services (DAS), Dallas Marshals, and Code Compliance (Code). This team is supplemented by Parks and Recreation, Dallas Fire & Rescue, and Public Works as needed. This memorandum is to provide a high-level overview and update of the H.A.R.T. strategy to address emergency homelessness situations equitably throughout the City of Dallas, the progress made, and the plan for full implementation.

H.A.R.T. Core Team Status

- OHS has filled all seven positions (6 staff and one supervisor) with all staff currently in training led by the OHS H.A.R.T. supervisor
- One CIT member started training with H.A.R.T. staff on November 14, 2022, with a second CIT member pending
- The City Marshals have provided two officers
- The DAS team member is in training with H.A.R.T.
- Code has two seasoned team members joining H.A.R.T. until the new hires are Code Compliance trained.
- Code Rapid Response Team consisting of three equipment operators and three utility maintenance workers, with the following equipment: a thirty-yard combo roto boom, a heavy-duty trailer, a bobcat, and a rear loader trash truck with tipper has been procured. Existing resources will be re-allocated to support the H.A.R.T. and supplemented with rentals as necessary until the new equipment arrives.
- The remaining positions are expected to be filled by mid-December 2022

H.A.R.T. Locations and Work Hours

H.A.R.T. teams are comprised of two 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 will ensure quick access by both teams to all areas.

- **Team A** will be stationed at the community office in District 11, Mondays through Thursdays, from 8 am to 7 pm
- **Team B** will be stationed at the community office in District 8, Wednesdays through Saturdays, from 8 am through 7 pm

H.A.R.T. Vehicles

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- OHS will have two rental trucks for the teams, until the four, permanent City vehicles are acquired
- Dallas Marshals, DAS, Code, and CIT will utilize their own vehicles for this effort

H.A.R.T. Training, Implementation, and Primary Functions

All H.A.R.T members are currently undergoing three weeks of team-specific training. Individual department-specific trainings are being completed outside of this timeframe. The H.A.R.T. initiative is fully operational at the time of this briefing.

The following processes are the primary activities of the H.A.R.T. and will tie into the larger efforts led by OHS and all impacted departments:

- The H.A.R.T. supervisor will assign teams to specific tasks sourced from:
 - 311 service requests (SR)
 - Resident issues raised by City Leadership and / or the Mayor and City Council (MCC)
- Qualifying issues include those presenting an immediate safety concern, including issues that would derail the normal street outreach service resolution process. These include but are not limited to:
 - The presence of firearms
 - Uncontrolled fires
 - Reports of threatening behavior
 - Reports of aggressive illegal solicitation
- Teams will then respond to affected areas and document all related activities in 311
- Teams will have 24 - 48 hours to respond to the original SR and 10 days to resolve / close the SR
 - This includes immediate safety concerns around homeless encampments and known hot spots

Should you have any questions or need additional information, please contact me or Kevin Oden, Interim Director of the Office of Integrated Public Safety, David Pughes, Dallas City Marshal, Melissa Webber, Director of Dallas Animal Services, or Chris Christan, Director of Code Compliance.

Christine Crossley

Christine Crossley
Director, Office of Homeless Solutions

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