

# Memorandum



CITY OF DALLAS

DATE October 27, 2023

Honorable Members of the City Council Housing and Homelessness Solutions Committee:  
TO Jesse Moreno (Chair), Cara Mendelsohn (Vice Chair), Zarin D. Gracey, Chad West, Gay Donnell Willis

SUBJECT **Office of Homeless Solutions – Response to Questions Regarding The Homeless Response System Quarterly Report**

The following information is provided in response to questions asked at the October 23, 2023 Housing and Homeless Solutions Committee during the presentation of The Homeless Response System Quarterly Report. Please see the attached organizations participating in HMIS/Data Warehouse.

### **Individuals Actively Homeless in HMIS:**

Currently, there are 2,441 people who are experiencing homelessness captured in the Homeless Management Information System (HMIS). This includes all clients currently enrolled in Emergency Shelter, Safe Haven, Transitional Housing, and Street Outreach project. Please note this number will always be an undercount as compared to the Point-In-Time (PIT) count which shows that 4,244 people experience homeless on any given night in Dallas and Collin Counties. Unlike the PIT, data pulled from HMIS does not include:

- people enrolled in Domestic Violence projects (which are inhibited from entering data into HMIS),
- people enrolled in agencies not participating in HMIS, or
- people living unsheltered who are not working with a Street Outreach team.

A breakdown by the geographic area where people reside is not available consistently in HMIS. However, we know from the PIT that 88% of individuals counted in the sheltered and unsheltered count were in Dallas County, while the remaining 12% were in Collin County.

Should you have any questions or need additional information at the time, please reach out to me or Christine Crossley, Director of the Office of Homeless Solutions, at [Christine.Crossley@dallas.gov](mailto:Christine.Crossley@dallas.gov).

Putting Service First,



Kimberly Bizer Tolbert  
Deputy City Manager

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors

**Below are all organizations participating in HMIS/Data Warehouse:**

A Twist of Faith Outreach
After8toEducate
Agape
AIDS Services of Dallas 2
American GI Forum
Austin Street Center
Catholic Charities of Dallas
City House
City of Dallas Office of Community Care
City of Dallas Office of Homeless Solutions
City of Irving
City of McKinney
City of Plano - Neighborhood Services Dep
CitySquare
Dallas County Health and Human Services
Dallas Life
DFW Economic Solutions
Downtown Dallas, Inc.
Endeavors
Family Gateway, Inc.
Family Promise of Irving
Fighting Homelessness
Grand Prairie Homeless Outreach Organization
Harmony CDC
Health Services of North, Texas, Inc.
Hope Restored Missions
Housing Crisis Center
Housing Forward
In My Shoes
Legacy Cares
LifeChange Housing Associates
Metro Relief
Metrocare
Metrocrest Services
My Second Chance, Inc.
North Texas VA Health Care System
Open Arms, Inc.
Prism Health North Texas
Promise House
Recovery Resource Council
Rowlett Crisis Assistance
Salvation Army - Plano
Salvation Army Dallas County
Salvation Army McKinney
Shared Housing Center, Inc.
Sharing Life

St. Mark Conference
Stewpot
The Bridge
The Concilio
The Human Impact
Transcend STEM Education
Transition Resource Action Center -- TRAC
Under 1 Roof
Union Gospel Mission
Vogel Alcove
Volunteers of America Texas Inc.
Wellness Center for Older Adults
Zan Wesley Holmes Community Outreach Center