

Memorandum



CITY OF DALLAS

DATE January 26, 2024

TO Honorable Mayor and City Council

SUBJECT **Office of Homeless Solutions - Update on Activation of Temporary Inclement Weather Shelters**

The Office of Homeless Solutions (OHS) activated the opening of temporary inclement weathershelters (TIWS) in the City of Dallas on Friday, January 12, 2024, based on the National Oceanic and Atmospheric forecast, in accordance with Chapter 45 of the City Code. TIWS remained open from January 12, 2024, through the following days 13, 14, 15, 16, 17, 18, 19, and 20, with closure on Sunday, January 21, at 11 a.m. In total 2,231 unique individuals were served throughout the duration of the activation.

Those experiencing homelessness were directed to the Fair Park, Grand Place building, also accessed by multiple transportation zones across the City. These zones were continually maintained by multiple transportation providers, including the Dallas Connector, OHS Street Outreach, and Dallas Fire Rescue (map of transportation zones attached below). Individuals refusing shelter were given cold-weather kits by Street Outreach or were able to pick up kits at recreation centers located in each district of the City. Individuals and residents were directed to submit transportation Service Requests (SR) to a special 311, Inclement Weather alert, monitored by OHS Street Outreach for immediate attention and dispatch of City and partner vehicles. Below is a list of 311 Service Requests broken out by type from this time period:

- 311 Service Requests Received (IWS Transportation) – 166
 - Individuals Transported - 173
 - Individuals who refused transport (warming kits given) - 150
 - Individuals who refused transport (coats given) - 22
 - Individuals who were not present at location indicated by SR – 44

Shelter Stays

As highlighted in the larger Inclement Weather Shelter plan, OHS' external partner, Austin Street Center, stood up TIWS upon activation by OHS. Fair Park was used as the primary lead activation site due to the projected, multi-day activation window of this cold weather incident. We are grateful to Fair Park for continuing this partnership and accommodating us at Grand Place, as the larger buildings were occupied by other vendors. Due to the slightly smaller capacity, the TIWS capacity overflow plan was implemented after reaching 75% site capacity on January 14, 2024. At this time, the Austin Street #2 building at 2929 Hickory Street and Oak Lawn United Methodist Church were activated. Intake hours at all locations were between 3:00 p.m. - 10:00 p.m., with a skeleton intake staff operating overnight.

The total number of shelters stays for duration of the activation is as follows:

- Fair Park – 1,651
- Austin Street Shelter – 533
- Oak Lawn UMC – 47

A further breakdown of the demographic makeup of individuals served is attached.

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Volunteers/Donations

The OHS Friends Group actively recruited volunteers through e-mail and social media, responding quickly to all inquiries through the TIWS activation period. As shelters opened and closed, the public was informed of volunteer and donation opportunities. Approximately 25 individuals were added to the Friends Group membership roster and several expressed an interest in participating in other group projects. Cash donations, totaling \$187, were donated to the Office of Homeless Solutions Fund at the Communities Foundation of Texas.

Overall

Through a tremendous amount of preparation and planning, this well-organized operation provided shelter for our unsheltered neighbors last week and is prepared to do so again, should temperatures trigger Chapter 45 of the City Code. This work would not have been possible without support from Austin Street Center, Fair Park, Office of Emergency Management, Dallas Fire-Rescue, Public Works, Dallas 311, Dallas Animal Services, Park & Recreation, Sanitation Services, Mobile Crisis assistance from the Office of Integrated Public Safety Solutions, seamless security coverage via external security, Dallas Police Department, and the Dallas City Marshals Office, Oak Lawn UMC, OurCalling, Stewpot, SPCA, Watermark Health, Parkland, North Texas Behavioral Health, North Texas Food Bank, Texas Baptist Men, and all of the area homeless services providers. Collectively, they provided operations services, security, medical services, meals, pet supplies, and transportation throughout this period.

If you have any questions, please reach out to me or Christine Crossley, Director of the Office of Homeless Solutions. Thank you for your support.

[Attachments]

Putting Service First,



Kimberly Bizor 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
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors

Inclement Weather Zones for Pick up

Zone 1: South of I-30	Zone 2: Central Business District	Zone 3: Medical District & Forest Ln. Areas
Austin Street & City Square Area – Encampments & covered bus stops	City Library	Parkland / Southwest Medical Center area / Union Gospel Mission
Our Calling	Greyhound Bus Station	Salvation Army and Medical District Areas, Northwest along Harry Hines
Fair Park entrances / Convenience stores on MLK & Malcolm X	The Stewpot / First Presbyterian	City Place, Highway 75 bridge underpasses
Dallas LIFE surrounding neighborhood & Convention Center area	The Bridge area	Medical City / Green Oaks
Malcolm X & Pennsylvania Bus Stop	Dallas 24 Hour Club and surrounding area – including Gaston Ave, Live Oak, and Ross Ave covered bus stops	Hwy 70 and Forest Ln area

Demographics of Population Served During January 2024 Inclement Weather Sheltering

Race	
American Indian, Alaska Native, or Indigenous	0.59%
Asian or Asian American	0.78%
Black, African American, or African	61.49%
Hispanic/Latina/e/o	7.20%
Middle Eastern or North African	0.15%
Multi-Racial	8.38%
Native Hawaiian or Pacific Islander	0.29%
White	20.09%
Client doesn't know	0.20%
Client prefers not to answer	0.20%
Data not collected	0.59%
(Blank)	0.05%
Total 100%	
Gender	
Man	74.23%
Woman	24.11%
Multiple-Genders	0.59%
Non-Binary	0.20%
Transgender	0.29%
Client prefers not to answer	0.10%
Data not collected	0.44%
(Blank)	0.05%
Total 100%	
Age	
Under 24	4.9%
25 - 44	40.1%
45 - 64	45.4%
Over 65	9.0%
Unknown	0.7%
Total 100%	
Veteran Status	
Population served	6.1%