

Memorandum



CITY OF DALLAS

DATE July 22, 2022

TO Honorable Mayor and City Council Members

SUBJECT **Office of Homeless Solutions Update: Porta-Potty Initiative, Parnell, and Gould Streets Encampment, and 311 Service Request Backlog**

This memorandum is to provide a high-level overview and update of the Porta-Potty initiative, the holistic strategy to address homelessness equitably at the Parnell and Gould Streets encampment, efforts underway to clear the Office of Homeless Solutions (OHS) backlog of 311 Service Requests. The progress made on current and upcoming efforts is outlined below:

Porta-Potty Pilot

Prior Actions

In February, OHS initiated the delivery of porta-potty units across seven, key sites, based on 311 data and Code Compliance requests for the City of Dallas. Post-installation of the initial units behind the J. Erik Jonsson Central Library, the City-approved vendor advised they would no longer work with OHS due to security concerns, stemming from working with those experiencing homelessness. This caused further delay in procurement and placement of porta-potties in other locations. OHS found that the cost of porta-potties had increased when securing another vendor so to stay within the originally quoted budget of \$4,000 for 90 days, only six locations were utilized, with the location at Woodall Rodgers Freeway at North Field Street canceled due to the former encampment being successfully resolved through the DRTRR. All locations have ADA units, handwashing stations, and are serviced three times a week. In consideration of the delayed start date, the pilot phase has been extended to August 18, 2022.

Current and Upcoming Actions

- We have been in discussion with the site vendors for the past two weeks regarding the expected cleanings and maintenance of cleaning logs at each site. As of this week, five have been confirmed as cleaned, with this routine being closely monitored by our staff for the time being. This initiative will end on August 18, 2022.
- OHS will present pilot findings to the Dallas Area Partnership, Citizen Homelessness Commission, and the City Council Housing and Homelessness Solutions Committee during the month of September 2022.

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SUBJECT **Update – Office of Homeless Solutions, Office of Housing and Neighborhood Revitalization, and Code Compliance on the Meyers Jeffries Site**

Encampment Removal at Parnell and Gould Streets

- This site was originally scheduled for closure on Friday, July 15, 2022, in response to the private property owner’s request. However, an extension was granted due to the on-site activists asking for additional time to work with those experiencing homelessness in the area. The closure was rescheduled to Monday July 18, 2022. In partnership with Code Compliance and Dallas City Marshals, approximately 50 emergency shelter-resistant individuals were engaged by the OHS Street Outreach team. Of those:
 - Ten were able to be captured in the Coordinated Access System
 - Two were transported to day shelters and connected with case management
 - One related to Community Courts in addition to other services
 - Four were engaged by Veteran Affairs, with two being transported to the VA and two reconnected with case management through their Healthcare for Homeless Veteran program (HCHV).
- This area has been historically engaged by the OHS Street Outreach team and was deemed highly resistant to shelters/services. To accommodate the area until the DRTRR initiative schedules to decommission the encampment, roll carts, a hand wash station, and a porta-potty unit were placed on site. Due to the location of the encampment on private property, OHS notified those in the area that the site was being closed. Staff assisted with cleaning and connecting the unsheltered individuals to resources and shelter.
- To that end, the site at Parnell and Gould was given a one-week notice, rather than the standard 72-hour notice to clear the area. While we understand that the day or time may have been considered unfavorable, it was necessary to follow through with the already-delayed plans to keep the area clean for the residents, businesses, and the homeless community while we work towards finding a permanent solution.

311 Service Request Backlog

- OHS overdue service requests has been reduced from 375 to 212 as of July 19, 2022, by increasing cleanings and closing duplicate requests.

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- This also feeds into the City Manager’s 100-Day Plan, Homelessness and Housing Solutions goal of providing enhanced outreach and engagement with unsheltered individuals by getting our Street Outreach team out to more locations, engaging more people, and connecting them with more shelter, services, and pathways into the DRTRR
 - While the original intent of the cited partnership was to partner specifically with The Bridge in expanding our outreach, OHS is moving forward with a public solicitation to encourage all interested homelessness service provider agencies with existing outreach groups to partner with the City of Dallas to increase engagement efforts with homeless individuals interested in housing, but are not in an encampment currently on the decommissioning scheduled through the DRTRR.

Should you have any questions or need additional information, please contact me or Christine Crossley, Director of the Office of Homeless Solutions.



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Deputy City Manager

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