



**City of Dallas**

# **Panhandling Deflection Program**

**Government Performance and  
Financial Management  
October 25, 2021**

**OHS, CAO, OIPSS, Marshal's Office**

# Project Overview



- Recap of Work Done
- Consequences of Panhandling
- Holistic Approach
- Database
- Pathways to Enforcement
  - OHS Street Outreach
  - City Marshal
  - Mobile Crisis Intervention
  - Community Courts
- Panhandling Deflection Program Flowchart
- Public Education Campaign
- 311 Data Map
- Deterrents
- Pilot Targets
- Next Steps



# Recap of Work Done In The Past 90 Days



2/2021 CAO Presentation to City Council

## Mobile Crisis Intervention

- Manager, Supervisors and Caseworkers hired in September and October
- Briefed CHC on September 9, 2021 on Mobile Crisis Intervention and RIGHT Care

## City Marshal's Office

- Location of panhandling calls; 911/311 calls by time of day and day of the week compiled
- Complaint calls mapped and high complaint locations identified

## City Attorney's Office

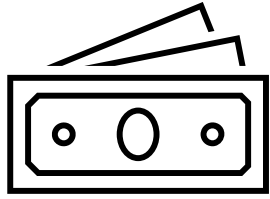
- To provide additional enforcement options, CAO has drafted proposed ordinances:
- Create offense for standing in a median
- Expand enforcement authority to allow city marshals to enforce the above prohibition and solicitation of occupants in vehicles

## Office of Homeless Services

- 05/13/2021: Briefed the Citizen Homelessness Commission on draft Public Education Campaign Outreach plan
- 08/2021: Public listening sessions by District

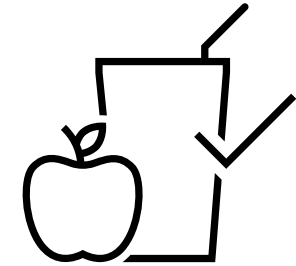
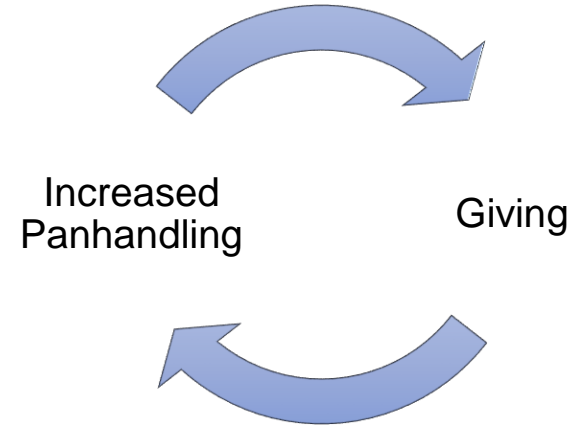


# Consequences of Panhandling



- Encourages individuals to remain on the street
- Further discourages service-resistant recipients
- Creates a potentially dangerous situation for the donor and recipient of funds

☆ Panhandling ≠ Homelessness



- Hepatitis A
- No guarantee of safe food preparation and handling practices
- Discarded food attracts rodents and stray animals
- Litter is a burden to area property owners and sanitation staff
- Creation of an unsustainable relationship



# Holistic Approach



- This panhandling diversion project is holistic and attempts to address through an integrated, data-driven approach
- In conjunction with the education and awareness campaign, multiple departments will work together to deter panhandling
  - Environmental deterrents
  - Outreach and services
  - Community courts
- Traditional law enforcement as a last resort





## Proposed Data Collection and Integration Workflow

- 1 OHS, OIPSS and Marshal's Office will be able to enter data.



OHS



OIPSS



Marshal



Data stored securely in the ArcGIS Cloud

- 2 Data can be accessed and entered via a smart application on a phone or tablet, or on a computer.



- 3 Data can then be displayed via customized internal operational dashboards and compiled into reports.



Picture source: ESRI



# Office of Homeless Solutions



- 311-based Street Outreach Team engagement
- Service-resistant panhandlers captured in new database



- Engage the faith community, homeless services providers, and street charity event organizers
- Educate the public of the unintended consequences of street charity
- Identify donor and volunteer opportunities
- Match and connect street charity organizers with homeless services providers



# City Marshal



- Partnered with a Crisis Intervention Caseworker
- Identify individuals illegally soliciting
- Conduct initial investigation and check the individual
  - Mental and physical status
  - Warrants
  - Resistant to services



If the individual is cooperative and in need of services, crisis intervention will take over and assess needs

If the individual is uncooperative and resistant to services, a V-citation will be issued







# Mobile Crisis Intervention

- Crisis Intervention caseworkers will ride with a city marshal and conduct an initial assessment on individuals illegally soliciting
- Attempt to deflect the individual away from soliciting and the criminal justice system
- Determine root cause for individual panhandling
- Crisis Intervention caseworkers will be able to refer individuals in need of services
  - **Behavioral Health** – Includes mental health and substance
  - **Physical Health** - Includes primary healthcare services and individuals with disabilities
  - **Social Drivers of Health** – Includes assistance to address factors such as:
    - Access to food security
    - Access to shelter/housing
    - Employment assistance
    - Family reunification



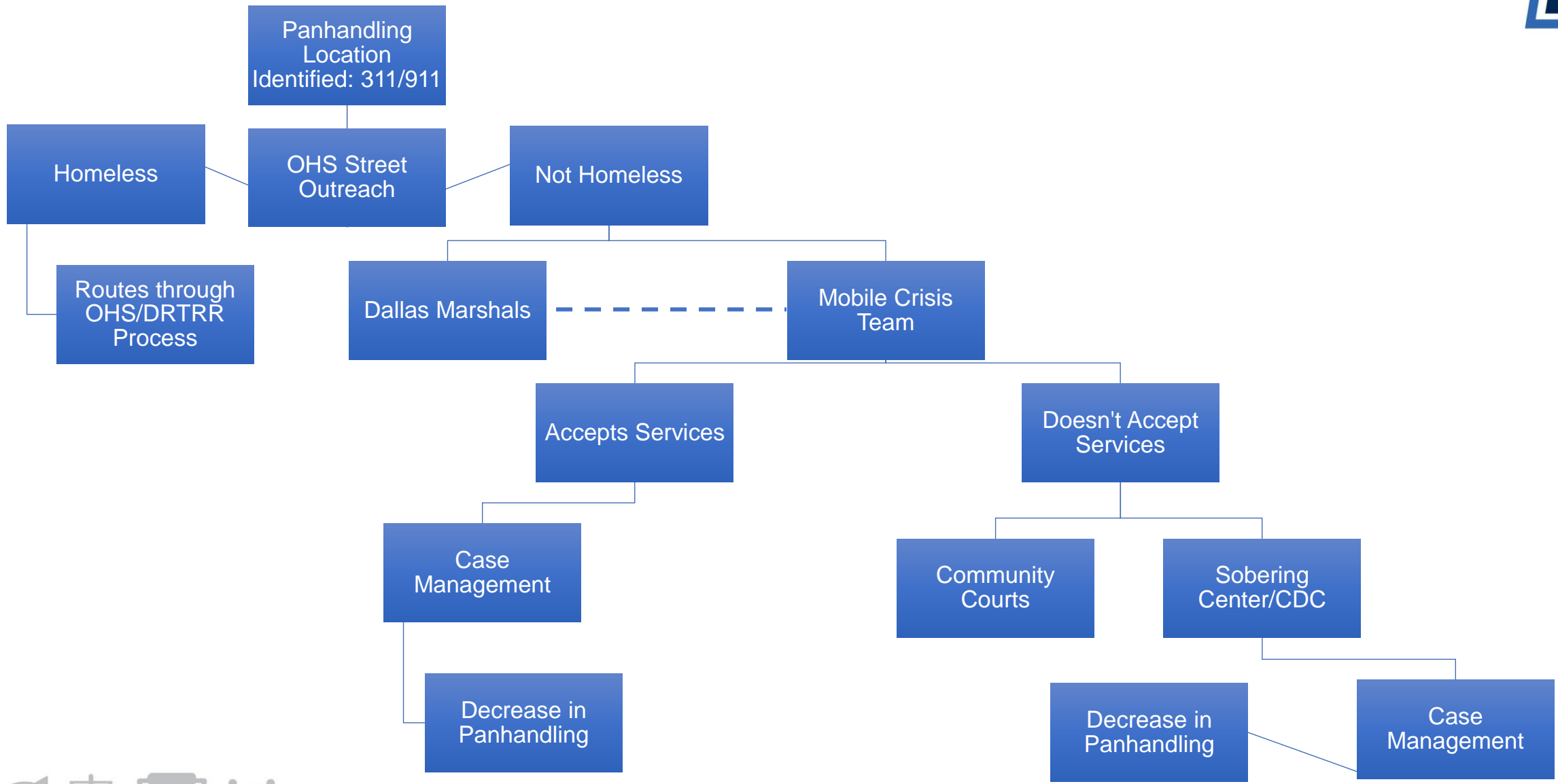
# Community Courts



- The Community Courts will assist individuals cited for violation of Dallas City Code
- Community Courts provide defendants with the opportunity to address the V-citation and connect them to valuable resources that can include:
  - Mental health care
  - Substance abuse care
  - Housing, employment, and transportation needs
  - Basic life skills and financial literacy referrals
- A goal of Community Courts is to eliminate financial hardships:
  - In lieu of court costs, defendants perform supervised community service.
- Pilot Community Courts Street Knowledge Initiative
- Defendants who plead not guilty are referred to Municipal Court



# Panhandling Deflection Program Flowchart



# Public Education Campaign



- Direct residents to call 311 to report issues and ask for better ways to give sustainably
- Educate the public of the unintended consequences of street charity
- Engage the faith community, homeless services providers, and street charity event organizers
- Identify donor and volunteer opportunities
- Match and connect street charity organizers with homeless services providers
- Concepts of signs proposed for campaigns:



**Call 311 to...**  
*Llame al 311 para...*



## **ACCESS/ACCESAR**

Call for help with a safe place to stay, food or transportation.  
*Llame para pedir ayuda para conseguir un lugar seguro para quedarse, comida, o transporte.*



## **DONATE/DONAR**

Call to donate to programs helping our unsheltered residents.  
*Llame para donar a los programas que ayudan a nuestros residentes sin hogar.*



## **REPORT/REPORTAR**

Call to report an encampment.  
*Llame para informar de un campamento.*

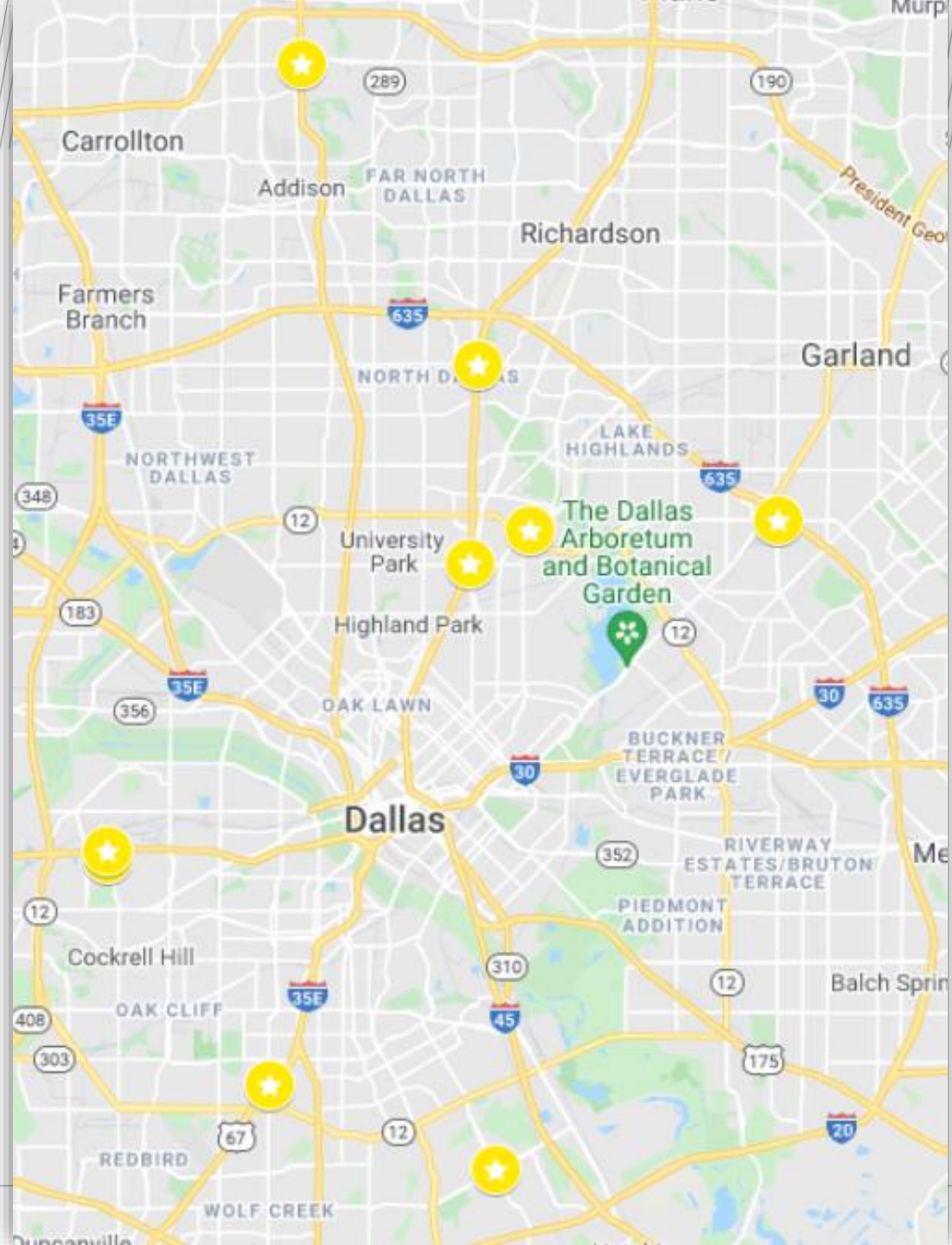


# 311 Data Map



## Top 9 Locations

- Frankford Rd & Dallas North Tollway, D12
- Forest Ln & 75, D10 & D11
- W Northwest Hwy & Boedeker St, D13
- Shiloh Rd & E Northwest Hwy, D9
- Lovers Ln & 75, D14
- \*Communications Dr & N Cockrell Hill Rd, D3 & D6
- \*DFW Turnpike & N Cockrell Hill Rd, D3 & D6
- S Polk St & Hwy 67, D4
- Bonnie View Rd & Simpson Stuart Rd, D8



\*2 signs only



# Deterrents



- Public works is researching environmental changes to landscape



# Deterrents Continued



- Noise as a deterrent

- Use of music
- Mosquito: Ultra-sonic anti-loitering device



# Pilot Targets



- Goals:
  - Target and identify most active panhandlers and sites reporting panhandling at highest rates
  - Educate public on sustainable giving
  - Decrease giving to panhandlers
- Metrics over 6 months:
  - Reduce number of 911 calls for aggressive panhandling
  - Analyzation of 311 calls – frequency, location
  - Pilot Community Courts Street Knowledge Initiative and report back
  - Increased number of sites hardened
  - Number of V-citations
  - Number of people accessing Sobering Center/CDC
  - Number of people accessing Mobile Crisis services
  - Number of individuals accepting Community Courts services
    - Number of cases warranting adjudication





# Next Steps



- Pilot
  - Beginning of November 2021:
    - Start public education outreach
    - Say No To Panhandling signage goes up
  - November 2021: Database soft-launch
  - End of November/Beginning of December 2021: 6-month pilot
    - Locations based on 311 and 911 data
    - Community Courts partnering with Marshal's Office
  - June 2022: Progress report to GPFM





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