1.01 Preventing Trauma and Harm in Encampment Resolution

Marcy Thompson

Vice President of Programs and Policy, *National Alliance to End Homelessness*

David Woody III

President & CEO, *The Bridge Homeless Recovery Center*

Jeremy Huntoon

Outreach Coordinator, *City of Phoenix*

Veronica Lewis

Director, *SSG/HOPICS*

National Alliance To End Homelessness

Innovations & Solutions for Ending Unsheltered Homelessness – March 2024

Session 1.01: Preventing Trauma and Harm in Encampment Resolution

David Woody, III, Ph.D., LCSW-S

- Dallas, Texas
- **Population: 1,304,379**
- **Land Area: 339.7**sq mi
- **Poverty Rate: 18.11%**
- **Median age: 33**

- Black households make up just **18%** of the general population, but **54%** of the unsheltered homeless population.

2023 STATE OF HOMELESSNESS
in Dallas and Collin Counties

Point-in-Time (PIT) count, our annual census of our unhoused neighbors, a requirement under Federal Law, helps communities understand the extent of homelessness, changing trends, and the measure of their success.

4244

Individuals Experiencing Homelessness on a Single Night in 2023

28% Unsheltered **72%** Sheltered

4% Decrease in Homelessness Overall
14% Decrease in Unsheltered Homelessness

Homeless Services System Performance in FY 2022

Rare
↑ 18%
Increase in People Exiting to Permanent Housing

Brief
95 Days
Average # of Days People Experience Homelessness

Non-recurring
92%
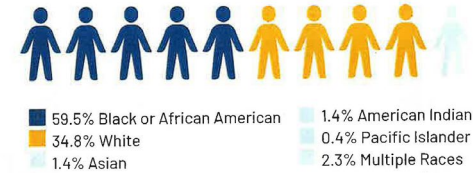Remained Housed After 12 Months

Community Trends

This year, we saw a significant decrease in the number of neighbors experiencing chronic and unsheltered homelessness, which can be attributed to our community's investment in additional rehousing resources. This underscores the importance of continuing to prioritize housing interventions that aim to end a neighbor's homelessness, rather than temporary solutions. Increases in the number of people staying in temporary housing and crisis-based environments drove an overall increase in the count among Veterans, individuals in families, and youth. This sends a clear signal that when individuals and families seek assistance from the homeless response system, we must be equipped to offer immediate housing solutions.

Chronic Homelessness: 691
↓ 32% Decrease Since 2022

Youth Homelessness: 192
↑ 18% Increase Since 2022

Veteran Homelessness: 365
↑ 21% Increase Since 2022

Family Homelessness: 822
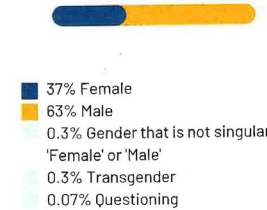↑ 15% Increase Since 2022
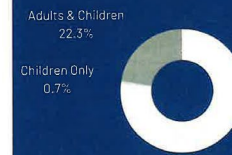
www.HousingForwardNTX.org

Race Breakdown

- 59.5% Black or African American
- 34.8% White
- 1.4% Asian
- 1.4% American Indian
- 0.4% Pacific Islander
- 2.3% Multiple Races

Black households make up just 24% of the general population but 59.5% of the homeless population.

Gender Breakdown

- 37% Female
- 63% Male
- 0.3% Gender that is not singularly 'Female' or 'Male'
- 0.3% Transgender
- 0.07% Questioning

Households
- Adults & Children 22.3%
- Children Only 0.7%
- No Children 77.1%

Age Distribution
- Age 55-64 17.3%
- Age 25-34 11%
- Age 45-54 14.3%
- Over Age 64 6%
- Under Age 18 12%
- Age 18-24 39.4%

County Breakdown
- Collin County 12.2%
- Dallas County 87.8%
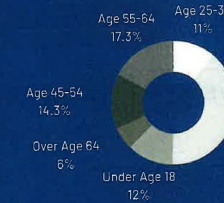
Community Goals

EFFECTIVELY END VETERAN HOMELESSNESS

SIGNIFICANTLY REDUCE CHRONIC UNSHELTERED HOMELESSNESS
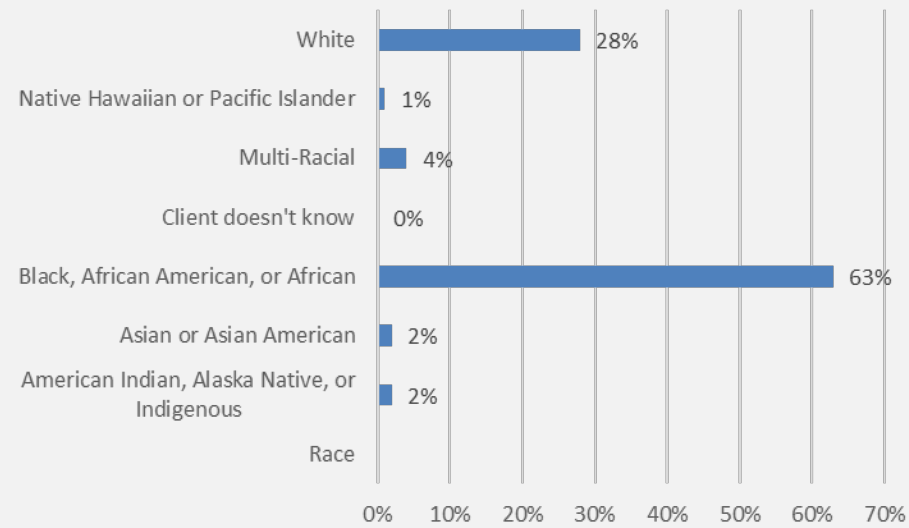
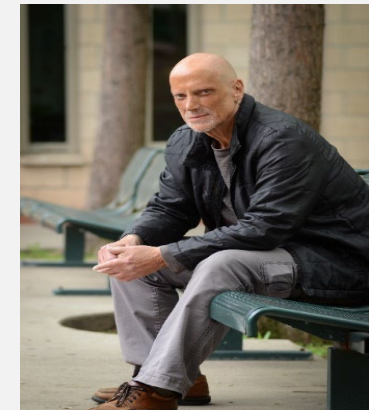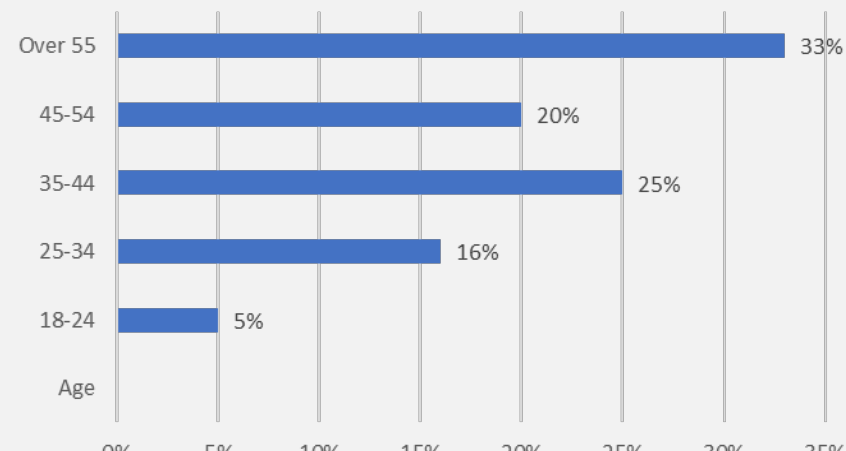**SIGNIFICANTLY REDUCE FAMILY & YOUTH HOMELESSNESS**

THE BRIDGE
HOMELESS RECOVERY CENTER

THE BRIDGE
HOMELESS RECOVERY CENTER

Maslow's Hierarchy Of Needs

Self-actualization
desire to become the most that one can be

Esteem
respect, self-esteem, status, recognition, strength, freedom

Love and belonging
friendship, intimacy, family, sense of connection

Safety needs
personal security, employment, resources, health, property

Physiological needs
air, water, food, shelter, sleep, clothing, reproduction

WHO WE SERVE

Race of Our Guests

Race Category	Percentage
White	28%
Native Hawaiian or Pacific Islander	1%
Multi-Racial	4%
Client doesn't know	0%
Black, African American, or African	63%
Asian or Asian American	2%
American Indian, Alaska Native, or Indigenous	2%
Race	

Age of Our Guests

Age Category	Percentage
Over 55	33%
45-54	20%
35-44	25%
25-34	16%
18-24	5%
Age	

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Barriers to Exiting Homelessness

- Economic immobility.

- Criminal justice and other system involvement.

- Lack of quality affordable housing.

- Difficulty navigating the Homeless Rehousing System.

- Under investment in targeted culturally appropriate strategies and Interventions.

Stage of Change	Characteristics	Techniques
Pre-Contemplation	Not currently considering change: "Ignorance is bliss"	Validate lack of readiness Clarify: decision is theirs Encourage re-evaluation of current behavior Encourage self-exploration, not action Explain and personalize the risk
Contemplation	Ambivalent about change: "Sitting on the fence" Not considering change within the next month	Validate lack of readiness Clarify: decision is theirs Encourage evaluation of pros and cons of behavior change Identify and promote new, positive outcome expectations
Preparation	Some experience with change and are trying to change: "Testing the waters" Planning to act within 1month	Identify and assist in problem solving re: obstacles Help patient identify social support Verify that patient has underlying skills for behavior change Encourage small initial steps
Action	Practicing new behavior for 3-6 months	Focus on restructuring cues and social support Bolster self-efficacy for dealing with obstacles Combat feelings of loss and reiterate long-term benefits
Maintenance	Continued commitment to sustaining new behavior Post-6 months to 5 years	Plan for follow-up support Reinforce internal rewards Discuss coping with relapse
Relapse	Resumption of old behaviors: "Fall from grace"	Evaluate trigger for relapse Reassess motivation and barriers Plan stronger coping strategies

Prochaska &DiClemente, 1982

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HOMELESS RECOVERY CENTER

Care Management Teams 2024

Recovery Care Management

Team of 14 + lead

Focus: General Population

Assists with IDs, job search, income, earned benefits, barriers to housing, etc.

1930 Guests Engaged
10515 sessions annually

Intensive Care Management

Team of 9 + lead

Focus: High-service needs population

Assists with referrals to mental & behavioral health-care partners, criminal justice concerns, substance use disorders, offers mental health resources, etc.
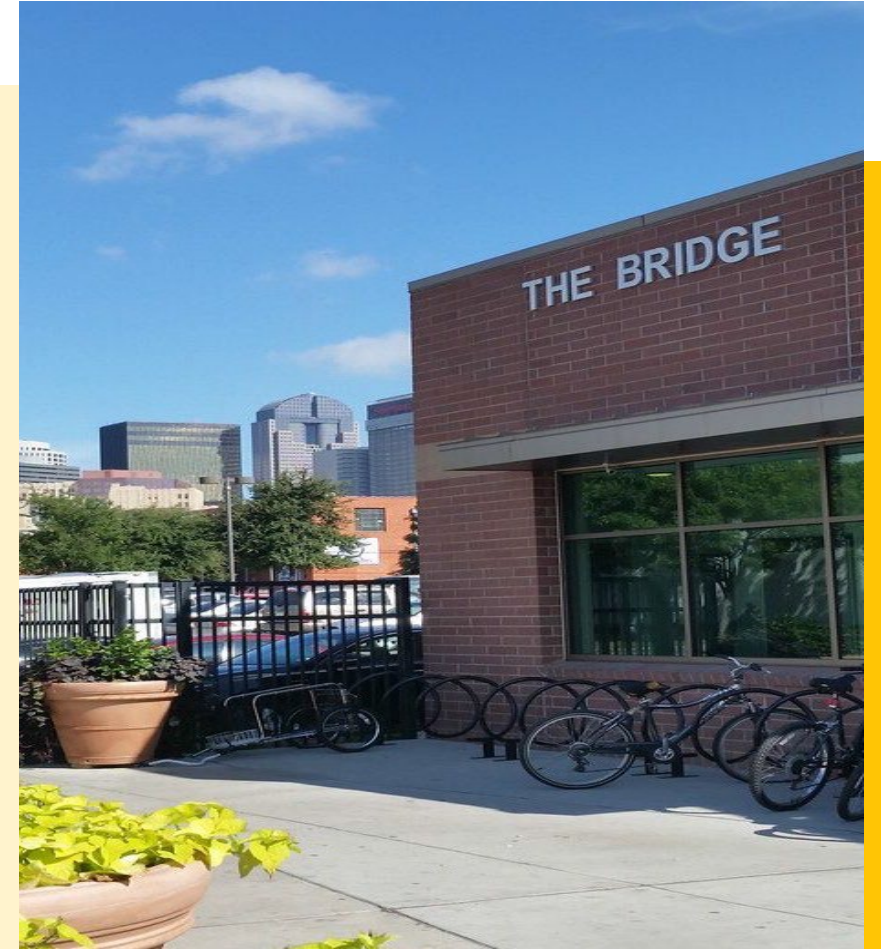
554 Guests Engaged
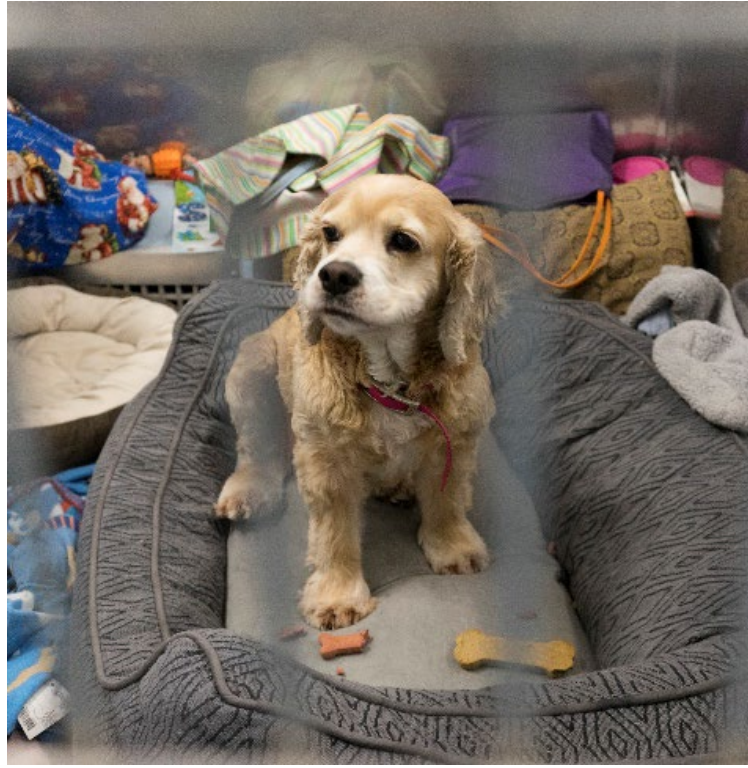5779 Sessions Annually

Housing Care Management

Team of 5 + lead

Focus: Housing Guests

Offers site visits, assists with earned benefits, employment, referrals to community partners, obtaining and retaining housing, etc.

270 HCM Guests
3925 Sessions annually

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HOMELESS RECOVERY CENTER
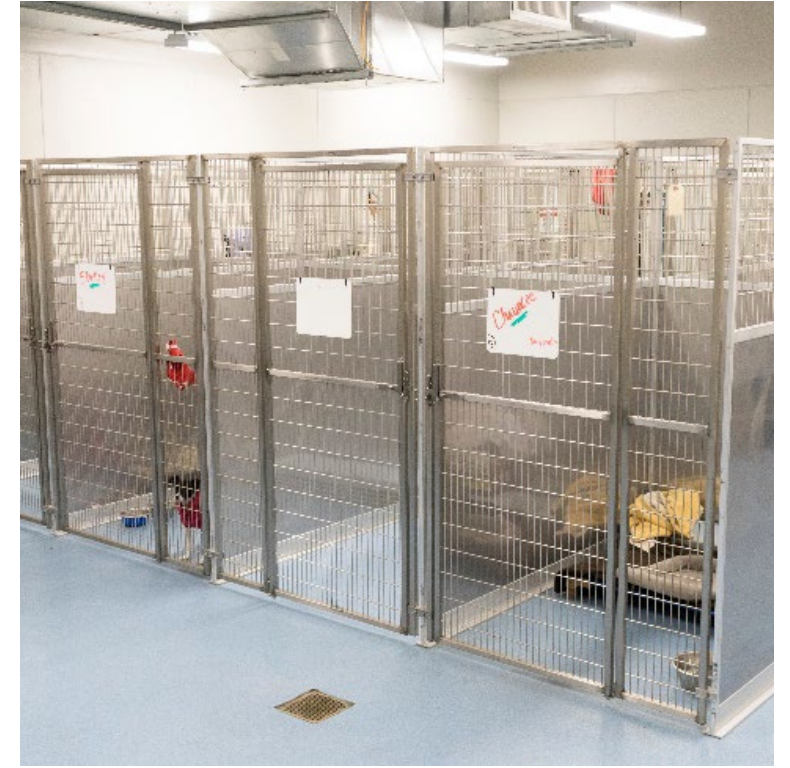
The Bridge's
On-site Kennel

- 16 kennel spaces.
- Large outdoor dog run.
- Climate controlled.
- Dedicated indoor bathing grooming area.
- Anti-microbial flooring.

THE BRIDGE

Our Community

Benefit *The Bridge* Aspires to be to Our Neighborhood…

- Increasing public safety.
- Increasing public health.
- Increasing quality of life.

| Good Neighbor Boundary… | Participation in Neighborhood Association Meetings | Collaboration with Downtown Dallas, Inc. |
| Collaboration with OHS Outreach Staff | Street Feeding Initiatives (COD: DPD; Code; Parking) | |

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Sustaining a Collaborative Resources Network is *Essential…*

On-Site Partners
- Dallas Fire-Rescue
- First Presbyterian Church/The Stewpot
- Legal Aid of NorthWest Texas
- Metrocare Services
- Parkland Health & Hospital System
- Veterans Affairs
- Workforce Solutions Greater Dallas

Night Shelter Partners
- Austin Street Center
- Dallas LIFE
- The Salvation Army
- Union Gospel Mission

Community Partners
- City of Dallas Office of Homeless Solutions
- Downtown Dallas, Inc. (DDI)
- City of Dallas Office of Code Compliance
- Dallas County Department of Public Health
- Dallas Housing Authority
- Dallas Police Department
- Metro Dallas Homeless Alliance Member Organizations

Housing Partners
- Dallas Housing Authority
- Housing Crisis Center
- Metrocare Services
- CitySquare
- City of Dallas

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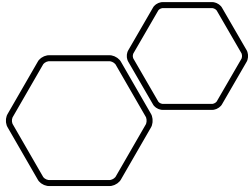
Encampment Resolution
Lessons Learned

1. The City of Dallas role and the CoC Lead Agency role must be clear.

2. Pull City Departments together sooner rather than later.

3. Without housing units secured, we can't resolve.

4. Citizens with lived experience are effective at engaging encampment residents.

5. Outreach must be consistent *and* persistent.

6. Designated and dedicated Outreach staff are critical to any resolution activities, and success.

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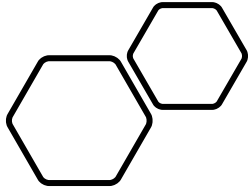
My Lessons Learned….
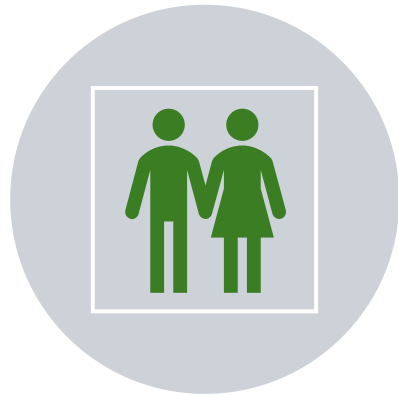
TRUST

COLLABORATION

DIGNITY & RESPECT

Office of Homeless Solutions – Encampment Response and Resolution

Encampment Engagement and Resolution- Background

- High profile downtown area between City Hall and State Capitol (7th Avenue to 15th Avenue, Jefferson to the railroad tracks)

- As many as 700-1,000 individuals in the targeted area between 2022 - 2023

- **15** streets with tents closed to camping
  - **718** total individuals encountered on the streets closed
  - **590** accepted alternative placement

Encampment Engagement and Resolution – Person Centered

- Block by block approach
  - Macro and micro assessment on overall encampments needs
  - Determined what intervention is most appropriate (e.g., shelter, substance use treatment, family reunification)

- Two week notice for each effort
  - Develop comprehensive list of people in the area
  - Find solutions immediately for people who choose to access shelter or services

- Relationship building internally and externally
  - Street Transportation and Public Works Departments
  - Community partners support (e.g., transportation and shelter)
  - Coordinate shelter beds and placement opportunities with internal contracts and external partnerships

Encampment Engagement and Resolution – Day of Block Closures

- Relay Race – Passing the baton from ongoing outreach
- Ensuring most appropriate placements
- Coordinating the day of process
  - Arriving early (6 a.m.)
  - Transportation
  - Available services
- Dignified and compassionate conversations

Encampment Engagement and Resolution – Process and Protocol

- Real time data collection
    - Met with each client prior to shelter placement (half sheets)
    - Follow-up that individual secured bed & arrived safely
- Developed internal process to store belongings
    - Types of storage needed
    - Protocol for Personal Property Assessment (PPA) and abandoned property
    - Coordinating Biohazard clean-up
- Safety
    - Walk-throughs prior to clean up
    - Security on site, PD on stand-by (only if needed – 3 calls for safety made throughout entire efforts)
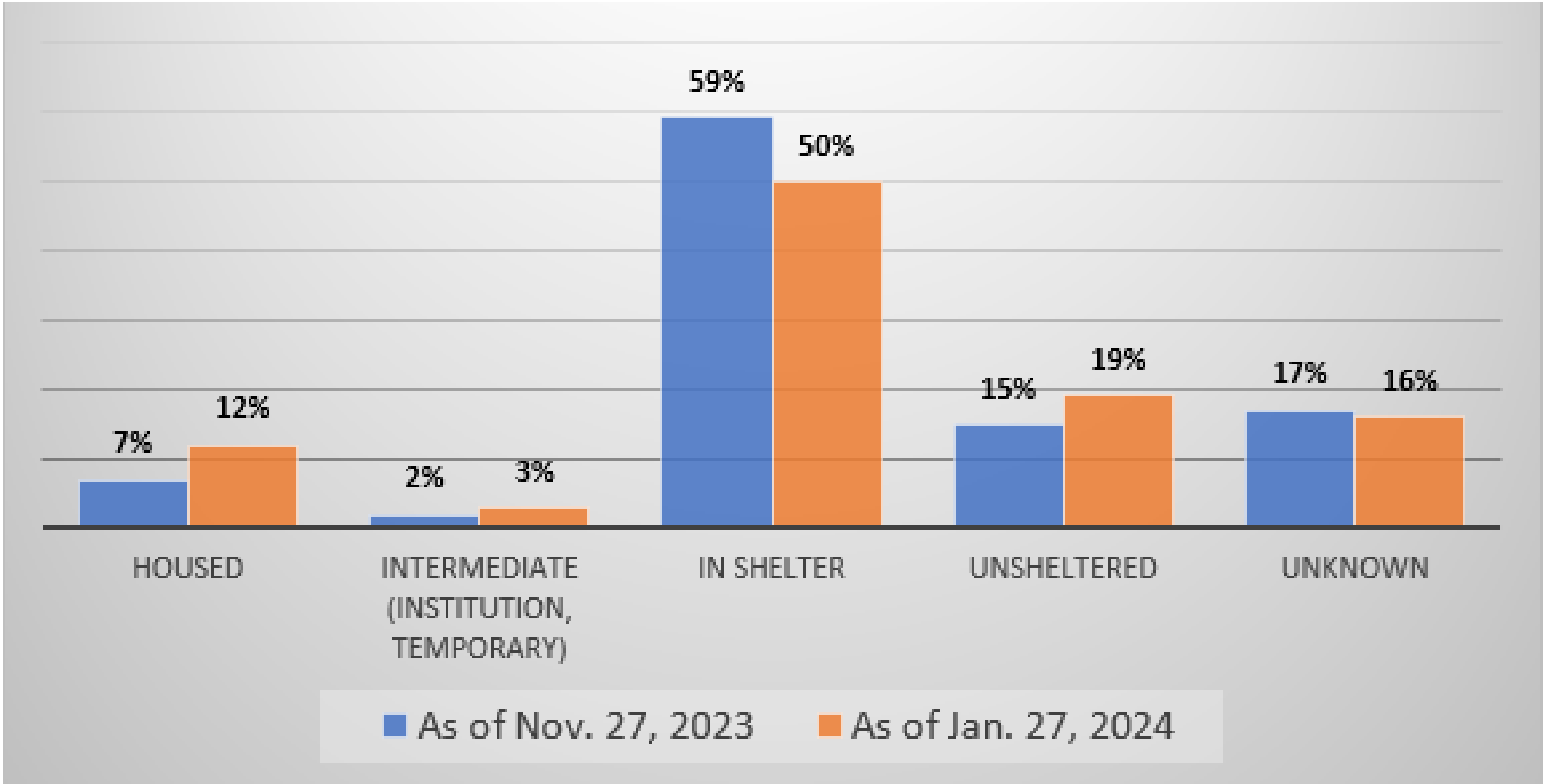   - Narcan, EMTs, cooling stations on site for individuals living in area

Before

After

Campus Encampment Efforts – Where Are They Now

	HOUSED	INTERMEDIATE (INSTITUTION, TEMPORARY)	IN SHELTER	UNSHELTERED	UNKNOWN
As of Nov. 27, 2023	7%	2%	59%	15%	17%
As of Jan. 27, 2024	12%	3%	50%	19%	16%

65% Known Positive Outcomes

Safe Outdoor Space

What is the Safe Outdoor Space?

- Voluntary safe, outdoor space with access to restrooms, meals, showers, and laundry

- Approximately 10x10 ft. outdoor sleeping areas with uniform tents and X-wings

- Indoor space for heat and cold respite

- Capacity 200 sites, 300 guests

- Low barrier for entry, with site, conduct, community agreements for guests

790 New Shelter Beds To Be Added in 2024

Shelter	New Beds
City Owned Shelter and Navigation Center	280
CASS Haven Senior Shelter	170
St. Vincent de Paul, Ozanam Manor II	100
Community Bridges, Inc., North Mountain Healing Center	100
Salvation Army – Family Shelter	60
UMOM – Family Shelter	80

Overview of SSG/HOPICS

- Multi-Service 35 Year Old Nonprofit
- Los Angeles County
  - Target Area: South Central LA, Compton, Lynwood and Paramount (6th Region of LA)
- HOPICS Operates in Three Major Systems of Care
  - Reentry Services
  - Outpatient Behavioral Health Services
  - Housing and Homeless Services Provider in LA County (1000+ PH per year)
- HOPICS Team Composition
  - Lived Experience and Expertise (addiction, justice involvement, homelessness and or mental health)
  - Paraprofessionals
  - Clinical Social Workers
  - Primarily People of Color

HOPICS Housing Placements in **past Three Years**

- ▶ 3000+ Households Permanently Housed

- ▶ 800+ Moved from being Unsheltered *to housed*

Unsheltered to Unhoused Strategies

From Unsheltered to Permanent Housing

- ▶ Encampment to Home
- ▶ HOPICS Street to Home
- ▶ Street to Reunification

Considerations

- ▶ Targeted Outreach Strategy
- ▶ Funding for subsidies and operations
- ▶ Unit Acquisition Efforts
- ▶ Transportation
- ▶ Supportive Services

Unsheltered to Unhoused Strategies

From Unsheltered to Temporary Housing

1. Street to Motel
2. Street to Interim Housing (transitional and single room)
3. Inside Safe
4. Pathway Home
5. Encampment Resolution Fund

Considerations

- Targeted Outreach Strategy
- Funding for interim subsidies and operations
- Motel and Bed Acquisition
- Site Logistics and Operations Program Design
- Transportation
- Coordination with City/County Departments for Cleanup
- Storage for Personal Belongings Overflow
- Plan for throughput from interim to permanent housing

A Few Numbers

- Gender
  - 61% Male
  - 37% Female
  - 2% Transgender, nonbinary and other

- Race
  - 58.95% African-American (Non Hispanic)
  - 31.65% Hispanic
  - 6.5% Caucasian (Non Hispanic)
  - 0.37% American Indian Or Alaskan Native
  - 0.37% Two or More Races
  - 0.29% Asian
  - 1.86% Unknown or other

A Few Numbers

- Age
  - 50.25%   25-49 (HOH)
  - 32.15%   50-64 (HOH)
  - 10.27%   65 or older (HOH)
  - 2.73%   18-24 (TAY) (HOH)
  - 2.98%   17 and under (HOH)
  - 1.62%   Not Provided (HOH)
- Income
  - 29.85%   No Income
  - 16.96%   General Relief
  - 1.46%   CALWORKS
  - 8.07%   SSI
  - 3.51%   SSDI
  - 2.05%   Part Time Employment
  - 1.60%   Full Time Employment
  - 0.64%   Unemployment Benefit
  - 0.05%   Child Support/Alimony
  - 0.41%   Retirement/Pension
  - 35.41%   Not Provided or Other

A Few Numbers

- 2,500 Unduplicated Individuals Engaged FY 2022-23

- 800+ Moved from being Unsheltered *to housed* since 2020 through Encampment Efforts

- 400+ Currently in Motels directly

Street Based Engagement Strategies

- Appropriate Lead Time
- Thoughtful messaging about initiatives
- Centering participant choice
- Proactively working to build trust and ease anxiety
- Preparation for participants personal belongings
- Behavioral Health Supports
- Harm Reduction Focus and support

Thank You

QUESTIONS?