



# **MEMORANDUM**

## **ADMINISTRATION**

**To:** City Council  
**Through:** Ben Williamson, City Manager  
**From:** Jawaria Tareen, Deputy City Manager  
**Date:** February 10, 2025  
**Subject:** Update on the Homeless Initiatives taken by the City of Farmers Branch

---

This memorandum presents a comprehensive update regarding homeless concerns faced by the City of Farmers Branch and the plan of action thus far. The City Council meeting, on February 18<sup>th</sup>, will feature a presentation from both Housing Forward and Dart Cares pertaining to initiatives combating the homelessness population.

Up until February 2023, the City of Farmers Branch diligently worked on homeless concerns through a partnership with Metrocrest Services, which provides social services under our contractual agreement. The City has taken proactive steps, using strategies aimed at prevention, support systems, and community partnership approaches. These approaches focus on the early intervention and prevention programs where the City collaborates with non-profit organizations such as Metrocrest Services to address homelessness concerns proactively within our community. The City has a social services contract with Metrocrest Services that provides funding aid, emergency rental assistance, job support, and other social services such as counseling, financial education, and health care services.

Despite these efforts, the issue of homelessness, especially with connections to the City of Dallas, prompted the City Manager to take additional steps. As a result, the City Manager of the City of Farmers Branch initiated contact with the City of Dallas (Memo attached).

Following this memo, the City of Farmers Branch met with the City of Dallas' Office of Homeless Solutions and shared our residents' concerns. However, recognizing the need for a holistic approach, the City of Farmers Branch proposed bringing other neighboring cities (Addison and Carrollton) on board as these cities face similar issues as the City of Farmers Branch. Their positive response paved the way for a collaborative effort, leading to a multicity collaboration to address homelessness. The Multi-City Work Group, led by the City Management team from all four cities, met and discussed the scope of the issues faced by the multi-city team and the resources allocated to address these concerns.

During discussions, the City of Dallas shared its financial constraints, primarily attributing them to allocating resources on TxDOT properties and rights of way. Following Farmers Branch's proposed holistic approach, we proposed involving TxDOT and other stakeholders. Subsequently, TxDOT has joined forces

with this multicounty effort, contributing to the formulation of SOPs to address homelessness concerns within their jurisdiction. These SOPs were consolidated and reviewed by the City of Dallas City Attorney. As of today, the multi-city coalition has formulated a boots-on-the-ground team consisting of City staff from each city who meet regularly and coordinate efforts to address homelessness within their cities. Although the Cities do not always receive the necessary support and response from TxDOT, the collaborative spirit within the multicounty coalition remains strong. The City of Farmers Branch actively partners with the City of Dallas Homeless Action Response Team (H.A.R.T), Metrocrest Services, and our City's Police and Public Works Departments to respond to and address homeless concerns.

As of today, a small idea that started with a collaboration between our neighboring cities is moving towards becoming a regional effort, with Dallas taking the lead.

Additionally, to support these efforts, Housing Forward has also joined the multi-city coalition. Housing Forward, formerly known as Metro Dallas Homeless Alliance (MDHA), serves Dallas and Colling Counties and works with the All-Neighbors Coalition to lead system-wide strategies for ending homelessness in our communities. The organization's main objective is to end homelessness. As the multi-city work group continues to discuss and work on future strategies, the City of Farmers Branch staff has been working with the Housing Forward to present to the City Council of Farmers Branch how they are assisting cities in their efforts. While some of the experience may not align with what the City of Farmers Branch is working on or has the financial resources to implement, it is a good educational opportunity to receive an update on regional efforts and know the resources are available to us should we choose to use them in the future.

Additionally, Dallas Area Rapid Transit (DART) recently reached out to the City Manager's Office and introduced a new initiative called the DART Cares Multidisciplinary Response Team. This program deploys law enforcement officers and behavioral health clinicians to assist riders in need, providing support and connecting them to resources for individuals experiencing homelessness or behavioral health challenges. This initiative specifically addresses the unhoused issues within the DART system.

DART Cares and Housing Forward will present February 18 to the Farmers Branch City Council regarding addressing the needs of the homelessness population in Farmers Branch.

So far, most of the complaints received are within Dallas's boundaries. Staff has been working with the Office of Homeless Solutions at the City of Dallas. Despite the positive response we received from Dallas, there is not much our city can do unless the City of Dallas addresses the concern.

**Attachments:**

- Memo - Homeless Concerns facing the City of Farmers Branch

ATTACHMENT



# **MEMORANDUM**

From: Ben Williamson, City Manager, City of Farmers Branch  
To: T.C. Broadnax, City Manager, City of Dallas  
Date: February 15, 2023  
Subject: **Homeless Concerns facing the City of Farmers Branch**

---

This memo presents concerns regarding the homelessness being faced by the City of Farmers Branch, particularly on the borders the City shares with the City of Dallas. As we share our concerns, the leadership of the City of Farmers Branch looks forward to working with the City of Dallas.

## **Background**

The City of Farmers Branch keeps receiving complaints about homeless people at the borders shared with the City of Dallas. Currently, the City of Farmers Branch is working with Metrocrest Services to resolve concerns of the homeless by, for example, rehousing some of these individuals. However, despite efforts, the community continues to face concerns that remain unresolved.

## **Concern**

The Police Department of the City of Farmers Branch often receives complaints about homeless encampments under overpasses at Webb Chapel and 635, Josey Lane and 635, and at Marsh Lane and LBJ. The Police Department contacted the Dallas Office of Homeless Solutions several times but to no avail. The response of the Office of Homeless Solutions is that they can only clean up a homeless encampment provided alternate lodging is available and ready for homeless people.

The reasoning may be due to the program requirements; however, it does not help the City of Farmers Branch with the current homeless issues.

These homeless individuals set up encampments and leave trash and fecal waste behind. To clean the sites, the City has to pull its staff from its different departments. At times, the city even has to hire contractors to address the cleaning of trash.

Having used its efforts and resources to address the continuing concerns about the homeless issue, the City of Farmers Branch is now reaching out to the City of Dallas. It is requested to join hands in addressing the issue, particularly at the Webb Chapel and 635, Josey Lane and 635 and Marsh Lane, and LBJ areas.

We look forward to working with you and finding an effective plan to address the above-shared concerns.