



# SNAPS Office Hours

June 26, 2025

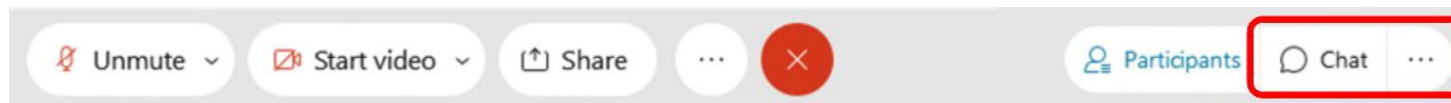
# Housekeeping

- If you cannot join by computer, you may dial in by phone only at 1-202-735-3323 with access code 7828188#.
- > If you need additional help, call 1-301-250-7202.



# Chat Feature

Select the Chat icon to make a comment or ask a question.



# Speakers & Resource Advisors

## Department of Housing and Urban Development Office of Special Needs Assistance Programs

- Norm Suchar
- Jamisha Andrew
- Thomas Bates

- Karen Deblasio
- Jennifer Balance
- Molly Vetter



# Speakers & Resource Advisors

## Community Spotlight Presenters

- Sarah Khan  
President/CEO  
Housing Forward Texas

- Hannah Sims  
Crisis System Sr. Manager  
Housing Forward Texas





# HUD and Artificial Intelligence

# Artificial Intelligence (AI)

- Communities are eager to use tools that may expand their capacity
- Consider risks & rewards before implementation
- Ensure privacy and responsible use-
  - Private Personal Information (PPI) should **not** be inputted to tools like ChatGPT, Gemini, or Copilot
  - Similarly, be vigilant of tools that might collect PPI where they should not. For example: AI notetaking in case conferencing meetings
  - Include community members and front-line staff in decision-making about AI use and be prepared to help educate them



## (AI) Artificial Intelligence

- AI tools are good for some tasks but can be poor for others
- Tasks these tools are good at include drafting fundraising emails, generating Excel formulas, and helping with programming
- They may be unreliable with tasks requiring human judgement (like prioritizing folks for service), or that rely on current information (like, 'where is the new emergency shelter I heard about?')
- If you have questions about use of AI in your programs, please submit an AAQ





# Artificial Intelligence (AI) – Prompt Examples

## Acceptable

*“Here are 5 years of aggregate program information and outcomes data -- help me understand lessons or elements that might help me improve the outcomes of the program”*

## Unacceptable

*“Here is a CSV of all the people waiting for services - tell me who I should serve first”*



# Questions or Comments?



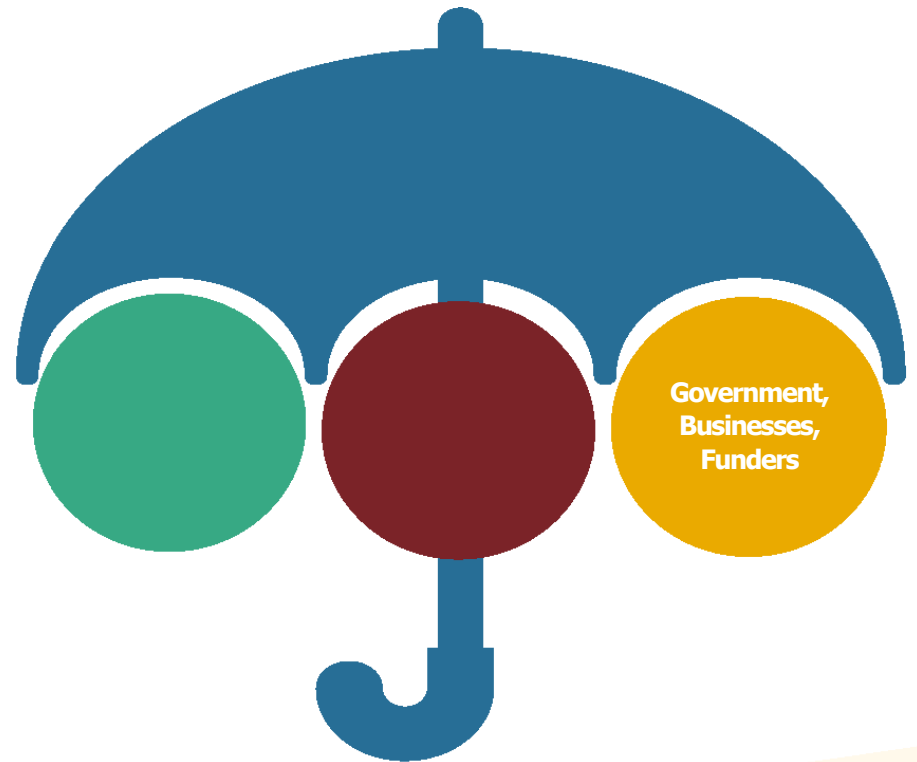


# **RESOLVING STREET HOMELESSNESS IN DALLAS AND**

**COLLIN COUNTIES  
MAY 2025**

# TRANSFORMING OUR APPROACH TO HOMELESSNESS

## Coordinated System Leadership



# TRANSFORMING OUR APPROACH TO HOMELESSNESS

## Shared Goals for Targeted, Measurable Reductions in Homelessness

MAINTAIN AN EFFECTIVE END  
TO VETERAN HOMELESSNESS

50 % REDUCTION IN  
UNSHELTERED  
HOMELESSNESS BY 2026

REDUCE FAMILY  
HOMELESSNESS

REDUCE HOMELESSNESS  
AMONG UNACCOMPANIED  
YOUTH

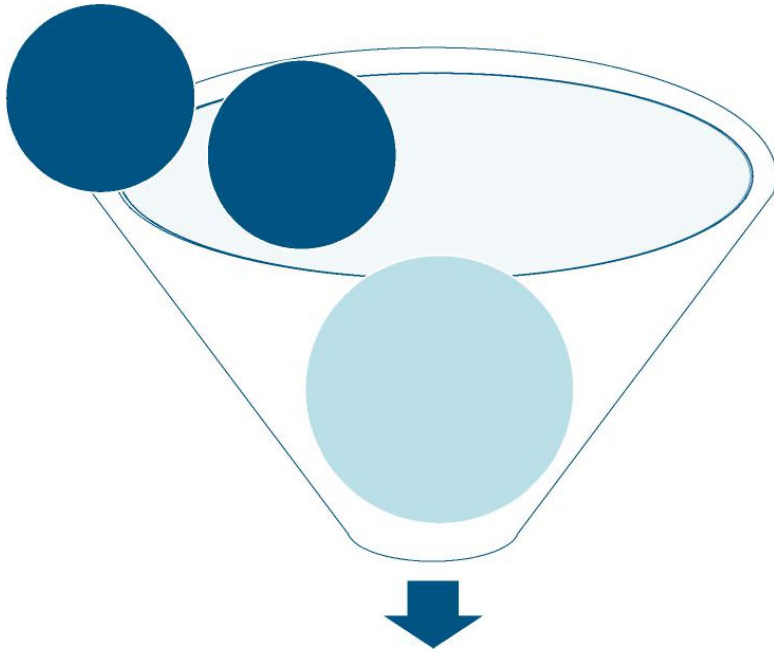
### System Redesign to Streamline Pathways to Housing



# TRANSFORMING OUR APPROACH TO HOMELESSNESS

*Shifting focus from managing homelessness, to resolving homelessness*

## Temporary Shelter + Inadequate Rehousing Exits

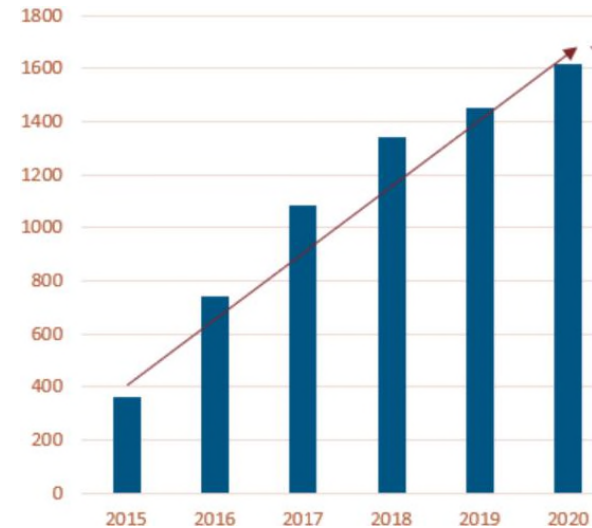


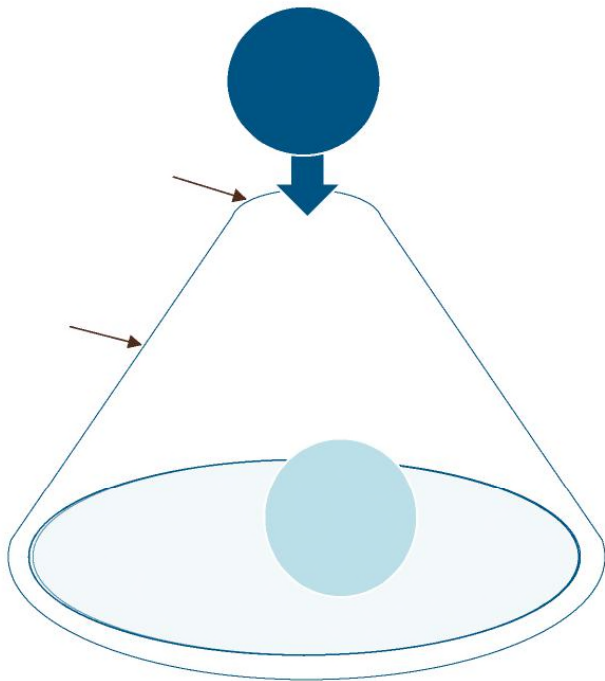
## The Result:

2015-2020 – 3 X increase in unsheltered homelessness  
45% increase in homelessness overall

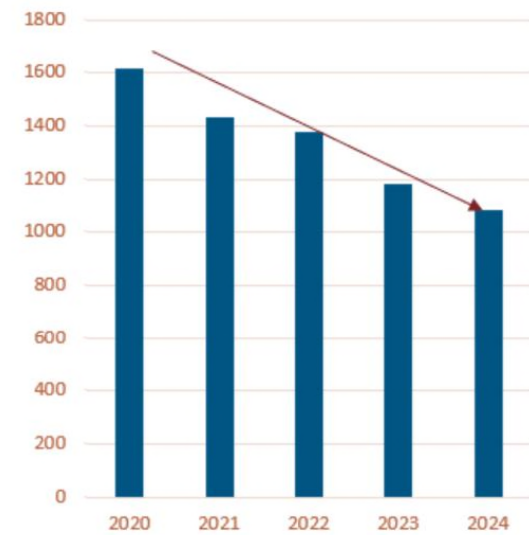
## Trends in Unsheltered Homelessness

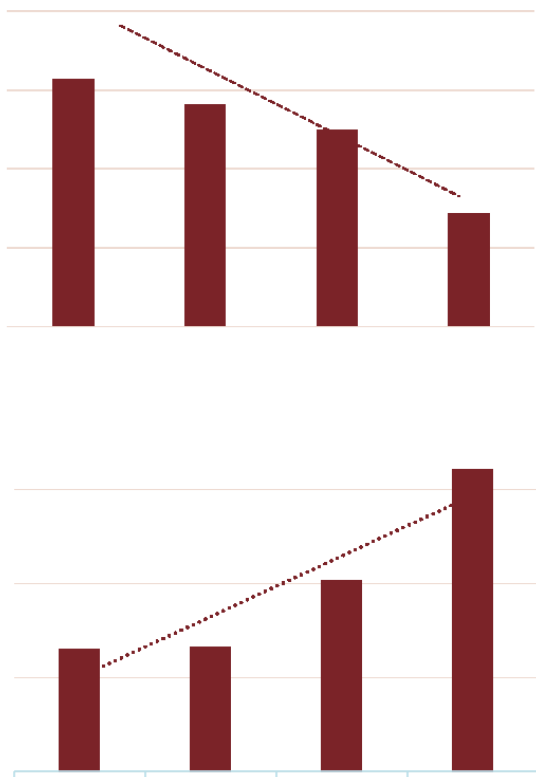
Dallas and Collin Counties  
Point-in-Time Count (2015-2020)





Point-in-Time Count (2020-2024)

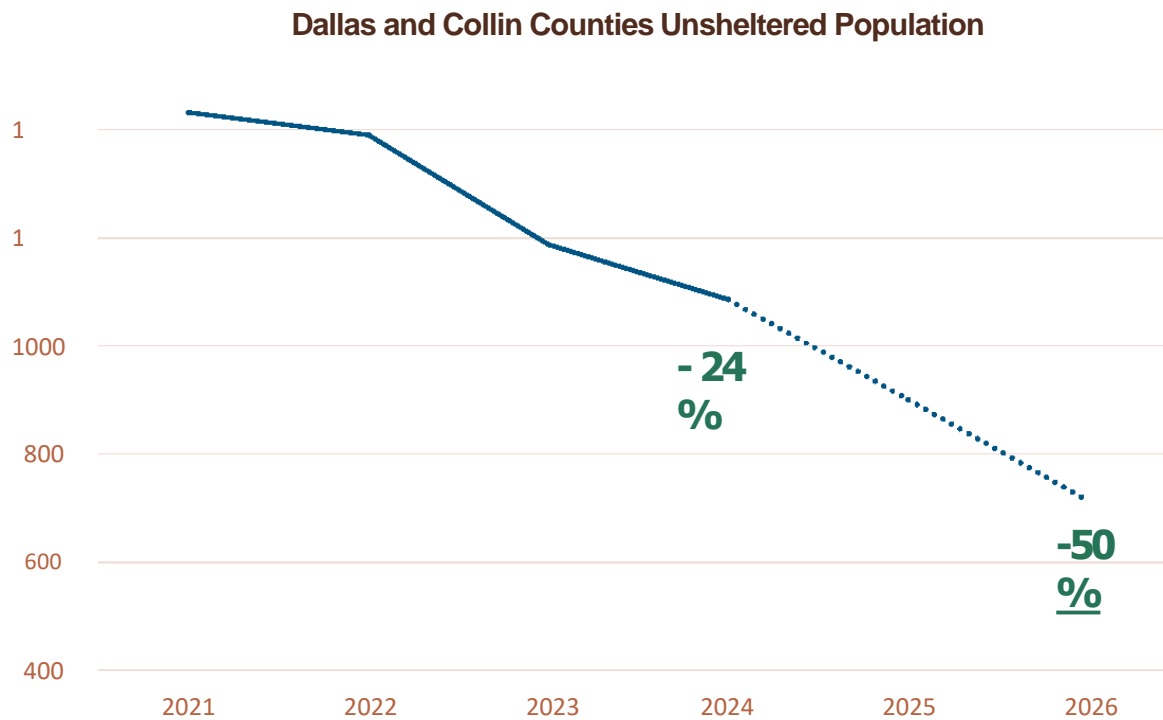






# STREET TO HOME INITIATIVE

*Pathway to 50% Reduction in Unsheltered Homelessness*



**\$30 Million Public-Private  
Effort To...**

1. Continue Historic Rehousing Pace
1. Target and Resolve Homelessness in Public Spaces



# STREET TO HOME INITIATIVE

*Pathway to 50% Reduction in Unsheltered Homelessness....*



**Address public health and safety, while ending homelessness through connections to housing and support**

*Target and prioritize locations across the community like downtown*

*Bring rehousing services and integrated behavioral healthcare to each site*

*Maintain site closure long-term with partners*



# STREET TO HOME INITIATIVE

*Results from largest Encampments closed Downtown, July –Dec 2024*

**170 Housed**

***The Library***

Closed 8/15

***Young to Canton***

Closed 9/5

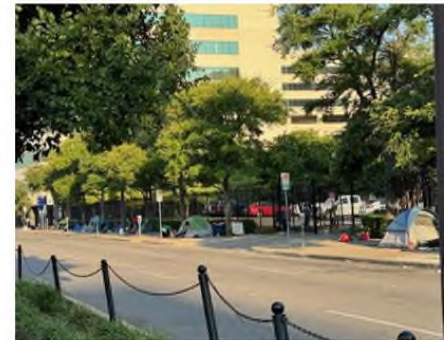
***Canton to Griffin***

Closed 9/26

***Harwood, Pacific Garden,***

***MSG Parks***

Closed 12/19



# STREET TO HOME INITIATIVE

*Conditions for Success –Team Norms*



# STREET TO HOME INITIATIVE

## *Lessons Learned*



Full Integration of Behavioral Healthcare



Coordinating Closure Maintenance w/ Local Government



Ongoing Sustainable Funding for Rehousing and Services



Questions?

