

toolkit

HOMELESS
EDUCATION
PROGRAM



Homeless Education
Program

Introduction

THE DALLAS ISD HOMELESS EDUCATION PROGRAM (HEP)

THE HEP VISION

Empower and encourage confidence, inspiration, independence, and stability in every homeless child and youth in Dallas ISD.

THE HEP MISSION

Provide strategic advocacy of services that inspire confidence, create opportunities, and establish stability for Dallas ISD children and youth in transition in order for them to succeed in school.

MCKINNEY-VENTO HOMELESS ASSISTANCE ACT

Requires the immediate enrollment of children and youth experiencing homelessness, even in the absence of records normally required for enrollment. School is the safest place to be for children who may be in danger.



Did you **KNOW?**

Teachers and staff can play a critical role in the lives of students who are homeless?

EACH YEAR
4,000+
STUDENTS
IDENTIFIED AS
HOMELESS

Each year, over 4,000 students are identified as homeless within the district.

Dallas ISD's Homeless Education Program aims to identify and support these students.

School staff are well-positioned to observe, to advocate, and to respond to student needs.



**If you or someone
you know is
experiencing a
homeless crisis,
please call the
Homeless Crisis
Hotline at
1-888-411-6802**

We are here to help!

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To contact the Dallas ISD HEP Team:



CALL US AT
972-749-5750



EMAIL US AT
HOMELESSEducation@DALLASISD.ORG



SEND US YOUR QUESTIONS, CONCERNS,
SUGGESTIONS, AND/OR COMPLIMENTS
USING THE **LET'S TALK APP** ON OUR
WEBPAGE AT DALLAS ISD HEP



COMMON SIGNS OF HOMELESSNESS INCLUDE, BUT ARE NOT LIMITED TO:

- Lack of educational continuity
- Poor health/nutrition
- Transportation and attendance issues
- Social and behavioral concerns
- Reactions or statements by parents, guardians, or students

These statements could include:

- “I don’t remember the name of the last school.”
- “We’ve been moving around a lot.”
- “Our address is new.”
- “I can’t remember it.”
- “We’re staying with relatives until we get settled.”
- “We’re going through a bad time right now.”

REMEMBER: HOMELESS YOUTHS’ POSSIBLE LIVING SITUATIONS COULD INCLUDE:

- Living with friends (couch surfing)
- Living in shelters, transitional housing, motel/hotel
- Living in cars, campgrounds, in abandoned buildings, public spaces, or on the street
- Living outside of the physical custody of their parent(s)



What Should You Do Next?

- If you or someone you know needs support or information about local and school resources, please contact the Homeless Education Program (HEP) at 972-749-5750, email us at homelesseducation@dallasisd.org or send us a message through the *Let's Talk* app on our district's page.
- Reach out to the school's counselor/support staff and let them know that the student/family may be experiencing homelessness.
- Make sure the student/family has completed a new SRQ form (Student Residency Questionnaire) at their campus.
- Tell the counselor/support staff about any transportation issues the student might have. They may be eligible for bus passes or special transportation arrangements.
- Let your counselor/support staff know that the student/family needs food, toiletry/hygiene items, school supplies, and/or uniforms. HEP is here to help!

RIGHTS OF A STUDENT OR PARENT EXPERIENCING HOMELESSNESS:

These include:

- Keeping children in the same school even if they move, and receiving transportation to that school, as long as it is in the student's best interest
- Enrolling in school immediately without the documents schools usually required
- Receiving free school meals
- Getting help with school supplies and other needs
- Receiving extra support for youth who are on their own
- Connecting young children with early childhood services

WHAT DOES HEP OFFER?

The Homeless Education Program:

- Assists with enrollment, school transportation, school uniforms and school supplies.
- Provides emergency food and hygiene items.
- Offers referrals to additional resources for food, housing, and other specific needs.
- Provides referrals to counseling and medical services as needed.

Remember...

Homelessness doesn't always mean living on the streets — it includes being “doubled-up,” living in shelters, living in hotels/motels, or anywhere that isn't a “fixed, regular, and adequate” nighttime residence. If a student/family identifies as homeless and would like to enroll at your campus, remember:

- They can attend any school of their choosing (Dallas ISD is a school-of-choice district).
- They can enroll even if they are missing important documents, such as birth certificate, shot records, etc. (30 days)
- Campus staff cannot ask for “proof” if a student/family is experiencing homelessness.
- Students cannot be forced to change their enrollment status from a campus based on their housing status (school of origin).
- When a student is identified and coded as homeless (through the Student Residency Questionnaire), work with the HEP to assist the family with necessary items and potential transportation support. Help is available!
- We are all here to support our students and their learning. Lead with Kindness and Compassion!



IF YOU ARE A HOMELESS YOUTH, OR KNOW SOMEONE WHO IS, HERE ARE SOME TIPS:

- **You don't need to feel guilty or ashamed.** Whatever happened to put you in this situation was out of your control. *You are not to blame!*
- **There are people who care.** Tell a trusted adult, such as a teacher, pastor, school liaison, principal, or counselor, about your situation. Letting authority figures know you are homeless will allow people to help you and get you the support you need.
- **Help is available.** In your school community, there are places and programs that help homeless youth stay in school, obtain services like access to food, showers, and medical care, and provide shelter and a safe place to sleep.

For support and information about local and school resources, please contact the Dallas ISD Homeless Education Program:

- Call **972-749-5750**
- Email **homelesseducation@dallasisd.org**
- Visit **dallasisd.org/Domain/109**

■ **If you are a homeless youth in need of immediate safety, contact your local Safe Place program:**

- **Use TXT 4 HELP**, text the word "safe" and your current location (city/state/zip) to 4HELP (44357). Within seconds, you will receive a message with the closest Safe Place site and phone number for the local youth agency. You will also have the option to text interactively with a professional for more help. It's quick, easy, safe, and confidential.
- **Or, if you are in immediate danger, dial 9-1-1.** Don't be afraid to ask for help. *You are worth it, and help is available!*



You are not alone!
It's OK to ask for help!

Connect with us:



972-749-5750



HOMELESSEDCATION@DALLASISD.ORG



Homeless Education
Program

Key Emergency Tools

The purpose of this toolkit is to provide youth experiencing homelessness with extra guidance and strategic help when encountering dangerous and at-risk situations.

IMMEDIATE DANGER/EMERGENCY

Call **9-1-1** immediately if you have an emergency or life-threatening situation.

HOMELESS CRISIS HELPLINE

If you or someone you know is experiencing a homeless crisis, please call **1-888-411-6802**.

NATIONAL HUMAN TRAFFICKING

If you or someone you know is a victim of human trafficking, call now.

[humantraffickinghotline.org](https://www.humantraffickinghotline.org)

SAFE PLACE

Safe Place provides access to immediate help and supportive resources for youth in need.

[nationalsafeplace.org](https://www.nationalsafeplace.org)

VIOLA'S HOUSE

Viola's House, Inc. is an emergency placement shelter for teen mothers faced with an unplanned pregnancy, who may also be at risk for homelessness.

[violashouse.org](https://www.violashouse.org)

PROMISE HOUSE

The vision of Promise House is that every youth has a safe and nurturing place to call home.

[promisehouse.org](https://www.promisehouse.org)

CITY HOUSE

The mission at City House is to protect, empower and transform the lives of at-risk children, youth and young adults suffering from abuse, neglect, or homelessness.

[cityhouse.org](https://www.cityhouse.org)

REPORT ABUSE, NEGLECT, OR EXPLOITATION

For detailed information, visit dfps.state.tx.us or call **1.800.252.5400**.

TEXAS YOUTH HELPLINE

Get Help! Contact the Texas Youth Helpline any time, day or night, to discuss your problem. It's free and we're here to help! Get Answers! Children, teenagers, and parents — let us help you find solutions.

dfps.state.tx.us/Youth_Helpline/default.asp



SUICIDE & CRISIS CENTER OF NORTH TEXAS

Helping those in crisis, especially suicidal crises, find hope for the future.

sccenter.org

THE DOCTOR SPOT

The Doctor Spot is a “hot” spot for medical services for children in underserved Dallas County communities. You can walk to The Doctor Spot when it is in your community. All services are free to uninsured children ages 0-18 years.

thedoctorspot.org/index.html

HOMELESS OUTREACH MEDICAL SERVICES, PARKLAND HOSPITAL

4811 Harry Hines Boulevard, Suite C
Dallas, TX 75235

214-590-0153

NORTH TEXAS FOOD BANK

Need food assistance. Find a location near you.

ntfb.org/our-programs/get-food-assistance

MOBILE FOOD PANTRY

There is no need to register for Mobile Pantry pickup. It is first-come, first-served.

AMERICAN RED CROSS

Get help. Temporary sheltering/housing, mental health assistance, financial assistance, health services.

DALLAS AREA RAPE CRISIS CENTER (DARCC)

We serve all individuals who have been impacted by sexual violence with respect and compassion. This includes women, men, the LGBTQ+ community, immigrants, refugees, and all other survivors of sexual violence.

dallasrapecrisis.org

CITY SQUARE'S TRAC PROGRAM

Connects young people, ages 14-24, who are transitioning from substitute care toward self-sufficiency, with individualized support, planning, and access to community services.

Crisis line: 214.370.9300

OUR FRIENDS PLACE

Our Friends Place is a 501(c)3 nonprofit in Dallas helping young women break generational cycles of abuse, neglect, poverty and homelessness through our Transitional Living Center (TLC) program and our *Soar to Success* prevention program.

ourfriendsplace.org

AGAPE CLINIC

Free medical, dental, other health services.

972-707-7782

www.agapeclinic.org

LOS BARRIOS UNIDOS COMMUNITY CLINIC

Sliding scale clinic offering comprehensive medical and dental services.

214-540-0300

losbarriosunidos.org

THE DOCTOR SPOT

Provides free services for children of the uninsured and poor as well as Medicaid enrollees unable to find a doctor. Go to the link below to check calendar and locations for mobile unit services.

thedoctorspot.org

MEDICAID & CHIP

Medicaid and the Children's Health Insurance Program (CHIP) provide health coverage for low-income children, families, seniors and people with disabilities.

FAMILY GATEWAY

Provides stability and life-changing supportive services to children and families affected by homelessness. Learn more about our work here.

HOUSING CRISIS CENTER

Prevents homelessness and stabilizes those at risk in decent, affordable, and permanent housing, and empowers them to solve their own housing problems in the future. Learn more about this program here.

DALLAS DOMESTIC VIOLENCE TASK FORCE

Victim resources.

HOPE SUPPLY CO.

Meeting the critical needs of homeless and at-risk children across North Texas by providing necessities including diapers, clothing, school supplies and toys.

866-887-1724

hopesupplyco.org

**IF YOU DO NOT WANT TO
CALL 9-1-1, YOU CAN CALL:**

**THE NATIONAL YOUTH
CRISIS HOTLINE**
1-800-442-4673 (24 HOURS)

**THE YOUTH CRISIS AND
RUNAWAY HOTLINE**
1-800-448-4663

TRAUMA SUPPORT SERVICES
972-709-4904

**VICTIM/AT-RISK
RESOURCES: HOTLINES**

**NATIONAL DOMESTIC
VIOLENCE HOTLINE**
800-799-SAFE

**DALLAS AREA RAPE
CRISIS CENTER**
972-641-RAPE (7273)

**ADULT AND CHILD
ABUSE HOTLINE**
800-252-5400

EMERGENCY ASSISTANCE

**NORTH DALLAS SHARED
MINISTRIES**
972-620-8690

PARKLAND HOMES
214-590-0153

CATHOLIC CHARITIES
214-520-6590

**VIOLENCE INTERVENTION
AND PREVENTION CENTER AT
PARKLAND HOSPITAL**
214-590-2926
After hours: 214-590-8000

**BATTERED WOMEN'S
SHELTERS**

THE FAMILY PLACE
214-941-1991

GENESIS SHELTER
214-946-HELP (4357)

BRIGHTER TOMORROWS
972-262-8383

MOSAIC FAMILY SERVICES
214-823-4434

HOPE'S DOOR
972-422-7233

NEW BEGINNING CENTER
972-276-0057

THE SALVATION ARMY
Dallas: 214-424-7208
Fort Worth: 817-332-2495

SAFE HAVEN
Tarrant: 877-701-7233

TRANSITIONAL HOUSING

MOSAIC FAMILY SERVICES
214-823-4434

HOME SWEET HOME
214-424-7033

CROSSROADS
972-254-4003

LEGAL RESOURCES

LEGAL AID OF NORTH TEXAS
Dallas: 214-748-1234

**FAMILY VIOLENCE
LEGAL HOTLINE**
800-374-HOPE

FAMILY LAW HOTLINE
800-777-FAIR

**DOMESTIC VIOLENCE
COUNSELING**

BRIGHTER TOMORROW
972-263-0506

THE FAMILY PLACE
214-443-7701

GENESIS OUTREACH
214-559-2050

MOSAIC FAMILY SERVICES
214-821-5392

NEW BEGINNINGS CENTER
972-276-0423

OTHER RESOURCES

**DALLAS POLICE DEPARTMENT
FAMILY VIOLENCE UNIT**
214-671-4304

**CITY OF DALLAS CRISIS
INTERVENTION UNIT**
214-670-7766

**DALLAS COUNTY
FAMILY VIOLENCE**
214-653-3528

CHILD PROTECTIVE SERVICES
800-252-5400

**DISTRICT ATTORNEY
COURT ADVOCATE**
214-443-7714

**SUICIDE AND CRISIS CENTER
OF NORTH TEXAS**
214-828-1000



It's OK to ask for help!

Together, we can provide support, guidance, and hope to Dallas ISD students experiencing homelessness.

Self-care is critical for parents, students and/or staff facing the stress, uncertainty, and fear of homelessness. Find someone to talk to who may be in the same situation, or other trusted individuals who might help connect you with resources you need to stay safe, healthy, and strong.

For support and information about local and school resources, please contact the Dallas ISD Homeless Education Program (HEP) at **972-749-5750**.



Homeless Education Program

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 Dallas ISD Homeless

 @DallasISDHEP

 @DallasISDHEP