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.
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!

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)

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 homelessseducation@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

HOMELESSEDUCATION@DALLASISD.ORG

DALLAS
INDEPENDENT SCHOOL DISTRICT
Homeless Education Program
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.

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**NATIONAL HUMAN TRAFFICKING**
If you or someone you know is a victim of human trafficking, call now.
[humantraffickinghotline.org](http://humantraffickinghotline.org)

**SAFE PLACE**
Safe Place provides access to immediate help and supportive resources for youth in need.
[nationalsafeplace.org](http://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](http://violashouse.org)

**PROMISE HOUSE**
The vision of Promise House is that every youth has a safe and nurturing place to call home.
[promisehouse.org](http://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](http://cityhouse.org)

**REPORT ABUSE, NEGLECT, OR EXPLOITATION**
For detailed information, visit [dfps.state.tx.us](http://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](http://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

CITYSQUARE’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

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

LEGAL RESOURCES

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

FAMILY VIOLENCE LEGAL HOTLINE
800-374-HOPE

FAMILY LAW HOTLINE
800-777-FAIR
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.