

# Memorandum



CITY OF DALLAS

DATE February 16, 2018

Honorable Members of the Human and Social Needs Committee:  
TO Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Mayor Pro Tem Dwaine R. Caraway, Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **Convening, Collaborating, Community Needs Analysis & Capacity Building for Resilient Communities**

On February 20, 2018, the Human and Social Needs Committee will hear a briefing from the Community Council of Greater Dallas (CCGD) titled "Convening, Collaborating, Community Needs Analysis & Capacity Building for Resilient Communities".

## Summary

Community Council of Greater Dallas is a contributing thought leader and key champion for the BCR effort and Resilient Dallas Initiative. The City of Dallas will launch a "Goals for Dallas Vision 2030 Plan" and CCGD will be a key stakeholder that will help to shape an equitable future for Dallas. The briefing presented is attached.

Please contact me if you have any questions or require any additional information.

A handwritten signature in blue ink, appearing to read 'Nadia Hardy'.

Nadia Chandler Hardy  
Chief of Community Services

[Attachment]

c: Honorable Mayor and Members of the City Council  
T.C. Broadnax, City Manager  
Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Billerae Johnson, City Secretary (Interim)  
Daniel F. Solis, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)  
Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Theresa O'Donnell, Chief of Resilience  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Directors and Assistant Directors

# Convening, Collaborating, Community Needs Analysis & Capacity Building For Resilient Communities

Community Council   
*Advancing Solutions...Empowering Lives*

Ken Goodgames, Chief Executive Officer



# Presentation Overview

## Summary

Community Council of Greater Dallas is a contributing thought leader and key champion for the BCR effort and Resilient Dallas Initiative.

City will launch a “Goals for Dallas Vision 2030 Plan” and CCGD will be a key stakeholder that will help to shape an equitable future for Dallas.

## Background

We are working together with:

- Office of Resilience
- Office of Community Services
- Office of Diversity & Inclusion
- Office of Welcoming Communities & Immigrant Affairs
- Neighbor Up Dallas / GrowthSouth Initiatives
- Mayor’s Task Force on Poverty



# About Community Council

## Our Mission & Vision Guide Our Work in the Community

Since its founding in 1940, the Community Council has identified services that are needed in the community, assessed how services could best be delivered to meet social issues, and mobilized and implemented action plans working in concert with community-based organizations and public sector resources.

Pervasive issues over time have included juvenile delinquency and welfare, seniors, public health, daycare, and legislative advocacy. The Community Council meets these challenges through fact-based research, deploying volunteers, incubating new services and agencies, expanding government programs where appropriate, convening collaborative work, and delivering selected direct services.

# Convening the Social Sector

## Services

- Dallas Area Agency on Aging
- 2-1-1 Information Referral Service
- Healthcare Navigators
- Healthcare Coalitions
- Evidence-Based Programs
- Youth Services & Programs
- Economic Empowerment
- Capacity Building
- Convener
- Fiscal Agent
- Incubator

## Our Mission

The Community Council serves the community by providing leadership in:

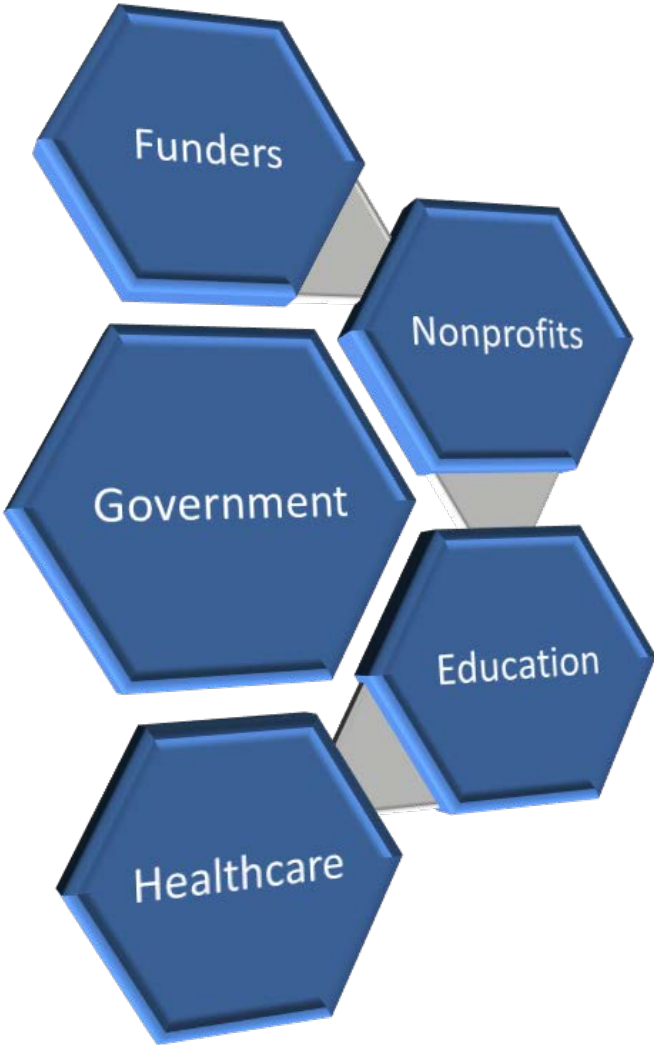
- Determining priority issues in the human services area
- Convening partners to significantly impact service delivery
- Increasing awareness of, and access to services

## Our Vision

The Community Council is dedicated to enhancing the quality of life in North Texas, enabling each individual to achieve his or her full potential.

## Strategic Goals

- Lead high-priority issues
- Serve as a neutral convener
- Conduct research into emergency and current issues
- Provide advocacy on issues within the Council's mission



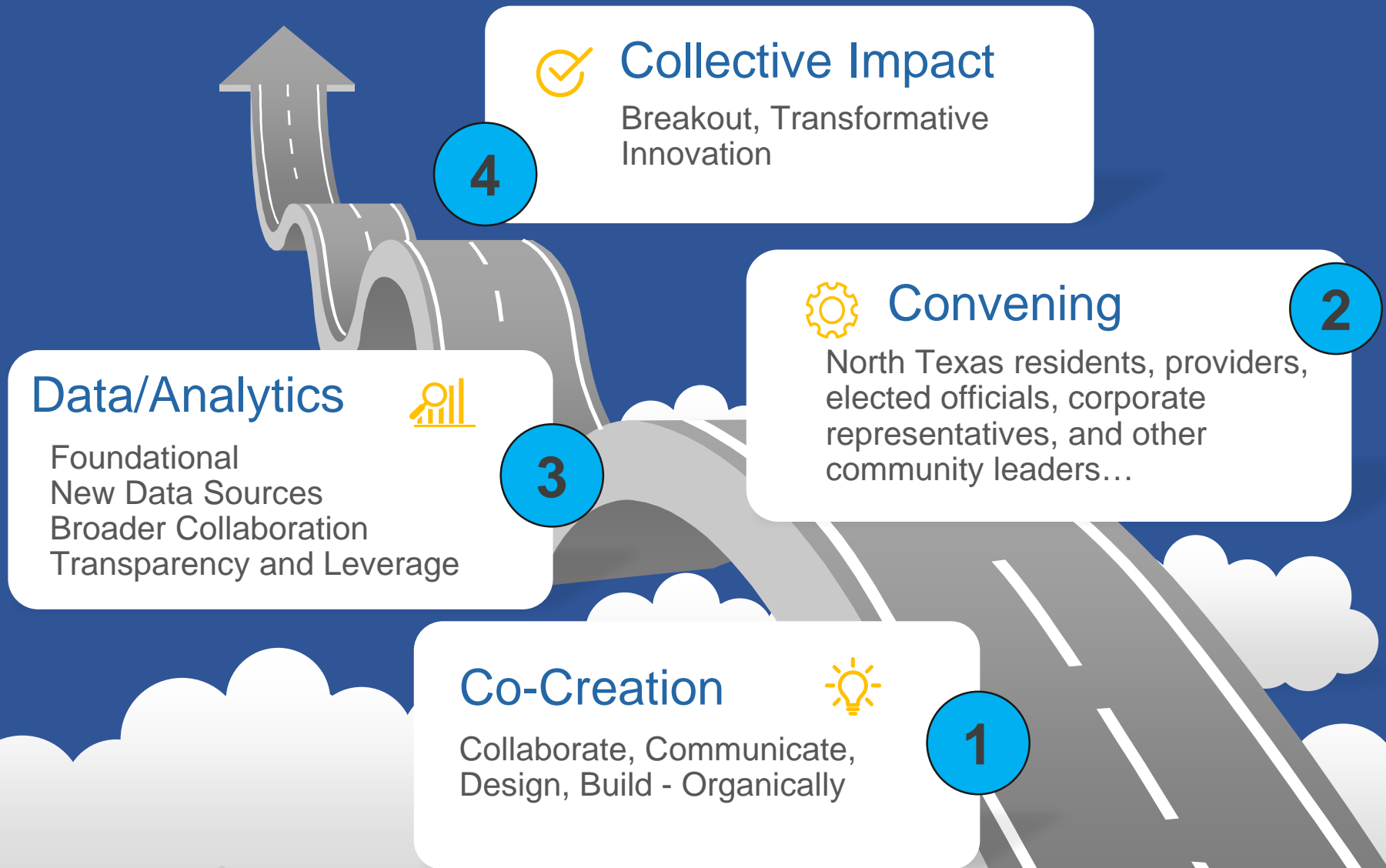
# Our History as an Incubator

Dallas Area Interfaith and Community Council are now collaborating to lift working families out of poverty through education and multidimensional support tailored to each participant's circumstances.

On average, participants completing the Skill QUEST program move from \$9.00 per hour to \$25.00 per hour, in sustainable high-demand career paths.



# Re-Envisioning the Delivery of Health and Human Services



# Convening, Collaborating, & Capacity Building



# Convening Anchor Institutions

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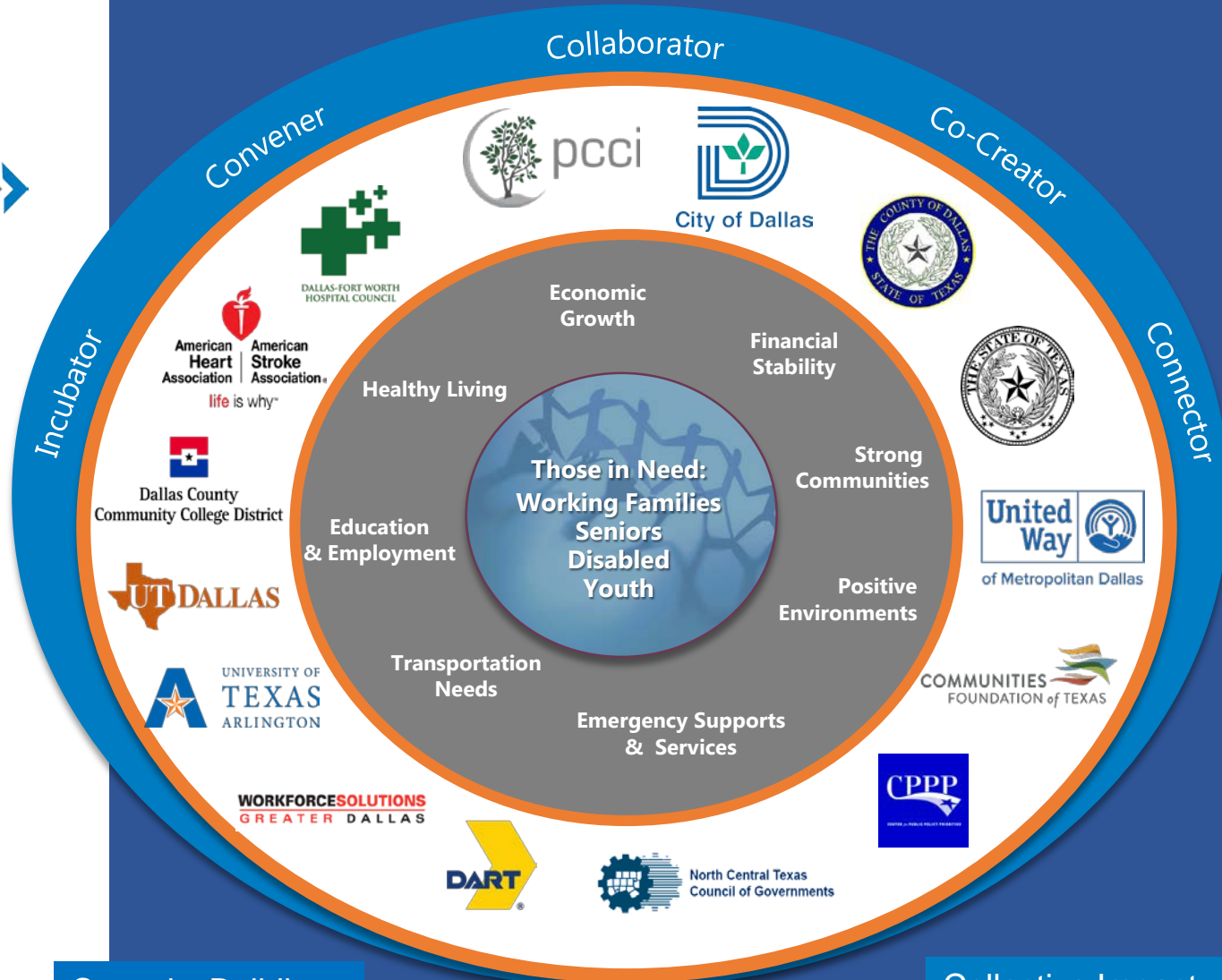
The Community Council's work improves the health and well-being of people through all stages of life; youth, working families, older adults, and persons with disabilities.

What We Do

Our Partners

How We Help

Who We Serve



Capacity Building

Collective Impact

## 8 Key Focus Areas for Poverty Alleviation

- Education
- Workforce
- Children's Health
- Childhood Poverty
- Teen Pregnancy
- Single Mom HH
- English Proficiency
- Transportation



# Community Needs Analysis & Capacity Building For Resilient Communities

# CSBG Poverty Alleviation Grant

*Navigating Services & Transitioning Out of Poverty*

*LEVERAGING A CONNECTED CARE MODEL*



## Services & Strategies

-  Healthcare Accessibility
-  Housing Placement
-  Family Support Services
-  Employment Coaching
-  Educational Programs
-  Policy Change
-  Community Development
-  Partnerships
-  Collective Impact
-  Advocacy

# Leveraging A Connected Care Model

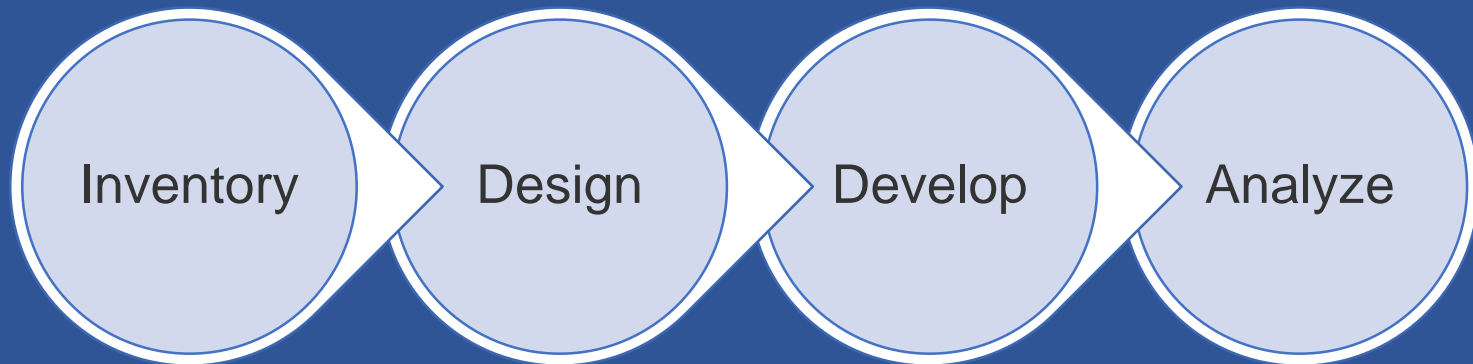
CSBG Poverty Alleviation Grant: A Connected Care Model Will Include Common Metrics & Data Warehousing

A Continuum of Care Is Further Enabled by Community-Wide Data Sharing Among Providers



# TWO MAJOR COLLABORATIVE PROJECTS LAUNCHING Q1 2018:

## COMMUNITY NEEDS ASSESSMENT & COMMUNITY-WIDE DATA ECOSYSTEM INITIATIVE



### *IDENTIFYING & CLOSING GAPS THROUGH CAPACITY BUILDING & COLLABORATION*

- Community Needs Analysis
- Asset / Services Mapping
- Resource Planning / Optimization
- Interagency Collaboration
- End-User Client Resource Tool(s)

***Key project objectives include modifying social services interventions and resource allocation in order to better address sustainable solutions for:***

- Community Health
- Transportation Policy
- Other Public Infrastructure
- Public Safety
- Economic Mobility
- Academic Achievement

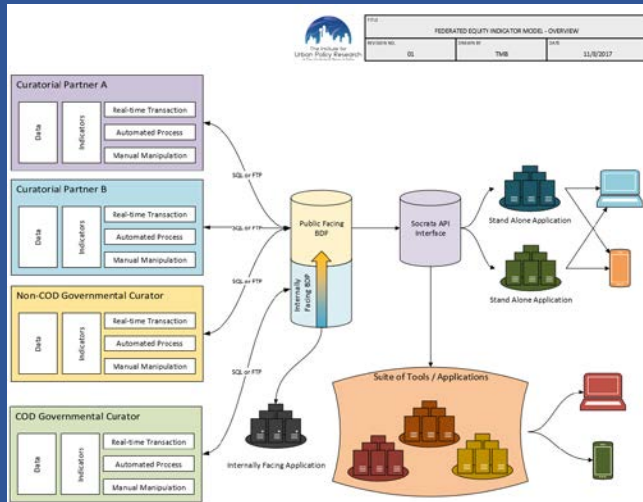
# Convening, Co-Creation, Data Analytics, Building Solutions that Scale

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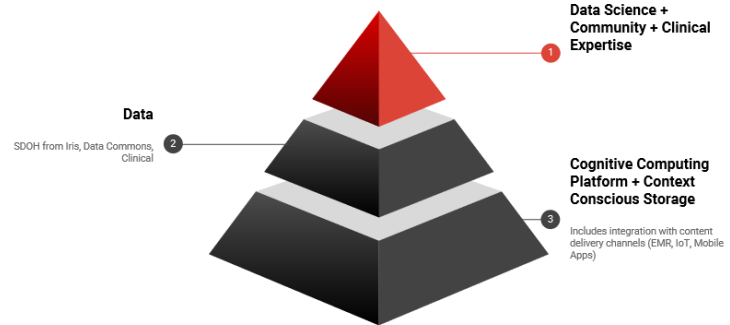




# Convening, Co-Creation, Data/Analytics, Building Solutions that Scale

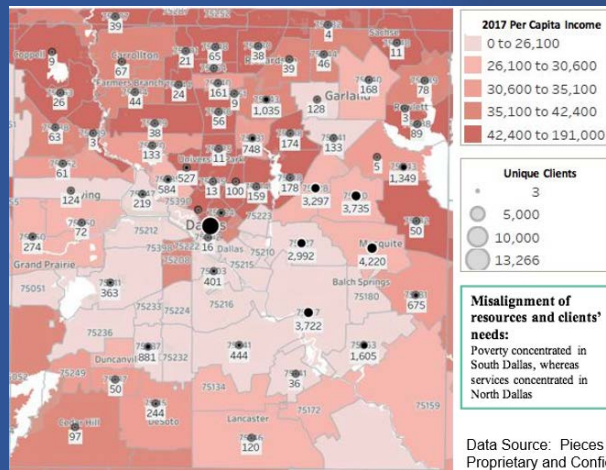


## PCCI Core Strengths



Schematic of PCCI's Data Science Architecture and Innovation Portal

Proprietary & Confidential © PCCI



**Resources Versus Needs**

# Convening, Co-Creation, Data/Analytics, Building Solutions that Scale

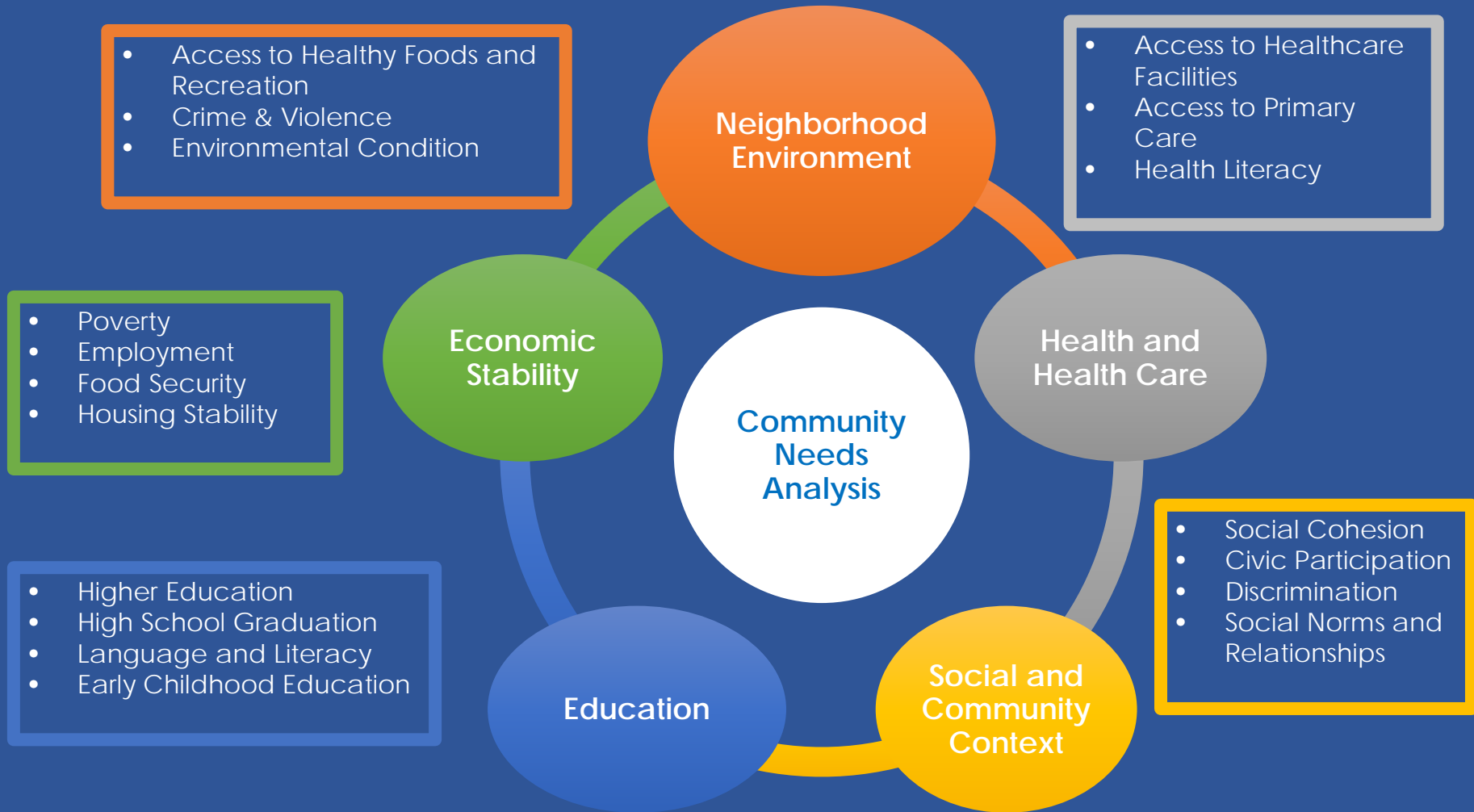


# Convening, Co-Creation, Data/Analytics, Building Solutions that Scale



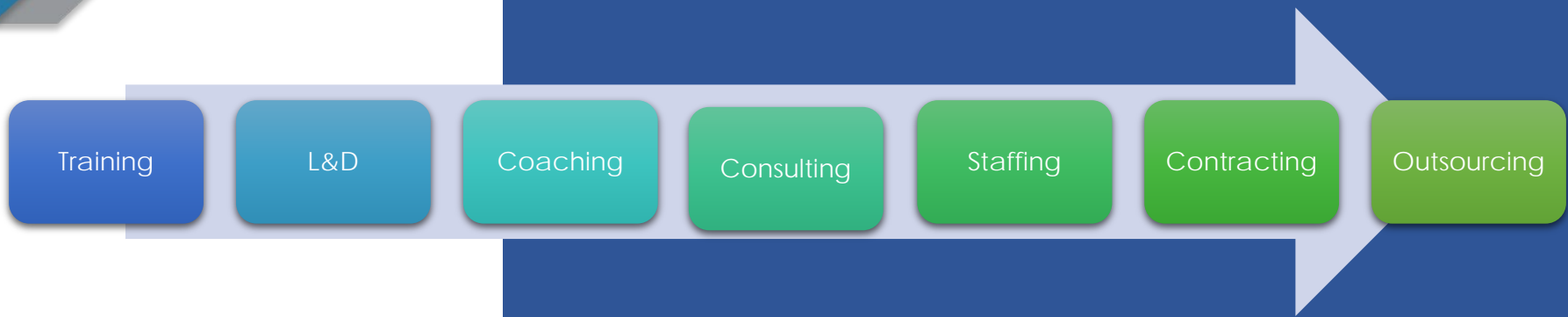
# Collaborating, & Capacity Building

# WILL BE IDENTIFYING & CLOSING GAPS THROUGH NONPROFIT CAPACITY BUILDING & COLLABORATION



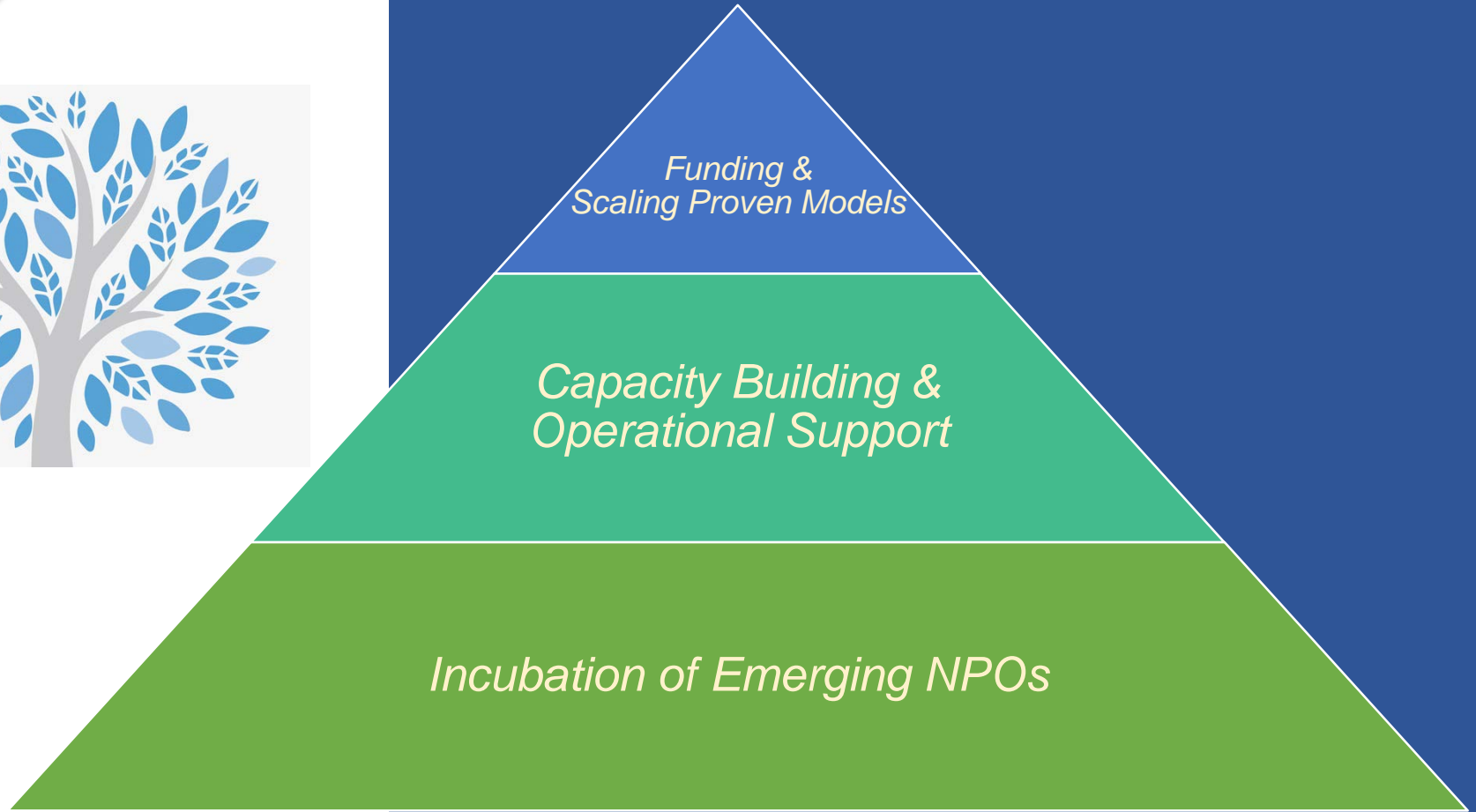
Source: SDOH – HealthyPeople.gov

# Nonprofit Capacity Building

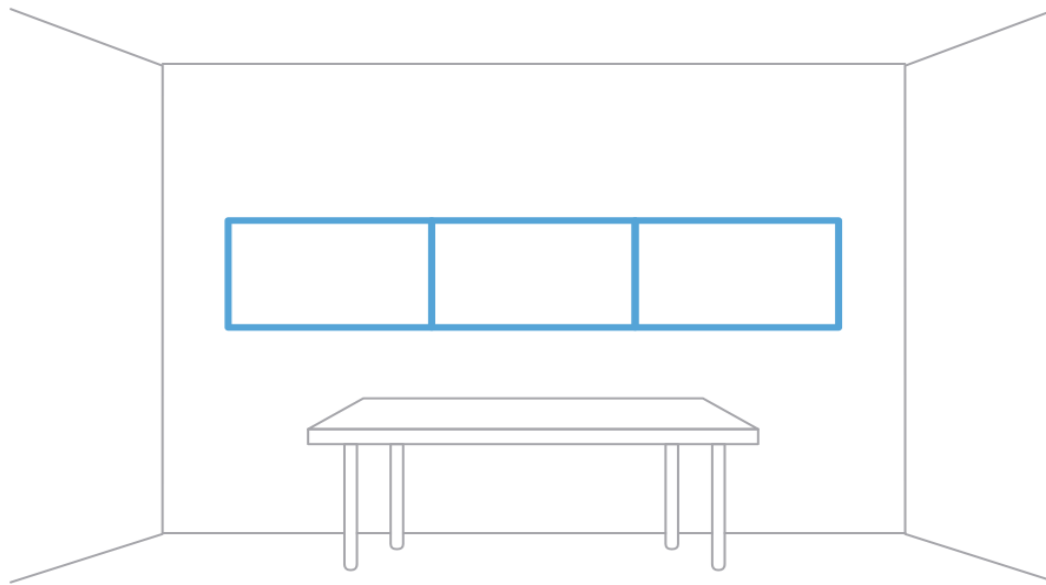


What Works	What Does Not Work
ED coaching	ED in a training class
Holistic approach, NPO toolkits	Disconnected offerings or silos
Case studies, peer-to-peer exchange	Lectures from a textbook
Hands-on project-based learning	No applications or “quick wins”
Board/staff are engaged	Board/staff not engaged
Staff augmentation resources, including VISTAs and professional services	No additional resources; busy staff reverts to business as usual

# Tiers of Capacity Building



# Convening, Co-Creation, Data/Analytics, Building Solutions that Scale



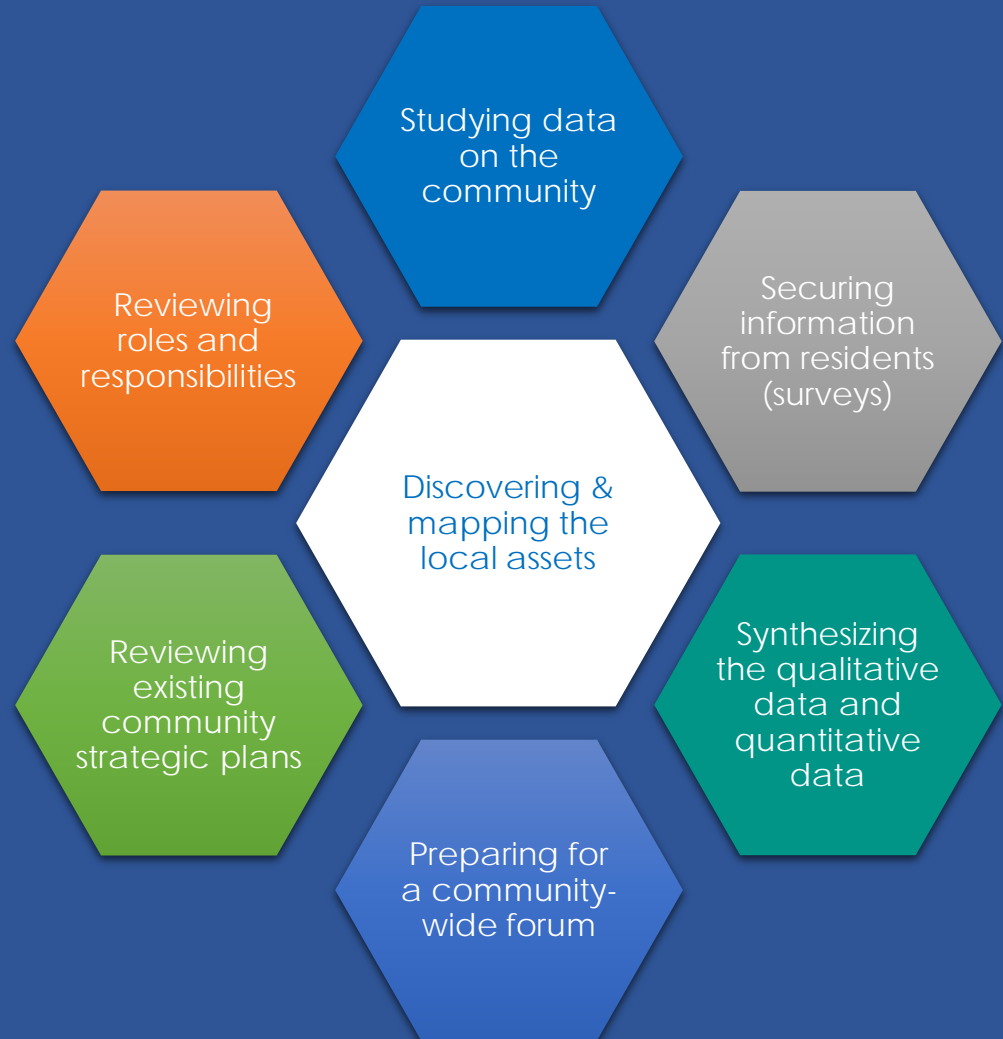
<https://vimeo.com/226383513>



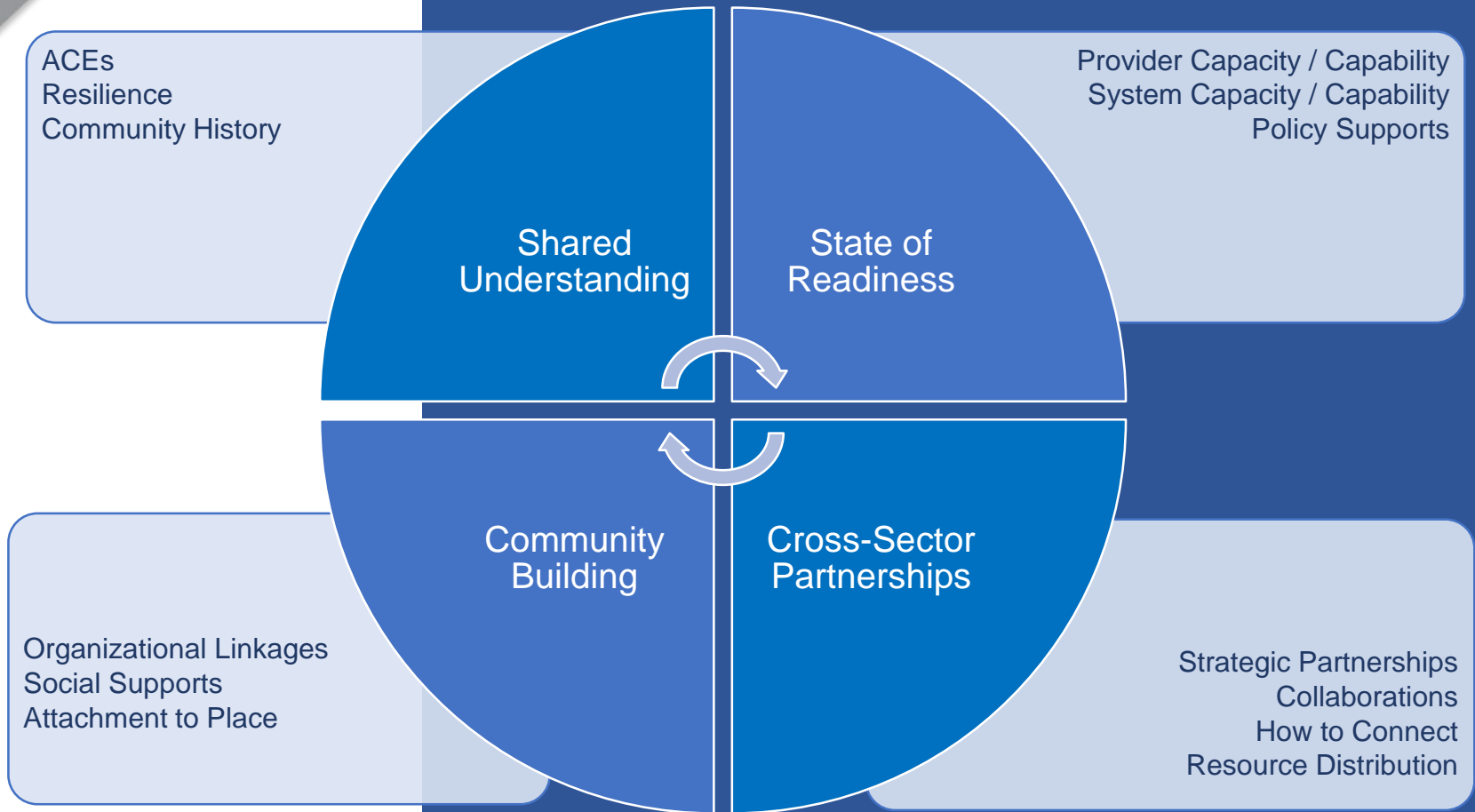
# Capacity Building For Resilient Communities

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# Building Community Resiliency



# Building Community Resilience



# Building a Learning Community

## Capacity Building / Learning Collaboratives:

- Sharing Best Practices
- Third-Party Program Evaluation
- Innovation/Scaling Support
- Marketing/Communications
- Training/Technical Assistance
- Operational Support
- Collaborations



Convening, Collaborating,  
Community Needs Analysis  
& Capacity Building  
For Resilient Communities

# Co-Creator, Co-Convener for City of Dallas Initiatives



CCGD is a contributing thought leader and key champion for the BCR effort and Resilient Dallas Initiative.

City will launch a “Goals for Dallas Vision, 2030 Plan” and CCGD will be a key stakeholder that will help to shape an equitable future for Dallas.

## Building Community Resilience

- ❑ Healthy Communities
- ❑ Social Determinants of Health
- ❑ Public Education / EMS
- ❑ Welcoming Communities and Immigrant Affairs

## Strengthening Workforce Development

- ❑ CCGD Workforce Development Programs
- ❑ Financial Empowerment Centers
- ❑ Living-Wage Employment
- ❑ 21<sup>st</sup> Century Skills

## Data-Driven Decision Making

- ❑ Nonprofit Alignment
- ❑ Eliminating Redundancies
- ❑ Filling Gaps in Service Delivery

# Upcoming Projects with the City of Dallas Community Centers

## CCGD SERVICE DELIVERY:

- DAAA Benefit Counseling
- Evidence-Based Wellness Programs
- Economic Empowerment
- Whole Family Care

## QUALITATIVE DATA COLLECTION:

- Community Needs Analysis
- Client Surveys
- Focus Groups

This is a critical element of the Community Needs Assessment which drives our CSBG Strategic Plan and Community Action Plan.



# Supporting Healthy & Thriving Communities



## Phase I

Learning Collaborative

- **On 1/24/2018 Texas 2-1-1 and the City of Dallas 311 Teams Met for the First Time**
- Best Practice Sharing & Basic Needs Discussion
- Talent Acquisition & Retention Gaps
- Customer Satisfaction & Employee Engagement Strategies



## Phase II

Innovation/Scaling Support – Training & Technical Assistance

- **Next Steps – Both Teams will Facilitate Staff Development & Training**
- 2/28 Texas 2-1-1 Visits Dallas 311 (Service Offerings/Training)
- 3/28 Dallas 311 Visits Texas 2-1-1 (Service Offerings/Training)



## Phase III

Co-Create Operational Support

- **Future State – Foster Long-term & Integrated Planning**
- Provide Reliable Communications & Mobility
- Data Sharing to Pinpoint Critical Services Needed
- Co-locating at Community Centers to Provide Reliable Communications & Service Offerings
- Cross-training to Develop Shared Resources



# THANK YOU!

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