HUMAN AND SOCIAL NEEDS
DALLAS CITY COUNCIL COMMITTEE AGENDA

TUESDAY, JANUARY 16, 2018
CITY HALL
COUNCIL BRIEFING ROOM, 6ES
1500 MARILLA STREET
DALLAS, TEXAS 75201
11:00 A.M. – 12:30 P.M.

Chair, Council Member Casey Thomas, II
Vice Chair, LGBT Task Force Chair, Deputy Mayor Pro Tem Adam Medrano
Youth Commission Chair, Mayor Pro Tem Dwaine R. Caraway
Senior Citizen Task Force Chair, Council Member Omar Narvaez
Education Task Force, Poverty Task Force, Homeless LGC Co Chair, Council Member Mark Clayton
Council Member B. Adam McGough

Call to Order

1. Approval of December 4, 2017 Minutes

    BRIEFINGS

2. Adult Literacy at the Library   Jo Giudice
    (For Information Only)   Library, Director

3. Office of Homeless Solutions Audit &   Charletra Sharp
    Management Report   Office of Homeless Solutions, Interim Director
    (For Information Only)

4. Update on Proposed Evaluation Criteria for   Charletra Sharp
    Supportive Housing Sites   Office of Homeless Solutions, Interim Director
    (For Information Only)
                                                     Chad Crews, District 14 Commissioner,
                                                     Citizen Homelessness Commission

5. Upcoming Agenda Item(s)

    January 24, 2018
    A. Agenda Item   Cheritta Johnson
                                                     Office of Community Care, Interim Director

6. Committee Forecast

Adjourn

Casey Thomas, II, Chair
Human and Social Needs Committee

A quorum of the City Council may attend this Council Committee meeting

EXECUTIVE SESSION NOTICE

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1.   seeking the advice of its attorney about pending or contemplated litigation, settlement offers, or any matter in which the duty of the attorney to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act. [Tex. Govt. Code §551.071]

2.   deliberating the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.072]

3.   deliberating a negotiated contract for a prospective gift or donation to the city if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.073]

4.   deliberating the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee unless the officer or employee who is the subject of the deliberation or hearing requests a public hearing. [Tex. Govt. Code §551.074]

5.   deliberating the deployment, or specific occasions for implementation, of security personnel or devices. [Tex. Govt. Code §551.076]

6.   discussing or deliberating commercial or financial information that the city has received from a business prospect that the city seeks to have locate, stay or expand in or near the city and with which the city is conducting economic development negotiations; or deliberating the offer of a financial or other incentive to a business prospect. [Tex Govt. Code §551.087]

7.   deliberating security assessments or deployments relating to information resources technology, network security information, or the deployment or specific occasions for implementations of security personnel, critical infrastructure, or security devices. [Tex. Govt. Code §551.089]

HANDGUN PROHIBITION NOTICE FOR MEETING OF GOVERNMENTAL ENTITIES

"Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun."

"De acuerdo con la sección 30.06 del código penal (ingreso sin autorización de un titular de una licencia con una pistola oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola oculta."

"Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly."

"De acuerdo con la sección 30.07 del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola a la vista."

Human and Social Needs Committee
Meeting Record

Meeting Date: Monday, December 4, 2017   **Convened:** 11:12 A.M.   **Adjourned:** 12:48 P.M.

Committee Members Present:
Council Member Casey Thomas, II, Chair
Mayor Pro Tem Dwaine R. Caraway
Council Member Omar Narvaez
Council Member Mark Clayton
Council Member B. Adam McGough

Committee Members Absent:
Deputy Mayor Pro Tem Adam Medrano, Vice Chair

Other Council Members Present:

Staff Present:
Nadia Chandler Hardy
Zenae Palmer
Barbara Martinez

Sunny Tripp
Theresa O'Donnell
Charletra Sharp

AGENDA:

Call to Order

1. **Approval of Minutes from the November 6, 2017 Human and Social Needs Committee Meeting**
   Presenter(s): Council Member Casey Thomas, II, Chair
   Information Only: ☐

   Action Taken/Committee Recommendation(s):
   A motion was made to approve the November 6, 2017 minutes.

   Motion made by: CM Narvaez   **Motion Seconded by:** CM McGough
   Item passed unanimously: ☒   **Item passed on a divided vote:** ☐
   Item failed unanimously: ☐   **Item failed on a divided vote:** ☐

2. **Workforce Solutions Overview**
   Presenter(s): Laurie Bouillion Larrea, Workforce Greater Solutions Dallas, President/Richard Perez, Workforce Solutions Greater Dallas, Research Manager
   Information Only: ☒

   Action Taken/Committee Recommendation(s):

   CM Narvaez's concerns are around fairly compensating the contracted employees of Workforce Solutions (WFS), issuing proper benefits for the needy population and a center missing in the area of possible need. He also would like Workforce Solutions to place a need around the aging population and outreach for senior groups, so they can know there are opportunities available. CM Narvaez would also like for their board to more diverse by including people of color to be apart of the conversation.

   MPT Caraway wants WFS to find ways to begin to market, have a stronger outreach for ex-offenders, suggests talking to DISD about using closed schools for satellite offices, look into contracting with a taxi cab service for transportation and hosting a job fair in Oak Cliff.

Motion made by: **Motion Seconded by:**
Item passed unanimously: ☐   **Item passed on a divided vote:** ☐
Item failed unanimously: ☐   **Item failed on a divided vote:** ☐

3. **Equity Indicators Update**
   Presenter(s): Theresa O'Donnell, Chief of Resilience/Dr. Tim Bray, Institute for Urban Policy Research, Director (University of Texas at Dallas)
   Information Only: ☒

   Action Taken/Committee Recommendation(s):
   CM Thomas suggests promoting the equity indicator meetings as far in advance as possible. CM Narvaez recommends starting small to get a focus, so really good data and great information can be given to the partnering organizations. He would like to ensure the senior citizens are listed and highlights within the 6 suggested indicators there will be intersectionality. CM McGough wants to make sure the right people are involved and prepared when they get there.

   Motion made by: **Motion Seconded by:**
   Item passed unanimously: ☐   **Item passed on a divided vote:** ☐
   Item failed unanimously: ☐   **Item failed on a divided vote:** ☐

4. **FY2017-2018 Amended and Restated Bridge Steps Management Services Contract, Phase II**
   Presenter(s): Charletra Sharp, Interim Director of Office of Homeless Solutions
   Information Only: ☒

   Action Taken/Committee Recommendation(s):

   Motion made by: **Motion Seconded by:**
   Item passed unanimously: ☐   **Item passed on a divided vote:** ☐
   Item failed unanimously: ☐   **Item failed on a divided vote:** ☐

5. **Resilient Dallas Status Update**
   Presenter(s): Theresa O'Donnell, Chief of Resilience
   Information Only: ☐

   Action Taken/Committee Recommendation(s):

   Motion made by: **Motion Seconded by:**
   Item passed unanimously: ☐   **Item passed on a divided vote:** ☐
   Item failed unanimously: ☐   **Item failed on a divided vote:** ☐

6. **Attachments**
   Presenter(s): Charletra Sharp, Interim Director of Office of Homeless Solutions
   Information Only: ☐

   Action Taken/Committee Recommendation(s):

   Motion made by: **Motion Seconded by:**
   Item passed unanimously: ☐   **Item passed on a divided vote:** ☐
   Item failed unanimously: ☐   **Item failed on a divided vote:** ☐

7. Upcoming Agenda Item(s)
   Presenter(s): Charletra Sharp, Interim Director of Office of Homeless Solutions
   Information Only: ☒

   Action Taken/Committee Recommendation(s):

   Motion made by: CM Clayton   **Motion Seconded by:** CM Narvaez
   Item passed unanimously: ☒   **Item passed on a divided vote:** ☐
   Item failed unanimously: ☐   **Item failed on a divided vote:** ☐

8. Committee Forecast
   Presenter(s):
   Information Only: ☐

   Action Taken/Committee Recommendation(s):

   Motion made by: **Motion Seconded by:**
   Item passed unanimously: ☐   **Item passed on a divided vote:** ☐
   Item failed unanimously: ☐   **Item failed on a divided vote:** ☐

APPROVED BY: **ATTEST:**

_____   _____
Casey Thomas, II, Chair   Zenae Palmer, Coordinator
Human and Social Needs Committee   Human and Social Needs Committee

Memorandum

DATE January 8, 2018

TO Honorable Members of the Human and Social Needs Committee:
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 **Adult Literacy at the Library**

On Tuesday, January 16th, 2018 you will be briefed on the Adult Learning program offerings at the Dallas Public Library.

Summary
In 2012 and 2013, the Dallas Public Library began offering English Language and General Education Diploma (GED) instruction. Previously, the Dallas Independent School District had offered classes at library locations. The library incorporated a commitment to Adult Workforce Education as a strategic direction.

General Education Diploma (GED)
The Dallas Public Library offers instruction in-person at 12 locations and online. In FY17, 683 adults attended GED classes and 511 actively participated in the GED Academy online.

English Language
In FY18, the Dallas Public Library is expanding English language learning opportunities to every full-service location in the system. General English classes are at 11 locations, 5 of which began offering these classes at the beginning of FY18. Two new class types are being introduced: Applied English and Conversation. Applied English classes begin on January 16, 2018 and will focus on advanced English in the subject areas of customer service, job interviews, primary education, and medical visits. Applied English classes will be offered at 13 locations in FY18. Conversation classes offer an opportunity to practice English weekly for learners of all levels and are offered at 9 locations beginning in October 2017.

Workforce & Technology
The library partners with Texas Workforce Solutions, an agency that offers job training, résumé review, and other job-related services to provide outreach office hours at 10 library locations. During FY17, Workforce Solutions met with 2,816 people during these office hours for job search assistance.

Technology assistance is offered a minimum of once a month in every full-service library location. In FY18, the library has partnered with EqualHeart to host Americorps members at 4 locations to provide extensive technology and job search assistance.

Should you have questions, please contact me at 214-670-7809.

Jo Giudice
Director, Dallas Public Library

c: Honorable Mayor and Members of the City Council   Jo M. (Jody) Puckett, Assistant City Manager (Interim)
T.C. Broadnax, City Manager   Jon Fortune, Assistant City Manager
Larry Casto, City Attorney   Joey Zapata, Assistant City Manager
Craig D. Kinton, City Auditor   M. Elizabeth Reich, Chief Financial Officer
Billerae Johnson, City Secretary (Interim)   Theresa O'Donnell, Chief of Resilience
Daniel F. Solis, Administrative Judge   Raquel Favela, Chief of Economic Development & Neighborhood Services
Kimberly Bizor Tolbert, Chief of Staff to the City Manager   Directors and Assistant Directors
Majed A. Al-Ghafry, Assistant City Manager

Adult Literacy at the Library

Human and Social Needs Committee
January 16, 2018

Jo Giudice, Director
Dallas Public Library

Presentation Overview

- Background
- GED and Diploma programs
- English language programs
- Workforce & Technology services

Background

- DISD offered classes in English and GED instruction in libraries prior to 2012
- 24.7% of Dallas adults without a High School Diploma, small decrease since 2012
  - 2013 - Began offering GED classes
  - 2014 - Opened GED Testing Center
  - 2016 - Began offering online tools

City of Dallas

Background

- Over 40% of Dallas adults speak a language other than English at home
  - Began offering English classes in 2012
  - Expanded to 7 locations in 2015
  - Expanding to all full-service locations FY18
  - Offering classes now in evenings and weekdays at more locations

Background

- Our efforts combined with our partners are not sufficient to meet the need
    - 234,775 adults lack a diploma or GED
    - 213,864 adults speak English less than "very well"
    - 23% Dallas residents live below the poverty line
- Providing work skills education is part of the library's strategic direction

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City of Dallas

GED and Diploma Programs

- Attend GED classes in-person
- Work on GED skills online
- Attend Career Online High School

In-person GED Classes at DPL

- 8 DPL locations, 4 partner sites in libraries
- Group classes and targeted workshops
- 683 students enrolled FY17
  - Down from FY16 due to vacancy of instructor
- 58% of students show improvement in just one term

City of Dallas

In-person GED Classes at DPL

- Bachman Lake (Spanish GED offered)
- Dallas West (Spanish GED offered)
- J. Erik Jonsson Central Library
- Lochwood Branch
- Grauwyler Park Branch
- North Oak Cliff Branch
- Skillman Southwestern Branch
- Wilkinson Center: Hampton-Illinois, Pleasant Grove, Polk-Wisdom Branches
- Zan Wesley Holmes Community Center: Martin Luther King Jr. Branch

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GED Academy Online

- Self-paced independent GED focused study
- Students monitored and encouraged by library staff
- Seats are reusable, and cost $38 a year
- Increasing from 300-400 seats in FY18
- 511 students enrolled in FY17, 23% increase from FY16

City of Dallas

Career Online High School

- New program in FY18
- Online paced classes utilizing techniques to address academic trauma
- Students monitored and encouraged by academic coach, tutor, and library staff
- Cost per student $1,295, 15 seats available in FY18
- Fully accredited diploma and career certificate issued at end of program

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Career Online High School

Career Certificates Offered:
- Childcare and Education
- Certified Protection Officer (CPO)
- Commercial Driving
- Food and Hospitality
- General Career Preparation
- Homeland Security
- Office Management
- Retail Customer Service

City of Dallas

English Language Programs

- General English
- Conversation classes
- New applied English

City of Dallas

General English

- 11 DPL locations, 1 partner site in libraries
- 4 levels
- 1,550 students enrolled FY17
- 83% of students show improvement
- Covers English basics
- 10-12 weeks
- 2 literacy centers with intensive English on Weekdays

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General English

- Bachman Lake (literacy center)
- Dallas West (literacy center)
- Hampton-Illinois
- Pleasant Grove
- Skyline
- Timberglen
- New locations FY18:
    - Grauwyler Park
    - Mountain Creek
    - Kleberg-Rylie
    - Skillman-Southwestern
    - Lancaster-Kiest
- Richardson Adult Literacy : Audelia Road

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Conversation Classes

- New in FY18
- 9 DPL locations
- All levels
- Pronunciation practice
- Meet weekly
- 402 people attended since September 2017

City of Dallas

Conversation Classes

- Audelia Road
- Dallas West
- Lakewood
- Lochwood
- North Oak Cliff
- Oak Lawn
- Prairie Creek
- Renner Frankford
- Timberglen

City of Dallas

Applied English

- New in FY18
- 13 DPL locations
- 4 week, subject-focused curriculum
- Advanced English
- $75,000 Texas State Library & Archives Commission Grant
- Classes start January 16, 2018

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City of Dallas

Applied English

- Arcadia Park
- Audelia Road
- Forest Green
- Fretz Park
- Kleberg-Rylie
- Lochwood
- Martin Luther King, Jr
- Park Forest
- Prairie Creek
- Timberglen
- White Rock Hills
- Pleasant Grove
- Skyline

City of Dallas

Workforce & Technology

- Workforce Solutions of Greater Dallas office hours
  - 10 DPL locations
  - Agency provides training, resume assistance, and employment placement
  - 2,816 people served

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Workforce & Technology

- Technology classes or assistance at all full-service locations
  - at least once a month since in all locations since FY16
  - 1,837 people served in FY17
- Americorps member for workforce and technology assistance at 4 locations in FY18.

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Memorandum

TO Honorable Members of the Human and Social Needs Committee:
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 **Office of Homeless Solutions Audit and Management Report**

Summary

The Office of Homeless Solutions will provide an overview of the corrective action plan that will be implemented to address the Office of the City Auditor's *Audit of Homeless Response System Effectiveness* (full report attached). According to the report, the City is not able to determine "how well the homeless response system is performing and needs to improve: (1) oversight of the Metro Dallas Homeless Alliance (MDHA) and The Bridge; and, (2) how the City evaluates, coordinates, and monitors homeless services.

Background

The Audit Report is dated December 8, 2017 and includes a Management Response that was provided on November 30, 2017. The objective of the audit was to assess the efficiency and effectiveness of the City's homeless response system, which included an evaluation of the contracting procedures for homeless services, including how contracted services meet assessed needs and are monitored for quality performance. The audit scope covered management operations from FY 2015 through FY 2016. However, the auditors also reviewed procedures and transactions outside the scope to understand and verify information during the audit period.

Overview of Audit Findings

The audit report included 13 findings that were divided in the three (3) sections described below. Each finding included a recommendation to address the identified deficiencies.

Section I: HMIS Participation, Implementation, Procurement, and Oversight Affect City's Homeless Response System Effectiveness

> **Finding I:** Low HMIS participation limits ability to assess effectiveness and reduces Federal funding;
> **Finding II:** Inadequate planning, coordination, and implementation of HMIS puts emergency shelter funding and viability at risk;
> **Finding III:** HMIS procurement did not comply with federal requirements; and
> **Finding IV:** The City's oversight of Metro Dallas Homeless Alliance's (MDHA) HMIS implementation was ineffective

Section II- City Oversight of The Bridge

Finding V: Efforts to require The Bridge to fully report in HMIS without proper planning pushed the shelter to the brink of closure

Finding VI: The financial viability of The Bridge warrants closer monitoring

Finding VII: The City's monitoring of The Bridge Management Contract is inadequate

Finding VIII: The Bridge's bank funds are above FDIC limits and at risk of loss

Section III- City Evaluation of the Effectiveness of Homeless Services

Finding IX: The City's planning for homeless services has significant gaps

Finding X: Fragmentation and insufficient coordination and monitoring of homeless services created challenges

Finding XI: Homeless services' funding is returned to HUD, decreasing the effectiveness of federal grant funds received

Finding XII: The City lacks an adequate and timely system for receiving and responding to feedback from clients

Finding XIII: Policies and procedures do not specifically ensure segregation of duties following past fraud incident

Management Response

Staff agreed with the findings discussed in the audit report and committed to address the findings through the organizational structure of the new Office of Homeless Solutions, modifications to internal controls, development of a strategic plan, processes used to allocate funding, and contractual agreements with The Bridge, MDHA, and other subcontractors providing homeless services.

With the development of the new office that was created to address the fragmentation and lack of coordination of City-funded homeless services (formally effective 10/1/17), the corrective action plan is well underway. It is anticipated that the full implementation plan will be in progress by the end of the 2nd quarter of FY2018. Ongoing evaluations will be conducted to identify additional measures that the City should take to improve the effectiveness of the homeless response system.

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

Nadia Chandler Hardy
Chief of Community Services

Office of Homeless Solutions Audit and Management Report

Human and Social Needs Committee
January 16, 2018

Charletra Sharp
Interim Managing Director
Office of Homeless Solutions

Purpose

1. Provide an overview of findings identified by the Officer of the City Auditor under the Audit of Homeless Response System Effectiveness (Report No. A18-004)

2. Discuss the corrective action plan described in management's response

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Background

- On December 8, 2017, The Office of the City Auditor provided the City Council with an Audit Report that had an objective to assess the efficiency and effectiveness of the City's homeless response system, which included an evaluation of the contracting procedures for homeless services

- The audit scope covered management operations from FY 2015 to FY 2016; however, certain other matters, procedures, and transactions outside the scope were reviewed to understand and verify information during the audit period

- The report provided 13 recommendations to the City Manager on how to improve the oversight and effectiveness of the Homeless Response System. Management agreed with the findings/recommendations and provided a corrective action plan with implementation dates

Overview of Audit's Findings/Recommendations

- The Audit Report's 13 recommendations were related to findings in the processes/systems divided into the following sections:

    I. Homeless Management Information System Participation, Implementation, Procurement, and Oversight Affect City's Homeless Response System Effectiveness

    II. City Oversight of The Bridge

    III. City Evaluation of the Effectiveness of Homeless Services

City of Dallas

Section I- HMIS Participation, Implementation, Procurement, and Oversight Affect City's Homeless Response System Effectiveness
Findings I-IV

- The auditor found that:
    - low HMIS participation limits ability to assess effectiveness and reduces Federal funding;
    - inadequate planning, coordination, and implementation of HMIS puts emergency shelter funding and viability at risk;
    - HMIS procurement did not comply with federal requirements; and
    - the City's oversight of Metro Dallas Homeless Alliance's (MDHA) HMIS implementation was ineffective

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Section II- City Oversight of The Bridge
Findings V-VIII

- The auditor found that:
  - efforts to required The Bridge to fully report in HMIS without proper planning pushed the shelter to the brink of closure
  - the financial viability of The Bridge warrants closer monitoring
  - the City's monitoring of The Bridge Management Contract is inadequate
  - the Bridge's bank funds are above FDIC limits and at risk of loss

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Section III- City Evaluation of the Effectiveness of Homeless Services
Findings IX-XIII

- The auditor found that:
  - the City's planning for homeless services has significant gaps
  - fragmentation and insufficient coordination and monitoring of homeless services created challenges
  - homeless services' funding is returned to HUD, decreasing the effectiveness of federal grant funds received
  - the City lacks an adequate and timely system for receiving and responding to feedback from clients
  - policies and procedures do not specifically ensure segregation of duties following past fraud incident

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Section I- HMIS Participation, Implementation, Procurement, and Oversight Affect City's Homeless Response System Effectiveness
Management's Response to Findings I-IV

- As of FY2017, all City-funded contracts administered by the Office of Homeless Solutions (OHS) are required to input funded homeless services in the Homeless Management Information System (HMIS) designated by the local Continuum of Care (CoC)

- Additionally, the City Council approved an allocation of $24,000 in Emergency Solutions Grant for FY2018 to increase HMIS participation by new users. To ensure consistent HMIS participation, contract monitors will conduct monthly HMIS desk reviews, assess and verify data input, and require annual HMIS training and refresher courses as available. Staff will develop a master tracking system to manage training and participation compliance.

- The City will be able to assess and evaluate the impact of its increased HMIS participation efforts at the end of the fiscal year after the completion of the CoC's Annual Homeless Assessment Report (AHAR).

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Section I- HMIS Participation, Implementation, Procurement, and Oversight Affect City's Homeless Response System Effectiveness
Management's Response to Findings I-IV, cont.

- The Office of Homeless Solutions staff is working with the City Attorney's Office and MDHA leadership on the draft contractual terms for the 2017-2018 contract with MDHA. The proposed terms included a detailed scope of services that specify deliverables related to:
    - prioritizing HMIS customization to meet homeless emergency shelters needs;
    - understanding current homeless emergency shelter system capabilities;
    - ensuring effective stakeholder engagement as HMIS customization; and
    - MDHA's coordination with the Citizen Homelessness Commission (CHC) and the Dallas Area Partnership to End and Prevent Homelessness Local Government Corporation in order to improve the effectiveness of the homeless response system and implement the appropriate infrastructure for long-term impact.
- City staff will assess MDHA Board composition and will make recommendations as appropriate regarding City representation, contract monitoring, oversight and reporting.

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Section II- City Oversight of The Bridge
Management's Response to Findings V-VIII

- OHS has implemented new practices that will ensure a timely contract execution process with the Bridge and other subcontractors.

  - Staff has working closely with the City Attorney's Office to ensure that the Management Services Contract (MSC) with The Bridge clearly describes the expectation for all funded-services to be entered in HMIS. If and when technical difficulties arise, the Bridge will have the opportunity to document its due diligence of complying with the HMIS requirements, and City staff with coordinate with MDHA, as applicable

- City staff and Bridge leadership have agreed to monthly monitoring and reporting work sessions to monitor progress with HMIS participation, operational performance, financial management and propose new initiatives to address homelessness.

- Monthly invoices submitted to the City will require financial and performance data to support the expenditures requested for reimbursement

- The MSC requires that The Bridge takes reasonable steps to mitigate risk of financial loss by monitoring the creditworthiness of banking institutions where funds are deposited, and where appropriate, utilizing a service to apportion funds to multiple banking institutions so that account balances remain below the Federal Deposit Insurance Corporation (FDIC) insurance ceiling

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Section III- City Evaluation of the Effectiveness of Homeless Services
Management's Response to Findings IX-XIII

- OHS is currently developing a strategic review process that will be used to evaluate the effectiveness of all homeless services provided directly by the City and its subcontractors. As advised, Staff will use the Government Accountability Office's seven criteria in the development and implementation of the strategic plan

  - The scope of services of contractual agreements will clearly define how the funded activities will address City-wide objectives to intervene and prevent homelessness

- FY2018, City Council approved the establishment of a new office to focus on homelessness and household stability. Effective October 1, 2017 the Office of Homeless Solutions came into full operation, consolidating the formerly fragmented services of Street Outreach, Supportive Housing Program, Community Mobilization and Contract Administration

  - Performance measures were established as part of the Dallas 365 performance tracking system to reflect the office's new direction toward housing-oriented intervention and prevention systems

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Section III- City Evaluation of the Effectiveness of Homeless Services
Management's Response to Findings IX-XIII, cont.

- City established the Citizen Homeless Commission (CHC) to advise City staff and City Council on matters related to homelessness

  - All programs, policies, contracts and office initiatives are vetted at the commission level and approved by the Human and Social Needs Council Committee prior to implementation

- City leadership will assess OHS staff performance and will establish individual staff performance expectations based on industry standards and best practices. As it relates to ESG Homeless Prevention rental assistance funds, OHS will partner with the Office of Community Care (Administrating Office) to ensure the funds are distributed effectively and efficiently.

- OHS will partner with other City departments to conduct an internal assessment to determine the cost of homeless services.

- The Chief of Community Services is working to partner with a consultant to conduct third-party reviews for all CoC programs

  - The purpose of the review is to evaluate case management practices, effective housing standards as well as operational and financial administration.

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Section III- City Evaluation of the Effectiveness of Homeless Services
Management's Response to Findings IX-XIII, cont.

- Under the organizational structure of the new Office of Homeless Solutions, the Chief of Community Services included an Operations Research Analyst position which was filled on November 13, 2017. This position was funded to not only ensure that the Office's practices are directly aligned with the objectives and performance outcomes, but also to improve the City's customer service and responsiveness to client concerns. Revised policies and procedures will specify processes that will be utilized to obtain feedback from clients to improve the client experience and the required actions that will take place to modify any applicable practices that have a negative impact on the clients.

- To kick off the client feedback process, OHS staff are working with the Library and other homeless service providers to conduct a series of homeless and household stability forums to capture the client's voice and begin the process of enhancing services to meet the client's needs.

- All existing policies and procedures and internal controls of OHS are being reviewed, assessed and evaluated; updated written processes and practices will include internal controls to mitigate the risks of fraud and other non-compliance actions that create a liability for the City.

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Implementation Plan

- Several of the recommendations identified by the auditor have been completed or are underway; however, steps to address all findings will begin no later than the 2nd quarter of FY2018

- Internal controls will be put in place to assess progress on at least a monthly basis; ongoing assessments will be needed to evaluate whether any modifications are needed.

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Office of Homeless Solutions Audit and Management Report

Human and Social Needs Committee
January 16, 2018

Charletra Sharp
Interim Managing Director
Office of Homeless Solutions

Memorandum

CITY OF DALLAS

TO Honorable Members of the Human and Social Needs Committee:
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 **Update on Proposed Evaluation Criteria for Supportive Housing Sites**

Summary

The attached briefing documents provide an overview of recommended evaluation criteria for the evaluation of supportive housing sites. The recommendations include feedback from the Citizen Homelessness Commission's Supportive Housing Site Selection Subcommittee.

Background

The new Office of Homeless Solutions was formally effective on October 1, 2017. Prior to the creation of the new office, a formal protocol did not exist for the placement of supportive housing programs or the selection of property sites. Per the request of the Human and Social Needs Subcommittee, staff drafted a protocol to evaluate future supportive housing sites. The draft protocol was further reviewed by the new CHC subcommittee and briefed to the full CHC on December 15, 2017 (see attached briefing documents).

CHC Subcommittee Recommendation

The CHC subcommittee proposes that the following minimum threshold requirements apply to any property consider for supportive housing programs:

- Minimum score of 70 on the multi-tenant registration and inspection
- Must not be out of code compliance or have any outstanding multi-tenant complaints
- Ownership required to sign tri-party agreement with the tenant and the City of Dallas or subcontractor
- Sponsor must hold a public meeting per the City of Dallas guidelines

The subcommittee also developed a scoring matrix with a possibility of 100 points evaluating the property's location under the categories listed below. Although, each site will have a score, the subcommittee does recommend that a minimum score be required. The tool is intended to evaluate the strengths and weaknesses of potential supportive housing sites.

- Development location
- Demonstrations of Community Input
- Project Amenities
- Proximity of Site to public transportation, library, and recreation/community centers

- Services Provided by Development
- Overall Property Score on City of Dallas Code Inspection Report

Staff Recommendation

Staff recommends the following modifications to the CHC's subcommittee's minimum threshold property requirements and scoring matrix:

- Minimum score of 90 on the multi-tenant registration and inspection prior to consideration by Citizen Homelessness Commission and City Council

- In effort to increase equitable placement, add 10 points to Development Location maximum points and reduce Demonstration of Community Input by 10 points

- Remove *Overall Property on City of Dallas Code Inspection Report* scoring component and transfer five (5) points to *Services Provided by Development* category

Next Steps

Beginning February 1, 2018, staff will begin using the scoring matrix to evaluate existing and future supportive housing program sites.

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

Nadia Chandler Hardy
Chief of Community Services

c: Honorable Mayor and Members of the City Council   Jo M. (Jody) Puckett, Assistant City Manager (Interim)
    T.C. Broadnax, City Manager   Jon Fortune, Assistant City Manager
    Larry Casto, City Attorney   Joey Zapata, Assistant City Manager
    Craig D. Kinton, City Auditor   M. Elizabeth Reich, Chief Financial Officer
    Billerae Johnson, City Secretary (Interim)   Theresa O'Donnell, Chief of Resilience
    Daniel F. Solis, Administrative Judge   Raquel Favela, Chief of Economic Development & Neighborhood Services
    Kimberly Bizor Tolbert, Chief of Staff to the City Manager   Directors and Assistant Directors
    Majed A. Al-Ghafry, Assistant City Manager

Update on Proposed Evaluation Criteria for Supportive Housing Sites

Human and Social Needs Committee
January 16, 2018

Charletra Sharp
Interim Managing Director
Office of Homeless Solutions

Chad Crews
Commissioner, District 14
Citizen Homelessness Commission

Purpose

1. Overview of feedback from Citizen Homelessness Commission (CHC) Subcommittee on proposed guidelines for the evaluation and selection of supportive housing sites
2. Summary of staff recommended changes related to the minimum requirements and scoring matrix

Human and Social Needs

City of Dallas

Background

1. Citizen Homelessness Commission subcommittee met on 12/1/17 and 12/8/17 to developed recommended guidelines for evaluation criteria used to select supportive housing sites
2. The CHC subcommittee briefed its recommendations and scoring matrix to the full CHC on 12/15/17

City of Dallas

Minimum Property Requirements
CHC Subcommittee Recommendations

- Property must score at least a 70 on the multi-tenant registration and inspection

- Must not be out of code compliance or have any outstanding mulit-tenant complaints

- Ownership required to sign tri-party agreement with the tenant and the City of Dallas or subcontractor

- Sponsor must hold a public meeting per the City of Dallas guidelines

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Human and Social Needs

City of Dallas

Recommended Site Evaluation Scoring Matrix
CHC Subcommittee Recommendations

Evaluation Category	Maximum Points
Development Location	Up to 40 points
Demonstration of Community Input	Up to 20 points
Project Amenities	Up to 15 points
Proximity of Site to public transportation, library, and recreation/community centers	Up to 10 points
Services Provided by Development	Up to 10 points
Overall Property Score on City of Dallas Code Inspection Report	Up to 5 points
Total Possible Points	**100**

Human and Social Needs

City of Dallas

Staff's Recommended Changes

- Require sites to have a **minimum score of 90** for the multi-tenant registration and requirements **prior** to consideration by Citizen Homelessness Commission and City Council

- In effort to increase equitable placement, **add 10 points** to *Development Location* maximum points and reduce *Demonstration of Community Input* by 10 points

- Add five (5) points to *services provided by development* and deduct from the *Overall Property on City of Dallas Code Inspection Report*

City of Dallas

Overview of Recommended Changes to Scoring Matrix

Evaluation Category	CHC Recommended Points	Staff Recommended Points
Development Location	Up to 40 points	*Up to 50 points*
Demonstration of Community Input	Up to 20 points	*Up to 10 points*
Project Amenities	Up to 15 points	Up to 15 points
Proximity of Site to public transportation, library, and recreation/community centers	Up to 10 points	Up to 10 points
Services Provided by Development	Up to 10 points	*Up to 15 points*
Overall Property Score on CoD Code Inspection Report	Up to 5 points	*0*
Total Possible Points	**100**	**100**

Human and Social Needs

City of Dallas

Next Steps

- Staff recommends approval of the final scoring matrix as presented by the CHC Subcommittee with an effective date of February 1, 2018.

Human and Social Needs

City of Dallas

Update on Proposed Evaluation Criteria for Supportive Housing Sites

Human and Social Needs Committee
January 16, 2018

Charletra Sharp
Interim Managing Director
Office of Homeless Solutions

Chad Crews
Commissioner, District 14
Citizen Homelessness Commission

Final CHC Protocol for Evaluating Supportive Housing Sites Funded by the City of Dallas
Citizen Homelessness Commission Supportive Housing Site Selection Criteria Subcommittee

Minimum Threshold Property Requirements	CHC Sub-Committee 12/15/17	Staff Rec.	CHC Sub Final Rec. 12/29/17
Property must be in compliance w/ multi tenant registratin and inspection requirements (N/A for new construction or rehab)			
(A score of **90** or above on the City Inspection Report must be achieved by the property)			
Must not be out of Code Compliance or have any outstanding multi-tenant complaints			
Ownership required to sign tri-party agmt w/ COD/subcontractor and client			
Sponsor must hold a Public Meeting per the COD guidelines			
	Points	**Points**	
Development Location	**40**	**50**	**50**
Located in a "Moderate or High Opportunity Area" as defined by Opportunity Dallas	3		8
Census Tract w/ less than 20% poverty rate	9	19	14
In attendance zone of elementary school w/ "met standard" rating	3		3
Not Located in a DPD TAAG area	4		4
Property is not located in a census tract assessed by the USDA Food Access Research Atlas as being:	9		9
Low-income and Low-access at 1 mile (urban, regardless of vehicle ownership)	0		
Low-income and Low-access at 1/2 mile (urban, regardless of vehicle ownership)	4		
None of the above	9		
If there is Not another Project based supportive housing development (COC or DHA funded) within:			
1 point for every 1/2 mile maximum 12 points	12		12
Demonstration of Community Input	**20**	**10**	**10**
Neighborhood Accociation Letter of Recommendation	20	5	10
Neighborhood Association Neutral or no letter	10	5	5
Neighborhood Asscoation request for denial	0	0	0
Neighborhood Association is an organization as defined by TDHCA, if no Neighborhood Association is in existence, then property owner support letters from within 1/2 mile of site must outnumber negative letters for the 10 points to be awarded			
Project Amenities	**15**	**15**	**15**
Secured Access	1		1
Furnished Fitness Center per TDHCA requirements	1		1
Business Center per TDHCA requirements	1		1
Community Laundry Room	4		4
ADA- Section 504 requirements met by project for the units that are particiipating in award	4		4
Free Community Wifi	4		4
Proximity of Site to:	**10**	**10**	**10**
For each service with peak, weekday headway of <= 15 minutes: with a station or stop within 1/4 mile walking distance 2 points, or within 1/2 mile walking distance 1 point, up to a maximum of 4 points total	4		4
Dallas Public Library w/in 2 miles	3		3
Recreation or Community Center within 1/2 mile	3		3
Services to be provided by development	**10**	**15**	**15**
On-site property management	3	5	5
Active Crime Watch Group	3	5	5
On-site Security	4	5	5
Overall Property Score on City of Dallas Code Inspection Report	**5**	**0**	**0**
Score above 90 on COD code inspection report (new construction or rehab get full points)	5		
Score between 80-90	3		
Score above 70	1		
Total Points	**100**	**100**	**100**

Furnished fitness center equipped with a minimum of two of the following fitness equipment options with at least one option per every 40 units or partial increment of 40 units: stationary bicycle, elliptical trainer, treadmill, rowing machine, universal gym, multi-functional weight bench, sauna, stair climber, etc. The maximum number of equipment options required for any Development, regardless of number of Units, shall be five.

Equipped and functioning business center or equipped computer learning center with 1 computer for every 30 units proposed in the Application, 1 printer for ever 3 computers (with a minimum of 1 printer).

A. *Draft* Agenda Item: Authorize an Interlocal Agreement with Dallas County to operate its Senior Nutrition Program at the Martin Luther King, Jr. Senior Center located at 2901 Pennsylvania Avenue and the West Dallas Multipurpose Center located at 2828 Fish Trap Road, in exchange for health, nutrition, recreation, education and social services programming for the elderly, for the period of October 1, 2017 through September 30, 2018 – Financing: No cost consideration to the City **(city-wide)**

Human & Social Needs Committee - FY2018 Agenda Forecast		
Date	**Briefing(s)**	**Presenter**
Future Agendas: 2018	Community Centers: Opportunity Builder	
	ESG	
	Proposition J Update	
	Adult Literacy	
	Education Taskforce Briefing	
	Equity in Service Delivery	
	Encampment Mitigation Strategy	
	Senior Affairs Commission Workplan	
	MLK Advisory Board briefing	
	LGBTQ Taskforce briefing	
	Poverty Taskforce briefing	
	Greater Dallas Community Council briefing	