

HUMAN AND SOCIAL NEEDS
DALLAS CITY COUNCIL COMMITTEE AGENDA

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CITY SECRETARY
DALLAS, TEXAS

MONDAY, JUNE 18, 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 June 4, 2018 Minutes

BRIEFINGS

2. Dallas ISD and Charter Schools
Joyce Foreman, Dallas ISD Board Member
District 6
3. Community Centers Programming
Jessica Galleshaw, Managing Director
Office of Community Care
4. Senior Medical Transportation Update
Jessica Galleshaw, Managing Director
Office of Community Care
5. Homeless Solutions Proposed Strategy
Monica Hardman, Managing Director
Office of Homeless Solutions
6. Upcoming Agenda Item(s)

June 27, 2018

- A. *Draft Agenda Item #23:* Authorize an Interlocal Agreement (ILA) with the Dallas County Health and Human Services (DCHHS) to provide and administer immunization and testing services for the City of Dallas Women, Infants and Children (WIC) Program's 196 employees for the term of October 1, 2017 through September 30, 2018. Not to exceed \$5,000 – Financing: Department of State Health Services Grant Funds
- B. *Draft Agenda Item #24:* Authorize an Interlocal Agreement between the City of Dallas and the University of Texas at Arlington, College of Nursing and Health Innovation (University), for the purpose of providing a supervised clinical lactation experience for the University's nursing program students at the City of Dallas Lactation Care Center for the period September 1, 2018 through August 31, 2019 - Financing: No cost consideration to the City

- C. *Draft Agenda Item #25:* Authorize a five-year Interlocal Agreement with Dallas County Hospital District d/b/a Parkland Health & Hospital System ("Parkland") for Dallas WIC Program peer counselors to provide breastfeeding information to prenatal and routine postpartum patients at Parkland Memorial Hospital for the period June 1, 2018 through May 31, 2023 - Financing: No cost consideration to the City.
- D. *Draft Agenda Item #26:* Authorize a five-year Interlocal Agreement with the Department of State Health Services ("DSHS"), to provide on-line computer services for the City's Bureau of Vital Statistics Program ("BVS") to obtain certified copies of birth certificates at a cost of \$1.83 for each birth certificate printed for the period September 1, 2018 through August 31, 2023 - Not to exceed \$35,000 annually for a total not to exceed \$175,000 - Financing: General Funds (subject to appropriations)

7. Committee Forecast

Adjourn



Casey Thomas, II, Chair
Human and Social Needs Committee

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, June 4, 2018

Convened: 11:04 A.M. **Adjourned:** 12:53 P.M.

Committee Members Present:

Council Member Casey Thomas, II, Chair
Deputy Mayor Pro Tem Adam Medrano, Vice Chair
Mayor Pro Tem Dwaine R. Caraway
Council Member Omar Narvaez
Council Member Mark Clayton
Council Member B. Adam McGough

Committee Members Absent:

Other Council Members Present:

Council Member Kevin Felder

Staff Present:

Nadia Chandler Hardy
Zena Palmer
Laura Morrison
Julianne Nguyen
Cal Estee
Barbara Martinez
Monica Hardman

Latrisce Johnson
Anna Gonzalez
Jessica Galleshaw
Beverly Davis
Taryn Brown
T.C. Broadnax
David Cossum

AGENDA:

Call to Order

1. Approval of Minutes from the May 21, 2018 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 May 21, 2018 minutes.

Motion made by: CM Narvaez

Item passed unanimously:

Item failed unanimously:

Motion Seconded by: CM Clayton

Item passed on a divided vote:

Item failed on a divided vote:

2. Equity Indicators Project Update

Presenter(s): Theresa O'Donnell, Chief of Resilience/Otis Rolley, 100 Resilient Cities, Regional Director/Regina Montoya, Mayor's Task Force on Poverty, Chair

Information Only:

Action Taken/Committee Recommendation(s):

CM Clayton suggests staff be a little more specialized as it relates to job opportunities. MPT Caraway recommends the committee and anyone else who wants to help solve equity in a neighborhood to visit, walk, or even live in that area. CM Narvaez wants to know of the number of people from kindergarten through high school in the last 10 years, what is the percentage of Hispanics and African Americans graduating with a diploma through DISD. He also suggests creating a medical magnet school at Pinkston High School. CM Narvaez wants to make sure senior citizens are reflected in this study. CM Felder suggests including vocational careers and engaging with the unions about getting some of these students in training for trades. He also wants to include imposing an empty property tax on homeowners who leave their properties vacant, so the overall effect will no longer bring down the neighborhoods.

Motion made by:
Item passed unanimously:
Item failed unanimously:

Motion Seconded by:
Item passed on a divided vote:
Item failed on a divided vote:

3. Resilience Strategy Project Update

Presenter(s): Theresa O'Donnell, Chief of Resilience/Otis Rolley, 100 Resilient Cities, Regional Director/Regina Montoya, Mayor's Task Force on Poverty, Chair
Information Only:

Action Taken/Committee Recommendation(s):

CM Thomas is charging the City Manager with making recommendations to the City Council, so they can approve. A motion was made for staff to move forward on these recommendations and for the City Manager to prioritize.

Motion made by: MPT Caraway
Item passed unanimously:
Item failed unanimously:

Motion Seconded by: CM Narvaez
Item passed on a divided vote:
Item failed on a divided vote:

4. Homeless Solutions Proposed Strategy

Presenter(s): Monica Hardman, Office of Homeless Solutions, Managing Director
Information Only:

Action Taken/Committee Recommendation(s):

CM Thomas advises staff to talk with DISD in repurposing any city facilities for transitional housing in Track II. MPT Caraway recommends providing English and Spanish services at every location. DMPT Medrano endorses the strategy if Track II only contains city facilities.

Motion made by:
Item passed unanimously:
Item failed unanimously:

Motion Seconded by:
Item passed on a divided vote:
Item failed on a divided vote:

5. Upcoming Agenda Item(s)

Presenter(s): CM Casey Thomas, II
Information Only:

Action Taken/Committee Recommendation(s):

Information about the upcoming items was included in the briefing materials. A motion was made to move the upcoming June 13, 2018 Council Agenda item forward to full Council.

Motion made by: CM Narvaez
Item passed unanimously:
Item failed unanimously:

Motion Seconded by: DMPT Medrano
Item passed on a divided vote:
Item failed on a divided vote:

6. Committee Forecast

Presenter(s):
Information Only:

Action Taken/Committee Recommendation(s):

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

APPROVED BY:

ATTEST:

Casey Thomas, II, Chair
Human and Social Needs Committee

Zenae Palmer, Coordinator
Human and Social Needs Committee

DRAFT

Memorandum



CITY OF DALLAS

DATE June 15, 2018

Honorable Mayor and Members of the City Council:

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 **Dallas ISD and Charter Schools**

Summary

At the request of Human and Social Needs Chair Casey Thomas, DISD Board Member, Joyce Foreman (District 6), will provide a briefing to the Human and Social Needs Council Committee on Charter Schools and DISD.

Background

This presentation specifies the cities within or intersecting the DISD boundary, charter enrollment, and a list of Dallas area charter schools. In addition, the presentation details demographics of DISD students, high school graduation rates student outcome goals and district strategic initiatives to scale.

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

A handwritten signature in blue ink, appearing to read 'Nadia Hardy', with a large, stylized flourish.

Nadia Chandler Hardy
Chief of Community Services

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary
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
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors



Dallas ISD and Charter Schools

March 22, 2018 Joint Education Task Force – Trustee Joyce Foreman

Dallas ISD schools will be the primary choice for families in the district.

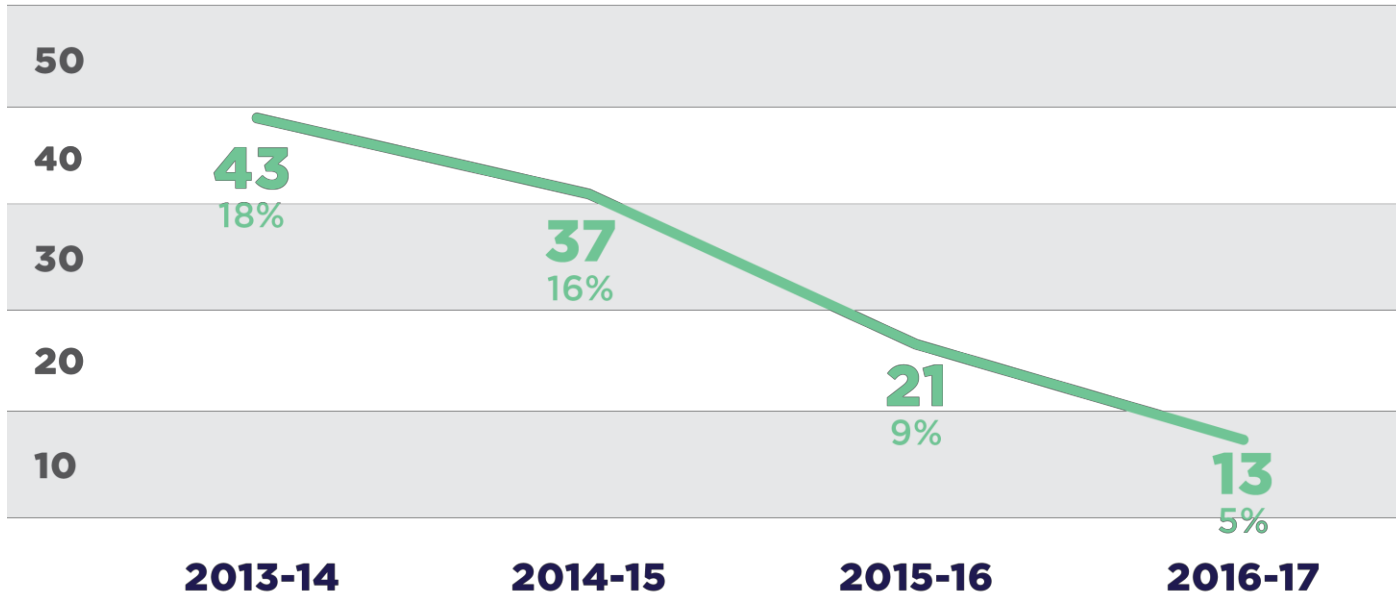


Quick Look at Dallas ISD

Demographics	2013-14	2014-15	2015-16	2016-17	2017-18
Total Students	159,487	160,148	158,495	157,787	155,760
African American	23%	23%	23%	23%	22%
Hispanic	70%	70%	70%	70%	70%
White	5%	5%	5%	5%	5%
Economically Disadvantaged	89%	86%	88%	88%	86%
English Learners	40%	42%	43%	44%	44%

Quick Look at Dallas ISD

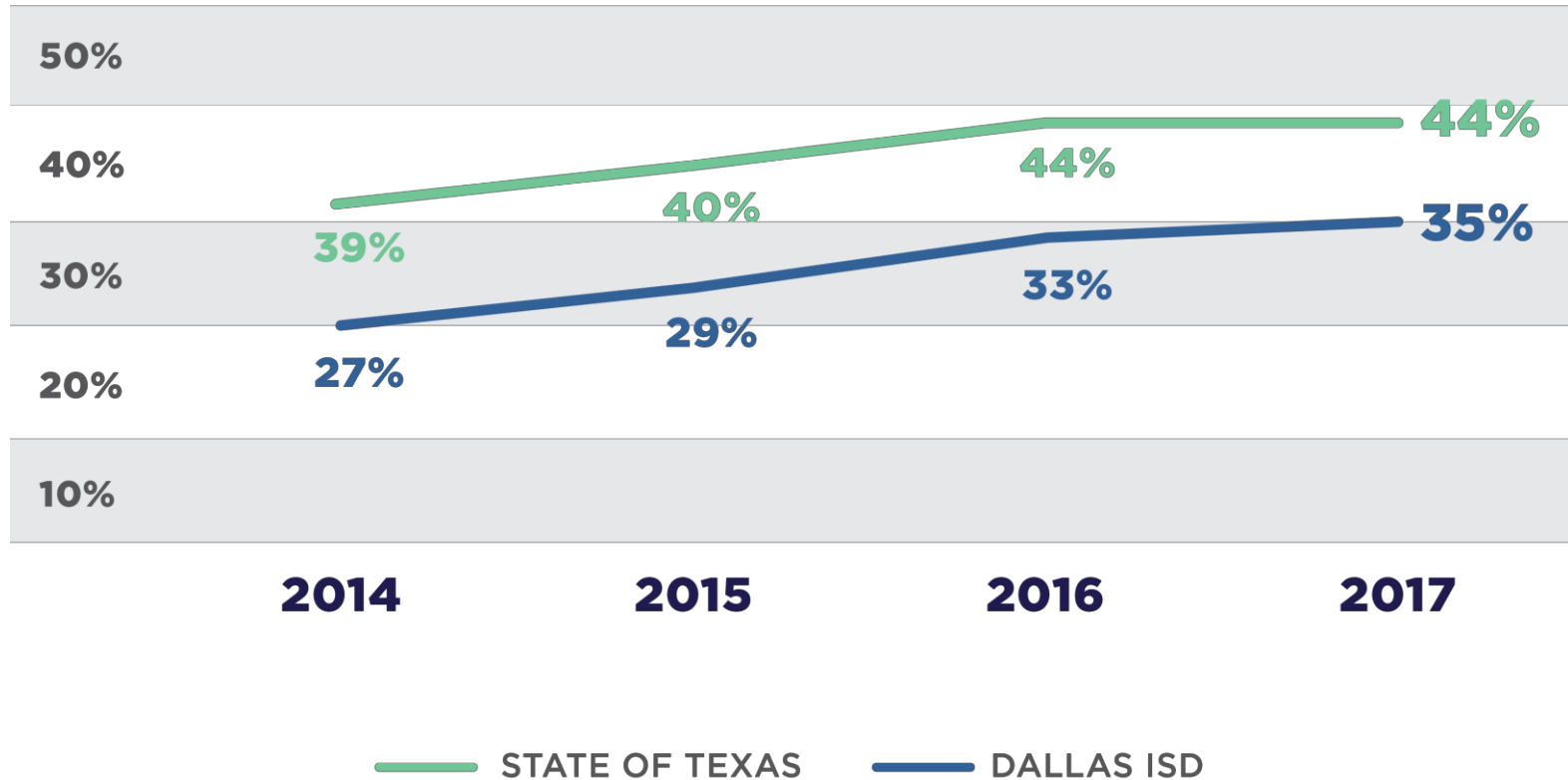
NUMBER OF IMPROVEMENT REQUIRED (IR) SCHOOLS



Quick Look at Dallas ISD

BENCHMARKING ACHIEVEMENT GROWTH

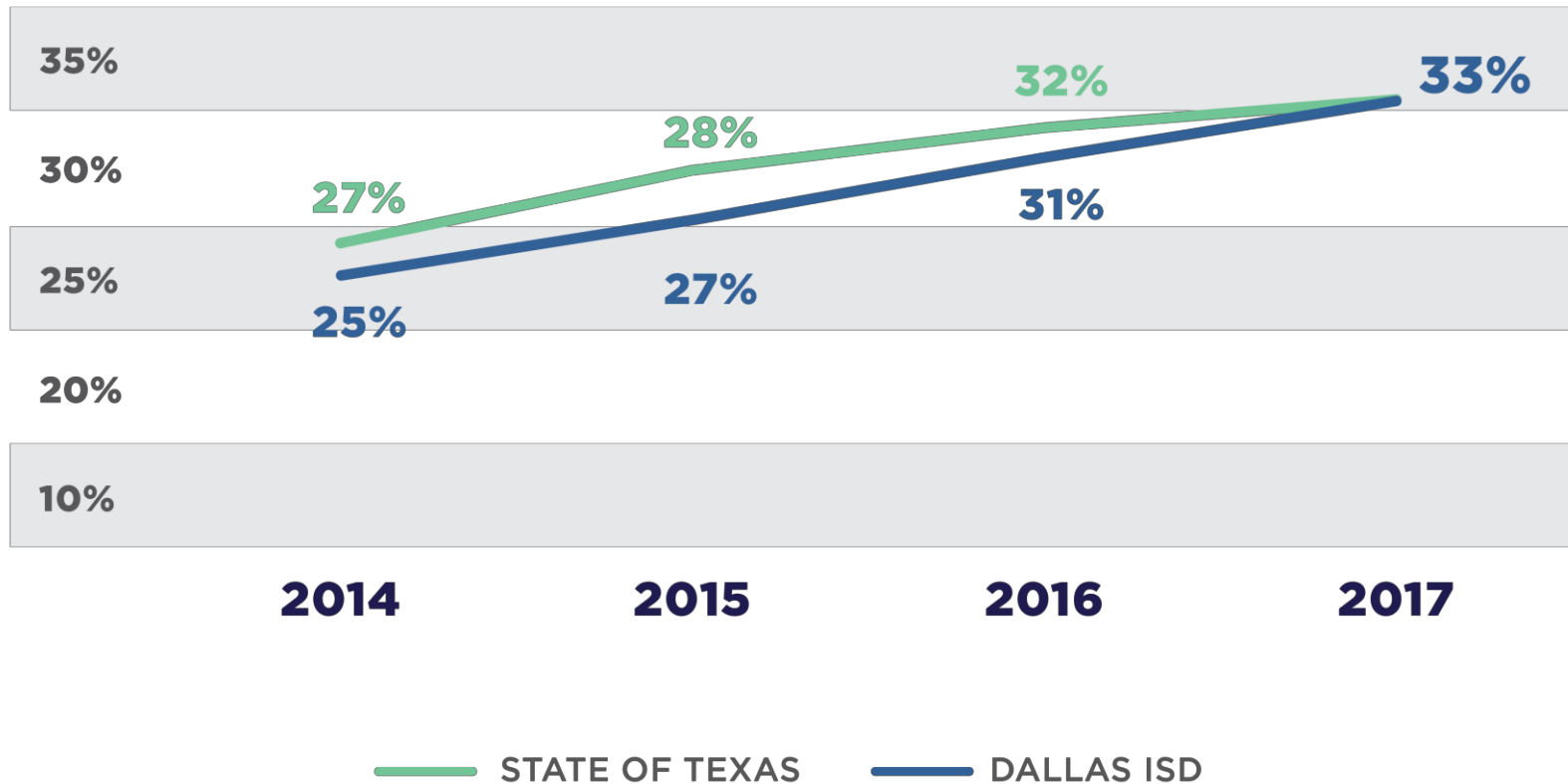
*Achievement Proficiency Across All Grades and Subjects
at "Meets" Standard on STAAR - All Students*



Quick Look at Dallas ISD

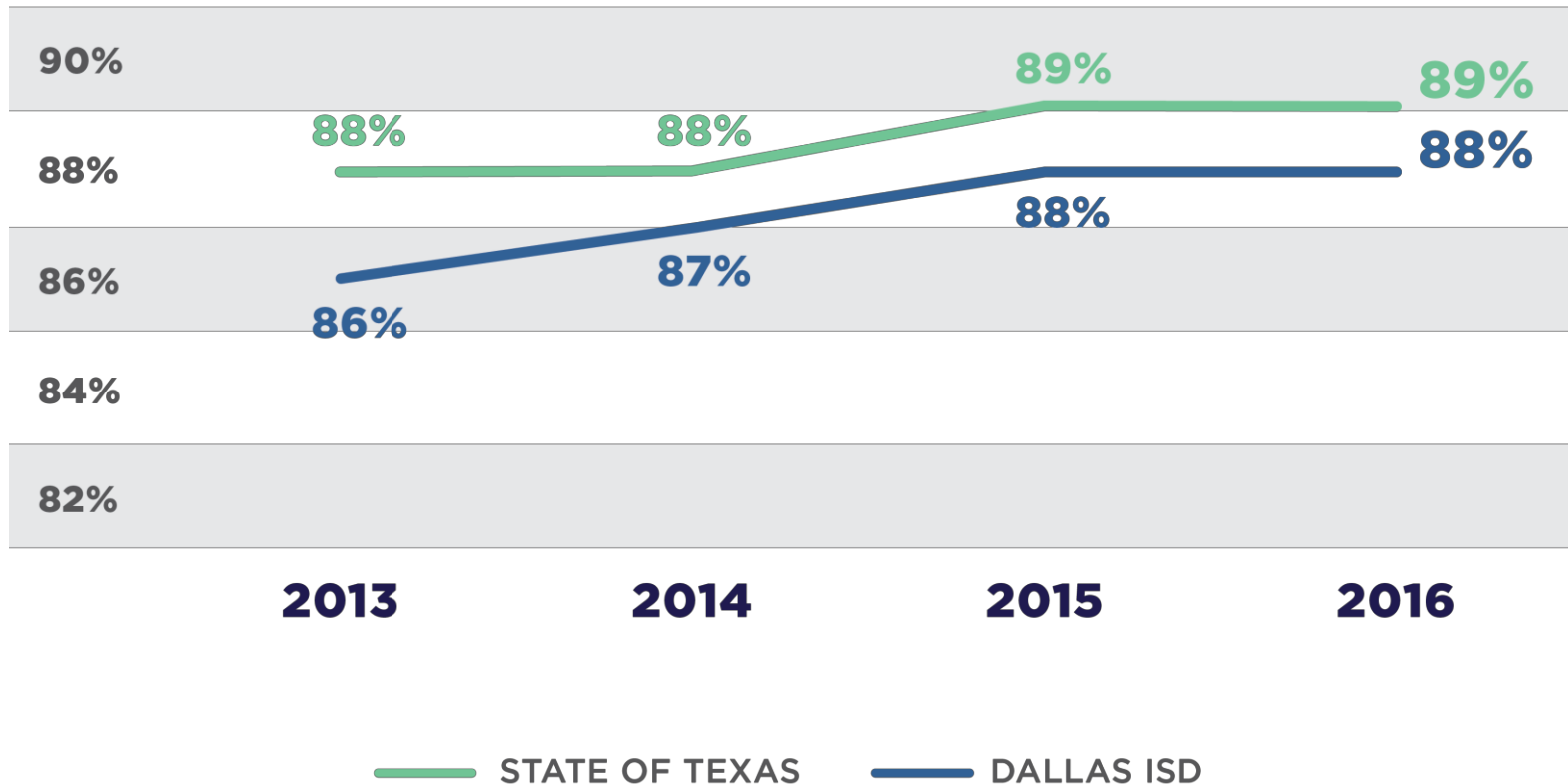
ALL SUBJECTS, ECONOMICALLY DISADVANTAGED STUDENTS ONLY (88% OF DISD)

Eliminated Gap with State at "Meets" Standard for Disadvantaged Students



Quick Look at Dallas ISD

DALLAS ISD HIGH SCHOOL GRADUATION RATES DISTRICT HAS ALMOST ELIMINATED GAP WITH STATE



Student Outcome Goals, Strategic Initiatives and Focus



Focus

- Theory of Action
- School Performance Framework (SPF)
- Dual Language
- STEM Initiatives



Student Outcome Goals

Four goals focused on student achievement and participation in extracurricular and co-curricular activities



Strategic Initiatives

- Early Learning
- Collegiate Academies
- Public School Choice
- Strategic Compensation

District Strategic Initiatives to Scale

Collegiate Academies



Twenty-three (23) comprehensive high schools are partnered with a community college and industry partners.

Dual Language



One of the largest one-way and two-way dual language programs in the U.S. with over 68,500 students.

In addition, 4 middle schools and 3 high schools provide secondary dual language programs.

Strategic Compensation



TEI is in its fourth year of implementation and in all classrooms in the district.

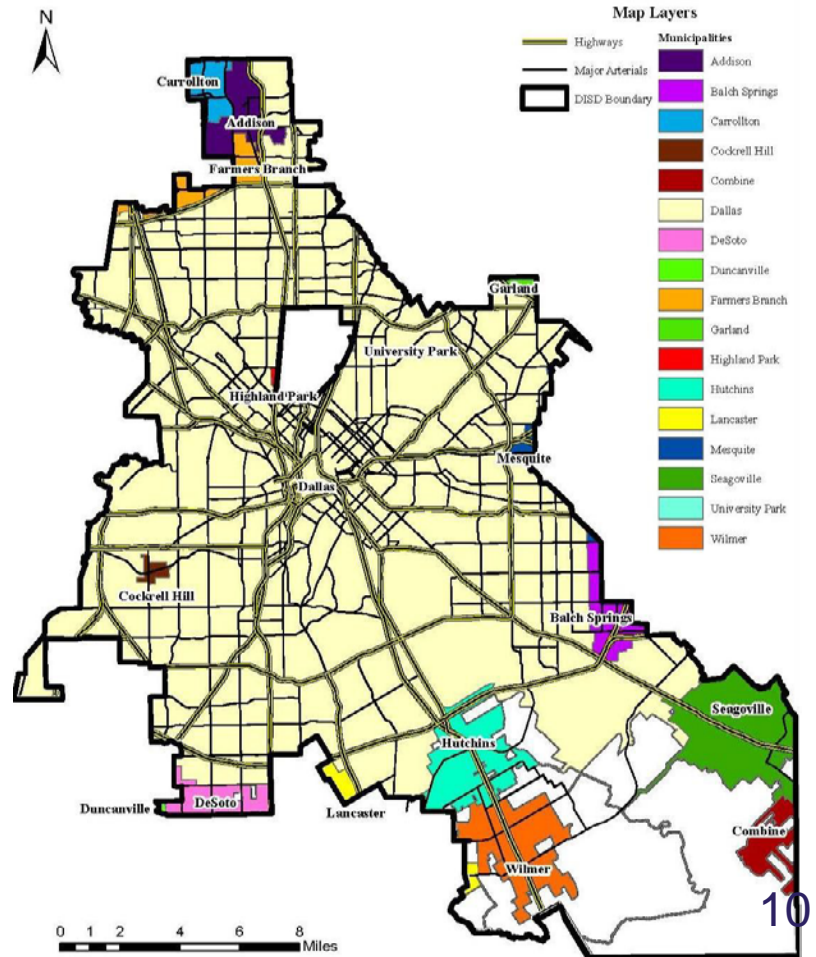
Dallas ISD Area

- Approximately 384 square miles
- 17 Cities within or intersecting Dallas

ISD boundary:

- Dallas
- Addison
- Balch Springs
- Carrollton
- Cockrell Hill
- Combine
- Duncanville
- DeSoto
- Farmers Branch
- Garland
- Highland Park
- Hutchins
- Lancaster
- Mesquite
- Seagoville
- University Park
- Wilmer

- Current School-age (3-17) population is estimated at 233,687



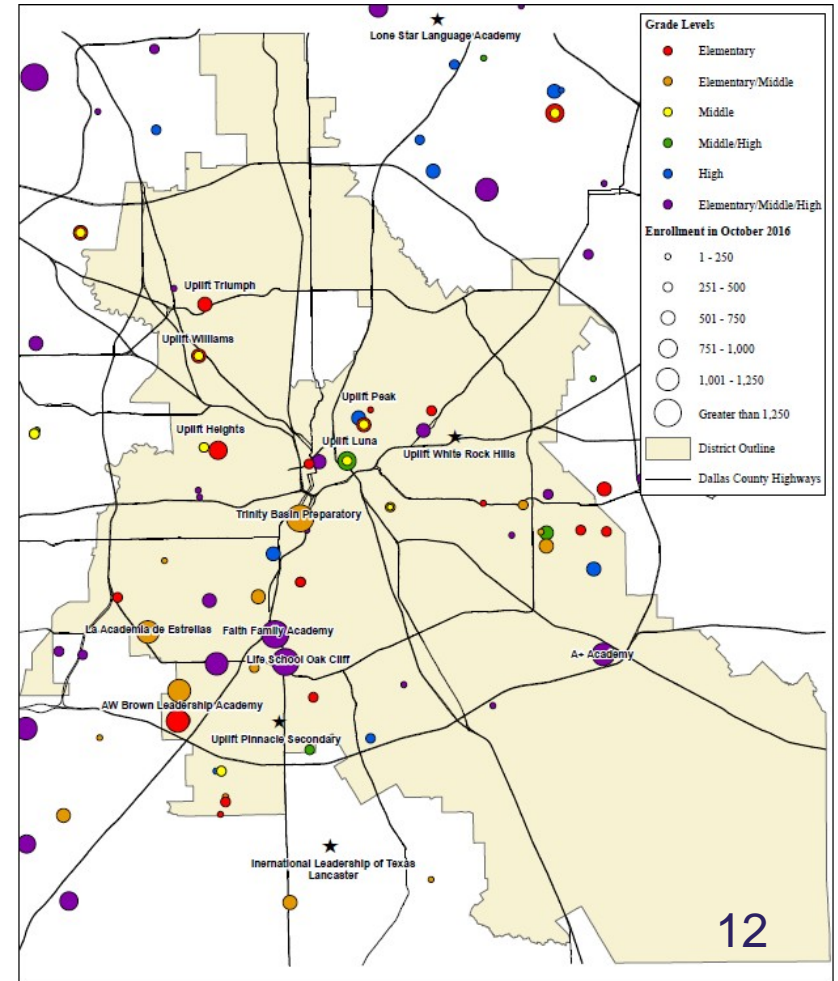
Dallas ISD Area Market Share - 2016

Dallas ISD Market Share	2014-15		2015-16		2016-17	
	Enrollment 2014-15	% of Resident Population	Enrollment 2015-16	% of Resident Population	Enrollment 2016-17	% of Resident Population
Public Schools - EE-12th Residents of Dallas ISD						
Attending Dallas ISD ^{1,2,3}	159,543	67.1%	158,018	66.1%	156,569	67.0%
Attending Charter Schools ³	27,803	11.7%	30,912	12.9%	33,338	14.3%
Attending Other ISDs ³	927	0.4%	1,041	0.4%	1,374	0.6%
Private Schools						
Aged 3-17 Residents of Dallas ISD Attending Private Schools, 2015 ⁴	21,951	9.2%	18,297	7.7%	19,447	8.3%
Not Enrolled in School/Home-Schooled						
Aged 3-4 Residents of Dallas ISD Not Enrolled in School, 2015 ⁴	20,874	8.8%	23,876	10.0%	18,682	8.0%
Aged 5-17 Residents of Dallas ISD Not Enrolled in School, 2015 ⁴	6,636	2.8%	6,804	2.8%	4,277	1.8%
Total EE-12th (3-17 Yr. olds) Children Residing in Dallas ISD	237,734		238,948		233,687	

Charters within Dallas ISD

Charter enrollment within Dallas ISD:
33,413 for October 2016

	2012	2013	2014	2015	2016
Charter Enrollment within Dallas ISD	22,548	25,630	28,199	31,535	33,413
Dallas ISD Transfers to Charters	26,973	29,292	27,803	30,912	33,338



Dallas Area Charter Schools

Academy of Dallas

Advantage Academy

Children First of Dallas

Dallas Can Charter – Oak Cliff,
Grant East

Focus Learning Academy

Founders Classical Mesquite

Gateway Charter Academy
Elementary, Middle

Golden Rule Charter School,
DeSoto

Harmony Science Academy

KIPP Destiny, KIPP Truth

La Academia de Estrellas

Life Middle, High Waxahachie

Life School – Oak Cliff, Red Oak,
Lancaster

Oak Cliff Faith Family Academy

St. Anthony Academy

Trinity Basin Preparatory

Ume Preparatory Academy

Uplift Hampton Preparatory
Primary, Middle, High

Uplift Williams Preparatory, HS

Uplift Luna Preparatory, Secondary

Uplift- Gradus, Pinnacle

Winfree Academy – Dallas



Thank you!

Memorandum



CITY OF DALLAS

DATE June 15, 2018

Honorable Mayor and Members of the City Council:

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 **Community Centers Programming**

Summary

The Office of Community Care will brief the Committee on the City's Community Centers and a proposed approach to reprogramming the centers to better align with and be more responsive to community needs.

Background

The Office of Community Care currently manages two community centers in Dallas, Martin Luther King, Jr. (MLK) Community Center and West Dallas Multipurpose Center, and is responsible for coordinating community services programming at the newly opened "Highland Hills" Center. MLK Center is located on MLK Blvd. in the South Dallas/Fair Park area. It was funded in 1967 by a Capital Improvement Bond Program and opened in 1971. The facility is comprised of 4 buildings on 10 acres, with the main building serving as the community center. The core building is 32,000 square feet.

West Dallas Multipurpose Center is located in West Dallas in Singleton Blvd. near Hampton Rd. The center was funded by a 1982 Capital Bond Improvement Program and opened in 1988. The facility is a single 19,860 square foot building on 4 acres, and has a planned addition of 8,000 square feet from the 2017 Bond Program.

"Highland Hills" Community Center is located in far southern Dallas and is home to the District 8 office. The facility was previously a library, but was vacant until being repurposed into a community facility and district office. The building is 9,206 square feet and includes a shared office space for social services and community services, a computer lab space, and several community rooms.

In 2015, a Community Centers Master Plan was drafted, which used input from more than 500 contracts, a facilities assessment, and operational and program assessment. Feedback from the plan included recommendations drive long-term community improvement, be community-driven, serve as a gathering place, be a connector, offer a continuum of services, address critical facilities needs, and to stem the negative impacts of poverty drivers affecting the target communities which the centers serve.

DATE June 15, 2018

SUBJECT **Community Centers Programming**

Process

In follow up to the committee briefings, staff committed to supporting existing clients to Staff has reviewed the Community Centers Master Plan information and taken care to gather feedback and insight from existing data sources. Staff recognizes that the communities served by our centers are often surveyed for various purposes, so rather than develop a new survey tool, staff decided to work with the Community Council of Greater Dallas in their implementation of a Community Needs Assessment. Additionally, staff made efforts to gather feedback at events, and worked with current program partners to integrate survey questions into the surveys that these providers would be implementing anyways.

Staff has begun the process of evaluating current tenants and partners, aligning structure and operations with department goals, gathering community feedback in a strategic way, and seeking private grants and funding to bring new programs to the centers. In the coming two months, staff will begin the process of analyzing the space and layout of the centers to ensure best use.

Approach

Staff looked to best practice program models to develop a framework for program development. These include well-researched models, such as Collective Impact and “One Stop”, and approaches such focusing on place, integration of services, and service continuum. Additionally, staff reviewed the Mayors Poverty Task Force Reports, Resilient Dallas strategy, Equity Indicators, and community-level data and community feedback to develop recommended programming. Staff recommends focusing on 6 key areas of programming at the Community Centers:

1. Social Services
2. Community Partnerships/Tenants
3. Health and Wellness Programming
4. Community Engagement
5. Education
6. Financial Empowerment Centers

All tenants and program partners will be required to submit evaluation data to demonstrate their impact. Staff recommends that programs align with existing evaluation frameworks, such as the United Way’s Common Measures Framework.

Implementation Plan

Between June and August, staff will convene a working group of key partners and stakeholders, including representatives from the MLK Advisory Board, the Senior Affairs Commission, the Youth Commission and several City departments, as well as representatives from several local community-based organizations, local universities, and the community at-large. This group will help determine center-specific strategies and advise on the development of partnership processes and evaluation planning. The Working Group will also be asked to advise on a communications and outreach strategy for the RCFSP. Additionally, staff will seek low/no-cost ready-to-implement programming for near-term implementation.

DATE June 15, 2018
SUBJECT **Community Centers Programming**

Fiscal Impact

The fiscal impact of the project is \$193,357 in Community Development Block Grant funding.

Recommendation

Staff recommends that Human and Social Needs Committee support the proposed strategy and approach for reprogramming community centers.

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



Nadia Chandler Hardy
Chief of Community Services

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary
Daniel F. Solis, Administrative Judge
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Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Community Centers Programming

Human and Social Needs
Committee

June 18, 2018

Jessica Galleshaw,
Managing Director
Office of Community Care



City of Dallas

Overview

- Purpose
- Background
- Needs and Demographics
- Best Practices
- Reprogramming Strategy
- Recent Successes

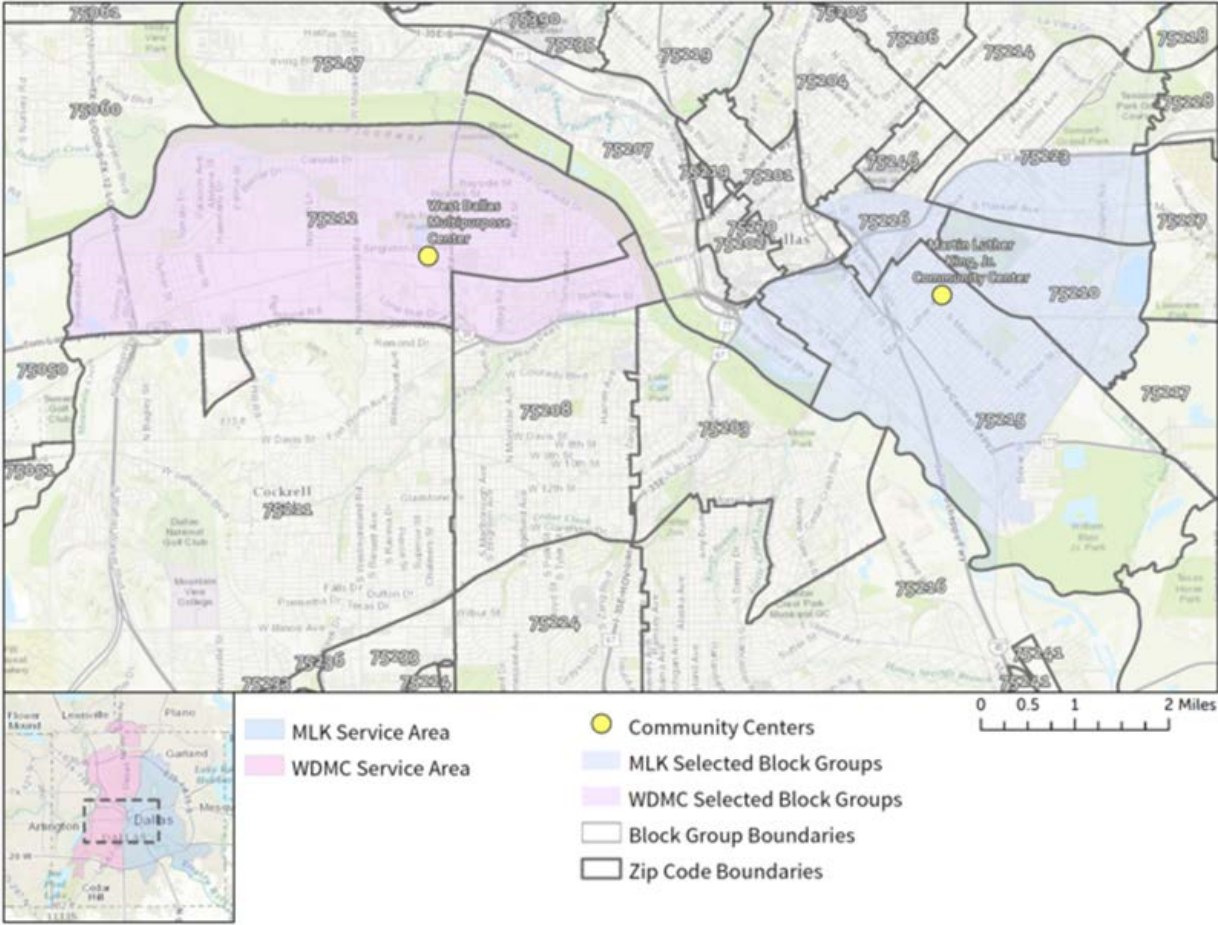


Purpose

The purpose of this briefing is to:

- Provide an overview of current and recent community centers programming
- Introduce model community centers and programming
- Present plan for reprogramming centers
- Share updates on recent successes

City of Dallas Community Centers



Background

- Martin Luther King, Jr. Community Center
 - Funded by 1967 Capital Improvement Bond Program
 - Opened 1971
 - Location: South Dallas/Fair Park on MLK Blvd
 - Hours: 8 a.m. to 5 p.m. Monday-Friday, 8:30 a.m. to 3 p.m. Saturday
 - Facility: 4 buildings, 10 acres, 32,000 sq. ft. core building
- West Dallas Multipurpose Center
 - Funded by 1982 Capital Improvement Bond Program
 - Opened 1988
 - Location: West Dallas on Singleton Blvd. near Hampton Rd.
 - Hours: Hours: 8 a.m. to 5 p.m. Monday-Friday, 8:30 a.m. to 3 p.m. Saturday
 - Single building on 4 acres, 19,860 sq. ft.
 - 8,000 sq. ft. planned addition
- “Highland Hills” Community Center
 - Home to District 8 office, which officially opened May 30, 2018
 - 9,206 sq. ft. of office space and meetings rooms
 - Computer lab and offices for social services and community services

Community Demographics

	75212 (West Dallas)	75210 (MLK)	75215 (MLK)	75241 (Highland Hills)
Total Population:	24,884	7,482	14,648	27,066
Black/African American	7,714	5,375	10,907	23,891
White	15,955	2,402	3,838	4,338
Hispanic/Latino	14,213	2,634	2,911	4,489
Median Household Income	\$30,587	\$21,515	\$26,316	\$33,256
Poverty Rate	31.4%	49.1%	35.6%	24.2%



Community Centers Master Plan (2015)

- Used varied public input avenues, with approximately 500 points of contact
 - Surveys
 - Community Workshops
 - Non-profit focus groups
 - City workshops
 - Interviews
- Facilities assessment
- Operational and program assessment

Master Plan Process Feedback (2015)

- Think of long-term community improvement
- Address the whole population and continuum of services
- Be community-driven
- Be a connector for services
- Be a gathering place for the community
- Market services offered
- Facilities should better match needs
- Address critical facility needs in order for the Centers to effectively continue their work and maximize their positive impact
- Stem the negative impact from poverty drivers affecting the communities that the Centers serve through programming

Process to Date

Activity	Timeline	Status
Review previous Master Plan and strategic planning documents related to community centers	April – June	✓
Review and evaluate current partnerships and program impact	April – August	In progress
Align community centers org structure and operations to department goals	May – September	In progress
Renew/update current contracts and leases	June – September	In progress
Analyze space utilization and center calendars	July – September	Jul. 1, 2018
Meetings with community organizations and potential partners	Ongoing	In progress
Community feedback (surveys, meetings, events, etc.)	Ongoing	In progress
Seek grants and private funding to expand service offerings	Ongoing	In progress
RFCSP Process for new partners	October – November	Oct. 15, 2018



Community Feedback

- Multiple surveys
 - Community Council Greater Dallas Community Needs Assessment
 - Nonprofit partners
- Focus groups
- Individual/anecdotal feedback
- Feedback/insight from community partners

Community Feedback cont.

“more assistance with the mental illness and physical wellness situation.”

“Education is very important, because you need to have equal access to education, because everybody's talking about we have – education is equal, and no, it's not.”

“I think civic organizations... the responsibility of having programs designed to enhance people's lifestyles. “

“...they give \$8.95 or \$9.00 or whatever the minimum wage is per hour, that's not – you can work, but are unable to afford the opportunity to help your family eat.”

“You know... I would like to see more classes ... [for people] if they're willing, to be able to get that knowledge. “

“We have no post-secondary institutions in the Fair Park area. “

“I mean, a better community, you know, a better place to live.”

(Feedback from multiple focus groups, Community Council of Greater Dallas Community Needs Assessment, client surveys)

11

Best Practice Approaches

- Collective Impact model – impact framework that relies on common agenda, shared metrics, continuous communications, and mutually reinforcing activities (facilitated by a “backbone”) (Kania and Kramer 2011)
- Integrated services/continuum – organizations and programs working as a network to improve coordination of services and outcomes for clients (Minas 2016)
- Place-based approaches – community programming designed and coordinated to create impact in a particular neighborhood or community
- “One Stop” Shop – ability to receive multiple services in a single location, ideally with integrated referrals and strategic scheduling

Framework



1. Social Services

- Alignment: Poverty Task Force, Equity Indicators, Resilient Dallas, Community Feedback
- Programming:
 - Utility assistance
 - Rental assistance
 - Case work
 - Senior services
 - Referrals
 - Dedicated space for 311
- Evaluation:
 - OCC Performance Metrics
 - Program-level
 - Align with United Way's Common Measures Framework
- Partners: Funders, Community Council (211), Community-based organizations, City of Dallas departments – Community Courts, 311, OHS

2. Community Partnerships/Tenants

- Alignment: Poverty Task Force, Resilient Dallas, Equity Indicators, Community Feedback
- Program Components:
 - Integrated service network within centers
 - Reporting of impact measure required
 - Work with existing tenants to develop
 - Strategic utilization of offices and meetings spaces
- Evaluation:
 - Program-level
 - Center-level
 - Align metrics with United Way's Common Measures Framework
- Partners: Center tenants, Communities Foundation, community-based organizations

3. Health and Wellness Programming

- Alignment: Equity Indicators, Resilient Dallas, Community Feedback
- Programming:
 - Health and nutrition education
 - Healthy cooking demos and physical activity promotion
 - Farm stands and community gardens
 - Screenings and referral services
 - Mental health education and referrals
- Evaluation:
 - Program-level
 - Align metrics with Common Measures Framework
- Partners: Hospital systems, community-based organizations

4. Community Engagement

- Alignment: Community Feedback, Equity Indicators
- Programming:
 - Community events
 - Arts and music
 - Neighborhood and community meetings
 - Technology center and professional meetings spaces
 - Inclusive and representative cross-functional events planning team
- Evaluation:
 - Community surveys/feedback
 - Program-level
 - Program and event participation data
- Partners: Community members, Community-based organizations, Neighborhood associations

5. Education

- Alignment: Community Feedback, Equity Indicators, Poverty Task Force
- Programming:
 - Summer and afterschool programming
 - STEM programs
 - Arts and music
 - SAT/ACT prep courses
 - College readiness/FAFSA support
- Evaluation:
 - Community surveys/feedback
 - Program-level evaluation
- Partners: Community-based organizations, Local schools

Financial Empowerment Centers

- Alignment: Mayors Task Force on Poverty, Resiliency Strategy, Equity Indicators, Community Feedback
- Program Components:
 - Financial Education
 - Financial Case Management
 - Job Skills Training
 - VITA services
- Evaluation: United Way of Metropolitan Dallas / Communities Foundation of Texas – Income Common Metrics Framework
- Partners: Cities for Financial Empowerment, Working Families Success Network

Potential Partners

- Abounding Prosperity
- Austin Voices for Education
- Baylor, Scott and White Health
- Big Thought
- Black Girls Blue Scrubs
- Buckner Family Services
- Catholic Charities
- Cities for Financial Empowerment
- Concilio
- Community Council
- Communities Foundation of Texas
- Dallas Afterschool
- DCCCD
- Early Matters Dallas
- Foundation Communities
- Prevent Blindness Texas
- Senior Source
- SMU
- Texas Hunger Initiative
- Texas A&M Dentistry
- United Way of Metropolitan Dallas
- UNT Dallas
- YMCA
- Current tenants and partners

Working Group

- City of Dallas departments
- MLK Jr. Center Advisory Board
- Senior Affairs Commission
- Youth Commission
- Baylor, Scott and White Health
- Community members at-large
- Communities Foundation of Texas
- Community Council
- Human and Social Needs Advisory Board
- United Way of Metropolitan
- UNT – Dallas
- YMCA



Implementation Plan

- Start with quick wins – funded partners ready to implement
 - VITA at West Dallas (Foundation Communities)
 - STEAM Camp at West Dallas (Big Thought)
 - Community/Social Services programming at Highland Hills (Community Services departments)
 - Financial Empowerment plan (CFE CityStart)
- Working group meetings – June - September
- RFCSP process – leverage \$193,000 CBDG funding (1:1 match)
- Public Engagement
 - Community meetings
 - Target populations / inclusion
- Evaluation plan development – August - September

Community Centers Programming

Human and Social Needs
Committee

June 18, 2018

Jessica Galleshaw,
Managing Director
Office of Community Care



City of Dallas

Memorandum



CITY OF DALLAS

DATE June 15, 2018

Honorable Mayor and Members of the City Council:
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 **Senior Medical Transportation Update**

Summary

The Office of Community Care will brief the Committee on the Senior Medical Transportation Update. In follow up to the March 19, 2018 and April 2, 2018 briefing to the committee, staff was asked to audit the program processes and to work with current program clients to transition as many of them to other programs as possible. Staff has reviewed the program client roster and database to identify participants who are currently eligible for existing programs, to identify clients who no longer need and are no longer utilizing the service, and to identify clients that have never applied for the DART paratransit program and provide them with application support to do so.

Issues Identified

In reviewing the Senior Medical Transportation Program, multiple issues with the program and implementation were identified that suggests that the program is not being utilized as a program of last resort as it was intended. These issues include the potential for client base overlap with DART paratransit and other programs, DART eligibility requirements and review/approval process, issues with the procurement process, and the potential need for a new RFCSP for FY2019.

Client Assessment/Transition Update

In follow up to the committee briefings, staff committed to supporting existing clients to apply for DART paratransit eligibility and to work more closely with DART to continually screen new applicants and cross-reference existing client's databases.

Of a total of 2,190 SMTP clients on the program roster:

- 1,517 clients were identified as inactive (not using the service for more than 6 months and not indicating a need for the service when contacted),
- 479 clients were identified as active clients,
- and 194 were identified as already being eligible for DART paratransit services.

Of the 479 active clients:

- 316 have now completed at least the first component of their DART paratransit application,
- 59 were identified as already being eligible for DART paratransit, Logisticare, or Parkland Senior Outreach Program services,
- 60 clients could not be reached after multiple contacts/messages,

DATE June 15, 2018
SUBJECT **Senior Medical Transportation Update**

- and 44 are in the process of submitting their application.

Over the next several weeks, staff will continue to support clients through the multi-step DART application process, and expect to begin hearing the outcomes of the application processes for SMTP clients within the next 1-2 weeks.

Future Programming

This program audit has revealed deficiencies in the program's screening and application process, such as relying on "self-certification" of need and eligibility, as well as in the program monitoring and oversight. Conversations with program participants through the client assessment and transition process have revealed that cost is a significant barrier for many seniors that has driven them to participate in SMTP versus other programs, even those with very moderate costs. Staff has also learned that many older adults require significant support in navigating the multi-step DART paratransit application and eligibility process.

Moving forward, staff will work closely with DART and with the Department of Transportation to develop and maintain a program that is responsive to the needs of the community's older adults. For FY2019, staff recommends identifying a local community-based organization via RFCSP process to coordinate referrals for seniors in need of medical and wellness transportation services, to provide application support for existing programs, to distribute vouchers and coupons for existing programs based on verified need, and to provide "on demand" services to seniors meeting specific criteria that are not well-served by existing programs. Staff will propose a budget of up to \$142,000 for this program, which will be matched on a 1:1 basis by a grant award from the North Texas Council of Government.

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



Nadia Chandler Hardy
Chief of Community Services

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizzor 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
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Senior Medical Transportation Update

Human and Social Needs
Committee

June 18, 2018

Jessica Galleshaw,
Managing Director
Office of Community Care



City of Dallas

Overview

- Purpose
- Background
- Issues Identified
- Updates on Progress
- Next Steps

Purpose

The purpose of this briefing is to:

- Review issues previously identified;
- Provide updates on Senior Medical Transportation Program;
- Present plan for future of Senior Medical Transportation Program

Background

- The SMTP provides transport services for Dallas residents aged 60+ to and from medical appointments within the City of Dallas
- The SMTP was outsourced in FY16-17 to Real Time Transport, Inc.
 - Contract was up for renewal February 27, 2018
 - Council requested staff to meet with DART and that staff thoroughly review program practices
- On March 19, 2018, staff presented an overview of the program to committee
- On April 2, 2018, staff provided an update on process to review program practices and transition clients to other programs, highlighted issues and concerns identified in this review
 - Staff was asked to continue process and develop new program strategy

Issues Identified – April 2, 2018

- Client base overlap
 - Potential service duplication
 - Cost per trip for client
 - 2,190 program participants
 - Approximately 200 clients already eligible for DART upon first review
- DART eligibility requirements
 - 21-day review/approval process
 - Requires supportive medical documentation
- SMTP as program of last resort
 - Approximately 72% increase in service demand
 - Inadequate demonstration of need
- Procurement process
 - Contract renewals must adhere to the original scope of work
 - Substantive changes would require a new request for proposals/RFCSP
- Consideration of new RFCSP
 - FY2019 budget development process

Intergovernmental Partnership: DART

- From April – September 2018 staff committed to:
 - Support existing clients to apply for DART paratransit eligibility
 - Screen new SMTP applications to determine paratransit eligibility prior to SMTP approval
 - Cross-reference existing client list to prevent duplication
 - Casework with seniors to navigate DART paratransit certification process
 - Partner with DART & City of Dallas Transportation Department to develop a mobility management strategy
 - Enhance “on-demand” transportation services
 - Support rider fare through coupons and other subsidies

Client Assessment/Transition Update

- All 2,190 program clients have been contacted
 - 194 already eligible for DART upon first review
 - 1,517 identified as inactive clients (had not used service in more than 6 months and did not indicate need for service when contacted)
 - 479 identified as active clients - received phone calls/outreach for DART application support
 - 59 determined already eligible/participating in other programs
 - 316 Step 1 of DART applications submitted
 - 60 clients could not be reached after multiple contacts/messages
 - 44 clients in process of submitting Step 1 of DART application

Program Development Updates

- Continued conversations with DART and other providers regarding programming
- Meeting with “My Ride”/Dallas Area Agency on Aging, program that does referrals for senior transportation services locally
- Client rosters submitted to DART for quarterly cross-reference
- Lessons learned:
 - Cost is a significant barrier to services
 - Many clients require significant support in navigating DART and other program application processes
 - “Self certification” not a reliable method of determining eligibility

Next Steps

- Work closely with “MyRide” and explore partnership opportunities to improve referral service
- Contract with a local community partner, identified via RFCSP process, to:
 - Coordinate referrals for seniors in need of medical and wellness transportation services
 - Provide application support for existing programs, including DART paratransit, Logisticare, and Parkland Senior Outreach Program
 - Provide coupons and vouchers for existing services to help seniors overcome cost barriers, with required income verification
 - Provide “on-demand” services when needed
- FY19 Budget development process to include potential efficiencies and leveraging of funds from NTCOG
- Continue working with City of Dallas Transportation Department

Senior Medical Transportation Update

Human and Social Needs
Committee

June 18, 2018

Jessica Galleshaw,
Managing Director
Office of Community Care



City of Dallas

Memorandum



CITY OF DALLAS

DATE June 15, 2018

Honorable Mayor and Members of the City Council:

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 **Homeless Solutions Proposed Strategy**

Summary

Staff will brief the Committee on the proposed strategy and associated code amendments that will authorize City staff to implement the Strategy if approved.

Background

This presentation details proposed code amendments and the public outreach and communication plan.

The purpose of the proposed code amendments is to increase capacity to shelter the homeless and allow private entities to provide shelter during inclement weather on private property, by way of a new land use and zoning for temporary shelters.

The Office of Homeless Solutions continues its collaboration with the Citizen Homelessness Commission to create a robust public outreach and communication plan. This plan will include a total of ten (10) public meetings held across the city, from July 9-August 15, 2018.

The Office of Homeless Solutions is scheduled to provide a full briefing presentation to City Council on August 1, 2018.

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

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

Nadia Chandler Hardy
Chief of Community Services

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
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Homeless Solutions Proposed Strategy

**Human and Social Needs
Committee**

June 18, 2018

**Monica Hardman
Managing Director
Office of Homeless Solutions**



City of Dallas

Agenda

- Proposed Strategy Tracks I-IV
- Proposed Code Amendments
- Public Outreach & Communication Plan
 - Proposed Locations
- Next Steps

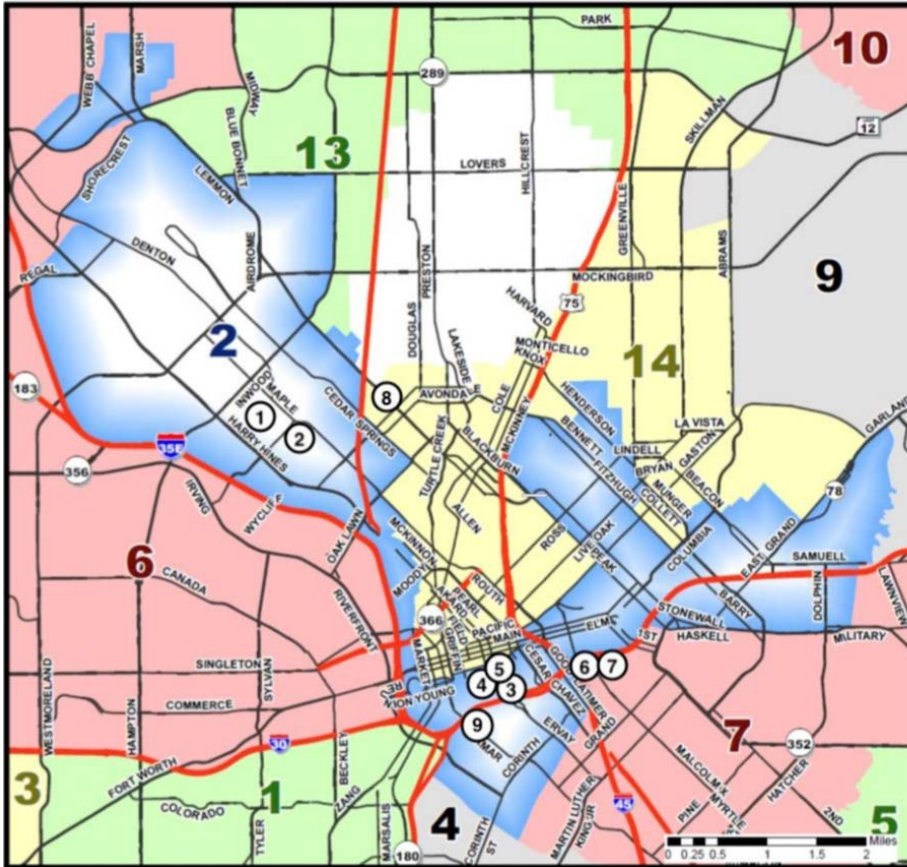
Proposed Strategy

- Track I: Increase Shelter Capacity
- Track II: Temporary Centers
- Track III: Master Lease/Landlord Incentive Program
- Track IV: \$20 million Bond

Proposed Code Amendments

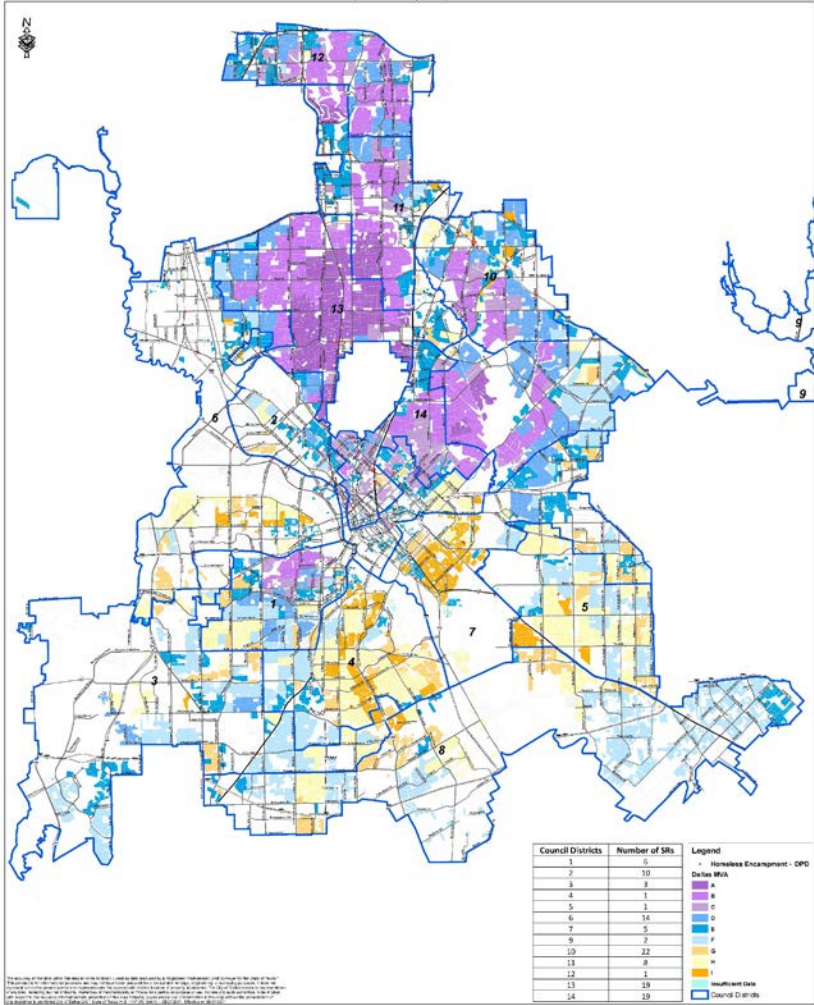
- Purpose:
 - To increase capacity of shelter for the homeless by allowing temporary homeless centers at locations not currently zoned for this use
 - To decentralize homeless services and make services available in locations more evenly distributed throughout the city
 - To allow private entities to provide shelter during inclement weather on private property

Existing Shelter Locations



- 1 – Salvation Army
- 2 – Union Gospel Mission
- 3 – The Bridge
- 4 – Stewpot
- 5 – Family Gateway
- 6 – City Square
- 7 – Austin Street
- 8 – Genesis Women’s Shelter

Homeless Encampments



Proposed Code Amendments

- Temporary Homeless Centers:
 - Create a new zoning land use in Chapter 51A: Temporary Homeless Centers
 - 90 day maximum duration at any location
 - Propose a new chapter in the city code to codify the program specifications and minimum requirements
 - Align with the RFCSP and executed contracts
 - The designated Temporary Shelter Manager would implement, manage, and enforce.

Proposed Code Amendments cont.

- Accessory Inclement Weather Shelters:
 - Create an accessory use to Chapter 51A
 - May operate as accessory only to a limited list of main uses (i.e. church, community service center, etc.)
 - Annual permit issued only upon proof of minimum health and safety requirements
 - Overnight guests allowed only during times of inclement weather (to be defined)
 - The designated Temporary Shelter Manager would enforce permitting

Public Outreach & Communication Plan

- Citizen Homelessness Commission (CHC) subcommittee collaboration
- Host a total of 10 public meetings from July 9 – August 15 to include:
 - 8 in-person meetings (2 per quadrant)
 - 2 virtual meetings Citywide
 - Electronic survey – Disseminated through OHS website

Public Outreach & Communication Plan

Proposed Locations

Southwest Quadrant:

- Thurgood Marshall Recreation Center (District 3)
- Beckley-Saner Recreation Center (District 4)
- J. Erik Johnson Central Library (District 2)

Southeast Quadrant:

- Pleasant Oaks Recreation Center (District 5)
- MLK Multipurpose Center (District 7)
- CareCenter Ministries (District 5)

Northeast Quadrant:

- Harry Stone Recreation Center (District 9)
- Willie B. Johnson Recreation Center (District 10)

Northwest Quadrant:

- Walnut Hill Recreation Center (District 13)
- W. Dallas Multipurpose Center (District 6)
- Timber Glen Library (District 12)

Next Steps

- Community Engagement Meetings
- Homeless Providers Engagement Meetings
- City Council Briefing August 1, 2018
- City Council Voting Agenda August 22, 2018
- Tentative implementation August 2018

Homeless Solutions Proposed Strategy

Human and Social Needs
Committee

June 18, 2018

Monica Hardman
Managing Director
Office of Homeless Solutions



City of Dallas

Upcoming Agenda Item(s)

June 27, 2018

- A. *Draft Agenda Item #23:* Authorize a twelve-month Interlocal Agreement with the Dallas County Health and Human Services Department to provide and administer immunization and testing services 185 employees of the City of Dallas Women, Infants and Children Program's for the term of October 1, 2017 through September 30, 2018 - Not to exceed \$5,000 – Financing: Department of State Health Services Grant Funds (city-wide)

- B. *Draft Agenda Item #24:* Authorize an Interlocal Agreement between the City of Dallas and the University of Texas at Arlington, College of Nursing and Health Innovation (University), for the purpose of providing a supervised clinical lactation experience for the University's nursing program students at the City of Dallas Lactation Care Center for the period September 1, 2018 through August 31, 2019 - Financing: No cost consideration to the City (city-wide)

- C. *Draft Agenda Item #25:* Authorize a five-year Interlocal Agreement with Dallas County Hospital District d/b/a Parkland Health & Hospital System ("Parkland") for the Dallas Women, Infants and Children Program peer counselors to provide breastfeeding information to prenatal and routine postpartum patients at Parkland Memorial Hospital for the period June 1, 2018 through May 31, 2023 - Financing: No cost consideration to the City (city-wide)

- D. *Draft Agenda Item #26:* Authorize a five-year Interlocal Agreement with the Department of State Health Services, to provide on-line computer services for the City's Bureau of Vital Statistics Program to obtain certified copies of birth certificates at a cost of \$1.83 for each birth certificate printed for the period September 1, 2018 through August 31, 2023 - Not to exceed \$35,000 annually for a total not to exceed \$175,000 - Financing: General Funds (subject to appropriations) (city-wide)

Human & Social Needs Committee - FY2018 Agenda Forecast

Date	Briefing(s)	Presenter
Future Agendas: 2018	Welcoming Communities & Immigrant Affairs Update	Liz Cedillo-Pereira, Esq. Director Welcoming Communities & Immigrant Affairs
	LGBTQ Taskforce Briefing	
	Education Taskforce Briefing	
	Community Centers: Opportunity Builder	
	Homeless Response System: Immediate Solutions	
	Office of Homeless Solutions Strategic Plan	
	MLK 2019	
	WIC Briefing	
	Census 2020	
	Youth Commission	
Dallas Area Partnership to End and Prevent Homelessness		