Memorandum

DATE February 16, 2018

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

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

Summary

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

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

Nadia Chandler Hardy
Chief of Community Services

[Attachment]

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

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

“Our Product is Service”
Empathy | Ethics | Excellence | Equity
Convening, Collaborating, Community Needs Analysis & Capacity Building For Resilient Communities
Summary

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

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

Background

We are working together with:
• Office of Resilience
• Office of Community Services
• Office of Diversity & Inclusion
• Office of Welcoming Communities & Immigrant Affairs
• Neighbor Up Dallas / GrowthSouth Initiatives
• Mayor’s Task Force on Poverty
About Community Council

Our Mission & Vision Guide Our Work in the Community

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

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

The Community Council serves the community by providing leadership in:
- Determining priority issues in the human services area
- Convening partners to significantly impact service delivery
- Increasing awareness of, and access to services

Our Vision

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

Strategic Goals
- Lead high-priority issues
- Serve as a neutral convener
- Conduct research into emergency and current issues
- Provide advocacy on issues within the Council’s mission
Dallas Area Interfaith and Community Council are now collaborating to lift working families out of poverty through education and multidimensional support tailored to each participant’s circumstances.

On average, participants completing the Skill QUEST program move from $9.00 per hour to $25.00 per hour, in sustainable high-demand career paths.
Re-Envisioning the Delivery of Health and Human Services

1. Co-Creation
   Collaborate, Communicate, Design, Build - Organically

2. Convening
   North Texas residents, providers, elected officials, corporate representatives, and other community leaders...

3. Data/Analytics
   Foundational
   New Data Sources
   Broader Collaboration
   Transparency and Leverage

4. Collective Impact
   Breakout, Transformative Innovation
Convening, Collaborating, & Capacity Building
The Community Council’s work improves the health and well-being of people through all stages of life; youth, working families, older adults, and persons with disabilities.
8 Key Focus Areas for Poverty Alleviation

- Education
- Workforce
- Children’s Health
- Childhood Poverty
- Teen Pregnancy
- Single Mom HH
- English Proficiency
- Transportation
Community Needs Analysis & Capacity Building For Resilient Communities
CSBG Poverty Alleviation Grant

Navigating Services & Transitioning Out of Poverty

LEVERAGING A CONNECTED CARE MODEL

Prevention | Intervention | Stabilization | Thriving

Services & Strategies

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

Community Council
Advancing Solutions...Empowering Lives
CSBG Poverty Alleviation Grant: A Connected Care Model Will Include Common Metrics & Data Warehousing

A Continuum of Care Is Further Enabled by Community-Wide Data Sharing Among Providers
TWO MAJOR COLLABORATIVE PROJECTS LAUNCHING Q1 2018:
COMMUNITY NEEDS ASSESSMENT &
COMMUNITY-WIDE DATA ECOSYSTEM INITIATIVE

IDENTIFYING & CLOSING GAPS THROUGH CAPACITY BUILDING & COLLABORATION

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

**Key project objectives include modifying social services interventions and resource allocation in order to better address sustainable solutions for:**
- Community Health
- Transportation Policy
- Other Public Infrastructure
- Public Safety
- Economic Mobility
- Academic Achievement
Convening, Co-Creation, Data Analytics, Building Solutions that Scale
Convening, Co-Creation, Data/Analytics, Building Solutions that Scale
Convening, Co-Creation, Data/Analytics, Building Solutions that Scale

PCC Core Strengths

- Data Science + Community + Clinical Expertise
- Cognitive Computing Platform + Context Conscious Storage

Schematic of PCCI's Data Science Architecture and Innovation Portal

- Data
- SDOH from Iris, Data Commons, Clinical

Resources Versus Needs

- Unique Clients:
  - 3,000
  - 10,000
  - 30,000

Misalignment of resources and clients' needs:
- Poverty concentrated in South Dallas, whereas services concentrated in North Dallas

Data Source: Pieces Ins™ Proprietary and Confidential
Convening, Co-Creation, Data/Analytics, Building Solutions that Scale
Convening, Co-Creation, Data/Analytics, Building Solutions that Scale

- Vitals/Chronic
- Illness Monitor
- Cognitive
- ADL Tracking
- Emergency call
- Nutrition
- Medication
- Reminders
Collaborating, & Capacity Building
WILL BE IDENTIFYING & CLOSING GAPS THROUGH NONPROFIT CAPACITY BUILDING & COLLABORATION

**Community Needs Analysis**

- Access to Healthy Foods and Recreation
- Crime & Violence
- Environmental Condition
- Poverty
- Employment
- Food Security
- Housing Stability
- Higher Education
- High School Graduation
- Language and Literacy
- Early Childhood Education
- Access to Healthcare Facilities
- Access to Primary Care
- Health Literacy
- Social Cohesion
- Civic Participation
- Discrimination
- Social Norms and Relationships

**Source:** SDOH – HealthyPeople.gov
Nonprofit Capacity Building

<table>
<thead>
<tr>
<th>What Works</th>
<th>What Does Not Work</th>
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</thead>
<tbody>
<tr>
<td>ED coaching</td>
<td>ED in a training class</td>
</tr>
<tr>
<td>Holistic approach, NPO toolkits</td>
<td>Connected offerings or silos</td>
</tr>
<tr>
<td>Case studies, peer-to-peer exchange</td>
<td>Lectures from a textbook</td>
</tr>
<tr>
<td>Hands-on project-based learning</td>
<td>No applications or “quick wins”</td>
</tr>
<tr>
<td>Board/staff are engaged</td>
<td>Board/staff not engaged</td>
</tr>
<tr>
<td>Staff augmentation resources, including VISTAs</td>
<td>No additional resources; busy staff reverts to business as usual</td>
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Community Council
Advancing Solutions...Empowering Lives
Tiers of Capacity Building

- Funding & Scaling Proven Models
- Capacity Building & Operational Support
- Incubation of Emerging NPOs
Convening, Co-Creation, Data/Analytics, Building Solutions that Scale

https://vimeo.com/226383513
Building Community Resiliency

- Studying data on the community
- Securing information from residents (surveys)
- Discovering & mapping the local assets
- Synthesizing the qualitative data and quantitative data
- Preparing for a community-wide forum
- Reviewing existing community strategic plans
- Reviewing roles and responsibilities

Source: Hometown Collaboration Initiative
Building Community Resilience

ACEs
Resilience
Community History

Provider Capacity / Capability
System Capacity / Capability
Policy Supports

Shared Understanding
State of Readiness

Community Building
Cross-Sector Partnerships

Organizational Linkages
Social Supports
Attachment to Place

Strategic Partnerships
Collaborations
How to Connect
Resource Distribution

Source: Ellis & Dietz
Building a Learning Community

**Capacity Building / Learning Collaboratives:**

- Sharing Best Practices
- Third-Party Program Evaluation
- Innovation/Scaling Support
- Marketing/Communications
- Training/Technical Assistance
- Operational Support
- Collaborations
Convening, Collaborating, Community Needs Analysis & Capacity Building For Resilient Communities
Co-Creator, Co-Conveneer for City of Dallas Initiatives

Building Community Resilience
- Healthy Communities
- Social Determinants of Health
- Public Education / EMS
- Welcoming Communities and Immigrant Affairs

Strengthening Workforce Development
- CCGD Workforce Development Programs
- Financial Empowerment Centers
- Living-Wage Employment
- 21st Century Skills

Data-Driven Decision Making
- Nonprofit Alignment
- Eliminating Redundancies
- Filling Gaps in Service Delivery

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City will launch a “Goals for Dallas Vision, 2030 Plan” and CCGD will be a key stakeholder that will help to shape an equitable future for Dallas.
Upcoming Projects with the City of Dallas Community Centers

CCGD SERVICE DELIVERY:
- DAAA Benefit Counseling
- Evidence-Based Wellness Programs
- Economic Empowerment
- Whole Family Care

QUALITATIVE DATA COLLECTION:
- Community Needs Analysis
- Client Surveys
- Focus Groups

This is a critical element of the Community Needs Assessment which drives our CSBG Strategic Plan and Community Action Plan.
Supporting Healthy & Thriving Communities

Phase I
Learning Collaborative

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

Phase II
Innovation/Scaling Support – Training & Technical Assistance

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

Phase III
Co-Create Operational Support

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