

# Memorandum



CITY OF DALLAS

DATE October 12, 2018

Honorable Mayor and Members of the City Council:

TO Mayor Pro Tem Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **FreshStart**

## **Purpose**

On October 15, 2018, the Human and Social Needs Committee will be briefed on the FreshStart program. The briefing will provide an overview of the current program and highlight programming enhancements that are being made for FY2019.

## **Background**

The FreshStart program provides comprehensive support to vulnerable clients to ensure that they are able to find and maintain safe and stable housing. The program is funded through a mix of federal grant dollars and general fund dollars. Recently approved FY19 enhancement allows for increased focus on employment opportunities for clients.

Services provided through the FreshStart program include:

- Rental assistance (funded by Emergency Solutions Grant and Housing Opportunities for Persons With AIDS)
- Case management as the participants obtain and remain in stable housing; and
- Supportive services, such as needs assessments, monthly home visits, and facilitating access to ancillary services (such as health care, behavioral health care, job training and placement, substance abuse treatment, food, and transportation access).
- Employment support, including soft skills trainings and referrals

## **FY18 Program Statistics**

Approximately 70% of current FreshStart clients have a criminal history. As of June 30, 2018, more than 1,200 clients have been served by FreshStart caseworkers through intake, referrals, supportive services, and programming. A total of 97 clients have received intensive case management and long-term housing support services. Of these, 88 of have met the stable housing target measure (91% stable housing) for FY18 to date. The stable housing metric is defined as remaining housed for 7 consecutive months.

## **FY19 Programming Enhancements**

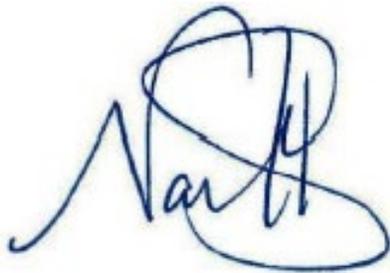
The FY19 programming enhancement of \$235K, combined with existing funding, will allow the program to maintain the current level of services and to provide the following additional services:

- Serve an additional 100 clients minimum

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- Work with City departments to transition seasonal and temporary employees with criminal histories to permanent employment with the City
- Connecting clients with external partners for soft skills training, such as resume writing, interview skills, etc.
- Providing case management and supportive services to ensure clients are safely and stably housed
- Providing or connecting clients to supportive services such as conflict resolution training, budgeting and financial education, facilitating access to health care, etc.

Should you have any questions or require additional information, please contact myself or Jessica Galleshaw, Managing Director, Office of Community Care.



**Nadia Chandler Hardy**  
Assistant City Manager and Chief Resilience Officer

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney Interim  
Carol A. Smith, City Auditor Interim  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager  
Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Directors and Assistant Directors

# FreshStart

**Human and Social  
Needs Committee**

**October 15, 2018**

**Jessica Galleshaw  
Managing Director  
Office of Community Care**



**City of Dallas**

# Purpose

The purpose of this briefing is to:

- Provide an overview of current FreshStart program
- Present planned program enhancements for FY19
- Gather feedback and recommendations from the Human and Social Needs Committee

# Background

- Provides comprehensive support to vulnerable clients to ensure that they are able to find and maintain safe and stable housing.
- Funded through a mix of federal grant dollars and general fund dollars. (Approximately \$700K)
- FY19 enhancement allows for increased focus on employment opportunities for clients

# Program Components

- The FreshStart program is comprised of four program components:
  - Emergency Solutions Grant Essential Services
  - HOPWA
  - Project-Based Voucher Assistance
  - HOME – High Impact Landlord Initiative
  - Employment Support/Re-entry (new FY19)

# Services Provided

- Rental assistance (ESG and HOPWA)
- Case management as the participants obtain and remain in stable housing; and
- Supportive services, such as:
  - needs assessments
  - monthly home visits
  - facilitating access to ancillary services (such as health care, behavioral health care, job training and placement, substance abuse treatment, food, and transportation access).
- Long-term program participation requires disease diagnosis as part of the HOPWA funding structure
- Employment support (new in FY19)

# FY18 Program Statistics (through June 30, 2018)

- 97 total clients who have received intensive case management and long-term housing support services
  - 88 of them have met the stable housing target measure (91% stable housing) for FY18 to date
- Approximately 70% of FreshStart clients have a criminal history
- 1,249 individuals/families have been served by FreshStart caseworkers through intake, referrals, supportive services, and programming

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# FY19 Program Enhancements

- As approved in the adopted FY19 budget and effective October 1, 2018, additional \$235K general fund
  - To include:
    - 1 manager/coordinator
    - 1 caseworker
    - Direct and/or contracted support services
- Focused on permanent employment within the City organization
- Estimated to serve an additional 100 clients minimum
- Targeting existing temporary and seasonal employees
- Maintain current programming services

# FY19 Program Enhancements – Employment Support

- Collaborate with 9 City departments to identify permanent employment opportunities
  - Dallas Animal Services, Code Compliance, CRM/311, Public Works, Sanitation, Equipment Building Services, Fleet Department and Parks & Rec
  - Work with the Human Resources Department to develop sustainable pathways to permanent employment within the selected departments
- Collaborate with external partners to provide employment support
  - Unlocking Doors, Potter's House, CitySquare, Texas Offenders Re-entry Initiative, Anthem Strong Families, First Step Community Empowerment, Dallas Leadership Foundation and Miles of Freedom
  - Connect clients with external partners for soft skills training, such as resume writing, interview skills, etc.
  - Provide case management and supportive services to ensure clients are safely and stably housed
  - Provide or connect clients to supportive services such as conflict resolution training, budgeting and financial education, facilitating access to health care, etc.

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# FY19 Program Enhancements – Employment Support cont.

- Employment Support Component Client Sources:
  - Current FreshStart program clients and FreshStart nonprofit partners
  - Local organizations that serve formerly incarcerated clients
  - End Panhandling Now
  - Community Courts
  - Current temp employees of City (facilitate transition to full-time permanent roles)
  - Employee Advisory Council (EAC)

# FreshStart

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Managing Director  
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