

# Memorandum



CITY OF DALLAS

DATE October 9, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Office of Community Care City Council Agenda Items**

The following Office of Community Care (OCC) item will be considered by City Council on the October 13, 2020 Agenda:

**Item Number 20-1464:** Authorize the first of two, one-year renewal options to the service contract with Open Arms, Inc. dba Bryan's House to provide single mothers with specialized childcare for their special needs children through the Overcoming Barriers to Work Program for the period of October 1, 2020 through September 30, 2021 - Not to exceed \$36,698.00 from \$36,698.00 to \$73,396.00 - Financing: 2020-21 Community Development Block Grant Fund

**Item Number 20-1448:** Authorize the first of two, one-year renewal options to the service contract with International Rescue Committee, Inc. to provide digital literacy skills for work to limited English proficient low- to moderate-income residents of Dallas through the Overcoming Barriers to Work Program for the period of October 1, 2020 through September 30, 2021 - Not to exceed \$76,833.00, from \$76,833.00 to \$153,666.00 - Financing: 2020-21 Community Development Block Grant Fund

**Item Number 20-1465:** Authorize the first of two, one-year renewal options to the service contract with The Salvation Army A Georgia Corporation to provide services to individuals and families overcoming homelessness, addiction and poverty through the Overcoming Barriers to Work Program for the period of October 1, 2020 through September 30, 2021 - Not to exceed \$40,337.00, from \$40,337.00 to \$80,674.00 - Financing: 2020-21 Community Development Block Grant Fund

## **Background**

The Overcoming Barriers to Work Program was designed to address barriers that keep residents from obtaining and/or maintaining employment. These barriers include, but are not limited to, lack of transportation, childcare services, language, mental health resources and lack of wrap-around services. The Program seeks to connect participants of job training and career development programs and job seeking programs to supportive services that will help them overcome these types of barriers and ensure they are able to obtain and maintain employment. Services will be provided in Community Development Block Grant-eligible (CDBG) neighborhoods and targeting CDBG-eligible clients. Programming may be offered in neighborhoods that are not CDBG-eligible; however, all participating clients must meet the CDBG-eligibility requirements.

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The three contractors that are administering this program, provide services that support impactful programs that partner with training and job search support service providers that specifically seek to place clients in jobs with growth potential and/or that offer a livable wage. They have programming that addresses the following barriers:

- Childcare
- Language/Wrap-around services
- Wrap-around services/Transportation

These vendors have current programs that address these barriers and will work to:

1. **Open Arms, Inc. dba Bryan's House** addresses the childcare barrier. Through their Single Working Mothers Program, they support low-income, racially and ethnically diverse single mothers by providing specialized childcare for their special needs children at no cost. Bryan's House serves families living in poverty, most headed by single mothers, and they will include children with special health needs or whose mothers are HIV-positive. Women who live in poverty and have children with special health needs must work in order to support their families. However, they cannot work unless they have access to high quality childcare to ensure their children are cared for and that they don't fall further behind developmentally due to their medical or developmental challenges.
2. **International Rescue Committee** addresses the language barrier and provides wrap-around services. Through the Digital Literacy Skills for Work project, which is designed to support individuals participating in job training/career development programs. The project helps individuals with barriers to employment gain the foundational digital literacy skills they need to succeed in job training and career development programs that lead to either a first job or a higher skill, higher paying wage job. This project will target Limited English Proficient (LEP) low/moderate income individuals who reside in the City of Dallas. They will also receive wrap-around services that will include a Career Pathways Specialist who will provide a plan tailored to the individuals specialized need.
3. **The Salvation Army, Inc.** addresses the transportation barrier as well as provides wrap-around services. Through their Carr P. Collins Social Service Center, The Salvation Army provides comprehensive programs and services to individuals and families overcoming homelessness, addiction, and poverty. They provide prevention and recovery programs that are designed to assist those in varying stages of crisis by providing low barrier access to food, shelter, and supportive services to help end their crisis and begin a path to recovery. The majority of the clients served in these programs have significant barriers to employment, including extensive criminal backgrounds, large employment history gaps, and transportation issues. To address these barriers, The Salvation Army provides one-on-one coaching and classroom job readiness services to assist clients with the development of skills needed to obtain and maintain employment, and/or advance in the workforce. Also, they provide transportation assistance (bus pass)

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and linkages to additional supportive services offered on and off site.

The performance measures for FY19-20 for these programs is included below. The COVID-19 pandemic has impacted the ability of each contractor to implement programming. Bryan’s House has suspended onsite programming due to the vulnerability of their target client population, but continues to support clients who were enrolled in the Family Support Service Program. Salvation Army suspended services to individuals who did not reside in the facility, including those attending classes and/or meeting with the employment specialist for meeting. Additionally, the secondary impact of COVID-19 has limited the ability for clients who are seeking employment and has contributed to employment loss due to temporary and even permanent business closures.

<i>PERFORMANCE MEASURES</i>	<i>CONTRACTOR</i>	<i>GOALS</i>	<i>AMENDED</i>	<i>OUTCOMES (THROUGH 8/31/2020)</i>
<i># single women served whose children have special health needs by providing specialized childcare and comprehensive support services</i>	Bryan’s House	40	14	13
<i># single women who will receive employment services or referrals for services such as job training</i>	Bryan’s House	40	30	14
<i>% single women who participated in employment services who secured a job with unknown hours and completed their first day</i>	Bryan’s House	70%	50%	22.5%
<i>% of single women who participate in the Family Support Services Program will maintain or increase their income</i>	Bryan’s House	70%	50%	32.5%
<i>Number of individuals who secured employment during the current reporting period or past reporting period who achieve one of the following indicators of advancement (promotion along an identified career path at a business, increase in hourly wage or salary, increase in</i>	Bryan’s House	24	8	4

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<i>hours worked each month, improved working conditions)</i>				
<i>Unduplicated individuals participated in one service provided through IRC Dallas that helps a person obtain or maintain employment</i>	International Rescue Committee, Inc.	100	85	81
<i>Eligible participants enroll in Career Pathways – Digital Literacy course</i>	International Rescue Committee, Inc.	50	40	20
<i>Participants complete Career Pathways – Digital Literacy course with an attendance rate of 80% or higher</i>	International Rescue Committee, Inc.	40	30	20
<i>Average hourly wage among all individuals included in employment</i>	International Rescue Committee, Inc.	\$13.00	\$12.50	\$12.79
<i>Total number enrolled in job readiness</i>	Salvation Army	180	125	138
<i>Total number of four-class courses taught</i>	Salvation Army	30	23	21
<i>Total number who complete the course</i>	Salvation Army	135	97	77
<i>Total number who receive work shoes/clothes</i>	Salvation Army	24	19	30
<i>Total number who receive transportation assistance</i>	Salvation Army	60	38	54
<i>Total number who obtain full-time employment</i>	Salvation Army	88	60	58
<i>Total number who maintain full-time employment for thirty days</i>	Salvation Army	66	30	16
<i>Average hourly wage for those employed</i>	Salvation Army	\$11.71	\$11.71	\$10.60

On October 23, 2019, City Council authorized a one-year service contract with two one-year renewal options for the Overcoming Barriers to Work Program with (1) Open Arms, Inc. dba Bryan’s House in the amount of \$36,698.00, (2) International Rescue Committee, Inc. in the amount of \$76,833.00, and (3) The Salvation Army in the amount of \$40,337.00, by Resolution No. 19-1657.

**Budget**

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The budget for this program (Overcoming Barriers to Work) is \$153,868 – Funding provided through the City of Dallas Community Development Block Grant (CDBG).

Should you have any questions or concerns, please contact myself or Jessica Galleshaw, Director of Office of Community Care.



Kimberly Bizer Tolbert  
Chief of Staff to the Manager

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services  
M. Elizabeth Reich, Chief Financial Officer  
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors