

Memorandum



CITY OF DALLAS

DATE October 2, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Response to Council Questions about Office of Community Care Agenda Item:
CARES Act Funded – Making Food Accessible**

On September 23, 2020, City Council considered the authorization of five subrecipient agreements for Making Food Accessible services. The City Council authorized four of these agreements as stated in the item: (1) Citizens Development Center dba Achieve, in the amount of \$90,000.00; (2) CitySquare, in the amount of \$127,469.00; (3) First Presbyterian Church of Dallas, Texas dba The Stewpot, in the amount of \$105,928.00; and (4) The Visiting Nurse Association (VNA) of Texas, in the amount of \$137,700.00; and authorized an agreement with Services of Hope Entities, Inc., in the amount of \$194,451.50, with the remaining \$194,451.50 to be considered at the October 13, 2020 meeting.

Several questions were posed related to one of the contracts under consideration. This memo serves as a response to those questions and since the September 23, 2020 meeting.

1. An explanation was sought as to why the recommended funding amount for Services of Hope Entities, Inc. was higher than amounts recommended for the other contractors.

Applications were scored by a panel representing three City departments. A total of 11 applications were received, of which the top five scoring applications were recommended for contracts. The awards amounts were based on score and request. The award amount for Services of Hope Entities, Inc. represents approximately 78% of the request made by the organization. The other organizations that were awarded contracts requested smaller amounts of funding and received a higher percentage of their overall request.

<i>Applicant</i>	<i>Score</i>	<i>Award Amount</i>	<i>% Request</i>	<i>Request Amount</i>
<i>First Presbyterian Church of Dallas dba the Stewpot</i>	90.33	\$ 105,928	95.00%	\$ 111,503
<i>Citizens Development Center dba Achieve</i>	88.67	\$ 90,000	90.00%	\$ 100,000
<i>VNA</i>	87.67	\$ 137,700	90.00%	\$ 153,000
<i>Services of Hope & Financial Hope CCS</i>	84.67	\$ 388,903	78.40%	\$ 496,080
<i>CitySquare</i>	80.33	\$ 127,469	85.00%	\$ 149,963

2. The attached Services of Hope/Family Hope Credit Counseling Services Impact Report does not appear to be related to recouping costs associated to emergency food distribution due to COVID. Please clarify.

The program funding is provided on a reimbursement basis for the services delivered under the contract. City contracts are typically administered on a reimbursement basis, but only services outlined in the contract and delivered during the contract term will be reimbursed. The

DATE October 2, 2020

SUBJECT **Upcoming Office of Community Care Agenda Item: CARES Act Funded - Nonprofit Assistance Program**

referenced report is an impact report through August 31, 2020, which is prior to the term of the contract.

3. Please show receipts for costs incurred to Services of Hope to do emergency food distribution response.

The City does not have receipts for expenses at this time as the organization is not currently in a contract with the City of Dallas. We will require receipts and other documentation of expenditures to issue reimbursements for expenses incurred under the contract.

4. Based on a review of Services of Hope's work, it appears they serve as manager of the Farmers to Families Food Box (FFFB) program between USDA/Hardie's GoFresh and local groups. Is that correct? What are the operational costs associated with this relationship and the City of Dallas?

The application received for the Making Food Accessible program will fund supplemental food distributions and is not funding the FFFB program.

Per Services of Hope, the organization is in a partnership with local food distributors and serves as a local distribution partner for the referenced FFFB program. For Phase 3 of the FFFB program, they have a partnership with GoFresh and are also working with Segovia.

Information on the FFFB food box program can be found here - <https://www.ams.usda.gov/selling-food-to-usda/farmers-to-families-food-box>

5. Please exhibit the following costs observed in the City of Dallas: Trucking costs paid, storage costs paid, food purchases paid, Personal Protective Equipment (PPE) purchases made.

The contract budget includes the below amounts for the requested items. *The costs have not yet been incurred.*

- Trucking Costs – \$11,800 (includes truck rental (\$4,000), trailer rental (\$4,800) and diesel gas (\$3,000)
- Storage Costs – This is not a budget item; however, the application notes that the organization utilizes refrigerated/freezer trucks
- Food purchased – \$300,000
- PPE purchase – The budget includes \$3,500 for supplies (which may include Personal Protective Equipment)

6. Is it correct that the FFFB program, which distributes free food, ends on October 31, 2020? Is Services of Hope continuing to take free food through that date? If so, why do they need the requested funds?

The proposed City program will provide supplemental food boxes to reach eligible clients and communities that would otherwise not be served during the current term or beyond October 31, 2020.

Per Services of Hope, the FFFB program has recently transitioned into Phase 3 and that transition includes a focus to rural communities and the City's Opportunity Zones. Services of

DATE October 2, 2020
 SUBJECT **Upcoming Office of Community Care Agenda Item: CARES Act Funded - Nonprofit Assistance Program**

Hope indicated that they are working with two of the Phase 3 vendors – GoFresh and Segovia – for Phase 3 of the program and will take advantage of free food boxes to the extent possible. The FFFB program is being administered in phases – Phase 1 (May 15-June 15, 2020) and Phase 2 (ended earlier this month).

Information on the FFFB food box program can be found here - <https://www.ams.usda.gov/selling-food-to-usda/farmers-to-families-food-box>

7. What is the COVID allotment cap per organization?

Staff is not aware of a COVID allotment cap per organization. The Request for Applications (RFA) for Making Food Accessible established a minimum request amount of \$25,000 and did not establish a maximum request amount for applicants.

8. What is the cost per person or household served versus value for the Services of Hope program? Is the value consistent with similar sized emergency food responders?

Services of Hope has established a target of 400 unduplicated families served each month at weekly food distributions, and the average size of families receiving services is slightly higher than four. The below table outlines the output targets and services to be provided by each awarded applicant. Because the service delivery models vary, as do units for the metrics and frequency of service, direct comparisons in cost per client/family/box of food directionally correct but may be inexact.

Organization	Services Supported through Contract	Target
<i>Citizens Development Center</i>	Food boxes distribution through community partners	2,750 boxes distributed during program term (September – December 2020)
<i>CitySquare</i>	Contactless food pantry	10,800 clients impacted during program term (September – December 2020)
<i>First Presbyterian Church of Dallas dba the Stewpot</i>	Pantry and premade meals distribution	3,500 families (not unduplicated) during program term (September – December 2020)
<i>Services of Hope Entities, Inc.</i>	Food boxes distribution and pantries	400 unduplicated families served per month (weekly service)
<i>Visiting Nurses Association</i>	Supplemental boxes with regular meals delivery	1,020 clients served twice monthly during program period (September – December 2020)

DATE October 2, 2020

SUBJECT **Upcoming Office of Community Care Agenda Item: CARES Act Funded - Nonprofit Assistance Program**

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



Kimberly Bizer Tolbert

Chief of Staff

[Attachment]

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

Financial Hope Credit Counseling Services Impact Report	Client	Number of Workshops	Grant Activity Name	Number of Clients	Activity Client Number	Jan	Feb	March	April	May	June	July	Aug.	Sept	Oct	Nov	Dec
Financial Education and Literacy Workshop Outputs																	
Number of Workshops Held -																	
FTHB-Spanish		2	HUD	79	Housing	30	37	12									
FTHB-English		2	HUD	8	Housing			8									
Online Housing		47	HUD	47	Housing	1	1	15	12	7	6	5					
Mini Housing-Bank Of America			HUD	0	Housing												
Being Court-On Hold COVID19		8	City of Dallas	150	Ed/Literacy	60	60	30	0								
Night Court-On hold Cov-19			City of Dallas	0	Ed/Literacy												
Delta Sigma Theta Credit Seminar-Virtual		1	Free	35	Ed/Literacy		35		0								
AKA Credit Seminar-on hold Covid 19		1	Free	102	Ed/Literacy					102							
Trinity Church Seminar		1	Free	25	Ed/Literacy		25		0								
Christian Stronghold CRA Class		1	Free	22	CRA			22	0								
100 Men CRA Training		1	CRA	3	CRA			3	0								
FUB Credit Lunch & Learn		1	Free	23	CRA			23	0								
Homeless Fair- City Of Dallas- On Hold Covid-19			CRA	0	Housing												
Business Counseling-Take Charge America (TCA)-Texas		89	Grant	89	Small Bus	14	4	2	2	4	4	7	52				
FUB Coach Training (8)		4	Capital One	36	Housing				32				4				
Shalon Covin-19 Financial Education		6	Capital One	152	Ed/Literacy				52	70	0	15	15				
Weekly Covin-19 Blogs		18	Capital One	290	Ed/Literacy			78	60	75	20	25	32				
Financial Coaches Certified			FUB	4	Ed/Literacy								4				
Clients in Workshops -		182		1,065		105	162	193	158	258	30	52	107	0	0	0	0
Short Term Counseling Clients Outputs																	
Number of clients served - Phone Calls		3,237	TCA	3,237	Ed/Literacy	540	439	445	345	436	472	560					
Client Referrals-Take Charge America (Counseling)		132	TCA	132	Ed/Literacy	21	22	8	12	18	22	17	12				
Reverse Mortgage		22	Navicore	22	Housing	2	2	2	3	6	4	3	0				
Dallas County Housing Loan Center		17	DCH	17	Housing	2	1	2	4	2	1	5	0				
Long Term Counseling Clients Outputs																	
Number of clients served - (DMP, enrolled)		13	TCA	13	Debt Mgmt.		2	2	0	4	0	4	1				
Student Loan																	
Referral		15	TCA	15	Ed/Literacy	3	4	1	1	3	1	1	1				
Counseling		12		12		2	3	1	1	2	1	1	1				
Redemption Loan Clients Outcomes-																	
Number of clients applied-		40		40	CRA Funding						15		25				
Number Clients approved		27		27							6	6	15				
Number Clients Opening bank accounts		15		15							6	9					
Number of Clients Match funds account		15		15							6	9					
Grant dollars awarded		\$6,875.00		\$6,875.00							\$ 3,000		\$ 3,875				
Coaching Sessions		50		50							10	10	30				
Percentage of clients retained after six months		0		-													
Total dollar amount of debt paid off -		\$4,975.00		\$4,975.00							\$ 3,000		\$ 1,975				
Average percentage of debt paid off		76.3%		76.3%							75%		77.5%				
City of Dallas & United Way Rental/Utilities Assistancess																	
Number of clients applied-		56		56	City of Dallas								56				
Number Clients approved		8		8									8				
Grant dollars awarded		\$7,558.56		\$7,558.56									\$7,558.56				
Number clients referred to Redemption Grant		28		28									28				
Number clients referred to other agencies		25		25									25				
Number of phone call		75		75									75				
Number of application submitted		60		60									60				
Long Term Counseling Clients Outcomes																	
Number of clients retained after six month -																	
Percentage of clients retained after six months - 50%																	
Total dollar amount of debt paid off -																	
Average percentage of debt paid off - 15%																	

Scheduled Events-

1st Quarter Total

Impact Activity Report	QTR	# of Events	Attendance
FHCCS	1		
First Time Homebuyers	1	4	164
Income Tax prep	1		
Student Interns tax/bus. Ofc	1	1	1
Reverse Mortgage	1		
Debt Management Plans	1	4	4
Financial education	1	94	356
Other activities	1	610	610
Subtotal		713	1,135

2nd Quarter Total

Impact Activity Report	QTR	# of Events	Attendance
FHCCS	2		
First Time Homebuyers	2	25	25
Income Tax prep	2	0	0
Student Interns tax/bus. Ofc	2	1	1
Reverse Mortgage	2	13	13
Debt Management Plans	2	4	4
Financial education	2	319	319
Redemption Grant		6	6
Other activities	2	1,287.0	1,287.0
Subtotal		1,655	1,655