

Memorandum



CITY OF DALLAS

DATE August 29, 2025

TO Honorable Mayor and Members of the City Council

SUBJECT **Alignment of FY26 Proposed Budget with Senior Affairs Commission Priorities**

The Office of Housing and Community Empowerment (OHCE) will continue to align our citywide efforts to build a more Livable, Sustainable, and Fiscally Sound Dallas through coordinated strategies that improve service delivery for our aging residents. As part of the FY26 proposed budget, many of the priorities identified by the Senior Affairs Commission (SAC) have been addressed through staffing preservation, targeted service improvements, expanded financial relief initiatives, and enhanced communication efforts to ensure seniors are informed, engaged, and empowered to access available resources.

The following summary outlines how key SAC priorities are being addressed, and is broken out by the 12 key recommendations included in the SAC priorities memo (Attachment A):

OHCE Senior Support and Program Continuity

- Serves as a centralized point of contact for older adults aged 60 and over.
- Maintains funding for the Senior Ombudsman Program.
- Preserves staffing for Age-Friendly Dallas and Senior Services teams.
- Continues operation of the Senior Help Line to provide timely support for resources, information and referrals

Senior Affairs Commission Budget Priority Recommendations FY 2026	
SAC Priority 1: Strategy and Staffing to Raise Awareness and Usage of Senior Resources	OHCE, in coordination with its Community Empowerment team and the Office of Communications & Customer Experience/311 (CCX) will continue to work closely to provide information and resources on senior services and programming to broaden our reach.
SAC Priority 2: Outreach strategy and full-time position to work exclusively on community outreach for seniors (OCC/CCE)	OHCE will collaborate with the Office of Communications & Customer Experience/311 (CCX) to develop improved outreach strategies and leverage their dedicated outreach team to engage with older adults, guided by the forthcoming Senior Services Strategic Plan.

SAC Priority 3: Strengthening coordination among the city employees and external organizations serving older adults	The Age-Friendly Senior Services Team has been actively collaborating across departments to leverage resources and coordinate services that support older adults. This work will continue in FY26 through the Age-Friendly Interdepartmental Committee, which remains a vital platform for cross-departmental collaboration and with the guidance of the forthcoming Senior Services Strategic Plan. The committee enables teams to share the best practices, align strategies, and drive improved outcomes for older residents.
SAC Priority 4: Improved understanding of the unique needs of marginalized senior communities.	Insights from the forthcoming Senior Services Strategic Plan will serve as a catalyst in this effort using new data dashboards and strategic insights, with the Age-Friendly/ Senior Services team partnering with the Community Empowerment team to advance data-driven actions.
SAC Priority 5: Data Management: Demographic Dashboard	OCCE and Data Analytics and Business Intelligence have worked closely with the Senior Affairs Commission to review city demographic profiles and GIS mapping to identify concentrations of high-needs areas. As part of the Senior Services Strategic planning and in alignment with these recommendations, OHCE will continue to collaborate with DABI on these efforts.
SAC Priority 6: Senior Services Caseworker Staffing	The proposed budget maintains current staffing levels for the caseworker team, ensuring that OHCE can continue to provide critical information and resources to older adults through events, outreach efforts, and the Senior Help line. During FY25, the Age-Friendly Senior Services team provided services to over 3,200 older adult residents.
SAC Priority 7: Increase funding for Home Improvement & Preservation Program	Home Improvement and Preservation Program (HIPP) is being outsourced to qualified high-capacity vendors. The vendor will be presented for City Council consideration in the fall. The vendor selected will be the point of contact for new applications and will work with currently selected applicants and improve services.
SAC Priority 8: Continued funding to address Food Insecurity	OHCE will continue to advance programs addressing food insecurity through community centers, by partnering with Dallas County to serve as sites for their congregate meals programs and through our regularly scheduled food distribution program and events in partnership with numerous nonprofits. There is no specific funding for food insecurity programs in the budget.
SAC Priority 9: Dallas Library System	Dallas Public Library is committed to serving older adults. While no additional funding has been allocated for senior-specific programming in FY26, key programs are continuing despite the conclusion of the supplemental funding provided during FY24 and FY25.

SAC Priority 10: Park and Recreation Programming	Dallas Park and Recreation centers continue to serve as vital social hubs, providing specialized senior programs at 43 locations citywide. Although the FY26 proposed budget does not include program expansion, participation in the Active Senior Adult Program (ASAP) is steadily growing and approaching pre-pandemic levels. The diverse range of programs fosters social and physical engagement while strengthening community ties to sustain and enhance its major events celebrating seniors, Dallas Park and Recreation are actively exploring alternative funding sources.
SAC Priority 11: Senior Ombudsman Supplement	Funding for the Senior Ombudsman Program is maintained in the proposed FY26 budget, reflecting the City’s continued commitment to protecting and supporting vulnerable older adults in institutional care. The Senior Ombudsman Program serves as an essential resource that advocates for the rights and well-being of seniors residing in nursing homes and assisted living facilities. The program provides a formal mechanism for addressing concerns, resolving issues and improving the overall quality of life for residents in long-term care settings.
SAC Priority 12: Additional funding to support Implementation of Sidewalk Repair Program	The Dallas Sidewalk Master Plan (DSWMP) provides guidance on the implementation of street capital improvement and maintenance programs, where sidewalks are designed, constructed and maintained as part of projects within these programs. The Cost Share Program assists individual property owners to maintain the sidewalks in front of their properties when there is no capital improvement projects in their area.

In addition to these 12 recommendations, the SAC also outlines other priorities. One such priority is **Increased Service Fee Exemptions** for older adults. This year’s budget demonstrates the City’s strong commitment to increasing supportive exemption. Over the past five years, the Senior Homestead Exemption has steadily increased and is now set to rise from \$153,400 to \$175,000, or approximately 14%. Additionally, In FY25, OCCE collaborated with the Dallas Water Department to modify and significantly increase the Operation WaterShare pledge amounts, raising them to four times the previous level, with older adults being key recipients of these pledges.

The mission of OHCE’s Age-Friendly Senior Services Division remains focused on enhancing the strategic alignment of senior service programming to expand access to resources, services, and opportunities for older adults. OHCE will continue to assess, review, and identify innovative approaches, partnerships, and resources to meet the evolving needs of older adults throughout the City of Dallas.

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If you have any questions, please feel free to contact me.

Service First, Now!



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