

Memorandum



CITY OF DALLAS

DATE January 30, 2015

TO Members of the Budget, Finance & Audit Committee: Jerry R. Allen (Chair),
Jennifer S. Gates (Vice Chair), Tennell Atkins, Sheffie Kadane, Philip T. Kingston

SUBJECT City of San Antonio's Department of Human Services-
Family Assistance Services Comprehensive Model

On February 2, 2015, the Budget, Finance and Audit Committee will be briefed on the City of San Antonio's Department of Human Services- Family Assistance Services Comprehensive Model. The briefing will be presented by Melody Woosley, Director of the Department of Human Services for the City of San Antonio.

Please let me know if you need additional information.

A handwritten signature in blue ink that reads "Jeanne Chipperfield".

Jeanne Chipperfield
Chief Financial Officer

c: Honorable Mayor and Members of City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Forest E. Turner, Chief Wellness Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager



City of San Antonio

Department of Human Services

Teamwork • Integrity • Innovation • Professionalism

Family Assistance Services Comprehensive Model

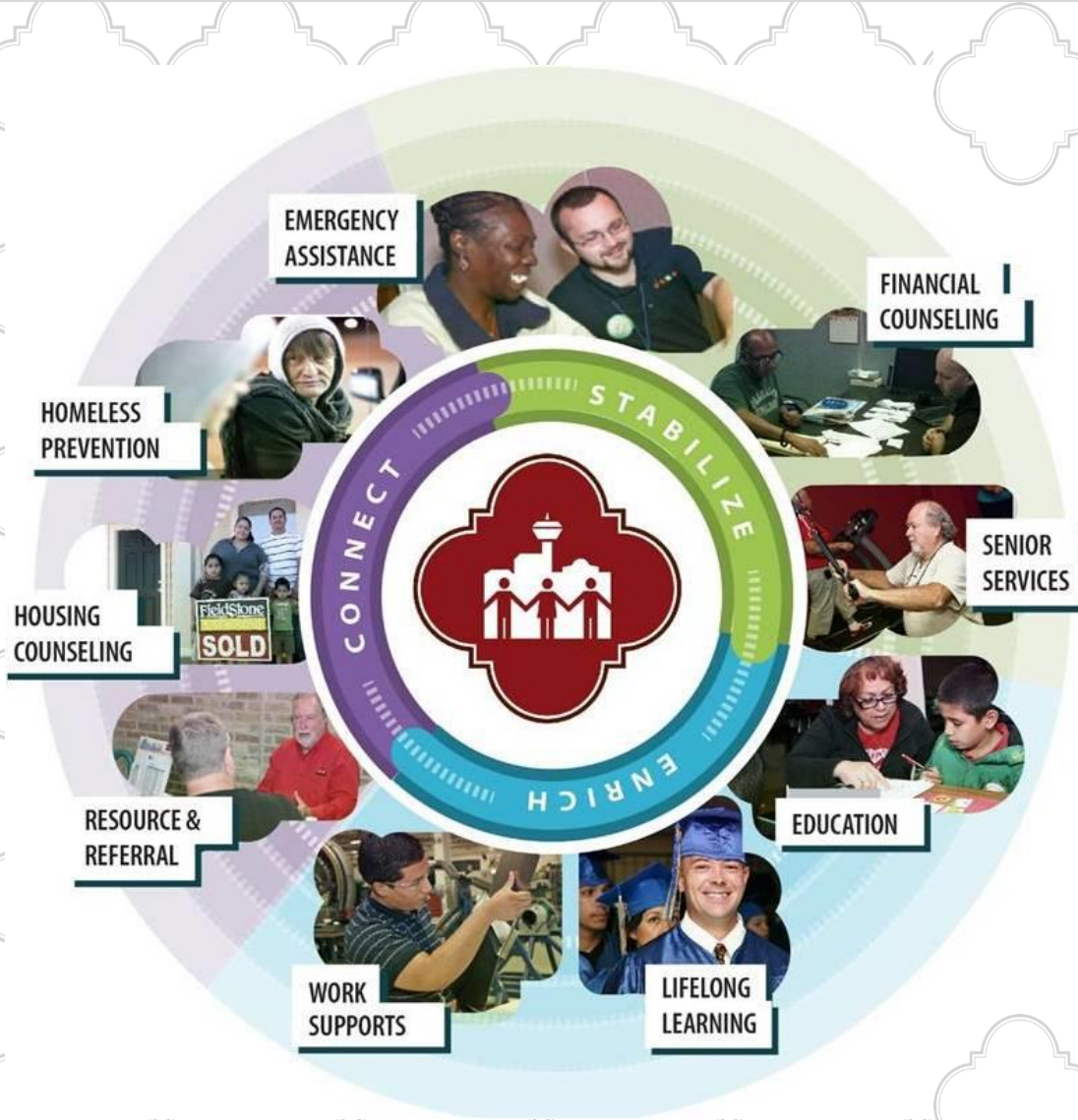
Melody Woosley

Director

February 2, 2015

Budget, Finance and Audit Committee

Our Mission



We promote life-long success by providing human services and connecting people to community resources

Challenges



7th Largest City in the Nation
1.4M residents



19.9% Poverty Rate
17.6% Texas/14.5% Nationally



80.7% High School Graduation rate
81.2% Texas/86% Nationally



Shortage of low-income Affordable Housing Stock
Unmet Demand of 142,647 Units



Growing Senior Population
213,478 Currently/260,000 Projected by 2020



SA 2020 - Strategic Focus



Family Well Being



Education

\$102.5M Budget
328 Employees

Community Safety

Economic Competitiveness



FY 2015 Budget



General Fund – DHS
\$18.9 M

General Fund Delegate Agencies
\$16.4 M

Grants
\$83.6 M



Revenues

Expenditures

Children's Services
\$76.9 M (65%)

Delegate Agencies
\$18.5 M (16%)

Senior Services
\$12.6 M (10%)

Administration
\$3.6 M (3%)

Community and Family Services
\$7.3 M (6%)



Comprehensive Approach



Comprehensive Approach

Family Support



- Family Case Management
- Financial Counseling
- Work Supports
- Adult Learning

Education Success



- Early Education
- High Quality Care
- Youth Employment
- College Access



Improved Education Success and Family Stability



Family Support



Financial Empowerment Centers



Volunteer Income Tax Assistance (VITA)



Family Assistance Centers



Fair Housing

Service Model



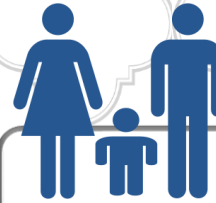
Integrate social services with financial counseling to address immediate client goals and promote family financial sustainability



Family Support

Family Assistance

- Emergency utility, rental and mortgage assistance to prevent homelessness
- Case management for long-term positive family outcomes:
 - Training for Job Success
 - Learn at San Antonio Public Library



7,100

Received Utility Assistance in 2014

Housing Counseling

- HUD certified counselors facilitate housing stability:
 - Mortgage default and foreclosure prevention counseling
 - Landlord and tenant dispute mediation
 - Fair Housing education



3,337

Families improved housing stability in 2014



Financial Empowerment Centers



San Antonio Financial Empowerment Center

*Free One-on-One
Financial Counseling*



- 1 of 5 cities selected to replicate New York Financial Empowerment Center model
 - 2 sites opened March 2013 through local government and non-profit partnerships
- Grant funded by Bloomberg Philanthropies and Cities for Financial Empowerment Fund
- One-on-one financial counseling with goal of assisting clients in:
 - Building Credit
 - Reducing Debt
 - Increasing Savings
 - Connecting to benefits



Financial Empowerment Centers

Client Demographics



Under \$30K
Average Income



Over \$20K
Average Debt



\$500 emergency
66% of clients
unable to address

Results



3,000
Residents Served



\$3.2 M
Reduced Debt



\$360K
Increased Savings



Volunteer Income Tax Assistance



- Estimated \$80 million in unclaimed federal EITC left on the table annually
- Free federal income tax preparation for residents with incomes at or below \$60,000 annually
- San Antonio coalition is one of the largest in the nation with 21 locations and 2 mobile clinics
- 2014 - prepared 35,000 returns; refunds totaling \$58M; saving \$7.8M in tax preparation fees
- Sites also connect families to:
 - Matched savings program
 - IRS Sponsored Self Assistance Program
 - FAFSA Preparation
 - Library cards and voter registration



Education Success



12,080

Children Served



6,918

Families employed, in training, or in school

- Head Start – Grantee for over 30 years
 - Early education, health, family support services to 3,020 children in 26 schools
 - Partner with two inner-city school districts to blend federal and State pre-k funding for full day services
- Child Care Services (CCS)
 - Manage childcare subsidy program for Bexar and 11 surrounding rural counties
 - 8,800 children are in care daily
- Early Head Start – CCS Partnership
 - High quality care and education for 260 0-3 year olds
 - \$2.7M will improve the quality of 5 inner city child care providers



Education Success

- After School Challenge
 - \$2.7M to school districts
 - Provides education, recreation, and meals to 11,000 students daily in school district facilities
- Ambassador Program
 - Internship program for currently enrolled college students in local, high demand occupations
 - 120 interns placed each summer
- cafécollege
 - Free guidance, information and resources for students to prepare for, apply to, and enroll in higher education
 - Over 30,000 students served annually and 3,000 assisted with FAFSA





Education Success

- Pre – K4 SA
 - In 2011 Brainpower Taskforce recommended development of program
 - Approved by voters and funded by City's remaining 1/8 percent sales tax capacity
 - Four centers (opened in August 2013 and 2014) serve 1,500 4-year olds annually
- Services include:
 - Blends tax revenue and State pre-k funds to provide full-day pre-k and afterschool care
 - Transportation and meals
 - Family support and case management
- Provides citywide learning opportunities and training for childhood professionals





Safety Net

- Senior Services
 - 8 Comprehensive Senior Centers offer noon meal, recreational activities and full complement of supportive services
 - 56 part-time nutrition sites offer noon meal and limited activities
- Homelessness
 - Haven for Hope – \$20 million capital investment; \$6.5 million annual operating investment
 - Contractual support for shelter and rapid re-housing services
 - Participation in local Continuum of Care
 - Mayor's Challenge to End Veteran Homelessness by 2015 and Chronic Homelessness by 2016





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Contact Information:

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