

Memorandum



DATE August 14, 2017

TO Honorable Members of the Human and Social Needs Committee:
Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair),
Mayor Pro Tem Dwaine R. Caraway, Councilmember Omar Narvaez,
Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **Office of Community Care Overview**

On Monday, August 21, 2017, you will be briefed on the Office of Community Care by Cheritta Johnson, Interim Director Office of Community Care. The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Nadia Chandler-Hardy
Chief of Community Services

[Attachment]

cc: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizar Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Joey Zapata, Assistant City Manager
Jon Fortune, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Office of Community Care Overview

Human & Social Needs
Committee

August 21, 2017

Cheritta Johnson, Interim Director
Office of Community Care



City of Dallas

Purpose

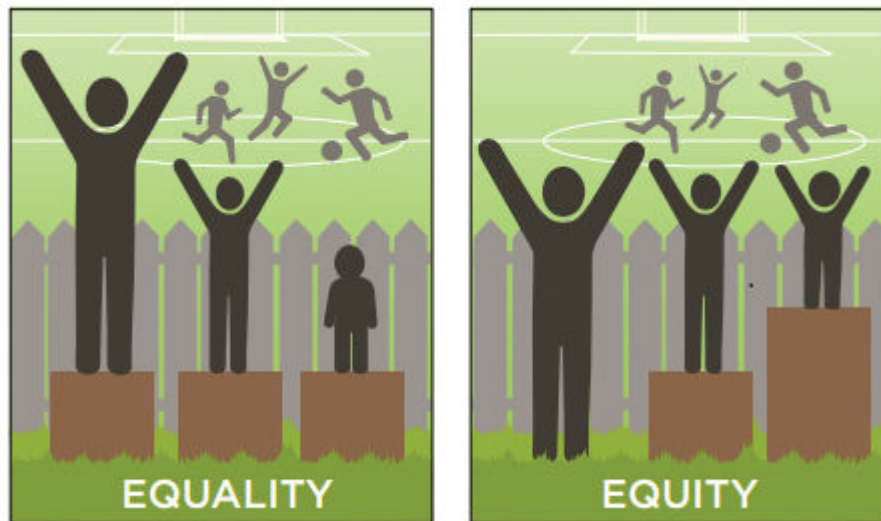
The purpose of this briefing is to provide an overview of the new Office of Community Care (OCC).

Presentation Overview

- Background
- Mission
- Budget
- Operations
- Major Performance Measures

OCC Mission

To provide social and supportive services designed **to help create equity** for seniors, children, and other people in financial need to improve their quality and standard of living.



Background Overview

- Previous Structure
 - Human Services Division
 - Housing Council Committee reporting
- City re-organization in March 2017
 - Established Community Care
 - Reorganized into City Manager's Office
 - Human & Social Needs Council Committee reporting
- FY18 Proposed Name
 - Community Care proposed to be renamed Office of Community Care (OCC)

Budget Overview

- FY17 Adopted Budget - \$26,783,480 (100%)
 - General Fund: \$3,644,313 (14%)
 - Other Fund: \$23,139,167 (86%)
 - 294 employees
- FY18 Proposed Budget - \$22,214,427(100%)
 - General Fund: \$3,438,577 (15%)
 - Other Fund: \$18,775,849 (85%)
 - 251 employees

Operational Overview

Divisions within the Office of Community Care:

- Community Centers
 - Martin Luther King, Jr. Community Center
 - West Dallas Multipurpose Center
- Senior Services
- WIC (federal nutrition program for Women, Infants and Children)

Community Centers

Martin Luther King, Jr. Community Center
West Dallas Multipurpose Center

- Centers serve as the focal point in the community for the delivery of social services
 - Rent and utility assistance
 - Case management
 - Special events (33 per year)
 - Child care services coordination and emergency assistance to residents in crisis



Community Centers - Cont.

- Provide office space for:
 - South Dallas & West Dallas Community Courts
 - 22 community agencies provide additional social services:
 - 15 at MLK
 - 7 at WDMC
 - Example of services offered:
 - Case management for domestic violence prevention/intervention education
 - Support/assistance for ex-offenders and their families
 - Educational programs
 - Children/teens
 - Adults
 - Seniors (60 years or older)
 - Food pantry
 - Community Court
 - Public/Community meetings



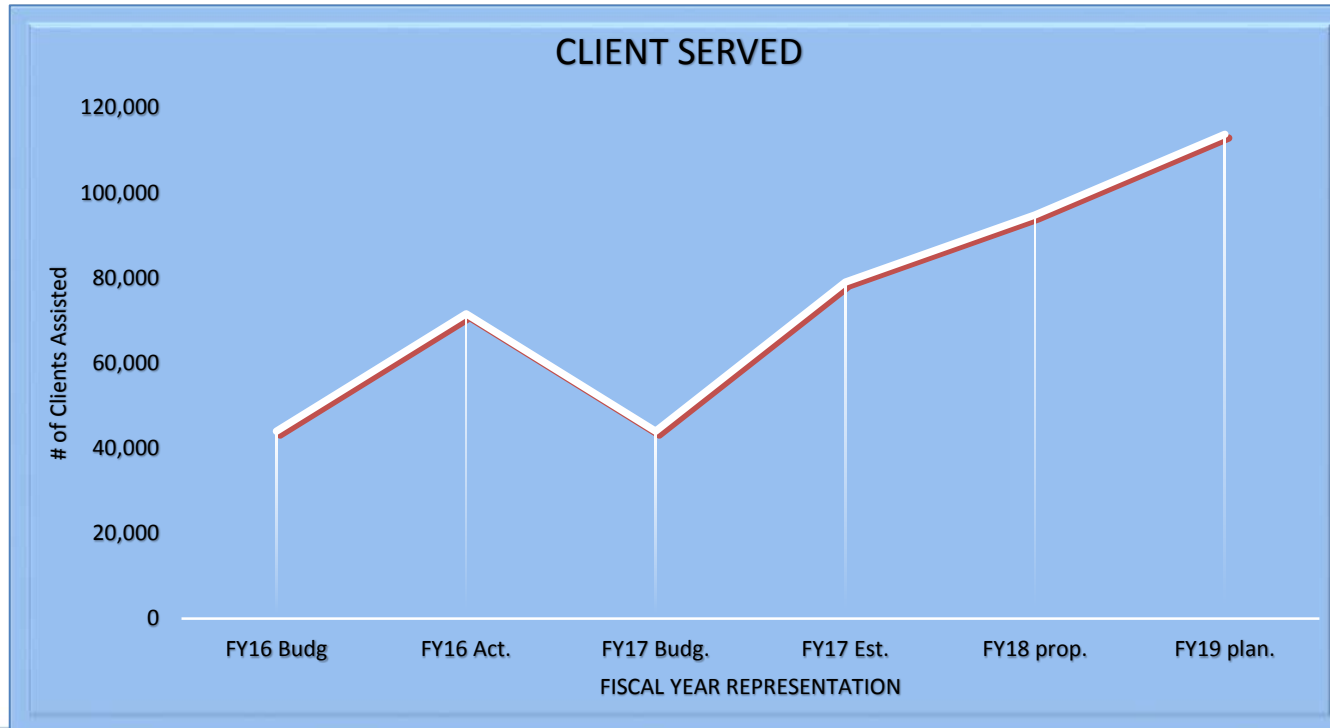
Community Centers - Cont.

- Centers provide social services and referrals to 50,000+ residents annually



Community Centers - Cont.

- Number of clients assisted (financial, food, referrals, donations):



Senior Services

The Senior Services Division provides information on and referrals for senior services, community outreach and educational programming, and other resources that support and promote financial and social well-being for older adults.



The Division also provides staff support to the City of Dallas Senior Affairs Commission (SAC).

Senior Services - Cont.

- Programs contracted by Senior Services Division include:
- Senior Ombudsman Program
 - Ombudsman investigate and address concerns/complaints of low-income residents in 17 nursing homes and long term care facilities within the City of Dallas. Ombudsman also provide assistance to community members needing information and help with nursing home placement, and information on available programs.

Service Provider: The Senior Source

Contract Execution: January 31, 2017

FY 16-17 Budget: \$50,000

Clients Served *

- Goal: 2,000
- Actual: 2,446 YTD

FY 15-16 Budget: \$73,049

Clients Served*

- Goal: 2,700
- Actual: 3,933



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Senior Services - Cont.

- Older American Employment Initiative
 - Provides employment training & assistance to older adults, including:
 - Job Search Training Seminars
 - Job referrals
 - Employer/Business Presentations
 - Labor Market Research
 - Community Presentations



- Service Provider: The Senior Source
Contract Execution: April 10, 2017

- FY 16-17 Budget: \$50,000
- # Clients Served*
- Goal: 146
- Actual: 56 YTD

- FY 15-16 Budget: \$88,000
- # Clients Served*
- Goal: 250
- Actual: 252

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Senior Services - Cont.

- Senior Dental Health Care Program
 - Provides dental health services to older adults including:
 - Exams
 - Cleanings
 - Fluoride treatment
 - Sealants
 - Fillings
 - Extractions
 - Root canals
 - Treatment for infections
 - Oral Health Education
- Service Provider: Texas A&M University College of Dentistry
Contract Execution: March 16, 2017
 - FY 16-17 Budget: \$300,000
 - # Clients Served*
 - Goal: 810
 - Actual: 424 YTD
- Services are provided at the following locations:

North Dallas Shared Ministries
2875 Merrell Road
Dallas, TX 75246

Agape Clinic
4104 Junius Street
Dallas, TX 75246

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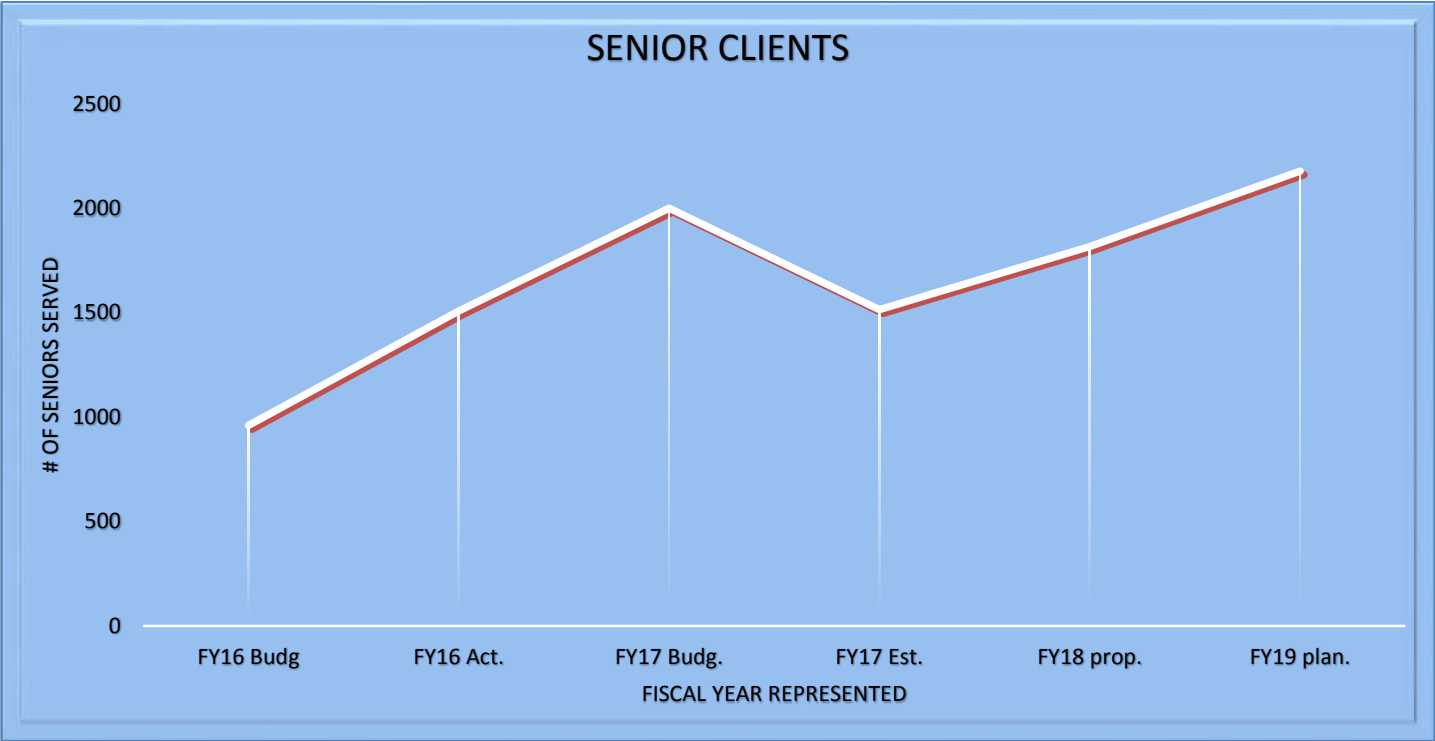
Senior Services - Cont.

- Senior Medical Transportation Program
 - Provides transportation services to patient appointments at medical facilities within the City of Dallas
 - Hours of Operation: 7:00 a.m. – 6:00 p.m.
 - All vehicles equipped with Wheelchair Lifts
 - Door to Door service
 - Caregivers ride for free
 - Appointments to/from medical facilities within the City of Dallas only
- Service Provider: Real Time Transport Co.
 - Contract Execution: March 6, 2017 in the amount of \$180,000
 - FY 16-17 Budget: \$248,834
 - # Trips per year*
 - Goal: 6,500
 - Actual: 978 YTD

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Senior Services - Cont.

- Number of seniors served:



WIC

- The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides for supplemental foods, health care referrals, and nutrition education.
- This program is funded by a federal grant from the U.S. Department of Agriculture and administered through the Texas Health & Human Services Commission
- The City of Dallas WIC Program currently serves over 83,000 participants monthly in 16 clinics located throughout Dallas County.
- Eligible clients include low-to-moderate income:
 - Women
 - Pregnant
 - Breastfeeding, up to baby's first birthday
 - Post-partum, up to 6 months
 - Infants
 - Birth – 1 year of age
 - Children
 - 1 – 5 years of age

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WIC

- Eligibility Requirements:
 - Families must live in Dallas County
 - Have proof of participation in one of the following programs:
 - TANF (Temporary Aid for Needy Families)
 - SNAP (Supplemental Nutrition Assistance Program)
 - Medicaid **or**
 - Proof of household income at or less than 185% of federally established Poverty Guidelines.

WIC - Cont.

Income Guidelines June 1, 2017

Family size	Weekly \$	Bi Weekly \$	Twice Monthly \$	Monthly \$	Annual \$
1	430	859	930	1,860	22,311
2	578	1,156	1,252	2,504	30,044
3	727	1,442	1,575	3,149	37,777
4	876	1,751	1,897	3,793	45,510
5	1,024	2,048	2,219	4,437	53,243
6	1,173	2,346	2,541	5,082	60,976

WIC- Cont.



WIC – Cont.

- Service Areas

- 16 clinics, 1 Satellite Office, 2 Lactation Centers located throughout Dallas County:

City	Service Clinics		
Dallas	9 Clinics	1 Satellite Office	2 Lactation Centers
Irving	1 Clinic	-	-
Carrollton	1 Clinic	-	-
Grand Prairie	1 Clinic	-	-
Garland	2 Clinics	-	-
Mesquite	1 Clinic	-	-
Duncanville	1 Clinic	-	-

WIC - Cont.

- Major benefits include:
 - Reduces fetal deaths and infant mortality
 - Reduces low birthweight rates
 - Increases pregnancy duration
 - Improves the growth of nutritionally at-risk infants and children
 - Decreases the incidence of iron deficiency anemia in children
 - Improves the dietary intake of pregnant and postpartum women and improves weight gain in pregnant women

WIC – Breastfeeding Support



Dallas Lactation Care Center (LCC)



Christine Wiseman, RN, IBCLC, Manager,
Lactation Care Center and Medical Resident



Baby Café Breastfeeding Support
Class

WIC - Summer Food Service Program



Summer 2017 – Families enjoying wholesome, nutritious meals at 12 WIC Clinics

WIC – Cont.

- **Community Partners:**

- Community Council of Greater Dallas Medicaid/CHIP Outreach
- North Texas Food Bank SNAP/Medicaid Outreach
- YMCA & PMH Family Nurse Partnership
- Community Action Network (Dallas Healthy Start)
- Dallas Public Library Every Child Reads
- Head Start of Greater Dallas
- Healthy Families Dallas/Child Abuse Prevention Center
- Grow North Texas
- March of Dimes

WIC Farmers' Markets



In partnership with Grow North Texas, WIC is providing a farmers' market for WIC participants at two WIC Clinics. Through a grant with Texas Department of Agriculture each WIC participant receives vouchers to spend at the twice monthly markets held April through October.

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WIC - Healthy Cooking Classes



Happy Kitchens (Grow North Texas) & Cooking Matters (North Texas Food Bank) partnership with WIC for cooking classes. Preparing healthy meals as demonstrated by WIC Registered Dietitian and North Texas Food Bank Chef.

Office of Community Care - Performance Measures

- Major Goal: Increase the number of senior and community centers clients served by 20%
- Performance Measures:

Description	FY 2015-16 Budget	FY 2015-16 Actual	FY16-17 Budget	FY 2016-17 Estimate	FY 2017-18 Proposed	FY 2018-19 Planned
Percent of families receiving WIC nutrition education or nutrition counseling at time of benefits issuance	97%	96.42%	95%	97%	97.5%	98%
Number of clients assisted (financial, food, referrals, donations)	44,000	71,585	94,032	79,000	112,838	135,406
Number of seniors served	960	1508	2000	1,611	1,933	2,300

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Nadia Chandler-Hardy
Chief of Community Services



City of Dallas