

Environmental and Health Services

West Dallas Multipurpose Center

**2828 Fishtrap Road
Dallas, Texas 75212
(214)670-6340**

**HEALTH, ENVIRONMENT AND HUMAN SERVICES
COMMITTEE BRIEFING**

March 28, 2005

Purpose of the Briefing

To provide an update on programs and services offered at the West Dallas Multipurpose Center (WDMC)

West Dallas Multipurpose Center

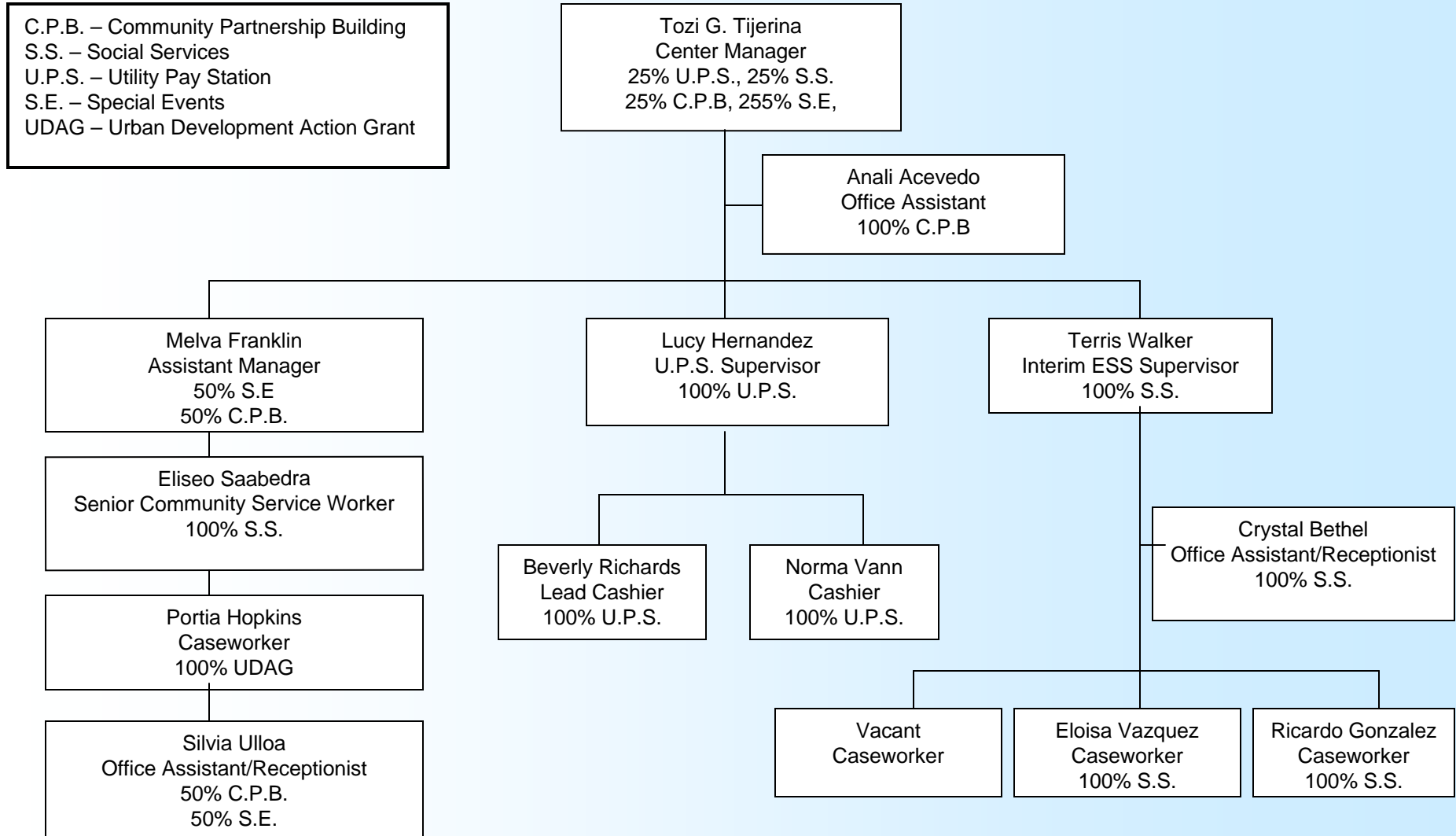
Vision

.....partnering with the community to promote healthy living and social well-being in a healthy environment

Mission

.....to provide quality health, environmental and social services that are responsive to the needs of the community now and in the future

West Dallas Multipurpose Center Department Organizational Chart



West Dallas Multipurpose Center Background

- WDMC was funded from a 1982 bond program
- WDMC opened its doors to the community in October 1988
- WDMC is located in the heart of West Dallas off of Singleton Boulevard between Hampton Road and Westmoreland Road
- WDMC is open from 7:00 a.m. to 9:00 p.m., Monday through Friday
- Facility is approximately 20,000 square feet
- Center provides services to City of Dallas residents with a majority of our clientele coming from West Dallas and Oak Cliff.

West Dallas Multipurpose Center

The West Dallas Multipurpose Center (WDMC) provides the following services designed to benefit its clientele:

- ❖ Emergency Social Services
 - ❖ Community Partnership Building
 - ❖ Community , Cultural, and Special Events
 - ❖ Utility Pay Station
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- ❖ Current staffing levels for the Center are 12 FTE's with 1 grant funded FTE
 - ❖ FY 2004 -2005 budget is \$610,700
 - ❖ WDMC receives an estimated 1,385 calls per month requesting assistance
 - ❖ WDMC receives an estimated 1600 walk in customers per month requesting assistance
 - ❖ Over half of WDMC customers are Spanish speaking only

West Dallas Multipurpose Center 2004 Community Profile

Ethnicity:

The ethnic backgrounds of our clientele are predominantly African American, Hispanic and Caucasian

Educational Attainment Levels:

51 % of the population 25 years of age and older in these zip codes do not have a high school diploma. 50% of the population are currently in elementary school.

Income

80% of our clientele are living below the poverty limits, earning an average income of \$10,700 a year.

Unemployment:

The average unemployment rate is 6.9% with the national average at 4.7%

Languages:

English and Spanish are the predominant languages spoken; 60% of the clientele are Spanish speaking only

* **Source of information based on 2000 Census Data**

West Dallas Multipurpose Center City of Dallas Community Needs

A 2004 community needs assessment conducted by United Way of Metropolitan Dallas resulted in the following priorities for the entire City of Dallas:

Families:

Family Safety Family Support *Adult/Family Literacy* *Legal Services*

Kids:

Childcare **Healthcare** Educational Support ***Youth Development***

Seniors:

Independent Living **Financial Stability** ***Protection/Safety*** ***Community Programs***

Health:

Health & Wellness **Chronic Illness (Diabetes)** Mental Health Counseling ***Substance Abuse***

Crisis Relief:

Emergency Assistance **Information Referral** Housing **Employment**

- **Bold face services** reflects direct services offered at the Center or one of its partner agencies
- ***Bold/Italics*** reflects partner agencies that offer services to Center clients either by referral or co-location

Community Partnership Building (Council Key Focus Area #3: Neighborhood Quality of Life; Component 6: provide equitable, enhanced social, cultural, leisure and environmental programs)

Description of Services: To be an active leader in the coordination of community services by collaborating and creating lasting partnerships for the growth of the West Dallas Community

Service Quality (Effectiveness): By coordinating through collaborative efforts with other agencies, more services can be provided to a greater number of residents

Community Indicators (Outcomes): By building partnerships with other agencies in the community, West Dallas residents can benefit from those linkages to services within their community to improve their quality of life

Target: To organize a monthly meeting with agencies in the community that facilitates discussions, planning and actions on addressing the needs of West Dallas

Input	Output	Efficiency	Service Quality (Effectiveness)	Community Indicators (Outcomes)
<p>General Fund: \$110,803</p> <p>FTE's – 2.25</p>	<p>Conduct 12 meetings per year</p> <p>50 social service, non-profits and public service agencies involved in Coalition Meetings</p> <p>Lease office space to 1 agency that provides services in the community</p> <p>Provide meeting space or classroom space to 1200 groups within the year, free of charge, for community collaborations and partnership building</p>	<p>Cost per meeting is \$50 for materials</p> <p>Cost of meeting space: \$70 Security Services per evening meeting</p> <p>Rent collected on leased space \$8,555 per year</p>	<p>50 social service agencies will participate in the Coalition and benefit from networking efforts</p> <p>Increase the number of participants in the Coalition by 20% over the course of the year</p> <p>Decrease tenant complaints by 25%</p> <p>Respond to tenants requests within 48 hours</p>	<p>To provide one new program service to the West Dallas Community from the efforts of the Coalition Partnership Building</p>

West Dallas Multipurpose Center Community Partnership Building

- WDMC relies on community partnerships to provide additional services to the Center's customers
- The community relies on the Center to be a leader in coordinating and facilitating networking opportunities to maximize services in the community
- Provides meeting space or classroom space at the Center for groups to meet during the day and in the evenings free of charge such as Alcoholics Anonymous, Carpenters Union and the Mexican Consulate
- WDMC serves as a "community service" work site for 3-4 individuals a week who are mandated to pay restitution by providing community service hours
- WDMC is an early voting site during election periods
- The Center currently leases office space to West Dallas Community Centers, Inc.
- The West Dallas Community Coalition, chaired by the WDMC, is a 50 plus member volunteer group made up of health, education, recreation, social service and non-profit agencies providing services in West Dallas

West Dallas Multipurpose Center Partner Agency Services

- City of Dallas Public Health Clinic -Health Services for Adults and Children
- Dallas County / Dallas Area on Aging - Older Adults Program
- Dallas County – People and Nutrition
- West Dallas Community Centers, Inc. - Drug prevention and after school program for African American and Hispanic youth between the ages of 6-17 who reside in West Dallas that are at risk for substance abuse
- City of Dallas Youth Services
- Methodist Hospital – Prostate Screenings
- American Heart Association – Blood Drive

Utility Payment Station (Council Key Focus Area 2: Staff Accountability; Component 2: Create a User Friendly Environment)

Description of Services: To provide a Utility Pay Station in West Dallas that accepts utility payments for water, electric, and gas payments.

Service Quality (Effectiveness): To provide residents with an accessible local payment center in their community.

Community Indicators (Outcomes): To provide city programs in the community that improves the neighborhood quality of life.

Target: To improve customer service by 15%

Input	Output	Efficiency	Service Quality (Effectiveness)	Community Indicators (Outcomes)
General Fund: \$164,436 FTE – 3.25	40,000 transactions conducted per year. \$4.2 million dollars in utility payment collected annually Average annual collection of \$9,000 for the Emergency Social Services Fund	\$1.50 is the average cost to the City of Dallas per utility transaction Cashier conducting an average of 11 transactions an hour The average transaction is \$113 dollars	Cashiers to balance 95% of time over the course of the year Daily deposit to be made 100% of time over the course of the year. Decrease customer complaints by 25%	To provide a convenient location in the community for local residents to pay utilities

West Dallas Multipurpose Center

Utility Pay Station

- Utility Pay Station staffing 2 full time cashiers and 1 supervisor
- Utility Pay Station is open from 8:30 a.m. to 4:00 p.m
- Utility Pay Station accepts TXU Energy, Atmos Gas and City of Dallas Water utility payments
 - Average of 3,400 transactions per month
 - Average of \$350,000 collected in utility payments each month
- Utility Pay Station collects a \$1.00 fee for every electric and gas transaction Senior Citizens conducted exempt from this charge
 - For every dollar collected, 0.55 cents goes to an Emergency Social Services Fund

Community, Cultural and Special Events

Council Key Focus Area #3: Neighborhood Quality of Life;

Component 6: provide equitable, enhanced social, cultural, leisure and environmental programs

Description of Services: To host special events, relevant cultural events and other community events that enrich the lives of West Dallas residents

Service Quality (Effectiveness): The special event programming is an opportunity to educate the community on why we honor various cultural holidays and celebrations and is an effort to enrich the lives of the residents

Community Indicators (Outcomes): To bring relevant cultural and special event programming to the residents of West Dallas by hosting at least 6 events per year in the community

Target: To increase cultural awareness thru special events by 10%

Input	Output	Efficiency	Service Quality (Effectiveness)	Community Indicators (Outcomes)
<p><u>General Fund:</u> \$78,204</p>	<p>Host 6 special events per year</p>	<p>Cost per event is \$100 for educational materials</p>	<p>Increase the number of participants at our special events programming by 10%</p>	<p>Increase cultural awareness evidenced by 5% increase in community center volunteers</p>
<p>FTE's – 1.25</p>	<p>4 events educational in nature</p>	<p>An average of 1,000 participants per year</p>	<p>Increase donations for special events by 10%</p>	
<p><u>Contributions/ Donation:</u></p>	<p>2 events service driven during the holidays</p>	<p>5000 volunteer hours</p>	<p>Increase donations for special events by 10%</p>	
<p>\$500 dollars from private groups</p>	<p>Add a new special event program to the calendar</p>		<p>Enhance cultural events by coordinating with at least 1 other agency on an event</p>	
	<p>Solicit donations from at least 5 private groups to support the special events programming</p>			

West Dallas Multipurpose Center Community, Cultural & Special Events

- The WDMC hosts two main events during the year
 - Thanksgiving Food Baskets
 - Christmas Toy Drive
- The WDMC recognizes various cultural events during the year by displaying educational and art materials or a combination of education and entertainment
 - Martin Luther King Day/Black History Month
 - Cinco De Mayo
 - Juneteenth
 - César Chavez Day/Hispanic Heritage Month
 - Collaborative Community Event -TBD

**The WDMC has hosted, in partnership with the West Dallas Community Coalition, a health and fun fair during the Spring. We are currently planning a new approach to this effort to ensure that a collaborative event will result in a significant impact on the community. This year, we will provide our support to Dia De Los Ninos, hosted by Jaycee Zaragoza Recreational Center on April 30,2005.*

West Dallas Multipurpose Center

Community, Cultural & Special Events Community Benefits

Cultural Events:

- Provide exposure to the Community Center to attract community sponsorship and participation
- Provide exposure to Emergency Social Services programs
- Provide experiences for diverse populations
- Promote Unity
- Promote Healthy Living and Lifestyles
- Provide educational forums
- Partner agencies/organizations to community populations that are underserved
- Maximize Citizen participation

Emergency Social Services

Council Key Focus Area #3: Neighborhood Quality of Life;

Component 6: provide equitable, enhanced social, cultural, leisure and environmental programs

Description of Services: To provide emergency social services, including case management, emergency rent and utility assistance, and food assistance to eligible persons.

Service Quality (Effectiveness): To support residents in maintaining stability by providing assistance with basic living needs

Community Indicators (Outcomes): To prevent homelessness and maintain stability in households in the community and improve quality of life.

Target: To implement a support system that reduces return requests for assistance by 5% allowing services to more individuals and families in the community

Input	Output	Efficiency	Service Quality (Effectiveness)	Community Indicators (Outcomes)
<u>General Fund:</u> \$244,059 FTE's – 5.25 <u>Grant Funds:</u> ESG - \$45,000 Trust Funds- \$7,000 UDAG eye- \$18,000 Energy Aid - \$20,000 ESSF - \$9,000	15,000 household/families provided social service 3000 households/families provided emergency financial assistance. 280 individuals provided emergency food assistance. 150 individuals provided Eyeglasses Assistance	Cost per household to provide case management: Average of \$20 per household Cost per household provided emergency financial assistance: \$200 Cost per person provided food assistance: \$25 per person Cost per person provided Eyeglasses Assistance: \$80 per person	2250 of the households will maintain stable housing verified by a six month follow-up with clients Reduce the number of customer complaints by 20%	Prevent homelessness for 75% of households we provide assistance

West Dallas Multipurpose Center Emergency Social Services

- The Emergency Social Services Unit is staffed with 1 Office Assistant, 2 Caseworkers and 1 Supervisor
- Funding Sources:
 - Emergency Financial Assistance – Emergency Shelter Grant (ESG)
 - FY 04 Allocation - \$45,000
 - Food and Clothing Assistance – Orleans/Hillcrest Trust Funds
 - FY04 Allocation - \$7,000
 - Eyeglasses Assistance- Urban Development Action Grant (UDAG)
 - FY04 Allocation -\$18,000
 - Energy Aid –TXU Electric Grant
 - FY 04 Allocation - \$20,000
 - Emergency Social Services Fund – Fees collected from Pay Station
 - Monthly collection averages \$750 a month

The 4 stages of Client Intake & Processing

Stage 1: Phone Intake

Pre-assessment for eligibility

Phone orientation of what is needed from client at time of appointment

Client is scheduled in for the next day and told to arrive 30 min. before to fill out paperwork.

Stage 2: Receptionist Intake

Client is logged in upon arrival .All documentation is received.

Client fills out expense statement and all necessary documentation Is copied for client file

Case file folder is forwarded to case manager

Stage 3: Caseworker interview

Caseworker completes paperwork and assesses clients situation

Appropriate utility companies and landlord is contacted to inquire about past due amounts

A plan of action is discussed with the client and a voucher is signed

Stage 4: Finalizing the File

All information is documented and the voucher is processed

Voucher is submitted to Supervisor for Managers approval

Manager sends voucher to be processed In Utility Pay Station

West Dallas Multipurpose Center Emergency Social Services - ESG

- The Emergency Shelter Grant is a program funded by the Department of Housing and Urban Development to be the first step in preventing homelessness by providing short term emergency assistance to persons experiencing temporary financial crisis
- Our program limits financial assistance to once per fiscal year, with a maximum assistance amount of \$500
- Eligibility Requirements- assistance is available to any City resident whose need for assistance is documented by a notice to terminate utility services or an eviction/mortgage foreclosure notice

West Dallas Multipurpose Center Emergency Social Services – Trust Funds

- The WDMC receives two trust fund gifts from the Carrie S. Orleans Trust and the Hillcrest Foundation
- The Carrie S. Orleans Trust provides \$5,000 annually to provide food and/or clothing to the needy in Dallas County
- The Hillcrest Foundation provides \$2,000 annually to provide food to the needy in the Dallas Metroplex
- No specific eligibility requirements stated other than residency must be within certain boundaries

West Dallas Multipurpose Center Emergency Social Services - UDAG

- The WDMC also receives Urban Development Action Grant funds for an Eyeglass Program.
- Eligible recipients must reside in the area bounded by Loop 12 on the West, Trinity River on the North and East and I30 on the South. This includes all of zip codes 75212 and parts of 75208. In addition, recipients must meet low or moderate income guidelines as established by HUD.
- The FY 20040-2005 allocation is \$18,000 for this program
- We have provided eyeglass services to 65 individuals this fiscal year

West Dallas Multipurpose Center Emergency Social Services – Energy Aid

- Through the TXU Electric Charitable program “Energy Aid”, both Community Centers (MLK and the West Dallas Multipurpose Center) receive funds to assist persons experiencing temporary financial crisis
- WDMC received \$20,000 in Energy Aid assistance for FY 2004-2005
- Eligible recipients must reside within the Dallas City limits, be a TXU customer, and must provide evidence of past due notice on TXU electric services

West Dallas Multipurpose Center Emergency Social Services – ESS Fund

- The Utility Pay Station collects \$ 1.00 fee for each transaction
- 0.55 cents for every dollar collected is for the WDMC Emergency Social Services Fund
- The fund accumulates an average of \$750 dollars per month
- The fund allows us to assist individuals and families in need of basic services such utility payment assistance, rental assistance, food and clothing
- Recipients must reside in the City of Dallas

West Dallas Multipurpose Center Emergency Social Services

- The social services unit receives an estimated 80 telephone calls per day requesting some type of assistance
- Each caseworker interviews an average of 8 people per day via pre scheduled appointments or walk ins
- The caseworkers provide service plans for every individual or family that they see which may include referrals to other social service agencies
- Not every individual or family requesting financial assistance meets eligibility criteria for assistance
- Anyone requesting social services assistance will have the opportunity to receive social service counseling with a Caseworker regardless of zip code, income, or needs

West Dallas Multipurpose Center Emergency Social Services – Referral Sources

- **Oak Cliff Presbyterian Church** – Emergency assistance for utility services, rental assistance and prescription assistance
- **Concord Baptist Church**- Emergency assistance for utility services and rental assistance
- **Friendship West Baptist Church** – Emergency assistance for utility services and rental assistance
- **North Dallas Shared Ministries**- Emergency assistance for utility services and rental assistance
- **Dallas County** – Provide emergency assistance to Seniors 60 years of age and older and disabled persons with utility services

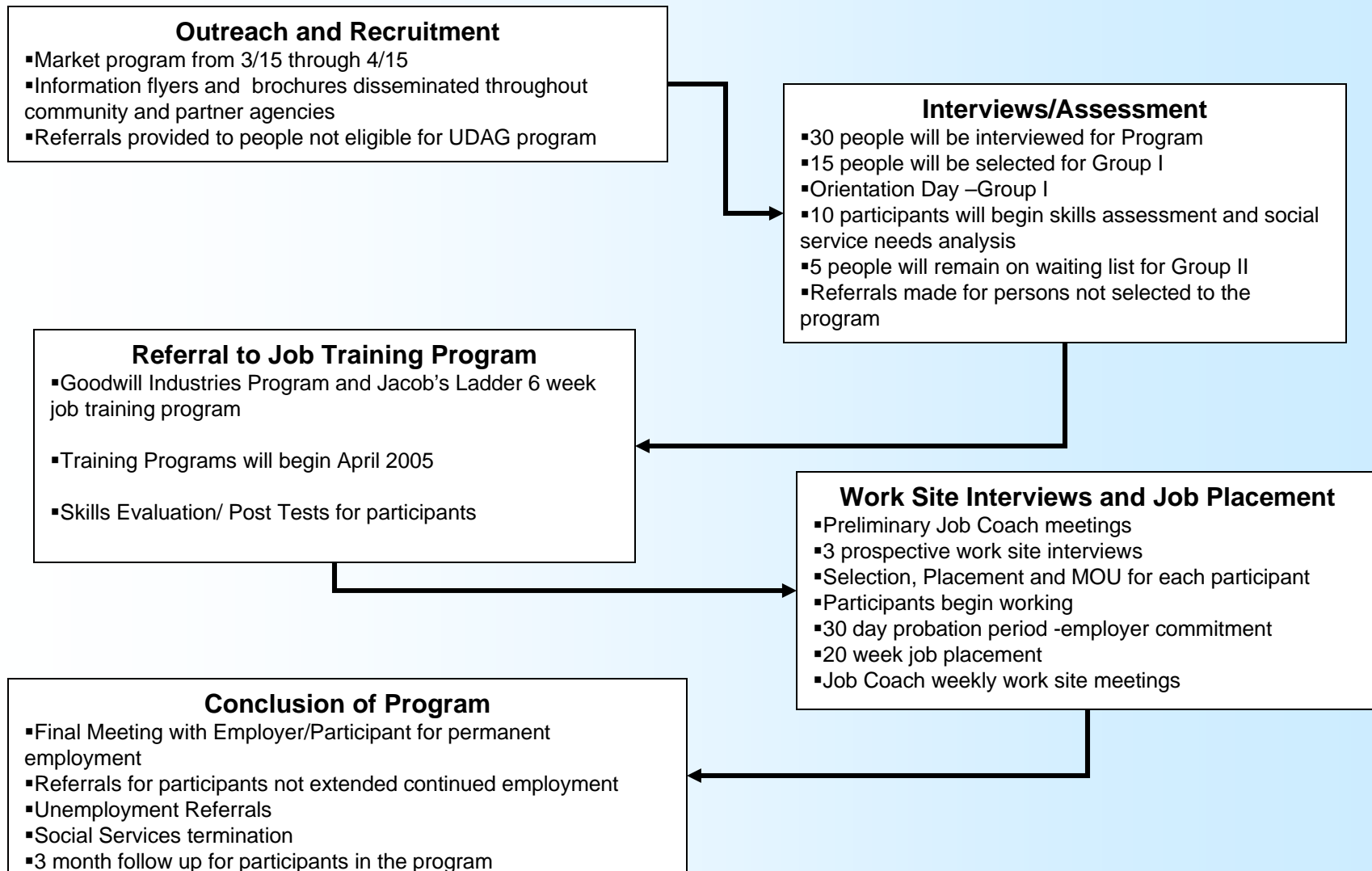
West Dallas Multipurpose Center Emergency Social Services – Special Events

- Every year the Social Services Unit coordinates two special events for the most needy in our community
 - **Thanksgiving Food Baskets**- through a combination of canned food donations, other donations and the Trust funds, food baskets with Turkeys are delivered during the Thanksgiving Holiday to approximately 150 families every year
 - **Christmas Toy Drive** – through donations from Salvation Army, Lone Star Santa's and WFAA, toys are disseminated during the Christmas Holiday to children. We provided toys to approximately 300 families this past season

West Dallas Multipurpose Center Career Preparation and Job Training Program

- The program is funded 100% by the Urban Development Action Grant in the amount of \$207,000. The program was implemented March 1, 2005.
- Eligible participants must be 18 years of age, must reside in West Dallas, and must meet low to moderate income guidelines established by HUD
- We have hired 1 full time Caseworker to support this program
- The program will provide skill assessments, skills training and job placement for 20 individuals in two groups of 10 over a 12 month period
- We have partnered with Goodwill Industries and Jacob's Ladder to provide customized skills training to our participants
- The program will provide an intensive job coaching and mentoring component for each individual
- The business community is committed to supporting this program by providing work sites for individuals to gain on the job work experience
- The goal is to prepare 20 individuals with the skills and tools for a long term career placement

West Dallas Multipurpose Center Career Preparation and Job Training Program



West Dallas Multipurpose Center

Health Services

- The City of Dallas has co-located other City Program at the West Dallas Multipurpose Center for the health and wellness of West Dallas residents. The Center offers various medical services:
 - The **Children's Health Services Clinic** offers services by appointment and provides preventive health services, health screenings, growth and development assessments, and medical referrals. The Children's Health Clinic is open Monday from 7:30 a.m. to 6:00 p.m. and Tuesday through Friday from 7:30 a.m. to 5:00 p.m.
 - The **Immunization Clinic** offers health services either by appointment or walk-in. The Clinic is open on Monday from 7:30a.m. to 6:00p.m. and Tuesday through Friday from 7:30a.m.to 5:00p.m.

West Dallas Multipurpose Center Health Services -Continued

- The **Adult Health Clinic** offers various health services by appointment only.
- There is also a **LEAD Clinic** that offers free lead testing to citizens of Dallas. The clinic is open Monday, Thursday and Friday from 8:00 a.m. to 5:00 p.m. Every 2nd and 4th Monday the clinic has extended hours from 9:30 a.m. to 6:00 p.m
- The West Dallas Health Clinic provides services to an average of 600 people every month with seasonal fluctuations

**For more information on West Dallas Health
Clinic services contact (214)670-7151**

West Dallas Multipurpose Center

Older Adult Program

- In partnership with Dallas County and the Dallas Area Agency on Aging, the West Dallas Multipurpose Center is a host site for one of the County's Older Adults Programs
- The program makes available social, educational, recreational and physical activities to adults 60 years of age and older
- Dallas County provides a Program Manager who plans and oversees the daily operations of the program
 - City provides transportation and supplies
- The program serves on average 50 meals a day, with increased attendance during special events and holidays
- The program is available to older adults Monday through Friday from 9:00 a.m. to 2:00 p.m.

West Dallas Multipurpose Center Plans for the Future

- Continuation of the Career Preparation and Job Training Program beyond March 2006
- Expansion of the MLK Community Technology Center to provide a satellite site at the West Dallas Multipurpose Center
- Develop a social services client database to efficiently track social service assistance
- Request General Fund dollars for emergency social services rental and utility assistance

West Dallas Multipurpose Center FY 2005-2005 Budget Funding Requests

- Career Preparation and Job Training Program - \$207,500
 - Hire full time caseworker \$49,000 (salary and related program costs) to continue program (grant funds expire March 2006)
 - Fund work stipends and business partnerships - \$165,000
- Expansion of Community Technology Center satellite Total Budget Request: \$21,000
 - Hire part time instructor and related supplies/materials - \$21,000
 - 12 lap top computers, funded by a Department of Education grant, will be provided to support the satellite center
- Provide emergency rental and utility assistance - \$100,000
 - \$ 50,000 designated for senior citizens (requested by the Senior Affairs Commission)
 - \$ 50,000 for non-senior individuals and families in crisis

West Dallas Multipurpose Center

-Thank You -

**Please contact me if you would like to visit the Center
and inquire further about the Center's services**

Tozi G. Tijerina, LMSW, Manager
West Dallas Multipurpose Center
(214)670-6354
tozi.tijerina@dallascityhall.com