HUMAN SERVICES
CITY OF SAN ANTONIO

2021
Annual Report

Message from the Director

HUMAN SERVICES
CITY OF SAN ANTONIO

Dear Community,

I'm excited to share the Department of Human Services Annual Report. This report highlights the FY 2021 accomplishments of DHS and how we supported our community during a recovery year.

As a department, we focused on strengthening our services while helping residents through financial assistance programs, ensuring our youth remained engaged and hopeful, and developing strong relationships with our older adult population.

In FY 2021, we served and delivered more than **1.2 million** meals to our older adult population, responded to more than **11,000** calls to the Homeless Connections Hotline, served **3,000** children enrolled in the Head Start Program, and provided residents with **$4.8 million** in emergency utility bill assistance.

The DHS team is committed to fostering continued growth in our community and promoting life-long success by connecting people to community resources.

I'm grateful for our team, City of San Antonio colleagues, community partners and residents who actively work to make our city a better place to live. We look forward to serving you in the new year.

Sincerely,

Melody Woosley
Director

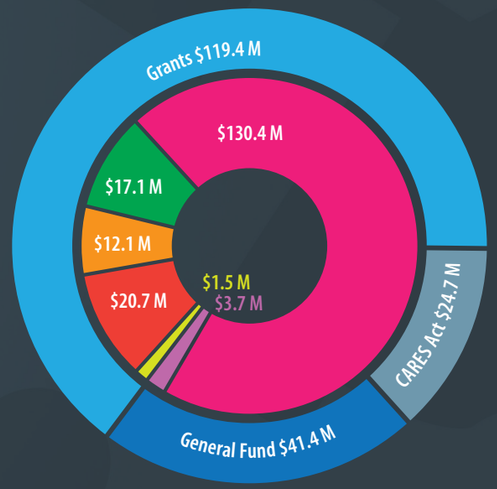
Empowering People

Promoting lifelong success for families & Individuals by providing human services & connections to community resources

210.207.8198
sanantonio.gov/humanservices
100 W. Houston St., 78205 - 9th Floor
@COSADHS #YourDHS

Ambassador Program	210.207.5843
Child Care Services	210.230.6300
Faith Based Initiative	210.207.5036
Financial Empowerment Centers	sanantoniofec.org
Head Start & Early Head Start	210.206.5500 saheadstart.org
Homeless Services	210.207.1799
NXT Level Youth Opportunity Center	210.207.1700 NXTLevelSA.org
Senior Centers & Nutrition Sites	210.207.7172
Training for Job Success	210.207.5929
Volunteer Income Tax Assistance (VITA) Program	210.207.2817 vitasa.org

FY 2021 Budget
$185.5 Million



70.3%	Children & Youth Success
1.9%	Mental Health
.8%	Delegate Agency Reserve
11.2%	End Homelessness
6.5%	Strengthening Families
9.3%	Senior Independence

Senior Services Division

SSD leads the community in providing older adults with comprehensive services to empower them in leading active, independent, and engaged lives. During Fiscal Year 2021, the division worked diligently to ensure programming (online and in person), curbside meal distribution, and delivery of meals to homebound older adults continued uninterrupted and was accessible for residents.

From the beginning of the COVID-19 pandemic, Senior Services staff made it a priority to conduct Wellness Checks by phone and in person. SeniorStat, a notification system to communicate with members, was regularly used and provided a great way to keep older adults informed during the pandemic.

We partnered with City Departments and community agencies to expand and enhance services for older adults.

SALSA Silver Connect: a partnership with OASIS and SALSA offered a chat line for older adults addressing social isolation and loneliness.

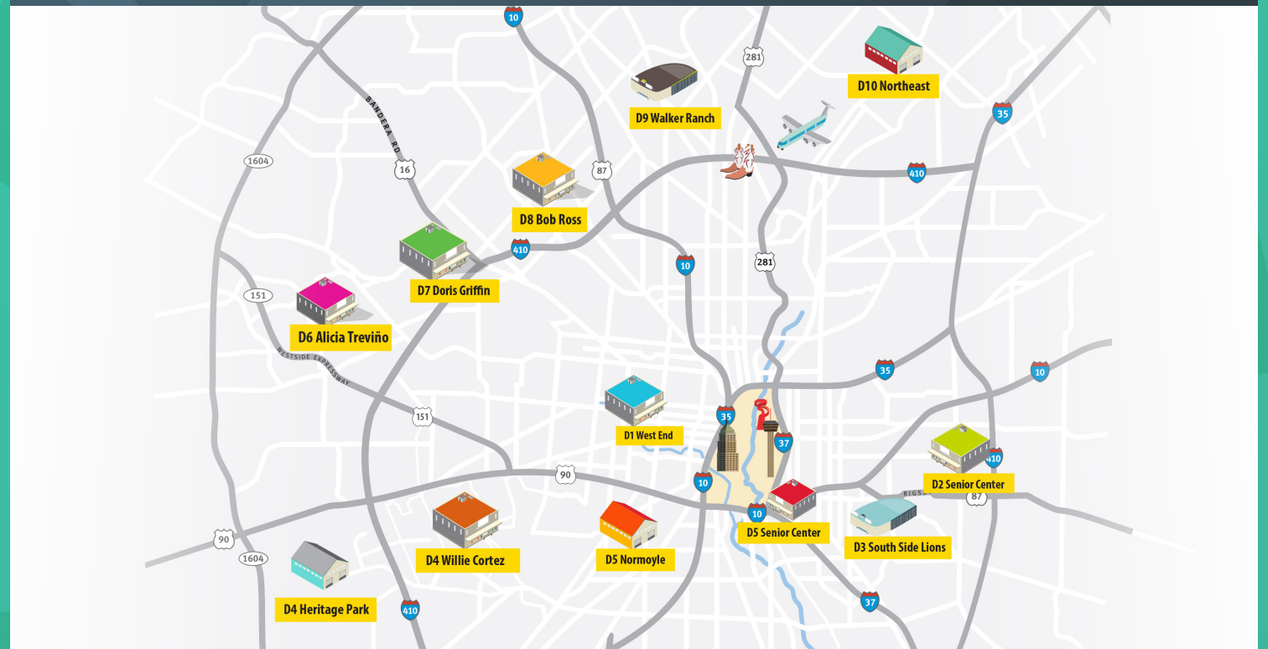
Homebound Meal Program: collaborated with Meals on Wheels San Antonio to refer members who will no longer be able to return to a Senior Center due to health and physical constraints.

Older Adult Device Lending Program: partnership with the San Antonio Public Library, OASIS and OATS, providing smart devices with internet access for use by older adults.

Elder Fraud Financial Center: an all-inclusive resource to help older adults address financial security. DHS Financial Empowerment Center/Senior Services added Financial Counselors and Benefit Navigators to provide case management.

District 9 Walker Ranch Senior Center: Construction continues in 2022 for the new 26,300 square foot facility with a project budget of $14.6 million. The project is expected to be completed in May 2022.

Comprehensive Senior Center Locations



FY 2021 Division Highlights

50
Senior Centers and Nutrition Sites

12,450
Participants

2,882
Project Cool Fan Collection/ Distribution

7,068
Participants receiving Commodity Supplemental Food Program

98%
Senior Center Satisfaction Rate

98%
Increased Social, Emotional & Physical Health amongst participants

1,219,417
Meals Served/Delivered During Pandemic (Mar. 2020 -Oct. 2021)

Homeless Services

DHS serves as a liaison, funder, advocate, and direct services provider of homeless programs. Our goal is to make homelessness rare, brief if experienced, and non-recurring. Through partnerships with the South Alamo Regional Alliance for the Homeless (SARAH), Haven for Hope, homeless response system providers, and community organizations, DHS funds or provides direct services for the following initiatives:

- Homeless Prevention
- Homeless Connections Hotline
- Emergency Shelter
- Rapid Rehousing
- Permanent Supportive housing
- Street Outreach
- Mental Health and Substance Use Programs
- Housing Opportunities for People with AIDS (HOPWA) programs
- Mobile Shower Programs
- Homeless Resource Hubs

In 2021, Homeless Services Division established new programs, aligned with the Community Homeless Strategic Plan, to improve access to services, engaging community stakeholders, and serving as a resource to those at risk of experiencing homelessness. Expanded street outreach efforts included a new team to work in each City Council district to connect people experiencing homelessness with services and to engage local business and neighborhoods in the effort. FY 2021 saw an expansion of the Homeless Connections Hotline and Homeless Resource Hubs to serve as further entry points for people seeking assistance.

DHS plays role in coordination across the homeless response system, with representation on the SARAH Board of Directors and ongoing implementation of the five-year Community Homeless Strategic Plan.

FY 2021 Division Highlights

11,449
Calls responded to by Homeless Hotline

1,106
Homeless Housing Assessments Completed

585
Veterans Permanently Housed

690
Unsheltered Individuals engaged with street outreach

252
Individuals assisted by prevention & diversion resources

> As a single dad, you don't know what your services have done for me & my kids. Now we have a place to sleep.

Early Head Start & Head Start

The DHS Head Start, Early Head Start, and the Early Head Start-Child Care Partnership programs are federally funded grants through the U.S. Department of Health and Human Services, Office of Head Start (HHS). The programs provide comprehensive services, including quality early childhood education, family support services and health services to a combined total of 3,364 eligible children, between the ages of 6 weeks and 5 years old, and their families within the Edgewood and San Antonio Independent School Districts.

The Head Start Mission is preparing children and engaging families for school readiness and lifelong success. DHS implements a Head Start Program Model – providing direct program services through Edgewood ISD and San Antonio ISD for 3,020 Head Start children. Early Head Start provides services for 216 children enrolled in six non-profit childcare centers and 128 children at one campus in Edgewood ISD with a Home-Based option.

3,364

Children ages 6 weeks to 5 years old served

HEAD START
City of San Antonio
Department of Human Services

FY 2021 Division Highlights

810
Food boxes were provided to Head Start & NXT Level families

2,500
Children & families received school readiness kits

348
Families received food, household, personal supplies & educational materials

Head Start created virtual parent boards so families could stay up to date on events and activities

26
Drive-through health clinics, including dental screenings, flu & COVID-19 vaccinations

Child Care Services

For more than 30 years, Human Services has managed the Federal Child Care Subsidy Program for Bexar and 12 surrounding rural counties comprising the Alamo Workforce Development Area. The program provides subsidized childcare for income eligible families who are working or going to school while on a path towards economic self-sufficiency. Child Care Services also manages the Child Care Services Quality Initiative, or Texas Rising Star program (TRS).

Currently, TRS Mentors work in partnership with 135 child care providers to elevate child care quality, with a program objective of certifying 50% of all participating Child Care Services Providers. In collaboration with the Early Matters cohort, CCS is actively working to establish a comprehensive plan to improve access to high quality early education and care across San Antonio and Bexar County.

> As a single mom the expenses were a bit overwhelming, but with childcare assistance my child was able to attend daycare, and I was able to complete my Accounting degree and get a promotion at work.
>
> - Vanessa Haro, Parent

FY 2021 Division Highlights

11,836
Children served monthly (average)

17,181
Total children served (unduplicated)

8,677
Families Served

571
Childcare Providers

135
Texas Rising Star Certified Centers

$93,691,446
Total Budget

Youth Success Programs

NXT Level Youth Opportunity Center

NXT LEVEL is the collaborative work of the City of San Antonio Human Services Department, Goodwill Industries of San Antonio, and Communities in Schools-San Antonio. Located at the Frank Garrett Multi-Service Center, NXT LEVEL provides comprehensive services to youth ages 16-24 who are disconnected from the workplace and education.

This opportunity youth population in San Antonio grew during the pandemic from 34,000 to over 74,000. They face overwhelming barriers, including high rates of trauma, disabilities, education barriers, poverty, homelessness, criminal justice and foster care system involvement.

NXT LEVEL and its partners are focused on reducing opportunity youth by offering wrap-around case management and supportive services for school re-enrollment, high school diploma equivalency completion, vocational and post-secondary training and career and job readiness preparation.

In fiscal year 2021, NXT Level began to diversify its services to meet the needs of participants during the pandemic. This included dropping off food boxes from the San Antonio Food Bank to participants' homes, building out a resource network to provide laptops and WiFi hot spots to students, and switching to virtual sessions with students.

FY 2021 Division Highlights

430
Total participants

210
Participants enrolled in an education program and/or employed

CITY OF SAN ANTONIO
Ambassador
Summer Internship Program

> This program provided endless opportunities for me. I am beyond grateful and will help other young professionals learn more about the Ambassador Program.
>
> - Ambassador Alumni

Ambassador Summer Internship Program

The Ambassador Summer Internship Program is a paid internship program for currently enrolled college students. The program provides students professional opportunities and innovative career paths through paid internships, peer-to-peer networking sessions, and community service projects

After funding was reallocated in FY 2020, the Ambassador Program completed the 2021 Summer Program with 105 students. Program staff partnered with Workforce Solutions Alamo to provide students with disabilities targeted internships throughout the summer in City departments.

FY 2021 Division Highlights

98%
Overall satisfaction rate

105
Students completed the program

Migrant Support Services

Since January 2021, Human Services, in collaboration with the City of San Antonio Immigration Office, Catholic Charities, Interfaith Welcome Coalition, and the San Antonio Food Bank have served migrants traveling through San Antonio in route to their final destinations. These services include welcoming and onward travel navigation, emergency shelter (including isolation shelter for COVID - 19 positive individuals), food, local transportation, and support services to individuals and families as they navigate the immigration process. By the end of FY 2021, City and community partner agencies helped over **55,000** migrants navigate their onward travel through the bus station, airport, and hotels.

FY 2021 Division Highlights

55,000
Arrivals

1,651
Quarantine & Isolation Shelter

5,024
Emergency Shelter

Faith-Based Initiative

DHS' Faith-Based Initiative is a collaboration between the San Antonio faith community, government agencies, non-profit organizations, and community groups to activate relationships, partnerships and services to address individual and family challenges and improve the quality of lives. The initiative fosters compassion with the support of other public, private, community and faith-based organizations.

In FY 2021, 100% of San Antonio colleges and universities were represented in the inaugural **SA Compassionate Institute**.

Fifteen congregational cohorts representing their respective City Council districts joined **Bridges to Care** and members were trained in mental health issues and response.

Pandemic response with 500,000 face masks were collected and distributed and 228 pop-up vaccine sites were held in congregations.

Networking Services – SACRD.org Mental Health portal and AfghansInSA.org created. Approximately 6,000 resources with 6,000 weekly visitors to SACRD.org in FY 2021. Eighty-one percent indicate Initiative has impact on San Antonio becoming more compassionate.

FY 2021 Division Highlights

228
Pop-Up Vaccine Sites

6,000
Weekly Visitors to SACRD.org

500,000
Face masks collected & distributed

Family Assistance Division

The Family Assistance Division provides families and individuals with the support to maintain financial stability, move toward better jobs, and improve economic self-sufficiency.

The **Training for Job Success program (TFJS)** supports adults through a degree or certificate program and into placement in a high-demand job field. In FY 2021, TFJS transitioned 44 families comprised of 120 total individuals out of poverty. TFJS graduates saw a 250% increase in their annual income, with an average income of $14,580 at the start of the program rising to $51,131 at completion of TFJS. The program also strengthened partnerships with the City's new Ready to Work Program to assist even more families in the coming year.

The emergency utility assistance program provided more than $4.8 million in utility bill assistance to more than 13,300 residents during FY 2021 – the highest volume ever processed to assist residents in the history of the CPS Energy bill assistance program. Continued adoption of the program's online application portal, plus Federal COVID response funding meant the program could meet higher demand caused by pandemic-related disruptions.

The **Financial Empowerment Center**, operating as part of the COVID-19 Financial & Housing Recovery Center, provided benefits navigation to more than 7,881 residents, and financial counselors served 6,997 clients, provided 8,175 financial counseling sessions, reduced client debt by $3,850,773, and helped clients increase their savings by a combined total of $525,279.

> I worked with Tina in the Family Assistance Division and she was very patient, helpful and informative. I'm so grateful for the Utility Assistance Program.
>
> - Family Asssitance Program Client

7,881

Provided benefits navigation at the COVID-19 Financial & Housing Recovery Center

The VITA free tax preparation program continued to lead the **Volunteer Income Tax Assistance (VITA)** San Antonio Coalition to ensure that community members earning less than $55,000 take advantage of free tax preparation services. The VITA program prepared more than 22,000 tax returns for free, returning more than $35 million in refunds to taxpayers and the local economy, including $9 million in Earned Income Tax Credits, and saving residents an estimated $4.3 million in tax preparation fees.

FY 2021 Division Highlights

250%
Average increase in Training for Job Success Graduate Income

$4.8 M
Emergency Utility Bill Assistance

22,000
Income Tax Returns Prepared

$35 M
Tax Refunds Returned to Residents

Delegate Agencies

Community Human Services Investments

In FY 21, the City of San Antonio, through DHS, continued implementation of an equity-based approach to drive targeted human services investments in San Antonio to improve the quality of life for the City's most-vulnerable residents. This funding supported four key long-term outcomes of the Department of Human Services: 1. Children and youth are safe, healthy, resilient and ready to succeed in school and life; 2. Individuals and families are financially secure and in stable housing 3. Homelessness is rare, brief and non-recurring; 4. Older Adults are healthy, engaged and independent.

In addition, FY 21 City of San Antonio funding added targeted resources to support services focused on mental health and wellness. In total, $21,749,633 in COSA funding supported 53 agencies to provide 87 programs throughout the City of San Antonio.

$21.7 Million
Program Funding

53
Agencies

87
Programs

Children & Youth

Individual & Family Financial Security

Homeless Services

Older Adult Services

EQUITY ACTION

The DHS Equity Action Team has worked collaboratively with the City's Office of Equity to create a DHS Equity Action Plan (EAP) that will be implemented during the next two fiscal years, FY 2022 and FY 2023. The goal of the DHS-EAP is to reduce and ultimately eliminate disparities experienced by San Antonio's most marginalized residents. In order to address these disparities, DHS is committed to:

- Deepening our understanding of the role of government in advancing Equity and the City's core values.
- Aligning, integrating, and valuing Equity as an important component to how we do our work and the people we serve.
- Maximizing our resources to introduce strategies that advance Equity.
- Valuing representation and voices from all sectors of our DHS community.
- Improving the quality of life of children, families, and older adults in our community by the application of the Equity framework.
- Building outcome driven work plans that include key milestones and benchmarks for success.
- Recognizing that Equity is everyone's job.

City of San Antonio Boards & Commissions:

The Department of Human Services has several opportunities for residents to serve on boards and commissions related to our mission of promoting life-long success by providing Human Services and connecting people to community resources.

- **City of San Antonio Commission on Education:** Members serve in an advisory capacity on matters affecting the education of San Antonio residents.
- **City of San Antonio Commission on Strengthening Family Well-being:** Works with stakeholders, to help meet the family well-being and safety net goals, indicators, and measures identified during the SA2020 process.
- **City/County Joint Commission on Elderly Affairs:** Improves the quality of life for older adults in San Antonio and Bexar County through support services, advocacy and educational programs.
- **San Antonio Youth Commission:** provides an opportunity for youth to civically engage with the city through advocacy and community service.
- **City of San Antonio Higher Education Student Advisory Board:** The board helps increase college enrollment and retention of college graduates in San Antonio.
- **Community Action Advisory Board:** The Community Action Advisory Board is a federally mandated board comprised of 15 members including residents, community members and elected officials to help address community-wide issues.
- **Head Start Policy Council:** Provides guidance on matters affecting families and children in the San Antonio and Edgewood Independent School Districts.

HUMAN SERVICES
CITY OF SAN ANTONIO

OUR MISSION

To promote life-long success by providing Human Services & connecting people to community resources.

OUR VISION

To provide leadership, develop collaborative strategies, & maximize resources to improve the quality of life for children, families & seniors in our community.

TEAMWORK
★
INNOVATION
★
INTEGRITY
★
PROFESSIONALISM

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