



# CHAPTER 8

# HUMAN SERVICES

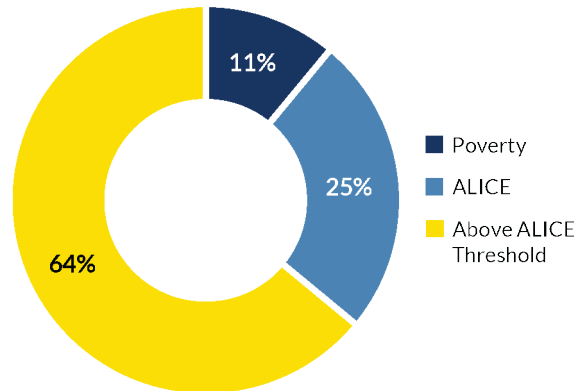
Human services are vital to the health of every community. Timely delivery of an array of human services is an important component of the City of Fort Worth's vision of a future with strong neighborhoods, a sound economy, and a safe community.

Human service programs and resources cross all socio-economic levels. However, households at the poverty level and with limited funds struggle to meet personal needs, resulting in those households frequently accessing human services to fill the gap for a variety of needs, including rent assistance, food, utilities, job training, etc.

## ASSET LIMITED, INCOME CONSTRAINED, EMPLOYED (ALICE)

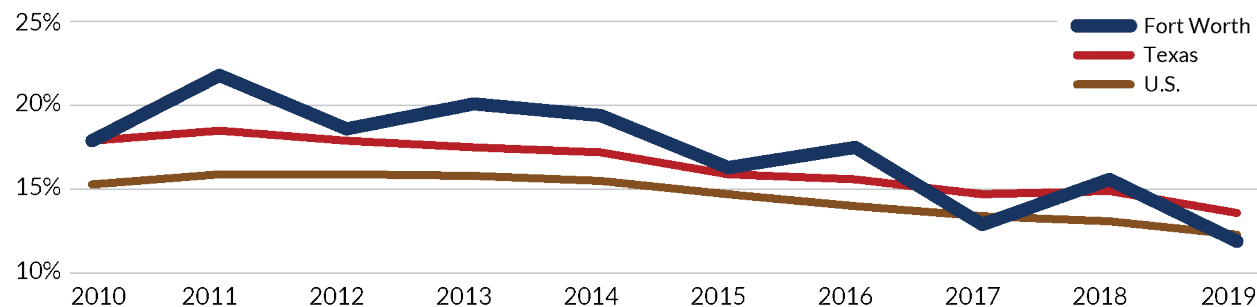
ALICE is an acronym for **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed for households that earn more than the federal poverty level, but not enough to afford basic household necessities.

### TARRANT COUNTY ALICE - 2018



Source: United for Alice, 2018.

### POVERTY LEVEL 2010-2019



Source: U.S. Census Bureau, ACS 1 Year Estimates, 2010-2019.

### POVERTY

Poverty refers to people who lack sufficient income or other means to meet their needs. The federal government uses two measures for poverty.

**Poverty Thresholds** are set by the U.S. Census Bureau and are used for statistical purposes to determine how many people are in poverty.

**Poverty Guidelines** are issued by the Department of Health and Human Services and are used for administrative purposes to determine eligibility for federal programs such as SNAP (Supplemental Nutrition Assistance Program).

## SELECTED COMMUNITY IMPACT

**418,515**

Meals Delivered To 8,039 Older Adults Between March 2020 and March 2021

**437,254**

Presbyterian Night Shelter Meals and Other Services Provided In 2020

**\$430,000**

Allocated to Organizations and Individuals Impacted by the 2021 February Winter Storm

**\$31M**

North Texas Communities Foundation 2020 Donations to Nonprofits

**1,500**

Grab and Go Meals for Children Under Age 18

**7,522**

Catholic Charities of Fort Worth Dental Assistance Between 2020 and 2021

**\$54.9M**

Cares Act Funding to Small Businesses Between March 2020 and March 2021

**65,000**

United Way of Tarrant County Vita Tax Returns Over the Past 12 Years

Sources: City of Fort Worth Neighborhood Services Department, United Way of Tarrant County, Catholic Charities of Fort Worth, 2021.

## HUMAN SERVICE SYSTEMS

Human services is an integrated system of multiple public and private agencies, non-profit organizations, foundations, corporations, public health agencies, and individuals focused on addressing human services for individuals and families struggling to meet personal needs.

## ORGANIZATIONS

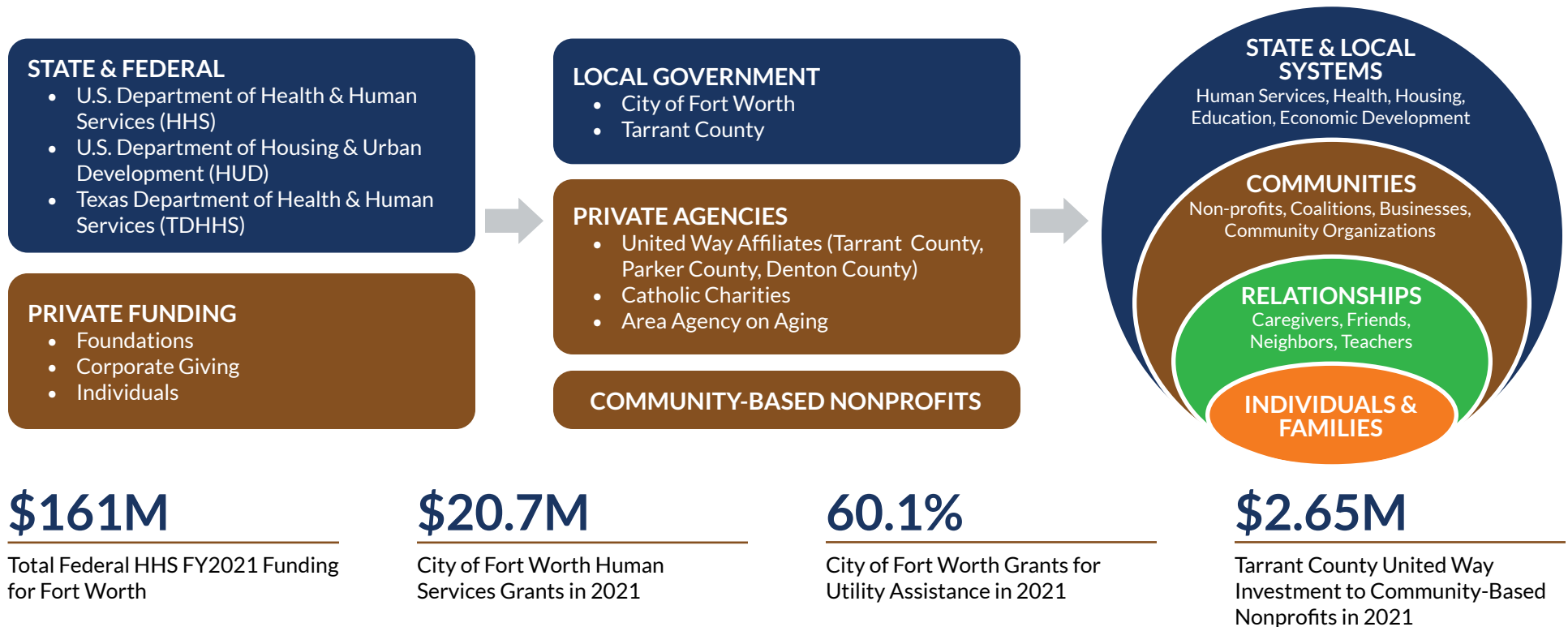
Numerous nonprofit organizations and government agencies provide various human service programs for Fort Worth residents. City departments – along with other public and private agencies – provide efficient delivery of services through assistance programs, information and referral, and soliciting and leveraging funds.

## SERVICE DELIVERY

Community-based nonprofits are typically smaller organizations that often specialize in a specific program area, e.g., education, homelessness, elderly issues, youth focus, etc. Many nonprofits provide direct assistance to individuals and families in need of social service assistance.

## FUNDING SOURCES

Funding for human service organizations comes from a variety of sources. Below are some of the key funding sources.



Source: [www.usaspending.gov](http://www.usaspending.gov), City of Fort Worth, Neighborhood Services Department, United Way of Tarrant County, 2021.

## 2-1-1 TEXAS

2-1-1 Texas, a program of the Texas Health and Human Services Commission, is a free, anonymous social service hotline available 24 hours a day throughout the year. The 2-1-1 program operates through the work of 25 Area Information Centers (AICs) across the state. United Way of Tarrant County is one of the AICs that make up the 2-1-1 Texas network.

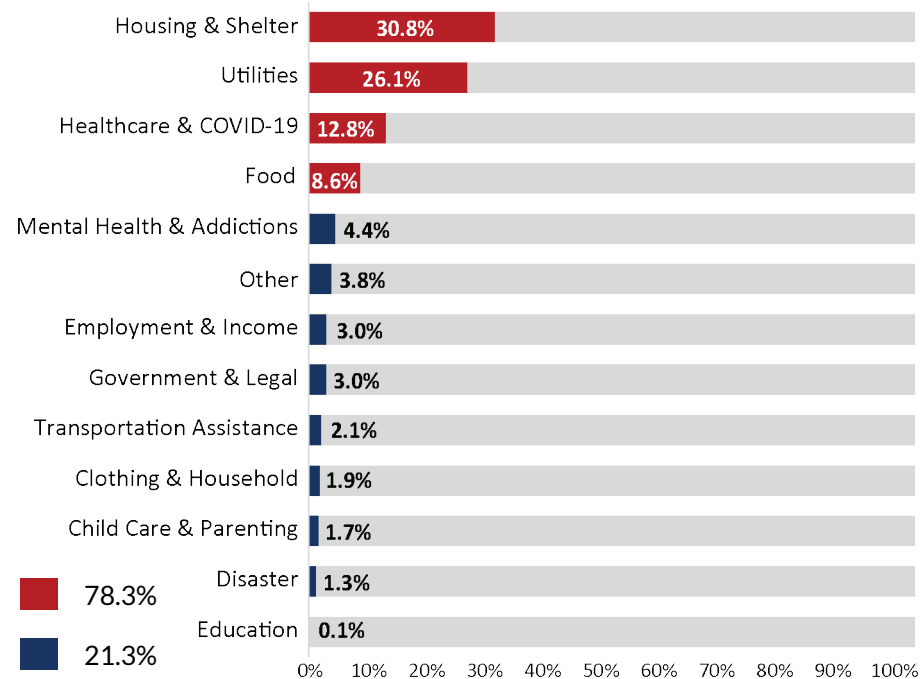
**113,325**

Total Calls in 2021

**78.3%**

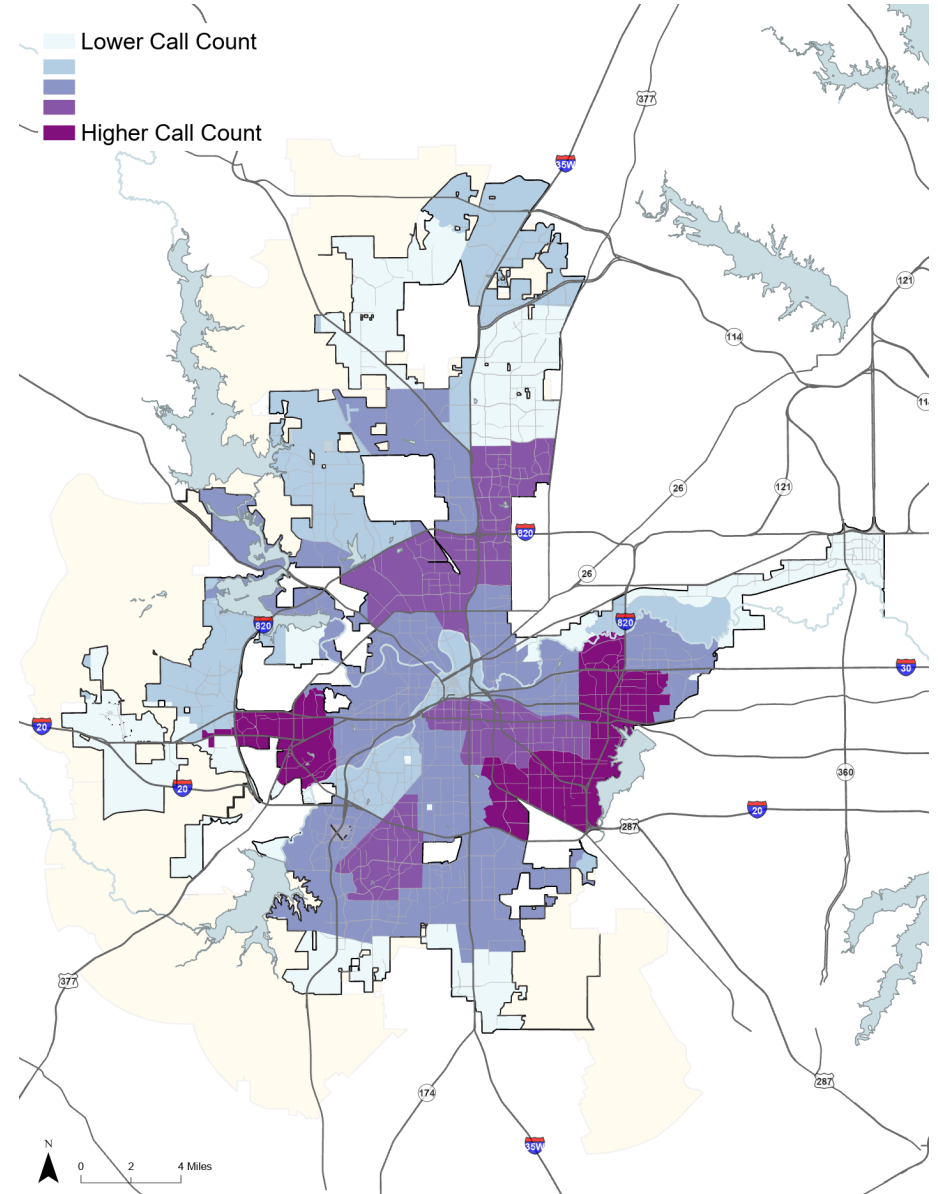
Percentage of Total Calls for Housing & Shelter, Utilities, Healthcare & COVID-19, or Food Related in 2021

## 2-1-1 CALLS FOR TARRANT COUNTY, 2021



Source: United Way of Tarrant County, 211 Program, [www.211counts.org](http://www.211counts.org), 2021.

## 2-1-1 CALL COUNT BY ZIP CODES



## HOUSING & SHELTER CALLS TO 2-1-1

Housing and shelter was the top 2021 Tarrant County 2-1-1 call request for people seeking financial help for low cost, emergency, or other housing and shelter.

# 34,904

Total Calls to 2-1-1 for Housing and Shelter in 2021

**57.7%**

**RENT ASSISTANCE:** For rent, mobile home lot fees, motel, homeless motel vouchers, and other home-related payments and assistance.

**22.1%**

**LOW-COST HOUSING:** Low-cost housing, moving assistance for people with special needs like older adults and the disabled.

**12.0%**

**SHELTERS:** Temporary shelter for persons experiencing homelessness, violence, abuse, illness, weather extremes, etc.

## COVID-19 ASSISTANCE

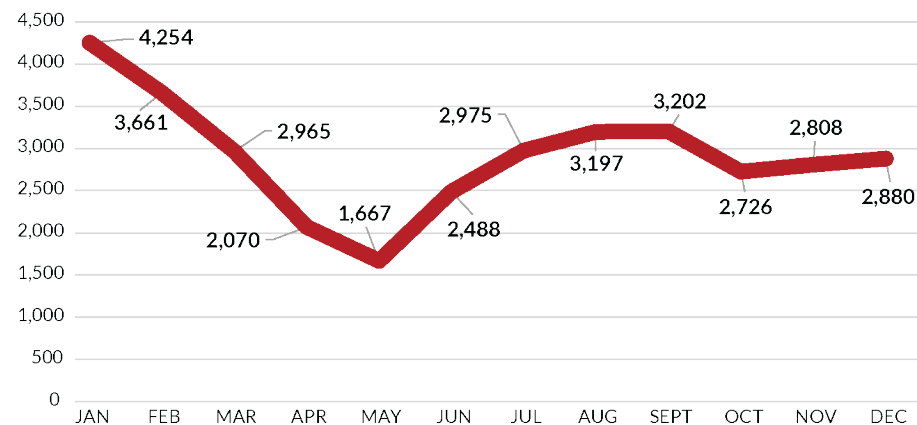
# \$7.2M

COVID-19 Assistance Funding

# 3,000+

Clients assisted with Rental, Mortgage, and Utility Assistance using COVID-19 Assistance Funding

## TARRANT COUNTY - TOTAL 2-1-1 HOUSING & SHELTER CALLS, 2021

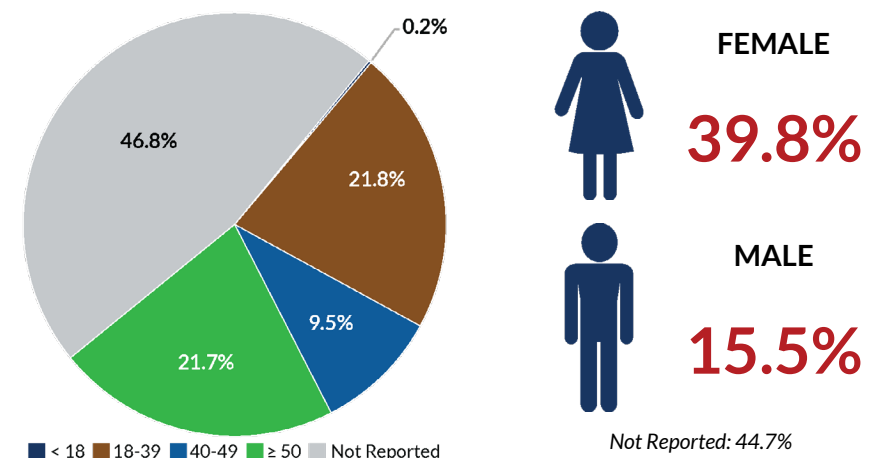


Source: Texas 2-1-1, [www.211counts.org](http://www.211counts.org), Tarrant County, January to December 2021.

## TOP 10 TEXAS COUNTIES, 2021

RANK	COUNTY	# OF HOUSING/ SHELTER CALLS	ADULT POPULATION ESTIMATE	% OF POPULATION WITH HOUSING/ SHELTER NEEDS
1	Harris	114,361	2,961,100	3.9%
2	Taylor	2,810	85,427	3.3%
3	Dallas	36,431	1,128,992	3.2%
4	El Paso	14,813	525,076	2.8%
5	Tarrant	34,893	1,240,806	2.8%
6	Waller	777	29,081	2.7%
7	Travis	20,079	796,377	2.5%
8	Jones	751	30,788	2.4%
9	Collin	2,305	96,326	2.4%
10	Bell	5,330	233,829	2.3%

## TARRANT COUNTY - HOUSING & SHELTER CALLS BY AGE & GENDER, 2021



## PERMANENT SUPPORTIVE HOUSING (PSH)

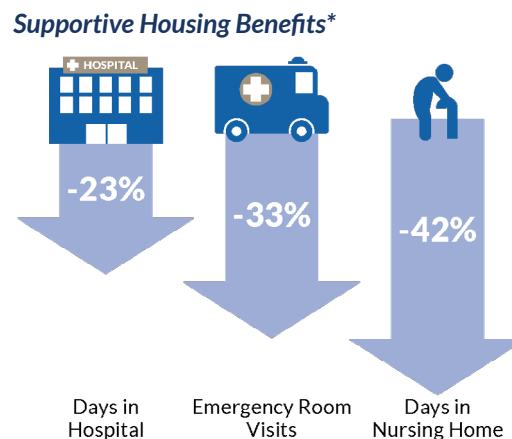
Research provides evidence that Permanent Supportive Housing (PSH)—combined with case management for people experiencing chronic and severe issues—reduces social service costs, which may offset the cost of supportive housing. Case management services include help finding housing, working with a landlord, physical and behavioral health care, assistance finding employment, and other services.

**\$6,000**

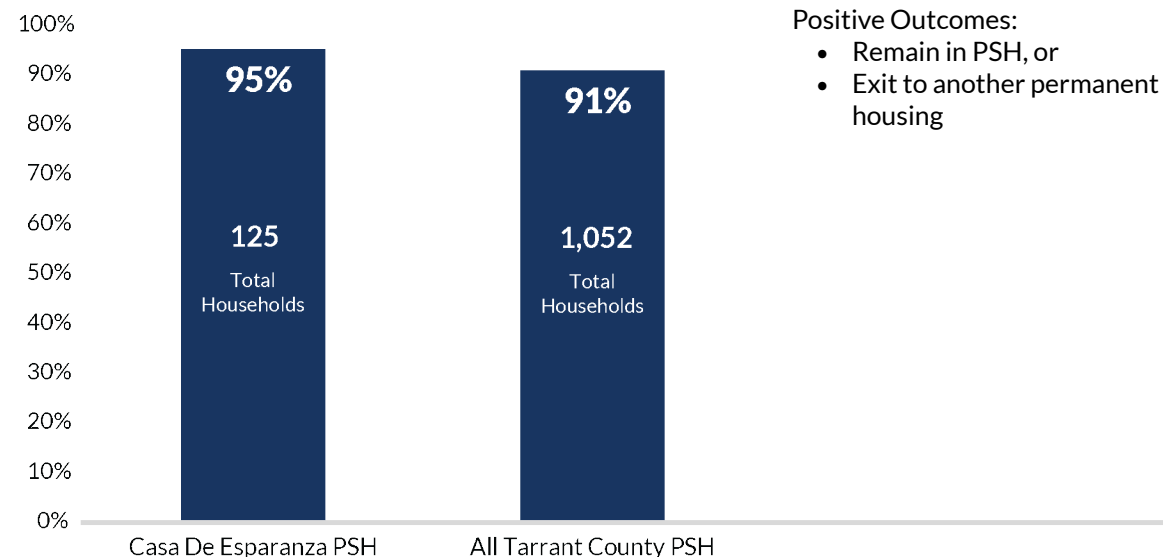
Average Savings a Year per Person\*

\*Study based on chronic homeless disabled persons in the United States.

Source: Center on Budget and Policy Priorities, "Supportive Housing Helps Vulnerable People Live and Thrive in the Community", May 31, 2016.



## POSITIVE OUTCOMES IN PSH, TARRANT COUNTY, 2021



Source: Tarrant County Homeless Coalition, Positive Outcomes in Permanent Supportive Housing January to December 2021.

## CASA DE ESPERANZA

During the COVID-19 pandemic, the City of Fort Worth, Fort Worth Housing Solutions (FWHS), and Ojala Holdings, a private development partner, converted a 122-unit motel into the largest PSH project in Fort Worth, named Casa De Esperanza. FWHS estimates that half of the residents were referred from shelters and the remainder had been living unsheltered. Project-based vouchers are used to support the property's operating cost. FWHS works with several service providers to provide case management for all residents at the property. Case managers are onsite five days a week to assist residents as they stabilize their households.

Casa Esperanza Service Partners:

- Tarrant County Homeless Coalition
- Presbyterian Night Shelter
- My Health My Resources of Tarrant County
- John Peter Smith (JPS) Health Network

**119**

Permanent Supportive Housing Units to House Persons Experiencing Chronic Homelessness



Source: Fort Worth Housing Solutions Press Release, December 21, 2020, National Alliance to End Homelessness, "Hotels to Housing Case Studies", July 20, 2021.

## BASIC NEEDS

Basic needs—such as food, hygiene, electricity, and clothing—is one of the top priorities identified by The United Way of Tarrant County's Community Assessment, 2018-2019. When individuals and families are deficient in basic needs, it can impact wellness, educational attainment, quality of life, and mental and physical health.

# 39,324

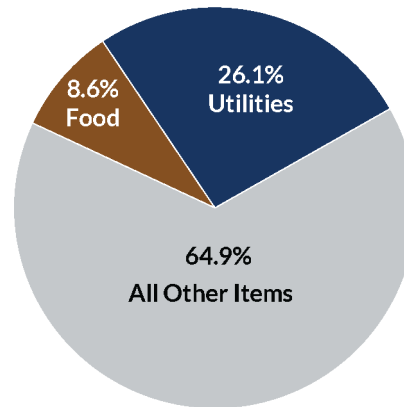
Total Calls to 2-1-1 for Food or Utility Assistance in 2021

Source: Texas 2-1-1, Tarrant County, January to December 2021.

## WEATHERIZATION PROGRAM

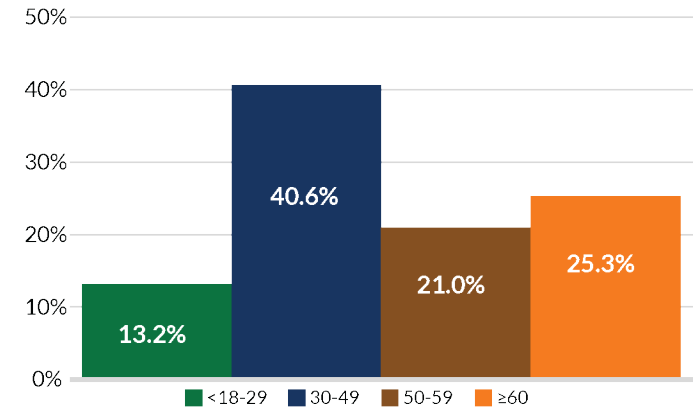
The City of Fort Worth's Weatherization Assistance Program provides services to improve the energy efficiency of homes occupied by income-eligible households in Tarrant County. Weatherization program technicians perform an energy assessment to determine which energy saving repairs or services are most appropriate and cost-effective for each home.

## FOOD AND UTILITIES ASSISTANCE

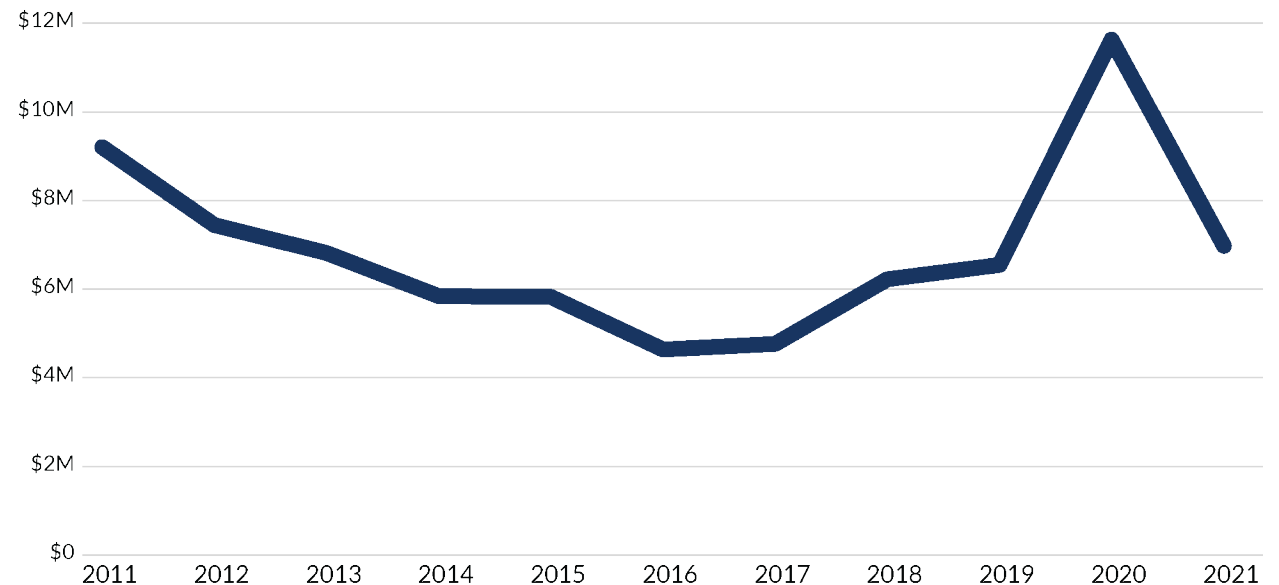


Source: Texas 2-1-1, Tarrant County Food & Utilities Assistance Data and Reported Demographics, January to December 2021.

## FOOD AND UTILITIES ASSISTANCE BY AGE



## COMPREHENSIVE ENERGY ASSISTANCE PROGRAM ALLOCATIONS, TARRANT COUNTY, 2011-2021



Source: Texas Department of Housing and Community Affairs Information System, 2021.

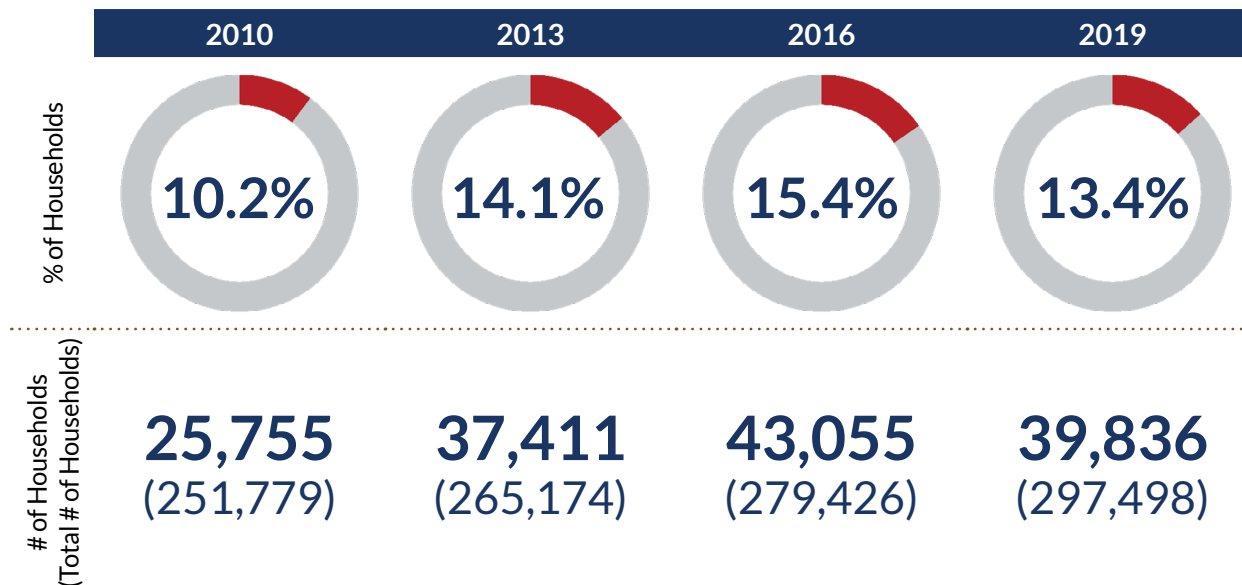


## ASSISTANCE PROGRAMS

The Texas Department of Health and Human Services manages the SNAP (Supplemental Nutrition Assistance Program) and TANF (Temporary Assistance to Needy Family) federal programs. SNAP and TANF are intended to meet the food and basic needs of low-income families and households.

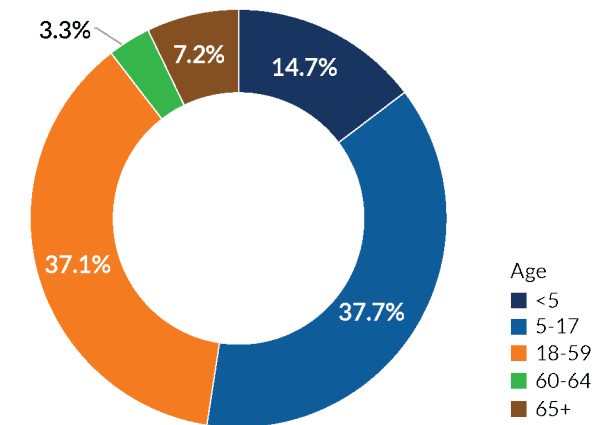
PROGRAM	DESCRIPTION
<b>SNAP</b> Supplemental Nutrition Assistance Program	SNAP (formerly the food stamp program) helps households buy healthy food at grocery stores. Adults age 18 and older can apply for SNAP.
<b>TANF</b> Temporary Assistance to Needy Families	TANF assists families with children (18 and younger) when the parents or other responsible relatives cannot provide for the family's basic needs. TANF funding can help families pay for food, clothing, housing, and other essentials.

## HOUSEHOLDS RECEIVING SNAP ASSISTANCE, FORT WORTH



Source: U.S. Census Bureau, 2010 Census; 2013, 2016, & 2019 American Community Survey, 5-Year Estimates.

## SNAP ASSISTANCE, TARRANT COUNTY



**91,885**

Total Cases in 2021

**\$32.1M**

Total Payments in 2021

**\$350**

Average Payment per Case in 2021

Source: Texas Health and Human Services, SNAP Statistics, 2021.

## TANF ASSISTANCE, TARRANT COUNTY

**\$110,210**

Total Payments in 2021

**\$222**

Average Payment per Case in 2021

**496**

Total Cases in 2021

**89.5%**

Percentage of Assistance for Children in 2021

Source: Texas Health and Human Services, TANF Statistics, 2021.



### FRAMEWORK FOR PREVENTION OF CHILD MALTREATMENT

Children thrive in stable environments where they feel safe and bonded to their family. These facts are one of the underlying premises behind the 2018 Family First Prevention Services Act (FFPSA). FFPSA covers a range of child welfare topics with the most significant and transformational being increased funding for prevention services. The primary goal is to keep families together and children out of the child welfare system when possible.

FFPSA's prevention activities include:

- Parenting programs
- Substance abuse prevention
- Mental health services
- Kinship navigator services

### ACH CHILD AND FAMILY SERVICES

Based in Fort Worth, All Church Home (ACH) Child and Family Services uses a solution-focused, competency-based care approach to working with clients. All ACH services are child-centered and family-focused to best address the needs of children while closely involving families. ACH partners with clients to provide the right services and levels of assistance that will help them overcome life's challenges and achieve their goals.

### FACTS ABOUT CHILD ABUSE AND NEGLECT

Exposure to violence in childhood increases the risks of future violence, victimization and perpetration, substance misuse, chronic health conditions, lower educational attainment, and limited employment opportunities.

Rates of Child Abuse and Neglect are

**5 times higher**

in Families with Low Socio-Economic Status

**1 in 7**

Children Experience Child Abuse

**1,840**

Children Died of Abuse and Neglect in the U.S in 2019

**\$428B**

Estimated Lifetime Economic Burden Associated with Child Abuse and Neglect in 2015

### STRATEGIES TO PREVENT CHILD ABUSE AND NEGLECT



Strengthen economic supports to families.



Change social norms to support parents and positive parenting.



Provide quality care and education early in life.



Enhance parenting skills to promote healthy child development.



Intervene to lessen harms and prevent future risk.

Source: Centers for Disease Control and Prevention, Preventing Child Abuse and Neglect, 2021.

## SELECTED YOUTH DEVELOPMENT PROGRAMS

Rising Stars Youth Leadership Academy is a hands-on leadership program that emphasizes career exploration, problem-solving, and life skills development. Youth participate in interactive sessions and learn firsthand about emerging community issues, expand their knowledge of career opportunities, and engage with leaders in Tarrant County. Program activities include:

- Attend classes and workshops to enhance their future opportunities at college campuses.
- Attend field trips to complement classes.
- Connect with employers, businesses, and government officials.
- Be empowered with professional and personal etiquette, public speaking, networking, and technology skills.
- Be exposed to training and employment opportunities.



Rising Star Youth Leadership Academy Recognition event held at Worth Heights Community Center on August 3, 2021.

Source: City of Fort Worth, Neighborhood Services Department, 2021.

### TARRANT COUNTY COLLEGE (TCC) COLLEGE FOR KIDS

As one of TCC's many Youth Enrichment Programs designed to help young people reach their full potential, College for Kids provides an opportunity for children to enroll in academic, arts and crafts, science and technology, and health and fitness courses. Courses are taught by experienced and motivated faculty who encourage and challenge students in an atmosphere that supports inquiry and exploration.

### JUNIOR ACHIEVEMENT OF THE CHISHOLM TRAIL

Junior Achievement (JA) is the nation's largest organization dedicated to giving young people the knowledge and skills they need to own their economic success, plan for their futures, and make smart academic and economic choices. JA's programs—in the core content areas of work readiness, entrepreneurship, and financial literacy—ignite the spark in young people to experience and realize the opportunities and realities of work and life in the 21st century.

### BIG BROTHERS BIG SISTERS LONE STAR

Big Brothers Big Sisters (BBBS) creates and supports one-to-one mentoring relationships that ignite the power and promise of youth. BBBS makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles") ages 5 through young adulthood, resulting in positive relationships that help children reach their potential and build their futures.

### NORTH TEXAS JOB CORPS CENTER

Job Corps' mission is to educate and train young people with the skills they need to become employable, independent, and have successful careers in the nation's fastest-growing industries.

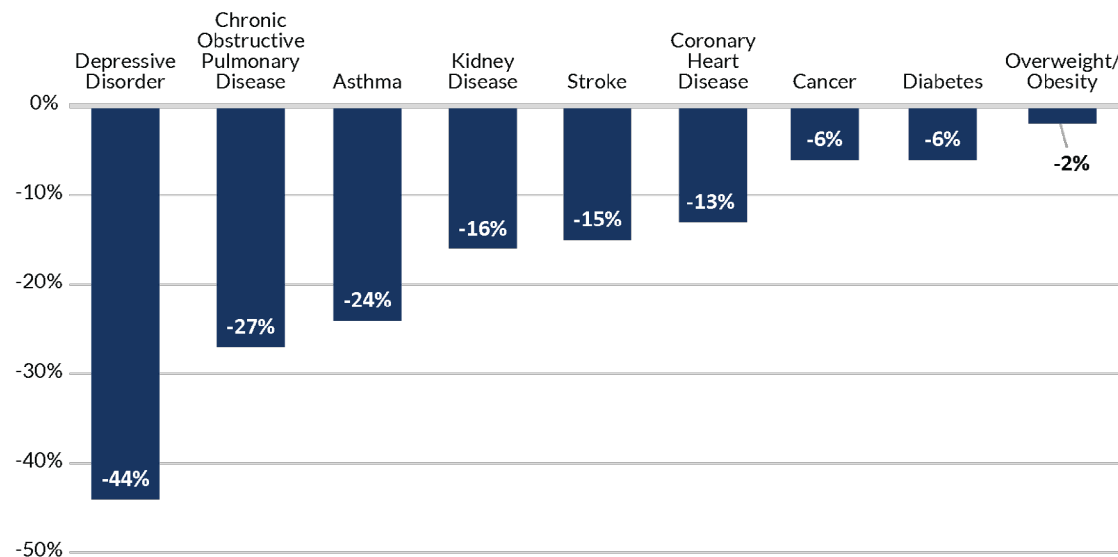
## ADVERSE CHILDHOOD EXPERIENCES

Healthy child development contributes to overall population health and prosperity. Decades of research have shown that exposure to violence in childhood and witnessing potentially traumatic experiences in the home, collectively referred to as **Adverse Childhood Experiences (ACEs)**, can have profound and lasting negative effects on health and social outcomes. Given the connection between adverse childhood experiences and health, preventing these experiences is strategic for reducing several of the leading causes of adult morbidity and mortality.

Preventing ACEs can help children and adults thrive and potentially:

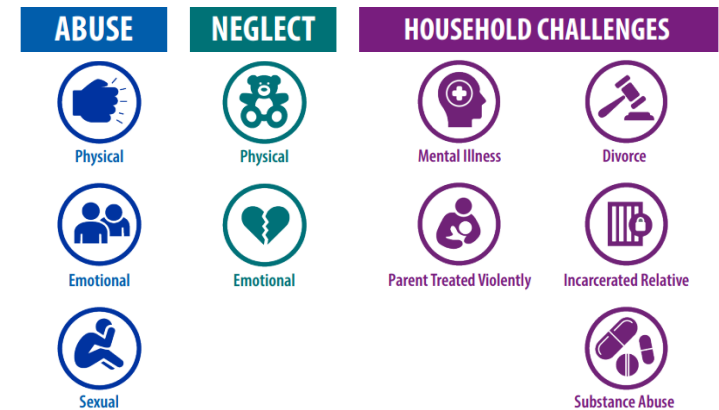
- Lower risk for conditions like depression, asthma, cancer, and diabetes in adulthood.
- Reduce risky behaviors like smoking and heavy drinking.
- Improve education and job potential.
- Stop ACEs from being passed from one generation to the next.

## ACES PREVENTION'S POTENTIAL REDUCTION OF NEGATIVE HEALTH OUTCOMES IN ADULTHOOD



Source: Centers for Disease Control and Prevention (CDC) Morbidity and Mortality Weekly Report, November 8, 2019; CDC Vital Signs, November 2019.

## TYPES OF ACES



**1 in 6**

Adults Experienced Four or More Types of ACEs in their Childhood

**1/2**

Of the Top Leading Causes of Death are Associated with ACEs

## SIX STRATEGIES TO PREVENT ACES

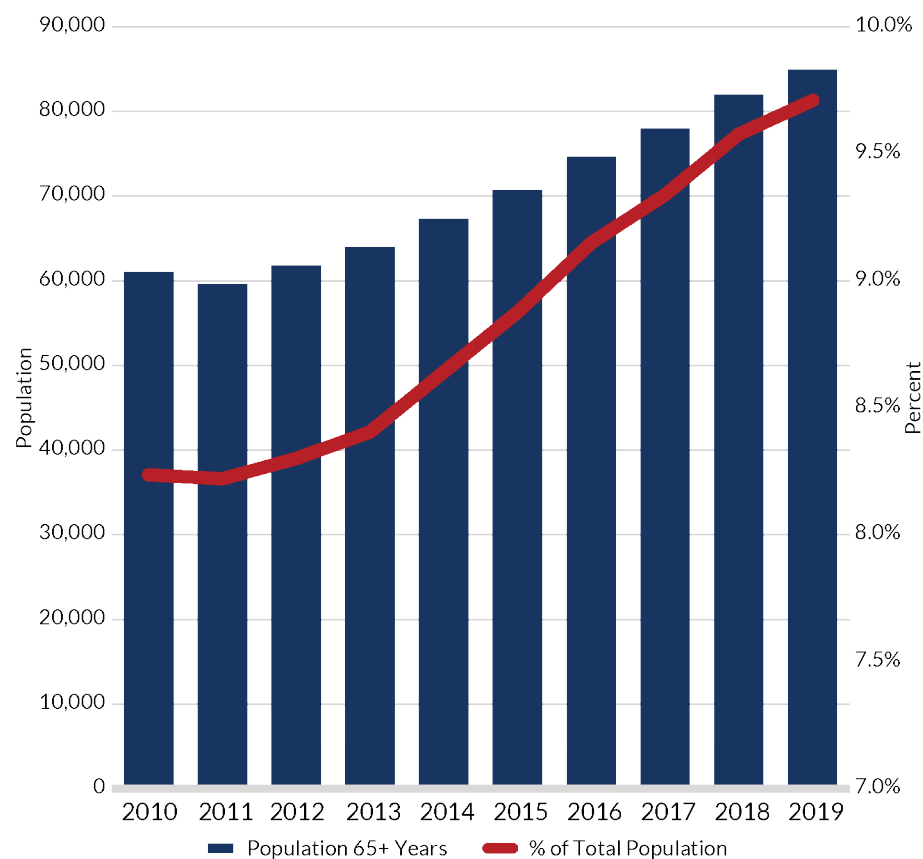
- 1 Strengthen economic supports for families.
- 2 Promote social norms that protect against violence and adversity.
- 3 Ensure a strong start for children.
- 4 Enhance skills to help parents and youths handle stress, manage emotions, and tackle everyday challenges.
- 5 Connect youths to caring adults and activities.
- 6 Intervene to lessen immediate and long-term harms.

Source: Centers for Disease Control and Prevention (CDC), Adverse Childhood Experiences Prevention Strategy FY 2021-2024; CDC Vital Signs, Nov. 2019.

The percentage of the older adult population 65 years and older is steadily increasing in Fort Worth. Based on census data, persons 65 years and older made up 10 percent of the Fort Worth population in 2019, an increase of 1.9 percent from the 2010 figure. Additional resources and policies will be needed to address the needs of older adults. Some issues that older adults, and in some cases, persons with disabilities, face that could benefit from social service intervention:

- Limited Income
- Healthcare Costs
- Declining Health and Mobility
- Social Isolation
- Transportation
- Safety and Security

### FORT WORTH POPULATION AGED 65 YEARS AND OVER



Source: U.S. Census Bureau, 2010 Census; 2013, 2016, & 2019 American Community Survey, 5-Year Estimates.

### NATIONALLY

## 71M

People will be 65+ in 2030

## 75%

Percentage of Older Adults have at least 2 Chronic Health Conditions

### TEXAS

## 85+

Years Old is the Fastest Growing Segment of the Older Population

## 1.6M

People will be 85+ by 2050 (Increasing from 305,000 in 2010)

### FORT WORTH

## 35.9%

Fort Worth Residents Age 65+ are Disabled

### SELECTED RESOURCES

#### AREA AGENCY ON AGING OF TARRANT COUNTY (AAATC)

AAATC is part of a network of 629 Area Agencies nationwide and one of 28 in the state of Texas. AAATC is dedicated to enhancing the quality of life of older adults.

#### AGING & DISABILITY RESOURCE CENTER (ADRC) OF TARRANT COUNTY

The ADRC of Tarrant County serves people who are 60 or older or have a disability, and their caregivers, by connecting them to resources.

#### EVIDENCE-BASED PROGRAMS (EBPS)

EBPs are based on research and offer proven ways to prevent disease among older adults and promote health. Two programs include:

- **A Matter of Balance** – Eight-week falls prevention class
- **Program to Encourage Active, Rewarding Lives for Seniors (PEARLS)** – Depression management program for elderly adults

#### SIXTY AND BETTER

Sixty and Better, founded in the wake of the 1965 Older Americans Act, provides a means for older adults to have fun, be well, and stay connected.

## COMMUNITY ACTION PARTNERS (CAP)

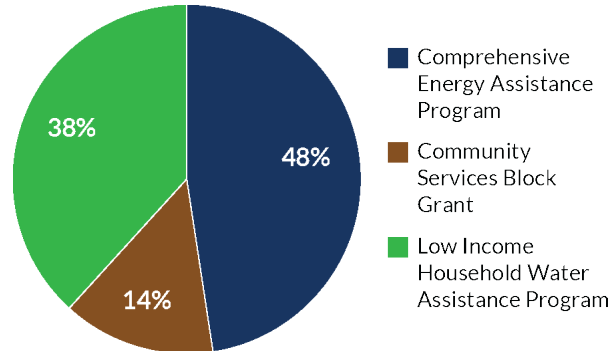
Administered by the City of Fort Worth Neighborhood Services Department, Community Action Partners (CAP) serves as the Community Action Agency for Tarrant County and provides comprehensive services to economically disadvantaged individuals, families, and the elderly. Through CAP programs, residents learn to become financially independent, reducing and eliminating their reliance on social services.

### \$13.3M

CAP Funding for 2022

### \$8.9M

CAP Funding for 2021

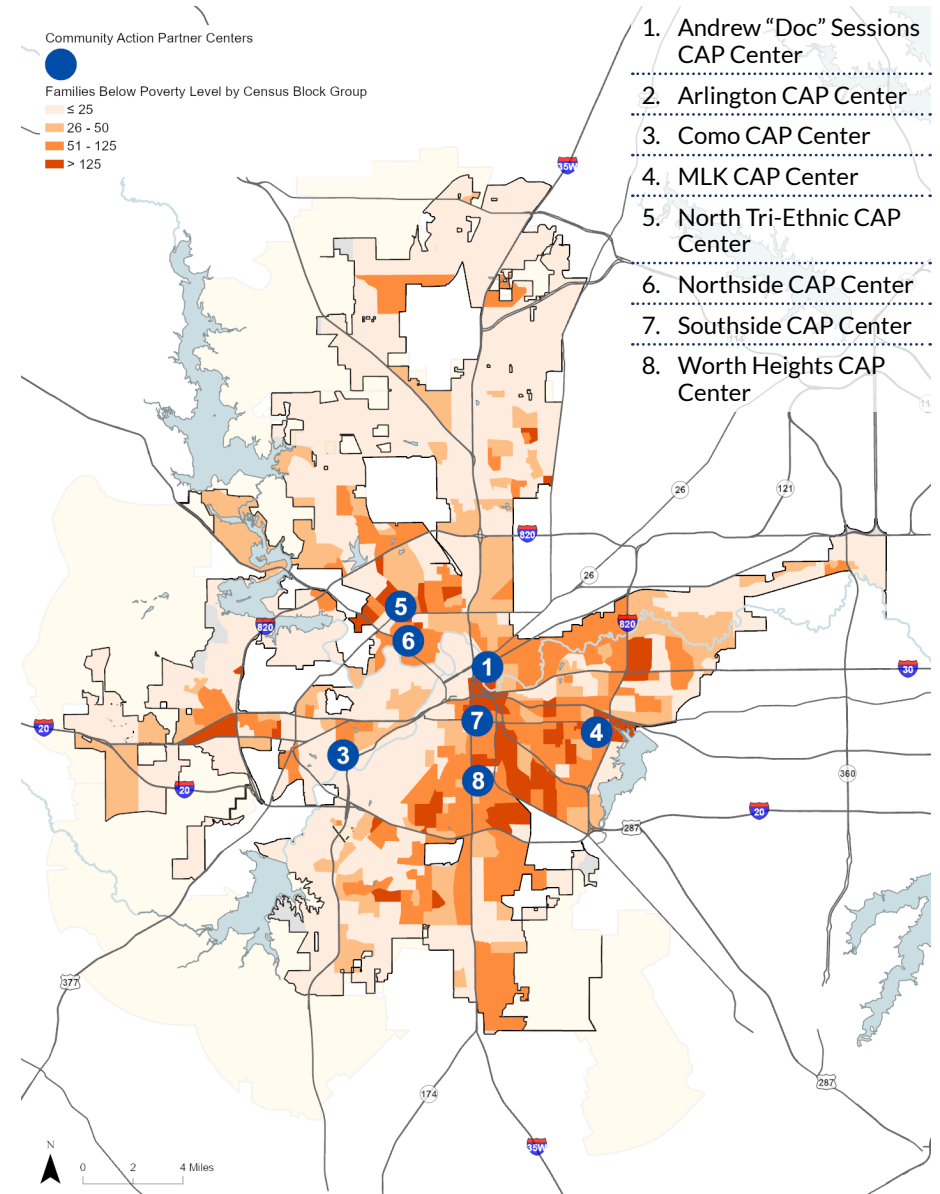


## 2021 CAP PROGRAM EXPENDITURES

PROGRAM	EXPENDITURE	HOUSEHOLDS SERVED
Utility Service Assistance	\$12,483,732	5,045
HVAC Repair	\$2,812,533	248
CAP Works - Case Management	\$2,626,022	5,250
Rental Assistance	\$1,840,489	103
Veterans Services	\$300,000	91
Volunteer Income Tax Assistance (VITA)	\$139,000	3,636

Source: City of Fort Worth, Neighborhood Services and Planning & Data Analytics Departments, 2022.

## COMMUNITY ACTION PARTNERS (CAP) CENTERS



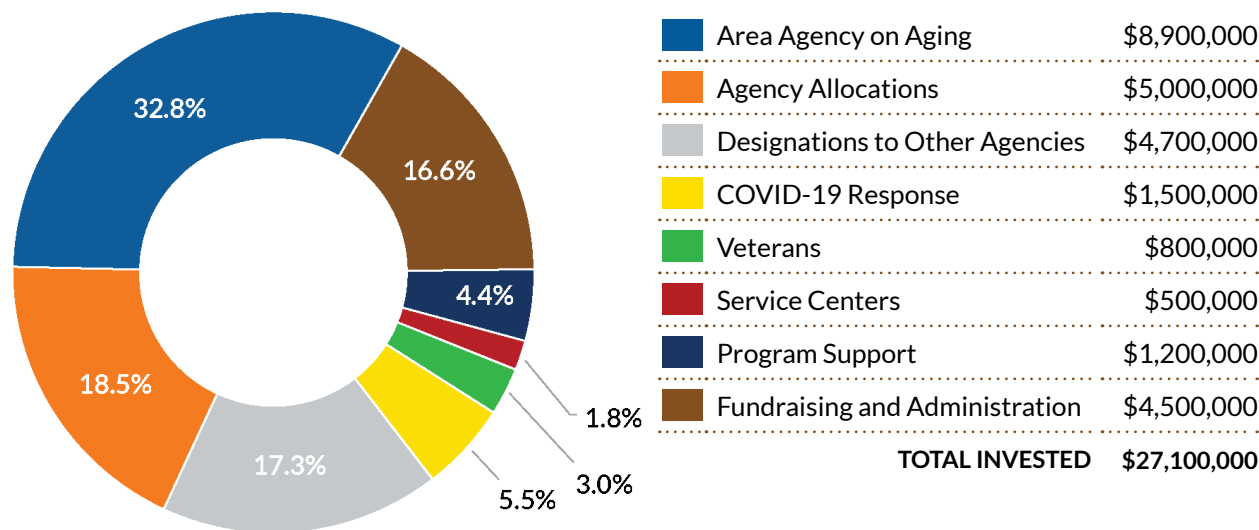
## UNITED WAY OF TARRANT COUNTY

United Way of Tarrant County (UWTC) has worked to improve the lives of Tarrant County residents since 1922. As a nonprofit leader, UWTC collaborates with individuals, groups, donors, and service providers to help solve some of the toughest social issues affecting Tarrant County. Each year, UWTC helps more than 550,000 people through its resources. UWTC collects no fees on donor designations, with 100 percent of the donations going to the selected agency or cause.

### Goals of United Way:

- Make life better in Tarrant County by bringing more resources to affect populations, not just individuals.
- Build a strong, collaborative network of social, faith-based, private, and government-sector stakeholders for Tarrant County's social and economic well-being.
- Realize a donor-centric culture of philanthropy within United Way and throughout the county.
- Increase the financial resources available to our community for sustainable positive change through public and private philanthropy.

## UNITED WAY OF TARRANT COUNTY EXPENDITURES JULY 1, 2019–JUNE 30, 2020



Source: United Way of Tarrant County, 2021.

### COMMUNITY IMPACT 2019-2020\*

## \$1.7 Million

raised and allocated through the COVID-19 Emergency Relief Fund to 60 agencies through North Texas Cares, impacting 550,000 people

## 1,200 Volunteers

through Food Tarrant donated 3,000 hours during a six-month timeframe to provide 163,310 meals to 6,200 families at a value of \$865,544

## \$52,711

raised by Women United for COVID-19 relief, distributing 11,363 units of baby formula to families in Tarrant County

## \$54.9 Million

1,640 grants distributed to Fort Worth small businesses in partnership with the City of Fort Worth through the Preserve the Fort grant program

## \$565,750

invested in personal protective equipment (PPE) distribution program to 500 organizations

*\*Selected programs and initiatives.*



The following policies and strategies will help to achieve the City's human service goal and objectives:

### GOALS & OBJECTIVES

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- 1** Provide efficient and equitable access to human services to benefit the city's diverse communities.
- 2** Community Centers will provide holistic services to children, youth, young/aging adults, and families to encourage and reinforce personal development, healthy lifestyles, and socialization through structured activities that enhance quality of life and foster positive outcomes.
- 3** The Community Action Partners program will lessen the impact of poverty by employing programs designed to lead clients toward self-sufficiency.

### STRATEGIES

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- Support the provision of quality, affordable child care and early education opportunities.
- Provide leadership to increase and improve after-school programs that keep children safe, provide academic enrichment, and help working families.
- Support efforts to provide child development training to help families ensure that children have social, emotional, and cognitive skills needed in kindergarten.
- Continue the Camp Connection program that provides internet and computer access at community centers and wifi access to assist students with virtual classes.
- Launch the GO Centers initiative at community centers to assist youth with college and financial aid applications.
- Continue the Envision Center partnership with GoogleDrive to provide online career-building workshops for job seekers to gain new employment skills.
- Develop, coordinate, or participate in educational programs, outreach events, community meetings, and collaborations that celebrate our city's diversity, promote cooperative efforts, increase communication with the community, reduce disparities, reduce prejudice, and promote tolerance.
- Ensure compliance with federal funds requirements by improving software programs to track program inputs and outcomes.
- Target market to zip codes that are in need of social service assistance.