

Memorandum



CITY OF DALLAS

DATE April 8, 2024

TO Honorable Chair and Members of the Workforce, Education, and Equity Committee

SUBJECT **April 24, 2024 Upcoming Office of Community Care Agenda Item # 24-928 - OnSolve, LLC, Messaging Service for Women, Infants and Children (WIC)**

On April 24, 2024, an Office of Community Care item will be considered by City Council, to authorize a sole-source contract with OnSolve, LLC:

File ID: 24-928: Authorize a three-year contract for providing multimedia messaging services to communicate with the City of Dallas' Women, Infant, Children Program, existing and potentially eligible clients for the period February 1, 2024, through January 31, 2027 - OnSolve, LLC, sole source - Not to exceed \$109,877.14 - Financing: Department of State Health Services Grant Funds (subject to annual appropriations).

BACKGROUND

OnSolve, LLC provides multimedia options for communicating with the City of Dallas' Women, Infants, and Children (WIC) Program existing and potentially eligible clients. OnSolve, LLC is an existing vendor of both the State of Texas and the City of Dallas. The software facilitates secure file data transfer (approved by the State) of information provided to participants, notifying clients of future, and missed appointments. While using this software, clients can safely and securely engage in a two-way chat that allows them to ask questions and concerns about the WIC Program and receive additional information about various social service options, using their smartphones and/or telephonic devices.

WIC will utilize these services to conduct outreach for planned events, share important program updates, schedule appointments, and send appointments reminders to our more than 70,000 clients monthly.

Should you have any questions or need any additional information, please contact myself or Jessica Galleshaw, Director of Community Care, at (214) 670-5113 or jessica.galleshaw@dallas.gov.

A handwritten signature in black ink, appearing to read 'M. Elizabeth (Liz) Cedillo-Pereira'.

M. Elizabeth (Liz) Cedillo-Pereira

DATE April 5, 2024

SUBJECT **Upcoming Office of Community Care Agenda Item – Supplemental Agreement # 2 with Health Services of North Texas for the Housing Opportunities for Persons with AIDS, “HOPWA”**

Assistant City Manager

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney (I)
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors