

DR. PRISCYLLA BENTO, PH.D

EDUCATION

The University of Texas at Arlington

PhD in Urban Planning and Public Policy

The University of Texas at Arlington

Master of Public Administration

The University of Texas at Arlington

Bachelor of Arts in History & Political Science (Double Major)

Bachelor of Arts in French

ACADEMIC EMPLOYMENT

University of North Texas at Dallas

Dallas, TX

2016-Present

Adjunct Professor

- Serve as professor of Political Science, planning course formats and implementing learning objectives while utilizing the collaborative learning process.
- Courses cover full range of undergraduate Political Science materials, including fundamental concepts of Federal and Texas Government.
- Contribute to the evaluation of the instructional process and utilizes strategies to continually improve learning.

Dallas College

Dallas, TX

2015-2021

Adjunct Professor - Eastfield Campus

- Serve as professor of Government in regular and dual credit course formats, with courses covering materials in both federal and Texas government.
- Design and implement course curriculum and structure, assess student progress and provide guidance and assistance in comprehension of materials.
- Prepare coursework and lessons, and develop teaching strategies to engage students in an interactive learning process.

Garland Independent School District

Garland, TX

2013-2014

Bilingual Aide - Williams Elementary School

- Designed evaluation instruments to gauge instructional effectiveness of learning in classrooms with non- or limited English proficient students.
- Worked directly with 200 students, grades K thru 5th, in subject areas such as, reading, math, language development, social studies, art, ethnic studies, music, and physical education to enrich, review and reinforce the instructional program; translate as needed into the students' native language.
- Wrote simple instruction guides for classroom management and bilingual educational teaching methods.

PEER-REVIEWED PUBLICATION

- Bento, Priscylla. (2020). An Exploratory Case Study: Analyzing Planning Approaches in Economic Development through the Institutional Analysis and Development Framework. *University of Texas at Arlington: Theses and Dissertations*. Retrieved from <https://rc.library.uta.edu/uta-ir/handle/10106/29617>
- Bezboruh, Karabi, Bento, Priscylla, Green, Brandie L., Panas, Jennifer K., & Parks, Wesley S. (2017). Cross-Sector Community Revitalization: An Experiential Case Study. *Journal of Nonprofit Education and Leadership*, 7(4), 365-377.

PROFESSIONAL EXPERIENCE

DHA Housing Solutions for North Texas
Director of Development

Dallas, TX

2025-Present

- Establish funding and financing plans for development and revitalization projects including utilization and evaluation of feasibility plans.
- Prepare and submit required U.S. Department of Housing and Urban Development (HUD) plans and proposals for housing developments
- Coordinate real estate closings with preparation and submission of documents required for HUD mixed finance development projects
- Lead applications for low-income housing tax credits, HOPE VI, Choice Neighborhoods Initiative, and Federal Home Loan Bank programs.
- Ensure programmatic compliance with HUD and the Texas Department of Housing and Community Affairs (TDHCA) requirements
- Develop Housing Authority's annual and five-year development work plan

DHA Housing Solutions for North Texas
Director of Resident Services & Family Self Sufficiency

Dallas, TX

2023-2025

- Lead three division department providing upward mobility services to Public Housing and Housing Choice Voucher Residents with services available to over 20,000 families located in 7 North Texas Counties.
- Develop resident service strategies to create pathways towards self-sufficiency and economic opportunity through continuous economic advancement, job training, and education.
- Manage Self-Sufficiency HUD Grants over \$1.6 million annually, including the Family Self-Sufficiency (FSS) grant and the Resident Opportunities and Self-Sufficiency (ROSS) grant.
- Supervising Director of the Opportunity Rising Foundation (501c3) implementing strategic engagement, tactical focus on philanthropic growth, and impact optimization through student scholarships, summer internships, and early education programs.
- Realize the DHA Internet Accessibility Strategy through amplification of the FCC Affordable Connectivity Program.
- Establish DHA collaboratives with over 50 Dallas community partners, service providers, non-profits, and governmental entities to provide direct self-sufficiency and economic opportunity services.

Dallas Housing Authority
Director of Resident Services

Dallas, TX

2022-2023

- Establish and implement services to best assist over 3,000 Public Housing Residents through community development with the opportunity of upward mobility and achieving economic self-sufficiency.
- Develop foundational policies and procedures to assess and address the dynamic needs of residents through qualitative and quantitative methods utilizing training, support, and guidance in collaboration with community partners, non-profit agencies, government entities, and service providers.
- Launch the first Community Hubs in partnership with Parkland Health at two residential public housing communities to provide in-person health services, including health screenings, financial assistance for healthcare, and virtual medical visits in areas of Southern Dallas that face prominent health disparities.
- Develop the first DHA Internet Accessibility Strategy to address the digital divide in public housing impacting people in the Dallas-Fort Worth Region through a three pronged approach, including individual access, community access, and support & digital literacy.

City of Dallas

Dallas, TX

2022

Equity Officer (I) - Office of Equity and Inclusion

- Develop the community outreach strategic plan and Big Audacious Goals for the first City of Dallas Racial Equity Plan that provide a comprehensive strategic framework outlining progress measures for city departments to address racial, ethnic, and socioeconomic disparities.
- Establish the first City Equity Policy Review with an equity lens, leading with race and ethnicity, to assess City departments and establish a policy review framework for future assessments.
- Identify existing disparities and address through Budgeting for Equity as part of the intentional policy process to develop strategies and targeting investments.
- Address equity and resilience in the City of Dallas as a member of the Equity and Inclusion team and inaugural member of the City of Dallas Racial Equity Core Team.

City of Dallas

Dallas, TX

2020-2022

Policy Manager - Office of Equity and Inclusion

- Manage citywide policy directly addressing the COVID-19 pandemic crisis and the COVID-19 evictions policy response, including management of the City Eviction Assistance Initiative with federal funding through CARES Act funds in 2020, CDBG funds in 2021, and ARPA funds in 2022. (Council WEE Committee Briefing: <https://bit.ly/3sbHN5I>)
- Develop the Human Rights Plan championing issues such as preventing human trafficking, welcoming immigrant communities, and ensuring fair housing, as part of the City of Dallas bid to FIFA 2026. FIFA confirmed Dallas as a host city for the 2026 World Cup on June 16, 2022. (www.dallasworldcup2026.com)
- Create the first City of Dallas Fair Housing Assessment Tool utilizing quantitative and qualitative measures to ensure City housing projects affirmatively further fair housing. (Council HHS Committee Briefing: <https://bit.ly/2QzRT1a>)
- Conduct policy research and implementation regarding fair housing programs, advancement of affordable housing, economic development, environmental & climate issues, and human rights.

City of Dallas

Dallas, TX

2018-2020

Elections Manager - Office of the City Secretary

- Responsible for conducting elections and managing official election records for the City of Dallas.
- Manage Dallas 2019 Mayoral Election with a budget of \$2.1 million
 - Oversaw applications & petitions for 66 candidates, including 12 Mayoral candidates
- Execute publication and radio ads for the Dallas Election Notice with 18 Dallas publications & 4 radio stations including Dallas Morning News, Dallas Observer, KERA 90.1FM, and WBAP 820AM

- Administer 2019 publication & radio budget with final total \$20,000 below projected costs
- Collaborate with Dallas County Elections guaranteeing voting locations for 500+ precincts throughout the City of Dallas

City of Dallas **Dallas, TX** 2017-2018
Open Records Coordinator - Office of the City Secretary

- Establish strategic plan and city-wide training for newly established Open Records Request Center in the City Secretary's Office
- Operate in accordance with the requirements of the Texas Public Information Act [Texas Government Code Chapter 552] completing open records requests for the City of Dallas
- Prepare and deliver written requests for exceptions to the Texas Attorney General's Office, maintaining information that must be withheld from public disclosure.

U.S. Department of State **Washington, D.C.** 2017
Virtual Student Federal Service

- Hispanic Employee Council of Foreign Affairs Agencies (HECFAA) - Engaging Hispanic Youth in U.S. Diplomacy.
- Conceive, design, and implement marketing strategy & community to increase the number of Hispanics in diplomacy.
- Establish community outreach plans & objectives, coordinate networking policies, apply for grants, and research institutional image positioning

University of Texas at Arlington **Arlington, TX** 2017
Community Outreach Manager & Researcher - North Texas Regional Housing Assessment

- PhD Public Participation Lead completing outreach to communities in 13 North Texas counties and facilitating community focus group meetings.
- Perform comprehensive assessment in accordance to the Affirmatively Furthering Fair Housing Rule planning process and complete research divided into three interrelated parts, including: Data Collection and Fair Housing Analysis, Community Participation, and Development of Goals and priorities.
- Contribute comprehensive assessment examining not only housing-related challenges but also employment, transportation, and accessibility to opportunities.

University of Texas at Arlington **Arlington, TX** 2016
Graduate Research Assistant - Institute of Urban Studies

- Conduct revitalization project for the Dallas Fair Park and surrounding community.
- Prepare strategic analysis and comprehensive plan, producing architectural and economic development approach for the Dallas Fair Park.
- Organize neighborhood engagement and community development research, detailing best practices for the area's improvement and growth

U.S. House of Representatives **Washington, D.C.** 2015
Congressional Fellow - Office of Congressman Marc Veasey

- Developed and advanced legislative initiatives utilizing legislative research and analysis for bills such as the reintroduction of the Notario Victim Relief Act.

- Attended policy briefings handling a diverse portfolio of policy issues including international affairs, immigration, education and environment.
- House Learning Center Certificate of Completion in: Legislative Research – LIS and ProQuest, House Research Tools, and Excel Manipulating Data.

City of Dallas

Dallas, TX

2014-2015

City Council Support and Departmental Internal Support - Office of the City Secretary

- Provided service to Dallas City Council Members and researched requests from city departments regarding inquiries over various city services.
- Attended all City Council Committee meetings and other related activities; provided meeting support and maintained Council attendance.
- Administered and managed the City Secretary's Office database for the City of Dallas Boards & Commissions, City Resolutions & Ordinances and City Administrative Actions.

PROFESSIONAL SKILLS

Certifications

Chief Administrative Office (CAO) - House Learning Center

- Certificates of Completion in
 - Legislative Research – LIS and ProQuest
 - House Research Tools
 - Excel Manipulating Data

Dallas County Community College District

- Online Teaching Certification

Lean Six Sigma

- Green Belt Certification

Languages

Fluent in: English, Portuguese, and Spanish

Intermediate in: French

Public & Professional Service

City of Dallas Commission on Disabilities - Technical Resource Panel

2023 – Present

Appointed by the City Council and nominated by the City Manager as a non-voting member to provide expertise and assist Commission in review of issues pertaining to the full spectrum of rights and needs of people with disabilities

Opportunity Rising Foundation – Advisory Board

2022 – Present

Responsible for helping the Opportunity Rising Foundation achieve its mission by providing educational scholarships for DHA residents to help them achieve self-sufficiency goals.

City of Dallas - Forward Dallas Technical Committee

2022 – Present

Member of ad hoc informal committee intended to provide explicit/technical feedback and guidance on deliverables. The Forward Dallas Plan will update to the City of Dallas Comprehensive Plan and refresh Citywide land use policy while integrating content from recent Citywide planning initiatives that impact land use.

Dallas Public Voices Fellowship – The Op Ed Project

2022

Selected as a 2022 Dallas Public Voices Fellow as part of the 8th cohort for the Op Ed Project through the Boone Family Foundation as one of 20 civic and social justice leaders in Dallas, Texas.

City of Dallas Reinvestment Zone 18 Maple/Mockingbird TIF Board 2015 – 2021

Appointed board member by the Dallas City Council to make recommendations to the City Council concerning the administration of the City's tax increment financing (TIF) program

City of Rockwall Main Street Advisory Board 2018 – 2019

Appointed board member by the Rockwall City Council and responsible for establishing the mission & vision and recommending goals, measures and targets of the Rockwall Main Street Program

The University of Texas System - Archer Center Graduate Program in Public Policy 2015

Competitively selected as an Archer Fellow from across the University of Texas System for a Washington, D.C., internship and academic fellowship program

Rotary Group Study Exchange Program 2013

Selected for a unique cultural and vocational exchange opportunity for businesspeople and professionals in the early stages of their careers

Professional Proficiencies

- Public Policy & Analysis
- Community Engagement & Public Participation
- Community & Economic Development
- Equity, Diversity, & Inclusion
- Evaluation & Operations Research
- Affirmatively Furthering Fair Housing
- Urban Research & Analysis
- Urban Planning
- Quantitative & Qualitative Research & Analysis
- Training in Localization & Translation
- Training in instruction of Second Language Acquisition (SLA)

RESEARCH APPOINTMENTS

Summer - Fall 2017: Community Outreach Manager & Researcher

University of Texas at Arlington - North Texas Regional Housing Assessment

The University of Texas at Arlington (UTA) Research Team is working with participating local jurisdictions, interested parties, and the public to assess fair housing challenges and ultimately provide guidance to program participants in furthering fair housing. The assessment consists of a comprehensive analysis examining not only housing-related challenges but also related to employment, transportation, and accessibility to opportunities.

- The Regional Housing Assessment is a yearlong research project taking place from January 2017 thru January 2018.
 - The scope of the assessment is dual:
 - The analysis is performed for each participating jurisdiction as well as
 - The Dallas Fort Worth Metropolitan area which covers 13 counties.
- The Regional Assessment is led by experienced and outstanding faculty and researchers from diverse disciplines including Urban Planning, Public Policy, Civil Engineering, and Social Work.
 - The research team for this project is comprised of 15 researchers including professors, doctoral students, and masters students.
- Deliverable products include:
 - The Fair Housing Analysis

- Identify housing and living patterns of integration and segregation, racially and ethnically concentrated areas of poverty, disproportionate housing needs, and disparities in access to opportunity
- Identify contributing factors that cause, perpetuate, or increase fair housing issues
- Public Engagement and Consultation
 - Facilitate public hearings and conduct outreach activities designed to encourage and broaden meaningful public participation
 - Provide continuous information of research related findings
- Development of Goals and Priorities
 - Prioritization of contributing factors and related fair housing issues
 - Provide guidance in meeting fair housing duties

Spring 2016: Graduate Research Assistant

Fair Park Reinvigoration Plan

The Institute of Urban Studies and researchers engaged with community leaders and Fair Park tenants while exploring national best practices to ensure their commitment to shaping sustainable urban communities.

- The team examined the stakeholder group's own unique set of priorities within the context of proven approaches that have worked in other cities
- Work focused on four broad areas:
 - Improving neighborhood connectivity with Fair Park
 - Creating a world-class urban park with year-round programming
 - Recommending new uses for the mostly vacant historic buildings
 - Imagining a better State Fair within a reconfigured footprint.
- Other components of the proposal include:
 - New ticket packaging process, which would allow easier access to venues by visitors and a more efficient way of tracking attendance by the State Fair and other venues;
 - Extensive greening of Fair Park, including a variety of gardens;
 - Attracting research consortia and other educational and cultural entities to occupy the historic buildings;
 - Creating an innovation and education hub that would fuse art and technology
 - Providing year-round multigenerational programming and events.

Fall 2015: PhD Researcher

Cadillac Heights Community Development Strategic Plan

A collaboration between the Department of Public Affairs at the University of Texas at Arlington (UTA) and Terra Shelter Inc. to develop a Community Development Strategic Plan for Cadillac Heights.

- Faculty and students of the Nonprofit Organizations in Public Policy class facilitated visioning exercise with community members, which resulted in the identification of the most critical issues facing the neighborhood. Primary parts of this Plan – strategic issues, goals and objectives, are based on community feedback.
- Plan discussed the four strategic issues identified by the community members of the Cadillac Heights neighborhood:

- Economic Revitalization
- Infrastructure Development
- Social Revitalization
- Environmental Awareness
- Final Plan outlined the 2015 Community Development Strategic Plan intended on revitalizing Cadillac Heights. Entailing the following:
 - An introduction to the strategic planning process and its execution.
 - Data summarizing the community's various objectives
 - Strengths, weaknesses, opportunities, and threats analysis (SWOT)
 - Strategic issues and corresponding objectives formulated from data collected at the visioning meeting.

Fall 2013: Masters Researcher

Capital Improvement & Performance Measurement Methods

Part I

- Provided performance measurement methods for use by the City of Garland to analyze the inputs, outputs and outcomes of the Capital Improvement Program adopted.
- Steps included:
 - Review of the Capital Improvement Plan for the City of Garland and determining of projects within the Parks and Economic Development area that would require performance measures.
 - Development of client-approved list with specified qualitative and quantitative performance measures established.

Part II

- Conducted a survey of all cities in the State of Texas, with a population of 50,000 or more, requesting information on Capital Improvement Programs and whether Performance Measurements are conducted for programs.
- Steps included:
 - Development of contact information for the 70 Budget Directors in Texas Cities who have a population greater than 50,000.
 - Creation and distribution of survey, consisting of 20-25 questions, concerning whether the cities have an operating and capital budget and if they use performance measures for projects within their CIP.

Final Project Deliverables (Parts I & II)

- Project Report
- Presentation Materials
- Survey Analysis
- Performance Measures for City of Garland