



Thursday, August 10, 2017 | 8:00 a.m. to 9:30 a.m.
United Way of Denton County, Inc. (1314 Teasley Lane, Denton, TX 76205)

Agenda

I.	Welcome & Consideration of June Minutes	C. Watts	2 min.
II.	2017-2018 DCHLT Officers	C. Cross	5 min.
III.	Emergency Solutions Grant (ESG) Update	D. Shaw	10 min.
IV.	Workgroup Updates		30 min.
	• Data Workgroup	S. Coffey	
	• Housing Workgroup	T. Widmer	
	• Workforce Development	C. Cross	
	• Community Conversations Workgroup	C. Cross	
V.	Denton County Homeless Coalition Update	J. Peters	15 min.
VI.	Backbone Support Update	C. Cross	10 min.
VII.	New Business	C. Watts	
VIII.	Adjourn	C. Watts	

Next Meeting Date:

Thursday, October 12, 2017 | 8:00 a.m. to 9:30 a.m. |
United Way of Denton County, Inc. (1314 Teasley Lane, Denton, TX 76205)



United Way
of Denton County, Inc.



**Denton County Homelessness Leadership Team
Meeting Minutes | Thursday, June 8, 2017**

Appointees/Ex-Officios Present: Alice Mankoff, Chief Lee Howell, Councilman TJ Gilmore, Councilwoman Keely Briggs, Courtney Cross (Ex-Officio), Cynthia Harris, Dani Shaw (Ex-Officio), Gary Henderson (Ex-Officio), Isabel Rodriguez, Jessica DeRoche, Jessica Peters (Ex-Officio), Kathy Srokosz, Mayor Chris Watts, Monica Glenn, Roy Metzler, Sandra Robinson, Sherri McDade, Valerie Foster

Appointees Absent: Barton Duffy, Chasz Parker, Commissioner Bobbie Mitchell, Herman Oosterwijk, Stephen Coffey, Terry Widmer, Thomas Muir

Guests: Brenda Jackson, Sarah Kuechler, Barbara Ross, Linda Choi

Welcome & Consideration of May Minutes

Chair Mayor Watts called the meeting to order at 8:02 a.m. He requested a motion to approve May meeting minutes.

Motion: Councilman TJ Gilmore

2nd: Valerie Foster

Motion was approved.

2017-2018 Officers Nominating Committee/ 2017-2018 Meeting Schedule

Mayor Watts asked for volunteers to serve on the Nominating Committee for the 2017-2018 DCHLT slate of officers. He asked of the Strategic Planning Committee would be willing to serve in this capacity, and there was a consensus in favor of this.

Mayor Watts informed appointees that the DCHLT will not meet in July, and will resume in August 2017. He requested a motion to move the DCHLT meeting schedule to every other month.

Motion: Councilman TJ Gilmore

2nd: Councilwoman Keely Briggs

Motion was approved.

Denton Public Safety & Homelessness Update

Chief Lee Howell provided a brief presentation of recent interactions City of Denton Police have had with people experiencing homelessness and how the community has responded. He informed appointees of Denton PD's efforts to improve data collection as it pertains to people experiencing homelessness. Additionally, they are working closely with Giving Hope, Inc.'s Street Outreach program, as well as Denton County MHMR's Crisis Prevention Team. Denton PD continues to work closely with City of Denton leadership and groups throughout the community to maintain an awareness of the community's homelessness needs and the effects continued efforts have on public safety.



Workgroup Updates

Data Workgroup

Katherine Gonzales, Coordinated Entry VISTA, provided an update on Coordinated Entry implementation in Denton County over the last year. Notes from her presentation can be found in the attached Denton County Coordinated Entry one-page summary. Katherine presented next steps for Coordinated Entry implementation, and share education materials that will be used to continue to promote knowledge and access of Denton County's Coordinated Entry process with local nonprofits and faith groups.

Backbone Support, Courtney Cross, provided an update of the workgroup's recent activity. Short term action items include education and advertisement of Coordinated Entry, the development of Coordinated Entry Policy and Procedures and a Priority matrix. Accomplishments include real-time implementation of Coordinated Entry across Front Door agencies and additional executions of Front Door MOUs.

Housing Workgroup

Dani Shaw provided an update regarding the Denton County Emergency Solutions Grant (ESG) Collaborative planning and grant application process. In May, the DCHLT Housing Workgroup hosted an all-day Housing Crisis Response System planning meeting. The ESG Collaborative met initially to discuss grant parameters and how the group may adjust their commitments within the grant to improve their overall score and performance. The group was joined by additional agencies, and the rest of the day was spent discussing and planning for how these changes would impact the overall Denton County Housing Crisis Response System. The group discussed the integral role of Coordinated Entry in the continued improvement of Denton County's Housing Crisis Response System, and the need for a support position to improve data quality, highlight and analyze gaps in the system and seek funding for continued system improvements.

Courtney Cross provided an update on the Denton Supportive Housing Pilot. The first client was successfully housed. Next steps for the Housing Workgroup include collaborative execution of a Landlord Forum and Landlord Outreach efforts.

Courtney informed the group of the recent recommendation of Denton's Human Services Advisory Committee that Denton City Council set aside the \$18,000 reserved for HMIS and Coordinated Entry funding for the DCHLT to allocated accordingly. Mayor Watts requested a motion to approve the pursuit of additional funding to support a Coordinated Entry Specialist position in Denton County.

Motion: Alice Mankoff

2nd: Councilman TJ Gilmore

Motion was approved.

Workforce Development Workgroup



Backbone support continues to recruit for this project-based workgroup.

Community Conversations Workgroup

United Way of Denton County interns partnered closely with DCHLT and DCBHLT representatives to host additional community conversations in Denton over the summer.

Denton County Homeless Coalition Update

Jessica Pool presented a request on behalf of the Denton County Homeless Coalition that United Way of Denton County be appointed as fiscal agent for the coalition. The Denton County Homeless Coalition recommends the Denton County Homelessness Leadership Team approve the United Way of Denton County as the coalition's fiscal agent. The DCHC believes this recommendation aligns directly with UWDC's role as backbone support to Denton County homelessness initiatives, and will allow the coalition to accept donations and conduct fundraising projects.

- The United Way of Denton County would manage collection of money, process payments, track donations and produce tax-donation letters for an administrative fee.
- The Denton County Homeless Coalition would elect a committee to develop program guidelines (approved by the DCHLT), promote giving, manage allocations by approving funds for special projects and award funds to agencies for small projects.

The Denton County Homeless Coalition proposes these funds be used to establish a 'Barriers Fund', which may be used to offset small but impactful costs not covered by grant funding like transportation or clothing, and possibly even diversionary measures such as short-term hotel stays. Additionally, these funds may be utilized to incentivize landlords to provide affordable, low-barrier rental units for local housing programs.

Mayor Watts requested a motion to approve United Way of Denton County as the fiscal agent for the Denton County Homeless Coalition.

Motion: Councilwoman Keely Briggs

2nd: Kathy Srokosz

Motion was approved.

Jessica invited DCHLT appointees to the coalition's August General Meeting, a Watermelon Social held at Christian Community Action in Lewisville.

Backbone Support Update

Courtney provided the backbone support update. Councilwoman Keely Briggs has allocated \$200 of contingency funds to the Denton Supportive Housing Pilot. The DCHLT will not meet in July. The Denton County Homeless Coalition will partner with the DCHLT to host 'Bridging the Gap', an event dedicated to building relationships between the nonprofit and faith communities, Thursday, June 15th at St. Andrew Presbyterian Church from 8:30am to 11:30am.



New Business/Public Comments

Monica Glenn informed appointees of an upcoming job fair collaboration between the Denton Chamber of Commerce and North Central Texas College.

The meeting was adjourned by consent at 9:16 a.m.

**Next Meeting:
Thursday, August 10, 2017 | 8:00 a.m. to 9:30 a.m. | UWDC**

Secretary

Date



DENTON COUNTY COORDINATED ENTRY

Coordinated Entry (CE) is critical to a successful Homeless Crisis Response System. It is a tool that connects families to the most appropriate resources they need to obtain and maintain housing, and measures the needs of families that our system is unable to serve.

Below is a timeline of the accomplishments of CE implementation in Denton County, and projected maintenance of CE moving forward:

August 2016 – January 2017

- Researched Coordinated Entry and best and emerging practices of a Housing Crisis Response System*
- Identified 6 Front Door Agencies, two of which also function as Receiving Agencies
- Mapped intake processes with 6 Front Door agencies*
- Established initial CE target population: literal homeless and domestic violence victims; prioritizing Veterans

January 2017 – May 2017

- DCHLT Data Workgroup combined efforts with the Denton County Homeless Coalition Coordinated Entry Steering Committee to finalize a Coordinated Entry Process for Denton County; this process was approved by the DCHLT in March 2017
- Trained 7 agencies in CE*
- Developed HMIS MOU to allow for data sharing between UWDC (backbone support) and Denton County HMIS users*
 - 5 signed HMIS MOUs (all Front Door agencies on HMIS)
- Developed Front Door MOU outlining roles, responsibilities and commitments*
 - 3 signed Front Door MOUs; still needed from Journey to Dream, Salvation Army Denton and Giving Hope, Inc.
- Developed Receiving Agency MOU outlining roles, responsibilities and commitments*
 - Still outstanding from RA's
- CE was used to prioritize Veterans into housing for the Denton County Supportive Housing Pilot
- Coordinated HMIS trainings* with the Texas Homeless Network and CE Front Door Agencies for the CE Workflow and the common assessment tool, the VI-SPDAT:
 - 27 VI-SPDATS completed in Denton County's HMIS in 2016
 - 260 VI-SPDATS completed in Denton County's HMIS in 2017 (YTD)
- Implemented CE workaround for Catholic Charities*
 - 10 referrals have been made to Catholic Charities between May 30th and June 7th, 2017

June 2017

- 3 agencies have started completing the CE Workflow with clients in real-time (Salvation Army Denton, Our Daily Bread and Giving Hope, Inc.)
- Salvation Army Denton adjusted their internal intake and assessment process to align with Denton County's CE process

***Completed by UWDC Coordinated Entry VISTA, Katherine Gonzales**

- Developed CE educational materials for agencies and organizations throughout the community that assist or encounter people experiencing homelessness*
- Developing CE Policies and Procedures document*
- Developing Data Dashboard* – to be informed by data from HMIS

Next Steps

- Present Denton County CE process to local faith leaders at Bridging the Gap, June 15, 2017
- Continue to act as liaison with THN to improve HMIS and CE Workflow*
- Continue to train local agencies in HMIS and CE Process*
- Maintain HMIS data quality by running regular reports and communicating with local agencies for improvements, changes and support*
- Expand CE to under-represented areas of Denton County:
 - Salvation Army Lewisville, Sanger/Krum (Sanger Crisis Center), Pilot Point/Aubrey (Shepherd's House), The Colony/Little Elm (Possibly Metro-Relief), Justin
- Expand the CE target population to include families and individuals 'At-Risk' of homelessness

DCHLT Workgroup Reports

August 2017

DCHLT HOUSING WORKGROUP | CHAIR: TERRY WIDMER

Meeting Summary

07/13/17

Terry Widmer provided an update on the Denton Supportive Housing Pilot. Two clients have now been housed.

The group set a date for a county-wide Landlord Forum, Wednesday, October 18th. The group identified a planning committee to oversee logistics and agenda.

The remainder of the meeting focused on Housing Crisis Response System planning. Dani Shaw provided an update on the final Emergency Solutions Grant (ESG) application. The group reviewed an updated version of the Denton County Housing Crisis Response System map, and discussed implications of county-wide improvements for their agencies.

The group reviewed and began to articulate benchmark goals for the county-wide System Performance Measures (SPMs).

Next Steps include planning for the Landlord Forum, increased housing policy development and recommendations to the DCHLT and mobilization of case management training and support resources.

Short-term action items

Develop agenda for Landlord Forum

Begin development of Landlord Outreach pilot program framework

Accomplishments

Second Denton Supportive Housing Pilot client housed

Concerns

Uncertainty of receiving ESG funding

Ability of Housing Crisis Response System (HCRS) planning to include at-risk homeless population

Case management capacity and training to adapt to HCRS best practices

Next Meeting Dates

TBD

DCHLT Workgroup Reports

August 2017

DCHLT DATA WORKGROUP | CHAIR: STEPHEN COFFEY

Meeting Summary:

Members Present: Stephen Coffey (Chair), Courtney Cross, Danielle Shaw, Brenda Jackson, David Mays, Jordan McCarty, Katherine Gonzales, Stephen Thomas, Lynda Choi, Stephanie Briggs, Rebecca Woodland

Guest: Damita Harris, Katie Chapman, Wendy Noble

DCHLT Data Workgroup 7/28: The group reviewed the Denton County Coordinated Entry Policies and Procedures and provided feedback and edit recommendations. The group also discussed The Eligibility Matrix and when/how to use while making appropriate referrals within HMIS. Recommendations were made to make the Eligibility Matrix accessible online linking agency websites with important project information. The group also discussed establishing a CE Grievance Committee including members from Front Door and Receiving agencies. This committee will be tasked with addressing client grievances regarding VI-SPDAT outcomes/ recommended housing interventions, re-assessment processes, program eligibility, and case conferencing. Lastly, the group talked through the established Denton County DV work-around. This process will allow clients who are survivors or domestic violence, sexual assault, or stalking to participate in the CE process while safely maintaining confidentiality.

Data and Drafts 7/12: Workgroup met to review the reports and data that will inform the Data Dashboard. Plans are made to further discuss the dashboard's Application Program Interface (API) – how we will build the dashboard. A System Performance Measures (SPM) work-around has been established by THN to help Denton County track the effectiveness of our Housing Crisis Response System as THN works diligently to establish a permanent SPM report.

Short-term action items

Creating Prioritization Matrix

Training side doors connecting people to Front Door Agencies

Creating Eligibility Matrix that is accessible online

Accomplishments

Established RRH Prioritization Standards

Established Denton County Coordinated Entry Domestic Violence Survivor Work-around

Concerns

Improving data quality

Next Meeting Dates

TBD

HOUSING CRISIS RESPONSE SYSTEM

MAP

