



Thursday, February 13, 2020 | 8:00 a.m. to 9:30 a.m.
United Way of Denton County (1314 Teasley Lane, Denton, TX 76205)

Agenda

I.	Welcome & Consideration of December 2019 Minutes	Chair	2 min.
II.	Workgroup Proposal: Healthcare Collaboration	D. Shaw/C. Cross	15 min.
III.	Workgroup Updates		25 min.
	<ul style="list-style-type: none"> • Data • Housing • Shelter Planning <ul style="list-style-type: none"> i. Monsignor King Outreach Center Update • Ending Veteran Homelessness • Denton County Homeless Coalition Update 	C. Cross T. Widmer C. Cross C. Cross D. Adams	
IV.	Backbone Support Update	C. Cross	10 min.
	<ul style="list-style-type: none"> • Denton County Behavioral Health Leadership Team Update • Texas Veterans Commission Grant Application 		
V.	Public Comment	Chair	5 min.
VI.	New Business	Chair	5 min.
VII.	Adjourn	Chair	2 min.

Next Meeting Date:
Thursday, April 9, 2020 | 8:00 a.m. to 9:30 a.m. | United Way of Denton County





Thursday, December 19, 2019, 2019 | 8:00 a.m. to 9:30 a.m.
United Way of Denton County, Inc. (1314 Teasley Lane, Denton, TX 76205)

Meeting Summary

Appointees/Ex-Officios Present: Alice Mankoff, Ashleigh Feryan, Commissioner Bobbie Mitchell, Councilwoman Keely Briggs, Cynthia Harris, Dani Shaw, Emily Taylor, Frank Padgett, Gary Henderson, Isabel Rodriguez, Jim Mustain Josh Ashford, Kathy Srokosz, Mayor Thomas Muir, Mary Jones, Roy Metzler, Sheryl English, Terry Widmer, Valerie Foster

Appointees Absent: Councilman TJ Gilmore, Courtney Cross (regrets), Dale Tamkpe, Herman Oosterwijk, Jessica DeRoche, Jill Adams, Joe Perez, Mayor Chris Watts, Nicole Recker, Stephen Coffey

Guests: Elena Lusk (United Way of Denton County), Hope Rodgers (United Way of Denton County) Jessica Caskey (United Way of Denton County), Chris Squandra (Peak Program Value), Joe Cullinan (Peak Program Value), Ashleigh Feryan (City of Lewisville), Isabell McDevitt (Ready To Work), Wendy McGee (Our Daily Bread)

Welcome & Consideration of August 2019 Minutes

Co-chair Mayor Thomas Muir called the meeting to order at 8:05 a.m.
Co-chair requested a motion to approve October 2019 minutes.

Motion: Terry Widmer
2nd: Mary Jones
Motion was approved.

New Appointees

Co-chair invited new DCHLT appointees to introduce themselves.

John Manganilla, Denton Chamber of Commerce Member

Appointee could not be present for December meeting.

Jim Mustain, Christian Community Action Board Member

Appointee Jim Mustain introduced himself to the group as Executive Director of Loving Community and Christian Community Action Board of Directors.

Presentation – Our Daily Bread

Our Daily Bread (ODB) Executive Director Wendy McGee and Board President Emily Taylor provided a presentation on ODB's current programming and services, as well as next steps and their vision for future services.

In addition to providing meals to the hungry six days a week, ODB works collaboratively with organizations such as MKOC, Denton ISD, and Friends of the Family to provide food to the populations they serve. As 65% of ODB clients are experiencing homelessness, ODB offers services such as hygiene items and showers, mail agreements laundry vouchers, and health services, as well as partners with and hosts multiple organizations that provide supportive services such as SNAP benefits assistance, Goodwill Employment Services, and Assurance Wireless onsite. In the last 19 years, ODB has



served over 1 million meals and delivered more than 500,000 wraparound supportive services. ODB continues to see an increase in need to provide meals and supportive services; supportive services delivered have almost doubled in the last two years. In 2019, ODB increased their staff from one full time employee to eight, including the addition of case management. The addition of a case manager in 2019 allowed ODB to move 40 people experiencing homelessness into permanent housing, compared to 6 people in 2018 prior to a case manager on staff. ODB increased their hosted partner organizations by 100%, from 8 in 2018, to 16 in 2019. In October, ODB began opening an hour earlier at 9:00am as a result of funding support from the City of Denton. ODB submitted applications to the City of Denton for Rapid Rehousing and Street Outreach; both applications are pending approval. ODB has been approved to be an intern site by UNT's Counseling Program and will begin hosting two Master of Counseling interns in January.

ODB's ultimate vision is move towards becoming a day shelter to increase access to comprehensive services, ideally close to MKOC and on a bus route. ODB has been working with an architect to develop a 20,868 GSF plan for a future day shelter, including areas for dining, programming, classrooms, lockers for clients to store their belongings, showers, laundry facilities, and a community garden. Wendy McGee stated the day shelter will cost a minimum of \$5 million to build, up to \$6.5 million.

Gary Henderson stated that best practices in other communities include co-locating day shelter and emergency shelter agencies and inquired if MKOC and ODB would consider collocating. Wendy McGee and Roy Metzler agreed that their ultimate shared vision is to co-locate their two agencies.

Councilperson Keely Briggs inquired if ODB has seen an increase in children and families accessing their services. Wendy McGee stated that's seen an increase in families, multigenerational families, and young adults. Councilperson Keely Briggs inquired if ODB used Housing Navigation services to assist the 40 individuals housed in 2019. Wendy McGee clarified that 34 of the 40 individuals that were housed were provided a bus ticket or plane ticket to reconnect with family or another support system.

Presentation – Bridge House

Isabel McDevitt, CEO of Bridge House and Founder of the Ready To Work program, provide a presentation on their efforts to address homelessness in Colorado. Bridge House's Ready To Work model is a business-oriented model grounded in social enterprise that is holistic and appropriate for individuals who don't qualify for more intensive services such as Permanent Supportive Housing, but aren't able to self-resolve their own homelessness.

The Ready To Work model includes work, support, and housing, each with it's own staff where all components are tied together. The Ready To Work program operates its own employment opportunities that provides immediate employment to clients for 29 hours a week. After a year of being enrolled in the program, clients are able to obtain permanent employment outside of the Ready To Work program. 94 participating clients live in a transitional housing program in a renovated commercial building, where clients pay a third of their income in rent and save a third of their income. Ready To Work is the landlord, which allows clients build rental history while participating in the program. Supportive services include case management and partnerships with behavioral health and medical care providers to fill gaps in necessary services. 75% of participants graduate from Ready To Work into employment and independent housing, where 85% are able to maintain housing and employment independently after a year postgraduation. Aftercare support is provided to participants who are at-risk of becoming homelessness again. The initial cost to start both Ready To Work programs was about \$4 million.

Isabel stated that if there were interest from Denton County to start a Ready To Work program, she could assist with developing a pre-feasibility study for Denton County to understand how it may compliment the services already offered.

Workgroup Updates

Data Workgroup



Elena Lusk reviewed the Homeless Data Dashboard. As of November 30th, there were 410 people experiencing homelessness on the Denton County Housing Priority List and 35 veterans currently experiencing homelessness. There were 62 new enrollments in November, compared to 30 or 40 most months. Of the 410 individuals, 52.7% qualify for an intervention of Rapid Rehousing, 35.9% qualify for Permanent Supportive Housing, 11.5% qualify for Diversion. 32 families are currently experiencing homelessness, where 7 families are fleeing domestic violence and 5 are experiencing chronic homelessness. 4 individuals experiencing homelessness are fleeing domestic violence and 138 individuals are experiencing chronic homelessness. Elena is working with local ISDs to obtain updated data on student homelessness and will update the data dashboard when all student homelessness data is collected. Three individuals returned from being Inactive and six individuals returned to homelessness from housing.

Councilperson Keely Briggs inquired if the six individuals who returned from housing were housed by a local agencies. Elena Lusk stated that this information is documented in HMIS but isn't readily available.

Elena Lusk stated that one individual was housed in November. Dani Shaw stated that is a reflection of funding. Elena Lusk reviewed training materials that are reviewed in Case Conferencing surrounding HMIS and best practices.

Housing Workgroup

Terry Widmer provided an updated on the Case Conferencing Housing Workgroup. Three new Front Doors to Coordinated Entry Front Doors were added since October. Workgroup members continue to discuss client needs and barriers to housing, many of which are related to substance use or behavioral health. Terry stated that in the last Denton County Behavioral Health Leadership Team meeting, she appointed an Ad Hoc Substance Use Workgroup to identify resources and gaps surrounding substance use. Additionally, UWDC staff Elena Lusk has been providing monthly HMIS training within the workgroup. Terry stated that our data is stronger than it used to be thanks to Elena's training opportunities.

Shelter Planning Workgroup

Roy Metzler provided on an update on Monsignor King Outreach Center's (MKOC) expansion. Former Executive Director Betty Kay officially retired in December. Katherine Gonzalez has assumed the role of MKOC's Executive Director. Two additional staff members, an Assistant Director and Case Manager, were hired this week. Necessary renovations to the shelter are underway are about 75% finished. Details surrounding the Enhanced Shelter Program will be finalized by January 15th.

Hope Rodgers added that UWDC staff have been coordinating with MKOC staff to develop policies and procedures for the Enhanced Shelter Program, and general shelter and volunteer operations. MKOC's new case manager has already begun meeting with clients.

Ending Veteran Homelessness

Hope Rodgers provided an update on Ending Veteran Homelessness (EVH). The EVH Committee recently integrated its meetings with the DCBHVT Veterans Workgroup which meets monthly. The Committee has been utilizing a workplan to track progress towards the goal, where next steps include identifying barriers to the goal of ending Veteran homelessness.

Additionally, UWDC recently convened a meeting with the Office of Congressman Michael Burgess, Veterans Affairs, the Dallas Housing Authority and Denton Housing Authority to discuss how Denton County can increase available HUD VASH vouchers.

UWDC submitted a TVC grant that may fund a Veteran-specific Barriers Fund and Veteran-specific Street Outreach Case Manager. UWDC expects to hear in May if the grant is funded.



Denton County Homeless Coalition Update

Dr. Mary Jones provided an update on the Denton County Homeless Coalition, which has recently transitioned to a workgroup of the DCHLT rather than its own coalition. The workgroup is currently planning the 2020 Point-In-Time (PIT) Count, and UWDC's Courtney Cross and Elena Lusk are co-chairing PIT planning efforts. About 20 volunteers have signed up to date, where the total need is 100 volunteers. The number of volunteers recruited at this time is consistent with previous years. The workgroup is accepting donations to purchase incentives of bus passes and \$5 gas station and grocery store gift cards. Donations can be dropped off at UWDC; no donations have been received to date.

As of September, the Barriers Fund has assisted 54 households with \$21,663.

Gary Henderson thanked Councilperson Keely Briggs and Commissioner Bobbie Mitchell for consistently sharing Barriers Fund donation information on social media, and Frank Padgett for accepting Barriers Fund donations in lieu of wedding gifts.

The workgroup participated in Housing and Hunger Awareness Week through a social media campaign to raise awareness about local data, resources, and the Barriers Fund. The workgroup is developing awards for local service providers who do outstanding work in the areas of homelessness and housing instability. The workgroup has recently appointed a new chair, Daphne Adams of Christian Community Action, who provide the DCHC workgroup update at the February meeting and moving forward.

Backbone Support Update

Denton County Behavioral Health Leadership Team Update

Hope Rodgers provided an update on the Denton County Behavioral Health Leadership Team. The DCBHLT is currently updating its strategic plan, to be finalized and approved in January 2020. An amendment to UWDC's HB-13 grant was recently approved, which will allow for discretionary funding for clients as well as sustain Mental Health First Aid through the end of the grant period. UWDC will be offering nine Mental Health First Aid sessions between January and August in partnership with Denton County MHMR. Training sessions are free and will be held in various locations throughout Denton County to expand our reach, as they've historically been held in Denton at the UWDC office. Additionally, the DCBHLT's Child & Family Systems Workgroup has been working with the Wellness Alliance for Total Children's Health to host a collaborative workshop on January 10th addressing commercial youth sexual exploitation. The workshop will be held at Valley Creek's Next Step Center in Lewisville and will offer free CEUs for social workers, psychologist, Licensed Professional Counselors, and Licensed Marriage and Family Therapists. The registration can be accessed on UWDC's website calendar.

City of Denton Rapid Rehousing & Street Outreach Funding

Dani Shaw provided an update on City of Denton funding. Additional funding provided by City Council within the grant year allowed the City of Denton to produce two new grants: \$100,000 for Rapid Rehousing and approximately \$64,000 for Street Outreach. Grant applications were issued and requested back in November, awarded to three agencies. Rapid Rehousing was awarded to MKOC and ODB, and Street Outreach was awarded to ODB. As a result of some agencies no longer needing funds, the Committee was able to add additional dollars to the Rapid Rehousing awards and fully fund both applications. Contracts will go to City Council on December 17th for approval. Once approved, awarded agencies will be able to access those funds for reimbursement.

Gary Henderson stated that UWDC staff is working on identifying appointees from the City of Carrollton and Metrocrest Services to join the DCHLT.

Public Comment



Frank Padgett stated that the City of Denton has recently hired two fulltime Street Outreach Officers. Both Officers are participating in Case Conferencing and local homelessness street outreach.

Jim Mustain stated that CCA is currently looking to fill the position of CEO.

Councilperson Keely Briggs requested additional information on why individuals are returning from housing so we can better understand trends

New Business

No new business.

Adjournment

Meeting was adjourned at 9:36 a.m.

Next Meeting:

**Thursday, February 13, 2020 | 8:00 a.m. to 9:30 a.m. | United Way of Denton County, Inc.
(1314 Teasley Lane, Denton, TX 76205)**

Secretary

Date



DCHLT Workgroup Reports

February 2020

DCHLT DATA WORKGROUP | CHAIR: STEPHEN COFFEY

December 2019 – February 2020

The DCHLT Data Workgroup met to discuss university involvement in the process of streamlining the update of the data dashboard. After presenting tasks laid out for the university students, it was determined the involvement should only involve a university professor and not a class at that university. With a one on one meeting with that professor and UWDC staff, it was determined there is some automation that can happen with creating formulas and functions inside Excel. But that automating most of the process right now would not be possible, due to data accuracy within the system as well as not having access to the backend of the Homeless Management Information System. UWDC staff is working towards adding the formulas and coding necessary to streamline the process that is able to be updated right now.

The data dashboard was updated with December and January data and is live currently.

399 households are currently experiencing homelessness/accessing services here in Denton County and are on our Housing Priority List. That number breaks down into:

- 29 families
- 370 individuals
- 35 Veteran households
- 148 households who are chronically experiencing homelessness

The addition of the veteran benchmark tool created by USICH and the VA has allowed for more thorough data monitoring of veterans experiencing homelessness in Denton County. With the tool now in use and being updated frequently we can monitor the outcomes of each benchmark and criteria needing to be met to meet functional zero for veteran homelessness in Denton County. In the near future, an addition to the Data Dashboard will be Denton County's progress towards the goal of functional zero and what criteria and benchmarks have been met/still needing progress towards.

Data cleanup is still an ongoing training opportunity and staff and agencies involved are being assisted in doing so as often as possible. We have continued to implement training topics that we present in our bi-weekly case conferencing meetings. During our training topic we supply a one-page infographic describing the importance and the steps behind the topic of the month.

In February we discussed the roll out of the new training for Diversion, previously known as Rapid Resolution. Diversion will increasingly be more important regarding assisting people out of homelessness in a more efficient manner before extended length of time experiencing homelessness occurs. From the data we collect you can see that nearly 11% of our households do not have a high enough vulnerability to be accepted into a housing program, therefore they will need to self-resolve in some way and with better problem solving strategies and conversations we will be able to do that as a community. Diversion is problem solving conversations staff will have with clients prior to them being added to our Housing Priority List in order to discuss solutions individual to each person's case on how their homelessness began and what can be done to resolve their crisis quickly.

Additional guidance was given regarding the correction of Universal Data Quality element errors in each program and how to correct the errors that have occurred in the last quarter of 2019. This guidance was given in order to collect better information from each household and maintain better data quality overall.

Short-term action items

Continue monthly training topics with infographics during case conferencing to have an accurate system from all agencies.

Make corrections to the process of the data dashboard update with formulas and coding outside of the Homeless Management Information System.

Add the visual of the progress towards functional zero to the data dashboard.

Begin looking into reflecting the gender, race, ethnicity and age percentages of people currently on our Housing Priority List to compare against county percentages.

Accomplishments

Better and cleaner process of updating the data dashboard monthly.

More consistent training has allowed for better data quality from several agencies.

Accurate and up to date HPL with more person-centered information for clients that have been discussed in case conferencing.

Concerns

Maintain accurate training for partnering agencies to complete steps in HMIS in order to maintain an accurate HPL in the future.

Waiting on more clear guidance from the lead agency in regard to the rollout of Diversion and the what is required, needed, etc.

Next Meeting Dates

TBD

DCHLT Workgroup Reports

February 2020

DCHLT HOUSING WORKGROUP | CHAIR: TERRY WIDMER

December 2019 – February 2020

The DCHLT Housing Workgroup has convened 5 times between December 12th and February 13th.

The Housing Workgroup meets bi-weekly, every other meeting is Veterans-focused to help support Denton County's Goal to End Veteran Homelessness by 2020.

The remainder of the Housing Workgroup continues to meet monthly to prioritize households on the Housing Priority List. At the start of every meeting, the group reviews vacancies in local housing programs along with available rental units through the Doors for Denton County Housing Navigation program.

Both groups review HMIS data and discuss the CE process and make recommendations for improvement. UWDC's Coordinated Entry Specialist conducts weekly phone check-ins as needed with providers to touch base on outflows and reassessments. Attendance by all collaborative partners strengthens the consistency and reliability of our data collection.

In January, the group provided updates and changes to the Denton County Eligibility Matrix, reviewed a Housing Plan template developed by UWDC staff, and began to identify client strengths in addition to barriers. In February, the group received training from UWDC staff on effective use of Diversion and were offered assistance on correcting Universal Data Quality Errors to ensure accurate and quality data. Additionally, members provided updates on programmatic or organizational changes relevant to the group.

Short-term action items

Increase opportunities to case conference from a strengths-based perspective

Continued monthly HMIS training topics to improve data quality and continued program-specific training based on Standards of Excellence and client needs

Accomplishments

UWDC staff developed a Housing Plan template for workgroup members to utilize with clients

Members identifying individual client strengths rather than only client barriers

Concerns

Access to wrap-around services for high vulnerability households

Funding changes within the next year

Next Meeting Dates

March 2nd, 2020, March 16th 2020, April 6th, 2020

DCHLT Workgroup Reports

ENDING VETERAN HOMELESSNESS

December 2019 – February 2020

The Ending Veteran Homelessness committee met on January 9th and February 6th.

The committee reviewed the USICH Benchmark Tracking Tool and Criteria for ending Veteran homelessness. The committee discussed needs, gaps, and barriers to reaching the goal by 2020, and was joined by the After-Action Veteran Stand Down Committee to engage new community partners.

UWDC staff reviewed current Denton County Veteran homelessness data. Per HMIS, only 5 of 35 Veterans experiencing homelessness regularly access emergency shelter; 30 are living unsheltered. Per the North Texas VA, 25 of 35 Veterans experiencing homelessness on the Denton County HPL have never accessed the VA for housing resources. The committee discussed possible tools and solutions to better engage and build rapport with Veterans experiencing homelessness, including a client-facing resource navigation tool, mentorship opportunities, and military cultural competency training for housing case managers and service providers.

UWDC staff discussed the VA's Grant Per Diem program and will be submitting application, due March 3rd, 2020.

Short-term action items

UWDC to identify Military Cultural Competency training for housing case managers and service providers

UWDC to integrate Ending Veteran Homelessness Benchmarks with Denton County Homelessness Data Dashboard

Denton County Veterans Coalition EVH appointed lead to create a resource navigation tool for Veterans experiencing homelessness

Accomplishments

UWDC staff convened a meeting with the North Texas Veteran Affairs to cross-compare the Denton County Housing Priority List against the VA's database

Concerns

Sufficient housing assistance resources and wrap-around services for Veterans experiencing homelessness

Next Meeting Dates

March 12th

DCHLT Workgroup Reports

DENTON COUNTY HOMELESS COALITION

December 2019 – February 2020

The Denton County Homeless Coalition Workgroup has convened 1 time between December and February. The Point-In-Time Count (PIT) Planning Subcommittee convened 4 times between December and February outside of DCHC Workgroup meetings.

The 2020 Denton County PIT Count was held on January 23rd. Three PIT Volunteer Training sessions were held in January. 92 volunteers canvassed 17 cities and towns throughout Denton County. UWDC staff identified 5 geographic regions and corresponding leads to deploy volunteers in an effort to more accurately survey all of Denton County, including: Denton (UWDC), Lewisville (Next Steps Center), Pilot Point (Library), Argyle (Cross Timbers Church), and Sanger (Library). \$800 was raised to purchase incentives of \$5 gas station and grocery store gift cards, and DCTA donated 300 bus passes. Results of the 2020 PIT Count are expected to be released in March upon review from Texas Homeless Network.

UWDC staff developed and distributed a PIT Volunteer Feedback survey. Feedback was collected via the survey and in the January 2020 DCHC Workgroup meeting, where all PIT volunteers were invited to attend.

\$19,675 has been raised towards the City of Denton's \$40,000 matching grant for the Barriers Fund. As of 2/6/2020, the Barriers Fund has assisted 102 households with \$40,437.46 in funds. UWDC released a new Barriers Fund application in December that includes built-in training opportunities for service providers as well as streamlines communication between UWDC and the Barriers Fund Review Committee.

Dr. Mary Jones continues to lead the planning and development of community provider awards for service and community providers for those who do outstanding work in the areas of homelessness and housing stability.

UWDC staff is exploring the possibility of organizing hike-based fundraiser benefitting the Barriers Fund in the fall and is coordinating with City of Lewisville Parks & Recreation to host the event. The DCHC Workgroup may convene a subcommittee to plan the fundraiser.

HUD announced Tier 1 Continuum of Care grantee awards. UWDC's Supportive Services Only - Coordinated Entry, Giving Hope's Permanent Supportive Housing, and DCMHMR's Permanent Supportive Housing projects were renewed. Tier 2 awards have not yet been announced.

Short-term action items

UWDC staff to identify new Barriers Fund marketing strategies

Begin planning PIT Data Reveal

Accomplishments

2020 PIT Count volunteer participation, donations, and diversity of survey locations

Concerns

Next Meeting Dates

February 26, 2020, March 25, 2020, April 29, 2020