



**Thursday, December 12, 2019 | 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 October 2019 Minutes	Chair	2 min.
II.	New Appointees – <ul style="list-style-type: none"> <li>• John Manganilla, Denton Chamber of Commerce Member</li> <li>• Jim Mustain, Christian Community Action Board Member</li> </ul>	Chair	5 min.
III.	Presentation – Our Daily Bread	E. Taylor, W. McGee	15 min.
IV.	Presentation – Bridge House	I. McDevitt, C. Squadra	15 min.
V.	Workgroup Updates <ul style="list-style-type: none"> <li>• Data</li> <li>• Housing</li> <li>• Shelter Planning                     <ul style="list-style-type: none"> <li>i. Monsignor King Outreach Center Update</li> </ul> </li> <li>• Ending Veteran Homelessness</li> <li>• Denton County Homeless Coalition Update                     <ul style="list-style-type: none"> <li>i. 2020 Point-In-Time Count</li> <li>ii. Barriers Fund Update</li> <li>iii. Housing and Hunger Awareness Week</li> </ul> </li> </ul>	C. Cross T. Widmer C. Cross  C. Cross M. Jones	25 min.
VI.	Backbone Support Update <ul style="list-style-type: none"> <li>• Denton County Behavioral Health Leadership Team Update</li> <li>• City of Denton Rapid Rehousing &amp; Street Outreach Funding</li> </ul>	C. Cross	10 min.
VII.	Public Comment	Chair	5 min.
VIII.	New Business	Chair	5 min.
IX.	Adjourn	Chair	2 min.

**Next Meeting Date:**  
**Thursday, February 13, 2019 | 8:00 a.m. to 9:30 a.m. | United Way of Denton County**





Thursday, October 10, 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, Commissioner Bobbie Mitchell, Councilwoman Keely Briggs, Courtney Cross, Cynthia Harris, Dale Tampke, Dani Shaw, Emily Taylor, Gary Henderson, Jessica DeRoche, Jill Adams, Josh Ashford, Kathy Srokosz, Mayor Chris Watts, Mayor Thomas Muir, Mary Jones, Nicole Recker, Roy Metzler, Stephen Coffey, Terry Widmer,

**Appointees Absent:** Ashleigh Feryan, Councilman TJ Gilmore, Emily Taylor, Herman Oosterwijk, Isabel Rodriguez, Joe Perez, Sheryl English, Valerie Foster, Jim Mustain

**Guests:** Ed Cropp, Elena Lusk (United Way of Denton County), Hope Rodgers (United Way of Denton County), Jessica Caskey (United Way of Denton County)

### Welcome & Consideration of August 2019 Minutes

Co-chair Mayor Thomas Muir called the meeting to order at 8:04 a.m.  
Co-chair requested a motion to approve August 2019 minutes.

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

### Amend Bylaws

Co-chair requested a motion to approve amending the DCHLT Bylaws and Charter to add one seat for the City of Carrollton, add one seat for Housing and Homeless Service Providers to allow for a seat for Metrocrest Services, and the total allowable members from 36 to 38.

Motion: Dale Tampke  
2nd: Josh Ashford  
Motion was approved.

### New Appointees

Co-chair Mayor Thomas Muir invited new appointees Jill Adams: Lewisville ISD Counseling Coordinator, and Jim Mustain: Christian Community Action Board Member, to introduce themselves to the DCHLT. Jim Mustain could not be present at this meeting.

### Homelessness Funding Update

Courtney Cross provided an update on Denton County homelessness funding. The City of Denton has provided an annual allocation of \$40,000 to the Barriers Fund with a 100% match requirement. UWDC is currently developing a



Barriers Fund marketing campaign to promote the City of Denton funding match, including a widget that displays the dollar amount raised towards the match. The widget is available to share on agency websites and can be found at: [www.BarriersFund.org](http://www.BarriersFund.org). Currently, \$8,300 has been raised towards the \$40,000 match.

The City of Denton allocated funding to support a mental health homelessness street outreach position, which will require strong collaboration with local law enforcements and nonprofits. The City will be releasing a Request for Proposal (RFP) soon for nonprofits to apply for these funds.

The City of Denton allocated \$100,000 for Rapid Rehousing (RRH), which has historically been funded through the Emergency Solutions Grant, and will be releasing an RFP in November available to emergency shelters and Our Daily Bread. If agencies that applied for RRH through the Continuum of Care grant are awarded, funds will not be available until April 2020.

The City of Denton allocated funding to expand the Monsignor King Outreach Center (MKOC) from a 3 nights/week volunteer-run operation, to a 7 nights/week shelter with paid staff. MKOC will be implementing an Enhanced Shelter Model with support and technical assistance from UWDC. The Enhanced Shelter program will have reserved beds with right of return for clients enrolled in MKOC housing-focused case management. Initially, 30 beds will be reserved for this model, with up to 50 upon full implementation.

Roy Metzler stated that MKOC that, although the City of Denton is subsidizing the shelter, they will still need to raise \$200,000 annually and will continue to rely on volunteers to supplement shelter operations. Additionally, Betty Kay, MKOC's former Executive Director, is retiring in December.

The City of Lewisville has allocated \$25,000 to the Barriers Fund with no match requirements. These funds will be reserved for clients who live in Lewisville. UWDC is currently identifying and developing processes to track Barriers Fund expenditures in Lewisville.

## **Workgroup Updates**

### *Data Workgroup*

Courtney Cross provided an update on the Denton County Homelessness Data Dashboard. As of September 30, 2019, 409 people were experiencing literal homelessness as reported in the Homeless Management Information System (HMIS), where 39 are Veterans, 118 are chronically homeless, and 9 are fleeing domestic violence. There were 39 new Coordinated Entry assessments in September.

UWDC will be meeting with professors from TWU and UNT in the coming months to identify ways to streamline updating the Data Dashboard and is currently developing a scope of work to map current processes.

UWDC is currently in contact with Denton County school districts to obtain homelessness data for students and to identify processes that will allow the DCHLT to have consistent access to these numbers.

### *Housing Workgroup*

Terry Widmer thanked the Denton and Lewisville City Council for supporting the work of the DCHLT. The Housing Workgroup continues to meet every other week, alternating between Veterans and general case conferencing. The Housing Workgroup has recently started tracking and documenting client's individual barriers to housing in order to best match clients to an appropriate housing intervention.

### *Shelter Planning Workgroup*



Courtney Cross stated that the Shelter Planning Workgroup will reconvene in November to review progress of MKOC's expansion and to identify next steps. There are no updates for the Salvation Army's expansion at this time.

### *Ending Veteran Homelessness*

Courtney Cross provided an update on Ending Veteran Homelessness. The committee has developed a workplan to track progress towards the goal, in addition to using a benchmark-tracking tool provided by HUD that will allow the committee to identify progress and community needs. Additionally, UWDC has connected with UISCH for support and is exploring a collaborative grant from the Texas Veterans Commission (TVC) to support the goal.

Dr. Mary Jones stated that the 100-Day Challenge is on hold due to lack of available ESG RRH funding in the community.

Courtney Cross stated that the Denton County Veterans Center is accepting donations (monetary or jackets, blankets, socks, etc.) for the 5<sup>th</sup> Annual Denton County Homeless Veteran Stand Down which will take place on October 24<sup>th</sup>.

### **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 continues to meet in both Denton and Lewisville and is undergoing structural changes as a new workgroup.

Dr. Mary Jones also provided an update on the 2020 Point-In-Time (PIT) Count. The DCHC Workgroup will be taking a different approach to the PIT Count than previous years, particularly putting a stronger emphasis on attempting to count further out in the county by dividing the county into geographic regions, with a geographic lead and headquarters for each region. UWDC will be working with Denton and Lewisville Police Departments to identify known encampments to visit on the day of the Count.

UWDC will finalize the PIT Count volunteer sign-up and will send it to the DCHLT once finalized. Approximately 100 volunteers are needed to conduct surveys on the day of the PIT Count.

### **Backbone Support Update**

#### *UWDC in Southern Denton County*

Gary Henderson stated that UWDC has recently entered a joint partnership with United Way of Metropolitan Dallas. This partnership allows UWDC to fundraise in zip codes in Southern Denton County and provides an opportunity to more than double funds raised in the county.

#### *Denton County Behavioral Health Leadership Team Update*

Courtney Cross provided an update on the Denton County Behavioral Health Leadership Team (DCBHLT). The DCBHLT is currently updating their strategic plan with the goal of implementing it's finalized strategic plan in January 2020. Courtney provided an update on the HB-13 grant, a collaborative grant between UWDC, Denton County MHMR, and Giving Hope, and the Denton County Veterans Center, which seeks to reduce recidivism for justice-involved persons living with a mental health condition that also have a housing need or are Veterans. A budget amendment was approved by HHSC for the HB-13 grant, which will allow DCMHMR to hire two additional QMHPs, as well as allows for discretionary funds for clients benefitting from HB-13 services.

UWDC staff attended Texas Homeless Network's annual conference on Ending Homelessness. At the conference, Courtney Cross presented information on the Barriers Fund with similar-sized communities. Denton County is unique because of its diverse support from cities and municipalities regarding homelessness services and sets the bar for homeless solutions and interventions.



**Public Comment**

Mayor Chris Watts thanked the group for their hard work and for remaining solutions focused. The DCHLT creates a large impact without creating unintended consequences.

Councilperson Keely Briggs recently toured The Palladium, a mixed-income apartment complex, and was impressed with the development and how they interact with the community and Council. The Palladium has already filled their 30% AMI units and maintains a waitlist for these units.

Gary Henderson stated that there is interest from a potential new DCHLT appointee from Senator Nelson’s office. DCHLT appointees expressed support to pursue this appointment.

**New Business**

Dani Shaw and Councilperson Keely Briggs will be discussing the PIT Count at the North Branch Library on October 20, 2019 from 2:00pm – 4:00pm.

Ed Cropp, a DCHLT guest and representative from the Depression and Bipolar Support Alliance (DBSA) provided information on their new support group in Denton. The DBSA offers peer support and advocacy for people affected by Depression or Bipolar Disorder and is an affiliate of a DBSA National. The group meets on the first and third Thursday each month from 6:00pm – 7:30pm at 201 S. Locust St. Room 338 (First United Methodist Church).

**Adjournment**

Co-chair Mayor Thomas Muir requested a motion to adjourn the meeting at 9:09 a.m.

Motion: Terry Widmer

2nd: Mary Jones

Meeting was adjourned.

**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

December 2019

### DCHLT DATA WORKGROUP | CHAIR: STEPHEN COFFEY

#### October – December 2019

The DCHLT Data Workgroup met to discuss next steps regarding the assistance of local universities in automating the data dashboard process. UWDC staff presented a 21-page document detailing the steps and process for updating the dashboard. It was determined the best next step was to create tasks for a class project at UNT for the Spring semester. UNT students will begin with automating the process of determining types of inflows to the Denton County Housing Crisis Response System.

The data dashboard was updated with October and November data and is live currently. 410 households are currently experiencing homelessness/accessing services here in Denton County and are on our Housing Priority List. That number breaks down into 32 families and 378 individuals, with 35 Veteran households and 143 households who are chronically experiencing homelessness. Continual data clean up assistance by staff for agencies in the area has been happening in order to make sure that information is accurate in HMIS.

To ensure better data quality in the future, we have continued to create small 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 November we discussed reassessments for clients actively in our system. Reassessments should be done with people for multiple reasons but the large one we see is if someone has not been assessed in 6 or more months and is still experiencing homelessness. They will need a reassessment to assess whether their vulnerability has increased or decreased, their income, medical status or contact information has changed or so on.

Additional training was provided for recording unmet needs. An unmet need should be recorded for a client if a resource does not exist in the community, the client is ineligible for the resource, or the client cannot access the resource due to a wait list and the resource being at capacity. With better data to show what needs are being unmet for all our clients in Denton County we can help paint a better picture behind why we need future funding opportunities to help eliminate those needs.

#### Short-term action items

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

Involve interns on small data cleanup projects to help assist in accurate information in our Homeless Management Information System.

Continue working with UNT on future tasks for more class projects in the Spring Semester.

#### Accomplishments

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

#### Concerns

Ability to make updating the Data Dashboard a lot less of a manual and lengthy process.

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

#### Next Meeting Dates

TBD

## DCHLT Workgroup Reports

December 2019

### DCHLT HOUSING WORKGROUP | CHAIR: TERRY WIDMER

#### October 2019 – December 2019

The DCHLT Housing Workgroup has convened 5 times between October 10<sup>th</sup> and December 12<sup>th</sup>.

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 November, the group heard a presentation from Texas Home Health: Hospice Division. During the presentation the group was informed about end of life care options for unfunded patients and how workgroup members can make referrals for hospice or palliative care.

Three more agencies have signed on as Coordinated Entry Front Doors to expand coverage more throughout the county. UWDC hired Patricia Marshall to build Coordinated Entry and street outreach capacity in the county. Next Steps in The Colony signed on to be a Front Door to expand coverage and Coordinated Entry in The Colony. Christian Community Action has officially signed on as a Front Door to expand even more coverage in Lewisville. With two of those agencies completing training after the new year, we will have a total of 12 Coordinated Entry front doors in Denton County.

Grayson County has expressed interest in joining the Denton County Coordinated Entry system. Grayson County has an emergency shelter, a domestic violence shelter and a Salvation Army. The workgroup was informed about what this partnership may look like and UWDC's Homelessness Coordinator sought feedback from group members. UWDC is in communication with the Texas Homeless Network and the Texoma Homeless Coalition about the potential for Coordinated Entry collaboration.

#### Short-term action items

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

Continue to identify guest speakers to address gaps in services

#### Accomplishments

Integrated Ending Veteran Homelessness by 2020 as a standing agenda item in the Denton County Behavioral Health Leadership Team's Veteran workgroup to leverage community resources and streamline coordination between providers

3 new Coordinated Entry Front Door agencies

#### Concerns

Access to wrap-around services for high vulnerability households

Funding changes within the next year

#### Next Meeting Dates

December 16<sup>th</sup> 2019, January 6<sup>th</sup> 2020, January 20<sup>th</sup> 2020

## **DCHLT Workgroup Reports**

### **ENDING VETERAN HOMELESSNESS**

#### October 2019 – December 2019

The Ending Veteran Homelessness committee met on October 18<sup>th</sup>. During that meeting the committee reviewed and provided feedback on a Texas Veterans Commission application prepared by UWDC backbone support that, if funded, will support this goal by funding a Denton County Veterans Barriers Fund and Veteran Outreach Case Worker. Additionally, the committee reviewed potential barriers to accomplishing the goal of ending Veteran homelessness, including lack of availability of housing resources, Veteran-specific street outreach capacity, and capacity of case managers to connect Veterans to supportive services.

To leverage community resources and streamline coordination, the EVH committee has integrated into the Denton County Behavioral Health Leadership Team's (DCBHLT) Veteran Workgroup. The committee and workgroup met November 14<sup>th</sup>. UWDC backbone support provided an overview of the EVH workplan and USICH Benchmark Tracking Tool to the Veterans workgroup and EVH committee reviewed progress and goals identified from the previous meeting.

#### Short-term action items

Continue to identify barriers, housing needs and housing plans with actionable items in Veteran Case Conferencing

#### Accomplishments

Utilizing the Benchmark Tracking Tool provided by United States Interagency Council on Homelessness to measure progress towards goal

Submitted Texas Veterans Commission application

Secured a representative from the North Texas Veterans Affairs to attend committee meetings

#### Concerns

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

#### Next Meeting Dates

December 12<sup>th</sup>



## DCHLT Workgroup Reports

### DENTON COUNTY HOMELESS COALITION

#### October – December 2019

The Denton County Homeless Coalition has convened 2 times between October and December. Due to the coalition's recent transition to become a workgroup of the Denton County Homelessness Leadership Team, steering committee members elected to eliminate quarterly meetings of the general body and continue to promote monthly steering committee meetings to the entire coalition. The coalition will not meet in December.

UWDC backbone support shared promotional tools for the Denton County Homelessness Barriers Fund match campaign. Staff have also developed a new application process that includes additional training for requesting agencies to ensure all existing resources in the community have been exhausted.

UWDC staff and interns developed a social media campaign during Hunger and Homelessness awareness week (11/16 – 11/24) to raise awareness about homelessness in Denton County and the organizations working to improve collaboration and develop solutions. Social media posts were shared on Facebook during the week and included promotion of the 2020 Point-In-Time Count and the Barriers Fund.

2019 Chair, Mary Jones, has suggested the development of a service provider award and has consulted the coalition for feedback regarding award type and a possible luncheon.

UWDC staff have put together a 2019 Holiday Opportunity List, to which community groups can submit opportunities to give, volunteer or receive a meal or gift during the holiday season. The list is posted on the UWDC website.

The coalition has been planning for the 2020 Point-In-Time Count, scheduled for January 23<sup>rd</sup>. In an effort to count more accurately throughout the county, UWDC backbone support staff have identified geographic leads to assist with volunteer recruitment and PIT Count oversight the day of the count. Staff developed flyers to promote volunteering and donating for the PIT Count, as well as flyers to let potential survey participants when and where the count will take place.

In November, the coalition identified the 2020 Chair – Daphne Adams with Christian Community Action.

#### Short-term action items

Planning and preparation for the 2020 Point-In-Time Count

#### Accomplishments

Identified 2020 Chair – Daphne Adams, Christian Community Action

#### Concerns

Sufficient volunteers and donations for the 2020 PIT Count

#### Next Meeting Dates

January 22, 2020