



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 30<sup>th</sup>, 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 15<sup>th</sup>.

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 DCBHLT 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 10<sup>th</sup> 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 17<sup>th</sup> 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)**

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**Secretary**

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**Date**

