Thursday, April 13, 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 January Minutes	C. Parker	2 min.
II.	Leadership Denton 2016-2017 Findings	B. Duffy/T. Smith	20 min.
III.	Workforce Development Update	C. Cross	10 min.
IV.	Workgroup Updates		20 min.
	• Housing Workgroup	T. Widmer	
	• Data Workgroup	S. Coffey	
	• Consumer Workgroup	C. Cross	
V.	Backbone Support Update	C. Cross	10 min.
VI.	Denton County Homeless Coalition Update	J. Peters	10 min.
VII.	New Business	C. Parker	
VIII.	Adjourn	C. Parker	

Next Meeting Date:
Thursday, May 11, 2017 – 8:00 a.m. to 9:30 a.m. – UWDC

Vision:
Every person in Denton County has a place to call home that is safe, affordable, accessible and supported by community resources.

Mission:
The Denton County Homelessness Leadership Team fosters an effective and coordinated system of homelessness prevention and intervention, resulting in homelessness that is rare, brief and nonrecurring through:

- Community awareness and connection
- Data-driven, evidenced-based, fiscally responsible recommendations
- Innovative solutions around affordable housing, access to primary and behavioral health care services, adequate incomes and coordinated services
- Mobilizing, advocating and empowering public-private community-wide collaboration

Denton County Homelessness Leadership Team
Meeting Minutes | Thursday, March 9, 2017

Appointees/Ex-Officios Present: Alice Mankoff, Barton Duffy, Chasz Parker, Commissioner Bobbie Mitchell, Councilman TJ Gilmore, Councilwoman Keely Briggs, Courtney Cross (Ex-Officio), Cynthia Harris, Dani Shaw (Ex-Officio), Gary Henderson (Ex-Officio), Jessica DeRoche, Jessica Peters (Ex-Officio) Kathy Srokosz, Monica Glenn, Sandra Robinson, Stephen Coffey, Terry Widmer, Thomas Muir, Valerie Foster

Appointees Absent: Chief Lee Howell, Herman Oosterwijk, Isabel Rodriguez, Mayor Chris Watts, Roy Metzler, Sherri McDade

Guests: Nick McRae, Linda Choi, John Cabrales, Chris Martin

Welcome & Consideration of February Minutes

Co-Chair, Chasz Parker, called the meeting to order at 8:01 a.m. Chasz requested a motion to approve February meeting minutes.

Motion: Terry Widmer
2nd: Commissioner Mitchell
Motion was approved.

Strategic Planning Committee Update

Jessica DeRoche provided an update on the final DCHLT Strategic Plan. She informed the group that the format of each strategic goal is such that each objective is meant to inform the next, and that the goal of strategic plan is to emphasize the policy, funding-oriented, process focus of DCHLT workgroups versus a program development or implementation focus.

Jessica noted the supplemental material at back of packet for reference throughout the discussion:

- Comprehensive Definition of Homelessness: this definition has been further consolidated to outline four clear categories, including the addition of an explanation of 'cost burdened' under CATEGORY 2: At-Risk; Coordinated Entry will initially address CATEGORY 1: Chronic/Literal Homeless
- System Performance Measures – The Texas Homeless Network has indicated these will become increasingly important to HUD; these measures will help us as a community more accurately determine gaps and the effectiveness of programs
- Housing Terms

Jessica reviewed the Housing Workgroup's Strategic Goal to Increase Access to Housing for Residents of Denton County:

- Objective 1: Identify unmet housing need
    - Jessica notated the consistent use of 'housing types' throughout strategies and metrics, and that this is one of the first times we've categorized housing types in this way to be more comprehensible to the public.
    - The intention of the metric to 'identify occupancy rates' under metrics is to go beyond census data and develop a more accurate picture of overall availability of units throughout the county. The workgroup will likely partner with local universities to achieve this.
- Objective 2: Expand housing capacity
    - The overall purpose of this objective is to determine how to increase access to what already exists and possibly even add to our current stock.
    - Additionally, the workgroup will explore tactics such as networking with landlords and the establishment of 'landlord risk mitigation funds'.
- Objective 3: Foster housing stability
    - Courtney notated the alignment of the metric to analyze household income paid towards housing with both City of Denton and City of Lewisville long term planning.
        - Aligns with the first 'Housing and Neighborhoods' goal in the Denton 2030 Plan:
            - "Develop and maintain a housing stock that meets the needs of all residents with a diverse array of choices in type, cost, and location."
        - And the #5 'Big Move' in Lewisville's 2025 Plan - Create New Neighborhood Choices.
            - "Provide expanded neighborhood choices to make Lewisville the location of choice for all ages and incomes."
            - "Concentrate future loft and mixed-use residential choices near Denton County Transportation Authority (DCTA) stations."
            - "Support new neighborhoods for those desiring more upscale housing by considering Castle Hills and Town of Hebron area (150+ acres) annexations."
    - Jessica noted the metric to assess case management capacity, and how this is key for funders and long term planning for capacity of local agencies to promote housing stabilization.
- Objective 4: Influence public policy
    - The DCHLT and the Housing Workgroup will advocate and support on-going housing initiatives at all levels of government.
    - Additionally, the group will explore the role/need for student housing as it relates to the future of housing ability in the county.
- Objective 5: Seek funding
    - The goal is to seek funding to support the development, implementation and maintenance of processes and tools that will increase access to housing.

Jessica reviewed the Data Workgroup's Strategic Goal of Continuous Improvement of Homelessness Data Management in Denton County:

- Objective 1: Implement a Coordinated Entry Process in Denton County
    - Goal here is to implement necessary processes while also making note of necessary 'equipment and personnel' needed to maintain and expand processes.
    - Dani and Gary notated the support needed from the DCHLT and agency boards for the successfully implementation of this process.
- Objective 2: Determine Housing Need
    - The Data Workgroup will contribute and align its work closely with the Housing Workgroup to determine gaps and make policy recommendations.
- Objective 3: Develop and Maintain a Data Dashboard
    - This tool will hold us accountable as a community to regularly review our data and the effectiveness of local programs to achieve desired goals related to the System Performance Measures, as well as other goals set by the community.
    - Additionally, this will allow for increased community awareness of the efforts being made to improve Denton County's local housing crisis response system.
- Objective 4: Seek Funding
    - The goal is to seek funding to support the continuous improvement of homelessness data management in Denton County.

Courtney reviewed the strategic goal of Backbone Support to support the mission and vision of the DCHLT, and to support the strategic goals of the workgroups. Courtney reviewed a workplan template workgroups will use to track their progress. Additionally, Backbone Support will increase community awareness and connection by organizing regular presentations throughout the community, and collaborating closely with the Denton County Homeless Coalition and other regional homelessness initiatives throughout the North Texas region.

Jessica asked for comments and feedback from appointees.

- Commissioner Mitchell stated the importance of getting in front of elected bodies because meetings are televised and communicated to a larger audience.
- Councilwoman Briggs asked about the successful implementation of HMIS at agencies throughout the county. Gary stated that governing boards can pass resolutions in support of HMIS.
- Jessica Peters stated how this strategic plan will also serve as a helpful tool for the Denton County Homeless Coalition as they set goals for the new year.

Chasz requested a motion to accept the DCHLT 2017-2020 Strategic Plan.

Motion: Valerie Foster
2nd: Alice Mankoff
Motion was approved.

Workgroup Updates

Terry Widmer provided an update on the DCHLT Housing Workgroup. The workgroup finalized their strategic goal at the February meeting. The next meeting is Monday, March 20th, and the workgroup will begin working towards its objective to expand housing capacity by networking with private landlords. Jeff Coffey is a local private property owner and has offered his insight and expertise to this process. Additionally, the workgroup will begin to formulate a workplan and assigning tasks to members.

Terry also provided and update on the Denton Supportive Housing Pilot. The Denton Community Health Clinic has had to retract their commitment to provide case management due to financial reasons. Given the DCHLT's recent vote to prioritize Veterans for Coordinated Entry, the Denton Supportive Housing Pilot Review Team agreed to also prioritize Veterans for the pilot. UWDC Veteran Community Navigators will work with their team of BSW and MSW interns to provide intensive case management for Veterans experiencing chronic homelessness who are also affected by a behavioral health disorder. The pilot implementation team is attempting to follow local CE process as closely as possible in its referral process, and has seen initial success communicating the requirement that providers direct their clients to Front Doors if they would like for them to be considered for the program. The group has also been working through crucial data-sharing requirements.

Terry notated the ways in which the pilot implementation process has highlighted the many barriers faced by clients as well as private landlords in housing people experiencing homelessness. Alice Mankoff commended Terry for her work and leadership during this process.

Stephen Coffey provided and update on the Data Workgroup. The DCHLT Data Workgroup and the DCHC Coordinated Entry Steering Committee met to collaborate on the group's strategic goal, objectives, and strategies to further the implementation of Coordinated Entry throughout Denton County. The group discussed HUD required systems performance measures and how to integrate established best practices into the workgroup's strategic planning. The group established three main objectives around implementing Coordinated Entry throughout homeless service and housing providers, continuous evaluation of System Performance measures, and determining the housing need throughout Denton County. Members discussed the importance of establishing agency roles with the implementation of Coordinated Entry, which agencies will me administering the CE process and which agencies will be getting people experiencing homelessness housed. Other conversations were facilitated regarding the importance of data for improved system performance measures and determining housing need throughout Denton County, and the necessity of a uniform process to input and share data. Strategic planning will continue in the upcoming meeting focusing on direct service providers and how to best support these agencies with the further implementation of Coordinated Entry.

Stephen mentioned the recent Data & Draughts meetings intended to assess available and needed data, and to initiate discussions around how to develop a data dashboard from multiple data sources.

Courtney provided an update on Denton Data Day which took place at the Denton Stoke Coworking Center Saturday, March 4th. Attendees assisted in data visualization and creating a mock web-interface that would assist in streamlined, real-time data entry during annual homeless censuses.

Courtney presented graph utilizing HMIS data regarding Salvation Army Denton Shelter exit destination information. According to a report run on unduplicated clients who accessed and exited the Salvation Army Denton Shelter in 2016, approximately 40% of people who stayed at the shelter exited back to a place not meant for habitation. This is one of the first times we have been able to paint a picture of the gaps in our current system using data, and this shows us the high need for permanent housing solutions for people leaving emergency shelter.

Courtney reviewed the Coordinated Entry process flow currently being developed by the workgroup. Backbone support has worked with UNT students to map current processes within agencies, and next steps are to determine how we can support agencies to adjust existing intake processes to adapt to the Denton County CE process.

Courtney provided an update of the Community Conversations Workgroup. Backbone support continues to develop materials for community conversations (conversations guides and facilitator materials, surveys and a list of groups to speak with). Next steps include setting dates and times for meetings with community groups.

Speakers Bureau

Courtney reviewed the updated Speakers Bureau slides, which included more data on Denton County's homeless population than prior versions. After discussion, the group agreed to include 2-3 case studies in order to illustrate the data points presented.

Valerie inquired as to whether or not it was possible to access data regarding homelessness and housing needs of college students. She also notated recently based closing in neighboring communities that has resulted in an influx of people seeking housing and employment in the North Texas region.

Backbone Support Update

Gary provided an update on Denton County Days at the Texas Capitol. Over 150 individuals represented Denton County across a variety of areas. UWDC led three nonprofit groups with focus areas of education and workforce development, mental health and homelessness. The homelessness team targeted TDHCA Board members to advocate for a Denton County representative to be appointed to the TDHCA board of directors. Backbone Support is working with the City of Denton's state legislative consultants to submit a name to the governor's office. The DCHLT will be consulted before any final names are submitted.

Courtney informed the group of the new 'Dallas Area Partnership to End Homelessness'. The City of Dallas is launching a 23-member appointed body to end homelessness. The inter agency coalition will promote accountability and coordination of services, and intends to seek increase funding for housing

and homelessness in Dallas County. Dallas County Judge Clay Jenkins urged the faith community do more to end homelessness, and the community to get involved.

The DCHLT might consider reaching out to collaborate in terms of long-term planning for both groups/counties. Courtney will send more information when as it becomes available.

Denton County Homeless Coalition Update

Jessica Peters provided an update on Denton County Homeless Coalition. The coalition has begun its own strategic planning, and Jessica notated the role the coalition can play in education local organizations – especially churches – in local CE processes.

Jessica also mentioned she will ask coalition steering committee members to contribute case studies for DCHLT speakers bureau presentations.

New Business/Public Comments

Chasz asks for new business. Guest Barbara Ross urged attendees to contact federal elected officials to preserve federal funding for crucial housing related programming at the municipal and state levels. Appointees discussed the need to draft letters of support and send from their respective agencies to maintain HUD funding.

Chasz requested a motion to draft letters of support for the maintenance of federal funding to support local housing programs.

Motion: Stephen Coffey
2nd: Councilman Gilmore
Motion was approved.

The meeting was adjourned by consent at 9:30 a.m.

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Next Meeting:
Thursday, April 13, 2016 | 8:00 a.m. to 9:30 a.m. | UWDC

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Secretary   Date

DCHLT Workgroup Reports

March 2017

WORKGROUP NAME: HOUSING

CHAIR NAME: TERRI WIDMER
CHAIR CONTACT INFORMATION (EMAIL AND PHONE): TBWIDMER@GMAIL.COM PHONE NUMBER

Meeting Summary: March 20, 2017

Workgroup members: Terry Widmer (Chair), Dani Shaw, Jeff Coffey, Rebekah Woodland, Leslie Moseley, Kristin English, Sherri McDade, Alonzo Peterson, Pauline Jemison, Tiffany Youngblood, Christy Daniel, Betty Kay, Cathy Brown, George Morrison, Melanie Torres, Brenda Jackson, Jessica Burchfield, Alex Reed, Courtney Cross

Attending: Terry Widmer (Chair), Dani Shaw, Kristin English, Tiffany Youngblood, Christy Daniel, George Morrison, Melanie Torres, Jessica Burchfield, Alex Reed, Courtney Cross

The group discussed the current state of the Housing Pilot and related processes. Two candidates have been identified and units are expected to be made available in the following two to four weeks with the goal of housing a client within one month of the meeting date. Barriers were identified between identifying a candidate and tangibly identifying a client. The new model of client outreach will include participation from the candidate's referral agency. An increase in VI-SPDATs inputted into HMIS was identified and will foster DSHP success. Cost per client will be used as an outcome measure.

The group reviewed the Strategic Goal and began to articulate metrics into outcome measures in the Workplan, as well as set target completion dates. The group will assign subcommittees and tasks when outcome measures have been identified.

Q&A with Jeff Coffey to be postponed.

Short Term Action Items

Front-door agencies to continue to promote coordinated entry and input VI-SPDATs in HMIS.

UWDC to continue to articulate metrics to outcome measures.

Members to begin to identify which metrics they can of the most assistance in accomplishing.

Accomplishments

Development of cost analysis and cost offset of homelessness versus supportive housing.

Concerns

Lack of private landlord database and Lack of available housing and rental inventory and resources.

Next Meeting Dates

April 17, 2017

United Way
of Denton County, Inc.

UnitedWayDenton.org

LIVE UNITED

United Way

WORKGROUP NAME: DATA | WORKGROUP CHAIR: STEPHEN COFFEY

Meeting Summary: March/April 2017

3/24/17 Members Present: Stephen Coffey (Chair), Alonzo Peterson, Brenda Jackson, Christy Daniel, Courtney Cross, Danielle Shaw, Jesse Hamner, Keith Henderson, Linda Choi, Stephani Aguilar, Valerie Foster, David Mays, Rebecca Woodland, Ruby De Jesus, Damita Harris, Leslie Mosely, Sarah Banis, Katherine Gonzales

The DCHLT Data Workgroups and the DCHC Coordinated Entry Steering Committee met to establish Front Door (FD) agencies completing the Coordinated Entry process with literally homeless households. Now that initial FD agencies have been established, the Data Workgroup and Steering Committee will work towards collaborating and folding in agencies that serve people experiencing homelessness throughout Denton County; specifically agencies in more rural parts of the county. This will ensure that the Coordinated Entry process is easily and equally accessible to households in need of homeless and housing services. The workgroups and steering committee also facilitated a discussion around the barriers and issues direct service providers face when implementing systems change – CE and focused on possible solutions and next steps to identified issues.

The chair requested the following motions:

> The following agencies will act as 'Front Door' points of entry for Coordinated Entry in Denton County:

>> Phase 1 – Literal Homeless (with HMIS access): Salvation Army Denton, Our Daily Bread, Giving Hope (Street Outreach), Journey to Dream (Youth Only), Monsignor King Outreach Center, Denton County Friends of the Family (DV Workaround), MHMR (Limited Basis)

>> Phase 2 – Literal Homeless (need HMIS access/training and outreach needed): Salvation Army Lewisville, Sanger/Krum (Possibly Sanger Crisis Center), Pilot Point/Aubrey (Possibly Shepherd's House), The Colony/Little Elm (Possibly Metro-Relief)

>> Phase 3 – At-Risk of Homelessness: Christian Community Action

> *Motion: Dani Shaw; 2nd: Brenda Jackson; Motion Approved*

> Front Door agencies agree to enter into a written commitment of accountability to the Denton County Coordinated Entry process, and will comment on the details of said agreement within an established time frame.

> *Motion: Dani Shaw; 2nd: Valerie Foster; Motion Approved*

Next Steps:
- Backbone Support draft MOU for Front Door agencies and receive comments by April 6th, for approval AND signatures April 7th
- Backbone Support communicate HMIS concerns to THN
- NEXT MEETING: Identify and Define role of Front Door and Receiving Agencies; Establish 'Workaround' procedures for agencies w/o HMIS access (DCFOF; Catholic Charities)
- Walk through Coordinated Entry Workflow and collect comments for THN

4/7/17 Members Present: Chair: Stephen Coffey, Brenda Jackson, Christy Daniel, Courtney Cross, Dani Shaw, Stephanie Aguilar, David Mays, Leslie Mosley, and Katherine Gonzales

During the DCHLT Data Workgroup and the DCHC Coordinated Entry Steering Committee meeting both groups agreed to finalize the Denton County Coordinated Entry Process and the Denton County Coordinated

Entry Front Door Memorandum of Agreement. The workgroup also identified Receiving Agencies (RA) and brainstormed on the roles and responsibilities to draft into the RA Memorandum of Agreement.

The group requested the following motions:

> Recommend the roles and responsibilities as listed on the Denton County Front Door Memorandum of Agreement
> *Motion: Stephen Coffey; 2nd Brenda Jackson*

> Recommend the Coordinated Entry Process document as the official Denton County Coordinated Entry process
> *Motion: Christy Daniel; 2nd David Mays*

3/3/17 'Data & Draughts': Workgroup and committee members met to establish baseline system performance measurements to track Homeless Crisis Response System improvement over time. This will be gathered from data currently stored in the Homeless Management Information System (HMIS), ClientTrack. Members also discussed the development of a web-based homelessness data dashboard with demographic and statistical data of people experiencing homelessness at any given time in Denton County. Particularly, members discussed the available data sources to feed into the dashboard.

Shor-term action items

Approval of the Denton County Coordinated Entry Process

Approval and execution of Front Door and Receiving Agency MOUs

Establish eligibility matrix

Prioritization standards for Denton County

Accomplishments

Established Front Door agencies

Established Receiving Agencies

Denton County Coordinated Entry Front Door and Receiving Agency MOUs

Concerns

Developing a CE DV workaround approved by the Texas Council on Family Violence
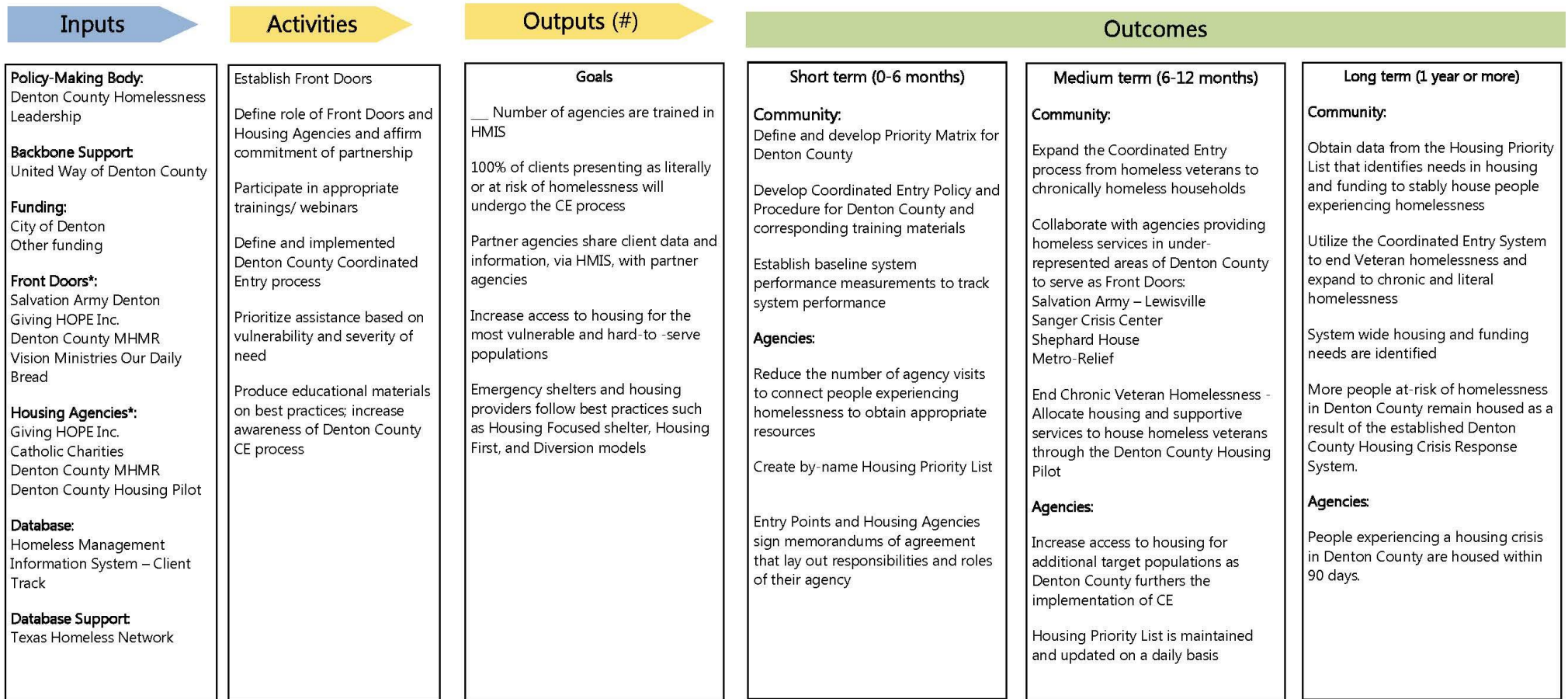
Developing a CE workaround for Catholic Charities that doesn't duplicate clients across the HMIS databases CC utilizes

Next Meeting Dates

May 18, 2016

Logic Model: Denton County Coordinate Entry Process
Problem Statement: Denton County's Housing Crisis Response System does not provide a clear path from homelessness to housed.

Inputs	Activities	Outputs (#)	Outcomes		

Inputs	Activities	Outputs (#) — Goals	Short term (0-6 months)	Medium term (6-12 months)	Long term (1 year or more)
Policy-Making Body: Denton County Homelessness Leadership **Backbone Support:** United Way of Denton County **Funding:** City of Denton Other funding **Front Doors*:** Salvation Army Denton Giving HOPE Inc. Denton County MHMR Vision Ministries Our Daily Bread **Housing Agencies*:** Giving HOPE Inc. Catholic Charities Denton County MHMR Denton County Housing Pilot **Database:** Homeless Management Information System – Client Track **Database Support:** Texas Homeless Network	Establish Front Doors Define role of Front Doors and Housing Agencies and affirm commitment of partnership Participate in appropriate trainings/ webinars Define and implemented Denton County Coordinated Entry process Prioritize assistance based on vulnerability and severity of need Produce educational materials on best practices; increase awareness of Denton County CE process	**Goals** ___ Number of agencies are trained in HMIS 100% of clients presenting as literally or at risk of homelessness will undergo the CE process Partner agencies share client data and information, via HMIS, with partner agencies Increase access to housing for the most vulnerable and hard-to -serve populations Emergency shelters and housing providers follow best practices such as Housing Focused shelter, Housing First, and Diversion models	**Community:** Define and develop Priority Matrix for Denton County Develop Coordinated Entry Policy and Procedure for Denton County and corresponding training materials Establish baseline system performance measurements to track system performance **Agencies:** Reduce the number of agency visits to connect people experiencing homelessness to obtain appropriate resources Create by-name Housing Priority List Entry Points and Housing Agencies sign memorandums of agreement that lay out responsibilities and roles of their agency	**Community:** Expand the Coordinated Entry process from homeless veterans to chronically homeless households Collaborate with agencies providing homeless services in under-represented areas of Denton County to serve as Front Doors: Salvation Army – Lewisville Sanger Crisis Center Shephard House Metro-Relief End Chronic Veteran Homelessness - Allocate housing and supportive services to house homeless veterans through the Denton County Housing Pilot **Agencies:** Increase access to housing for additional target populations as Denton County furthers the implementation of CE Housing Priority List is maintained and updated on a daily basis	**Community:** Obtain data from the Housing Priority List that identifies needs in housing and funding to stably house people experiencing homelessness Utilize the Coordinated Entry System to end Veteran homelessness and expand to chronic and literal homelessness System wide housing and funding needs are identified More people at-risk of homelessness in Denton County remain housed as a result of the established Denton County Housing Crisis Response System. **Agencies:** People experiencing a housing crisis in Denton County are housed within 90 days.

*Homeless Crisis Response System: Comprised of emergency shelter, homeless services, and housing strategically set in place to ensure that homelessness is rare, brief, and non-recurring.

*Coordinated Entry (CE): A process intended to quickly identify individuals and families experiencing or at-risk of homelessness, assess household vulnerability with the use of a common assessment tool (VI-SPDAT/ F-VI-SPDAT), and connect households to community resources based on strengths and situational needs

*Front Doors: Designated locations where individuals and families experiencing or at-risk of homelessness undergo a common assessment process to quickly and equitably gain access to available community resources.

*Housing Agency: Housing programs or agencies that receive clients referrals through HMIS and pull clients off a Housing Priority list based on eligibility requirements and prioritized need.

The DCHLT Data Workgroup makes the following recommendations to DCHLT appointees for approval. These recommendations are crucial to the continued implementation of a Denton County Coordinated Entry Process.

The DCHLT Data Workgroup recommends DCHLT approval of the following:

1. The Denton County Coordinated Entry Process and phases of implementation.
   a. Denton County CE Process Overview (see attached)
      - This is a broad overview of the Denton County CE process; further details and tools will be presented to the DCHLT for approval as they are developed.
   b. Denton County CE Process Phases of Implementation
      - The following agencies will act as 'Front Door' points of entry for Coordinated Entry in Denton County:
         o Phase 1 – Literal Homeless (with HMIS access): Salvation Army Denton, Our Daily Bread, Giving Hope (Street Outreach), Journey to Dream (Youth Only), Monsignor King Outreach Center, Denton County Friends of the Family (DV Workaround), MHMR (Limited Basis)
         o Phase 2 – Literal Homeless (need HMIS access/training and outreach needed): Salvation Army Lewisville, Sanger/Krum (Possibly Sanger Crisis Center), Pilot Point/Aubrey (Possibly Shepherd's House), The Colony/Little Elm (Possibly Metro-Relief)
         o Phase 3 – At-Risk of Homelessness: Christian Community Action
2. Roles and responsibilities of Front Door and Receiving Agencies.
   a. Front Door Agencies:
      i. Complete the 'Coordinated Entry Workflow' in HMIS with households that present as homeless or at risk of homelessness as it pertains to current phase of CE implementation
         1. Collect basic demographic and housing information from household
         2. Conduct the VI-SPDAT or F-VI-SPDAT to facilitate matching to an appropriate housing intervention and prioritization
         3. Make a referral based of the appropriate housing intervention and reviewing the eligibility requirements
         4. Record unmet needs
         5. Update the CE Status services with "Assessed"
      ii. Enter client data via HMIS (ClientTrack) in real-time, and if not currently able to do so be working towards this goal; due to federal requirements for domestic violence service providers, de-identified data from Denton County Friends of the Family will be entered on a weekly basis by an identified FD agency with HMIS access.
      iii. Participate in necessary HMIS and Coordinated Entry Workflow training
      iv. Agree to share data and information as needed per internal policy, as well as the BoS Agency Partner Agreement
   o Receiving Agencies:
      ▪ Refer individuals and families experiencing homelessness to Front Door agencies to complete a common assessment
      ▪ Receive appropriate referral via HMIS for housing or financial to all households that have been assessed and prioritized by Front Door Agencies
   - Contact household to review eligibility requirements

- Update CE Status Service in HMIS in real time as households move through process for obtaining housing
- Record unmet needs if housing or financial assistance is unavailable
  - Inform Front Door agency if unable to offer appropriate assistance to referred households
  - Participate in necessary HMIS and Coordinated Entry Workflow training
  - Agree to share data and information with other Receiving Agencies and Front Door agencies as needed per internal policy, as well as the BoS Agency Partner Agreement
  - Divert presenting clients from homelessness whenever possible by providing problem-solving and/or "lightest touch" services. Diversion assists households in finding housing outside of emergency shelter by helping them identify immediate alternate housing arrangements and, if necessary, contacting them with services and financial assistance to help them return to permanent housing.

3. The execution of the following Memorandums of Agreement which clearly state the commitments of Denton County homeless and housing agencies to abide by the Denton County CE Process in their respective roles.
   a. See attached for draft MOUs.

DENTON COUNTY COORDINATED ENTRY SYSTEM

This is Jane

1. Jane is experiencing homelessness

2. Jane seeks services through a homeless service agency or is identified via street outreach

3. Is the agency a Front Door? Great! If not, Jane is referred to a Front Door Agency
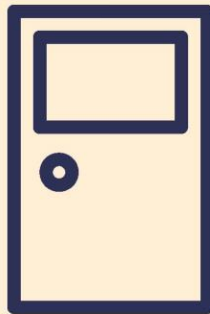
Front Door Agencies will:

1. Enter Jane's demographic information within the HMIS in real-time

2. Have a staff member complete the HMIS Coordinated Entry Workflow with Jane

   * Within the HMIS CE workflow Jane completes a VI-SPDAT with staff member and receives a score that will be used to match her to the most appropriate housing intervention

   * The HMIS software saves Jane's vulnerability score onto a Housing Priority List

3. Make a Housing referral to appropriate Receiving Agency through HMIS

Receiving Agency will:

1. Accept Jane's housing referrals though HMIS and verify eligibility

2. Contact Jane to be placed into housing

3. Update Jane's housing progress (Client accepted/denied, housed, contact attempted, unable to contact client) in the Service Domain within HMIS

4. Enroll Jane into housing program

Jane is housed!

INTRODUCTION

The Coordinated Entry (CE) process is intended to quickly identify individuals and families experiencing or at-risk of homelessness, assess household vulnerability with the use of a common assessment tool (VI-SPDAT/ F-VI-SPDAT), and connect households to community resources based on strengths and situational needs.

Although it is not the solution to homelessness alone, successful implementation of a county-wide CE process is crucial for a strong and connected Housing Crisis Response System that prevents homelessness when possible, and in all other instances ensures that homelessness is rare, brief and nonrecurring.

Within the CE process, a Front Door (FD) is a designated location where individuals and families experiencing or at-risk of homelessness undergo a common assessment process to quickly and equitably gain access to available community resources. Households qualifying for housing intervention are prioritized by acuity onto a Housing Priority List, and referred to the most appropriate housing solution.

Receiving Agencies (RA) receive housing referrals through HMIS from Front Door agencies that assess and verify households for program eligibility. RAs provide housing or funding to stably house qualifying households when available and if not, record unmet needs.

PURPOSE

To ensure the successful implementation of the Denton County Coordinated Entry process across all Front Door agencies throughout the geographic area.

This MOU is contingent on the corresponding MOU and commitment made by Receiving Agencies as per the Denton County Coordinated Entry Process.

RESPONSIBILITIES

Front Door agencies will:

- Complete the 'Coordinated Entry Workflow' in HMIS with all households that present as homeless or at risk of homelessness as it pertains to current phase of CE implementation.
  - Collect basic demographic and housing information from household
  - Conduct the VI-SPDAT or F-VI-SPDAT to facilitate matching to an appropriate housing intervention and prioritization
  - Make referrals via HMIS based on the appropriate housing intervention and reviewing the eligibility requirements
  - Record unmet needs
  - Update the CE Status services with "Assessed"

- Enter client data via HMIS (ClientTrack) in real-time where the law allows, and if not currently able to do so be working towards this goal;
  - Due to federal requirements of the Violence Against Women Act (VOWA), domestic violence service providers may not enter client data into HMIS; Denton County Friends of the Family will utilize an established workaround process to operate as a Front Door for individuals and families who fall into Category 4 of the established definition of homelessness for Denton County.
- Participate in necessary HMIS and Coordinated Entry Workflow training where the law allows
- Agree to share data and information with other Front Door and Receiving Agencies as needed per internal policy, as well as the BoS Agency Partner Agreement
- Divert presenting clients from homelessness whenever possible by providing problem-solving and/or the "lightest touch" services. Diversion assists households in finding housing outside of an emergency shelter by helping them identify immediate alternate housing arrangements and, if necessary, contracting them with services and financial assistance to help them return to permanent housing.

Addition/Removal of Front Door Agencies

Recommendations to add or remove Front Door agencies will be made via the Denton County Homelessness Leadership Team Data Workgroup, and approved by Denton County Homelessness Leadership Team appointees.

The Denton County Homelessness Leadership Team (with the United Way of Denton County operating as fiscal agent and backbone support agency) will:

- Provide backbone support for the development, implementation and maintenance of the Denton County Coordinated Entry Process.

SIGNATURES

Parties signing here are authorized to sign on behalf of their respective agencies and agree to be bound by and follow the above responsibilities, and to abide by the Denton County Coordinated Entry Process.

Denton County Friends of the Family   Date

Denton County MHMR   Date

Giving Hope, Inc.   Date

Journey to Dream   Date

Monsignor King Outreach Center   Date

Our Daily Bread   Date

The Salvation Army – Denton Corps Shelter   Date

United Way of Denton County   Date

DRAFT

MEMORANDUM OF UNDERSTANING
FOR DENTON COUNTY COORDINATED ENTRY PROCESS
RECEIVING AGENCIES & BACKBONE SUPPORT

INTRODUCTUON

The Coordinated Entry (CE) process is intended to quickly identify individuals and families experiencing or at-risk of homelessness, assess household vulnerability with the use of a common assessment tool (VI-SPDAT/ F-VI-SPDAT), and connect households to community resources based on strengths and situational needs.

Although it is not the solution to homelessness alone, successful implementation of a county-wide CE process is crucial for a strong and connected Housing Crisis Response System that prevents homelessness when possible, and in all other instances ensures that homelessness is rare, brief, and non-recurring.

Within the CE process, a Front Door (FD) is a designated location where individuals and families experiencing or at-risk of homelessness undergo a common assessment process to quickly and equitably gain access to available community resources. Households qualifying for housing intervention are prioritized by acuity onto a Housing Priority List, and referred to the most appropriate housing solution.

Receiving Agencies (RA) receive housing referrals through HMIS from Front Door agencies that assess and verify households for program eligibility. RAs provide housing or funding to stably house qualifying households when available and if not, record unmet needs.

PURPOSE

To ensure the successful implementation of the Denton County Coordinated Entry Process across all Receiving Agencies throughout the geographic area.

This MOU is contingent on the corresponding MOU and commitment made by Front Door agencies as per the Denton County Coordinated Entry Process.

RESPONSIBILITIES

Receiving Agencies will:

- Refer individuals and families experiencing homelessness to Front Door agencies for a common assessment
- Receive appropriate referrals via HMIS for housing or financial assistance to all households that have been assessed and prioritized by Front Door Agencies
    - Contact household to review eligibility requirements
    - Update CE Status Service in HMIS in real-time as households move through process for obtaining housing
    - Record unmet needs if housing or financial assistance is unavailable

- Inform Front Door agency if unable to offer appropriate assistance to referred households
- Participate in necessary HMIS and Coordinated Entry Workflow training
- Agree to share data and information with other Receiving Agencies and Front Door agencies as needed per internal policy, as well as the BoS Agency Partner Agreement
- Divert presenting clients from homelessness whenever possible by providing problem-solving and/or the "lightest touch" services. Diversion assists households in finding housing outside of an emergency shelter by helping them identify immediate alternate housing arrangements and, if necessary, contracting them with services and financial assistance to help them return to permanent housing.

Addition/Removal of Receiving Agencies

Recommendations to add or remove Receiving Agencies will be made via the Denton County Homelessness Leadership Team Data Workgroup, and approved by Denton County Homelessness Leadership Team appointees.

The Denton County Homelessness Leadership Team (with the United Way of Denton County operating as fiscal agent and backbone support agency) will:

- Provide backbone support for the development, implementation and maintenance of the Denton County Coordinated Entry Process.

SIGNATURES

Parties signing here are authorized to sign on behalf of their respective agencies and agree to be bound by and follow the above responsibilities, and to abide by the Denton County Coordinated Entry Process.

_____
Catholic Charities Ft. Worth   Date

_____
Denton County MHMR   Date

_____
Giving HOPE Inc.   Date

_____
United Way of Denton County   Date