



**Denton County Homelessness Leadership Team
Meeting Minutes | Thursday, October 12, 2017**

Appointees/Ex-Officios Present: Alice Mankoff, Barton Duffy, Commissioner Bobbie Mitchell, Councilman TJ Gilmore, Councilwoman Keely Briggs, Courtney Cross (Ex-Officio), Cynthia Harris, Dani Shaw (Ex-Officio), Gary Henderson (Ex-Officio), Isabel Rodriguez, Jessica DeRoche, Kathy Srokosz, Mayor Chris Watts, Monica Glenn, Roy Metzler, Sandra Robinson, Sherri McDade, Terry Widmer, Thomas Muir

Appointees Absent: Chasz Parker, Chief Lee Howell (regrets), Herman Oosterwijk, Jessica Pool (Ex-Officio) (regrets), Stephen Coffey, Valerie Foster (regrets)

Guests: Stephen Thomas (Salvation Army Lewisville), Sonia Redwine (United Way of Denton County), Frank Padgett (Denton Police Department on behalf of Chief Howell), Cathy Brown (Monsignor King Outreach Center), Betty Kay (Monsignor King Outreach Center), Jon Rich (Salvation Army DFW Command), Linda Choi (Salvation Army Denton), Katherine Gonzales (United Way of Denton County)

Welcome & Consideration of June Minutes

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

Motion: Sherri McDade

2nd: Councilwoman Keely Briggs

Motion was approved.

Emergency Solutions Grant (ESG) Update & Housing Funding 101

Mayor Watts invited Dani Shaw to provide an update of the Denton ESG Collaborative application, and to review the commitments our community has made to housing people using ESG funding.

Dani informed the group that the Denton ESG Collaborative was awarded full funding requested for the 2017-2019 grant term in the amount of \$1.2 million (\$600,000 annually for two years). The breakdown of funding and projected annual outcomes for a single year are as follows (numbers of individuals/households served may be duplicated across programs):

- \$12,500 – Street Outreach (Giving HOPE, Inc.)
 - o Serve 121 Individuals; Connect 70 % to Housing (40% Temporary; 30% Permanent)
- \$193,081 – Emergency Shelter (Denton County Friends of the Family & The Salvation Army Denton Shelter):
 - o Connect 265 to Housing (35% Temporary; 40% Permanent)
- \$133,141 – Rapid Re-Housing (Denton County Friends of the Family; Giving HOPE, Inc.):
 - o Provide Services to 188 Individuals; Permanently House 85% (Ensure 70% of the 85% Maintain Housing After 3 Months)



- \$222,609 – Homeless Prevention (Christian Community Action, Denton County Friends of the Family, Giving HOPE, Inc.)
 - o Serve 189 Individuals; Permanently House 85% (Ensure 75% of the 85% Maintain Housing After 3 Months)

*NOTE: Using previous ESG data, estimated the 188 individuals is about 84 households therefore 84 UNITS NEEDED. 84 Households = 84 x \$700 x 3 months === \$176,400 – TOTAL ESG REQUEST \$133,141
3mo of assistance - DEFICIT=\$43,259
4mo of assistance - DEFICIT=\$102,059
6mo of assistance - DEFICIT=\$219,659*

Additional outcome measures include increases in both cash and non-cash income for individuals and households receiving ESG services. Based on a conservative estimate of \$700 monthly rent and utility expenses (for three months), the ESG Collaborative estimates a \$43,000 deficit for Rapid Re-Housing needs. Funding to support the utilization of the Homeless Management Information System (HMIS) or a comparable database make up \$20,300 (typically staff salaries for data entry) of ESG funding across the collaborative; administrative costs total \$18,369.

Mayor Watts inquired about the goal to connect 70% of individuals served through Street Outreach to housing, and the need to address the lack of available units in the county to reach this goal. Dani stated that the housing solution conversation is taking place within the DCHLT Housing Workgroup, and includes efforts to better network with landlords. The Mayor asked if the 265 housing metric regarding Emergency Shelter indicated 265 individual units, and Dani stated that this number is in regards to individuals and not households.

Gary Henderson asked if the community had enough funding to support sufficient case management to house people, and Dani answered no. Courtney Cross noted the adjustment for all ESG partners to engage in best practices and provide sufficient case management support to get and keep people housed. Mayor Thomas Muir asked if case management was realistic, especially regarding Homeless Prevention, in coaching individuals and families to the result of staying housed. Dani stated that while every case manager is different, the DCHLT Housing Workgroup is looking at potential training opportunities to assist case managers in their abilities to deliver housing-focused support.

Mayor Watts congratulated Dani Shaw and the ESG Collaborative on winning the grant, and thanked Denton County Commissioners Court, the City of Lewisville and the City of Denton for the crucial stopgap funding, and for the joint efforts to improve goals and commitments related to ESG performance.

Dani Shaw stated the need stop exiting people to homelessness, as it will adversely affect our grant metrics. Alice Mankoff stated it was evident that groups have been working together to achieve goals, something she has not seen in forty years in Denton. Mayor Watts agreed with Alice stating that the collaboration has been what is missing.



Salvation Army DFW Command

Mayor Watts invited Major Jon Rich to present on the Salvation Army DFW Command’s vision for their organization in Denton County. Major Rich introduced Lt. Linda Choi who oversees the Denton Shelter, and Steve Thomas, who oversees the Lewisville location and provides support to Denton.

The Salvation Army has twenty locations throughout the Dallas Fort Worth area, and they continue to plan strategically for their organization in the metroplex. Major Rich acknowledged the growing amount of need, and noted the poverty line is growing faster than the population. He stated that the dark side of a booming economy is that people are often left behind or fall through the cracks.

Major Rich stated that the Salvation Army wants to scale their Emergency Shelter and Transitional Shelter capacity significantly over the next five to ten years in the DFW metroplex, with a specific desire to scale Permanent Supportive Housing and Transitional Housing capacity in Denton County.

Salvation Army DFW Command plans to complete a feasibility study by December 2017, and hopes to begin new projects sometime next year (2018). Mayor Watts asked if the supportive housing case management will be provided by the Salvation Army or a combination of internal and external providers. Major Rich stated that it would likely be a collaborative case management model combining internal and external efforts.

Commissioner Bobbie Mitchell asked if the Salvation Army planned to develop Transitional Housing in Lewisville, and Major Rich stated that there were no current plans to do so. Commissioner Mitchell stated a concern that transportation would be a barrier for getting people from Lewisville to Denton.

Terry Widmer asked if there were any plans to establish a community center in outlying or smaller communities such as Sanger or Krum. Major Rich indicated it was a desire to do so over time, and recognized that the Salvation Army has not scaled their services in Denton County in over twenty years. He stated their goal is to strengthen current programs, and assess opportunities for expansion after that.

Sherri McDade asked if they had an idea of the amount or location of land needed to execute potential new projects. Major Rich stated that the Salvation Army DFW Command has looked at potential sites, and predicts they need an approximate total of ten acres in Denton and Lewisville.

Workgroup Updates

Chair Mayor Watts excused himself from the meeting, and DCHLT Secretary Council TJ Gilmore took over direction of the meeting.

Data Workgroup

Courtney Cross provided an update on Coordinated Entry and the most recent homelessness data (see below).



Category	Metric	HMIS Need YTD	Source
Assessments Completed (As of 9/30/17)	Individual	490	VI-SPDAT
	Families	27	F-VI-SPDAT
	Total	517	VI-SPDAT & F-VI-SPDAT
Veteran Status	Total	64	VI-SPDAT & F-VI-SPDAT
Housing Need (As of 9/30/17)	Diversion	109	VI-SPDAT & F-VI-SPDAT
	RRH	289	VI-SPDAT & F-VI-SPDAT
	PSH	119	VI-SPDAT & F-VI-SPDAT
	Total	517	VI-SPDAT & F-VI-SPDAT
Housing Referrals Made to Receiving Agencies (As of 8/31/17)	Giving HOPE: HP; TH; RRH;PSH	179	Provider HPL
	Catholic Charities: RRH	25	Provider HPL
	Salvation Army: ES	1	Provider HPL
	Journey to Dream: ES; TH	1	Provider HPL
	MKOC: ES	0	Provider HPL
	DSP: PSH	1	Provider HPL
	Denton County MHMR: PSH	26	Provider HPL
	Total	233	Provider HPL
*Next steps include tracking referrals made and those resulting in housing placement.			

Completed assessments in HMIS have increase significantly this year due to the implementation of Coordinated Entry, and the resulting data has allowed for initial analysis of varied levels of housing needs. The data also indicate the need to increase case management diversion training opportunities, and that the majority of people experiencing literal homelessness in Denton County are in need of Rapid Re-Housing.

The following data illustrate housing needs, capacity and gaps for Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH).

HMIS RRH Need YTD	HMIS RRH Need Monthly Average	ESG RRH Annual Served	ESG RRH Monthly Average Served
289	32	161	13
Projected Unmet RRH Need Annual	Projected Unmet RRH Need Monthly		
128	19		

MHMR Capacity	Households Currently Serving
19 Singles; 1 Famil	20 Singles; 1 Family
Over serving by 1; No availability	
Giving Hope Capacity	Households Currently Serving
20 cases; 28 clients	18 cases; 26 clients
2 Individual households available Only available to Chronically homeless households living with HIV/AIDS	

HMIS PSH Need YTD	MHMR Connections PSH Program Availability	Giving Hope PSH Program Availability
119	At Capacity	2

The workgroup finalized both the Eligibility and Prioritization Matrices – tools intended to assist providers in housing referrals and placements, respectively. Both tools are part of the Denton County Coordinated Entry Policies and Procedures, which the group approved for submission to the Texas Homeless Network (the lead agency for the Texas Balance of State Continuum of Care).

Housing Workgroup

Terry Widmer provided an update on the Housing Workgroup. The workgroup has been developing a landlord outreach initiative, ‘Doors for Denton County’, to increase nonprofit housing providers’ competitive edge in the housing market. The model includes aspects such as landlord risk mitigation,

occasional buy-downs, formal partnerships which include advanced pre-screenings of potential tenants, and possibly even options such as leasing bonuses that would go directly to leasing agents after signing clients from one of our nonprofit housing providers. The workgroup will debut the initiative at a Denton County Landlord Forum October 19th. The agenda for the forum will include a fair housing discussion, a review of existing housing programs, and a soft launch of the Doors for Denton County program which will include an overview of the program and a survey of landlords in attendance.

Moving forward, the workgroup plans to utilize Coordinated Entry data to inform efforts to influence Housing Policy, and conduct an in-depth assessment of case management.

Workforce Development Workgroup

Courtney informed the group that the workgroup conducted its first meeting in September. The group reviewed the need for a tool to streamline referrals to workforce development opportunities by case managers working with individuals experiencing or at-risk of homelessness. Backbone support presented a table of background research on existing workforce development opportunities, along with a Coordinated Entry Eligibility Matrix intended to assist case managers making referrals to housing. The group provided feedback on ways to utilize the research conducted to compose a helpful tool.

Attendees primarily consisted of organizations on the receiving end of referrals, and the group agreed the need to engage referring agencies in future development and feedback meetings. See below for additional feedback regarding improvement of future tools:

- Categorize workforce development opportunities by barriers clients may be facing (education level, criminal background, immigration status, immediacy of need, etc.)
- Elaborate on Program/Resource descriptions to include as much information as possible to ensure appropriate referrals
- Include supplemental materials detailing access to supportive services that would contribute to an individual or family's ability to maintain or increase their income (childcare, transportation, etc.)

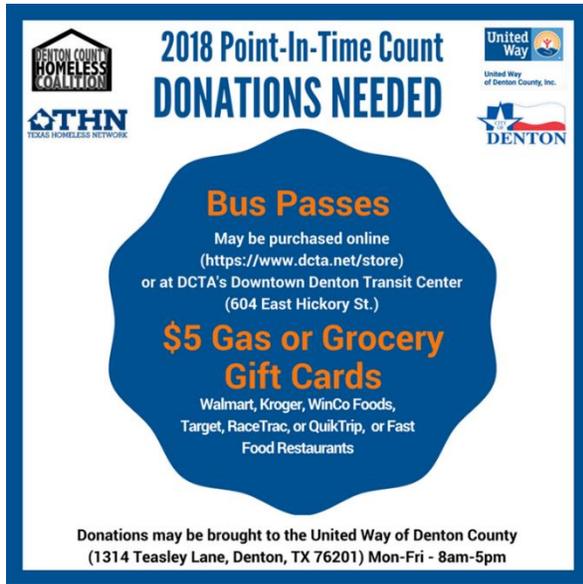
Next steps are to engage agencies making workforce related referrals, connect with the Texas Workforce Commission and build out the tool with initial feedback.

Community Conversations Workgroup

Courtney informed the group that backbone support continues to meet with interns and volunteers to develop information and conduct feedback sessions throughout the community.

Denton County Homeless Coalition Update

Courtney Cross provided the Denton County Homeless Coalition update. The coalition is preparing for the 2018 Point-In-Time Count happening Thursday, January 25th. The group has begun recruiting volunteers and collecting incentives for the count.



Backbone Support Update

Courtney provided an update of the Denton County Barriers Fund. The fund has three functions: client assistance, landlord outreach assistance and special projects for the Denton County Homeless Coalition. The coalition has appointed a steering committee to develop an overview for the fund, including functionality, processes for requesting and approving use of funds, and tracking outcomes. The United Way of Denton County will act as fiscal agent for this fund on behalf of the Denton County Homeless Coalition, and funds will allow for homeless and housing service agencies to meet client needs that promote housing stability, but fall outside the restrictive use of many existing grants.

Monica and Zach Glenn have made an inaugural donation to the Denton County Barriers Fund of \$3,500. Next steps include finalizing the fund overview, developing a streamlined way of donating to the fund, and a targeted marketing campaign to build the fund.

Courtney updated the group of recent DCHLT presentations throughout the county, and informed appointees of her availability to present at any other groups with which they may be affiliated.

Date	Audience	Speaker
6/21/2016	Denton Breakfast Kiwanis	Courtney Cross
4/20/2016	State of Homelessness 2016	Courtney Cross
10/18/2016	Denton City Council	Courtney Cross
1/12/2017	Denton Noon Rotary	Courtney Cross
1/19/2017	UWDC Board Presentation	Courtney Cross
2/6/2017	Denton Evening Rotary	Gary Henderson
7/25/2017	Denton City Council Work Session	Courtney Cross
8/28/2017	Denton Main Street Association	Courtney Cross & Dani Shaw
9/8/2017	Denton Chamber Networking Lunch	Courtney Cross
9/17/2017	Denton District 2 Community Conversation	Dani Shaw
9/18/2017	Lewisville City Council	Courtney Cross
9/21/2017	Leadership Denton Class of 2017-2018	Courtney Cross
9/21/2017	UWDC Board Meeting	Courtney Cross & Dani Shaw
10/10/2017	National Association of Social Workers (Denton Chapter)	Courtney Cross
Upcoming Presentations		
10/26/2017	Lewisville Morning Rotary	Courtney Cross
11/8/2017	UWDC Project Blueprint	Courtney Cross & Dani Shaw



New Business/Public Comments

The Secretary made a request for any new business. Upon hearing no requests for new business, the meeting was adjourned by consent at 9:24 a.m.

Next Meeting:

Thursday, December 14, 2017 | 8:00 a.m. to 9:30 a.m. | United Way of Denton County

Secretary

Date

