



Thursday, May 11, 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. Watts	2 min.
II.	Giving Hope, Inc. Update	C. Harris	15 min.
III.	Workforce Development Update	C. Cross	10 min.
IV.	Workgroup Updates		15 min.
	• Housing Workgroup	T. Widmer	
	• Data Workgroup	S. Coffey	
	• Community Conversations Workgroup	C. Cross	
V.	Backbone Support Update	C. Cross	10 min.
VI.	Denton County Homeless Coalition Update 2017 Point-In-Time Count Results	J. Peters/ D. Shaw	20 min.
VII.	New Business	C. Watts	
VIII.	Adjourn	C. Watts	

Next Meeting Date:

Thursday, June 8, 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



United Way
of Denton County, Inc.



**Denton County Homelessness Leadership Team
Meeting Minutes | Thursday, April 13, 2017**

Appointees/Ex-Officios Present: Alice Mankoff, 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, Mayor Chris Watts, Monica Glenn, Sandra Robinson, Sherri McDade, Stephen Coffey, Terry Widmer, Thomas Muir

Appointees Absent: Barton Duffy, Chief Lee Howell, Herman Oosterwijk, Isabel Rodriguez, Roy Metzler, Valerie Foster

Guests: Barbara Ross, Steve Thomas, Linda Choi, Brianna Hemf, Brenda Jackson, Rube DeJesus, John Cabrales, Stephanie Aguilar

Welcome & Consideration of February Minutes

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

Motion: Terry Widmer

2nd: Councilman TJ Gilmore

Motion was approved.

Leadership Denton 2016-2017 Findings

Tim Smith gave a brief presentation of the Leadership Denton class of 2016-2017 findings. The group focused on homelessness and housing insecurity in Denton. Tim reviewed the stakeholder and housing analysis, research of variables affecting ELI (extremely low income) renter housing and exploration of possible solutions. The groups findings centered on a lack of available workforce housing, the pressure of the growing student population on the local housing market and the possible solution of backyard cottages. Final recommendations included city code reform, appointing a housing supply committee to pursue city incentives, builder rebates and private-public partnerships.

After the presentation appointees asked questions and made comments. Commissioner Mitchell suggested Leadership Denton make the presentation in cities outside of Denton as well.

Workforce Development Update

Appointees received the workforce development report separate from the initial meeting materials. As a result, the group decided by consensus to wait and make a formal vote at the May meeting. Initial comments included a request to include Denton County school districts in efforts moving forward.

Workgroup Updates

Terry Widmer provided an update on the DCHLT Housing Workgroup. In their March meeting, 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.

Stephen Coffey provided an update on the Data Workgroup. Appointees reviewed the following recommendations and voted as such:

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:
 - 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
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.

Mayor Watts requested a motion to approve the above recommendations from the Data Workgroup.



Motion: Commissioner Bobbie Mitchell
2nd: Stephen Coffey
Motion was approved.

Mayor Muir suggested a legal review of the CE MOUs.

Courtney Cross and Alex Reed provided an update of the Community Conversations Workgroup. Recent listening conversations took place at Denton County MHMR’s Lewisville facility.

Backbone Support Update

Courtney informed the group of upcoming events including the Denton County Veteran Center grand opening ceremony, the Giving Hope Landlord Forum and requested appointees sign new conflict of interest policy forms for the new fiscal year.

Denton County Homeless Coalition Update

Jessica Peters provided an update on Denton County Homeless Coalition. The coalition will host an event May 12th from 5:30pm to 7pm at UNT on the square to reveal the 2017 Point-In-Time Count results. The event will be a come and go exhibit and will also serve to thank the volunteers for their contribution.

Dani Shaw reported on back funding the Denton ESG Collaborative was awarded from TDHCA. Giving Hope, Inc., Christian Community Action and Denton County Friends of the Family have received funding to be utilized between the months of April and June 2017.

New Business/Public Comments

Alice Mankoff requested speakers bureau materials for the May Denton County Friends of the Family board of directors meeting.

The meeting was adjourned by consent at 9:12 a.m.

**Next Meeting:
Thursday, May 11, 2016 | 8:00 a.m. to 9:30 a.m. | UWDC**

Secretary

Date



Denton County Homelessness Leadership Team Workforce Development

Objective:

February 2017, the Denton County Homelessness Leadership Team, as part of its strategic planning efforts, requested backbone support conduct fact-finding efforts to assess current initiatives and programs addressing workforce development needs in Denton County. This request was made to ensure the Denton County Homelessness Leadership Team's efforts to address homelessness and housing insecurity are in alignment with the work of additional organizations working to meet the needs of the Denton County community, and to inform the need for any further initiatives.

Activities:

Wednesday, March 29, 2017, the following attended a meeting to discuss current efforts and initiatives addressing workforce development and sustained income/financial stability throughout Denton County: Dani Shaw (City of Denton Staff; DCHLT Ex-Officio), John Cabrales (City of Denton Staff), Michael Pirtle (Vision Ministries), Brandon Rawlins (Goodwill Industries), Courtney Cross (United Way of Denton County; DCHLT Ex-Officio), Alex Reed (United Way of Denton County Staff), Jessica DeRoche (North Central Texas College; DCHLT Appointee), Keely Briggs (City of Denton Council Member; DCHLT Appointee), Gary Henderson (United Way of Denton County; DCHLT Ex-Officio),

The following entities were invited but unable to attend: Texas Workforce Solutions, Denton ISD, Christian Community Action, Denton Chamber of Commerce

Discussion at the meeting is outlined as follows:

- Jessica DeRoche informed the group of the programs offered through NCTC including:
 - o NCTC Career Center; primarily at the Corinth Campus; students have access to a 'contact person' who will walk them through programs; access also includes resume writing, interviewing techniques and a career closet (partnership with Vision Ministries)
 - o GED and ESL classes both on their own and in conjunction with DISD
 - o Small business center throughout Denton County which helps people expand, start or save their businesses; services are no cost
 - o DISD offers classes at NCTC campus, and the partnership provides a clear trajectory into NCTC specialty courses; this includes access via a DCTA shuttle system
 - o NCTC offers regular job fairs at all campuses throughout the year
 - o Also, partners with OSD and DARS to provide limited subsidies to people with disabilities
- Brandon Rawlins gave the following update from Goodwill Industries:
 - o GW has provided job skills training for people experiencing or at-risk of homelessness in Hurst, Arlington and Fort Worth, and will soon be expanding their services to Denton County
 - o They will open a Denton Job Resource Center wherein people will have access to the following services: resume writing, computer skills, bus passes, job searching
 - o GW will also be working closely with DARS
 - o The major goals of the resource center are to provide job preparation services and to connect job seekers with local businesses
- Michael Pirtle with Vision Ministries offered insight into the experience of a service providers seeking to connect clients to employment:
 - o Michael shared the challenges his organization has faced connecting people experiencing homelessness to jobs
 - o Vision Ministries' 'Jobs for Life' program is a 16-session character development course

- Initially, they direct individuals to register with Texas Workforce Solutions, but don't always know who within the workforce (person or position) to direct clients toward to access services.
- The Denton Chamber of Commerce has expressed an interest in implementing an apprenticeship program with local businesses; this might include identifying gaps in local industry, training and eventually hiring individuals to fill these gaps.
- The group discussed the importance of a sustained, livable income in maintaining stable housing.
- The group also discussed the plethora of resources currently available to meet these needs, and identified the difficulties agencies, case managers and job seekers face attempting to navigate these services.

Recommendation:

Based on the above research, DCHLT Backbone Support, along with the support of DCHLT Appointees Keely Briggs and Jessica DeRoche, recommend the implementation of a workgroup centered on Workforce Development.

The recommendation is to implement a project-based workforce development workgroup that will work collaboratively with Denton County organizations to develop a 'Referral Resource Portal'. This portal will be a source for case managers to identify local programs and initiatives, and to whom and how to direct clients seeking employment services. Additionally, this tool will be updated regularly via a backbone support structure, likely as a regular internship/partnership with the local higher education institutions.

Potential Partners:

- TechMill Denton
- University of North Texas
- Texas Woman's University Library Sciences
- North Central Texas College
- Goodwill Industries
- Texas Workforce Commission
- Denton Independent School District Adult Education
- United Way of Denton County

DCHLT Workgroup Reports

April 2017

WORKGROUP NAME: DATA | WORKGROUP CHAIR: STEPHEN COFFEY

Meeting Summary:

Members : Stephen Coffey (Chair), 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, Leslie Mosely, Katherine Gonzales

The DCHLT Data Workgroups and the DCHC Coordinated Entry Steering Committee continue to work toward creating a web-based data dashboard that will make Denton County homeless information accessible to the general public in a readable way. The group has identified data sources and is gathering baseline measurements to track continuous improvement.

Final comments and suggestions have been added to the Front Door and Receiving Agency Memorandums of Understanding and are awaiting agency board approval.

Short-term action items

Coordinated Entry Education and Advertisement

Accomplishments

Identified baseline System Performance measures

Concerns

Identifying where CE Education and Advertisements 'live' and how to promote them

Next Meeting Dates

May 18, 2016

DCHLT Workgroup Reports

April 2017

WORKGROUP NAME: HOUSING | CHAIR NAME: TERRI WIDMER

Meeting Summary: April 24, 2017

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

4/24/17 Members Present: Terri Widmer (chair), Dani Shaw, Courtney Cross, Brenda Jackson, Christy Daniel, Jessica Burchfield, Stephanie Aguilar

The DCHLT Housing Workgroup members broke off in groups to collaboratively brainstorm activities, metrics, outcomes, and timeframes for the DCHLT Housing Workgroup Work Plan. Members then shared and discuss ideas to add to the document. Initial timeline mapping will inform identification of concrete next steps and sub-group activities.

Long-term activities include collaborating with the universities to develop housing inventory and landlord databases, implementing a county-wide approach to networking with landlords in order to alleviate capacity restrictions of case management personnel, and develop material to encourage uniformity of services across agencies to promote housing-focused case management.

Short-term action items

Identify network contacts to begin addressing workgroup objectives

Accomplishments

In-depth analysis of workplan to inform next steps

Concerns

Close communication, support and alignment of objectives with Data Workgroup as they implement Coordinated Entry

Next Meeting Dates

Monday, May 22, 2017