



**Thursday, February 8, 2024 | 8:00 a.m. to 9:30 a.m.**

**Hybrid Meeting**

**Physical – UWDC Community Room: 1314 Teasley Lane, Denton, TX 76205**

**Virtual – Zoom Video Conference Link Attached in Email**

**Agenda:**

I.	Welcome & Introductions	Chair/Co-chair	3 min.
II.	December Meeting Minutes	Chair/Co-chair	3 min.
	<ul style="list-style-type: none"> <li>• <b>VOTE – Approval of Meeting Minutes</b></li> </ul>		
III.	Strategic Plan Update	Olivia Williams & Megan Ball	10 min.
	<ul style="list-style-type: none"> <li>• Proposed new workgroups</li> <li>• Rebranding of logo</li> </ul>		
IV.	Point in Time Count 2024	Olivia Williams & Elena Shehan	15 min
V.	Find Help update	Alexandra Reed	10 min.
VI.	Workgroup Updates		15 min.
	<ul style="list-style-type: none"> <li>• Housing</li> <li>• Data</li> <li>• Healthcare</li> <li>• Diversion</li> <li>• Cross Care Collaborative</li> </ul>	Terry Widmer Evelyn Sutton Isabel Rodriguez Megan Ball TBD	
VII.	Backbone Support Update	UWDC	10 min.
	<ul style="list-style-type: none"> <li>• Homelessness Initiatives</li> <li>• Denton County Behavioral Health Leadership Team</li> <li>• Denton County Workforce Success Leadership Team</li> </ul>	Olivia Williams Shanan Spencer Shelby Redondo	
VIII.	Public Comment	Chair/Co-chair	5 min.
IX.	New Business	Chair/Co-chair	5 min.
X.	Adjourn	Chair/Co-chair	2 min.

**Next Meeting Date:**

**Thursday, April 11th, 2024 | 8:00 a.m. to 9:30 a.m. | Hybrid Meeting**

**Physical – United Way of Denton County, 1314 Teasley Lane Denton TX 76205**

**Virtual – Zoom Video Conference Link Attached in Email**





## **Denton County Homelessness Leadership Team**

8:00am Thursday December 14<sup>th</sup>, 2023.

Hybrid Meeting

### **Welcome and Introduction**

Dani Shaw welcomes everyone and calls the meeting to order. Approval of the October meeting minutes confirmed by appointees.

### **Strategic Plan Update by Olivia Mata-Williams**

Olivia re-introduced the vision initiative and the mission of the Denton County Homelessness Leadership Team for the new appointees that have joined the board.

Megan states that the system performance measures are the same information seen on the data dashboard. Basically, the effectiveness of the organization, which is to reduce the amount of time people spend experiencing homelessness, access to housing, and ways to reduce barriers and solve issues around income. Overall, this is to determine if the organization has programs that fit the need of people who need assistance. There were successful infrastructures that had no direct impact from the pandemic, instead this infrastructure enhanced.

### **SWOT Analysis Report on Workgroups**

#### **Housing:**

Olivia states that one of the biggest accomplishments surrounding housing is that the pandemic opened doors for hybrid solutions, and it increased availability and accessibility for those frontline staff. Another strength is resource sharing and people from their own fields have access or have found resources on their own. For weaknesses there are limitations of housing resources which include funding for housing resources. And there is also another weakness as it relates to the structure facilitation conferencing. The opportunity is to include proper training to provide continued support to the case manager level and will also to help support the strategic plan and our goals. Also, another opportunity is to add facilitation process improvements. Strategies are put into place to figure out what is needed to strengthen the problem solving in case conferencing. The threats include agency retention, which can lead to ongoing retraining of the system.

#### **Data Workgroup:**

Olivia Mata Williams gave a report that the data workgroup has met their data dashboard goals. The weaknesses are finding new goals after completing current goals. And as it relates to the new opportunities, Denton County has reached an official population of over 1,000,000. The goal is to be able to prepare data of all the supplemental activities and initiatives around population growth. Also, to access new data points to other counties similar in size to Denton



County. A recommendation to repurpose, the work group to continue success by reviewing data and to leverage to gain funding. The threats are finding next steps after accomplishing goals that are met.

**Diversions:**

Megan Ball shared that the Diversion workflow has adopted into the Housing Crisis Response System. The goal was to utilize the system in HMIS that has diversion workflow, but also provides training to evaluate or find resources available to help in their situations. Weaknesses include the lack of utilization from agencies. The opportunity here is multidisciplinary and sustainable funding support. This means anything from our community fund to city, county, State Texas Participation, Public Health and Facilities Cooperation etc. The threats are population needs that are likely to exceed funding needs and gaining more funding and resources for ongoing training. Diversion and homelessness prevention are the least costly and most effective interventions.

**Healthcare Workgroup:**

Olivia mentions that this is one of the newest workgroups and their strengths are goal setting and planning for the next steps. This work group has a big goal to accomplish over the next few years. The weaknesses are yet to be discovered because the work group is still in the planning stages. The opportunities would be to integrate data, workgroups for support and there are no known threats due to planning.

**Denton County Homeless Coalition:**

Olivia talks about the strength of the DCHC which are networking with agencies for resources and funding and the barriers fund access, which is open to nonprofit, and those who are accessing the HMIS system. The opportunities are to identify group interest in how the community wants to participate and what benefits they can get from coalition. The threat is limited collaboration action without clear goals.

**Cross Care Collaboration:**

Olivia Williams mentioned that this is a joint work group with the Behavioral Health Leadership Team. This strength is strong starting membership of collaborating entities which only continue to get stronger as they identify the key stakeholders for networking. There are no known weaknesses because the workgroup is still in the planning stage. As they are mapping out their system goals and they are looking at the sequential intercept model and evaluating step zero and one, therefore the opportunity is to develop goals and outcomes of what they would like to accomplish. There are no known threats because they are still in the planning stage.



### **Find Help by Alexandra Reed**

Alexandra Reed talks about the official launch of Find Help Denton County late in November 2023 and the data is now available to DCHLT workgroup. Another accomplishment was gaining the opportunity to see what the user base of the site consists of. The Nationwide organization said that the launch was one of the most successful that they've seen and just from the preliminary metrics. There was an estimate of about 70 community partners including those from the workgroups. With the first week and a half with usership preliminary reports, there were 1,455 unique users that have initiated about 1,900 searches. Users initiate conducting a search and then go on to intake a second search. Hopefully, this feedback will demonstrate that the tool is useful enough. With this tool, they can also filter zip code or municipality where searches are limited. Of those 1,900 searches that were initiated just over 2,000 interactions which means a person enters the app but did not conduct a search and exits out. Additionally, there were 55 programs added to Find Help Denton County that did not exist before the launch. There are also 33 newly claimed programs that were already listed. The workgroup has more visibility on the most engaging programs. Trying to reach out to those organizations to help get their updated system. The most searched terms in Denton County with food searches at number 1, rent at number 2, food pantry searches at number 3, glasses at number 4, and transport searches at number five.

### **Workgroup updates**

#### **Housing:**

Terry Widmer shared a report from Monday December 11<sup>th</sup>. One agency had seven people housed throughout the week. The population is primarily 60% AMI and below, meeting the income and the resources that they are connected to on a regular basis.

#### **Denton County Homeless Coalition:**

Elena Shehan mentions the Point in Time Count which will be held on Thursday January 25<sup>th</sup> at the Denton and Lewisville sites. Elena also talked about the Amazon Wishlist that can be used to purchase items for gift bags for PIT.

#### **Data:**

Olivia Williams welcomed and introduced the new data specialist Evelyn Sutton.

#### **Healthcare:**

Isabel Rodriguez gives a recap of the December 5<sup>th</sup> meeting on inappropriate hospital discharge. The recommendations to approach this matter are mapping out hospital discharge plans and including someone from APS as a representative of a healthcare work group.

#### **Diversion:**



No additional notes

**Cross Care Collaborations:**

Shanan Spencer gave updates on behalf of Michelle Conner. Shannon and Megan went to a meeting with Gilbert Gonzalez from Bexar County Public Health. He works on the entities with individuals as they navigate through mental health system. Shannon invited Mr. Gilbert Gonzalez to a zoom meeting via cross care collaborative to gain ideas on how to move in that direction.

**Backbone Support Update:**

**Denton County Behavioral Health Leadership Team:**

Shannon Spencer mentioned that new officers will begin in January. Lieutenant Elissa Howell will be chair, Hope Galloway co-chair, and Terry Widmer as secretary. At the last BHLT meeting, a decision was made to reopen the veterans and law enforcement groups. The objective focuses more on issues specific to law enforcement dealing with mental health needs. The team is looking into departments in Denton County who have mental health divisions and brainstorming on what other municipalities might be able to create similar platforms. This preform consists of self-help resources, and educational material assessment that people can access on a variety of mental health needs. Denton County Public health staff gives good feedback from using the platform. The funding was made available for us to be able to use this countrywide at no cost to the citizens of Denton County. Prince United Way of Benton is partnering with Denton County Public Health. We will also be hosting that platform on our website. And the goal is to launch this January. From what Alexandra said, most people looking for mental health resources initially don't want any formal treatment or intervention. It was incredible Mind is a great opportunity for people to get on the website.

**Denton County Workforce Success Leadership Team:**

Shelby Redondo mentions the report from Workforce Solutions. There have been about 230 workforce referrals sent in 2023. One of the huge successes for our workforce. Leadership team. We got the commitment from seven different agencies, both nonprofit and Workforce Solutions of North Central Texas. NCTC has committed to utilizing the economic mobility bridge to self-sufficiency. Shelby mentions new training for those case managers in January. The team also hosted the first job skill training donated by an appointee from the workforce's leadership team. The team is planning to implement job skill training quarterly. Family Child Care Network program hosted over 7,300 early childhood training hours.



**Public Comment:**

The City of Denton application for Community Development Grant program link will be on the website. This is for the development of human services, housing and public facilities.

**New Business:**

Nothing New

**Adjourn**

The meeting adjourned at 9:34 am. Next meeting is **Thursday, February 8th, 2024**

# DCHLT Workgroup Reports

## DCHLT HOUSING WORKGROUP | CHAIR: TERRY WIDMER

### DEC -JAN 2023/24

The DCHLT Housing Workgroup has convened 6 times between December and January 2023/2024 for Case Conferencing. During each case conferencing meeting, members discussed clients that each agency is actively working with, including client strengths, barriers, and housing-focused actionable next steps, as well as received updates on available homelessness prevention funding and programming in Denton County. Workgroup members are provided an opportunity to report clients who have gained housing during each meeting to maintain quality community wide data, as well as receive training and guidance on how to document a client's "housed" status in HMIS.

Housing Workgroup meets on Mondays from 3-4 PM with a hybrid option either in person at United Way of Denton County or virtually via Zoom.

- 1<sup>st</sup> Monday – Veteran CC
- 2<sup>nd</sup> Monday – General CC
- 3<sup>rd</sup> Monday – Veteran CC
- 4<sup>th</sup> Monday – General CC
- 5<sup>th</sup> Monday – Families CC

### SHORT-TERM ACTION ITEMS

- Facilitation group has identified members and has set its first meeting date on February 9th
- Barriers Fund access and funding availability routinely updated. City of Denton is funding is open and the first \$40,000 has been expended. There have been 66 approved applications YTD from October 1 to current. \*City of Lewisville funding has been expended. The remaining \$40,000 has been invoiced.

### ACCOMPLISHMENTS

- Dedicated increased time to agency collaboration on a program level & transparency.

### CONCERNS

- Facilitation structure to be addressed to measure the effectiveness of clients being housed
- Feedback from Landlords on what they're experiencing from tenants they house and gaps leading up to evictions

### NEXT MEETING DATES

February: 5<sup>th</sup>, 12<sup>th</sup>, 19<sup>th</sup>, 26<sup>th</sup>

March: 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup>, 25<sup>th</sup>

# DCHLT Workgroup Reports

## DENTON COUNTY HOMELESS COALITION | CHAIR: ELENA SHEHAN

### DEC-JAN 2023/24

The Denton County Homeless Coalition met once from December 2023 to January 2024. The following was discussed:

- Assembly of incentive bags, January 17, 2024

### SHORT-TERM ACTION ITEMS

- PIT data reveal preparations, estimated to receive the data in March
- Volunteer outreach to connect to new volunteers with opportunities to get involved with Coalition

### ACCOMPLISHMENTS

- 2024 PIT Count! Thursday, January 25<sup>th</sup> 6:30am-10pm
- 500 Incentive bags assembled and distributed
- Concentrated partnerships with multiple police departments across the county
- 138 Volunteers signed up
- DCTA donated 500 bus passes
- Cross Timbers Rotary donated 200 filled backpacks
- Jack Fairchild, age 9, raised over \$1,000 and purchased 500 socks, 500 hand warmers + [Denton Record Chronicle article on Jack Fairchild](#)
- Increase in new volunteer engagement and more interest in getting involved in the Coalition
- First year to partner with NAMI-NTX to offer mental health debriefs

### CONCERNS

Agencies continue to report an increase in housing assistance requests while local shelters remain at capacity (both in Denton and in the broader DFW area).

### NEXT MEETING DATES

February 28<sup>th</sup> (Lewisville; Next Steps)

March 27<sup>th</sup> (Denton; UWDC)



# DCHLT Workgroup Reports

## DCHLT HEALTHCARE WORKGROUP | CHAIR: ISABEL RODRIGUEZ

DEC-JAN 2023/24

This group is currently in the knowledge-gathering phase, identifying gaps in the current healthcare system as it relates to the unhoused population and determining what can be done on a local level to address these gaps. The systemic goals of this group are to reduce emergency room visits for acute needs, increase funding for primary care and community health services targeted at this population, identify options for patients experiencing homelessness at discharge, and increase the unhoused population's awareness of healthcare services, measured by repeatedly administered knowledge survey.

Meetings occur 1<sup>st</sup> Tuesday of the month, 12 pm, Zoom

### Short-term action items

- Assess goals and priorities for the next 12 months
- Utilize Find Help as a quick toolkit for healthcare and community resources

### ACCOMPLISHMENTS

- Beginning stages of planning Health Education Summit, slated for October 2024

### CONCERNS

- There are currently limited pathways for a person experiencing homelessness to access medical care other than utilizing the emergency room.
- Few options are available for the aging population with long term needs, few facilities prepared to meet this need accept Medicaid or Medicare.

# DCHLT Workgroup Reports

## DCHLT DIVERSION WORKGROUP | CHAIR: MEGAN BALL

DEC-JAN 2023/24

This group has agreed upon a training curriculum and has a schedule to implement the in-person training.

### Short-term action items

- Identify and track HMIS Diversion data; expand which variables are needed and identify additional data sources
- Establish next steps for agency support to improve data quality

### ACCOMPLISHMENTS

- Meetings set for the 2<sup>nd</sup> Wednesday of the month, 2-3 pm, Zoom

### CONCERNS

- Availability of flexible funds to support diversion problem-solving efforts.

# DCHLT Workgroup Reports

## Cross Care Collaborative WORKGROUP | CHAIR: MICHELLE CONNER

DEC-JAN 2023/24

This group is currently in the knowledge-gathering phase, identifying gaps in the current system as it relates to the unhoused population and determining what can be done on a local level to address these gaps.

### Short-term action items

- Continue mapping of Behavioral Health and Housing Systems; current progress is mapping Intercept 0 and 1 to make corrections, update changes, and highlighted gaps.
- Continue identifying organizations that are at the primary integration level of the response systems.

### ACCOMPLISHMENTS

- Key stakeholders are increasing participation and attendance of the meetings which is critical to making progress.
- Bexar County Mental Health Division presented at the January CCC meeting, discussed how they accomplished their crisis stabilization efforts and provided highlights on data, cost, key stakeholders, timeline, and collaboration

### CONCERNS

- Understanding the volume of resources to the capacity of each organization
- There is a lack of adequate jail diversion options for law enforcement

# DCHLT Workgroup Reports

## Strategic Planning Committee WORKGROUP | CHAIR: Megan Ball

DEC-JAN 2023/24

The recommendations from the committee include:

- Creation of Affordable Housing workgroup
- Creation of ad-hoc Funding advocacy workgroup
- Restart executive HHLT meetings
- Add "Housing" to the leadership team name: Denton County Housing & Homelessness Leadership Team
- All three leadership teams retreat to be planned

### Short-term action items

- Finalize strategic plan with meeting notes and present to the leadership team