



Thursday, June 8, 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 May Minutes	C. Watts	2 min.
II.	2017-2018 DCHLT Officers Nominating Committee/ 2017-2018 Meeting Schedule	C. Cross	5 min.
III.	Denton Public Safety & Homelessness Update	L. Howell	10 min.
IV.	Workgroup Updates		30 min.
	• Data Workgroup	S. Coffey	
	i. CE Update	K. Gonzales	
	• Housing Workgroup	T. Widmer	
	i. ESG Collaborative/Housing Crisis Response System Update	D. Shaw/C. Cross	
	• Workforce Development	C. Cross	
	• Community Conversations Workgroup	C. Cross	
V.	Denton County Homeless Coalition Update	J. Peters	15 min.
VI.	Backbone Support Update	C. Cross	10 min.
VII.	New Business	C. Watts	
VIII.	Adjourn	C. Watts	

Next Meeting Date:
Thursday, August 10, 2017 – 8:00 a.m. to 9:30 a.m. – UWDC



United Way
of Denton County, Inc.



**Denton County Homelessness Leadership Team
Meeting Minutes | Thursday, May 11, 2017**

Appointees/Ex-Officios Present: Alice Mankoff, Chasz Parker, Chief Lee Howell, 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, Monica Glenn, Roy Metzler, Stephen Coffey, Terry Widmer, Thomas Muir, Valerie Foster

Appointees Absent: Barton Duffy, Herman Oosterwijk, Jessica Pool (Ex-Officio), Kathy Srokosz, Mayor Chris Watts, Sandra Robinson, Sherri McDade,

Guests: Brenda Jackson, Sarah Kuechler, Breanna Slaughter

Welcome & Consideration of February Minutes

Co-Chair Chasz Parker called the meeting to order at 8:02 a.m. He requested a motion to approve April meeting minutes.

Motion: Terry Widmer

2nd: Commissioner Bobbie Mitchell

Motion was approved.

Giving Hope, Inc. Update

DCHLT Appointee and Giving Hope, Inc. Board Vice President, Cindy Harris, informed the group of recent changes in leadership at the agency. In light of the loss of their Executive Director and two case managers, Cindy, along with incoming Board Treasurer, Jean Bush, have been acting as co-operating directors to oversee day-to-day operations. A new case manager for their Permanent Supportive Housing (PSH) program will start the following week. The board is seeking to reorient the agency back to its original mission – to get people housed and keep them housed. They realize relationships with community agencies have been strained, and are working to mend those relationships in order to better serve their clients. Giving Hope, Inc. is fully committed to Coordinated Entry, and the board offers their gratitude to the United Way of Denton County and the City of Denton for offering their time and skills during the transition.

Terry Widmer commended Giving Hope, Inc.'s Board of Directors for stepping up to keep things going during the transition.

Workforce Development Update

Courtney Cross reviewed the proposal for a project-based Workforce Development Workgroup in order to develop a resource portal for service providers seeking to connect clients to employment opportunities according to their need. Potential partners include local universities, Texas Workforce



Commission, Denton ISD Adult Education and the Denton Chamber. Chasz requested a motion to implement a project-based workforce development workgroup to develop a referral resource portal.

Motion: Councilwoman Keely Briggs

2nd: Commissioner Bobbie Mitchell

Motion was approved.

Workgroup Updates

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

Terry, Alex Reed and Courtney Cross provided an update on the Denton Supportive Housing Pilot. Two clients passed the background and eligibility screening, and the team has been working with Denton Affordable Housing Corporation to place one of them in the next available unit.

Stephen Coffey provided an update on the Data Workgroup. The DCHLT Data Workgroup 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 include CE Education and Advertisement throughout the community, and determining where to locate said resources online and throughout the community in order to make them easily accessible.

Alex Reed provided an update on Community Conversations Workgroup. Three conversations have been conducted at Our Daily Bread, Vision Ministries and with the UNT Pride Alliance.

Backbone Support Update

Courtney informed the group that the Landlord Forum had been postponed and will move forward as a collaborative effort of community agencies.

Denton County Homeless Coalition Update

Dani Shaw provided a presentation of the 2017 PIT Count results. Details of that presentation are attached to these meeting minutes.



Dani informed the DCHLT that TDHCA had decided to wait to accept ESG applications for the 2017-2018 grant year given the recent changes in administration and consideration of federal program budgets. The Notice of Funding Availability may be released at any point in time now, and Dani requested feedback from DCHLT appointees on how to best revamp the Denton ESG Collaborative application. It was determined that the DCHLT Housing Workgroup would collaborate with the ESG Collaborative to discuss weaknesses of the application, and ways it can be improved. An update on that meeting will be provided at the June DCHLT meeting.

New Business/Public Comments

No new business was presented.

The meeting was adjourned by consent at 9:22 a.m.

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

Secretary

Date





ACKNOWLEDGEMENTS

Thank you to our volunteers for donating your time to help count the number of people in your community who are experiencing homelessness. This can often be an emotionally overwhelming experience, so please know how much your time and service is appreciated. Your contribution was a tremendous asset to the community. You along with more than 100 others contributed a total of 462 hours that represented an \$11,682 contribution to the community in volunteer hours.²

The purpose of the Point-in-Time count is to identify the number of people experiencing literal and chronic homelessness. Our community will use these results to determine effectiveness of existing services as well as gaps in services. The numbers are also used in securing funding and other resources for more supportive services within the community.

As you know, it is about more than the numbers. It's about truly seeing the homeless and engaging with those living on the street. You might remember most first time volunteers don't know what to expect. You may have wondered, "How many people would I see out on the streets? How many would agree to participate in our survey? And the question frequently asked, "Will I be safe?" As you can attest, those questions were answered on January 26, 2017, and the experience went much deeper.

You listened to people and began to identify with the parts of their stories that went beyond their life on the streets. Some spoke of their children - their ages, their accomplishments, how they wish they could be a part of their kids' lives. Maybe you thought about yourself and your own parents and what it would take for them to become homeless. The face-to-face encounters with people are a big reason the PIT count is so important.

Volunteers take away a better understanding of the **humanness of homelessness**. We can easily forget that the homeless are people, just like us, and they deserve to be treated as such. The PIT count is part of building a community in which the homeless truly count. Without you, our cherished volunteer, this effort would not have been possible.

Thank you for your time and your compassion in **MAKING EVERY ONE COUNT**.



With appreciation, the organizers would like to also THANK
UNT on the Square for providing the space for this special event.



Printing provided by North Central Texas College (NCTC)
Corith, Texas

A REPORT ON THE JANUARY 26, 2017 POINT IN TIME COUNT



² Based on Independent Sector (independentsector.org) "The Value of Volunteer Time Report" 2015 average rate of \$25.11 in Texas.

EXECUTIVE SUMMARY

HOMELESS IN A DAY: A SNAPSHOT OF HOMELESSNESS IN DENTON COUNTY

On January 26, 2017, volunteers from across Denton County came together in support of our most vulnerable neighbors, people experiencing homelessness. The annual Point-In-Time Count (PIT), a requirement under federal law, helps our community and the nation as a whole, identify and understand the extent and nature of homelessness, track changing trends, and measure our success in getting the homeless housed. This reporting gives us a snapshot of the unsheltered and sheltered persons experiencing homeless on one night.

Communities across America agree that if a person is experiencing homelessness, it must be a rare, brief, and nonrecurring event. A part of accomplishing this goal is to maintain a count of persons experiencing literal or chronic homelessness¹. This is a rhetorical change from previous community goals to end homelessness because, under our current systems of care and culture, there is not yet a path to end to all homelessness. However, with more emphasis on a coordinated response system, we can create responses to homelessness that prevent individuals and families from staying homeless or entering into homelessness in the first place. Collecting valuable information like this directly from persons experiencing homelessness is an important part of creating evidence-based solutions.

HOW WE COUNT

First, our volunteers were amazing! They signed up, attended training, packed incentives, collected surveys, and entered data all in support of persons experiencing homelessness in our community. Our trained volunteers surveyed persons experiencing homelessness in many parts of the County. Volunteers went to encampments, shelters, food banks, libraries, community centers and other places where persons experiencing homelessness were present. Second, by engaging with people experiencing homelessness, volunteers gathered critical information that will be used to inform the design of programs and allocate resources to evidenced-based solutions.

WHY WE COUNT

The Denton County Homeless Coalition coordinates the PIT Count to fulfill the HUD requirement for federal funding of housing and supportive services. Yet, more importantly to gain an understanding of persons experiencing homelessness including:

- WHO IS EXPERIENCING HOMELESSNESS?
- WHY ARE PEOPLE EXPERIENCING HOMELESSNESS?
- WHAT SERVICES ARE NEEDED?
- UNDERSTANDING THEIR LIVED EXPERIENCE

¹ In 2016 the PIT Count methodology was revised to only count those experiencing literal or chronic homelessness and not other populations of homeless in supportive housing.

IF YOU CAN'T BE WITH THE DATA YOU LOVE, LOVE THE DATA YOU'RE WITH.

We are current in the state of, "if you can't be with the data you love, love the data you're with." Homeless Data presents both challenges and opportunities. The PIT Count is not a perfect tool. The count is limited by the extent that volunteers can reach all areas of the county, plus fluctuations in services and funding, and even the weather can affect the survey. The transient nature of homelessness also makes year-to-year comparisons more challenging. There are also variations in methodology about what is collected each year. However, the PIT does afford us a key snapshot of what is happening on a given day in Denton County and it is a reliable estimate of people experiencing homelessness.

2017 POINT-IN-TIME COUNT³

Number of surveys recorded	191
Number of adults in households	194
Number of children in households	34
Total number of people	228
Chronically Homeless People*	39

Figure 1: Count overview

HOW 2017 COMPARES TO OTHER COUNTS⁴

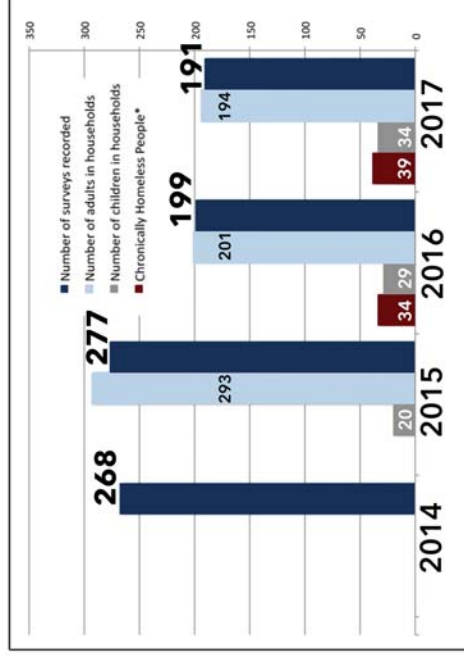


Figure 2: 2014-2017 Count Overview Comparison

*HUD provided revised definition of chronically homeless in 2016; it was not reported in previous counts.

³ Within a survey, a respondent may report multiple adults in the household (hh), which represents a higher number of adults in hh than total surveys.

⁴ The 2016 methodology directly effects comparisons of total count from previous years as shown in Figure 2 where 2014 and 2015 counts include 55 substance abuse treatment facility beds no longer eligible to be included in 2016 and later counts.

The historical data in *Figure 2* shows a slight trend toward reducing the number of persons experiencing homelessness in Denton County. It is important to note that the PIT count is limited to counting sheltered and unsheltered persons experiencing homelessness only. It does not include other homeless populations served in supportive housing programs as in previous counts. Consistency in the methodology used in future counts will help us be better positioned to analyze trends. Specifically, at the end of 2017, we will be able to analyze the 2017 PIT Count data, the 2017 homeless inventory Count (HIC), and an annualized count of those served in local programs (APR) to see how much change has occurred in reducing homelessness across all programs and homeless populations.

In the last year other neighboring communities have been dealing with immediate and urgent responses to homelessness. This has led to assumptions that more homeless are coming to Denton after being displaced from other communities.

WHERE DID YOU BECOME HOMELESS?

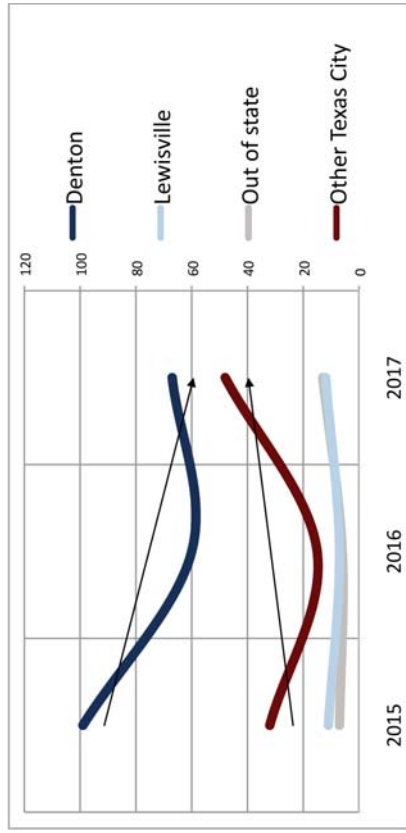


Figure 3: Location where you become homeless this time

The complexity of homelessness includes the issue that homelessness is **transient**. People come in and exit homelessness regularly. Without a fixed permanent address, people experiencing homelessness move in to and out of Denton County frequently. Over the last three years, the survey consistently asked, “where did you become homeless this time”. PIT count data for 2017 are showing that more of the people experiencing homelessness on January 26, 2017, became homeless in another city than was recorded in previous counts. This is reported at a rate that is statistically significant as the data represented in this graphic does provide some evidence that more of the people experiencing homelessness in Denton County in 2017 became homeless in other Texas communities. Over time it will be monitored to determine if this is an anomaly for 2017 or an emerging trend.

WHO IS EXPERIENCING HOMELESSNESS?

Basic information about the homeless population and demographic composition are essential to the PIT Count survey. In order to work more strategically and have a better understanding of how to allocate resources, the PIT provides data on how many persons are chronically homeless, how many are Veterans, and how many are families with children.

Gender Identity		Age Category			
	Frequency	Percent			
Male	133	69.6	17 & Under	1	0.5
Female	57	29.9	18 – 24	25	13.5
Transgender	0	0.0	25 – 64	154	83.2
Doesn't Identify as M, F, T	1	0.5	65 & Older	5	2.8
Total	191	100.0	Total	185	100.0

Figure 4: Gender Identity, Age Category⁵

The rate of homelessness in males continues to be at or above 70% of the total homeless population with women making up about 30% of the total.

It is not surprising that adults make up a vast majority of persons experiencing homelessness representing just over 96% of the total. However, 11% of those households reported having children. Another 5% were unaccompanied youth living homeless without a parent or guardian. We know the rate that people disclose they have children is low due to concerns with losing children to child protective services and is therefore **underreported**. Unaccompanied homeless youth are also typically **underreported** for similar concerns.

The three largest Denton County racial/ethnic groups are White (62.1%) followed by Hispanic (18.8%) and Black (8.7%). The 2017 PIT data revealed that for the first time Blacks were a significantly larger segment of the homeless population compared to the overall population percentages.

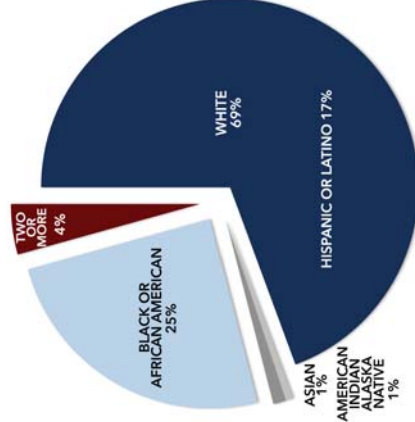


Figure 5: Race, Hispanic or Latino

⁵ Frequency is defined as the number who responded to the questions, percentage is calculated on the total number of respondents in each question not the total of all surveys collected.

WHY ARE PEOPLE EXPERIENCING HOMELESSNESS?

People experience homelessness for a variety of reasons. Homelessness is most often caused by emergency life occurrences like the loss of loved ones, job loss, domestic violence, divorce, and family disputes. Other impairments such as depression, untreated mental illness, posttraumatic stress disorder, and physical disabilities are also responsible for a significant portion of the homeless.

In the survey, there were 177 responses and they were able to pick more than one reason for becoming homeless. The number one reason identified was *Unemployment* at 18% followed closely with 14% being *Unable to pay rent/mortgage*. *Substance Abuse/Addiction* rounded out the top three reasons for homelessness at just over 9% reporting it as a cause of homelessness.

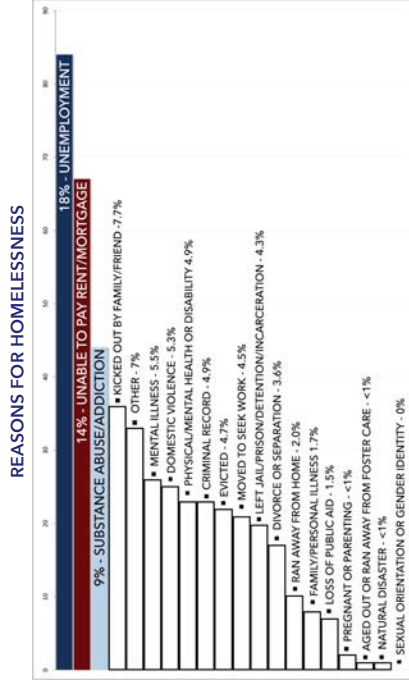


Figure 6: Reasons for homelessness (frequency & percent)

Evidenced-based practice teaches us that the longer a person is experiencing homeless the more barriers the person has to overcome to secure and maintain housing. The range of homelessness episode (time experiencing homelessness) reported was from 1 day to 20 years, while the medium Length of current episode of homelessness has been 12 months for two years consecutively. There is serious work to be done here to reduce the length of time people experience homelessness so they can be housed faster with fewer barriers faced by the chronically homeless.

Current Situation	Percent
1st time homeless in the past 3 years	41.6
2-3 episodes in the past 3 years	20.7
At least 4 episodes in the past 3 years	10.7
Continuously homeless for a year or more	27.0
Total	100.0

More than 50% indicated they had been Homeless another time in the last 12 months. This matched with the Current Situation data gives us the number of people who meet the definition of chronically homeless (39) as defined by HUD.

Figure 7: How frequently is the person homeless over time.

WHAT SERVICES ARE NEEDED?

While it is assumed that 100% of those surveyed need housing, it is also important to learn from those experiencing homelessness what other services are needed. This data can identify services that will help the homeless transition from homeless to housed.

In the 2017, 167 people responded. Those 167 people were able to pick more than one needed service. Transportation was identified as the highest Service Need at 19%. Close behind at 18%, Clothing/Food and Food Stamps tied for the second highest and, Case Management was identified by 17.4%.

SERVICES NEEDED

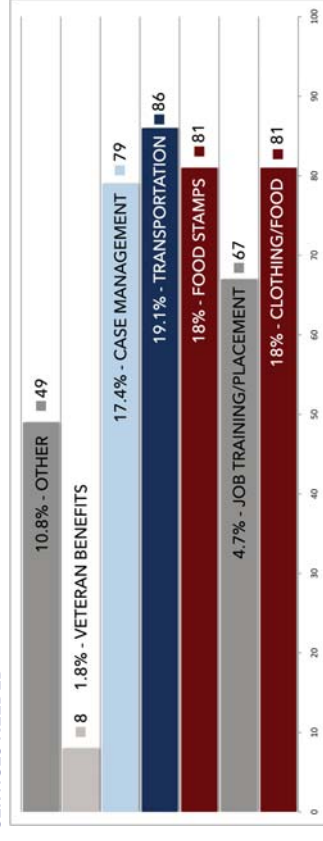


Figure 8: Services Needed

When we look at the Services Needed and Reasons for Homelessness, we begin to see the relationship of each data set. The data for transportation and case management services needed does demonstrate where services are linked to housing and housing stability. Transportation is both a necessity to access services and also for employment. Stable income is necessary for housing stability. With unemployment being the number one reason identified for the cause of homelessness and unable to pay rent/mortgage, employment is identified as the primary contributor to homelessness. This data can be used help providers prioritize services and help inform how programs are designed.

The data also begins to debunk certain myths of homelessness like substance abuse. In this data set, 9% reported Substance Abuse/Addiction as a reason for homelessness yet 23% of persons currently experiencing homelessness report it as a current health concern. This data would suggest that substance abuse is not a primary cause but more frequently a result of the homeless experience. This reinforces the need to reduce the length of time people experience homelessness. For example, rapidly rehousing people experiencing homelessness the first time will reduce the length of time of homelessness and can lead to lower the rate of substance abuse.

UNDERSTANDING THEIR LIVED EXPERIENCES

There are no homeless people, only people experiencing homelessness. Through first-hand accounts, the PIT Count collected a snapshot of those lived experiences.

HEALTH

In 2017, 96 people responded. Those 96 people were able to pick more than one disability.

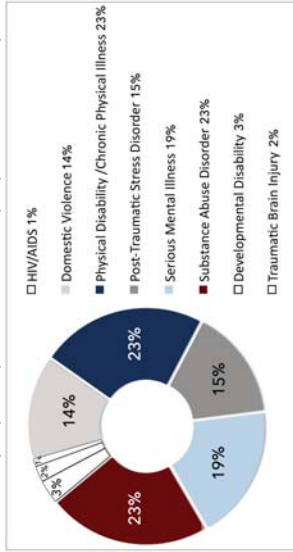


Figure 11: Physical/Mental Disability of Respondent

Response	Frequency	Percent
Yes	15	15.3
No	84	84.7
Total	99	100.0

*This indicator is underreported and Women and homeless youth are a high risk. In one study, the homeless were 35 times more likely to be a victim of assault compared to those who are housed.

NIGHTTIME RESIDENCE

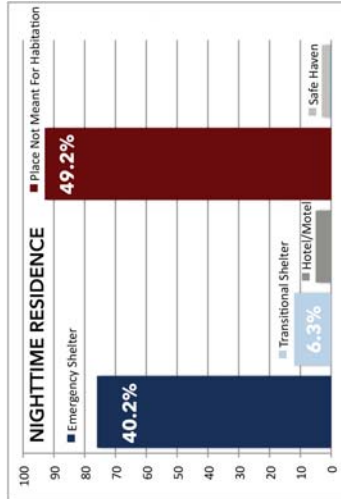


Figure 12: Able to Work, Job Status

EMPLOYMENT

Response	Frequency	Percent
Yes	157	84.0
No	30	16.0
Total	187	100.0

84% of those surveyed indicated they were able to work. In 2017 we did see a decline in reported *Regular full-time job*, dropping to 16.3% from 25% in 2016, but overall more people reported working. Almost **50% were employed in 2017 compared to 36% in 2016**. If 50% of our homeless are working but are still homeless, this is an indicator of housing affordability and availability of housing to people with higher barriers.

Job Status	Frequency	Percent
Unemployed	77	50.0
Regular full-time job	25	16.3
Regular part-time job	14	9.1
Temporary job	14	9.1
Day labor/Odd jobs	23	14.9
Retired	1	0.6
Total	154	100.0

VETERANS

In planning for the 2017 PIT Count, our Veteran service providers identified a best practice in other communities that improved Veteran data collected in the count. Veterans are more willing to disclose their Veteran status when speaking to a fellow Veteran. This year service providers helped to recruit more Veterans survey volunteers resulting in a higher representation of Veteran volunteers for the count. In the 2017 count, the number of Veterans reported almost double going from 10 in 2016 to 16 in 2017.

US Armed Forces Service

Response	Frequency	Percent
Yes	16	9.5
No	152	90.5
Total	168	100.0

Figure 9: US Armed Forces Service

Tour of Duty - Change

In 2017 the data revealed a shift from Vietnam Veterans to 54% being Afghanistan and Iraq Veterans making up the largest recorded tour of duty for service members.

Nearly half of respondents (7) indicated they were receiving *Health Care or Other Benefits from the VA Medical Center* (Figure 10) while 8 reported a need for Veteran benefits in *Service Needed* (Figure 8).

Health Care or Other Benefits from VA medical Center

Response	Frequency	Percent
Yes	7	41.2
No	10	58.8
Total	17	100.0

Figure 10: Health Care or Other Benefit from VA Medical Center

Response	Frequency	Percent
Yes	7	41.2
No	10	58.8
Total	17	100.0

A group of community service providers recently identified Veterans as a priority population for housing and services. This will allow for the prioritization in housing placement and pilot projects toward the goal of housing 100% of our Veterans experiencing homelessness.

Just like battlefield triage, doctors don't prescribe the same treatment to patients on a first-come-first-served basis and without regard for their particular injuries or ailments, neither should we function this way to reach a goal toward ending homelessness. **Prioritizing** our most vulnerable chronically homeless Veterans lets us focus **evidence-based practices** on one population and when successful, scale services up to serve more people, more efficiently.

In our current system, those who were first in line for housing assistance have been the first to receive help, regardless of factors like length of time homeless or health status. This was a reasonable approach based on available resources but we are learning from the data this isn't the most effective way to make long-term improvements for housing persons experiencing homelessness. The system changes we are undergoing in Denton County are focused on prioritizing people for housing options that best fit their needs and that are the most likely to end their homelessness permanently.

THANKS!

We are sincerely appreciative and deeply grateful for the people and organizations who volunteered their time and services during the 2017 Point-in-Time Count. For their hard work, dedication and leadership, we offer our recognition to these organizations and individuals:



CUMBERLAND PRESBYTERIAN CHILDREN'S HOME
JOURNEY TO DREAM THE SALVATION ARMY LEWISVILLE
UNITED WAY OF DENTON COUNTY AND ITS DEDICATED INTERNS
RSVP - DENTON COUNTY VISTAS

TOGETHER WE CAN...

Make homelessness a **rare, brief and non-recurring** experience in Denton County. All of us who work to provide stable housing for people experiencing homelessness know the incredible toll that homelessness takes on the well-being of children, families, and individuals. As we work together to improve outcomes for those experiencing homelessness, we'll know we are serving people to the best of our collective ability.



We are not short on talent

We are not short on champions.

We are not short on effort.

But we are short on homes.

WHAT YOU CAN DO NOW! PARTICIPATE IN THE SOLUTION

VOLUNTEER for the PIT Count in 2018

DENTON COUNTY HOMELESS COALITION

Download and share a copy of this report and the Data Report at:

<https://endhomelessnessdenton.com/infodata/point-in-time-count/2017-pit-count/>

Like the Denton County Homeless Coalition on Facebook:

<https://www.facebook.com/PointInTimeCount/>

What to learn more? Sign-up for our email list:

visit EndHomelessDenton.com or email dchcinfo@gmail.com

Become a Member of the Denton County Homeless Coalition... where you can join 60 other Community Agencies and Individuals working toward finding a permanent solution to homelessness.

<https://endhomelessnessdenton.com/get-involved/>

Learn more about Denton County's homeless community impact initiative:

Denton County Homeless Leadership Team

<https://www.unitedwaydenton.org/DCHLT>

DCHLT Workgroup Reports

May 2017

WORKGROUP NAME: DATA | WORKGROUP CHAIR: STEPHEN COFFEY

Meeting Summary:

Members Present : Stephen Coffey (Chair), Brenda Jackson, Christy Daniel, Courtney Cross, Danielle Shaw, Jesse Hamner, Keith Henderson, Stephani Aguilar, David Mays, Rebecca Woodland, Ruby De Jesus, Leslie Mosely, Patrick McLeod, Katherine Gonzales

As the implementation of Coordinated Entry progresses the workgroup addressed questions and concerns about the HMIS and the CE workflow. During this meeting Katherine walked direct service providers through the Coordinated Entry workflow and gave a short tutorial on how to make housing referrals in HMIS.

The group also discussed the Coordinated Entry work-around for Catholic Charities, an agency that does not access Denton County's HMIS database system, and how we will track referrals and progress of clients throughout their housing journey.

Drafts of Coordinated Entry education materials were presented to the group to gain feedback on how to advertise the Coordinated Entry process to other agencies, organizations, and potential participants. Next steps for the advertisement include to begin educating the community on the importance of CE within Denton County's Housing Crisis Response System, and how to refer people experiencing homelessness to Front Door Agencies.

After review of baseline System Performance Measurements, Patrick McLeod suggested the Data Workgroup meet to further discuss the development of Denton County's Data Dashboard. Specifically, a conversation around the purpose of the dashboard, sources we will utilize to obtain data and maintain the dashboard over time, and the visual format.

Short-term action items

Coordinated Entry education and advertisement across various organizations

Develop Coordinated Entry Policy and Procedures

Develop Priority Matrix

Data Dashboard discussion

Accomplishments

Coordinated Entry is being implemented in real time across Front Door Agencies

3 Front Door MOUs have been signed

Concerns

Sustainability of Coordinated Entry

Next Meeting Dates

Friday, June 16, 2017 from 9:00 a.m. to 10:30 a.m. at UWDC

DENTON COUNTY COORDINATED ENTRY

Coordinated Entry (CE) is critical to a successful Homeless Crisis Response System. It is a tool that connects families to the most appropriate resources they need to obtain and maintain housing, and measures the needs of families that our system is unable to serve.

Below is a timeline of the accomplishments of CE implementation in Denton County, and projected maintenance of CE moving forward:

August 2016 – January 2017

- Researched Coordinated Entry and best and emerging practices of a Housing Crisis Response System*
- Identified 6 Front Door Agencies, two of which also function as Receiving Agencies
- Mapped intake processes with 6 Front Door agencies*
- Established initial CE target population: literal homeless and domestic violence victims; prioritizing Veterans

January 2017 – May 2017

- DCHLT Data Workgroup combined efforts with the Denton County Homeless Coalition Coordinated Entry Steering Committee to finalize a Coordinated Entry Process for Denton County; this process was approved by the DCHLT in March 2017
- Trained 7 agencies in CE*
- Developed HMIS MOU to allow for data sharing between UWDC (backbone support) and Denton County HMIS users*
 - 5 signed HMIS MOUs (all Front Door agencies on HMIS)
- Developed Front Door MOU outlining roles, responsibilities and commitments*
 - 3 signed Front Door MOUs; still needed from Journey to Dream, Salvation Army Denton and Giving Hope, Inc.
- Developed Receiving Agency MOU outlining roles, responsibilities and commitments*
 - Still outstanding from RA's
- CE was used to prioritize Veterans into housing for the Denton County Supportive Housing Pilot
- Coordinated HMIS trainings* with the Texas Homeless Network and CE Front Door Agencies for the CE Workflow and the common assessment tool, the VI-SPDAT:
 - 27 VI-SPDATS completed in Denton County's HMIS in 2016
 - 260 VI-SPDATS completed in Denton County's HMIS in 2017 (YTD)
- Implemented CE workaround for Catholic Charities*
 - 10 referrals have been made to Catholic Charities between May 30th and June 7th, 2017

June 2017

- 3 agencies have started completing the CE Workflow with clients in real-time (Salvation Army Denton, Our Daily Bread and Giving Hope, Inc.)
- Salvation Army Denton adjusted their internal intake and assessment process to align with Denton County's CE process

***Completed by UWDC Coordinated Entry VISTA, Katherine Gonzales**

- Developed CE educational materials for agencies and organizations throughout the community that assist or encounter people experiencing homelessness*
- Developing CE Policies and Procedures document*
- Developing Data Dashboard* – to be informed by data from HMIS

Next Steps

- Present Denton County CE process to local faith leaders at Bridging the Gap, June 15, 2017
- Continue to act as liaison with THN to improve HMIS and CE Workflow*
- Continue to train local agencies in HMIS and CE Process*
- Maintain HMIS data quality by running regular reports and communicating with local agencies for improvements, changes and support*
- Expand CE to under-represented areas of Denton County:
 - Salvation Army Lewisville, Sanger/Krum (Sanger Crisis Center), Pilot Point/Aubrey (Shepherd's House), The Colony/Little Elm (Possibly Metro-Relief), Justin
- Expand the CE target population to include families and individuals 'At-Risk' of homelessness

ARE YOU EXPERIENCING HOMELESSNESS?

Are you sleeping in emergency shelter, in public areas, or in another place that is not permanent or safe? Visit a location below to complete a 10-15 minute assessment, called Coordinated Entry. Coordinated Entry helps quickly connect people to available resources and gathers information about the housing needs of people that are not served.

WHERE TO GO

- | | |
|--|---|
| <ul style="list-style-type: none">• Salvation Army Denton
1508 E. McKinney St. Denton, TX 76209
Monday – Friday 1:00 PM – 5:00 PM
940-566-3800 | <ul style="list-style-type: none">• Monsignor King Outreach Center
300 S. Woodrow Ln. Denton TX 76205
Monday - Wednesday 6:30 PM – 9:30 PM
940-391-1919 |
| <ul style="list-style-type: none">• Giving HOPE Inc.
117 W. Sycamore St. Denton, TX 76201
Monday – Friday 9:30 AM – 5:00 PM
940-382-0609 | <ul style="list-style-type: none">• Our Daily Bread at St. Andrew's Church
300 W. Oak St. Denton, TX 76201
Monday – Friday 10:30 AM – 1:30 PM
940-382-5604 |
| <ul style="list-style-type: none">• Journey To Dream
250 N. Mill St. #2 Lewisville, TX 75057
Monday – Friday 9:00 AM – 6:00 PM
469-470-2382
For youth experiencing homelessness only | <ul style="list-style-type: none">• Denton County MHMR
2519 Scripture St. Denton, TX 76201
Monday – Friday 8:00 AM – 5:00 PM
940-381-5000
For existing clients only |

* Some Coordinated Entry hours differ from regular hours of operation

WHAT YOU CAN EXPECT

- Agency staff will collect general information and complete a short survey with you to find the best housing option
- They will then refer you to a housing program, funding and vacancy permitted
- If assistance is unavailable, staff will attempt to refer you to other resources

WHY YOU SHOULD PARTICIPATE

- It reduces the amount of time you spend searching for assistance.
- It makes it easier for you and your family to access available resources.
- This process helps the community understand what resources are needed to help you and other families in the future.

KEEP IN MIND

This process does not guarantee assistance, and does not mean there are new resources available. We are working diligently with many households to end their homelessness, but resources are limited. It is possible and likely that programs you are interested in will not have any current openings, and there is no way to tell when a program may be able to offer assistance. This is not a housing wait list or housing application, but rather an initial assessment to identify the best housing option for you.



DCHLT Workgroup Reports

May 2017

WORKGROUP NAME: HOUSING | CHAIR NAME: TERRY WIDMER

Meeting Summary

For their May meeting, the DCHLT Housing Workgroup partnered with the Denton ESG Collaborative and other agencies for an all-day Housing Crisis Response System planning meeting. The following groups were represented: City of Denton, United Way of Denton County, Christian Community Action, the Salvation Army DFW Command and Denton Corps, Giving Hope, Inc., Denton County Friends of the Family, Interfaith Ministries, Journey to Dream, Our Daily Bread, the Denton Housing Authority, Denton County MHMR, Monsignor King Outreach Center and the DCHLT Housing Workgroup.

The day began with the ESG Collaborative. The group met to discuss and consider changes to the ESG application. Dani Shaw presented potential adjustments to scoring that would improve scoring. Agencies within the collaborative will review potential changes and provide feedback as to their commitment to said changes. Potential adjustments include the number of people we commit to serve and ultimately house in various programs such as Street Outreach and Emergency Shelter, and commitments to improve system performance measures such as increase in income as a result of program participation.

The ESG Collaborative was later joined by additional housing and homeless service agencies. The potential changes to the 2017-2018 ESG application were then used as a framework to discuss ways in which various programs and agencies are connected, and how those connections as well as internal agency processes can be adjusted to align with the improvement of our overall Housing Crisis Response System. Proposed changes that will help improve our overall response system included improved data entry and maintenance and increased training for case management staff.

A rough cost analysis of housing and case management was proposed given the scoring adjustments to the ESG Application, and to meet our targets for the literal and chronically homeless in Denton County would require an estimated \$4 million annually. This does not include transitional housing or operational costs for individual agencies.)

The group discussed the ways in which Coordinated Entry is integral to the improvement of our Housing Crisis Response System, and the need for a support position to improve data quality, highlight gaps in the system and seek funding to continue to improve our system and ensure that homelessness is rare, brief and nonrecurring. The estimated cost of a Coordinated Entry Specialist position (which would include HMIS oversight, training, local support, maintenance of the Housing Priority List and supervision of additional data entry interns) is approximately \$45,000 (salary and benefits).

The DCHLT Housing Workgroup recommends discussion and approval of appointees to seek funding for a Denton County Coordinated Entry Specialist position.

Additional next-steps for the DCHLT Housing Workgroup include the collaborative execution of a Landlord Forum, and seeking ways in which to increase and improve case management capacity for agencies throughout our Housing Crisis Response System.

The first Denton Supportive Housing Pilot client was housed Monday, May 15th. Given the client's chronic homelessness and previous trauma, they had concerns about moving directly from the street into a new apartment. UWDC Veteran Community Navigator helped to secure funding for a hotel the weekend prior to the client's move-in date to help with the transition. The client is now housed and will soon be receiving VA benefits.

It has been over a year since the beginning stages of planning for this pilot, and many community agencies and organizations have contributed their time and energy to make it possible. Our homeless and housing service community has learned valuable information in regards to client barriers, property management barriers and system navigation. This process has helped to jumpstart the Denton County Coordinated Entry process, and will continue to provide rich data regarding collaborative case management and housing stabilization.

Short-term action items

Support finalization of 2017-2018 ESG Application
Meet for Part 2 of community-wide planning

Accomplishments

System-wide planning and initial estimated cost analysis of long-term system maintenance

Concerns

Ability of individual agencies to adjust internal processes in a timely manner (before beginning of 2017-2018 ESG grant year)
Uncertainty of receiving ESG funding
Future of Coordinated Entry without a dedicated support position

Next Meeting Dates

TBD

Denton County Homeless Coalition Recommendation

The Denton County Homeless Coalition recommends the Denton County Homelessness Leadership Team approve the United Way of Denton County as the coalition's fiscal agent. The DCHC believes this recommendation aligns directly with UWDC's role as backbone support to Denton County homelessness initiatives, and will allow the coalition to accept donations and conduct fundraising projects.

COMMITMENTS:

- UWDC would manage collection of money, process payments, track donations and produce tax-donation letters for an administrative fee
- DCHC would elect a committee to develop program guidelines (approved by the DCHLT), promote giving, manage allocations by approving funds for special projects and award funds to agencies for small projects

PROPOSAL: The DCHC will pilot a Text-to-Give campaign

1. Panhandling Education Campaign: The DCHC would like to collaborate with Denton's Main Street Association in a campaign to educate the public about panhandling, and utilize the campaign as a positive way to raise awareness about homelessness and offer a way for people to give safely.
2. Flex-Fund: Alternatively referred to as a Barriers Fund or Housing Trust Fund, this type of fund may be used to offset small but impactful costs not covered by grant funding like transportation or clothing, and possibly even diversionary measures such as short-term hotel stays. Additionally, these funds may be utilized to incentivize landlords to provide affordable, low-barrier rental units for local housing programs.
 - a. Austin's Ending Community Homeless Coalition (ECHO) has [done this successfully](#) in conjunction with their initiative to end Veteran Homelessness.
 - b. The Metro Dallas Homeless Alliance (MDHA) also has a [similar fund](#) serving Dallas and Collin Counties. Their fund recently received a \$50,000 grant from the Carl B. and Florence E. King Foundation.
 - i. Estimated Current Annual Program Cost
 1. Client solutions – \$123,094.89
 2. DART One day bus passes – \$18,250
 3. Unsheltered homeless basic hygiene – \$3,600
 4. Subtotal: \$144,944.89
 5. 90% of all funds granted to the MDHA Flex Fund go directly to client assistance. The remaining 10% of funds are used to fund the administration of the program – \$16,104.98
 6. Grand Total: \$161,049.78
3. PIT Count Support: funds may be used to support planning, surveys, incentives and volunteer support