# November 2013 Steering Committee Meeting

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AGENDA

I. Call to Order
   a) Roll Call – Daphne Lemelle

II. CoC Progress Highlight: Housing Houston’s Heroes Update in honor of Veterans Day – Eva Thibaudneau

III. Approval of Minutes:
       a) October 10, 2013 CoC Steering Committee Meeting – Daphne Lemelle

IV. Lead Agency Report – Eva Thibaudneau

V. Old Business
   a) 2013 CoC Grant Update – Howard Burchman/Eva Thibaudneau
      • Updates on Correction Action Plans
      • Update on Grievance resolution
      • Update on public comment re: performance of transitional housing
   b) Approval of HMIS Governance Charter (Resolution No. 14) – Daphne Lemelle
   c) Coordinated Access Updates – Heather Muller/ Eva Thibaudneau

VI. New Business
   a) CoC Charter Update - Eva Thibaudneau
   b) Legal Status and Insurance Coverage options for CoC Steering Committee – Eva Thibaudneau

VII. Public Comments

VIII. Adjournment

Next Steering Committee Meeting
Thursday, December 12, 2013
3:30 pm
Neighborhood Resource Center
815 Crosby Street
2012-2013 CoC Action Plan

1. Create a new service delivery model that allows services to be provided in-home or in close proximity to housing throughout the Houston, Harris County and Fort Bend County region by December 2013.

2. Create 2500 Permanent Supportive Housing Units targeted to the chronically homeless and frequent users of services by December 2015.

3. Rebalance the homeless response system based on need (as determined by data analysis) primarily through the reallocation and alignment of funding resources by December 2015.

4. Create and implement a coordinated assessment and triage system to connect people experiencing or at-risk of homelessness to the most appropriate housing model based on the agreed upon definitions and target criteria by 2014.

5. Implement a Change Management Process to minimize the change impacts and avoid distractions.
## VETERANS (only) Housed

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**Total Veterans Housed**: 588

**Total Family Members Housed**: 230

**Total Vet + Fam Housed**: 818
Steering Committee Meeting
October 10, 2013

Minutes

Present: Melissa Carroll (Pasadena) Thao Costis (Provider Rep), Barbara Dawson (MHMRA), Tory Gunsolley (Houston Housing Authority), Donna Herron (Consumer Rep), Daphne Lemelle (Harris County), Tom McCasland (Harris County Housing Authority), Dr. Laura Marsh (VA), Celene Meyer (Funders Together), Eva Thibaudeau (Lead Agency Staff), Stephen Williams (Houston Dept of Health and Human Services)

Absent: Marilynn Kindell (Fort Bend County), Rebecca Landes (Provider Rep), Neal Rackleff (COH),

The meeting of the Continuum of Care (CoC) Steering Committee was held on October 10, 2013 at Neighborhood Resource Center, 815 Crosby St., pursuant to proper notification of all Steering Committee members.

Welcome and Introductions
Chair Tory Gunsolley called the meeting to order at 3:35 pm. Secretary Celene Meyer conducted roll call. Gunsolley welcomed the new committee member Melissa Carroll who is the Pasadena representative.

World Homeless Day
Marilyn Brown (Coalition for the Homeless) announced October 10 was National World Homeless Day and presented Steering Committee members with a handout from the Coalition for the Homeless.

Approval of Minutes
Minutes from September 12, 2013 were presented. A motion was made (McCasland) and seconded (Kindell) to approve the minutes as presented. Motion was approved.

Lead Agency Report –Presented by Eva Thibaudeau
- The Homeless Services Coordinating Council met on October 2, 2013 where a panel discussed domestic violence services.
- CoC Grant registration was completed in e-SNAPs on September 20, 2013, and Lead Agency staff will be in weekly communication with Housing Innovations for next steps, as well as CoC provider members regarding the grant process.
- HMIS has a new Project Manager, Takeshia Richardson, who will start work on September 30, 2013. A revised CoC/HMIS Lead Agency Governance Agreement will be presented for consideration by the CoC Steering Committee.
- A 100,000 Homes Campaign progress report from August was presented.

Old Business
- **2013 CoC Grant Update**
  - With the government currently shut down, lead agency staff are working to prepare and be in the best position possible once the NOFA drops.
  - Annual Renewal Demand from HUD is $23,400,423
  - Three (3) new project submissions were received and two (2) will be eligible for consideration if funds are available for new projects.
  - Renewal Project Scores were presented to the Steering Committee. This is not to rank or prioritize, these show Annual Performance Report data. Some thresholds were taken from HUD’s outcomes, others looked at aggregate data from HMIS and community-wide outcomes.
  - Approval of 2013 Grievance Procedure (**Resolution No. 12**)
    - A motion was made (Lemelle), and seconded (Costis). The motion was approved and the resolution was signed.
  - Approval of letters to programs related to performance (**Resolution No. 13**)
    - A motion was made (Meyer) and seconded (Herron). The motion was approved and the resolution was signed.
  - Next Steps
    - Renewal Sub-Committee to make further recommendations – Thao Costis, Daphne Lemelle, and Celene Meyer will sit on this committee.
    - New Project Selection Committee – Once the program NOFA drops, the CoC will recruit individuals without a conflict of interest to review and recommend new projects for funding.

- **Coordinated Access Update**
  - Heather Muller (CSH) went through the client workflow.
  - Staffing plan: 1 System Coordinator at the Coalition for the Homeless for project management, 10 Assessors – 5 new, 5 repurposed from existing case management staff, and 4 Housing Navigators – all repurposed from existing case management staff.

New Business
- Thibaudeau presented the HMIS Governance Agreement for Steering Committee member review and voting at the November 14 Steering Committee meeting.
• Rackleff asked that we research legal options to protect the Houston/Harris County CoC Steering Committee and its members from lawsuits as a result of decisions executed by said committee. Thibaudeau and Rackleff will research and report back to the committee in November.

Public Comments
• Morris Fountain (Buy Your Community First) presented information and research to the Steering Committee regarding preventing homelessness of families who are affected by a family member being sent to jail. Gunsolley noticed that the CoC has talked about prevention and although it is one of the strategies, it is not a community priority right now.
• Gay McCurdy, Director of Sally’s House (Salvation Army) discussed her program’s APR and disagreed with the score, as it could negatively impact her grant funding in future years.
• Dawson announced that The National Council is inviting organizations to join the Trauma Learning Community where workshops, seminars, webinars and more will be provided to help organizations implement trauma-informed care within their programs. They need at least 10 organizations to commit.

Adjournment
A motion to adjourn was made (Herron) and seconded (Lemelle). Upon approval, the meeting was adjourned.

Respectfully Submitted,

[Signature]
Celene Meyer, Secretary

Approved,

[Signature]
Daphne Lemelle, Vice Chair for Tory Gunsolley, Chairman

_____________________
Date
A. Work/Affinity Group Activities
   a. Networks, Initiatives and Affinity Groups
      i. Homeless Services Coordinating Council
         1. Met on November 6, 2013 – Panel discussed veterans services and previewed Provider Input Forum beginning in January 2014
      ii. Housing Houston’s Heroes
          1. Met November 8, 2013
          2. 140 a Month Committee met October 17, 24, 31 and November 7, 14, 2013
      iii. Youth/Young Adult Affinity Group
           1. Homeless Youth Network Forum October 29, 2013
           2. Youth PIT/Needs Assessment Workgroup November 11, 2013
      iv. One Voice Texas Affinity Group
           1. Housing Workgroup October 30, 2013 re: Youth Housing Planning
           2. Children/Young Adults Workgroup November 1
      v. Coordinated Access Workgroup
           1. Convened transition planning workgroup November 1 and 7, 2013
           2. Technical Assistance phone meetings October 22 and November 7, 2013
      vi. ESG Funders Workgroup
           1. Met October 24 and November 7, 2013 re: coordination with CoC priorities
      vii. HMIS Support Committee
           1. Met September 11 and October 24, 2013

B. CoC Grant
   a. Mailed all CoC communication letters regarding performance and funding
   b. Resolved Informal Grievance with CoC grant-funded program
   c. Weekly calls with Housing Innovations, Howard Burchman, regarding preparation
   d. Updated all narrative regarding CoC activities in preparation for NOFA
   e. Met with local HUD field office regarding TH conversions to RRH/PSH

C. HMIS
   a. Prepared data analysis reports for community use in system planning

D. Other CoC Activities
   a. Participated in national “CoC Roundtable” peer phone call in November 2013
   b. Consumer Input Forum November 8, 2010 re: disaster preparedness and response
   c. Prepared CoC Charter Updates for 2013
   d. Welcome Home Basket coordination and distribution November 14, 2013

E. Informational Updates
   • Q for a Cause
     See attached
FOR INFORMATION ONLY

SUBJECT: Transitional Housing Program Outcomes as reported in HMIS
DATE: 11/8/13

This Memorandum is to provide HMIS data outcomes for transitional housing projects in reference to public comment during the last CoC Steering Committee meeting by Gay McCurdy of Salvation Army, Sally’s House.

Background

In response to the public comment by Gay McCurdy regarding the complaint that outcome standards had been set too high on the Renewal Scoring Tool, the Steering Committee requested that outcome data from HMIS be shown in order to compare Sally’s House outcomes with other similar programs.

The HMIS Senior Manager presents the attached document sharing the outcome data for thirteen (13) transitional housing programs. The box at the bottom summarizes the ranking of Salvation’s Army, Sally’s House in relationship to its peers. This data does not include domestic violence programs or Covenant House.
HMIS Governance Agreement
Coalition for the Homeless of Houston/Harris County

The Coalition for the Homeless of Houston/Harris County is the lead agency for the
Houston/Harris County Continuum of Care (CoC) TX700 as well as the lead agency for the
Houston/Harris County Homeless Management Information Systems (HMIS). The coverage
area for both the CoC and HMIS includes: City of Houston, City of Baytown, City of Pasadena,
City of Webster, Harris County and Fort Bend County, TX. The Coalition for the Homeless of
Houston/Harris County approves all final decisions and contracts pursuant to HUD requirements
in regards to HMIS.

This CoC/HMIS Governance Agreement serves to explain the roles and responsibilities of the
Houston/Harris County CoC and the Coalition for the Homeless of Houston/Harris County Lead
Agency. As of September 2008, ClientTrack is the software in use.

ClientTrack, Inc. houses the data for HMIS in an off-site facility. The data entered into HMIS is
secured according to HUD privacy standards and meets HIPPA compliance. For the policies on
data sharing please see the HMIS Policies and Procedures Manual. Changes regarding data
sharing will be presented to the HMIS Support Committee for recommendations and feedback
with the ultimate decision resting with the President/CEO and Director of Programs of The
Coalition for the Homeless of Houston/Harris County.

**HMIS Staff:**
The HMIS department maintains the following staff:

**HMIS Lead Project Manager** – Provides general oversight of the operation and administration of
the HMIS department. Assist with developing strategies for using data driven solutions for
homeless assistance.

**HMIS System Administrator/Data Analyst** – Manages and maintains the HMIS system. Serve as
a liaison between providers and ClientTrack, Inc., and assists with all technical needs of the
system.

**HMIS Reporting Manager** – Generates and submits program and community-level reports from
HMIS. Ensures providers comply with all data quality processes and procedures. Works closely
with providers to clean up data issues, and improve data quality.

**HMIS Support Manager** – Perform site visits as needed to ensure providers comply with all
policies and protocols. Provides help desk support via an issue ticketing system, telephone, and e-
mails. Assist with HMIS training.

**HMIS Trainer** – Ensures proper HMIS training of all End Users (e.g. documentation,
confidentiality, training timetable, etc.). Assist with site visits and help desk as needed.
HMIS Support – Administer the creation, operation, modification, and deletion of username and passwords of clients in the system. Manage participation agreements, system-user agreements, and user code of ethics policies.

**HMIS Support Committee:**

**Members:** The HMIS Support Committee includes representatives from the City of Houston, Harris County, Fort Bend County, one large agency, one medium agency and one small agency. The HMIS Reporting Manager leads the committee and one other HMIS staff member attends.

**Responsibilities:** The primary role of this committee is to guide policy decisions for the HMIS program. This committee will be responsible for providing input into the overall HMIS structure and assist in reviewing existing policies and procedures as well as recommending additional items as needed based HUD’s HMIS Data Standards, local needs to include both HUD funded and non-HUD funded agencies. The HMIS Support Committee will convene subcommittees as needed which will report back to the HMIS Support Committee recommendations for action.

**Meetings:** The HMIS Support Committee meets monthly. Members are asked to attend each meeting as the meeting dates for the year are set at the final meeting held in December. The HMIS Support staff member will e-mail committee members the agenda for each meeting. In addition, the HMIS Reporting Manager will e-mail additional HMIS updates released by HUD as they become available.

**Final Approval:** The Coalition for the Homeless of Houston/Harris County will have final authority for the HMIS structure as well as policies and procedures.

**HMIS Quarterly Forum**

The Houston/Harris County HMIS will conduct quarterly HMIS Forums open to the public and specifically participating agency HMIS users and managers. The Forum will offer aggregate community reports on performance measures and provide user training opportunities when necessary. Notice of the Forum will be sent in advance to the HMIS e-mail distribution list.

**HMIS Policies and Procedures:**

The Houston/Harris County HMIS currently has policies and procedures on file in the Coalition office and noted on the Coalition Website. The policies and procedures are reviewed on a yearly basis, with the assistance of the HMIS Support Committee. In addition, during site visits to homeless agencies by the HMIS Support Manager, agencies are asked to produce a copy of policies and procedures on file to ensure that each HMIS participating agency has a copy available upon request for clients. In addition, Coalition staff will ensure that each HMIS participating agency has a copy of the Privacy Notice clearly displayed when visiting agencies.
**HMIS Data Sharing Policy:**

The Houston/Harris County HMIS currently has a data sharing policy on file in the Coalition office. The policy is reviewed on a yearly basis, with the assistance of the HMIS Support Committee. Certain client data is shared between all organizations participating in the HMIS, regardless of whether a Release of Information or Memorandum of Understanding (ROI/MOU) has been executed and set up in ClientTrack. Other client data is shared only if there is an ROI/MOU in place and the form where the data was entered is marked with the security setting “Share with ROI/MOU.”

**CoC Roles and Responsibilities:**

The Houston/Harris County CoC will:

- Designate the HMIS Lead Agency with the approval of the CoC Steering Committee;
- Execute and review annually, this HMIS Governance Agreement;
- Review and approve, with the assistance of the HMIS Lead, the designated software, which as of the date of this agreement is ClientTrack;
- As of the date of this agreement, the approved HMIS software is ClientTrack. Any changes to this software must be approved by the CoC.
- Conduct quarterly review of HUD funded agency data within HMIS to ensure the funded agencies are in compliance with HMIS requirements;
- Conduct annual review with HMIS staff to ensure compliance with HMIS Standards;
- Review and assist with the annual updates to the HMIS Policies and Procedures;
- Work with HMIS to develop and maintain working relationships with area homeless service providers;
- Regularly attend HMIS Support Committee meetings;
- Work with HUD funded programs to ensure compliance with HMIS policies and procedures to include entering appropriate client level data and maintaining bed lists;
- Work with non-HUD funded agencies to promote HMIS usage;

**HMIS Roles and Responsibilities:**

The Houston/Harris County HMIS will:

- Execute HMIS participation agreements;
- Monitor compliance with applicable HMIS standards on a regular basis;
- Establish and review annually End User Agreements;
- Maintain and update as needed the files for HMIS software to include software agreements, HUD Technical Submissions, HUD executed agreements and Annual Progress Reports;
- Develop and maintain HMIS agency files to include original signed participation agreements, original signed user license agreements and all other original signed agreements pertaining to HMIS;
- Develop and update as needed a Data Quality Plan;
- Review and update HMIS Privacy Policy yearly;
- Develop and review annually the HMIS Security Plan, including disaster planning and recovery strategy;
- Review and update as needed HMIS Policies and Procedures;
- Provide copies of the Data Quality Plan, Privacy Policy, Security Plan and Policy and Procedures to the HMIS Steering Committee for review and feedback on an annual basis;
- Review national, state and local laws that govern privacy or confidential protections and make determinations regarding relevancy to existing HMIS policies;
- Provide new user training and refresher user training monthly;
- Pro-actively contact new users for immediate follow up and issuance of username and password to access HMIS in an effort to begin entry of data as soon as possible following training;
- Provide on-site technical support to agencies using HMIS for trouble-shooting and data input;
- Monthly review of HMIS data and bed lists to ensure that participating agency programs are using HMIS accurately;
- Provide assistance to agencies upon request for additional on-site training and support
- Conduct unduplicated accounting of homelessness annually.

**Roles and Responsibilities of Participating HMIS Agencies:**

- Must comply with all applicable agreements;
- Execute and manage End User Agreements with all staff who have HMIS access;
- Comply with the HMIS Standards as appropriate;
- Accurately enter all required data into the HMIS system, including accurate and timely information into the bed data.

This agreement will be reviewed and updated annually by the Houston/Harris County CoC and the HMIS Lead Agency (Coalition for the Homeless of Houston/Harris County) to ensure compliance.

____________________________________  ___________________
HMIS Lead Agency Director of Programs   Date

____________________________________  ___________________
CoC Steering Committee Chair    Date
FOR INFORMATION ONLY

SUBJECT: CoC Charter Updates
DATE: 11/8/13

This Memorandum is to introduce to the Houston/Harris County Continuum of Care Steering Committee the updated CoC Charter.

Background

As stated in the CoC Charter a review and update must be done to the document at least annually. Due to the need to have language in the CoC Charter that refers to the HMIS Governance Agreement in order to meet the HUD standards for HMIS governance compliance in the 2013 NOFA, this draft update has been conducted.

The significant updates to note are as follows:

1. Changing the name of the Homeless Services Coordinating Council to reflect the need for the two Steering Committee Provider Representatives to have a forum in which to provide information to and receive input from CoC providers regarding policy and planning items. The updated charter renames the provider input entity to the CoC Provider Forum and clarifies the function and intent of this forum.
2. Dissolving the existing Consumer Advisory Council (CAC) function in an effort to recognize the new CoC Steering Committee structure that has two Consumer Representatives. This update replaces the CAC with Consumer Input Forums in order to provide a forum in which to allow CoC Steering Committee Consumer Representatives to interact with and receive input from the larger consumer population.
3. This update also includes a more in-depth HMIS Administrator description and makes the necessary reference to the HMIS Governance Agreement that will bring the CoC HMIS into compliance with HUD HMIS Governance guidelines.
Houston/Harris County Continuum of Care Charter

1. Purpose of the Charter
This Charter sets out the composition, roles, responsibilities and committee structure of the Houston/Harris County Continuum of Care (CoC).

2. Purpose of the Continuum of Care
The purpose of the Houston/Harris County Continuum of Care is to create a collaborative, inclusive, community-based process and approach to planning for and managing homeless assistance resources and programs effectively and efficiently to end homelessness in the jurisdiction as specified in Department of Housing and Urban Development, 24 CFR Part 578, Homeless Emergency Assistance and Rapid Transition to Housing: Continuum of Care Program.

3. CoC Steering Committee
   A. Roles and Responsibilities of Steering Committee
      The CoC Steering Committee is the lead decision-making body responsible for managing community planning, coordination and evaluation to ensure that the system of homeless services and housing rapidly ends people’s homelessness permanently. This includes planning for the use of U.S. Department of Housing and Urban Development HEARTH CoC resources and coordinating these funds with other relevant resources in the jurisdiction.
      Specific responsibilities include:
      • Providing overall direction and leadership of the process;
      • Making all formal decisions of the CoC;
      • Leading strategic planning and goal-setting;
      • Aligning and coordinating CoC and other homeless assistance and mainstream resources;
      • Ensuring the availability of data for planning;
      • Establishing priorities for and making recommendations to HUD about the allocation of CoC resources;
      • Establishing system and program outcomes for evaluation purposes;
      • Monitoring and evaluating both system wide and individual program performance on established goals;
      • Receiving reports and recommendations from sub-committees and task groups;
      • Establishing sub-committees and task groups as needed to perform CoC functions;
      • Selecting the lead support agency and HMIS administrator;
      • Entering into all contracts and MOUs on behalf of the CoC;
      • Monitoring performance under these contracts; and
      • Distributing official communications from the CoC.

   B. Members of the Steering Committee
The membership of the Steering Committee consists of up to 17 designated seats as outlined below. Each Steering Committee member must have the fiscal and program authority of the organization they represent.

- City of Houston Housing and Community Development
- Harris County Community Services Division
- City of Houston Public Housing Authority
- Harris County Public Housing Authority
- Fort Bend Community Development Department
- Pasadena Community Development Department
- Two Service or Housing Provider Representatives
- Two Consumer Representatives
- Business Representative
- Funders Together Representative
- Coalition for the Homeless Representative
- Faith Community Representative
- Three At-large Representatives from Public/Government/Academic Organizations (e.g., Health, Mental Health, Veterans Administration, University, etc.)

C. Selection of Steering Committee Members

- Each Steering Committee member that is a named organization or jurisdiction selects or appoints its representative(s) to the committee.
- Provider representatives are selected by the CoC Provider Forum.
- Consumer representatives are selected from the Community Input Forum participants. These representatives may be receiving services from but cannot be employees of agencies funded through the Continuum of Care process.
- Members of the business community and the faith community are nominated using a committee comprised of Steering Committee members. The full Steering Committee votes on this committee’s recommendations.
- At-large representatives are selected by a vote of the members of the Steering Committee.
- The Steering Committee can add new members by a majority vote of the existing members.

D. Terms

- For those members who represent a government department or organization, that person may serve as long as they continue to hold the same job/position.
- For those members who represent a segment of the population or a named organization, the term of office is two years. These members may serve up to three consecutive terms.
- A member may be reelected to the Steering Committee after a period of twelve (12) months of non-service.
- A term year is a calendar year, January through December.
- Members that fail to attend regularly scheduled meetings shall be subject to removal from the Steering Committee by vote of the Committee if they attend less than 75% of meetings. The Steering Committee will require the appointing and electing agencies to appoint a substitute in the event of the removal of a member of the Steering Committee.

E. Steering Committee Meetings, Quorum and Voting
• The Steering Committee shall meet no less frequently than every quarter.
• A quorum will be one-half plus one of the seats on the Steering Committee. In the event that all seats are not filled at any given time, a quorum will be one-half plus one of the total number of seats filled.
• The vote of a majority of members present and voting at a meeting at which a quorum is present is enough to constitute an act of the Steering Committee.

F. Conflicts of Interest
Steering Committee members with actual or perceived conflicts of interest must identify them as they arise. Individuals with a conflict of interest may participate in all discussion but should abstain from voting on any issue in which they may have a conflict. No member of the Steering Committee shall vote upon any matter which shall have a direct financial bearing on the organization that the member represents or sits as a board member on the organization. This includes all decisions with respect to funding, awarding contracts, and implementing corrective actions.

G. Compensation of Members
Steering Committee members will receive no compensation for their duties. They may receive direct expense reimbursement for any expenses incurred for activities directed by the Steering Committee.

H. Officers of the Steering Committee
There will be three officers of the Steering Committee – Chairman, Vice Chairman and Secretary. These positions will be recommended by the Nominating Committee and approved by the Steering Committee. Each officer will have a one year term with an optional additional one year renewal. Renewal options will be recommended by the Nominating Committee.
• Chair – The Chair will preside at all meetings of the Steering Committee. Subject to the direction of the Steering Committee, the Chair shall give oversight to the development of policies and execution of the policies and programs of the Continuum of Care. The Chair will perform other duties prescribed by the Steering Committee and all duties incident to the office of Chair of the Steering Committee.
• Vice Chair – The Vice Chair will preside over meetings of the Steering Committee in the absence of the Chairman and assist the Chair and the Steering Committee on matters as may be requested from time to time.
• Secretary – The Secretary will (or delegate to another) give all notices of meeting dates, times and locations, take minutes of the meetings and keep the minutes as part of the corporate records. The Secretary will perform duties incident to the office of the Secretary and such other duties as may be assigned by the Chair or Steering Committee.

I. Standing Committees
The Chair may establish standing committees as may be necessary to conduct the business of the Steering Committee. The Chair shall appoint the members of each committee established. The current standing committee is the Nominations Committee. No standing committee has the authority to act on behalf of the Corporation beyond duties described in the following sections.

• Nominations Committee Duties:
  o Recommend members to fill the positions of:
The CoC Provider Forum
- The CoC Provider Forum is the primary policy, input and planning group for the CoC provider community. Members of the CoC Provider Forum will include all homeless service provider agencies. Participation in the CoC Provider Forum is vital to the CoC planning process.
- The CoC Provider Forum shall elect the two service or housing provider representatives to the Steering Committee. These elected representatives will be the intermediary between the Steering Committee and the provider community.
- The CoC Provider Forum will convene no less than quarterly and may convene for special meetings when needed.
- The CoC Provider Forum will review the annual update to the CoC Charter.

Consumer Input Forum
- The Consumer Input Forum is the primary vehicle through which the CoC gathers input from the consumer population. Members of the Consumer Input Forum will include those currently experiencing homelessness and those who have formerly experienced homelessness.
- The two consumer representatives to the CoC Steering Committee will be selected from participants in the Consumer Input Forums. These representatives, in cooperation with the Lead Agency, will convene forums no less than twice a year to gather input to inform the CoC Steering Committee in their decision making.

HMIS Forum
- The Houston/Harris County HMIS will conduct quarterly HMIS Forums open to the public and specifically participating agency HMIS users and managers. The Forum will offer aggregate community reports on performance measures and provide user training opportunities when necessary. Notice of the Forum will be sent in advance to the HMIS e-mail distribution list.

HMIS Support Committee
- The primary role of this committee is to guide policy decisions for the HMIS program. This committee will be responsible for providing input into the overall HMIS structure and assist in reviewing existing policies and procedures as well as recommending additional items as needed based HUD’s HMIS Data Standards, local needs to include both HUD funded and non-HUD funded agencies. The HMIS Support Committee will convene subcommittees as needed which will report back to the HMIS Support Committee recommendations for action.

Provider Affinity Groups
- Provider Affinity Groups include existing and to be formed work groups focused on planning around specific program types or system components such as prevention/diversion, emergency shelter,
transitional housing, rapid rehousing, outreach, etc. These groups include staff from provider and government organizations, consumers, funders, etc.

- **Population Specific Work Groups**
  - Provider Specific Work Groups include both existing and to be formed groups focused on planning for the needs of specific sub-populations such as Domestic Violence Survivors and Youth/Young Adults. These groups include staff from provider and government organizations, consumers, funders, etc.

- **Task Specific Work Groups**
  - Task Specific Work Groups include both existing and to be formed groups focused on planning for a task specific activity or function such as the Homeless Count, the Charrette, and the 100,000 Homes Campaign. These groups include staff from provider and government organizations, consumers, funders, etc.

5. **Lead Agency**

The CoC Steering Committee shall select a lead support agency to provide staff to the various committees and work groups that constitute the CoC. The lead agency will perform a variety of necessary functions such as performance monitoring, engagement and education of stakeholders and submission of the annual collaborative CoC grant application. The Steering Committee will maintain an MOU agreement with the lead support agency that is reviewed and updated periodically, at a minimum, annually. The lead agency will be eligible to apply for CoC planning funds through the CoC grant process when available. These funds will be used to provide dedicated staff and resources to the support of the CoC including the CoC Steering Committee as specified by HUD guidelines. At this time, the Coalition for the Homeless of Houston/Harris County has been designated as the lead support agency.

Specific responsibilities include:
- Staff committees
- Produce planning materials
- Coordinate Needs/Gaps Assessments
- Collect and report performance data
- Monitor program performance
- Coordinate resources, integrate activities and facilitate collaboration
- Prepare collaborative application for CoC funds
- Build awareness
- Recruit Stakeholders

6. **HMIS Administrator**

The CoC Steering Committee shall select an administrator for the Homeless Management Information System (HMIS) for the CoC. The Steering Committee will maintain an HMIS Governance Agreement with the HMIS administrator. This agreement is updated periodically, at a minimum, annually. The administrator is eligible to apply for HMIS funds through the CoC grant process and other sources and will use these funds to dedicate staff and resources to the functions of the HMIS as specified by HUD guidelines.
At this time, the Coalition for the Homeless of Houston/Harris County has been designated as the HMIS administrator for the CoC.

The HMIS administrator will be responsible for the following:

- Execute HMIS participation agreements;
- Monitor compliance with applicable HMIS standards on a regular basis;
- Establish and review annually End User Agreements;
- Maintain and update as needed the files for HMIS software to include software agreements, HUD Technical Submissions, HUD executed agreements and Annual Progress Reports;
- Develop and maintain HMIS agency files to include original signed participation agreements, original signed user license agreements and all other original signed agreements pertaining to HMIS;
- Develop and update as needed a Data Quality Plan;
- Review and update HMIS Privacy Policy yearly;
- Develop and review annually the HMIS Security Plan, including disaster planning and recovery strategy;
- Review and update HMIS Policies and Procedures;
- Provide copies of the Data Quality Plan, Privacy Policy, Security Plan and Policy and Procedures to the HMIS Steering Committee for review and feedback on an annual basis;
- Review national, state and local laws that govern privacy or confidential protections and make determinations regarding relevancy to existing HMIS policies;
- Provide new user training and refresher user training monthly;
- Pro-actively contact new users for immediate follow up and issuance of username and password to access HMIS in an effort to begin entry of data as soon as possible following training;
- Provide on-site technical support to agencies using HMIS for trouble-shooting and data input;
- Monthly review of HMIS data and bed lists to ensure that participating agency programs are using HMIS accurately;
- Provide assistance to agencies upon request for additional on-site training and support
- Conduct unduplicated accounting of homelessness annually.

7. Reporting

- Proceedings of all Steering Committee meetings are documented in minutes.
- Minutes of all meetings are circulated and approved at the subsequent meeting. Once approved, minutes are made available electronically to the public.
FOR INFORMATION ONLY

SUBJECT: Recommendations regarding Directors and Operators Insurance Coverage Options
DATE: 11/12/13

This Memorandum is to provide the CoC Steering Committee information regarding options for obtaining D & O Insurance Coverage for committee members.

Background

During the October 2013 CoC Steering Committee meeting, the issue of liability and D & O insurance coverage for committee members was raised. There was concern that committee members were vulnerable to legal action as individuals since the CoC Steering Committee is not a legal entity, nor is it an affiliate of a legal entity.

After checking with the insurer for the Coalition for the Homeless, the following two recommendations were made:

1. The Coalition could extend coverage to the CoC Steering Committee if the committee became a named committee of the Coalition Board.
2. The CoC Steering Committee can become its own legal entity (501 (c) 3 or other) and purchase its own insurance.

President and CEO of the Coalition for the Homeless, Marilyn Brown, recommends that in order to maintain the clear distinction between the CoC and the Coalition, the CoC Steering Committee become its own separate entity and maintain an MOU with the Coalition to perform Lead Agency and HMIS Administrator functions.

CoC Steering Committee member, Neal Rackleff, volunteered to be the committee point person regarding this topic and he agreed with this recommendation. He will consult with the City Attorney’s office to make a further recommendation about what type of legal entity would make the most sense for the CoC Steering Committee to pursue. He acknowledges that the County, HHA and HCHA would need to do a similar review.