# September 2016 Steering Committee Meeting

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AGENDA

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

II. Approval of Minutes – Daphne Lemelle
    a) August 2016 CoC Steering Committee Meeting

III. Lead Agency Report -- Add to official minutes

IV. Old Business
   a) FY2016 NOFA – Eva Thibaudeau
      • Submitted Monday, September 7, 2016!!
      • MCEA score sheet, revised
      • CoC Project Concerns Summary
   b) System Progress Updates
      • Youth/Young Adults
      • Rapid Re-Housing
      • Income Now
      • General

V. New Business
   a) Homeless Youth Demonstration Project (HYPD) NOFA
   b) Consumer Input Forum Report
   c) Federal Partner Visit
   d) 2016-17 The Way Home Action Plan

VI. Announcements
    a) Case Manager Resource Exchange

VII. Public Comments

VIII. Adjournment
Steering Committee Meeting

August 11, 2016

Minutes

Present:
Horace Allison (Harris County Housing Authority), Gerald Eckert (The Salvation Army), Marilynn Kindell (Ft Bend County Community Development), Kelli King-Jackson (Simmons Foundation), Becky Landes (The Beacon), Daphne Lemelle (Harris County Community Services Dept.), Da’Quam Taylor (Consumer Representative), Mike Temple (Houston Galveston Area Council), and Eva Thibaudeau (Lead Agency Staff)

Absent:
Barbara Dawson (MHMRA rep), Tory Gunsolley (Houston Housing Authority), Laura Marsh (Michael E. DeBakey, VA Medical Center), Heather Garza (City of Pasadena, Community Development), and Carl Wiley (Consumer Representative)

The meeting of the Continuum of Care (CoC) Steering Committee was held on June 9, 2016 at 601 Sawyer St., 1st Floor Conference Room # 102, pursuant to proper notification of all Steering Committee members.

Welcome and Introductions
Lemelle called the meeting to order at 3:42 pm. Temple conducted roll call and noted that there was a quorum.

Approval of Minutes
The minutes from the June CoC Steering Committee meeting were presented. Daphne called for a motion to approve the June minutes as presented. Temple motioned, Eckert seconded.

The minutes were approved.

Lead Agency Report
The Lead Agency Report was presented by Thibaudeau. A Rapid Rehousing focus group was highlighted. Feedback from the focus group revealed consumers are overall very pleased. They spoke highly about case managers, stated they felt connected and helped throughout the process. A report will be provided once it is received. King-Jackson requested a Coordinated Access with Youth/Young Adults update for next meeting. Lead Agency Report was added to the official minutes.
Recognition of New Steering Committee Members
Recognition of Tom McCasland – City of Houston Housing and Community Development Department (interim). This is replacement of Neal Rackleff following Rackleff's resignation from City of Houston.

NAEH conference updates –
Thibaudeau and Taylor reported on NAEH Conference. Focus of conference was breakthroughs in working with RRH, DVCA, YYA Housing Models. CoC is already deeply involved in this work. Approximately 20 groups from our area were represented, many of which presented at the conference. Taylor was appointed to new consumer advisory board made up of around 10 people who have experienced homelessness. February NAEH will be in Houston.

Old Business
FY2016 NOFA –
- Progress – Thibaudeau provides NOFA Update. First due date for community to turn in applications is August 12th. CFTH staff is providing technical assistance throughout application period and documentation is coming in. Everyone who was expected to hear from is accounted for. Electronic Data pull of standard time period is due in on August 15th, expected to upload today. Every year programs are asked to sign off on different criteria. This year, everyone’s was given comments from CoC in areas of opportunity/areas in need of improvement. Eligibility Thresholds were brought for King-Jackson to sign, as a representative on the Steering Committee who is not tied to an agency applying for NOFA funds. Thibaudeau discussed some overall trending areas for improvement. Lemelle calls for a motion to authorize Coalition to send out and sign off on eligibility threshold reviews on all applicants in the system. Eckert moved, Kindell seconded, all approved.
  - Re-allocated projects – Steering Committee approved reallocation process on July 27, 2016. The following projects were put into reallocation funding: Bay Area Turning Point, Temenos Community Development Corporation, The Bridge Over Troubled Waters. One Victim Service Provider, Houston Area Women’s Center, was reduced due to maximum annual allocations as written in the Transitional Housing policy passed in March.
  - New projects – New Project Awards were reported and discussion was held over the different projects and their plans. A chart was presented showing project rank and their recommended funding amount.
  - CoC Coordinated Access Prioritization Policy – Eva Thibaudeau
    - HUD released new Prioritization Policy. Thibaudeau reports on the changes and order of prioritization. Most severe AND longest history will be first priority. Second priority is those who are homeless the longest. Third priority, highest service need. Discussion was held about trends in wait time for those seeking shelter, barriers. Temple to prepare some details for next meeting. Thibaudeau reports on strong partnership with Income Now, Star of Hope Mens, Workforce Solutions, Food Bank, and success of recent Income Now Hiring Event. CoC is working on solidifying UofH Law Center working with people to expunge records and seal Juvenile records with Income Now. Eckert and King-Jackson provide some resources for additional veteran groups who may be interested in partnering with Income Now.
• Thibaudeau to provide a list of employers to steering committee working with Income Now so city may recognize these employers.
• RESOLUTION – recommendation to adopt the updated CoC Governance Charter to reflect CoC system updates, including the addition of new entitlement jurisdictions. Temple motioned, King-Jackson second, all were in favor. Resolution was Approved.

  o CoC Governance Charter Updates – Eva Thibaudeau presented updated CoC Governance Charter. Lemelle proposed recommendation to adopt this updated Prioritization Policy for Coordinated Access that is in alignment with current HUD notifications. It is Lemelle’s recommendation to include all updates, but revisit virtual attendance and absentee voting sections until proper wording is received. Eckert moved, Allison seconded, all were in favor. The resolution was approved with the above two edits.

New Business
• Coalition for the Homeless Staff –
  Two new positions have been filled, Montgomery County and Fort Bend County positions. (Amber Paaso-Fort Bend County, Nancy Heintz – Montgomery County)
  • FY2015 NOFA Awards – Thibaudeau reports these awards are starting to be executed. A number of organizations in the community that have new projects starting with their CPD representative.
    • CoC Planning Grant
    • CoC Coordinated Access Grant

Announcements
• CoC partner, HCDVCC is Okra Bar charitable recipient for month of August.
• Simmons Foundation application for homeless work including DV- Information Session is on the Simmons Foundation website. They will be reviewing proposals in the next month or so.
• Bilal Jaffri nominated for Outstanding Case Manager award at THN.
• THN conference next month in Austin.
• TNOYS conference is happening now.

Public Comments
There were no public comments.

Adjournment
Upon approval, the meeting was adjourned at 4:55 pm.

Respectfully Submitted,                           Approved,

________________________    __________________________
Barbara Dawson, Secretary    Daphne Lemelle, Chairman

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A. Networks, Initiatives and Affinity Groups
   a. CoC Provider Input Forum
      i. The next Provider Input Forum is scheduled for Tuesday, November 15th at
         10:30am at Harris County CSD 8410 Lantern Point Drive, Houston, Texas.
   b. CoC Consumer Input Forum
      i. The next Consumer Input Forum will be conducted in early October and feature
         focus groups with clients at the Income Now satellite offices.
   c. Housing Houston’s Heroes
      i. The SSVF workgroup meets the second Thursday Monthly from 11am-
         12:30pm. Houston was requested to present in a panel on best practices to end
         veteran homelessness on September 22, 2016 in Austin at the Texas Conference
         on Ending Homelessness.
      ii. SSVF providers from four SSVF agencies were trained as CA Assessors on August
         30, 2016.
      iii. A new CA Assessor was added to the VA Drop-In Center Hub. In addition, all
           staff at that location were trained to enter client data into HMIS.
   d. Youth/Young Adult Affinity Group
      i. Coalition for the Homeless will be holding a community forum to discuss the
         Young Adult (HYDP) NOFA on September 20th.
   e. RRH Workgroup
      i. The RRH Expansion Workgroup meets weekly on Wednesday mornings while
         the FAI/CMI meeting is conducted Tuesdays from 11:30 to 12:30 pm.
      ii. The ESG Funders Collaborative workgroup meets monthly and is comprised of
         Cities of Houston and Pasadena, Counties of Fort Bend and Harris and the CoC
         Lead Agency representing the CoC.
   f. Coordinated Access Workgroup
      i. 1115 team meetings conducted weekly from 3-4 on Wednesdays.
      ii. 1185 team meetings conducted weekly on Mondays from 3-4 pm.
      iii. The Coordinated Access workgroup only meets as needed.
      iv. The Permanent Supportive Housing Workgroup only meets as needed.
      v. A total of 12 Coordinated Access Hubs are in operation. In addition, a phone
         intake like is functioning and a phased roll-out is currently in place. Providers
         located far outside of Harris County as well as all RRH providers can now contact
         the Coordinated Access Intake Line to be assessed over the phone.
      vi. DV CA will start 6 month pilot phase with existing agency permanent housing on
          October 3rd.
   g. Income Now Workgroup
i. The Income Now Implementation Workgroup meets weekly on Tuesdays from 2:30pm to 4:00pm at SEARCH.

ii. Income Now is a featured presentation at the 2016 Texas Conference on Ending Homelessness on Sept 22, 2016 in Austin on “Coordinating Access to Housing and Income.”

iii. Income Now is providing community training on Best Practices in Youth Employment on Sept 14/15 at the Houston Recover Center.

iv. The SOAR Workgroup met on September 6 to finalize implementation in coordinated access and closing the side doors to the SOAR program. Implementation of SOAR referrals in HMIS is targeted for October 2016.

B. Other CoC Items

a. The Case Manager Resource Exchange was held on July 14th. The focus was on providers and city efforts being made to prevent human trafficking and support clients in Houston.

b. The Downtown Transition meetings are now occurring as needed.

c. The Medical Respite Workgroup continues to meet as needed. The group has outlined characteristics of extremely vulnerable clients that would need medical intervention prior to housing. In addition, a “hot list” of approximately 50-100 clients that fit the outline characteristics is being developed. This list will be provided to Outreach Teams as clients that need housing immediately.

d. The Medical Respite Workgroup continues to meet as needed and a new subgroup was identified from it. This HOT List Workgroup’s purpose is to identify the characteristics of the most vulnerable homeless clients in Harris County. A by-name “hot” list of these clients is being created and each client will be assigned to a designated outreach team.

e. On Monday, May 2, the US Department of Housing and Urban Development (HUD) announced that the TX-700 Continuum of Care (CoC) would receive funding for all of its Tier 2 new project requests made during the FY 2016 Continuum of Care CoC competition. When combined with Tier 1 renewal and planning awards, our CoC will receive $32,098,014 in FY 2016. This is an $8.4M funding increase from 2015, and every project that applied was awarded. Agencies will submit their final application by 12PM on Friday, September 2.

f. The 2016-2017 Action Plan Update for The Way Home is available online. For viewing and download.

g. Fort Bend County

i. Upcoming Fort Bend County Collaborative Meeting at United Way Stafford on September 16th.

h. Montgomery County

i. Upcoming Montgomery County Homeless Coalition Meeting on September 15th.
This Memorandum is to inform The Way Home Continuum of Care Steering Committee about the progress updates regarding Youth and Young Adults.

2016 Activity:
- Hired a .5 FTE young adult to join The Way Home CoC Project team.
- Three young adults employed by partners of The Way Home CoC who serve on national advisory committees related to homelessness and/or youth.
- Harris County provided ESG funding for the YYA RRH start-up.
- $1.4M awarded through CoC competition for YYA RRH (Pending contract execution).
- 30 additional YYA PSH beds awarded through CoC competition (Pending contract execution).
- Kelli King-Jackson and Eva Thibaudeau serve on the national Steering Committee for A Way Home America: A National Movement to End Youth Homelessness.
- Gerald Eckert and Eva Thibaudeau serve as advisory members of JP Morgan Chase and the Kinder Institute initiative to connect 16-24 year olds to education and employment.

Coordinated Access Updates:
- Between March 12, 2015 and present day, 561 YYA were assessed. Out of this number, a total of 140 YYA were enrolled in housing programs and 74 of these individuals were housed.
- In March 2016, a dedicated YYA assessor was assigned at both Covenant House and YARC (Young Adult Resource Center). Within this time period, 335 YYA were assessed, 64 of these individuals were enrolled in housing programs and 19 were housed.
- During the summer of 2016, a YYA Income Now hub was embedded into the Covenant House.
- Revised the CoC prioritization tool to reflect the sub-population of YYA.

YA NEST updates:
- NEST recently held LGBT trainings with various school districts in preparation for back to school. Clear Creek ISD-required training for all counselors and school nurses of every grade level. NEST also conducted training with HISD coaches on working with LGBT youth. Training for KIPP Academy personnel was also completed.
- GSA conference for all youth and their advisors is scheduled for Sept. 24th at The Montrose Center.
- Provided transgender client competency training to 40+ permanent housing providers.
- Deb Murphy co-presenting at up-coming Gender Infiniti Conference.

Upcoming:
- Submit to be a Homeless Youth Demonstration Projects (due to HUD Nov. 30, 2016)
- Analyze youth homeless data in three county area to project # and types of housing still needed
- Put the YYA Housing Triage tool into HMIS for in October 2016
- Pending YYA PSH project submitted in FY2016 NOFA
- Alief ISD homeless liaisons trained to enter into HMIS
- Transgender client competency training for “front door” providers (shelters, drop-in centers)
### RRH Funders Collaborative Dashboard - August 2016

Data from January 1 to August 31, 2016

<table>
<thead>
<tr>
<th></th>
<th>Clients</th>
<th>Households</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enrolled:</strong></td>
<td>936</td>
<td>285</td>
</tr>
<tr>
<td><strong>Moved-In:</strong></td>
<td>680</td>
<td>212</td>
</tr>
<tr>
<td><strong>Exited:</strong></td>
<td>512</td>
<td>165</td>
</tr>
<tr>
<td><strong>Exited to PH:</strong></td>
<td>332</td>
<td>104</td>
</tr>
</tbody>
</table>

Average days from Assessment to Enrollment: 42

Average days from Enrollment to Move-In: 92

Average days from Enrollment to Exit: 246

2016 Financial Assistance: $1,580,245

Note: Summary data is unduplicated. Detailed data may be duplicated across categories.

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### Enrollments and Exits by Month

- **Clients Enrolled** by Month
- **Clients Exited** by Month
- **Clients Exited to PH**

### Exit Destinations

- **Moved**
- **Not Moved**
- **Other Exits**
- **PH Exits**

### Enrollments and Exits by Organization

- **HCCSD**
- **HACS**
- **HAAM**
- **MAAM**
- **SEARCH**
- **TSA**

#### Client Enrollments by Project

- CC - TDHCA Collaborative
- City of Houston TIRZ RRH (2015)
- CoC RRH 1 for Families (2014)
- CoC RRH 2 for Families (2014)
- SA SS (HCESG) RRH YA
- The Way Home RRH
**Income Now Dashboard - August 2016**

HMIS Data through August 31, 2016

Clients Referred: 629
Clients Employed: 138
Clients Enrolled: 600
Clients in Paid OJT: 55
Clients Exited: 83

Average Wage: $ 10.47

**Note: Summary data is unduplicated. Detailed data may be duplicated across categories.**

### Income Now Referrals and Enrollments

- Referrals
- Enrollments
- Exits

### Referrals to Provider

- Covenant House
- SEARCH
- Star of Hope Men's
- Star of Hope Women's
- The Salvation Army
- Workforce Solutions
- Workforce Solutions - East End
- Workforce Solutions - Northline

### Enrollments by Organization

- Career and Recovery Resources: 317
- Houston Area Community Services: 79
- Neighborhood Centers Inc: 77
- SEARCH Homeless Services: 134

### Placements by Job Classification

- Day Laborer: 95
- Full-time: Permanent: 37
- Full-time: Temporary: 12
- Part-time: Permanent: 5
- Part-time: Temporary: 13
- Self-Employed: 1
SUBJECT: System Updates  
DATE: 9/8/16

This Memorandum is to inform The Way Home Continuum of Care Steering Committee about the current status of specific system activities and the need for CoC Resolutions related to specific activities.

Background:

Victim Services Providers

- VSP Coordinated Access Workgroup has created a CA triage that it will begin utilizing during a pilot phase of CA beginning Monday, October 3, 2016
- Outreach to Montgomery County Women’s Center will begin September 15, 2016
- The Harris County Domestic Violence Coordinating Council continues to develop an integrated and centralized CA for the pilot CoC funds that are pending contract execution with HUD. During the implementation phase, the legacy PH VSP’s will integrate their work with the new project to ensure continuity across the CoC.

FY2015 CoC NOFA

- Project Concerns will be sent out to all affected agencies with follow-up meetings scheduled to discuss plans of action
The Youth Homelessness Demonstration Program (YHDP) is an exciting new initiative designed to reduce the number of youth experiencing homelessness. The U.S. Department of Housing and Urban Development (HUD) has released a YHDP Notice of Funding Availability and encourages all communities, through their local Continuum of Care, to apply to become one of the communities selected to participate. HUD will select up to ten communities, four of which will be rural communities.

**What the YHDP Offers**

Ten selected communities will have access to the following:

- $33 million dollars set aside for YHDP projects, where each community can apply for between $1 million and $15 million
- The opportunity to implement new and innovative project models
- Dedicated teams of technical assistance (TA) providers to advise the planning and implementation of the coordinated community plan

**What YHDP Participation Requires**

Ten selected communities will commit to the following:

- Collaborating with a broad array of partners including a youth advisory board and the local or state public child welfare agency
- Developing a coordinated community plan to prevent and end youth homelessness and submitting to HUD within six months
- Participating in a demonstration program evaluation to inform the federal effort to prevent and end youth homelessness

YHDP projects will have two year grant terms and may be renewed under the Continuum of Care program if they meet program statutory requirements.

For more information, FAQs, and community planning resources, visit: [https://www.hudexchange.info/programs/yhdp/](https://www.hudexchange.info/programs/yhdp/)

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**How to Apply**

Who: Continuum of Care Collaborative Applicants  
When: Submit by November 30, 2016  
Where: Applications are submitted using grants.gov and can be found at: [https://www.hudexchange.info/programs/yhdp/](https://www.hudexchange.info/programs/yhdp/)

**Timeline**

- **August – November 2016**  
  Application to become one of ten selected communities
- **Winter 2017**  
  Announcement of ten selected communities
- **Spring 2017**  
  - Coordinated community plan development
  - Project application (rolling using the e-snaps grants management system)
  - Dedicated TA
Results from Consumer Input Forum, July 2016

A focus group was held on July 11, 2016 at the offices of the Coalition for the Homeless, Houston/Harris County, facilitated by Dr. Catherine Troisi, University of Texas School of Public Health. Fourteen clients who had sought housing assistance through The Way Home took part in the discussion. All had been placed in housing. Participants were asked about their experiences during the coordinated assessment, enrollment, and apartment search processes and suggestions for improvement.

Participants were assessed for housing assistance at the following organizations:

- BEACON
- Star of Hope Women and Families
- Salvation Army
- Memorial Assistance Ministries (MAM)
- Jail Diversion Program
- Northwest Assistance Ministries (NAM)
- SEARCH
- Houston Area Community Services (HACS)
- Harris County Housing Resource Center

Clients had heard about the assessment process and where to access it through a number of means including word of mouth, Lord of Streets, Jail diversion program, Red Cross, churches, street guide, Help Card, Memorial Assistance Ministries, Humble area Assistance Ministries, and Catholic Charities.

Experiences:

Many of the participants had problems accessing the organization to which they went for assessment and thought that assessment hubs located in shelters would make the process easier by not requiring bus passes. The wait to be contacted for housing assistance (RRH case manager) was longer than expected for most, between 2 and 6 months. Some were contacted only two weeks later and some had been told it would take 1-2 months so they were prepared for the wait. During this wait time, most did not receive updates or, if they did, they were few and far between. If they were staying at Star of Hope shelter, they received more information
but this was not true at Salvation Army Family Residence. Part of the frustration was that clients were told to wait until they were contacted, otherwise they couldn’t get any help. Besides the concern this caused, it also made it difficult for clients to plan their lives.

When asked if they were treated with dignity and respect during their assessment, most felt they were treated with respect but didn’t like the lack of information. MAM and NAM were specifically mentioned as places where personnel were respectful and helpful. Some participants mentioned they were referred to Income Now which they found very helpful.

Suggestions to improve the assessment experience were to get more frequent updates and a contact person they could reach for updates. Knowing ahead of time how long the process might take would help assuage some of the anxiety.

HOUSING ASSISTANCE

Participants felt that once they met with a case worker, the process went very smoothly. One person mentioned that her case worker was fast and efficient. Another liked the support with supplies for her children. The Harris County Housing Resource Center was felt to be a good source of information. Two clients had gone to the leasing event. One participant found an apartment in Champion’s apartments on Walters which was an excellent choice as they have onsite job opportunities. The best result for all was getting a roof over their head.

Working with landlords who may not know how the process works and no availability of assistance for furniture were mentioned as parts of the experience that did not work as well. In addition, landlord lists were not always accurate and a lot of walking and bus rides were involved in finding an apartment. Housing inspections took a very long time and participants were frustrated as they were all ready to move in but had to wait quite a while for the final inspection.

Participants had many suggestions for how to improve the process. More information in the form of leasing packets and more information for landlords was mentioned. The most common suggestion was improved communication during the whole process. More housing inspectors to speed up the process were suggested. More help in finding jobs was mentioned. The difficulty of finding housing and a job if you had a felony, even decades ago, was repeatedly stated by one participant. All participants felt that they needed longer than six months assistance with rent subsidies.
SUMMARY

Fourteen clients who had been placed in housing through The Way Home took part in a focus group in which they discussed their experiences with the process and made recommendations for improvements. All were grateful for having been placed in housing but experienced challenges and barriers, some of which could be addressed to make the process smoother. The major issue was the lack of communication after the assessment but before being assigned a case manager. Participants shared that they often did not receive updates on how their case was progressing and would like more information about the process in general. Some felt the wait (2-6 months) was too long. They thought the list of potential landlords should be reviewed and corrected more frequently. All felt that the six months of assistance (many were not aware that, depending on the situation, this time period could be extended) was not long enough for them to get back on their feet.

Some of the difficulties mentioned are not within the purview of the Continuum of Care to fix. Clients with felonies have a difficult time finding housing and jobs. Houston covers a large geographic area and much time is spent getting from place to place. The hiring of more housing inspectors could speed up that part of the process.