AGENDA

I. Call to Order – Mike Temple

II. Roll Call – Marilynn Kindell
   • Determination of quorum

III. December Minutes

IV. Action Items:
   • Charter Discussion – Don Titcombe, Jessica Preheim, & Gary Grier
     o Recommendation of “Term” definition – Caybryn Southern
   • Vice Chair Election
   • CoC Steering Committee Representative Discussion:
     o At Large Position - Youth Services Representative Recommendation:
       • CJ Broussard – DFPS Region 6
       • Leslie Bourne – Covenant House
     o Local Non-Government Funder Representative:
       • Don Titcombe’s 1st term ends February – needs to be re-elected
     o Consumer Representatives:
       • Lived Experience Representative Election:
         • Justin “Prince” Hayward – Harris County (Kelly Opot temporarily)
         • Da’Quam Taylor’s 2nd term is expired – position now available
   • Presentation of Draft MOU – Mike Nichols & Concetta Scerbo
   • Proposed Public Comment Rules Election – Sara Martinez

V. Rapid Re-Housing Update & Discussion – Ana Rausch & James Gonzalez
   • Timeline:
     o Historic information
     o Recommendations to come in February
     o Vote needs to occur in March

VI. Communications – Sara Martinez
   • Input on system communications
   • Update on Ben Carson
   • USICH Update – Mike Nichols

VII. Presentation from Mayors Office – Marc Eichenbaum

VIII. Dashboards – Ana Rausch

IX. H3 Update – Ana Rausch
X. 5 Year Plan Update – Concetta Scerbo

XI. Discussion about Lead Agency Report

XII. Upcoming Events:


XIII. Public Comments

XIV. Meeting Adjourn – Mike Temple

XV. Attendance:

<table>
<thead>
<tr>
<th>Steering Committee Member</th>
<th>Category on Board</th>
<th>Description</th>
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<tr>
<td>Mike Temple - Chair</td>
<td>At Large Rep.</td>
<td>Houston Galveston Area Council</td>
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<tr>
<td>Barbie Brashear</td>
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<td>Harris County Domestic Violence Coordinating Council</td>
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<td>City of Pasadena Community Development</td>
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<td>City of Houston Housing &amp; Community Development</td>
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<td>Fixed Position</td>
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<td>Dr. Joanne Ducharme</td>
<td>Fixed Position</td>
<td>Montgomery County Community Development</td>
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<td>Don Titcombe</td>
<td>Local Non-Gov. Funder Rep.</td>
<td>Rockwell Fund</td>
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<td>Preston Witt</td>
<td>Provider Rep: Housing</td>
<td>Harmony House</td>
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<td>Sharon Zachary</td>
<td>Provider Rep: Services</td>
<td>Alliance of Community Assistance Ministries</td>
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Next Scheduled Meeting:
Thursday, February 13, 2020 at 3:30 pm
The United Way of Greater Houston
50 Waugh Dr, Houston, TX 77007
Minutes

I. Call to Order – Mike Temple called to order at 12:12 pm (Quorum accepted)

II. Approval of November Minutes – Approved

III. Vice Chair Election
   ▢ To be discussed January 2020 CoC Steering Committee meeting

IV. Recommendation of Additional CoC Steering Representative: Youth Services Representative
   ▢ To be decided at January CoC Steering Committee meeting – resumes to be sent beforehand
     o Leslie Bourne – Covenant House
     o Justin “Prince” Hayward – Harris County (Kelly Opot temporarily)
   ▢ Future recommendations to be sent to Daphne Lemelle

V. Presentation of Draft MOU – Mike Nichols & Concetta Scerbo
   ▢ Updated terms & language – see attached draft
   ▢ Discussion & Approval at January 2020 CoC Steering Committee

VI. Discussion & Approval of Charter
   ▢ To be discussed next meeting – Don Titcombe, Jessica Preheim, & Gary Grier

VII. Proposed Public Comment Rules – see attached draft
    ▢ Approval at January 2020 CoC Steering Committee Meeting

VIII. Communications
   ▢ Texas Homeless Network
     o Response to Gov. Greg Abbott – see attached
   ▢ Discussion on change in USICH Leadership
     o Potential CoC responses on December 16th meeting

IX. Update of Harris County Homelessness Task Force – Mike Nichols, Karen Tseng, & Marc Eichenbaum
    ▢ To be presented next meeting

X. Update from Mayors Office – Marc Eichenbaum
   ▢ To be presented next meeting

XI. Lead Agency Report – Coalition for the Homeless Staff
   ▢ Rapid Re-Housing Update & Discussion – Ana Rausch
     o Recommendations of options to be presented at January 2020 CoC Steering Committee
     o Discussion & presentation on local programmatic challenges
   ▢ HUD Underspending Analysis – Concetta Scerbo
     o Under use of Housing Authority vouchers
       • Want to ensure all vouchers available to our system are being used and reported back to SC
     o CoC Grantee Returned Fund analysis was presented with follow-up requests:
       • Current grant spending reports & updates to begin in 2020 quarterly
• Stronger corrective action plan oversight
• Stronger policies & procedures surrounding NOFA competition to come in 2020

Funding Gaps – Concetta Scerbo
  o Presentations to communicate funding gaps, missed opportunities, and shortfalls
    • Star of Hope – New Heights: Funding ending February 1, 2020
      • 126 PSH families
    • 1115 Gap Funding - SEARCH and Health Care for the Homeless
      • Services need funding ASAP – funds ending December 31, 2019
    • Match funding for Harris Center Health collaborative grant – Scott Rule & Mike Nichols
      • $1.2 million a year for 3 years

Dashboards – Ana Rausch
H3 Update – Ana Rausch
  o 46 move-ins
    o Current Goal: 140 to be housed by end of February – currently on track

Five-Year Plan Update – Concetta Scerbo
  o First site visit is planned for February

XII. Upcoming Events:

XIII. Public Comments – no public comments

XIV. Meeting Adjourn – Mike Temple 1:35 pm
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Date: 01/08/2020
To: Steering Committee
From: Coalition for the Homeless
Topic: Current Charter Definition (pg. 5)

a. Terms

Members who represent a government department or organization may serve as long as they continue to hold that job/position. The term of office for those members who represent a segment of the population or named organization is two years. These members may serve up to three (3) consecutive terms. A member may be reelected to the Steering Committee after a period of twelve (12) months of non-service. **A year is a calendar year (January – December).** Members who fail to attend 75% of regularly scheduled CoC Steering Committee meetings may be subject to removal from the Steering Committee by vote of the Committee. 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.

As stated in the charter – a single term year is defined as a calendar year (January – December). I recommend we change the definition to be defined as a year from the month the member joins the committee.

For example: If a member is voted on in January 2020 and begins the following month in February 2020, the term should end two years from that month, being February 2022.
The Way Home Continuum of Care Steering Committee Public Comment Guidelines

Members of the public are invited to address The Way Home Continuum of Care (CoC) Steering Committee whenever the Steering Committee meets in open session.

Public Comment Session Guidelines:

The following guidelines pertain to all speakers who will be addressing the Steering Committee during the Public Comment portion of The Way Home CoC Steering Committee meetings. Please note that certain members of the Steering Committee and other parties attend Steering Committee meetings virtually. The identity of speakers and their comments are recorded in the official minutes of The Way Home CoC Steering Committee and are retained online and are publicly available in perpetuity.

- Speakers are requested to address items on the Steering Committee’s agenda or topics relevant to The Way Home CoC.
- Individuals who wish to address the Steering Committee should sign up on the meeting sign in sheet located outside the entrance to the meeting prior to the beginning of each meeting and place a checkmark in the “Public Comment” column in the same row as their name.
- If you were not able to sign in prior to the meeting, the Steering Committee Chair will ask at the end of the public forum if there are any other speakers. Please raise your hand and the Chair will recognize you.
- Efforts will be made to accommodate each individual who has signed up to speak; however, given time constraints, there is no guarantee that all who have signed up will be able to address the Steering Committee.
- Speakers are not necessarily called in the order in which they signed up.
- Individual speakers will be invited to speak for up to three (3) minutes, depending on the number of individuals who have signed up to speak.
- Please respect the time limit allotted to each speaker (announced at the convening of each public comment period when individuals have signed up to speak). The secretary will indicate when your time has expired, and the next speaker will be invited to begin. You may not yield any remaining time to another speaker.
- The Steering Committee is not required to respond to your remarks during the course of their meeting.
- Written comments and materials brought for the Steering Committee by speakers will be accepted during the Public Comment period and will be available to the Steering Committee for the duration of the meeting.
- Seats for the public are limited and we advise those who wish to speak to arrive early.
The Way Home CoC Monthly Report

Households assessed at one of the Coordinated Access Hubs

- Number of days until permanent housing move-in

- Number of days households are waiting for a housing referral

Individuals housed in permanent supportive housing

Individuals housed in rapid rehousing

Avg Days on the CA Waitlist

Number on the Housing Waitlist

Number of days until permanent housing move-in
Where individuals were living prior to project enrollment

**Project Entries by Household Residence, December 2019**

- **STREET OUTREACH**: 208 entries, 79% Homelessness, 13% Institution, 8% Perm. Housing
- **EMERGENCY SHELTER**: 417 entries, 48% Homelessness, 24% Institution, 15% Perm. Housing, 18% Unknown
- **TRANSITIONAL HOUSING**: 29 entries, 22% Homelessness, 11% Institution, 9% Perm. Housing
- **RAPID RE-HOUSING**: 48 entries, 10% Homelessness, 23% Institution, 4% Perm. Housing
- **PERM. SUPPORTIVE HOUSING**: 151 entries, 24% Homelessness, 9% Institution, 3% Perm. Housing

**Bed Utilization on December 29, 2019**

- **PERM. SUPPORTIVE HOUSING (NO VASH)**: 85% occupied
- **TRANSITIONAL HOUSING**: 68% occupied
- **EMERGENCY SHELTER**: 86% occupied

Percentage of beds occupied during the month

**Leavers with Increased Income, December 2019**

- **Perm. Supportive Housing; n=53**: Avg. Increase, $305 (25% increase)
- **Rapid Re-Housing; n=52**: Avg. Increase, $1,488 (23% increase)

Percentage of adults that exited during the month & increased their income from any source between entry & exit
RRH History
Original Plan

- Serving families with minors
- Families only need 4-6 months of rental assistance to take over a lease
- Infusion of private dollars to make the program flexible
Headlines of 2016 and 2017

- No pay scale - rent was mostly being paid 100% by RRH
  - Payments tailored to client need
- Clients were getting assistance for 1.5 to 2 years
- Program overspent on rental assistance funding in 2017
- Data issues for move in dates and grant transfers
Takeaways for 2018

- Introduction of payment scale
  - Clients didn’t like not knowing what would happen next month
  - CMs were inconsistent in how they would determine what clients should be paying
- Added Non Chronics as an intervention
- Annual Income Calculation Standards
- Dollars opened up to serving singles in the Fall
- Rental assistance underspent
- Data issues for move in dates and grant transfers
Current Program- 2019

- Differences emerge in serving families versus singles
  - More issues locating and housing singles
  - Hard to keep singles engaged throughout the program
  - Different motivations and commitments there for singles vs families
- Program offers 1 year lease term of rental assistance
- Piloted an incentives program
- Piloted a roommate option
- Data issues for move in dates and grant transfers
- Rental assistance underspent
Lessons Learned

- Program tweaks won’t make vulnerable clients successful in a year
- Coordination is very difficult with several agencies on a large grant
- If it can’t be resolved in a year, additional time didn’t resolve barriers to independent living
- ESG income guidelines prevent clients to continue in the program if they are able to increase income and save money
  - If you’re under the 30% ESG guidelines at your annual verification, you may be less likely to resolve your homelessness in a year long program
As we considered the future of Rapid Re-Housing we have looked back at the program’s structure and history to detect trends and issues and to look at how the program has been operating and evolving. Our RRH collaborative has a different distribution of oversight when compared to other housing programs in our CoC. Many of our PSH direct service providers operate and oversee the service delivery and compliance aspect of the program while one of the housing authorities provides a rental subsidy through vouchers or HOME dollars. Some of our PSH direct service providers manage both the service and rental assistance components of their housing programs.

The RRH collaboration was set up to operate under a Case Management Intermediary (CMI) and a Financial Assistance Intermediary (FAI). The CMI is responsible for oversight and management of the case management component for all agencies in the rapid rehousing collaborative. The FAI is responsible for the management, distribution and reporting for all financial assistance available through the rapid rehousing collaborative. This structure was put into place to ensure that agencies were following new standards for RRH in our system, to maintain the ability to transfer funds when gaps occur, and to ease the burden of administering checks and inspections for direct service providers.

When the program started in 2015, the CoC rental assistance funds were restricted to only be spent on families with minor children experiencing homelessness. Before the program started, it was estimated that families could leave the program with a positive exit after 4-6 months of rental assistance. The assumption was that most families would exit by taking over their own lease once our rental payments ended.

At that time, our system did not have reliable data to inform the set up of the program. Since 2015, we’ve been through many alterations of the delivery of RRH to balance out the original setup/assumptions of the program as client needs and outcomes began to evolve. Additional complications around spenddown and data added pressure to make alterations to the program. The following paragraphs are a brief depiction of changes to the program or issues that arose during the listed timeframes.
Information from 2016/2017

- Most RRH clients received rental assistance for 1.5 to 2 yrs. instead of the initial assumption of 4-6 months.
- During these years rent was mostly being paid 100% by the program although payments were meant to be tailored to client needs by the case managers.
- Program funds were overspent on rental assistance in 2017.
- Data issues developed in HMIS as clients were transferred from different funding grant funding streams.

Information from 2018

- A pay scale was adopted and standardized across the collaborative.
  - Monthly rent portions increase throughout the lease term based on the household income and their rent amount.
  - This was implemented to ensure that Case Managers are consistent with client portions, help clients plan for what to expect in the program, and assist with spend down.
- The Non-Chronic category was added as an intervention.
  - Non-Chronics are clients with higher vulnerability scores.
  - Clients in this category received additional rental assistance to help achieve housing stability.
- Funding opened to serve singles in October 2018.
- Due to recertification for one of the grants, annual income calculations standards were implemented.
  - This introduced the possibility of clients being exited after one year of program participation if their annual household income exceeded the income eligibility of 30% of AMI by ESG standards.
  - These standards unintentionally penalized clients that were able to increase income in the program.
- Program funds were underspent on rental assistance in 2018.
- Data issues developed in HMIS as clients were transferred from different funding grant funding streams.
Current Program-2019

- Program currently serves both families with minor children and adult households without minors.
- Serving adults without minors has presented new challenges.
  - Locating clients for eligibility and enrollment.
  - It is more difficult to keep singles engaged throughout the stages towards moving in and during the length of the lease.
  - Different motivations and commitments to the length of the program.
- Clients are offered rental assistance for a one-year lease term.
- A roommate option alternative was piloted offering clients a reduced pay scale for having a roommate.
- An incentives program was piloted offering client’s opportunities to decrease their monthly rent portions for completing tasks related to housing stability.
- Program funds were underspent in rental assistance in 2019.
- Data issues developed in HMIS as clients were transferred from different funding grant funding streams.