



Human Services Advisory Committee Agenda
City of Denton Civic Center
321 E McKinney St, Denton, TX 76201
Friday, February 24, 2017, 11:00a-1:30p

Members Present: Ryan Appleton, Pamela Barnes, Meredith Buie, Sheryl English, Connor Morgan, Christie Wood

Members Not Present: Stephen Coffey, Hannah Garcia, Laura Mauelshagen, Sarah Swanson, Jane Upshaw

Staff Present: Danielle Shaw

- I. Call to Order
A Quorum was established. Sheryl English, Chair called the meeting to order at 11:28a
- II. Introductions
No new guests or members were present. No introductions were required.
- III. Oath of Office (if needed)
All Oaths are current.
- IV. Approval of Minutes from February 17, 2017

Minutes from February 17, 2017 were presented for Approval.
Staff identified the need for corrections to grammar and punctuation in the presented minutes.

Ryan Appleton moved that the minutes be approved as amended. Meredith Buie seconded the motion. The motion carried.

- V. Human Services Advisory Committee
 - a. Conflict of Interest Disclosure
No conflicts were disclosed.
- VI. Human Services Applicant Presentations

The following notes from the agency funding presentations are provided for committee information and review.

TAB	Applicant Organization	Guest(s)	Presentation Time
17	Monsignor King Homeless Center	Maisie KASHKA Roy Metzler or Betty Kay	11:30a - 11:40a

The agency was provided with five minutes to present information to support its funding request.

Agency made introductions. The agency started with touching on a few things not in the application in regard to program data for 2016-2017. They served 233 different clients at the shelter, 179 men and 57 women. The oldest client was 65 years and the youngest was 1 week old. There were seven children including three infants. In regard to strategy, they are focused on the goal to improve and increase service to clients. The shelter is now open every Monday, Tuesday, and Wednesday and in inclement weather. It wants to have more services, more volunteers, more expertise, and more fundraising. It is building a new website to recruit volunteers and a stronger board with targeted expertise. The agency is starting a capital campaign using a volunteer with fundraising expertise. Other expertise includes a volunteer with facility management experience, one that is technology savvy and one retired accountant to work with accounting and treasury. The capital campaign is raising \$300,000 to finish paying for the final expansion. The expansion will increase beds to 96-98. Shelter Thy Neighbor event is in April. Agency explained to the members why it should recommend continued funding. Its work with the HLT has identified MKOC as the starting point to get homeless into a larger system of care. When there is serious inclement weather, they save lives.

HSAC members took five minutes to ask the agency questions.

Agency was asked if it had a goal to be open seven days a week. It explained that it would but it is not feasible right now due to the organization being 100% volunteer. Right now it is open 7 p.m. on Monday and Wednesday, 5 p.m. on Tuesdays and in inclement weather. Agency was asked what screening it does for shelter clients. It conducts a criminal background check that is instantaneous. The background check is necessary because it cannot house sexual offenders due to location proximity to juvenile probation center. Agency was asked to explain how it calculated unit cost on page six of the application. The explanation was that it serves 41 persons at \$77.83, which equals \$3,191 per month. Multiply that by 12 months that equals \$38,292. Agency added that this unit cost does not include inclement weather nights. Agency thanked the members for their consideration.

There was a brief transition to the next presentation.

Members expressed gratitude that the agency was funded in 2015-16. Staff was asked to share any reporting issues with the agency. Staff shared that the agency was given six months to get performance numbers on track and be entering clients into HMIS. Members had a conversation about the likelihood of duplication in HMIS. Staff provided information about how HMIS data is shared so it reduces the chance of most duplication issues.

TAB	Applicant Organization	Guest(s)	Presentation Time
10	Denton County Friends of the Family	Toni Johnson-Simpson, Executive Director	11:45a - 11:55a

The agency was provided with five minutes to present information to support its funding request.

Agency made introductions and shared that this request is to provide support for the emergency shelter by covering a portion of shelter director. Agency spoke about staffing changes so this will cover the assistant director position. Agency is the sole provider for domestic violence and sexual assault. The agency provides a variety of services to meet the community needs. It is looking to expand the shelter. Currently at 45 beds. An expansion will accommodate for growth based on times of the year where there is a higher need. It is currently in search of land. The project will require a special permit and the right zoning. The new facility will have a 70-bed capacity; complete with a safe campus, childcare center and a 10 unit transitional housing section. Agency shared that the biggest barrier when trying to help clients to exit the shelter is the lack of affordable housing. They have to hold women in shelter longer because of the lack of housing options. Agency talked about the loss of funding for the Emergency Solutions Grant limited other community partners who providing housing options to the shelter clients. The agency described other programs. It has programming for women and children and some men. Women connect to the shelter through the crisis line; it meets clients at Denton Police Department, and it provides legal services and assistance with child protective services. Agency helped changed the process of CPS for domestic violence clients due to the unique nature of client's protection. It takes care of immediate needs, clothing, food, job counseling, opportunities to go back to school, long term counseling, and advocacy.

HSAC members took five minutes to ask the agency questions.

Members asked about the income of clients. Agency explained that the shelter usually has clients with less income than in other programs. Agency described the variety in incomes when it comes to domestic violence stating that domestic violence is an equal opportunity offender, there is not any stereotype easy to identify. Adding that sometimes income issues are a result of the abuse itself. Agency went further to talk about income assistance. Rotary has been helpful in training and a clothes closet. Agency was asked how it calculated the unit cost in the application. Agency explained that a night of shelter is a unit versus base shelter operating cost. The base rate is \$60 per person per night. Agency was asked if clients pay any of that costs. The shelter is a free service. It is more than shelter with more than 2,000 clients in nonresidential services. Shelter numbers are lower than in other programs. When asked how many households would it need to house every 30 days, agency indicates that of the 10-11 households; some need housing assistance; some can stay in their own home with legal remedies; some leave the area to other locations; some return home. Agency shared that a recent trend shows that the average family size has grown from 2.8 to 4.25. This trend is impacted significantly by shrinking childcare subsidies.

There was a brief transition to the next presentation.

Members commented on the statics shared about the huge growth in family size.

TAB	Applicant Organization	Guest(s)	Presentation Time
16	Interfaith Ministries	Allye Potter, Outreach & Development Specialist Darhyl Ramsey, Board Chair	12:00p - 12:10p

The agency was provided with five minutes to present information to support its funding request.

Agency made introductions. The agency is a social service agency that provides for client's emergency needs. The grant helps with emergency rental assistance that prevents homelessness. The agency indicated that the program is aligned with the City of Denton supported homelessness prevention initiatives. The \$20,000 request is based on community need. The agency annually receives more than 500 inquiries for rent assistance and it is only able to serve just over 50.

HSAC members took five minutes to ask the agency questions.

Agency was asked if it still just had one incoming phone line. Agency replied that it did have the one phone line but with two rotating volunteers help answer calls. This helps case manager focus on client assistance. Agency was asked about walk-ins and the phone lines. When asked, the agency indicated that all \$20,000 goes to rent. The average rent is \$666.00 and the average assistance provided is \$500.00 per unit. Agency was asked how it determines who gets assistance. Agency said it is first come, first serve. Assistance is restricted to once per year. Clients have to show ability and promise to return to repaying rent after the one month of assistance. Agency was asked if it leverages any other sources for rental assistance funds. It indicated that it does leverage COD funds. The community need is high. Agency was asked if it had the resources and capacity to seek federal funds for assistance programs. Agency shared that it is currently partnering with the ESG grant application and if funded will provide emergency assistance under the grant. Agency detailed that it has recently had some grants fall out of cycle reducing its overall funding. Agency was asked about its diversity of board. It explained that it visits churches and seeks referrals through volunteer contacts. It has identified the concern, is aware and is working on diversification.

There was a brief transition to the next presentation.

Members held a discussion regarding a question about how organizations are working strategically to meet the growing demand and how they are trying to improve processes to manage the changing community needs and limited resources.

	Break		12:15p - 12:25p
TAB	Applicant Organization	Guest(s)	Presentation Time
20	Salvation Army – Denton	Joanna Henry Lt. Linda Choi	12:30p - 12:40p

The agency was provided with five minutes to present information to support its funding request.

The agency made introductions. The agency discussed that the biggest challenge to homeless is housing. As a front door agency they are impacted by the ability to get clients housed. Case management is a necessary. The agency is planning on more caseworkers to serve clients in intensive case management for faster stabilization. For all funding they are working on a Leverage Plan to increase reach and funding through Christmas Kettle season and the annual luncheon, which makes up 38% of the shelter budget. Food is available regardless of shelter stay.

HSAC members took five minutes to ask the agency questions.

When asked how many people the food program serves, the agency stated that every weeknight it serves about 50 meals and the weekend it feeds about 60-70. The program is open to those who need food security. Agency was asked if clients are screened. They are screened for criminal record and drugs in the shelter but not for food program. Agency was asked if it runs out of food. Agency explained that it has especially on the weekend service. The funding also supports a food pantry. There was a question if it offers perishable and Non-perishable foods in the pantry. Agency explained that it provides mostly non-perishable foods to the 542 served in food pantry. The agency was asked if it would add paid or volunteer case management. Paid staffing is expected. As a front door agency it refers to other agency for housing and ends up being the way station. Agency shared that it is looking at ways to improve moving clients to housing solutions that improve rate of housed versus those who remain homeless.

There was a brief transition to the next presentation.

Members held a discussion about HMIS and Coordinated Entry program that are needed to help improve housing placement. The discussion expanded to a conversation about the homeless cycling in and out case management. Meredith Buie excused herself at 12:52 p.m.

TAB	Applicant Organization	Guest(s)	Presentation Time
13	Giving Hope – Transitional Housing (2)	Sharell Clay, Program Manager Daisy Martinez, VISTA	12:45p - 12:55p
14	Giving Hope – HMIS (1)		1:00p - 1:10p

The agency was provided with ten minutes to present information to support its funding request for two programs.

Agency made introductions. Agency has been serving Denton for about 30 years. In those years it has helped over 14,000 residents in programs. Agency said it has seven primary programs. The transitional housing program is important because it helps single mothers and children with rent assistance. The client pays utilities and a portion of the rent. Clients are unaware but agency puts the funds into a savings account and returns it to the client when they exit the program. Agency has been able to increase fundraisers. It doubled goal for Night of Hope raising \$40,000; NTX Giving Day raised \$8,000; and the annual poinsettia increased over the past. The transitional housing program serves single parents and is seeing increasing needs of assistance for single fathers. The agency provides counseling, financial assistance through rents, parenting skills, and short-term housing stability. It has 2 recent graduates, one was a mom who was able to graduate

college and is now moving out to permanent housing. It works with DISD to assist with transportation because kids need a foundation to keep them in stable school. It provides consistency. Agency was alerted that time was running out and if it wanted to present on the second funding request it should do so soon. Agency described the Homeless Management Information System (HMIS). HMIS tracks homeless clients that are in the system so the agency can see how the client is served. Five agencies are currently participating in HMIS. Agency is hoping to add five more. Agency is providing training, through Brown Bag lunches. Agency talked about the loss of ESG and how it created a stronger bond in the agencies to use the funds effectively.

HSAC members took ten minutes to ask the agency questions for the two programs.

Agency was asked when the Brown Bags Lunches started. Agency said it was a few months ago. Agency was asked if these were in lieu of formal training or did it provide formal training as well. Agency explained that the Brown Bag was what it offered and that more local training is needed from the Texas Homeless Network (THN). Agency said staff member with 10 years HMIS experience leads. Agency was asked as the current HMIS lead to the other agencies, who does data entry into HMIS at each agency. Agency said it is the responsibility of each of the other agencies to enter their own data. It could not support the data entry at every agency. Since the agency is responsible as HMIS lead to track data quality, it was asked how it tracks data quality in HMIS reporting by each agency. Agency responded it does not. That is the responsibility of THN. Agency staff monitors its own data and then each other agency monitors its own data quality. Agency was asked to clarify what training it offered at the Brown Bag lunch. Agency was not able to describe so it was asked to provide past agenda and attendance for the two Brown Bag lunch sessions it stated it has hosted.

Agency was asked to explain how financial tracking for client's contributions are handled? Agency explained that the program tracks what is put into savings like the 30% rent. Client gets a hand written receipt and the money is put into a client account. Agency was asked how the financials reflect this liability. Agency representatives were not sure. Agency was asked if it opens a separate account for each client. Agency said funds were deposited into an agency program account. Agency was asked who does the monthly bank reconciliations and who writes the checks on each of these accounts. Agency said accountant on the board reconciles. There is a monthly report. Agency was asked to provide the report for what is the balance in each client's account. Agency further described that every grant has a separate account with a balance sheet. Case manager and ED have signing authority on account. Agency was asked how long clients are eligible to stay in the transitional housing program. It ranges from 6 months to 12 months in Transitional Housing. Presenters exited the room.

Members asked staff for information regarding the agencies reporting. Staff shared the agency could not report until 2015-16 monitoring items were cleared. Once completed agency was late in reporting the last two months for transitional housing. Staff indicated the HMIS reporting was only first made in January and that it has not yet being approved due to the request being ineligible. Request was for executive director salary only, which the HSAC made clear when

funding was approved for 2016-17, executive director salary was not eligible. Staff reviewed the issues in the recent monitoring report related to member's financial questions today. Members expressed concern over the number of accounts and accounting for the clients' funds retained.

VII. Adjourn

The next meeting of the committee is Friday, March 3, 2017, at 11:00a – City Hall East.

Having no other business, the meeting was adjourned at 1:27p.

Minutes Respectfully Submitted by Danielle Shaw, Staff Liaison to the HSAC

Minutes Approved: March 3, 2017