



**Human Services Advisory Committee Minutes  
City Hall East Second Floor Conference Room  
City Hall East, 601 E. Hickory, Denton, TX  
Friday, February 16, 2018, 11:30a-1:30p**

**Members Present:** Ryan Appleton, Meredith Buie, Stephen Coffey, Hannah Garcia, Laura Mauelshagen, Roy Onyebetor

**Members Not Present:** Pamela Barnes, Angela Bennet-Engle, Jane Upshaw, Christie Wood

**Staff Present:** Danielle Shaw

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- I. Call to Order
  - II. A Quorum was established. Hannah Garcia, Chair called the meeting to order at 11:46 a.m.  
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  - III. Introductions  
No new guests or members were present. No introductions were required.
  - IV. Approval of Minutes from February 09, 2018  
  
Minutes from February 09, 2018 were presented for Approval.  
**Stephen Coffey moved that the minutes be approved as presented. Laura Mauelshagen seconded the motion. The motion carried.**
  - V. 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
20	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 agency that is the sole provider of domestic violence emergency shelter and counseling services for victims of domestic violence and sexual assault including stalking, sex trafficking, dating violence. The request supports for the past 37 years for a portion of shelter director salary. The shelter serves a little over 300 a year limited by space. Agency is seeing incredible number son the nonresidential side opening up 2 additional satellite sites in the past year. The demand has greatly increased. The demand for the shelter has stayed somewhat stable but the period of time that a client needs to stay in shelter has been increasing. Agency saw slightly fewer clients in

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2017 compared to 2016 but they stayed for a longer period of time much of it due to the lack of affordable housing option.

HSAC members took five minutes to ask the agency questions.

Members asked if the demand is growing faster than the population based on looking at the agency's budget growth. Agency shared that budget growth reflects a few small pilot projects and the new transitional housing grant it received. It placed the very first client this month and the agency is excited about the potential of this new housing program. What the agency is finding is that with the growth in people they are also seeing the needs are so much more expansive. The agency just a few years ago was seeing about 40 new clients a month but now its low months are about 120 and high month was 167 new clients a month. Agency has been fortunate to receive new grants to help it expand services and this also help the agency look at systems and change processes like the addition of centralized intake that helps the agency triage the full need of each client faster. The growth is also in staff going from 48 just a few years ago to 72 this year. Agency was asked if the transitional funding is short-term. Agency described that it has two components a long-term up to 18 months and then a short-term for just 2-3 months depending on the source of funding. Funding is 2 years and the agency is applying for a supplemental for three years. The hope is that the diverse funding will help more clients across a variety of need because of the qualifications required may limit a client in one program but not another. Agency shared client examples. Agency was asked for service unit clarification on the total cost of the shelter director. Agency provided salary data meaning the City funds will support about 50% of the salary and the other unit is a day of shelter. Additional discuss was about page six of the application. Average client stay is 17 days. The range was anywhere from one night to six weeks. The agency was asked about the late application submission. Members explained that because of the agency's track record the application as accepted and the agency was invited to present. Specifically, the agency was asked what steps it has taken to make sure it does not happen again. Agency discussed its challenges during that time and how it has now set up multiple levels of checks. Agency expressed gratitude to the committee sharing the City has been an important partner including being the very first partner in 1980 for the entire budget of \$10,000. Agency was reminded that this will be considered a "one strike and you're out" policy going forward.

There was a brief transition to the next presentation.

<b>TAB</b>	<b>Applicant Organization</b>	<b>Guest(s)</b>	<b>Presentation Time</b>
13	Monsignor King Homeless Center	Maisie KASHKA Roy Metzler or Betty Kay	12:009 - 12:10p

The agency did not show up to present during its scheduled presentation time.

Members discussed what action should be taken in this situation. Staff advised that it had not occurred before so there was not historical precedent. Members then discussed what it might consider in this situation.

<b>TAB</b>	<b>Applicant Organization</b>	<b>Guest(s)</b>	<b>Presentation Time</b>
12	Interfaith Ministries	Ernestina Lopez, Outreach & Development Jonny Ramsey, Secretary Board of Directors	12:15p - 12:25p

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

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Agency made introductions. The agency is a primary homeless prevention agency in the community. The

only ones providing preventative services. Agency feels like it is a much more cost effective solution and it provides impact to other agencies as well like homeless shelters easing their burden as well. Agency shared that it is not even able to serve 15% of requests received with current City funding. The reality is that in everyone's story there can be an unexpected emergency. Without savings especially in female head of households, this unexpected financial emergency like a medical bill, car repair can lead to a domino effect ending in homelessness. The agency sees its role is to stop this before it happens. If the family enters into the cycle of homelessness, it is hard to get out with the addition of new deposits, background checks, application fees, it costs more. The agency's goal is to keep families in their homes as well as helping them become financially stable. Agency added that staff are trained in financial counseling. Agency shared the board's strategic planning process including improving the quality of services provided to the client working to establish a more long-term relationship to ensure stability. Agency has become active in the Homeless Coalition and are having two people trained on HMIS so that the agency is providing data into the system and reduce duplications of services. Agency closed that it needs to take action. Rents are getting higher while income is staying the same.

HSAC members took five minutes to ask the agency questions.

Members asked about the client numbers doubling from the last year going from 1100 to 2400 in a single year. Agency explained it is showing the growing need and it reflects limits on housing availability. Agency was asked to explain if it will be reporting to HMIS soon since it is required to by the current grant award. Agency shared that it has been working toward this for over a year and is close to that. Agency was asked what kind of checks it does to verify eligibility for assistance. Agency described the intake staff takes information and enters it into the databases. Agency looks at income level, household size, the incident that created their emergency situation and then they look at whether the assistance will be one-time or if it will require longer assistance to get the client stable. Agency shared financial counseling is also required. Agency was asked to clarify the 15% versus overall requests. Agency was asked how the process captures information about those qualify and receive assistance versus how many qualify but do not receive assistance. Agency shared that it would be under 15%. Members to follow-up for clarification provided an example if 100 people come in the door and the agency serves 15, do the all of other 85 qualify for assistance? Agency said it could not serve more than the 15% with available funding and was not sure if it could provide a more definitive figure on those not served how many qualified. Members asked specifically, how many people the agency turns away who are not qualified. Agency believes that most who come in likely qualify but are not helped due to funding limitations.

There was a brief transition to the next presentation.

Members held a brief discussion regarding the agency and data collection.

	<b>Break</b>		12:30p - 12:40p
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<b>TAB</b>	<b>Applicant Organization</b>	<b>Guest(s)</b>	<b>Presentation Time</b>
18	Salvation Army – Denton	Lt. Linda Choi Ruby De'jesus , Program Supervisor	12:45p - 12:55p

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

The agency made introductions. Agency shared that the request is for \$20,000 in support of its Kare Kitchen and Food pantry. Agency spoke about the loss of a grant resulting in the agency cutting of a hot breakfast in the morning changing to a continental style. Agency hired a volunteer coordinator to support recruiting volunteers to help with the breakfast ensuring hot meals are restored and every breakfast has volunteer support. Agency also shared it will be hiring full-time and part-time case managers as well as an Intern from United Way providing stronger case management support. Strategic goals support Denton

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County services including the Denton shelter and Lewisville. Agency provide more information about the governance structure how Denton reports to DFW and provides DFW with information about the needs in Denton. Agency showed a visual of the plans for a new complex of services for a new housing for families and permanent housing options. This will provide services for prevention and recovery in Denton. In September and October, it begins capital campaign planning. Next year it will hope to present the capital campaign that in ten years will add huge new facilities that will include a shelter for families, permanent housing and will also include drug and alcohol services for the prevention and recovery.

HSAC members took five minutes to ask the agency questions.

Agency was asked if those plans were for one place or distributed out. Agency said it was for Denton County including Lewisville. Agency explained that the philosophy is no wrong door so services will be under a DFW complex of social services. It was discussed that this was the first time the agency increased its request. Agency was ask if the addition of salary was sufficient. Agency nodded yes. Agency was ask what other sources of funding support the meals. Agency said ESG, CDBG, private donations, the Red Kettle Campaign, Women's Auxiliary fashion show in Dallas and the United Way. Agency was asked about the role of its local advisory board in fund raising or was all the funding DFW supported. Agency indicated both including an annual local luncheon. Agency staff in attendance was asked to clarify position title.

There was a brief transition to the next presentation.

<b>TAB</b>	<b>Applicant Organization</b>	<b>Guest(s)</b>	<b>Presentation Time</b>
10	Giving Hope – Transitional Housing	Tyheshia Scott, Executive Director Cindy Harris, Board Member	1:00p - 1:10p

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

Agency made introductions. Agency shared things different from the application. At the time the application was submitted, the agency had requested it audit and it is now being completed. The agency did not have a strategic plan completed but it is scheduled with the United Way to start this process the beginning of March. Agency is trying to diversify funding and the board. Agency discussed new members to the board. Agency shared that homeless prevention was its primary request and that the City funding will help it serve more clients who may not income qualify under other federal grant programs but still need assistance to prevent homelessness. To expand on those they can reach is why they are targeting a new population in this grant request. Agency shared information about leadership changes and that a major difference in the numbers reported this year versus the previous year is that the numbers are real. They are not were the agency wants them to be but they are a real start and a place for the agency to build on.

HSAC members took five minutes to ask the agency questions.

Agency was asked about waitlist or rate that people are turned away from assistance. Agency shared that is is only helping about 25% of the people who come in seeking assistance due to funding and eligibility. Member provided example if 100 people come in the door how many qualify on average? Agency shared that it depends on the funding source available because qualification may vary. Times when they have EFSP (Emergency Food and Shelter Program), is a low barrier but only one one-time assistance so it can help more people at any income level and the only grant that will also provide mortgage assistance. With ESG, the client has to income qualify under 30% but assistance can be provide longer. Agency provide a client example where the client makes \$10.70 an hour and does not qualify for assistance. Agency made the point it may seem they are turning away people but the funding income guidelines means it can't assist a lot of people. Agency shared how it is also limited by FMR (Fair Market Rate) standards set by HUD for federal rental assistance programs. The idea is not have people paying more than they can afford or what it's worth but the rents in the community due to demand are higher than the FMR standard. Therefore more

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individuals get turned away. Between income eligibility and rents, the agency is limited in who it can serve. Agency addressed the example sharing that it's not just serving 25 and sending the others away, the agency works to try to serve the other clients with other programs and trying to find the client help in some other place or some other way. Agency provided client example explain that rental assistance is not also the solution sometimes the client needs help changing their situation so they can get out of the cycle of needing assistance. Agency highlighted its relationship with other programs like Goodwill Works, workforce development, vocational rehab and more. Agency was asked about wheeler since the finding request is for homeless prevention instead of the transitional housing program currently funded by the City. Agency looked at the community support for programs and it feels that the Wheeler program for women and children is more easily supported by the broader community, corporations, and foundations. People like to support it and that means the agency is submitting the request to the City for a program that is just as important but harder to get support for. Agency was asked for clarification under "other income" in the financials. Agency was referred to page nine in the application where it shows \$126,000 versus \$15,000 in the previous year. Agency was also directed to the difference of \$30,000 from the City versus \$130,000. Agency was asked to explain the differences. Agency explained the ESG grant loss meant one-time funding came from the City to help replace the ESG loss of funding. Agency was just asked to review and provide any updates to the committee for page nine. Agency was also directed to page twelve for female head of household. Agency discussed the limitations in the HMIS system. The numbers are entered on intake but the HMIS system reports do not extract this information. Agency is working with the software provider to correct this issue. Agency was directed to page five to review outcome that proposed 90 months. As clarification this is a typo and should read 90 days.

There was a brief transition to the next presentation.

Members, seeing a duplication of services had discussion how it might priorities funding for homeless prevention

<b>TAB</b>	<b>Applicant Organization</b>	<b>Guest(s)</b>	<b>Presentation Time</b>
14	Our Daily Bread	Wendy McGee, Executive Director Nate Dears, Board Member	1:15p - 1:25p

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

Agency made introductions and read a prepared statement. Agency opened doors in 2000 serving 12 meals the first day. Since then it has served over 825,000 meals to Denton County's homeless, working poor and families. In 2017 it served over 86,000 meals at an average of 275 per day. This number has increased. In January 2018 the number jumped to an average of 341 meals per day putting the agency on track to serving more than 105,000 meals this year. The agency has added a host of social services as the number of clients increases it is also seeing an increase in the number of goods and services being accesses on site by clients. In January it increase by 38% over December 2017. As the population increases so do the needs of the most vulnerable. The agency needs the resources to serve the homeless and cost burdened families by providing essential for survival, food, clothing, shelter, and medical care. Agency provide statistics. In America, 42 million people struggle to find their next meal. Hunger does not discriminate and no one is immune to economic hardship and is especially true in Denton where the poverty rate of 23.1 percent exceeds both the state and national average. Adults who suffer from hunger live shorter, less healthy happy lives. Hunger is terrible for adults and much worse for children. Children who miss out on critical nutrients are dramatically disadvantaged for the remainder of their lives. One and Six American children go to bed hungry each night. The agency is helping serving many children during the summer, supplementing summer food program sites and during the school year it delivers monthly on average 1800 weekend snack packs to food insecure, low-income children enrolled in DISD, a school district where children experiencing homelessness and poverty is on the rise. Agency shared that the clients are diverse in age, background and life experiences. Some are homeless. Some are working but are unable to make a living wage. The agency share statistics from the most recent United Way of Denton County needs assessment,

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the importance to connecting people to an array of services all offered by the agency, they are able to make an impact and positively contribute to the health, nutrition and economic self-sufficiency of the working poor and disadvantaged in the community. Agency shared that three former clients are now employees demonstrating the program success. It offered a quote from one that the agency “saved my life” and it all started with an open door and a warm meal. Agency cannot do the work it does without community support, monetary and in-kind. Funding supports the operation, meals and services. Agency is requesting partial funding for the Senior Program Coordinator position which responsibilities have increased as the scope of services offered, number of clients served, and the number of volunteers have all increased. The work includes overseeing volunteers, managing the HMIS system, directing coordinated entry (part of the homeless crisis response system) and directing clients to life saving and life changing services is critical to the agency, the success of its program, the clients and the community as a whole. Agency shared that they do not charge clients for any services provided so it is dependent on outside sources of funding like the City of Denton. Agency is asking for support in its increasing and ongoing efforts to feed the hungry and so much more.

HSAC members took five minutes to ask the agency questions.

Agency was asked why only \$15,000 and was the position supported by another source? Agency indicated it is partial funding and that the agency wanted to ask for what it thought the committee would be willing to give to a first time funded agency. The agency added that the position only works part-time so if it were able to increase the hours it would. Agency was asked since it was new does it think it will be able to meet the reporting requirements. Agency explained that the executive director is new but was with another program for six years funded by the City. Agency feels that experience and value will help the agency gather and submit the required reporting information without any issue. Agency was asked specifically about the requirement to collect income information where it does not do this currently. Agency explained that it had already taken this into consideration and does think it can collect this data as well during intake. Agency was asked about the no questions asked policy and did it have any limit to the number of times someone can access services. Agency indicated no and share that it is open Monday through Saturday for breakfast and lunch and that anyone can come every day as well as a Monday evening meals where anyone is welcome to come eat. Agency was asked to if the increase was in new clients or people using the services more frequently. Agency believes it is both. Agency measures both clients served and meals served to inform resource needs but the agency is also susceptible to fluctuations what it brings in from area food banks and corporate partners. When it has more it is able to provide seconds and thirds on those days. Agency was asked if it could provide some data on things that are trending and if those are gradual, quick dramatic jumps, and/or cyclical impacts. Agency feels that overall statistical data is showing that clients in need are only going to boom and the agency needs to be prepared to serve more clients. Agency was asked why it had not applied for funding before was it reporting related. Staff shared past discussion with agency representatives and reporting might have been an issue. Agency did agree it has been slowly adding data and reporting tools to be in alignment and in support of other community initiatives like homelessness and coordinated entry (CE). Staff support the agency’s overwhelming support of CE and its participation. In addition, agency discussed how it has been in operation for many years but only became an independent 501(c)3 in October 2015. Agency was thanked for supporting and implementing CE and then applying for money instead of the other way around.

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In closing comments, members request that staff review the Agency presentation memo to see if the agency is informed the presentation is mandatory. If not then staff was asked to notify Monsignor King that while they are not required to attend their application will still be considered and that they are being offered the opportunity to present at 1:15 on p.m. on February 23, 2018. Staff review the additional requests to follow-up on including sending the committee the 2017-18 Request sheet so that members could see what was requested by agencies the previous year. Staff will send the members request to Interfaith to request that the agency provide a timeline for when it will be in compliance with the HMIS

system to be reporting data and staff will send out any additional budget information received from Giving Hope that the members requested during the agency's presentation.

VII. Adjourn

The next meeting of the committee is Friday, February 23, 2018 at 11:00a – City Hall East.

Having no other business, the meeting was adjourned at 1:32 p.m.

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

Minutes Approved: \_\_\_\_\_