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## Opening Speakers, Wednesday, September 26

### Welcome - Mayor Steve Adler



Mayor Steve Adler was sworn into office in January 2015 and has focused primarily on Austin's growing affordability crisis and worsening traffic.

On affordability, Mayor Adler and the Council created a new property tax break for homeowners, increased the senior and disabled property tax exemption, and lowered electric rates for everyone in town. Mayor Adler has also completed the Mayors' Challenge to End Veteran Homelessness, sponsored the Strategic Housing Blueprint to increase the housing supply for the working poor, and, together with County Judge Sarah Eckhardt, spearheaded the Austin Metro Area Master Community Workforce Plan to lift 10,000 local residents out of poverty and into middle-income jobs over the next five years. And on mobility, Mayor Adler led passage of the \$720-million Smart Corridor mobility bond which was more than four times larger than any transportation bond previously approved in Austin and bigger than all the transportation bonds cumulatively passed in the previous 20 years.

Mayor Adler has received recognition for his innovative ideas and leadership and recently made the 2017 list of Global Thinkers by Foreign Policy "for standing up for immigrants in the heart of...Texas."

### Welcome - Representative Celia Israel

Elected to the Texas Legislature in January 2014, Rep. Celia Israel serves on the House Transportation and is vice chair of the Elections Committees, focusing on congestion relief, public safety, multimodal innovation, and making it easier for Texans to vote. Raised in El Paso, Texas, Representative Israel moved to the Austin area in 1982 to attend the University Texas at Austin. After graduating with a degree in Government, she served in Gov. Ann Richards's administration, tasked with recruiting the best and brightest to public service. Rep. Israel is a licensed Texas Realtor who lives with her long-time partner, Celinda Garza, and their dog, Kia, in Northeast Travis County.



### Keynote - Jeff Olivet



Jeff Olivet has worked in homelessness, behavioral health, and public health for more than two decades. As a teacher, writer, and policy leader, he shapes new directions for programs and organizations across the United States and internationally. He specializes in developing and implementing creative approaches to promoting best practices for large and small organizations.

Jeff has worked as a street outreach worker, case manager, coalition builder, activist, national trainer and technical assistance provider, as well as a curriculum developer, writer, and inspirational public speaker. He conceived of and leads the SPARC Initiative (Supporting Partnerships for Anti-Racist Communities), a multi-city effort to address racial inequity in homelessness. Jeff is deeply committed to social justice, racial equity, gender equality, and inclusion for all. With a BA from the University of Alabama and an MA from Boston College, he lives in Cambridge, Massachusetts.

## Welcome message from Eric Samuels, President/CEO, THN



Thank you for coming to our annual conference. Welcome to the first-timers and those of you returning to join us another year. Each year, our goal is to provide you with thought-provoking, informative workshops highlighting communities and programs that are ending homelessness.

The conference has become the event where homeless service providers from all over the state learn about innovative interventions and practices. It's a place to network with people working in similar sized communities or programs to learn what is working for them and form goal-advancing partnerships.

Making those connections and collaboratively working as one is what is going to make homelessness in Texas rare, brief, and non-recurring. Together, I know we can do it.

## *Table of Contents*

Pre-Conference Meetings	2
Conference Agenda, Wednesday	2-5
Conference Agenda, Thursday	6-10
Conference Agenda, Friday	11-12
Workshop Speaker Biographies	12-19



Collaborator sponsors also sponsor a conference track. The CORT logo appears next to the Housing track. The Amazon Web Services logo appears next to the Case Management track.



## 2018 TEXAS CONFERENCE ON ENDING HOMELESSNESS

### TUESDAY, SEPTEMBER 25

**12:00 - 6:00 pm**                      **Registration**                      **Foyer**

**3:00 - 6:00 pm**                      **SPECIAL SESSION**

**Ethics in Action: Working with Students and Families in Homeless Situations**

**Omni AB**

This session will look at ethical considerations in working with homeless children and their families. It provides 3 hours of CEUs for Social Work and Counselor licensing requirements.

*Jeanne Stamp (Texas Homeless Education Office)*

### WEDNESDAY, SEPTEMBER 26

**7:30 - 5:00 pm**                      **Registration Check-in**                      **Foyer**

### PRE-CONFERENCE MEETINGS

**8:00 - 12:45 pm**                      **Mandatory TEA TEHCY Subgrantee Meeting**

**Oaks**

This session is for education program staff that receive funding through the Texas Education Agency (TEA) Texas Education for Homeless Children and Youth (TEHCY) grant.

**9:00 - 10:30 am**                      **SOAR Discussion - Making SOAR Work!**

**Omni AB**

Join us for a discussion on SSI/SSDI, Outreach, Access, and Recovery (SOAR). This discussion is for staff of agencies using the SOAR process, PATH workers, and anyone interested in learning more about the SOAR process. Bring your questions!

*Pam Heine, (Policy Research Associates, Inc., Delmar, NY)*

*Valery S. Maercklein (Social Security Administration)*

**10:30 - 12:30 pm**                      **Texas Balance of State CoC General Membership Meeting**

**Omni EF**

Join THN staff and TX BoS CoC members for the October General Membership meeting, held in-person at the conference and via webinar. Anyone who lives or works in the TX BoS CoC's coverage area is considered to be a general member and is invited to participate and give input. Topics include accomplishments from 2016-17, updates on current activities, annual review of the CoC's Governance Charter, Hurricane Harvey Recovery, and plans for 2017-18.

*THN, TX BoS CoC Staff*

**11:00 am - 12:45 pm**                      **Texas Interagency Council for the Homeless Meeting**  
(This is an open meeting. All are welcome to attend.)

**Southpark AB**

### LUNCH ON YOUR OWN

**1:00 - 2:15 pm**                      **OPENING SESSION**                      **Omni Ballrooms**

#### WELCOME

*Eric Samuels, President/CEO, Texas Homeless Network*

*Mayor Steve Adler, Austin*

*Representative Celia Israel, House District 50*

#### OPENING KEYNOTE

*Racial Equity and Homelessness, Jeff Olivet*

2: 15 – 3:45 pm      **BREAKOUT SESSION #1**



**1.1 Implementing Racial Equity in Homeless Response Systems**

**Omni C**

People of color are dramatically more likely than their white peers to experience homelessness in the United States. Drawing on the work of the SPARC Initiative (Supporting Partnerships for Anti-Racist Communities), this workshop will explore specific strategies individuals and organizations can use to address racial inequities. In an interactive, discussion-oriented format, participants will learn about what other communities are doing and identify approaches they can use in their work.

*Jeff Olivet*



**1.2 Creative Solutions to Identifying Affordable Housing for Individuals Exiting Homelessness**

**Omni D**

Despite the constant "locking out" that occurs for individuals and families exiting homelessness as a result of strict apartment screening criteria, communities have found ways to identify affordable housing options for individuals enrolled in housing assistance programs. This session will delve into some of the strategies used in Austin, Texas to combat a tight rental market and to creatively build a menu of housing options to meet the needs of those returning to housing.

*Abby Tatkow (ECHO)*

**1.3 Veterans in ACTION!: Hard Core Tweaking of Austin's Plan to End Homelessness**

**Omni E**

Explore the working theory that 80% of the disabled homeless population have become disabled as a result of traumatic brain injury, TBI, resulting in chronic traumatic encephalopathy.

*Richard R. Troxell (Texas Rio Grande Legal Aid/House the Homeless, Inc.)*

**1.4 How to Assist the Chronically Homeless When They Don't Fit Into Your Program**

**Omni F**

In a combined effort to reduce the number of people experiencing homelessness, it is necessary for service providers to have a complete understanding of services offered by other agencies within the homeless continuum of care. Most agencies are set up to only serve a specific population. With information to identify what population a client falls in along with information on the agencies that can serve them, it is easier to change the final outcome to either an accept or refer.

In addition, Managed Care Organizations (MCOs) usually provide an array of services that a client may be eligible for although they are not educated on them. This workshop will also provide valuable information on services offered by traditional Medicaid/Medicare as well. More importantly, we will provide tools to offer wrap-around services for the most vulnerable in order to assist them in remaining housed in the community.

*Michelle Huff-Alexander (Journey to Wholeness, Rowlett)*

**1.5 100 Day Challenge to End Homelessness: How Your Community Can End Homelessness in 100 Days - TX BoS CoC Track**

**Omni AB**

Over the course of 100 Days, communities in the Texas Balance of State embarked on journeys to end homelessness in their communities. They created platforms for experimentation, intense collaboration, peer learning and innovation while setting what some would say are "crazy" or "unreasonable" goals. These bold and fearless leaders proved that the Rapid Results 100-Day Challenge model works, and housed over 100 of the most vulnerable people in our state, and that is just the tip of the iceberg of what they accomplished. Does your community have what it takes? Come find out!

*Chad Wheeler (Lubbock Open Door)*

*John Meier (West Central Texas Regional Foundation, Abilene)*

*Michelle Parrish (Community Foundation of Abilene)*

*Tiffany Doss (Abilene Hope Haven)*

*Tiffany Hart (THN, TX BoS CoC)*

**1.6 Youth and Providers – Integrated Model From the Streets to Housed**

**Conference Center**

From the Director, Program Manager, Staff, and youth, panelists will share their perspective on a program that integrates a low/no barrier drop-in as an engagement tool for coordinated entry to housing and supportive case management (employment, education, and wellness). This effort includes Rapid Re-Housing and Permanent Supportive Housing as interventions adapted for young adults. This will be a conversation and sharing of developmentally appropriate principles utilized, as well as lessons learned.

*Gerald Eckert (The Salvation Army, Houston)*

*Rafael Sarango (The Salvation Army, Houston)*

*Jermaine Harmon (The Salvation Army, Houston)*

*DaQuam Taylor (The Salvation Army, Houston)*

## 2018 TEXAS CONFERENCE ON ENDING HOMELESSNESS

### 1.7 Lessons Learned After Hurricane Harvey

Oaks

Many collaborative and process lessons were learned through the devastation of Hurricane Harvey. Schools and community providers came together in positive and sometimes unique ways to assist with recovery. This panel of homeless liaisons will discuss the coordination and collaboration efforts preparing for, during and in the aftermath of Hurricane Harvey. The panel will identify district procedures for locating displaced students, for identifying their housing status, and for coding according to TEA disaster codes. The panel presenters will also identify best practices for community and resource collaboration that was and is most effective for rapid recovery in the wake of the hurricane. The panel will also address lingering issues, and plans to provide future services, resources, and practices.

*Jeanne Stamp (THEO)*  
*Bobbie Jones (Cy-Fair ISD)*  
*Seretha Augustine (Galena Park ISD)*  
*Lisa Jackson (Houston ISD)*  
*Kristie Valdez (Katy ISD)*

### 1.8 Education 101 for Service Providers

Southpark AB

This session will provide clarification on topics related to homeless education for stakeholders serving homeless students in the Community.

*David Ray (Region 10)*

## 4:00 pm - 5:30 pm BREAKOUT SESSION #2



### 2.1 Overview of Best Practices in Housing First

Omni C

Understanding and implementing what we've learned from experience and research over the past decades is essential to effectively address the complex needs of people experiencing homelessness. This workshop will provide an overview of selected "person-centered, housing-focused, trauma-informed, recovery-oriented, peer integrated, self-compassionate" approaches that inform our work in a housing first context.

*Ken Kraybill (t3)*



### 2.2 Keeping Families Together (KFT): A Solution for Child Welfare Involved Families Experiencing Homelessness

Omni D

Supportive housing provides a safe and affordable home for families experiencing homelessness. The services in supportive housing help parents struggling with overwhelming poverty and complex health issues improve health and family stability. Currently active in eight states, KFT supportive housing provides access to affordable housing and essential support that help every member of the family. This model is reuniting children with their parents, reducing unnecessary foster-care placements and lowering costs.

This is important because research shows children removed from their families are at higher risk for impaired neurodevelopment, psychiatric problems, abuse, poverty, homelessness, incarceration, suicide and early death. KFT uses supportive housing to offer stability to families with children who are at risk of recurring involvement in the child welfare system.

*Jessica Preheim (CSH)*  
*Ana Rausch (Coalition for the Homeless of Houston/Harris County)*

### 2.3 Walk in My Shoes: Journey of the Homeless Veteran

Omni F

This session will present information on the unique challenges of homeless Veterans with emphasis on those that served during periods of the Vietnam War, Gulf War, Iraq, and Afghanistan Wars. Additionally, suicide rates among homeless Veterans will be discussed and preventive measures will be presented. Finally, the effects of PTSD on this population will be explored.

*Artie Williams, LCSW, BCD (Dept. of Veterans Affairs, Fort Worth)*

### 2.4 The Synergy of Community Collaboration

Omni E

The Synergy of Community Collaboration Multiple helping agencies come together to raise awareness and advocate for the homeless and other at-risk populations within our communities. Collaborative efforts have led to increased funding, new partnerships, and new programs to assist with addressing behavioral wellness in the areas of criminal justice, healthcare, employment and housing in Central Texas. A panel will discuss the importance of community collaboration; gathering together with community stakeholders, to begin and expand conversations that will improve comprehensive behavioral wellness including ending homelessness.

*Amanda Tindell (Central Counties Services, Temple)*  
*Felicia Burden (Central Counties Services, Temple)*  
*Rita Kelley (Bell County Indigent Health Services)*  
*Christy Plemons (The Salvation Army, Temple Corps)*



## 2.5 Practical Application of Harm Reduction in a Housing Setting-TX BoS CoC Track

**Omni AB**

Staff often struggle to conceptualize and embrace a Harm Reduction Framework in Housing Programs. This session will give Direct Service Staff and Program Managers the tools to operate their project from a Harm Reduction Perspective, connect the practice to the larger Homeless Crisis Response System, and offer guidance for staff struggling with the concept.

*Jim Ward (THN, TX BoS CoC)*

## 2.6 Education Leads Home Texas

**Conference Center**

Education Leads Home Texas Research shows that youth without a high school degree or GED are 4.5 times more likely to experience homelessness as young adults than their peers who completed high school. This makes education a critical strategy to help prevent and end homelessness. Learn how some Texas school districts have reached a 100% graduation rate for their homeless students, and how homeless service providers can help ensure school enrollment and success. Hear directly from youth who have experienced homelessness about what worked for them in getting to graduation. Learn practical strategies to establish school-housing partnerships.

*Barbara Duffield (SchoolHouse Connection)*

*Jeanne Stamp (THEO)*

*Denise Batchelor (Deer Park ISD)*

*Bobbie Jones (Cy-Fair ISD)*

## 2.7 HUD Certifier Training

**Oaks**

School district homeless liaisons who successfully complete this training may affirm, without further agency action by HUD, that a child or youth, or immediate family, who is eligible for HUD program or service is eligible for that program or service.

*Presenter: Ken Martin (THEO)*

## 2.8 Mental Health and Trauma Informed Schools

**Southpark AB**

Addressing the mental health and wellbeing of students are important roles for schools seeking to educate the whole child. This presentation will provide an overview of mental health data for children and youth, trauma research and impacts, trauma informed practices for schools and resources available for schools. Session participants will discuss mental health challenges and best practice supports for students in homeless situations. The presenter will also engage the audience to provide stakeholder input to TEA on new school mental health initiatives.

*Julie Wayman (TEA)*

## 5:45 - 6:30 pm

### Safety Nets for Students Project Overview

**Omni AB**

The Safety Nets for Students project is an initiative to support schools and community-based organizations in areas located outside of Harris County that were affected by Hurricane Harvey. If your school or agency is located in one of these areas, please join Texas Network of Youth Services Texas Homeless Network, and Texas Homeless Education Office to learn more about this important initiative. We'd love to tell you more about our plans and learn what's going on in your communities that we can support!

**THURSDAY, SEPTEMBER 27**

**7:30 - 5:00 pm**

**Registration**

**7:30 – 8:30 am**

**Continental Breakfast**

**Foyer**

*Breakfast will be set up in the foyer and seating is available in the ballrooms. No program. We will be assembling back-to-school backpacks, provided by Mitscoots, for Lifeworks and kits for Front Steps. Come join the assembly line!*

**8:15 am – 12:15 pm**

**Mandatory TEA TEHCY Subgrantee Meeting**

**Oaks**

This session is for education program staff that receive funding through the Texas Education Agency (TEA) Texas Education for Homeless Children and Youth (TEHCY) grant.

**8:30 - 10:00 am**

**BREAKOUT SESSION #3**



**3.1 Exploring the Intersections of Homelessness, Domestic Violence and Sexual Assault**

**Omni AB**

Over 80% of sexual and domestic violence survivors experience trauma. Many of these survivors will also experience homelessness and have additional vulnerabilities. Join us in this workshop to learn more about these intersections and how trauma from domestic violence and sexual assault may manifest when working with survivors. This session will support participants in understanding these links, how to enhance your ability to be trauma-responsive, and particular remedies and options that exist within the context of housing and homelessness to support survivor safety and housing.

*Molly Voyles (Texas Council on Family Violence)*

*Krista Del Gallo (Texas Council on Family Violence)*

*Laramie Gorbett (Texas Association Against Sexual Assault)*



**3.2 Increasing Access to Housing – What Can We Do?**

**Omni D**

This session provides an overview of strategies for accessing housing in your community, including engaging landlords, master leasing, and strategies for community leadership. Also included is an overview of subsidized and affordable housing resources, with tips on how to access the resources.

*Ann Denton (Advocates for Human Potential)*

**3.3 Connecting Qualitative and Quantitative Data to Better Understand Client Outcomes**

**Conference Center**

This session will deconstruct the process for connecting qualitative data and quantitative data to better understand client outcomes at the individual level and to visualize how multiple stakeholders in a continuum of care operate as ecosystems.

*Sarah Rodriguez (City of Austin)*

**3.4 How are we doing and where do we go from here? An interactive look at how to understand data and use it to drive decision making.- TX BoS CoC Track**

**Omni F**

Does your community struggle in analyzing and/or translating data into usable information? In order to improve service systems and make data-driven decisions, it is paramount that communities analyze the reliable and comprehensive information available. This hands-on session will teach attendees how to analyze their community's data, how to make decisions based on this valuable data, and how to communicate it to different stakeholders. ***Please bring a laptop to this session.***

*Kristin Zakoor (THN, TX BoS CoC)*

*Victoria Lopez (THN, TX BoS CoC)*

*Sophia Checa (TX BoS CoC)*

**3.5 Ending Youth Homelessness: Lessons Learned From History**

**Southpark AB**

This session will provide participants with a framework to understand the historical significance of the role of social work with homeless youth so that we can be better prepared to create effective interventions that contribute to breaking the cycle of poverty and family instability. The American Academy of Social Work has identified Ending Homelessness as one of their Grand Challenges of Social Work. Social Workers and helping professionals must learn from the past to understand the present and inform the future as we work together to End Youth Homelessness.

*Cheryl Pooler (Baylor University)*

**10:15 - 11:45 am BREAKOUT SESSION #4**



**4.1 When Training is Not Enough: Implementing Clinical Best Practices in Housing First**

**Omni D**

How can we ensure that best practices are actually being put into practice to help people recover and thrive? While training is essential, it is not enough. Learn how to keep the learning arc moving forward through practical strategies based on implementation science and the presenter's experience in partnering with agencies to implement relevant best practices.

*Ken Kraybill (t3)*



**4.2 A Systematic Approach to Landlord Recruitment**

**Omni AB**

Private market landlords are critical partners in helping people quickly exit homelessness as they are the largest suppliers of affordable housing in the country. Communities must create both a solid affordable housing development plan and leverage existing units in the private rental market in order to quickly end homelessness. Success requires consistent landlord engagement and recruitment. This session will explore how communities can create and utilize a coordinated approach to landlord engagement to expand affordable housing opportunities.

*Samantha Maggiani (CSH)*

*Adrian D. Hudspeth (Houston Housing Authority)*

**4.3 Housing in the Face of a Natural Disaster**

**Conference Center**

After a disaster, CoCs may be the best source of housing solutions for survivors. How can CoCs contribute to reducing the length of time disaster shelters remain open, reduce the increase in the number of survivors rendered homeless following a disaster, and think through how to transition survivors into the best available option while their community is under a spotlight? Join this session to explore how investing more and building stronger Homeless Response Systems or Re-Housing Systems prepares communities to more effectively and efficiently manage disaster shelter transitions following natural disasters.

*Heather Muller (CSH)*

**4.4 Adding to Your HMIS Toolbox: Building a set of HMIS Resources and Strategies for Your Data, Troubleshooting, and Training Needs.-TX BoS CoC Track**

**Omni F**

Do you sometimes scratch your head and wonder where you can find certain bits of data? What does this report do? How does it compare to that other one? What are some of the most common errors seen in HMIS data? And the reports all look and run different now! What's up with that? Join us as we explore the newest versions of the UDQ, APR, and other reports you can use on a regular basis to keep your data in top shape. This presentation will also cover requesting training, what training entails, how to make sure you're prepared for training, learning strategies, and self-evaluation.

*Jesús DeLeón-Serratos (THN, TX BoS CoC)*

*Victoria Lopez (THN, TX BoS CoC)*

**4.5 How to Build a Lived Experience Group in Your City**

**Southpark AB**

This session will describe the steps of how to build a Lived Experience Advisory Group in your city. We will discuss our story and lessons we've learned along our journey of building the Homelessness Advisory Committee of Austin (HACA). In order to bring lived experience into the process of creating services and policies more effectively, the City of Austin and other partner organizations have formed HACA. The program, piloted for the past six months, has allowed 13 members with lived experience to provide valuable feedback to crucial city policies and service interventions. The program aims to: 1) build the capacity of HACA members to further support themselves and their community; 2) build the capacity within the provider community to effectively engage those with lived experience around program and policy decisions; and 3) to obtain insights that may influence change on the policy level.

*Lincoln Neiger (Austin Bloomberg i-Team)*

**4.6 Data Bridge! How to Connect School PEIMS Data to the HUD Point-in-Time Count**

**Omni E**

This session will describe the planning, process, implementation, results and potential outcomes of bridging school data with the HUD Point-in-Time Count. The presentation is designed to help CoC communities have a better understanding of homeless data for youth and families in the Point-in-Time Count and to help develop targeted strategies.

*Amber Paaso (Coalition for the Homeless of Houston/Harris County)*

*Gary Grier (Coalition for the Homeless of Houston/Harris County)*

*Nancy Heintz (Coalition for the Homeless of Houston/Harris County)*

**30 Minute Break for Lunch and Awards Ceremony Set-up**  
**Use this time to check emails, shop for THN merchandise, and purchase raffle tickets!**

**12:15 - 1:30 pm      LUNCH      Omni Ballrooms - Overflow in Southpark AB**

**Presentation of the THN Outstanding Awards &  
THN General Membership Meeting**

**1:45 - 3:15 pm      BREAKOUT SESSION #5**



**5.1 Building Your Identity, Skills, and Confidence as a Supervisor**

**Omni C**

Quality supervision is critical to fostering a worker's development, enhancing their skills, implementing best practices, and improving client outcomes. This workshop will provide an overview of the administrative, evaluative, educative, and supportive functions of supervision. It will also incorporate aspects of trauma-informed care and motivational interviewing that inform supervision.

*Ken Kraybill (t3)*



**5.2 What's the Scoop with Rapid Re-Housing and how does it all work...or not?  
Understanding the roles of and relationships among major partners.**

**Omni D**

Rapid Re-Housing (RRH) has been implemented as a systems-based intervention to address homelessness in Houston. But how does it all happen? During this session, panelists will share their knowledge from three different roles and perspectives, the public housing authority, the Case Manager Intermediary, and a direct service provider. This will be an interactive frank discussion about how these partners work together along with the successes and challenges along the way. We are still trying to figure it all out and want to share our lessons learned.

*Carrie Holterman (SEARCH Homeless Services),  
James Gonzalez (CoC/CFTH)  
Jessica Preheim (CSH)*

**5.3 Outreach and Engagement with Veterans Experiencing Homelessness: Clinical  
Approaches and Ethical Considerations**

**Omni AB**

This presentation will focus on direct practice in working with Veterans experiencing homelessness, specifically Veterans with serious mental illness (SMI), including those with dual substance use disorders.

During this session, we will discuss clinical approaches when working with this complex population, beginning with street outreach and throughout the process of obtaining housing and rebuilding a sense of community. We will discuss the benefit of utilizing a Motivational Interviewing (MI) approach as an effective way to build trust, rapport, and help guide the Veteran toward a willingness to change. We will also explore the use of the Harm Reduction and Housing First models as a way to improve outcomes for Veterans who may be resistant to services. Outreach and engagement work can also bring up unique issues in regards to boundaries, ethics, and staff safety. Scenarios will be presented for discussion about ethical questions or dilemmas that a clinician may face when working in unconventional settings such as campsites and soup kitchens.

*Molly Batschelet (Central Texas Veterans Health Care System)  
David Gomez (Integral Care, Austin)*

**5.4 FACING THE FUTURE: SUCCESSION PLANNING**

**Omni E**

Preparing for an Executive Transition Succession Planning is critical to ensuring the viability of an organization in the event of an executive's unplanned absence, retirement or resignation. An organization undergoing the stress of an executive's departure can find itself seriously destabilized or even in danger of collapse. Succession Planning ensures organizational stability by developing bench strength behind its executive and key managers.

Planning for succession also benefits the entire community. As succession planning takes root as a standard practice, the nonprofit sector will become much stronger and more effective at impacting the communities it serves.

*Diana Crosson (D Crosson Group, LLC)*

**5.5 TX BoS CoC RRH Learning Collaborative**

**Omni F**

This session is only open to CoC Program-funded RRH projects in the TX BoS CoC.

*Heather Muller (CSH)  
Samantha Maggiani (CSH),  
Jim Ward (THN, TX BoS CoC)*

## 5.6 Unaccompanied Youth and Human Trafficking

Conference Center

Unaccompanied homeless youth are the most vulnerable population for becoming victims of human trafficking. Educators, Counselors, Social Workers and Community Service Providers must be aware of the prevalence of human trafficking among unaccompanied homeless youth and know what to do to combat this problem. This session will examine the connection between human trafficking and unaccompanied youth, and present information to promote prevention and intervention strategies for students. Participants will learn how to recognize the signs that a youth is being trafficked and what to do if you suspect a youth is at risk. Finally, hear about programs that can be replicated in your community to raise awareness about this problem.

*Kathy Wigtil (Baylor)*

## 5.7 Youth Homelessness Demonstration Project (YHDP)

Oaks

In January 2017, Austin was chosen by the U.S. Department of Housing and Urban Development (HUD) as one of 13 communities nationwide to serve as a Youth Homelessness Demonstration Program site to develop and implement a coordinated community plan to prevent and end youth and young adult homelessness by 2020. This came on the heels of a successful 100-Day Challenge result, where the community successfully housed 53 former foster involved youth in 100 days. So success breeds optimism! The community wasn't done! They applied for the YHDP grant - and the notice of award set the wheels in motion. This session explains the YHDP project, identifies key agencies involved and project structure, and addresses some tools used such as a risk assessment, and Austin ISD's, Project Help developed Vulnerability Index. The session will use case reviews to show how this index is used and shed light on the perspectives on vulnerability from housing, youth services and educator's points of view.

*Ann Howard (ECHO)*

*Erin Whelan (Lifeworks)*

*Rose Coleman (Austin ISD)*

## 5.8 Impactful Collaboration Within Programs to Address the Needs of Migratory Children

Southpark AB

This session will address best practices for collaboration and coordination between the Migrant Education Program and/or other state or federal programs within the school and in the community. Participants will get an opportunity to learn or revisit effective ways to communicate with other programs or agencies in order to meet the holistic needs of the highly mobile children.

*Idalia R. Ibañez (TEA)*

*Nex Paniagua-Jimenez (TEA)*

3:30 – 5:00 pm

## BREAKOUT SESSION #6



## 6.1 Lowering Barriers and Increasing Community Through Mixed-income, Trauma-informed Emergency Shelters

Omni AB

The recent shift by HUD away from transitional housing towards housing first based programs has forced many emergency shelters to rethink their programming, policies, and procedures. While most shelters cannot truly be "housing first," there are some innovative ways to structure emergency shelters to utilize best practices in housing. This presentation will detail a model of trauma-informed care in homeless services. This unique model includes intentional community-based living paired with small-scale mixed-income housing along with other housing first based methods to increase sufficiency, self-esteem, and community among individuals and families experiencing homelessness.

*Stephen Baldrige (Abilene Christian University)*



## 6.2 Holistic Care: Combining Housing with Healthcare

Omni C

This session will discuss interdisciplinary healthcare partnerships and highlight specific case studies as a way to identify client-directed healthcare goals. For years statistics have showcased that a homeless individual's health is improved through providing a home and supportive programming. Lubbock Open Door has taken a team approach towards physical and mental health care needs of permanent supportive housing participants. A part-time nurse practitioner and part-time paramedic perform routine home visits, maintain lab work, collaborate with primary care physicians, and identify client-driven goals. Healthcare education is provided on participant's literacy levels through an empowerment framework. Through collaborative communication between program participants, case managers, and healthcare team, Lubbock Open Door has decreased emergency visits and emphasized client-directed healthcare goals.

*Katherine Hennecke (Lubbock Open Door)*

*Amber Maul (Lubbock Open Door)*

## 6.3 Homeless Patient Aligned Care Teams in VA: A New Model of Homeless Healthcare

Omni D

The VA's Homeless Patient Aligned Care Teams (H-PACTs) are changing the way medical care is provided to homeless Veterans by tailoring care to their unique needs. H-PACTs are a key part of the VA's plan to end homelessness among Veterans. Veteran successes under the H-PACT model include reduced ER visits and hospital admissions, shorter times to obtain housing and mental health integration with primary care.

*Claudine Johnson, MD (Dept. of Veterans Affairs, Houston)*



## 2018 TEXAS CONFERENCE ON ENDING HOMELESSNESS

### 6.4 SOAR and Children

Omni E

New curriculum around helping children apply for SSI/SSDI using the SOAR process.

*Pam Heine (SAMHSA SOAR Technical Assistance Center, Policy Research Associates, Inc.)  
Social Security Administration*

### 6.5 #SystemsChange: The Only Constant Is Change-TX BoS CoC Track

Conference Center

We are living in a constant state of flux. The lessons that we learn from change in our personal lives are very similar to the lessons that we are learning in our professional lives through efforts to make homelessness rare, brief, and non-recurring. Come learn how we can become holistic champions of change.

*Tiffany Hart (THN, TX BoS CoC)*

### 6.6 Yoga for Stress Relief, Energy and Concentration

Omni F

This workshop will provide participants with an opportunity to learn healthy ways to deal with the stress, fatigue and emotional drain that is oftentimes associated with victim advocacy professions. This session will discuss the importance of self-care and introduce simple breathing practices, postures and movement to calm the mind and heal and energize the body and spirit.

*Krista Del Gallo (Texas Council on Family Violence)*

### 6.7 McKinney-Vento 201: An Open Topic Session for Educators

Oaks

A Q and A format is the basis for this session designed for conference participants who are educators or school district personnel implementing the education provisions that are part of the McKinney-Vento Homeless Assistance Act. Topics may include aspects of state and federal laws regarding the education of homeless children and youth, best practices for district identification and enrollment procedures, community collaborations, and other associated programs, such as Title I, FAFSA, child nutrition, transportation, and other topics raised by participants.

*Texas Education for Homeless Children and Youth (TEHCY) staff.*

### 6.8 Breaking the Barriers of Time and Place - Using the Texas Virtual School Network and Online Learning to Support Students

Southpark AB

Learn how you can leverage our state's unique online learning initiative, the Texas Virtual School Network (TXVSN), and use its supplemental and full-time online learning options to support homeless students in Texas.

*Kate Loughrey (Texas Virtual School Network)*

5:30 pm – 6:30 pm

TX BoS CoC Coordinated Entry Mix & Mingle

Omni AB

**FRIDAY, SEPTEMBER 28**

**8:00 - 10:00 am BREAKFAST PROGRAM**

**Omni Ballrooms**

*The breakfast buffet line will open at 8:00. The program will begin promptly at 8:30.*

***Speakers from Austin Youth Collective***

***Presentation of the Barbara Wand James Scholarship Award***

***Raffle drawing***

**10:30 - 12:00 pm BREAKOUT SESSION #7**

**\*\*\*Mandatory TEA TEHCY Subgrantee Meeting\*\*\***

**Oaks**

This session is for education program staff that receive funding through the Texas Education Agency (TEA) Texas Education for Homeless Children and Youth (TEHCY) grant.



**7.1 Hope before Homelessness**

**Omni F**

Many communities focus on ending homelessness, forgetting that in order to achieve this, communities must stop adding to the problem.

*Daphne Adams (Christian Community Action, Lewisville)*



**7.2 Measuring Social Integration of the Formerly Homeless and Understanding Effective Socially Focused Interventions**

**Omni AB**

Homelessness is more than just the lack of a roof over one's head; it is a result of disaffiliation from society through social stigma, social exclusion, and disassociation from the community. Social reintegration of the formerly homeless back into society is critical to ensure that not only self-sufficiency is increased, but that housing retention is improved over time.

The purpose of this presentation is to explore socially focused interventions that lead to successful reintegration back into the community. By using these interventions to reintegrate the homeless back into the community, the formerly homeless can rebuild their networks and relationships that provide them with access to opportunities within their community that support their journey towards sustained self-sufficiency and housing retention.

In addition to addressing critical socially focused interventions, the attendees will be provided with a social integration measurement tool. This tool can measure the social integration from the perspective of the housed client to determine what additional socially focused interventions could increase their social integration.

*Donna Wickes (HUD)*

**7.3 SOAR Roundtable Discussions**

**Omni C**

Join us for these roundtable discussions and learn more about incorporating SOAR into Coordinated Entry, SOAR and the SSVF program, and collaborating with SSA and DDS,

*Pam Heine, (Policy Research Associates, Inc., Delmar, NY)*

*Valery S. Maercklein (Social Security Administration)*

*Suzie Brady (Integral Care)*

*Nicolina Kozak (ECHO)*

*Gary Grier (Coalition for the Homeless of Houston/Harris County)*

**7.4 Homelessness and At-Risk of Homelessness Definitions**

**Omni E**

Texas Department of Housing and Community Affairs staff will provide guidance on qualifying program participants under the homeless and at-risk of homeless definitions used in the Emergency Solutions Grants Program.

*Texas Department of Housing and Community Affairs*

## 2018 TEXAS CONFERENCE ON ENDING HOMELESSNESS

### 7.5 Decriminalizing Homelessness and Same Day ID Recovery

Omni D

In San Antonio, a partnership between city government, law enforcement, and the continuum of care is working to decriminalize homelessness. With the establishment of new community policing practices and a process for recovering state-issued ID's in a single day. Attendees will hear from law enforcement professionals, city management, and continuum of care staff on partnerships, community policing practices, and how to implement a same-day ID recovery process in their own community.

*W. David Row (South Alamo Regional Alliance for the Homeless)*

*Monty McCann (HOPE Team, San Antonio Police Department)*

*Joe Farris, Jr. (HOPE Team, San Antonio Police Department)*

*Morjorie White (San Antonio Department of Human Services)*

### 7.6 Unaccompanied Homeless Youth in Texas: Data, Reflections, and Solutions

Conference Center

As more service providers and advocates have begun to shine a bright light on the issue of youth homelessness, it has become undeniable that there are deep correlations between systems involvement and the likelihood that a youth will experience homelessness and vice versa. For example, a youth who has been placed in the juvenile justice system has an increased likelihood that she will experience homelessness upon re-entry, while another youth currently experiencing homelessness may be placed in the juvenile justice system solely for acts of survival, such as stealing money to buy food. Additionally, youth homelessness often originates with some breakdown in the home, which almost automatically has child welfare implications. Moreover, experiencing homelessness or systems involvement each result in their own type of traumatic experiences that can lead to negative long-term outcomes, such as low opportunity for academic achievement or dropping out of school entirely, hurting youth's chances of future stability. These issues are deeply intertwined and this session will unravel them and present policy recommendations to help prevent and end youth homelessness.

*Lara O'Toole, LMSW (TNOYS)*

*Brett Merfish, JD (Texas Appleseed)*

## Conference Concludes

### Workshop Presenter Biographies (in alphabetical order)

**Daphne Adams** is a graduate from Oklahoma State University, with a Bachelor's Degree in Human Development and Family Science. She is the Family Programs Manager for Christian Community Action in Lewisville and has over 15 years of education and experience in the assessment and development of individuals and programs. Daphne is full of passion for enhancing others' lives.

**Ms. Seretha Augustine** in her role as Senior Director for Student Support Services at Galena Park ISD provides leadership, support and fiscal management in the following areas for the district: At-Risk, Compensatory Education, Random Moment Time Study (RMTS) for MAC and SHARS, Dropout Recovery and Prevention, Night School and compliance with the McKinney-Vento Homeless Education Act.

Ms. Augustine is a former school counselor and Principal. James R. Webster has been a teacher, Principal and is now the Director of Student Support Services at Sheldon ISD, a role he has held since 2010.

**Stephen Baldridge** received his Bachelors in Social Work from Lubbock Christian University, and his Masters and Ph.D. in Social Work from the University of Texas at Arlington. His practice experience includes working in public schools and in private consulting in the area of childhood behavior and parenting. Since 2009, he has been on the faculty of Abilene Christian University where he is an Associate Professor and serves as the Undergraduate Program Director for the School of Social Work. Since 2010, Stephen has served on the Board of Directors at Abilene Hope Haven, a non-profit dedicated to ending homelessness. From November 2016 to October 2017, Stephen and his family of 6 lived in Hope Haven's emergency shelter to begin building a new program meant to provide an innovative model for emergency housing for those experiencing homelessness.

**Denise Batcehlor** began her career in education in 1992. She spent 13 years teaching special education, 10 years as a school counselor (campus transitional liaison), and is now in her 3rd year as Director of Counseling and Family Services (TEXHEP grant manager) at Deerpark Independent School District.

**Molly Batschelet, LCSW, LCDC**, has been a Clinical Social Worker with the Central Texas Veterans Health Care System's (CTXVHCS) Health Care for Homeless Veterans Program for over 10 years. She currently serves as the Program Coordinator for the Low-Demand Safe Haven program in Austin, TX, a collaboration between Integral Care and the CTXVHCS. Safe Haven is a low-demand shelter for Veterans experiencing homelessness and serious mental illness. Prior to her work with the CTXVHCS, Ms. Batschelet worked in state psychiatric services and emergency shelter services.

**Suzie Brady** obtained her Master's degree in Music Therapy from Southern Methodist University. She has been a board certified music therapist for 12 years and has worked in mental health, rehabilitation, and therapeutic services throughout her career. In 2015, Suzie moved on from full-time psychiatric music therapy to join the Healthy Community Collaborative (HCC) program with Integral Care as a Rehabilitation Specialist, and later as a dedicated SOAR Specialist. Using a Housing First approach, the HCC program works to house and provide a variety of supportive services for individual who have been chronically homeless and struggle with mental illness. Suzie also serves as the SOAR Local Lead for the Austin/Travis County area.

**Felicia Burden LPC-Intern** is the Employment-Program Specialist III for Central Counties Services. She has 6 years experience in mental health and a Master's degree in Clinical Mental Health Counseling. She is also the media officer for Central Texas Homeless Coalition.

## #EndTXHomelessness

**Sophia Checa**, CoC Director, began her tenure with THN in 2013. She has a Master's degree in Public Affairs with a concentration in nonprofit studies from the University of Texas – Lyndon B. Johnson School of Public Affairs. Prior to attending the LBJ School, Sophia worked as the Lead Intake Specialist on Homelessness Prevention and Rapid Rehousing (HPRP) at Catholic Charities of the East Bay. This was the job that spurred her passion for housing and ending homelessness. She has her Bachelor's degree in Political Science from the University of California - Berkeley. Sophia lives in Austin with her husband and their cat, dog, and two chickens and loves to box.

**Rose Coleman** has a Bachelor of Science in Sociology and Women's Studies and is licensed in Bachelor of Social Work. She has worked for the Austin Independent School District for 20 years, managing campus teen parent programs for 15 years, and she has been working with homeless students and families for the last 5 years. She worked as a campus liaison/ Project Supervisor for the AISD Project HELP Homeless Education Program for 2 years. For the last 3 years, she has been in the role of administrator for the Project HELP program and Teen Parent Services and is the designated Homeless and Foster Care Liaison for the district.

**Diane Crosson** is the Founder of D Crosson Group, LLC, which provides executive transition management and consultation to nonprofits. She has over 20 years experience providing nonprofit management support in Texas.

D Crosson Group, LLC has provided executive transition services to children's advocacy centers, CASA programs, councils on alcohol & drug abuse, and domestic violence programs. While serving as interim executive director, Diane Crosson guides the executive transition process that includes reviewing organizational systems, addressing key issues, and helping the board define leadership priorities for the organization. Diane Crosson is a member of the Executive Transition Management Affinity Group of the Alliance for Nonprofit Management, a national support organization. A native of Texas, she holds a MEd in Counseling Psychology and a BS in Criminal Justice. For more information about D Crosson Group, LLC visit their website at: [www.dcrossongroup.com](http://www.dcrossongroup.com).

**Krista DelGallo** is a Policy Manager at the Texas Council on Family Violence. Her work focuses on researching, analyzing, and promoting laws, policies, and option that expand critical social safety nets for survivors of family abuse, with a particular focus on immigration remedies, housing, child support, and asset building. Krista has been working within domestic violence and sexual assault movements since 1994. She has done case management, children's advocacy, legal advocacy, and training at crisis programs in rural Indiana, the Rosebud Lakota Reservation in South Dakota and Austin, TX. Krista received the 2012 Woman of the Year Award for Economic Empowerment from the YWCA of Greater Austin. Krista has been teaching yoga since 2008.

**Jesús DeLeón-Serratos**, Project Manager for the Homeless Management Information Systems. Jesús is a creative bilingual award-winning writer with experience in social media. His eclectic background ranges from six years in communications as a journalist, radio DJ, TV writer, and in theater and film production, to eight years in the non-profit galaxy with solid experience in social work, case management, placement specialist, and trainer. With THN, he looks forward to assist in endeavors geared towards ending homelessness one organization at a time. He believes that communications in non-profit have an undetermined potential yet to be unleashed fully. You may say he is a dreamer, but he is not the only one.

**Ann V. Denton** is a national expert on effective systems and interventions for persons with disabilities, including implementation of evidence-based practices such as Permanent Supportive Housing. She has provided technical assistance and training to Continuum of Care systems across the country, has provided HUD-sponsored training to cities and states, and currently serves as Chair of the Board of the Housing Authority of Travis County and serves on the Board of the Travis County's Strategic Housing Finance Corporation. She has knowledge and experience with system change, integrated systems of care, evidence-based practices, homelessness and housing issues for people with mental illness and other disabilities. From 2011 – 2015, Ms. Denton was the Director of the Homeless and Housing Resource Network (HHRN), a SAMHSA-funded initiative that provided coordinated technical assistance to all of SAMHSA's grantees focused on serving homeless persons. Ms. Denton has conducted monitoring site visits for federal HHS programs, including Center for Medicare and Medicaid Services (CMS) and SAMHSA (CSAT and CMHS) and played a leadership role in the development of SAMHSA's Permanent Supportive Housing Toolkit.

**Tiffany Doss** graduated with her Bachelor's of science degree in social work and certificate in aging studies from Abilene Christian University. Tiffany worked in long term care and the medical field before coming to Abilene Hope Haven to work as the Permanent Supportive Housing Case Manager. Tiffany loves getting to be a part of walking through life with the neighbors she works with to house and helping them to accomplish their goals.

**Barbara Duffield** is Executive Director of SchoolHouse Connection, a national organization working to overcome homelessness through education, from birth through higher education. For more than 20 years, she has bridged policy and practice in early care, education, housing, and homelessness. Barbara began her career as a tutor for children experiencing homelessness in Washington DC in 1990. She was the Director of Education for the National Coalition for the Homeless from 1994-2003, where she collaborated with service providers, educators, federal agencies, and Congressional offices to address children's issues. She served as the Director of Policy and Programs at the National Association for the Education of Homeless Children and Youth in Washington D.C from 2003-2016, leading national efforts to strengthen federal protections and services for children and youth experiencing homelessness, from early childhood through higher education Barbara has conducted technical assistance trainings, authored policy reports, appeared on television and radio shows, and has been quoted by various media outlets such as The New York Times and Education Week. Her academic work can be found in Educational Studies, Early Childhood Research Quarterly, and Families in Society: The Journal of Contemporary Social Services. She has served on numerous commissions and advisory groups, including Sesame Street Workshop's Trauma Initiative and the National Commission on Children and Disasters education group. She received her Bachelor's degree summa cum laude in Political Science from the University of Michigan.

**Gerald Eckert** is the Director of the Social Service Department for The Salvation Army (TSA) of Greater Houston Area Command. Mr. Eckert has directed homelessness initiatives in TSA Houston for over a decade. Mr. Eckert has been part of systemic changes around homelessness in Houston. He brings expertise in ending veterans homelessness, families, youth, and chronic homelessness. He has worked in prevention, and disaster relief. Mr. Eckert is integral part of the CoC, and has changed the impetus through his work at TSA on homelessness in Houston. Mr. Eckert is obtaining his PhD with a focus on youth homelessness.

## 2018 TEXAS CONFERENCE ON ENDING HOMELESSNESS

**Joe Farris** has been employed as a San Antonio Police Officer for more than 25 years. His 22-year-old son who was diagnosed autistic at 18 months has been a big part of molding him into the type of person and police officer that he is today. The past twenty years Mr. Farris has been assigned to a patrol unit that interacts directly with San Antonio's homeless population in traditional police fashion. Two and a half years ago, he was given the opportunity to co-create the San Antonio Police H.O.P.E. Initiative, a non-traditional style of police interaction with the homeless and an ID Recovery Program that assist individuals who have lost all their documents.

**David Gomez** has been involved in community-based mental health service development and delivery since 1976. He has provided these services to very diverse population groups, including youth and families. He assisted with the implementation of the State Case Management roll-out in Houston serving recidivists of the State Mental Health Hospitals to try and help them integrate back into the community system of care. In 1994 he began working specifically with individuals who are homeless with the PATH/ACCESS Program. He has worked and grown the Program to include a Safe Haven Program and to ensure that the agency play an integral part in the Continuum of Care in the Austin Travis County Community. Outreach and engagement of disenfranchised individuals are his love and expertise. His programs have helped many individuals feel re-connected to a system that gives them hope that things can get better. He is involved in many community processes to better the situation for individuals who are homeless in Austin Travis County.

**James Gonzalez** is a Licensed Master Social Worker and a Project Manager at The Coalition for the Homeless. He works with Homeless and Domestic Violence providers in Harris, Fort Bend, and Montgomery County. James manages and supports the Family Rapid Re-Housing Collaborative. He has a special interest in social justice, gender/ gender identity issues, concentrated poverty, affordable housing, and the cultural impacts of family and intimate partner violence.

**Laramie Gorbett** has always fostered a passion for advocacy and activism and has taken that passion and implemented it into her personal, academic and professional life. She received her BA in Anthropology from Texas Tech University in 2002 where she was a McNair Scholar. In her graduate studies at New Mexico State University (MA 2006) and USC she used non-human primates as models to explore violence against females from a cross-cultural, biological and evolutionary perspective. Laramie has many years of experience working with survivors of complex trauma, including her work at Women's Protective Services, Lubbock Rape Crisis Center, Domestic Violence Educational Services in California, Williamson County Crisis Center, Trinity Center and as a Victims Counselor with Travis County Sheriff's Office Victim Services. She has facilitated specialized training for law enforcement, victim services, and nongovernmental organizations. She also has 160-hour certification in Non-Profit Leadership & Management. In 2009, Laramie founded Empower Art, an emerging non-profit that teaches healthy coping skills to survivors of abuse through music and art workshops. She developed curriculum specifically for survivors of complex trauma. She has facilitated hope and healing workshops for survivors of human trafficking, refugees, and other marginalized populations domestically and abroad including, Uganda, Thailand, and Cambodia.

**Gary Grier** is currently serving as Senior Project Manager at the Coalition for the Homeless, where his work focuses on managing the CoC regional project management team, SSVF workgroup and veteran's issues, and the Income Now Initiative including acting as the CoC SOAR local lead, and coordinating access to housing and income with the workforce system. Additionally, Gary has extensive experiencing managing Rapid Rehousing System expansion, the Point in Time Count and community needs assessment, and capacity building and training. He has been a frequent presenter at regional and national conferences and served as state co-captain for Capitol Hill Day. Gary has been providing social services for twenty-two years in the greater Houston area and has fifteen years of community organizing experience.

**Jermaine Harmon** works as the Lead Case Manager and Education Youth Development Specialist at The Salvation Army's Young Adult Resource Center (YARC) assisting young adults, ages 18-25, who are experiencing homelessness. Mr. Harmon Leads the Youth Development Specialist team, organizing and managing wrap around services for over 40 YAs served daily. Mr. Harmon is a multidisciplinary artist working in poetry, photography, mixed-media visuals, and performance. He is a graduate of The New School's Master in Fine Art (MFA) program in Creative Writing program. Mr. Harmon has work published in CC&D, Blood Lotus, Harpur Palate, and most recently, Obsidian: Literature & Arts in the African Diaspora.

**Tiffany Hart**, Systems Change Coordinator, is responsible for implementing Coordinated Entry in the Texas Balance of State Continuum of Care, which requires working with communities to develop data-driven housing crisis response systems. Tiffany has over 10 years of experience in homeless services including direct practice, program creation and administration, grant writing and administration, systems change, data collection, and research. She is passionate about finding ways to improve systems with the goal to ultimately end homelessness. Tiffany earned her Bachelor's Degree in Social Work with a minor in Nonprofit Management from The Ohio State University.

**Pam Heine**, LMSW is a Senior Project Associate for the SOAR TA Center. For 12 years, she worked at Legal Services of New Jersey's SSI Project, representing nearly 1,000 adult and child recipients of public assistance with the Social Security Administration. From 2008-11, she represented individuals at the Administrative Law Judge and Appeals Council stages, achieving a 97 percent approval rate. Her years of experience in the areas of developmental disabilities, mental health, public assistance and supported employment informed her work as a non-attorney representative. She has an MSW from Monmouth University as well as certification in psychological first aid (PFA), providing statewide training to first responders. Pam is our content expert on using the SOAR model with SSI/SSDI appeals. Pam is responsible for production of TA Center Webinars and Learning Communities. She provides TA to Texas.

**Nancy Heintz** has worked as the Project Manager for Montgomery County since August 2016 for the Coalition for the Homeless in Houston. The focus of her position is to connect partner agencies in Montgomery County to the systematic work of The Way Home CoC (Continuum of Care), which also serves Harris and Ft Bend counties, and the resources and funding sources available for their programs. Nancy has 8 years of leadership in ending homelessness in Montgomery County as well.

**Katherine Hennecke**, LMSW, is the Housing Director for Open Door in Lubbock. She joined the team in 2017. Her responsibilities include overseeing the day-to-day aspects of Open Door Housing, including outreach, program implementation and adherence, case management, and staff development. Katherine has eight years of experience working with vulnerable people through hospice and palliative care in addition to working with organizations focused on homelessness. She is a licensed master social worker with a Master of Science in Social Work from University of Kansas.



## #EndTXHomelessness

**Carrie Holterman** is the Associate Program Manager with SEARCH Homeless Services for Rapid Re-Housing, Scattered Site Permanent Supportive Housing, and Employment. Prior to her current role, she was as the Program Manager of Milton Transitional Housing and the Family Program Coordinator for Hope Place Centres, both in Ontario, Canada. Carrie has over 11 years of experience working with vulnerable populations including people with addictions, mental health, child welfare, and housing issues. She holds master's degrees in Anthropology and Social Work and is a licensed social worker in the state of Texas and the province of Ontario.

**Ann Howard** is the first Executive Director of the Ending Community Homelessness Coalition (ECHO) in Austin, Travis County; she has held the position since October of 2011 and now employs 22 people in the effort to end homelessness. After 1 year of Ann's leadership, the Texas Homeless Network named ECHO the Outstanding Coalition in the State. Ann's leadership is felt throughout the Austin community. She participated on the Mayor's Task Force on the Innovation Zone, and currently with the Psychiatric Stakeholders Committee and the Housing Works Board of Directors as an advisory member.

Ann is an alumnus of the University of Texas, with a JD from the School of Law, and an MPA from the LBJ School of Public Affairs. Ann has been married to John Howard, her law school classmate, for 27 years. Together they raised 3 children and have been leaders in Austin public schools, youth sports, scouts, The University of Texas, Baylor University, and the Lutheran Church. These activities and relationships assist Ann in her work to build collaboration and partnerships.

**Adrian D. Hudspeth** currently serves as a Landlord Liaison with the Houston Housing Authority (HHA). In this position, he provides ongoing support for tenancy and housing related issues to property managers and owners.

Before stepping into this role, Adrian spent a year and half as a career coach for the MyGoals for Employment Success Program and four years as a coordinator with the Family Self Sufficiency Program. Prior to coming to HHA, he sold insurance and remains licensed in life, health, property and casualty lines of business. Adrian also spent several years working in banking beginning as a personal banker with Texas Commerce Bank then was promoted to Compliance Officer overseeing adherence to the Community Reinvestment Act. At first, he was concerned with just locations in Beaumont, Texas then after the being sold to Hibernia National Bank now known as Capital One, his area included Southeast Texas and Southwest Louisiana.

Adrian graduated from Tennessee State University in Nashville, TN with a Bachelor of Business Administration (Economics and Finance Concentration). He currently serves as treasurer for his homeowners association. Adrian enjoys reading history and working on do-it-yourself projects at home. You can reach Adrian at [ahudspeth@housingforhouston.com](mailto:ahudspeth@housingforhouston.com).

**Michelle Huff-Alexander** is the founder of Journey Towards Wholeness, a public charity geared toward helping the homeless and those at risk of homelessness, primarily with housing in the greater Dallas area. With more than 30 years of humanitarian work experience, she continues to strive to make a difference to help those in need. Alexander launched Journey Towards Wholeness in Rowlett, a northeastern suburb of Dallas in 2014.

**Idalia R. Ibañez** serves as the Texas Migrant Education Program, Title I, Part C Program Manager in the Department of Special Populations, Division of Highly Mobile and At Risk Students at the Texas Education Agency. She has a degree in Elementary Education with an ESL Endorsement and a Master's Degree in Bilingual Education with a minor in Supervision. She has dedicated the last 31 years to improve the academics of the highly mobile student population. Her career as public school teacher, ESC Consultant, ESC Specialist, Supervisor, and TEA Migrant Education Program Coordinator have all contributed to expanding her knowledge and identification of best practices that promote the academic success of the highly mobile student population. Her major roles in her current position as Title I, Part C Manager include providing guidance and technical assistance in the area of Migrant Education Program federal requirements, program implementation, fiscal compliance, and best practices.

**Ms. Lisa Jackson** has worked with the Houston ISD homeless education office since 2009. She currently manages the office working closely with the HISD attendance office to ensure the identification, attendance and school success of students in homeless situations in Houston ISD.

**Claudine D. Johnson, M.D.** is a native New Yorker who earned her undergraduate degree in Economics from Harvard University and attended Cornell University for medical school. She completed her internship in Internal Medicine at the Medical College of Virginia and her residency at the University of Texas Medical Branch in Galveston, TX. Dr. Johnson is Board-Certified in Internal Medicine and has been a primary care physician at the Michael E. DeBakey VA Medical Center since 2006. She is also an Assistant Professor of Medicine at Baylor College of Medicine. Dr. Johnson is the Tam Lead for the Homeless Patient Aligned Care Team (H-PACT) at the Houston VA and has served in this role since the inception of the program in 2012. In 2015 Dr. Johnson also became an Associate Director of the Houston VA's Center of Excellence in Primary Care Education, an inter-professional, team-based training model in primary care.

**Bobbie Jones** serves as the homeless liaison and grant administrator for Cypress Fairbanks ISD. She has eight years of experience in education and previously served as an Executive Director for a non-profit organization supporting underprivileged women and children. She has a passion and purpose for supporting disadvantaged students. She strives to empower and equip others with the necessary tools to discover positive outlooks in life. Bobbie holds a Master's Degree in Human Services Counseling and recently completed a second Master's in Professional Counseling.

**Jennifer Jones** moved to Austin from El Paso in 2017 to become a coordinator with THEO. She made this move to elevate her passion for providing support to public schools and to advocate for students and families experiencing homelessness. Jennifer has 31 years of experience in education. She served as a teacher, Title I specialist, homeless liaison, foster care liaison, program coordinator for both a delinquent youth facility and for Title I Private Nonprofit Schools activities in Socorro ISD. She has a degree from UT El Paso in Elementary Education and a Master's Degree in Education Leadership from Sul Ross State University.

**Rita Kelley** is Director for the Bell County Indigent Health Services Department which administers the County Indigent Health Program for Bell and for Mills Counties. Mrs. Kelley has served 30+ years in the health and human services arena.

## 2018 TEXAS CONFERENCE ON ENDING HOMELESSNESS

**Nicolina Kozak** joined the ECHO team in September 2017. Originally from Northern Illinois, she moved to Austin following college graduation to start her career fighting social injustices. She has a Bachelors Degree in Psychology from St. Ambrose University in Iowa and is currently working on her Masters Degree in Social Work through the University of Southern California Virtual Academic Center. Most recently she has worked providing direct services at Front Steps connecting clients to benefits using the SOAR model as well as having a lead role with Front Steps SSVF team during the Mayors Challenge to reach functional zero among Veterans. Outside of work and school, Nicolina loves to travel and visits her favorite cities frequently to spend time with her family in Chicago and Boston. When she isn't jet-setting, you can find her enjoying all of the tacos Austin has to offer.

**Ken Kraybill, MSW**, has worked in healthcare, behavioral health, homelessness and housing for the past 35 years. He is currently the Director of Training for t3 (think. teach. transform.). Ken has 18 years of experience working as a behavioral health practitioner in homeless services. For the past two decades, he has been developing curricula and facilitating in-person and online training nationally on topics including motivational interviewing, trauma-informed care, outreach and engagement, case management, critical time intervention, supervision, and finding resiliency and renewal for care providers. He is a member of the international Motivational Interviewing Network of Trainers (MINT).

**Cal Lopez** is the McKinney-Vento Homeless Education State Coordinator for the Texas Education Agency. Ms. Lopez joined TEA in 2017 and works in the new Highly Mobile and At-Risk Student Programs Divisions within the Department of Special Populations. Prior to her position at TEA, she was the Program Coordinator and Homeless Liaison at Round Rock ISD for 11 years. Ms. Lopez is respected for her work both in Texas and nationally. She's implemented and scaled a number of best practices and effective strategies to promote the academic success of students experiencing homelessness. Additionally, Ms. Lopez leads professional development on a variety of topics concerning homeless students including, academic progress monitoring and successful community collaborations.

**Patrick Lopez** is a Senior Program Coordinator for the Texas Homeless Education Office (THEO). Since 1992 he has been at THEO, working to improve the education of children and youth experiencing homelessness. Prior to his position at THEO, he was at the Texas Education Agency's Dropout Information Clearinghouse. His professional interests include the relationships between poverty and education; the education of children and youth experiencing homelessness; and reading acquisition. He holds a B.A. in Liberal Arts from Sarah Lawrence College.

**Victoria Lopez**, HMIS Help Specialist. The Help Desk Specialist is responsible for providing technical assistance to agencies within the Texas BOS CoC. She joined THN on December 1st and hopes to help streamline how agencies enter data, track their clients, and evaluate their programs. Victoria holds a Masters in Rhetoric and Professional Communication from Iowa State University and a Bachelor's in English from Texas A & M-Corpus Christi.

**Kate Loughrey** is the Statewide Coordinator for the Texas Education Agency's online learning initiative, the Texas Virtual School Network. Kate was also responsible for developing and managing the state's first virtual school program for students. She brings more than 30 years of leadership experience to the field of online and blended learning.

**Monty McCann** is a twenty-four year veteran officer of the San Antonio Police Department. The bulk of his career has been spent in the downtown area of San Antonio engaged with the homeless population. Officer McCann has a wife and two boys: one in college and the other in middle school. Officer McCann is the Scoutmaster of BSA St Matthews Troop 271 with one son achieving Eagle Scout and the other working towards that goal.

Officer McCann has spent the last fifteen years on the Bicycle Patrol Unit and volunteered to cross-train with the Mental Health Unit to address the growing mental health and behavioral concerns increasing within downtown San Antonio. This opportunity to expand his knowledge and exposure to the mental health provider network influenced the development of the HOPE Initiative: Homeless Outreach Positive Encounters. The HOPE Initiative is a defined law enforcement approach to the homeless population, navigating and encouraging access to service providers. Officer McCann is the architect of the ID Recovery Program which has greatly enhanced the ability of the homeless provider network to facilitate services.

**Samantha Maggiani** is an analytical problem solver with diverse experience in project management, homeless services planning, and policy. Currently a Program Manager for CSH Texas Program, Ms. Maggiani is responsible for advancing long term systems change efforts in housing and service delivery for vulnerable residents in Houston. Her work includes building capacity related to public and private investments to align resources that increase efficiency and support the creation of supportive housing units. Prior to joining CSH, Ms. Maggiani worked for San Antonio/Bexar County CoC as the planning coordinator, where she was tasked with planning, managing and coordinating various CoC funded housing services and projects in Bexar County as well as strategic planning and policy development for CoC programs. Samantha earned a Master's degree in Social Work from Texas State University with a focus in Administrative Leadership.

**Ken Martin** is a coordinator for THEO, the Texas Homeless Education Office. He conducts training for educators, school administrators, and parents about the laws and rules regarding the education of highly mobile and homeless children; resolves school enrollment and attendance complaints regarding students experiencing homelessness; addresses legislative issues that affect children and youth in homeless situations, and provides assistance to the McKinney-Vento Homeless Assistance Act discretionary grant recipients in Texas. Ken's professional interests include homelessness, housing, child welfare, and supports for marginalized populations. He is currently a board member for the Bastrop County Emergency Food and Shelter Program. He holds a Bachelor of Business Administration from Abilene Christian University.

**Amber Maul, FNP**, Clinic Director has been a friend to Open Door since 2010 and joined the team in 2017. Amber's primary responsibilities include medical care for Housing Residents through our Clinic and oversight of medical staff. Amber became a nurse in December 2004. She holds a Master of Science in Nursing, Family Nurse Practitioner from Lubbock Christian University. She is certified through the American Academy of Nurse Practitioners.

**John Meier** is the Chair of the West Texas Homeless Network (WTHN) and Program Manager for West Central Texas Regional Foundation (WC-TRF) – Supportive Services for Veteran Families (SSVF). John served in the United States Marine Corps. He worked as a Math/Special Education Teacher in Texas for 8 years. John personally experienced homelessness in 2014 that lead him to seek services from the Veterans Administration and SSVF, since that time he has pursued the goal of making homelessness, "rare, brief, and nonrecurring" for Veterans in 25 counties in the Continuum Of Care Texas Balance of State.

## #EndTXHomelessness

**Heather Muller** is experienced in system change – both design and implementation. She has fourteen years of experience in social service delivery and program management. Currently a Program Manager in CSH's Houston office, Ms. Muller is responsible for the implementation of Houston's Coordinated Access system and the community's annual training programs. Prior to joining CSH, Ms. Muller was a Program Manager at SEARCH Homeless Services in Houston, TX, a CoC-funded, non-profit agency where she operated and managed Employment and Engagement Services programs for homeless individuals. She also worked for two years at Transitions Mental Health Association in San Luis Obispo, CA, where she started and managed a Permanent Supportive Housing program. Heather earned a bachelor's degree in Sociology from the University of San Francisco.

**Lincoln Neiger** is a lead service designer with the Bloomberg Innovation Team at the City of Austin. He and the team have been working to provide a human-centered, conscious view of the homelessness situation in the City of Austin. This has involved building a lived experience group to inform policy, increasing the efficacy of communications across homelessness service providers, and engaging with the community to better understand their real struggles and goals.

**Amber Paaso** holds a Master of Arts degree in Women's Studies from Florida Atlantic University. Amber and her family moved to the Houston area in 2006. She became a volunteer for the Fort Bend Women's Center in 2007, and soon after she was hired in direct client services before overseeing the agency's volunteer and training program, outreach efforts, and primary prevention education. Amber is currently the Fort Bend Project Manager for the Coalition for the Homeless Houston/Harris County. As the Coalition's representative in Fort Bend County, Amber manages program realignment related to homeless services system transformation in the region. Through the establishment of the Homeless Liaisons Sub-Committee with representatives from Alief ISD, FBISD, Katy ISD and LCISD, Amber has led the Coalition's collaboration with school districts in cooperation with THEO to support identification of literally homeless families and youth for the annual Point-in-Time (PIT).

**Nez Paniagua-Jimenez** is the Texas Migrant Education Program, Title I Part C Program Coordinator for the Texas Education Agency. Mr. Paniagua-Jimenez joined TEA in 2017 and works in the new Highly Mobile and At-Risk Student Programs Divisions within the Department of Special Populations. Prior to his position at TEA, he was the MEP coordinator for Region 3 ESC. Mr. Paniagua-Jimenez has worked in the migrant education field for over five years as a recruiter and program coordinator.

**Michelle Parrish** is the Grant Director at the Community Foundation of Abilene, serving in this role since January 2014. Prior to joining the CFA team, Michelle held positions in marketing and public relations, and worked in development for Big Brothers Big Sisters for 7 years. She holds Bachelor of Arts degrees in both Government and Public Relations from Angelo State University, and has a Master of Arts in Communication from Abilene Christian University. Michelle manages 7 annual competitive grant cycles and enjoys her daily interactions with local nonprofits.

**Christy Plemons** is the Director of Social Services for The Salvation Army, Temple Corps. She has served over six years in the medical field, over five years in the early child development, and over eight years' in social services. Christy has served in various committees, advisory boards, and governing capacities at the local level for McLennan, Falls, Bosque, Hill, Limestone, Freestone, Bell and Coryell Counties.

**Cheryl Pooler** earned the MSSW from the University of Louisville and is a DSW Candidate at the University of St. Catherine/University of St. Thomas. Presently, Cheryl is a lecturer in the Diana R. Garland School of Social Work at Baylor University and Co-founder of The Cove, a teen nurturing center for homeless youth enrolled in Waco Independent School District.

**Jessica Preheim** has over 15 years of diverse experience in homeless services, public housing, and management; with expertise in regulatory compliance, operations, and grant writing. As the Texas Senior Program Manager at CSH, Ms. Preheim works to advance various initiatives and projects related to homelessness, system involved youth, Managed Care Organization collaboration, Public Housing partnerships and with other public services; bringing her expertise around implementation, and program management to all her responsibilities. Prior to joining CSH, Ms. Preheim spent six years at the Houston Housing Authority (HHA); facilitating the role the HHA played in ending homelessness by creating programmatic changes to increase the availability of affordable/assisted units to those in need; while providing community based leadership and coordination required for systems transformation, implementation and ongoing operations of these units. While at HHA, Ms. Preheim served as Senior Program Manager for Housing and Homeless Initiatives; overseeing several major agency initiatives, including: program oversight of all units leased through the homeless preference, VASH, designated homeless Project Based Voucher units, completed all local and federal homeless grant applications (renewal and new projects) and served as the Financial Assistance Intermediary for the community's Rapid Re-Housing programs serving families, singles and Transition Age Youth/Young Adults. Prior to her work with HHA, Ms. Preheim worked as the Assistant Director of Housing for the Department of Mental Health in Erie County, managed private tax credit development, specialized in grant writing, Continuum of Care housing program management, and public facility management.

**Ana Rausch** has more than 18 years of experience in project management and social services with a passion for advocacy and improving services that are provided to the community. Ms. Rausch currently serves as Coordinated Access Project Manager with the Coalition for the Homeless of Houston/Harris County and has led in the development and operations management of The Way Home's (TX-700 CoC) Coordinated Access system. This system assesses and matches homeless households with appropriate housing and has resulted in more than 1,100 households obtaining permanent housing since implementation. Her previous experience includes managing large housing and basic needs programs for several Houston-area service providers with a success rate of almost 90%; and obtaining and managing grants that allowed services to be expanded to both Veterans and clients living with HIV/AIDS. Ana holds both a bachelor's and master's degree in psychology.

**David Ray** is the program coordinator for Homeless and Foster Care Education at Region 10 ESC. For the past 10 years he has worked to help districts and charter schools across Texas remain in compliance and improve educational outcomes with students in homeless or foster care situations.

**Sarah Rodriguez** is a City of Austin Innovation Fellow and a part of the Bloomberg iTeam, which is currently working on understanding and ending homelessness in the Austin community. She previously worked on Open Data in Austin Public Health, after serving as a community organizer in project based Section 8 apartments. She received her M.A. from Cornell University from the City and Regional Planning Department.

## 2018 TEXAS CONFERENCE ON ENDING HOMELESSNESS

**W. David Row** has been serving San Antonio's homeless population for the past seven years in various capacities. Mr. Row spent the first five years of his career in homeless services at the Courtyard at Haven for Hope – San Antonio's outdoor safe sleeping space. He served in direct care and management roles there before transitioning to the South Alamo Regional Alliance for the Homeless (SARAH) in 2016. At SARAH, Mr. Row served as the Coordinated Outreach Specialist before moving to the Coordinated Entry Manager role in 2017. A U.S. Navy veteran and former small business owner, Mr. Row brings rich and varied life experience to the table in working with San Antonio's homeless population. Mr. Row is a recent graduate of Texas A&M – San Antonio, with a baccalaureate degree in psychology. Prior to that, Mr. Row earned an Associates in addiction counseling from San Antonio College in 2015.

**Rafael Sarango** the Housing Programs Manager for Social Services Office, managing Young Adult Programs for YAs experiencing homelessness. Mr. Sarango has an ample experience in education from elementary to high school students teaching math and science, eventually an administrator. Mr. Sarango has worked with G/T students and founder and Science Department chair for HISD Liberty High School for newly immigrant youth. Mr. Sarango became state and national teacher trainer on best teaching practices for students in poverty. Mr. Sarango has worked for over 7 years with SS office and young adult housing programs.

**Tim Stahlke** was born and raised in Central America. Tim has language and cultural skills well-suited for the changing communities across the country. As a Senior Program Coordinator for the Texas Homeless Education Office (THEO), his duties include resolving school enrollment and attendance complaints regarding homeless and unaccompanied children and youth, conducting training for school administrators, head start practitioners, parents, and community advocates about the laws and rules regarding the education of children who are homeless, addressing legislative issues that impact on children and youth experiencing homelessness, and providing assistance to the McKinney-Vento Homeless Assistance Act discretionary grant recipients in Texas.

**Jeanne Stamp**, LCSW, LMFT, LCDC, Project Director, The Texas Homeless Education Office, The University of Texas, Austin, is a Licensed Clinical Social Worker, board approved social work supervisor, and chemical dependency counselor. Currently she is the Project Director for the Texas Homeless Education Office at the University of Texas, providing training, consultation, technical assistance, legislative input, and oversight of grant programs that provide educational and social services to children and their families in homeless situations, as well as with children and families with CPS involvement.

**Abby Tatkov** With her creative spirit and abundant knowledge, Abby is a valuable resource on affordable housing and is highly motivated to integrate the real estate and social justice communities in the Austin metro area. In a unique arrangement, Abby utilizes her real estate license as the Community Housing Liaison at the Ending Community Homelessness Coalition, the lead agency in the Austin Continuum of Care. Alongside the fearless ECHO Community Housing Department, Abby continues to cultivate robust partnerships with property owners and managers to support those experiencing homelessness. Abby's experience with cooperative housing, community organizing, the Reentry Roundtable and the city Zoning and Platting commission contribute to her continued creativity around identifying affordable housing solutions in an expensive rental market. When taking a break from housing justice work, Abby can be found camping, practicing yoga, and planning her next travel adventure.

**Daquam (Deiko) Taylor**, is a lover of arts, music, and anything beautiful. Deiko applies his lived experiences as a Peer Outreach Specialist at The Salvation Army's YARC. Deiko applies tools learned as a Psychology Bachelor's degree with his work. With the guidance of strong mentors from The Salvation Army, Deiko has sat on several panels, campaigning for the recognition of and importance of peer support in ending youth homelessness. Recent examples of his advocacy include: Houston CoC Steering Committee Member, National Alliance to End Homelessness Consumer Advisory Board member, and currently creating his own Young Adult Advisory Board for Houston service providers.

**Amanda Tindell** is currently the Housing Program Specialist for Central Counties Services. She is also chair of the local homeless coalition for Bell, Coryell, Hamilton, and Lampasas Counties.

**Richard R. Troxell** is the creator and Director of Legal Aid for the Homeless Texas. He is President and founder of House the Homeless. HtH is comprised of homeless and formerly homeless citizens struggling to protect their civil rights and find solutions to end homelessness in their lifetime. His work has been recognized by the Pennsylvania Senate, the Philadelphia Bar Association, U.S. Department of Housing and Urban Development, La Salle University, Texas Governor-Ann Richards, and the United Nations during the International Year of Shelter for the Homeless. He has received the National Jefferson Service Award and been honored by the Texas Civil Rights Commission. He has also received the Five Who Care Award, the JC Penny Golden Rule Award, and the TX Homeless Network, National Coalition for the Homeless Beverly "Ma" Curtis Award among many others. Author- Looking Up at the Bottom Line The Struggle for the Living Wage

**Kristie Valdez** is a proud graduate from Texas A&M International University with a bachelor's degree in Psychology and a minor in Sociology, who has worked in both the mental health field as well as the education system. She currently is working as a Title I Parent Support Specialist/ Homeless Liaison for KatyISD. Her passion is to work with at risk students and equally work with their families.

**Molly Voyles** is a Public Policy Manager for the Texas Council on Family Violence (TCFV) and has worked at the coalition for over 11 years. In her position at TCFV, she provides technical assistance and training across the state on family violence program policy issues with a focus on supporting survivor-centered services. She also works on systemic efforts to examine the intersection of homelessness and domestic violence and currently serves on the Texas Interagency Council on Homelessness.

Prior to joining TCFV, Ms. Voyles worked in a variety of roles within domestic violence programs with a primary focus on assisting survivors with accessing stable housing and working with children of survivors of domestic violence. She has worked with survivors in both rural and urban settings and has an understanding of the unique challenges, and solutions, available to these different communities.

**Jim Ward**, CoC Technical Assistance & Performance Coordinator, has have been working with Housing First programs since 2011, from Case Management, to Program Management. Most recently managing a conversion of 133 units of SRO housing to a Housing First Scattered Site Model. Jim believes that fidelity to the model is critical for the successful implementation of housing for a highly vulnerable population. Jim serves as the Texas Balance of State, Continuum of Care Technical Assistance & Performance Coordinator. Jim provides distance and onsite monitoring to CoC recipients ensuring compliance with the CoC program interim rule, and the highest quality services for the most vulnerable. Additionally, Jim provides hands-on program level technical assistance to start-up projects and renewals alike.



## #EndTXHomelessness

**Julie Wayman** has over 35 years of professional experience working in non-profit organizations, treatment settings, public schools and state government on initiatives addressing the needs of at-risk children and youth. She currently manages interagency mental/behavioral health coordination at the Texas Education Agency. She supports related initiatives for special populations; including students who are in homeless situations or in foster care. She holds a Master's of Science in Social Work degree from the University of Texas at Austin.

**Erin Whelan** is the Senior Division Director for Housing and Homeless Services at LifeWorks, an organization that helps youth and families find their paths to self-sufficiency amidst challenges such as homelessness, abuse, and poverty. Erin has worked in the Social Service field for over 12 years working with youth experiencing homelessness and youth with extreme trauma history as a therapist at Teen Living Programs on the South side of Chicago and Settlement Home, which is a residential treatment center for girls. Erin is also a Licensed Professional Counselor and Supervisor.

**Chad Wheeler** has provided executive leadership at Open Door since 2007. He and his team are passionate and experienced in developing community-based solutions to poverty and homelessness. Under Chad's leadership, Open Door has developed Lubbock's first Permeant Supportive Housing project serving chronically homeless adults with disabilities. As of September 2018, they provide PSH to 35 people. He has served on the board for the Texas Balance of State Continuum of Care since 2016. He also serves on the Community Development and Services Board for the City of Lubbock. Chad also served as the President of the South Plains Homeless Consortium from 2016-2018. Chad is a graduate of Lubbock Christian University. He and his wife, Jaime, have been married for eleven years and have three children.

**Morjorie White** serves as the Homeless Administrator for the City of San Antonio Department of Human Services. She received her Masters of Public Health (MPH) from Emory University Rollins School of Public Health in Atlanta, Georgia. She is also a cum laude graduate of Dillard University in New Orleans, Louisiana where she majored in Public Health-Health Systems Management. Previously, Ms. White served as the Mental Health and Homeless Deputy Network Manager for the Department of Veterans Affairs, Network 2- New York and New Jersey. Ms. White has experience with Lean Six-Sigma Performance Improvement Methodology, budget oversight, data analysis, program implementation and management, and contract oversight. In addition, some of the tools she created were noted as best practices and shared throughout VA Hospitals across the country. Her work experiences have afforded her the opportunity to implement innovative initiatives to improve the client's experience, access to care, quality of services, efficiencies, and the effectiveness of programs.

Ms. White believes in the notion, "to whom much is given, much is required" and that organizations should always strive for continuous improvement to serve internal and external customers. In her spare time, Ms. White enjoys spending time with family and traveling.

**Donna Wickes** has over 23 years of professional experience as an industry expert in strategic planning with a focus on increasing both affordable housing and self-sufficiency by Building a Sense of Community. She has direct experience bringing together public and private partnerships and working with all levels of elected officials to encourage the level of economic development needed to increase the resiliency and sustainability of our communities. She is expert in the management of certain HUD programs and has managed portfolios worth over \$250 million.

Ms. Wickes has been at Housing and Urban Development (HUD) since 2011. She is currently the Regional Public Housing Director for the SW Network which includes the states of Texas, New Mexico, Oklahoma, Arkansas, and Louisiana. As the Regional Public Housing Director, Ms. Wickes Manages 6 offices with over 80 employees. She is responsible for the regulatory oversight of over 831 public housing agencies who are implementing two major HUD subsidized housing programs: public housing and the housing choice voucher program, including VASH. During her tenure at HUD, Ms. Wickes was previously the Director of Community, Planning and Development (CPD) for the Oklahoma City Field Office in Region 6 and the Jackson Field Office in Region 4. Her management in CPD included the oversight of CDBG, CDBG-DR, HOME, ESG, CoC, and HOPWA.

**Kathy Wigtil** is currently pursuing a doctoral degree in Curriculum & Instruction from Baylor University, conducting research on homeless education. She has 40 years of experience in education as a teacher and counselor and most recently served as the case manager for Waco ISD's homeless outreach services.

**Artie Williams, LCSW, BCD**, is a Licensed Clinical Social Worker with many years of experience working with the homeless population. She served as the Director of Emergency Shelter Services for the Family Place in Dallas (a domestic violence service provider). She worked as the Director of MH Intensive Services at MHMR of Tarrant County for several years. This position included work with the homeless population with severe mental illness and she also led the agency's crisis services, including the 24-hour Crisis Line, the Mobile Crisis Outreach Team, Crisis Respite, Residential and Stabilization units, and a 20 bed transitional housing program. She took a position as a case manager in the HUD/VASH program with the VA in Nov 2010 and is now the Program Manager for all FW Homeless Programs including HUD/VASH, Grant and Per Diem, Shelter Plus Care, Healthcare for Homeless Veterans, Housing Assistance for Veterans and the Community Resource and Referrals Center. She has also serves on multiple boards and committees. She received her Bachelor's in Social Work and Master of Science in Social Work both from the University of Texas at Arlington. She lives in Fort Worth and has 3 grown children and 2 grandchildren.

**Kristin Zakoor** is the Data Coordinator at THN. She is responsible for the coordination and implementation of the Point-In-Time Count and Housing Inventory Count. She also works closely with the HMIS team to enhance data-related projects for the TX BoS CoC. Kristin has worked with several homeless service providers in Austin and is very passionate about using data to create actionable information that helps to improve the lives of those in need. Kristin received her Bachelor's degree in International Studies from the University of Michigan.

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