TX BoS CoC General Meeting

June 9, 2021, 2:00-3:30 P.M., by Webinar

NOTES

<u>Attendees:</u> *see attached list*

Link to meeting recording: https://thn.adobeconnect.com/pcneqlydl10t/

I.   Staff welcomed attendees, showed a photo collage of THN staff, and asked attendees to indicate their locations on a map.

II.   **Data Snapshot −−** Homeless Management Information System (HMIS) Policies — Proposed Revisions and Public Comment Period -- *see attached presentation*

III.   **How we are Ending Homelessness** – with Systems Change: Diversion and Problem-Solving -- *see attached presentation*

IV.   **Community Conversation −** TX BoS CoC Newsletter and CoC General Meetings
   a. Attendees discussed the TX BoS CoC Newsletter and answered poll questions that will inform the newsletter in the future.
   b. Attendees discussed potential ways to engage more persons with lived experience in the General Meetings

V.   **Committee Updates −**
   a. CoC Board Updates by CoC Chair, Daphne' Adams – The board recently approved establishing an Ending Veteran Homelessness Committee, increasing the size of the Community Investment Committee, the timeline for CoC Board elections, and the agenda for the October 4th CoC General Meeting.
   b. Community Investment Committee (CIC) – The CIC is onboarding new members and will assist with the CoC Program competition, which may start in July.
   c. Coordinated Entry Steering Committee (CESC) – Recent meeting topics have included the CoC Strategic Plan, the Community Planning Session, and the Coordinated Entry VISTA Project.
   d. Data Committee – Members have recently discussed potentially allowing homelessness outreach teams associated with law enforcement to use HMIS; the Data Quality Plan, and Data Quality Monitoring Plans
   e. Ending Veteran Homelessness Committee – This new committee is recruiting members. Complete an interest form at https://forms.gle/xydeWcADBwnL2R1h8.
   f. Strategic Planning Committee (SPC) – The Strategic Plan has gone through the public comment process, and the SPC is planning for the Community Planning Session on July 14th.

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g. Victim Services Provider Committee (VSPC) – Recent meeting topics have included the CoC Strategic Plan, recruiting for the Community Planning Session, and Emergency Housing Vouchers.
h. Performance Evaluation Committee (PEC) – The committee will set performance targets for project types and will monitor the performance of projects operating in the CoC. Recruiting members; if interested, complete the form: https://forms.gle/sfKrZdQdQDmnLRydA--

VI. **Announcements**
a. Community Planning Session to create Local Action Plans, July 14th, Flyer, Register
b. Nominations for CoC Board seats are open through 6/22. Information about elections and Nomination Form
c. Coordinated Entry **Mandatory** Refresher Training – June 29th and June 30th (two options, select one option)
    i. Tuesday, June 29th, 1:30-3:30 PM or
    ii. Wednesday, June 30th, 1:30-3:30 PM
d. Independent Review Team (IRT) members have been selected, and training will be held in July. The CoC Program Notice of Funding Opportunity (NOFO) has not been released, so we don't yet know the timing of the competition.

VII. **Next Meeting –**
Next meeting on Wednesday, August 11, 2021, at 2:00.
Registration link: https://thn.adobeconnect.com/aug21gm/event/event_info.html
Watch the website and *BoS News* for more information

Open Discussion:
Staff was available on the webinar after the meeting ended, for an open discussion on any topics that attendees wanted to discuss. No attendees

Give your feedback!
Members were invited to complete the anonymous survey they received after the meeting ended, to let THN know what was helpful and what would could be better for the next meeting. 13 attendees completed the survey.

Become a CoC Member!
Anyone who works or lives in the CoC's geographic area, and all housing and homeless services projects in the CoC's geographic area, are considered to be members of the CoC. The CoC has an open invitation process, so people may join at any time.

THN invites members to participate in the CoC's activities. Learn more on the email list, the website, and social media.

TX BoS CoC General Meeting

CoC General Meetings include presentations by and conversations between CoC members and staff on topics that are important to preventing and ending homelessness. See the schedule for dates, topics, and registration links. Meeting notes and recordings are posted on THN's website at https://www.thn.org/texas-balance-state-continuum-care/get-involved/.

Texas Balance of State Continuum of Care

June 9, 2021, CoC General Meeting -- Attendees

Name	Company Name
Alexzandra Hust	Abilene Hope Haven, Inc.
Andrea Kovarik	NCMHID
Anne Spanyers	Advocacy Outreach
Brett Jones	Mid-Coast Family Services
Carolyn Fernandez	Catholic Charities of Southeast Texas
Chesley Knowles	Community Healthcore
Christy Plemons	The Salvation Army
Courtney Cross	City of Denton
coz llamore	Choices Interlinking Inc
Damian Clark	Advocacy Outreach
Daphne Adams	Christian Community Action
Daphne Jackson	A Servant's Heart-Texas, LLC
David Peters	east texas sheltering arms coalition
Deanna Lowrey-Green	Combined Community Action
Debra Huffman	Neighborhood Development
DEBRA WASHINGTON	THE CHILDREN'S CENTER, INC.
Edgar Martinez Mendez	ccdol
Emily Williams	Community Healthcore
Gerardo Alvarado	Border Region Behavioral Health Center
Holly Winge	Capital Metro Transportation Authority
James Bell	Ellis County Homeless Coalition Corp
Jay Morgan	Community Healthcore
Jenny Wilson	United Way of Lamar County
Jordan McCarty	Denton County MHMR Center
Josefina Arredondo	Endeavors
Julia Barton	Catholic Charities of Southeast Texas
Katherine Bisson	Abilene Hope Haven, Inc.
Laura Martinez	Family Crisis Center, Inc.
Marsha Wilson Rappaport	The Children's Center, Inc.
Melinda Baker	Corpus Christi Hope House, Inc.
Melissa Escamilla	Endeavors
Michelle Yates	La Posada
Nathaniel Dears	Denton County MHMR Center
Norma Longoria	Family Crisis Center
Rachel Pollay-McBroom	Community Healthcore
Randall Cobb	Community Healthcore
Rebecca Bromley	Neighborhood Development Corp
Reverend Lawson	The Chosen Ones Outreach Ministries of Galveston, Inc.

Texas Balance of State Continuum of Care

Ruby Jones	Woman, Inc.
Sharon Goodlette	The Salvation Army North Texas Command
Sharon Kruk	The Coalition, Inc.
Sharon Ventimiglia	Tracy Andrus Foundation
Sonya Burnett-Andrus	Tracy Andrus Foundation
Stephanie Davison	Rural Homeless Network
Steven Lara	StarCare Specialty Health System
Theresa Hamilton	Women Outreach Service of Texas
Tommy Lee Martinez	Loaves and Fishes of the RGV
Tracy Andrus	Tracy Andrus Foundation
Valerie Bustos	Open Door Survivor Housing
VERSHONI FISHER	TRACY ANDRUS FOUNDATION
Wallace Revalee	Community Healthcore

TX BoS CoC General Meeting

Agenda
June 9, 2021, 2:00-3:30 P.M.

Registration link: https://thn.adobeconnect.com/jun21gm/event/event_info.html

Meeting materials available at: https://www.thn.org/texas-balance-state-continuum-care/join-us/#bos-gen-meetings

I.   **Welcome, Introductions, Staff Photos & Map of Attendees**

II.   **Data Snapshot –** HMIS Policies

III.   **How we are Ending Homelessness –** Systems Change: Diversion and Problem-Solving

IV.   **Community Conversation –**TX BoS CoC Newsletter and CoC General Meetings

V.   **CoC Board and CoC Committee Updates**
   a. CoC Board Updates by CoC Board Chair, Daphne' Adams
   b. Community Investment Committee (CIC)
   c. Coordinated Entry Steering Committee (CESC)
   d. Data Committee
   e. Ending Veteran Homelessness Committee
   f. Strategic Planning Committee (SPC)
   g. Victim Services Provider Committee (VSPC)
   h. Performance Evaluation Committee (PEC) – recruiting members; if interested, complete the form
   i. CoC Committees on THN's website: https://www.thn.org/tx-bos-coc-committees/

VI.   **Announcements**
   a. Community Planning Session to create Local Action Plans, July 14th, Flyer, Register
   b. Nominations for CoC Board seats are open through 6/22. Information about elections and Nomination Form
   c. Coordinated Entry **Mandatory** Refresher Training – June 29th and June 30th (two options, select one option)
      i.   Tuesday, June 29th, 1:30-3:30 PM or
      ii. Wednesday, June 30th, 1:30-3:30 PM
   d. Independent Review Team (IRT) members have been selected

VII.   **Next Meeting**
   a. August 11th. Main topic: 2021 PIT Count data compared to prior years' data
       Registration link: https://thn.adobeconnect.com/aug21gm/event/event_info.html
       Watch the website and *BoS News* for more information

TX BoS CoC General Meeting

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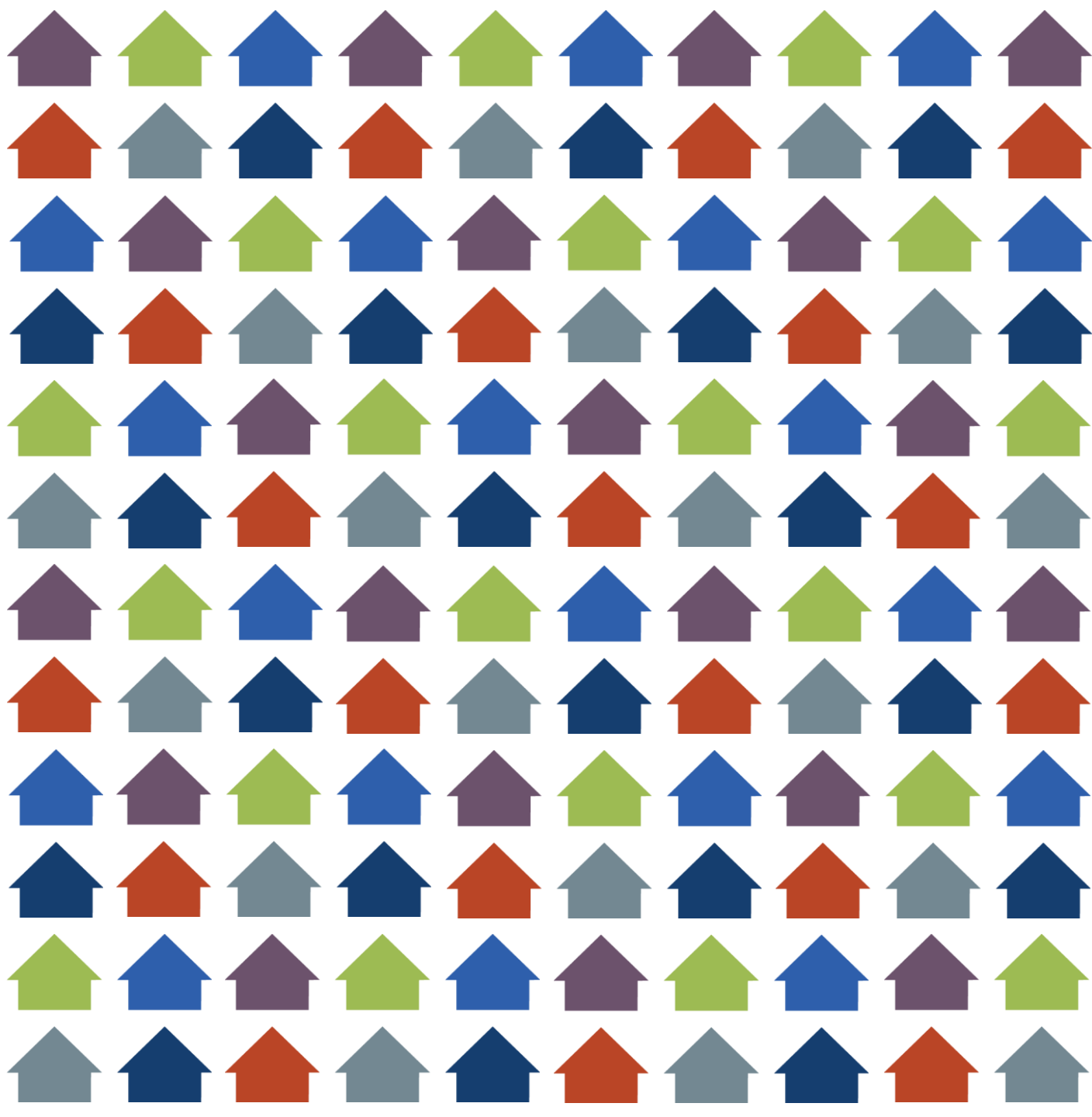
Data Committee THN Staff Members

Victoria Lopez
Data and Policy Analyst

Ann Nguyen
HMIS Research and Development VISTA

Agenda

- HMIS
  - What is it?
  - Why is it important?

- HMIS Policies and Procedures Document
  - What is it?
  - What sections should I focus on?
  - What's new?

- Public Comment Period
  - Why do we do it?
  - How can I engage?

What is HMIS?

- A Homeless Management Information System (HMIS) is a database used to record and track client-level information on the characteristics and service needs of homeless persons. An HMIS ties together homeless service providers within a community to help create a more coordinated and effective housing and service delivery system.

- The U. S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time. Specifically, an HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs.

Why is HMIS important?

- Having access to the HMIS represents a strategic advantage for service providers. The HMIS software selected by the TX BoS CoC allows multi-level client data sharing between organizations, as well as client case coordination and electronic referrals. Our locally developed information-sharing model can prevent service duplications and enable collaboration between various homeless service providers, while limiting access to sensitive data.

- The HMIS software includes a comprehensive case management module, bed management, performance measurement tools, ad-hoc reporting, software customization options, etc.

- Providers already in HMIS are better positioned to apply for future funding opportunities, as many national and local funders now require HMIS participation.

HMIS Policies & Procedures Document

What is it?

- This document details the policies, procedures, guidelines, and standards that govern the operations of the Texas Balance of State Homeless Management Information System (TX BoS HMIS). It outlines the roles and responsibilities of all agencies and persons with access to TX BoS HMIS data, and it contains important and useful information about the ways in which TX BoS HMIS data is secured and protected.

What sections should I focus on?
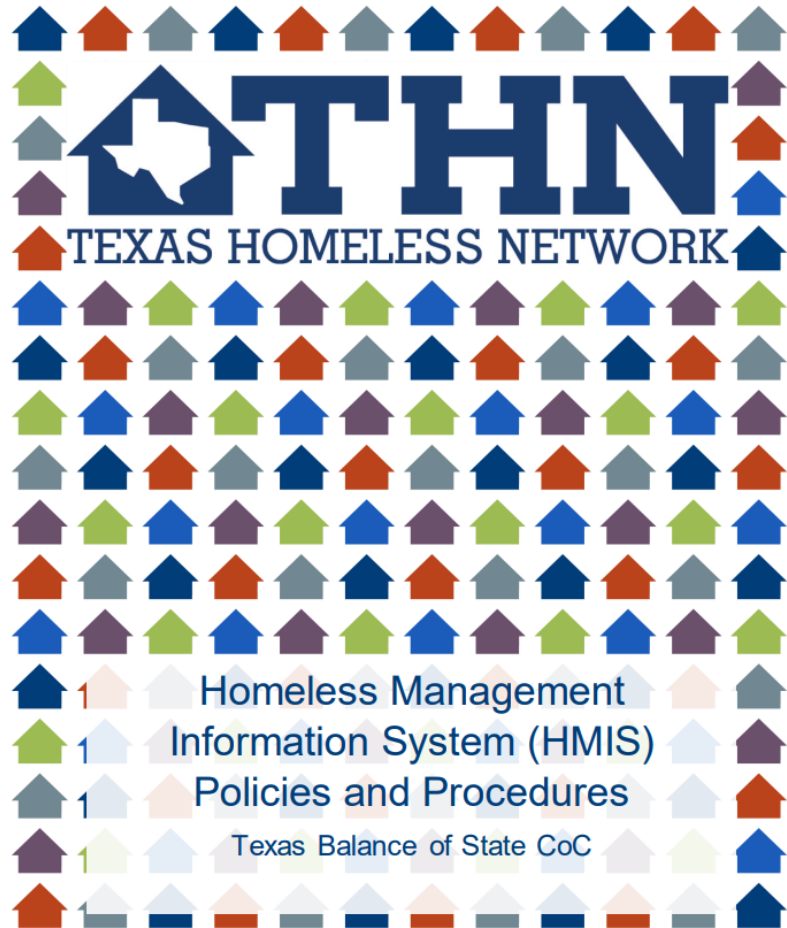
- Roles and Responsibilities (pgs. 5-6)
- Security Violations and Sanctions (pg. 12)
- Privacy Notice (pg. 13)
- Data Quality (pg. 17)

HMIS P&Ps: Roles and Responsibilities

What's In It

- This section lays out the roles and responsibilities of:
  - The CoC and CoC Board
  - The Data Committee
  - The Texas Balance of State CoC HMIS
  - Covered Homeless Organizations (CHOs)

What's Different

- New version breaks down roles and responsibilities by CoC, CoC Board, Data Committee, TX BoS CoC HMIS, and CHOs.

- Actual roles and responsibilities are more detailed in new version.

HMIS P&Ps: Security Policies and Procedures

What's In It

- This section includes protocols surrounding:
  - HMIS Users Currently Experiencing Homelessness
  - Victim Service Providers, and HMIS
  - HMIS Training
  - User Authentication
  - Passwords
  - Hardware Security Measures
  - Data Disposal
  - Security Review
  - Security Violations and Sanctions

What's Different

- New section regarding HMIS users currently experiencing homelessness.

- New section regarding victim service providers, survivors, and HMIS in regards to Coordinated Entry (CE) participation.

HMIS P&Ps: Privacy Notice, Client Informed Consent, and Privacy Rights

What's In It

- This section includes information about
  - Uses and Disclosures without Client Consent
  - Uses and Disclosures with Client Consent
  - Client Consent Refusal Procedures

What's Different

- There are now separate sections for Uses and Disclosures with and without client consent respectively, including a section for CE.

- Both sections are more expansive than what is included in the current version of the P&Ps.

- New section for Client Consent Refusal Procedures.

HMIS P&Ps: Data Policies and Procedures

What's In It

- This section includes information and protocols about
    - Data Retrieval and Sharing
    - Data Quality
    - Data Timeliness
    - Data Completeness
    - Data Accuracy

What's Different

- New section on Data Retrieval and Sharing.

Public Comment Period: Policy

The TX BoS CoC will invite public comments when the CoC is considering a change to a CoC governance document. A public comment period allows stakeholders within the TX BoS CoC to review proposed changes to items such as policies or standards and provide input on those changes and potential impacts of the changes. Stakeholders are any persons who live or work in the CoC's geographic area and have an interest in preventing and ending homelessness. Governance documents include the CoC Governance Charter, CoC Policies and Procedures, CoC Written Standards for Service Delivery, Coordinated Entry Written Standards, and HMIS governance documents.

Public Comment Period: Where to Find

Public Comment Period: Tips for Generating Good Comments

- Read the document thoroughly

- Be concise but support your claims

- The support for your claims should be based on sound reasoning, scientific evidence, and/or how you will be impacted

- Address trade-offs and opposing views in your comment

- There is no minimum or maximum length for an effective comment

- If you are commenting on a specific question, please include the page and/or section title in your comment

- Focus on content, not on formatting

Questions?

For more information, please contact us at data@thn.org.
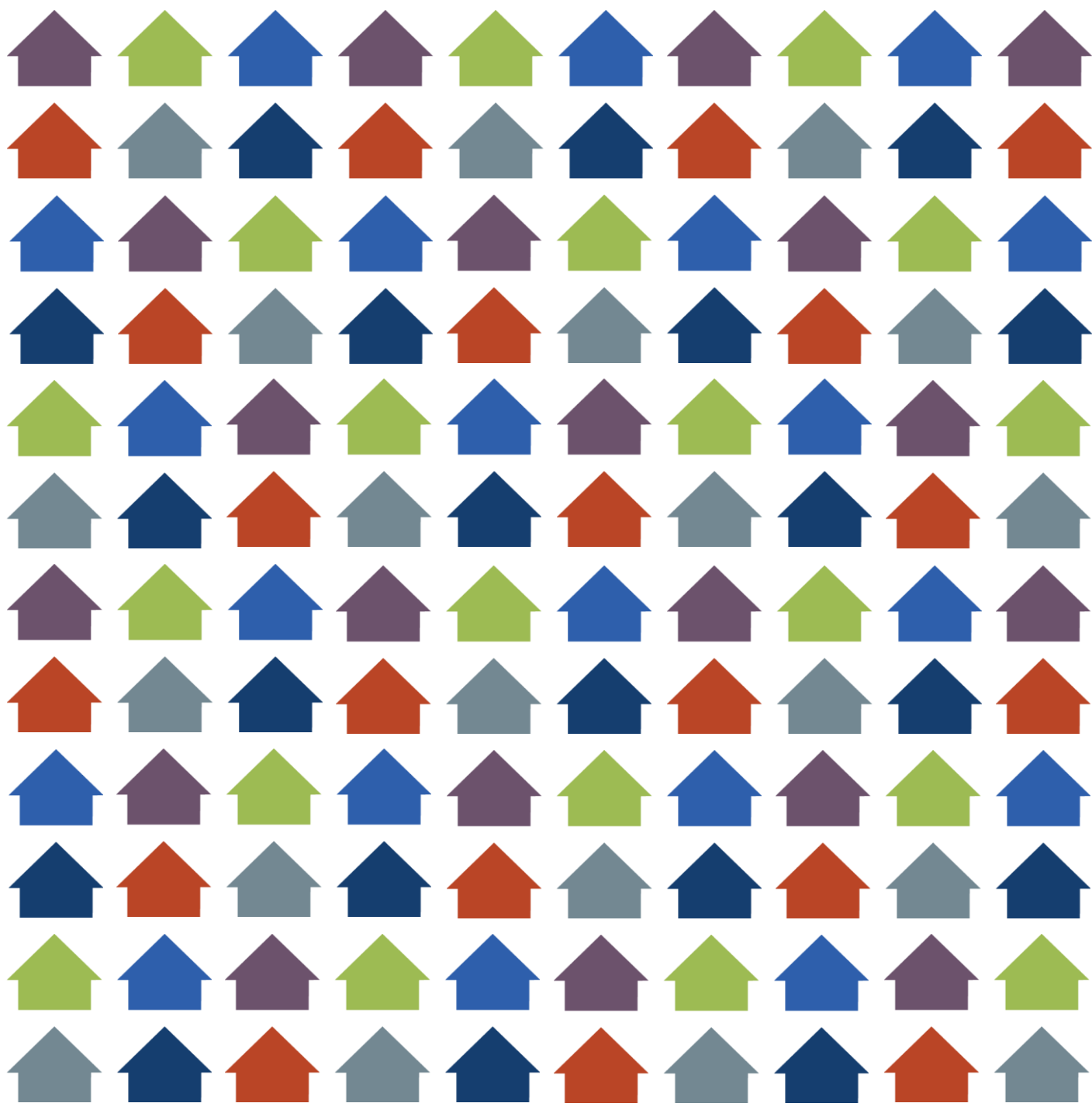
Agenda

- Presentation – 15 minutes
  - What is systems change?
  - What is Diversion/Problem-Solving?
- Community Perspectives – 10 minutes
  - Vineta Byrd, Housing Director at SAFE-T (Mount Pleasant)
  - Alexzandra Hust, Director of Programs at Abilene Hope Haven
- Q&A – 5 minutes

Systems Change

- An intentional process designed to alter the status quo by shifting the function or structure of an identified system with **purposeful interventions**.

- A journey which can require a radical change in people's attitudes as well as in the ways people work.[1]
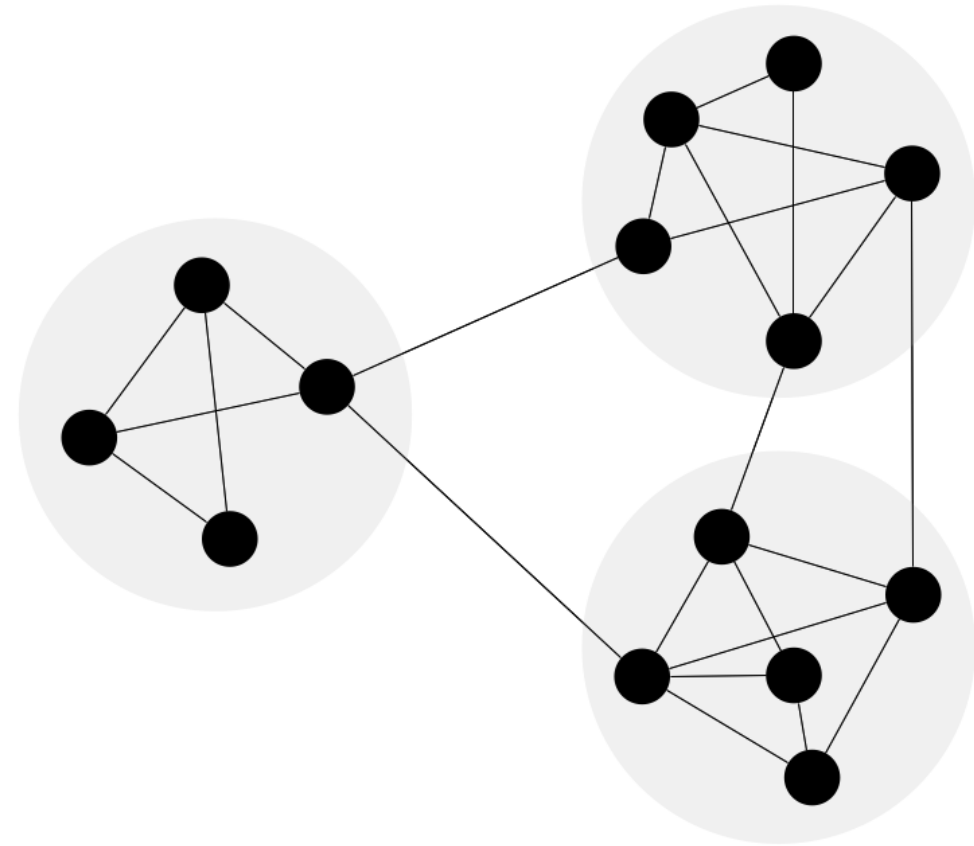
Systems Change

- Systems change aims to bring about lasting change by **altering underlying structures and supporting mechanisms** which make the system operate in a particular way.
  - These can include policies, routines, relationships, resources, power structures, and values.[1]

Diversion and Problem-Solving as a Purposeful Intervention

Housing Crisis Response System

- Network of programs and resources working together to address the problem of homelessness at the community level[2]

INFLOW

OUTFLOW

Housing Crisis Response System

Housing Interventions

Diversion

- Diversion is a series of conversations and problem-solving strategies that begin with **active listening**.

Core Principles[3]

- Uses **trauma informed** and **crisis resolution** approaches.
- **Centers client** choice, respect, and empowerment.
- Provides the **minimum** assistance necessary for the shortest time possible.
- **Maximize** community resources.

Who is involved?

- Staff dedicated to Diversion or Problem-Solving

- Assessors (Coordinated Entry)

- Community partners (Police departments, medical outreach staff, etc.)

- Training: Mediation, negotiation, conflict resolution, active listening, and strengths-based approaches

How does it work?[4]

1. Introductions
2. Active Listening
3. Strengths and Resources Exploration
4. Moving Forward
5. Creating Connections
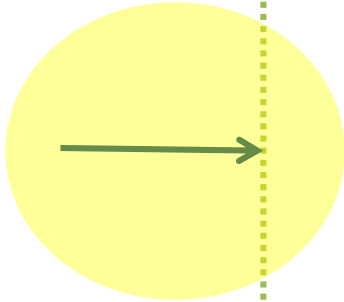6. Summarize and Follow-Up (if necessary)

Why do Diversion?[4]

- Explore a positive alternative to entering emergency shelter or being unsheltered.

- Improve system effectiveness by reducing inflow and expediting outflow of the housing crisis response system.
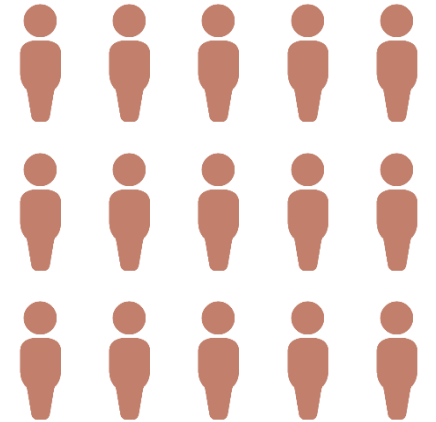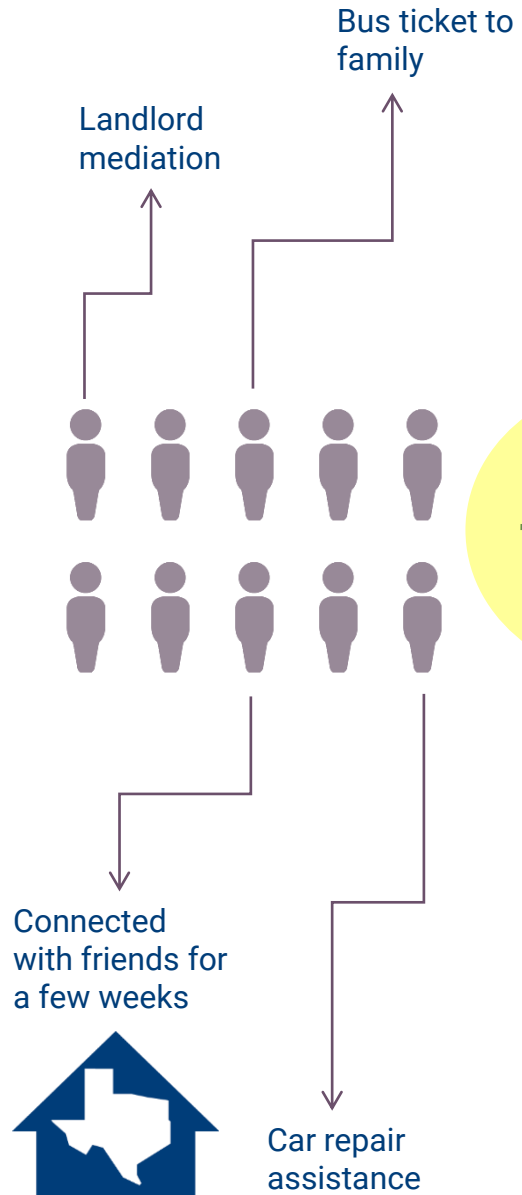
INFLOW

OUTFLOW

Housing Crisis Response System

Housing Interventions
15 openings

INFLOW

OUTFLOW

Landlord mediation

Bus ticket to family

Connected with friends for a few weeks

Car repair assistance

Housing Crisis Response System

Housing Interventions
15 openings

INFLOW

OUTFLOW

Housing Crisis Response System

Housing Interventions
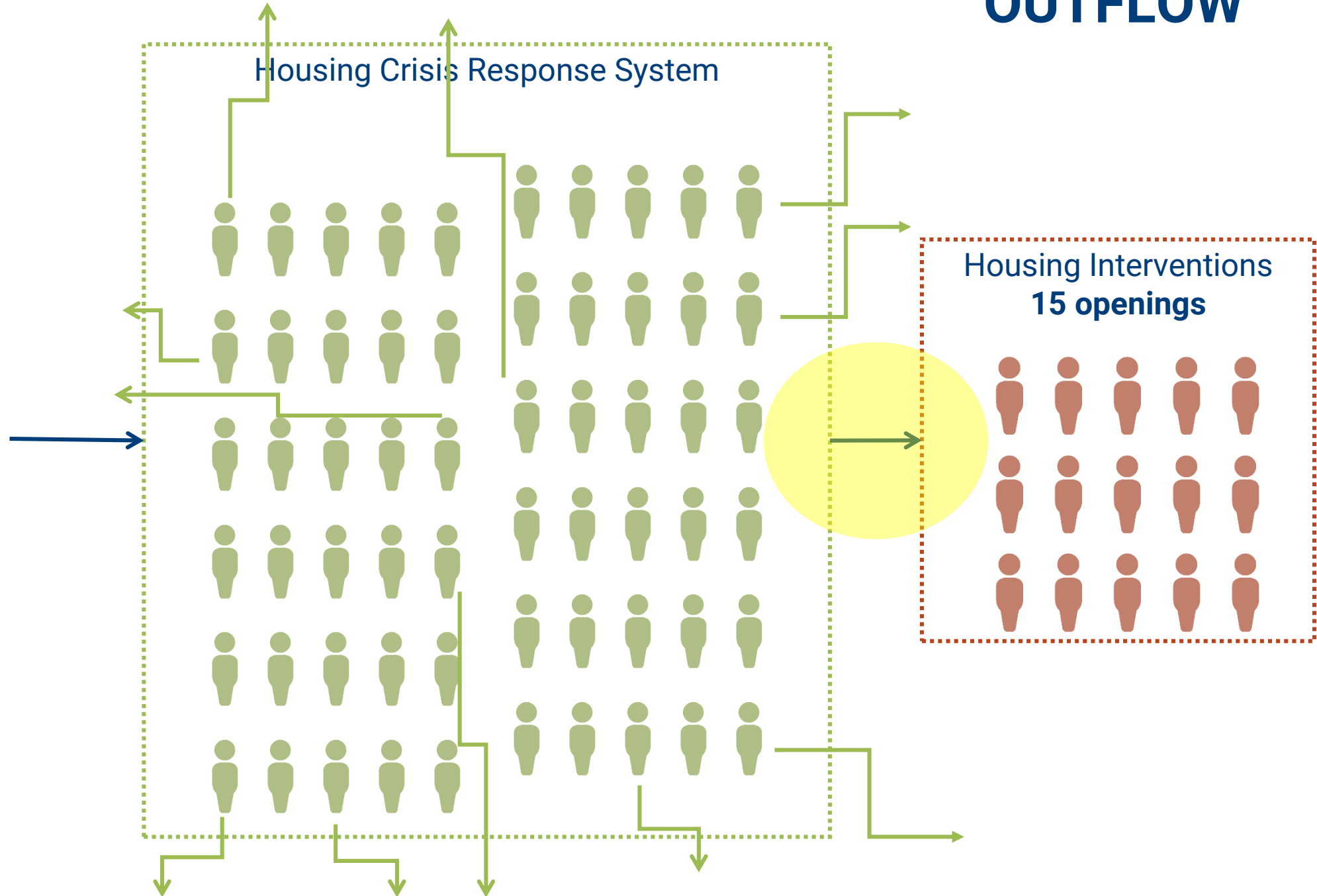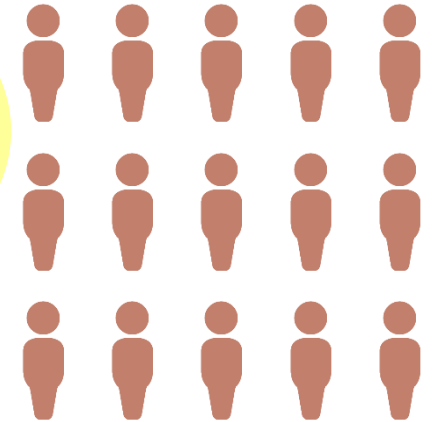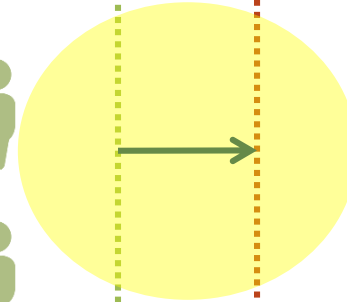**15 openings**

INFLOW

OUTFLOW

Housing Crisis Response System

Housing Interventions
15 openings

Diversion and Problem-Solving as a Systems Change Approach

- Purposeful intervention

- Abundance of resources due to federal, state, and local funding

Community Perspectives

- Vineta Byrd, Housing Director at SAFE-T (Mount Pleasant)
- Alexzandra Hust, Director of Programs at Abilene Hope Haven

Why Diversion?
What does a Diversion conversation look like?
How has Diversion impacted your work?
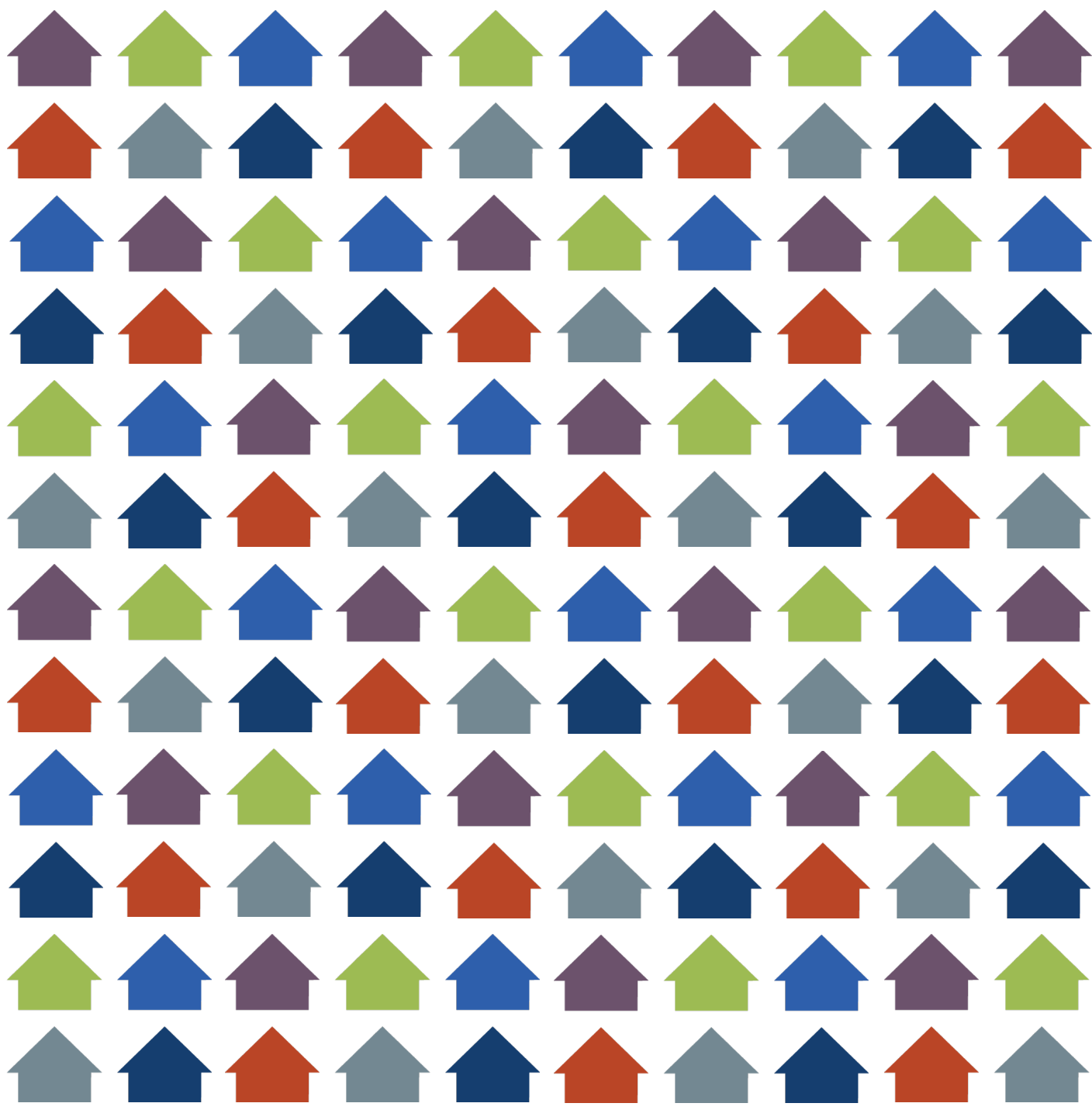*What might be some next steps?*

Q&A

Resources

- National Alliance to End Homelessness:
  - [Diversion Explainer](#)
  - [The Role of Emergency Shelter in Diversion](#)
  - [WEBINAR - Effective Diversion: A Key Strategy for Ending Homelessness](#)
- U.S. Interagency Council on Homelessness:
  - [Prevention, Diversion, and Rapid Exit](#)
  - [Adopting Housing Problem-Solving Approaches with Prevention, Diversion, and Rapid Exit Strategies](#)

Works Cited

1.   Abercrombie, R., Harries, E., & Wharton, R. (2015). *Systems Change: A Guide to What It Is and How To Do It*. Retrieved from https://www.thinknpc.org/resource-hub/systems-change-a-guide-to-what-it-is-and-how-to-do-it/

2.   Funders Together to End Homelessness. (2012). *Retooling the Homeless Crisis Response System*. Retrieved from http://d3n8a8pro7vhmx.cloudfront.net/funderstogether/pages/261/attachments/original/1388780897/grantmakers_toolkit_retooling_homeless_crisis_response_system.pdf

3.   National Alliance to End Homelessness (NAEH). (2009). *Homelessness Prevention Guide*. Retrieved from https://endhomelessness.org/resource/homelessness-prevention-creating-programs-that-work/

4.   NAEH. (2020). *Diversion*. Retrieved from https://endhomelessness.org/resource/diversionexplainer/

Lived Experience

- "a type of unique, person-centered knowledge which can help to present important, and often missing, insight"

- "giving a voice to people whose experiential knowledge has historically been excluded"

- "...to engage a wider audience and range of perspectives"

- "Lived experiences can make spaces more inclusive. ... In understanding the importance of lived experiences, professionals will be more aware of other perspectives, as well as their biases and unconscious perpetuation of inequalities between them and the communities they serve."

Wellcome.org (https://wellcome.org/news/lets-talk-about-lived-experiences-mental-health-challenges)

Questions

1. What can we do to help you invite people with lived experience?

2. What do you think we can we do to make the meetings more accessible to people with lived experience?

3. And more accessible to direct services providers?