



Our Vision:

Prevent and end homelessness in San Antonio / Bexar County.

Our Goal:

Homelessness will be rare, brief, and nonrecurring.

Continuum of Care Board of Directors Meeting Minutes

Leilah Powell, Board President

GoToMeeting

<https://www.gotomeet.me/ContactSARAH>

1 (571) 317-3122; Access Code 236-436-101

August 27, 2020

3:00 – 5:00 PM

The following agenda items may not necessarily be considered in the order they appear.

1. Call to Order

The August 27, 2020 CoC Board of Directors meeting was called to order by Board President Leilah Powell at 3:04pm. The meeting was conducted virtually due to the COVID-19 pandemic.

2. **Present:** Leilah Powell, Lori Stinson, Craig Hopkins, Melody Woosley, Jo Estrada, Robert Blanton, Greg Zlotnick, Phil Beckett, Leslie Ausburn, Salena Santibanez, Kameron Rhys, Estella Garza, Annie Erickson, Tammye Trevino, Richard Huron, Katie Vela, Azza Kamal, Chelsey Viger, Madeline Carrola, and Alyssa Goch.

Guests: Kenny Wilson and Katherine Dillard Gonzalez

Absent: Javier Salazar, Greg Matula

3. Public Comment

There were no public comments.

SARAH NONPROFIT BUSINESS



4. Board Member Recognition

Leilah Powell recognized the CoC Executive Committee for their work in recruiting the new Executive Director. She also recognized Salena Santibanez for her 2 years of service on the CoC Board.

5. Homelessness Updates Roundtable

There were no roundtable updates shared.

6. Consent Items

- a) Minutes from June 25, 2020 Board of Directors Meeting  (p. 5 – 11)
- There were no edits from the Board.
- b) July 2020 Financial Reports  (p. 12 – 17)
- There were no questions or clarifications from the Board.

Motion Estella Garza Second Lori Stinson Abstain None Passed Yes



Our Vision:

Prevent and end homelessness in San Antonio / Bexar County.

Our Goal:

Homelessness will be rare, brief, and nonrecurring.

7. Executive Director Report – Richard Huron

a) Rebrand Update

- Chelsey Viger presented on the rebrand update. SARAH’s consultant recommended to wait until the Executive Director is hired before launching the rebrand. SARAH staff spoke with the CoC Executive Committee and they agreed to put the rebrand launch on hold.

b) Movement to End Youth Homelessness

- Chelsey Viger presented on the Movement to End Youth Homelessness. In the YHDP Planning Grant, SARAH committed to launching a campaign to end youth homelessness that used the momentum from the YHPD funds to raise awareness. SARAH will be launching a “Join the Movement” sign-up page on September 14, 2020 as the first stage of this campaign.

c) Big Give: YAB Technology Solutions – September 10, 2020

- SARAH will be using funds raised during the Big Give to fund technology solutions for the Youth Action Board to ensure they are able to attend virtual meetings and connect with their community.

d) Financial Audit

- Richard Huron is working with SARAH’s auditors to schedule the next financial audit. He is unsure yet if the audit will be in-person.

e) Remote Working

- SARAH will be working remotely through December 31, 2020.


8. CoC Executive Committee Report – Leilah Powell & Lori Stinson

a) Executive Director Recruitment

- The CoC Executive Committee is continuing the recruitment process for the next Executive Director and is hopeful to find someone soon.

b) Executive Committee Vacancies – Treasurer & Secretary

- There were 2 Board members who volunteered for the vacant Executive Committee seats. This item will be voted on later in the agenda.

9. Boardroom Project Proposal – YAB Training  **(p. 18)** **Salena Santibanez left the meeting at this part of the agenda due to conflict of interest**

Richard Huron updated the Board that there were no responses to the email that was sent out after the last Board meeting to find similar vendors for this contract. Leilah stated that she believed the proposal was for a fair amount and will be an important investment for the professional development of the Youth Action Board.

Motion Tammye Trevino Second Estella Garza Abstain Salena Santibanez, Kameron Rhys
Passed Yes



Our Vision:

Prevent and end homelessness in San Antonio / Bexar County.

Our Goal:

Homelessness will be rare, brief, and nonrecurring.

CONTINUUM OF CARE BUSINESS

10. Membership Council Report – Tammye Trevino

Tammye, Chair of Membership Council, reported that at the last Membership Council meeting was held on July 23, 2020. There was a presentation from Maddie Kennedy from the Diaper Bank on Period Poverty. Sara Wamsley from the Neighborhood and Housing Services Department was voted in as Chair of the Housing Strategies Workgroup. The organization Pay it Forward was reinstated as a Membership Council member.

11. Membership Council Application – Bexar County Community Health Collaborative  (p. 19 – 22)

Motion Tammye Trevino Second Greg Zlotnick Abstain None Passed Yes

12. Operations Report – Katie Vela & Madeline Carrola

a) Diversion Pilot Update

- Katie Vela reported that the Diversion Pilot has officially launched and SAHomelink Users are able to request funds on behalf of clients experiencing homelessness at SAHomelink Access Points as well as the Homeless Connections Hotline. SARAH has trained 48 community members in Diversion.

b) Governance and Planning Equity Plan

- Madeline Carrola reported that the SARAH Planning Team is embarking on an equity initiative to advance equity in SARAH's governance structure. A demographic survey is open until September 11, 2020 for workgroup, committee, and Membership Council members to complete. The next phases are to advance equity in local policies for HUD-funded projects and revamp funding competitions.
- Craig Hopkins asked if the next phases required any additional funding and if so, from where in the budget would that come? Katie noted that no, this would not require any additional funding.

c) Coordinated Outreach Strategy

- Katie Vela reported that the consulting firm ICF is coordinating with stakeholders across San Antonio and Bexar County to develop a coordinated homeless outreach strategy. There are 7 sub-committees and SARAH staff are present in each.

d) HUD Technical Assistance Plan

- Katie Vela reported that ICF has been assigned to San Antonio and Bexar County to ensure coordination among stakeholders in the COVID-19 response. They will be assigned here for 2 years. ICF is developing a strategic plan that has input from SARAH, Haven for Hope, City of San Antonio, and Bexar County. Katie said ICF could present at a future Board meeting once their plan is finalized.



Our Vision:

Prevent and end homelessness in San Antonio / Bexar County.

Our Goal:

Homelessness will be rare, brief, and nonrecurring.

- Craig Hopkins asked who directs this work plan and how is it managed? Katie stated that she could find out and report back to the CoC Board.

e) CoC Grantee Updates

- Katie Vela presented that the Center for Health Care Services (CHCS) CoC PSH grant has been fully transferred to Endeavors. All clients were able to find a new housing situation.
- Katie Vela presented that the San Antonio AIDS Foundation is on a performance improvement plan and have been approved for a 3-month extension to spend down their CoC grant.

f) CoC and ESG Written Standards

- Katie Vela reported that the CoC and ESG Written Standards are a community process. SARAH staff is currently auditing all policies and procedures.

g) ESG CARES Funding Update

- Katie Vela reported that SARAH allocated \$1.2 Million through TDHCA ESG CARES. These projects are expected to launch October 1, 2020.

13. Data & Research Report – Azza Kamal

a) Eviction Filing Data Analysis 📎 (p. 23 – 26)

- Azza Kamal presented an analysis on eviction filing from pre-COVID to current day. A geospatial analysis was conducted to see where evictions were happening by City Council district. The results also show that eviction filings were higher pre-COVID.
- Leilah Powell asked if there was any data on years past? Azza Kamal reported that we currently do not but that is in the works. Leilah asked if there was any data on demographic characteristics? Azza reported that currently we only have the location but that demographics would be helpful to track as well.

b) Understanding Mental Health and Psychosocial Effects of COVID-19 Grant 📎 (p. 27)

- SARAH applied for a grant with Dr. Jack Tsai at University Health to understand the mental health and psychological effects of COVID-19. This grant would allow us to analyze the contract tracing cases.

c) SARAH HMIS Roles 📎 (p. 28 - 29)

- Azza Kamal presented an organizational chart that showed how the Data & Research Department coordinates and communicates with the HMIS team. The internal and external data request processes have been updated.
- Leilah Powell noted this is a big step forward in reinforcing the clarity that we have about the roles that HMIS and SARAH play in the community.

14. Youth Action Board Report (YAB) Report – Kameron Rhys & Salena Santibáñez

Kameron Rhys reported that the YAB received an overview of the SAHomelink Coordinated Entry System at their last meeting from SARAH staff and that it was very enlightening and helpful to them as



Our Vision:

Prevent and end homelessness in San Antonio / Bexar County.

Our Goal:

Homelessness will be rare, brief, and nonrecurring.

they will be helping assess YHDP projects in the future that must use SAHomelink to accept referrals to their programs. The YAB also have been having discussions on how YHDP projects will be evaluated. Thus far, they have decided projects need youth voice and empowerment, racial equity, LGBTQ rights, service providers with lived experience, and helping youth and young adults long-term. The YAB helped approve a slogan for the Movement to House All Youth. The YAB will be voting in Executive Committee members this fall.

Leilah Powell asked if Kameron could expand on the accountability issue and what metrics would be used to measure service provision? Alyssa Gooch responded that we are collaborating with HMIS to determine our process for tracking quantitative data in the system.

15. Homeless Management Information System (HMIS) Lead Updates – Katherine Dillard

a) Renewing HMIS Vendor Contract (p. 30 – 31)

- Katherine Dillard reported that HMIS has had an active contract with Case Worth since 2011 and the current contract we are on started in November 2017 and is scheduled to expire in November 2020. There have been numerous improvements made during this timeframe with help from ICF on returning the platform to baseline functionality, improving timing on vendor upgrades and compliance, and undergoing an extensive data cleanup process. Monitoring documents have been created with ICF, the HMIS Advisory Committee, HMIS staff, and SARAH staff and currently in the process of continuing to draft policies and procedures about the monitoring process. Case Worthy allows us to self-host the platform on servers, which are managed at Haven rather than by the vendor, saving on costs. Moreover, we are able to customize different features and aspects of the program that we otherwise would not have the flexibility to do. There are currently 650 users from 46 organizations across the CoC and still do not charge user fees because of a HUD grant. We continue to maintain bed coverage at 99%, which is not common across communities. This contract would be for 2 years and increases our capacity to 1,000 users. The first year would cost \$130,000 and the next would include a 4% increase as they are moving to a different pricing schedule.
- Craig Hopkins commended the team for their work on developing internal controls with the vendor and noted that he thinks we should have zero fees to users for as long as possible. He wanted to note a red flag in Case Worthy changing their pricing model. Moreover, he wanted to ensure there is no responsibility or expectations from us as we are receiving a discount from Case Worthy. Katherine responded that they made the deal based off being great customers with Case Worthy for the last 9 years and they negotiated the price to \$130,000. Leilah stated that the Board will definitely need to make a decision soon about this contract if it will be going up in price to \$600,000 per year. Kenny Wilson spoke and stated he does not see this as a gift with any expectations and that we should make the best decision for the community moving forward, whether it be Case Worthy or another vendor.



Our Vision:


Prevent and end homelessness in San Antonio / Bexar County.

Our Goal:

Homelessness will be rare, brief, and nonrecurring.

- Katherine noted that ICF provided them with figures of what other vendors cost and can help explore other vendors in the future. She also noted that the city has purchased Outreach Grid as a platform to help support outreach efforts and the HMIS Advisory Committee voted to support these efforts. Haven for Hope agreed to pay for the API to support Outreach Grid, which gives us more flexibility. We could potentially identify a different ancillary system to support functionality through an API connection; still getting details from Case Worthy on what the final cost would be.

Motion Phil Beckett Second Craig Hopkins Abstain None Passed Yes

b) HMIS Team Roles  (p. 32 – 36)

- Katherine stated this is a continuation of the presentation from Azza and identifies the roles of HMIS team members and their responsibilities. They have gone from 5 to 9 team members and have added a Security and Compliance Coordinator, two Data Quality Analysts, and a Lead System Administrator.

16. Homeless Management Information System (HMIS) Advisory Committee Report – Phil Beckett

a) Government Entity Use of HMIS Task Force

- Phil Beckett reported that a survey has been sent out to all government agencies to determine their use of HMIS to ensure we have consistent and high-quality data.

b) Housing Inventory Count (HIC) Reporting Task Force

- Phil Beckett reported that they are proposing to conduct the HIC quarterly instead of annually and standardize it online. They also want to add trainings to improve the accuracy and timeliness of data entry.

c) CoC Identified Data Requests Review Committee

- This committee would review data requests including personal identifiable information to ensure appropriate guards are in place.

17. Coordinated Entry (CE) Advisory Committee Report - Salena Santibáñez

a) Ad-Hoc Subcommittee Reports

- Rehousing – Katie Vela reported this subcommittee is focused on COVID-19 and how to efficiently connect people in SAHomelink to their housing referral.
- Prevention – Katie Vela reported that SARAH has been coordinating this group with NHSD, St. Vincent de Paul, and SAMMinistries to streamline the process for people who need homeless prevention assistance. The group is looking at prioritizing prevention services and looking at equity metrics. Eventually, the goal is to have prevention embedded into the SAHomelink process.




Our Vision:

Prevent and end homelessness in San Antonio / Bexar County.


Our Goal:

Homelessness will be rare, brief, and nonrecurring.

- Lived Experience – Katie Vela reported this subcommittee is focused on how to include input from people who have gone through the SAHomelink process so that it can be incorporated into the system.
- b) SAHomelink Workflow Update
- Salena Santibanez reported that the SAHomelink workflow in HMIS is continuing to be improved. Eboni with SARAH has created a glossary of terms so that all organizations can understand verbiage and usage. The committee is also working on including diversion/problem-solving into the workflow which will roll out in October 2020. The needs assessment has been updated as well as the 311 form. The composition score has been updated as well. The prioritization scoring tool is further being developed as well.
 - Leilah commented that coordination with other agencies is of utmost importance with the number of people calling for assistance and ensuring community members understand the SAHomelink process. Leilah asked Salena to follow up after this meeting on ensuring these conversations are being held with city and county leaders.
- c) Priority Pool Policy Approval  (p. 37 – 42)
- The committee determined that the original 30-day inactivity policy was not enough time and they wanted to extend it out. This policy also discusses the number of people included in the priority pool who will be selected for housing referrals.

Motion Salena Santibanez Second Jo Estrada Abstain None Passed Yes

18. Point-in-Time (PIT) Count Committee Report – Leslie Komet

- a) Date of PIT 2021
- Chelsey Viger stated that she had a conversation with the Texas Homeless Network and they have set their 2021 PIT Count date so we will likely be approving this at the next PIT Committee meeting and will send out a save-the-date to the CoC Board.
- b) COVID-19 Contingency Planning
- The committee along with the Chair and Co-Chair have been having frequent conversations about the need to develop a COVID-19 contingency plan. Chelsey Viger is keeping an eye out on guidance from HUD and having conversations with other CoCs. SARAH was able to solicit 2,000 face masks and 400 face shields in preparation for PIT.
- c) USAA PIT Grant Awarded
- SARAH was awarded a grant from the USAA Foundation to support the 2021 PIT Count.
- d) 2021 PIT Count Committee Member Approval  (p. 43)

Motion Tammye Trevino Second Phil Beckett Abstain None Passed Yes

19. CoC Board Executive Committee Position – Treasurer

Motion Leilah Powell Second Craig Hopkins Abstain None Passed Yes



Our Vision:

Prevent and end homelessness in San Antonio / Bexar County.

Our Goal:

Homelessness will be rare, brief, and nonrecurring.

20. CoC Board Executive Committee Position – Secretary

Motion Leilah Powell Second Jo Estrada Abstain None Passed Yes

21. Upcoming SARAH Meetings and Events

Next CoC Board Meeting	Next CoC Membership Council Meeting
October 29, 2020 3:00 – 5:00 PM Virtual	September 24, 2020 2:30 – 4:00 PM Virtual

Committee Meetings & Working Groups

Title	Point of Contact	Event Details*
Youth Homelessness Workgroup	Tyler Shoesmith, North East Independent School District tshoes@neisd.net	September 18, 2020 9:30 – 10:30AM
Veteran Workgroup	Marc Wonder, COSA-DHS Marc.Wonder@sanantonio.gov	TBD- Meetings currently on hold
Chronic Homelessness Workgroup	Kevin Langehennig, Haven for Hope kevin.langehennig@havenforhope.org	September 11, 2020 2:00 – 3:00PM
Housing Strategies Workgroup	Sara Wamsley, NHSD Sara.Wamsley@sanantonio.gov	September 11, 2020 11:00 – 12:00PM
Family Homelessness Workgroup	Heather Pullen, SA Hope Center hpullen@sahopecenter.org	September 15, 2020 3:30 – 4:30PM
HMIS Advisory Committee	Azza Kamal Azzakamal@SARAHomeless.org	September 30, 2020 10:30 – 11:15AM
Coordinated Entry Advisory Committee	Eboni Jett Ebonijett@SARAHomeless.org	September 2, 2020 10:30 – 11:30AM
Point-in-Time Count Committee	Chelsey Viger ChelseyViger@SARAHomeless.org	September 10, 2020 10:00 – 11:00AM
Youth Action Board	Suyapa Munoz suyapamunoz@SARAHomeless.org	September 5, 2020 1:00 – 2:30PM

*All meetings are currently being held virtually. Please email madelinecarrola@sarahomeless.org to be added to a meeting distribution list



Our Vision:

Prevent and end homelessness in San Antonio / Bexar County.

Our Goal:

Homelessness will be rare, brief, and nonrecurring.

22. Topics for October Board Meeting

23. Adjournment

CoC Board President Leilah Powell adjourned the August 27, 2020 meeting at 4:55pm.