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

1. Call to Order

2. Public Comment – True Connections

3. Presentation by Family Violence Prevention Services – Leslie Shultz, Melinda Darrow, and Paige Theriot

4. Approval of Prior Meeting Minutes – Marie Lopez
   Motion____________ Second_____________ Abstain _____________ Passed___________

CoC BOARD REPORT AND CoC COMMITTEES

5. SARAH Board Report – Marie Lopez
   • New Member: Serendipity Alliance

6. Coordinated Entry Committee – David Row
   Updates: Youth Hub is up and running at RMYA! Discuss CE Staff Expansion. (Update from Katie Vela – See Attachment)
   Next CE Meeting: Monday, October 22, 2018 @ 1:30 – 2:30 p.m. Location: 503 San Pedro Ave (SAMMinistries).
   Next Case Conferencing: Monday, October 15, 2018 @ 1:30 – 4:00 p.m. Location: 503 San Pedro Ave (SAMMinistries).

7. HMIS Governance Committee – Katie Vela
   Updates: Vendor Contract still under review by Haven for Hope
   Next Meeting: TBD (HMIS will report on Vision Session and next steps during their report)

8. Point-in-Time Count Committee – Emily Miller
   Updates: Discussion of how the committee can contribute to developing the PIT Count Event
   Next Meeting: Thursday, October 11, 2018 at 11:00 a.m. Location: 4203 Woodcock Dr. Suite 110 (Goliad Building)

WORKGROUP UPDATES

9. Veteran Workgroup Update – Chair: Marc Wonder / Co-Chair: Vacant
   • Next Meeting: Wednesday, October 17, 2018 @ 1:00 p.m. – 4:00 p.m., 202 Connelly St.
10. **Chronic Homelessness Workgroup Update** – Chair: Morjoriee White / Co-Chair: Cliff Cantu
   - **Next Meeting**: Friday, October 12, 2018 from 2:00 p.m. – 3:00 p.m., 4203 Woodcock Dr. Ste. 110 (Goliad Building)

11. **Youth Workgroup Update** – Chair: Tyler Shoesmith / Co-Chair: Mandy Tyler
   - **Next Meeting**: Friday, October 5, 2018 @ 9:30 a.m., 4203 Woodcock Dr. Ste. 110 (Goliad Building)

12. **Housing Strategies Workgroup Update** – Chair: Ashley Adkins / Co-Chair: Vacant
   - **Next Meeting**: Tuesday, November 6, 2018 @ 11:00 a.m. – 12:00 p.m., H4H Board Room

*If you are interested in attending a SARAH Committee or Workgroup, See CoC Contact List below*

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**CoC LEAD AGENCY UPDATE**

13. **Continuum of Care Operations** – Katie Vela

*CoC Notice of Funding Availability (NOFA):*
   - Final Project Ranking and Consolidated Application Online

*CoC Performance Scorecards/MOU Execution*

*CoC Start-Up Training*

*Family Workgroup Proposal*

*Upcoming events:*
   - HUD Rapid Rehousing Institute – October 16-17, 2018
   - National Human Services Data Consortium – Oct 16-17, 2018
   - Hunger & Homelessness Awareness Week – November 10-18, 2018

*Next CoC Monthly Call*: Scheduled for Friday, October 26, 2018 at 10:00 a.m.

14. **SARAH Operations Report** – Katie Vela
   - New Employee: Chelsey Viger, CoC Coordinator
   - Brenda Mascorro, Executive Director, returns on Monday, October 15th
   - SARAH goals for volunteer hours
   - Input on Resource Guide needs (online, hand-outs, etc.)

---

**HMIS LEAD AGENCY UPDATE**

15. **HMIS Operations**
   - ICF Technical Assistance Process
   - Vision Session Update
   - HMIS Strategies Handout
   - System Upgrade
   - Reports
   - Data Clean-Up Update
MEMBERSHIP COUNCIL BUSINESS

16. Discuss Creation of Family Homelessness Workgroup & Interest in Chair Position

17. Issues to Report to CoC Board of Directors

18. Next Membership Council Meeting Topics

19. Announcements
   • Updates to Include in SARAH Monthly E-Newsletter: JaydeBeebe@Sarahomeless.org
   • Let SARAH staff know if missing a place card for Membership Council: PennyBurgess@SARAHhomeless.org

20. Adjournment
SARAH Membership Council Minutes

Chaired by Tiffany Walker, Membership Council At-Large Representative

Goliad Building, Brass Professional Center
4203 Woodcock Dr. Suite 110
October 4, 2018
2:30pm-4:00pm

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

1. Call to Order – 2:30 PM
   - In attendance:
     - Leslie Shultz – FVPS
     - Maribel Ocana – FVPS
     - Serina Rogers – FVPS
     - Tiffany Walker – Endeavors
     - Tyler Shoesmith – Northeast ISD
     - Marsha Pitts – True Counseling
     - Marta Martinez – NISD
     - Katherine Dillard Gonzalez – Haven for Hope
     - Daniela Krotzer – HMIS
     - Paige Theriot – FVPS
     - Amanda Flores – HMIS
     - Mario Cuevas – TSA
     - Katie Vela – SARAH
     - Emily Miller – SARAH
     - Chelsey Viger – SARAH
     - Molly Bigliari – Haven for Hope
     - Jessica Elizondo – SAMM
     - Ashley Atkins – Haven for Hope
     - Janet Muir – SAAF
     - Angela Wilson – SAAF
     - Katie Herrera – VA
     - Gary Chance – Haven for Hope
     - Sergio Dickerson – AGIF
     - Erica Martinez – Endeavors
     - Rosie Rodriguez – TRLA
     - Cliff Cantur – CHCS
     - Tia Moen – HFCC & CWH
     - Valerie Finely – SVDP

2. Public Comment
   - Marsha Pitts with True Counseling presented on the services they provide, which included addiction treatment, counseling for anger management for adults and children supportive services.

3. Presentation by Family Violence Prevention Services – Leslie Shultz, Melinda Darrow, and Paige Theriot
   - Leslie presented on the services they provide, which include: residential and non-residential services; safe shelter for women, children, and men; legal assistance with divorce and protection orders; offender therapy; state-approved BIP program; community-based counseling at Haven for Hope.

4. Approval of Prior Meeting Minutes – Tiffany Walker
   - Minutes sent via e-mail. Corrections or changes should be submitted to ChelseyViger@SARAHHomeless.org.
5. **SARAH Board Report** – Tiffany Walker
   - New Member: Serendipity Alliance
   - Discussed HMIS issues
   - SARAH staff presented on Coordinated Entry Expansion Application

6. **Coordinated Entry** – David Row
   - **Updates:**
     - Youth Hub is now open at Roy Maas Youth Alternatives (RMYA).
     - Staff expansion for CE is going into effect in 2019. Half of the staff will be hired in the next 2-3 months. The Outreach and Navigation team will have caseloads of the most vulnerable individuals in the community and make regular contact with them so they do not fall off our list for inactivity. The job titles will be: 2 Navigators; 1 Program Manager; 1 Prevention and Diversion Specialist; 1 Coordinated Entry Data Analyst. Question for the group – What gaps in service do you see?
     - See attached meeting notes from September 21, 2018 for more information.
   - **Next CE Meeting:** Monday, October 22, 2018 @ 1:30 – 2:30 p.m. Location: 503 San Pedro Ave (SAMMinistries).
   - **Next Case Conferencing:** Monday, October 15, 2018 @ 1:30 – 4:00 p.m. Location: 503 San Pedro Ave (SAMMinistries).

7. **HMIS Governance Committee** – Katie Vela
   - **Updates:**
     - The HMIS vendor contract is still under review by Haven for Hope.
   - **Next Meeting(s):** TBD (HMIS will report on Vision Session and next steps during their report)

8. **Point-in-Time Count Committee** – Emily Miller
   - **Updates:**
     - The first PIT Count Committee meeting regarding PIT 2019 will be next Thursday morning at 10:00AM. The calendar invitation has gone out so if you could please forward it to those you believe would be interested in contributing. The main feedback that was received from last year’s PIT Count is the desire from non-provider volunteers for more training. At the meeting, we will also be discussing the survey from last year and what we would like to change. This committee will meet every month until January.
   - **Next Meeting:** Thursday October 11, 2018 @ 10:00 a.m. Location: 4243 E. Piedras Drive, Suite 230A (Beaumont Building)

**COC WORKGROUP UPDATES**

9. **Veteran Workgroup** – Chair: Marc Wonder / Co-Chair: Vacant
   - **Workgroup Updates:**
     - Kathy Lacy reported on current discrepancies regarding what the qualifications are for being considered a “veteran”. She states that they are experiencing issues with
people self-reporting as a veteran in the system but who are not officially enrolled. Kathy also reports there are a lot of veterans currently waiting for housing.

- **Next meeting:** Wednesday, October 17, 2018 @ 1:00 p.m. – 4:00 p.m., 202 Connelly St.

10. Chronic Homelessness Workgroup – Chair: Morjoriee White/ Co-Chair: Cliff Cantu
   - **Workgroup Updates:**
     - Cliff Cantu reported that there are more Rapid Rehousing (RRH) beds compared to Permanent Supportive Housing (PSH). Thus, they wanted to find a way to use RRH beds for those who are on the brink of chronic homelessness. They found 16 potential candidates from HMIS to fit this category. After reaching out to case managers at St. Vincent, SAMM, and Haven for Hope, they found 5 that qualified as good candidates for RRH and were able to make those referrals. Cliff also reported meeting with HMIS to figure out chronic by-name list issues and to determine how and why the numbers are changing so frequently.
   - **Next Meeting:** Friday, October 12, 2018 @ 2:00 p.m. – 3:00 p.m., 4203 Woodcock Dr., Suite 110 (Goliad Building)

11. Youth Workgroup – Chair: Tyler Shoesmith/ Co-Chair: Mandy Tyler
   - **Workgroup Updates:**
     - Tyler Shoesmith reported that the Youth Workgroup is continuing their way through the United States Interagency Council on Homelessness (USICH) standards for ending youth homelessness. He stated that they are currently on the 3rd standard and that they have a collaborative document they are all using to keep track of thoughts and ideas. He further reported they are excited about the Roy Maas coordinated entry hub for youth. Lastly, they are setting up a site visit for ECHO in Austin, TX to learn more about youth initiatives.
   - **Next Meeting:** Friday, October 5, 2018 @ 9:30 a.m., 4203 Woodcock Drive, Suite 110 (Goliad Building)

12. Housing Strategies Workgroup – Chair: Ashley Adkins / Co-Chair: Vacant
   - **Workgroup Updates:**
     - Ashley reported that they are in the process of inviting Truff properties to collaborate with them on how to come to a mutual agreement of how best to work together. They are also working on attaining quality inventory for their clients. Ashley stated that on the back burner for this workgroup is a consistent inspection form.
   - **Next Meeting:** Tuesday, November 6, 2018 @ 11:00 a.m., Haven 4 Hope Board Room

### COC LEAD AGENCY UPDATES

13. Continuum of Care Operations – Katie Vela

   **CoC Notice of Funding Availability (NOFA):**
   - The final Project Ranking and Consolidated HUD Application is online. Katie will be doing a full debrief when Brenda gets back next week to determine action items in areas that we can improve.

   **CoC Performance Scorecards/MOU Execution**
• The Performance Scorecards need to be reviewed so that we can institute a quarterly monitoring of performance.

**CoC Start-Up Training**

• Site visits and executing MOUs are forthcoming. This will give people an outline of what to expect throughout the year.

**Upcoming Events:**

• HUD Rapid Rehousing Institute – October 16-17, 2018
• National Human Services Data Consortium – October 16-17, 2018
  o Katie, Jayde, and David from the SARAH staff will be out from October 16-19 for the NHSDC training in Portland
• Hunger & Homelessness Awareness Week – November 10-18, 2018
  o SARAH and the Department of Human Services are partnering to create events in San Antonio during this national campaign. We will be sending out a link for organizations to register their events during this week so that we can add them to our calendar and help promote! Registration is due October 24, 2018.
  Link Here: https://www.surveymonkey.com/r/hhweekSa

**Next CoC Monthly Call:** Scheduled for Friday, October 26, 2018 @ 10:00 a.m.

14. **SARAH Operations Report** – Katie Vela

• New Employee: Chelsey Viger, CoC Coordinator
• Brenda Mascorro, Executive Director, returns on Monday, October 15th
• SARAH staff are beginning an initiative to volunteer more at partner agencies. We were at St. Vinny’s Bistro a few Fridays ago during lunchtime help serve meals. Please contact us with any opportunities!
• SARAH is asking for feedback on resource guide needs. What are the groups that would be using this guide? Services organizations, clients, general public, etc.
  o There are a lot of hotline calls from people in San Antonio from out of town that do not know the resources in the area.
  o People are asking for the resource guide to be emailed to them but it needs to be regularly updated.
  o Katie mentioned that Austin has a weatherproof pocket guide for people who need emergency services. The team is researching options to create one for the Point-in-Time Count

**HMIS LEAD AGENCY UPDATES**

15. **HMIS Operations** – Catherine Gonzalez (See handout for presentation)

• HMIS System Overview
  o The system in San Antonio is a bit more complex than in other cities. We have 46 organizations using HMIS with 192 program enrollments. Thus, we need a program that manages the complexity and gives us the access we need to monitor homelessness.
• Technical Assistance Process
  o ICF was hired by HUD to provide technical assistance and training to San Antonio. They did a 3-day site visit in June 2018 and submitted their report in July.
  o ICF created a list of strengths and recommendations for our jurisdiction.
• Vision Session
A vision session was held in September that included all relevant stakeholders. The focus included the role of the HMIS lead, the scope and scale of services, formalizing HMIS committee structure, clarifying communication/accountability, and creating consistent processes.

Next follow-up session is in early November

**Strategies**

- The final document includes 18 strategies. The goal is to improve staff competency in data entry and to improve the understanding of the importance of high-quality data. Furthermore, there is a focus on system coordination and integration.

**System and Reporting Updates**

- CaseWorthy is currently beta-testing the 8.0 release. HMIS is pending access to the test environment and has received a very general overview of the change in functionality.
- HMIS is scheduled to execute contract on November 1, 2018. The recommendations from SARAH and the governance committee will become the tools to track the management piece of the contract.

### MEMBERSHIP COUNCIL BUSINESS

16. **Discuss Creation of Family Homelessness Workgroup & Interest in Chair Position**
   - Is anyone interested in being the chair of this workgroup? If so, please let SARAH know.

17. **Issues to Report to CoC Board of Directors** – None

18. **Next Membership Council Meeting Topics** – None

19. **Announcements**
   - Updates to Include in SARAH Monthly E-Newsletter: E-Mail
     JaydeBeebe@SARAHomeless.org
   - Let SARAH staff know if missing a place card for Membership Council: E-mail Penny Burgess at PennyBurgess@SARAHomeless.org

20. **Adjournment: 4:10 p.m.**
<table>
<thead>
<tr>
<th>SARAH Organization</th>
<th>Contact Name</th>
<th>Contact E-Mail</th>
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<tbody>
<tr>
<td>Media Inquiries</td>
<td>Bill Hubbard</td>
<td><a href="mailto:BrendaMascorro@sarahomeless.org">BrendaMascorro@sarahomeless.org</a></td>
</tr>
<tr>
<td>Funding Opportunity Inquiries</td>
<td>Katie Vela</td>
<td><a href="mailto:KatieVela@SARAHomeless.org">KatieVela@SARAHomeless.org</a></td>
</tr>
<tr>
<td>Coordinated Entry</td>
<td>David Row</td>
<td><a href="mailto:DavidRow@SARAHomeless.org">DavidRow@SARAHomeless.org</a></td>
</tr>
<tr>
<td>Case Conferencing</td>
<td>David Row</td>
<td><a href="mailto:DavidRow@SARAHomeless.org">DavidRow@SARAHomeless.org</a></td>
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<tr>
<td>HMIS Governance</td>
<td>Katie Vela</td>
<td><a href="mailto:KatieVela@SARAHomeless.org">KatieVela@SARAHomeless.org</a></td>
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<tr>
<td>Point-in-Time Count</td>
<td>Contact SARAH</td>
<td><a href="mailto:ContactSARAH@SARAHomeless.org">ContactSARAH@SARAHomeless.org</a></td>
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<td>Membership Council</td>
<td>Penny Burgess</td>
<td><a href="mailto:PennyBurgess@SARAHomeless.org">PennyBurgess@SARAHomeless.org</a></td>
</tr>
<tr>
<td>CoC Board of Directors</td>
<td>Penny Burgess</td>
<td><a href="mailto:PennyBurgess@SARAHomeless.org">PennyBurgess@SARAHomeless.org</a></td>
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<tr>
<td>General Inquiries</td>
<td>Contact SARAH</td>
<td><a href="mailto:ContactSARAH@SARAHomeless.org">ContactSARAH@SARAHomeless.org</a></td>
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<tr>
<th>Join a Working Group!</th>
<th>Contact Name</th>
<th>Contact E-Mail</th>
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<tbody>
<tr>
<td>Housing Standards Working Group</td>
<td>Ashley Adkins</td>
<td><a href="mailto:Ashley_Adkins@HavenforHope.org">Ashley_Adkins@HavenforHope.org</a></td>
</tr>
<tr>
<td>Veteran Working Group</td>
<td>Marc Wonder</td>
<td><a href="mailto:Marc.Wonder@SanAntonio.Gov">Marc.Wonder@SanAntonio.Gov</a></td>
</tr>
<tr>
<td>Chronic Homelessness Working Group</td>
<td>Emily Miller</td>
<td><a href="mailto:Emilymiller@sarahomeless.org">Emilymiller@sarahomeless.org</a></td>
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<td>Youth Working Group</td>
<td>Emily Miller</td>
<td><a href="mailto:Emilymiller@sarahomeless.org">Emilymiller@sarahomeless.org</a></td>
</tr>
</tbody>
</table>
SARAH and HMIS
Coordinated Entry Meeting Notes
September 21, 2018

Participants

SARAH
• Katie Vela
• Jayde Beebe
• David Row
• Kathy Lacy
• Emily Miller

HMIS
• David Huete
• Amanda Flores

Project Management Consultant
• Katherine Dillard Gonzalez

Agenda

1. Review notes from previous meeting (9/6/18)
2. Updates since previous meeting
3. Future State (process to transition to future state and timeline for transition)
   • Custom
   • Baseline
4. Messaging
5. Next Steps

CE Stakeholders

<table>
<thead>
<tr>
<th>CoC Board</th>
<th>Youth Workgroup</th>
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<tr>
<td>Membership Council</td>
<td>HUB Sites</td>
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<td>Select Users</td>
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<td>Veteran Workgroup</td>
<td>SARAH Staff</td>
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<tr>
<td>Chronic Workgroup</td>
<td>HMIS Staff</td>
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</table>
### CE HMIS Redesign Options, Processes, and Considerations

<table>
<thead>
<tr>
<th>CaseWorthy Baseline Features</th>
<th>CaseWorthy Custom Design</th>
<th>External Management</th>
</tr>
</thead>
</table>
| Features available at the time of this meeting:  
  - Report on available beds  
  - Not designed to prioritize  
  - Dependent on CaseWorthy updates for future guidance  
  - Identify a point of contact in the system to manually prioritize the clients  
  - Consider the referral function option | Develop processes and program specifications for customization. | Develop processes and program specifications for customization. |
| Engage in process mapping exercise with users to ensure design aligns with organizational implementation, as well as alignment across users. | Engage in process mapping exercise with users to ensure design aligns with organizational implementation, as well as alignment across users. | Identify external vendor that can accommodate the needs of the process design. |
| Vendor coordination to determine necessary level of assistance. Plan the number of support hours needed for the customization. | Schedule HMIS staff and coordinate with vendor's availability to build the design on the system. | Determine task load for HMIS Lead. Design the connection between the vendor and the HMIS platform. |
| Plan regular maintenance of custom features to ensure consistent accessibility for users. | Plan for vendor upgrade modifications annually and quarterly to adjust the code to ensure consistent accessibility for users. | Determine the budget necessary to purchase the expanded services through an external vendor. |
| Plan the budget impact to maintain the modifications and upgrades. Determine if the required hours can be integrated into the existing block of time purchased. | Develop timeline for implementation upon obtaining necessary approvals and budget allocations. | |
**By Name List Request**

Need specifications for BNL from the following stakeholders and priority populations:
- Veterans Workgroup
- Chronic Workgroup
- Youth Workgroup
- Coordinated Entry Board Committee
- *Include data on families*

This option will be discussed further during the next meeting scheduled on October 9th. There is a BNL function currently available in HMIS that will be reviewed and further details will be provided during the next conversation.

**Next Steps**

<table>
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<tr>
<th>Task</th>
<th>Participants</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>Review CaseWorthy video</td>
<td>HMIS and SARAH</td>
<td>September 24-October 1</td>
</tr>
<tr>
<td>Review BNL function in CW</td>
<td>HMIS</td>
<td>September 24-October 1</td>
</tr>
<tr>
<td>Identify questions for clarification and submit to Katherine</td>
<td>HMIS and SARAH</td>
<td>October 2</td>
</tr>
<tr>
<td>Katherine compiles and prepares for CaseWorthy discussion</td>
<td>Consultant</td>
<td>October 2</td>
</tr>
<tr>
<td>Discussion with CaseWorthy to clarify questions</td>
<td>HMIS</td>
<td>October 3 12:00 pm</td>
</tr>
<tr>
<td>Contact other CaseWorthy users to learn about how Coordinated Entry works for them. Options include: CT, HI, and Houston</td>
<td>Jayde</td>
<td>September 24-October 8</td>
</tr>
<tr>
<td>HMIS/ SARAH meet to review feedback from CaseWorthy</td>
<td>HMIS and SARAH</td>
<td>October 9 3:00-4:00</td>
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<tr>
<td>Identify next steps</td>
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</table>
Presentation Overview

1. HMIS System Overview
2. Technical Assistance Process
3. Vision Session
4. Strategies
5. System and Reporting Updates
Data Integration: San Antonio Homeless Services System

- Systemic approach to address homelessness
  - Streamline processes to serve people more efficiently
  - Removal of structural barriers across industries
  - Overcome funding restrictions tied to regulatory priorities

- Current configuration leverages information across industries to obtain increased funding for homeless services
  - Federal
  - State
  - Local: City and County
  - Private (Corporate, Foundations, Individual Donors)
HMIS Capacity and Usage

Current HMIS Staff
- HUD Grant Funded
- Senior Director
- Director
- Manager
- System Administrator
- Trainer
- Data Quality
- Additional Haven Funding
- System Administrator
- Data Clean-up Consultant

HMIS Department Functions
24 CFR 578.57
- System Training
- Data Quality
- Performance Tracking
- Reporting
- Technical Assistance for Users
- System Security
- System Administration

Types of Data Requested
- CoC (9 HUD funded agencies and projects)
- CoC (HUD projects and all user activity)
- Haven (organization activity only)
- Haven (organization and partner activity)
- Community (All 46 HMIS user organizations)

Sources of Report Requests
- SARAH (CoC)
- COSA-DHS
- Haven
- HMIS Users
- External Research Requests

HMIS User Information
- 46 user organizations
  - CoC HUD-Funded Agencies
  - ESG Funded Agencies
  - Additional Federal Agencies
  - Non-HUD Funded Housing Providers
  - City of San Antonio-Department of Human Services HMIS Required Agencies
  - Government Agencies
  - Support Services
  - Healthcare Providers
  - Legal Services
- 728 individual user profiles
- 192 program enrollments
Technical Assistance Process

- ICF was hired by HUD to provide technical assistance and training to San Antonio
- Purpose was to evaluate the capacity of San Antonio's HMIS implementation
- Assess meeting the needs of the CoC in alignment with HUD's compliance standards, identify primary challenges, develop recommendations to assist stakeholders, and develop an implementation plan based on the recommendations to inform the TA process
- Initial 3-day on-site visit from June 12-14, 2018
- Report submitted on July 20, 2018
Technical Assistance Report Findings

**Strengths**
- Commitment to ending homelessness with an openness to work collaboratively
- Positive level of engagement and support to HMIS participating agencies
- Culture of data collection and HMIS participation across the community
- Improvements in the quality of trainings and interactions between end users and HMIS lead

**Recommendations**
- Outline processes required for getting to baseline software functionality
- HMIS visioning and re-commitment of roles and responsibilities
- Strengthen HMIS governance and oversight by establishing an HMIS Advisory Committee
- Increase transparency by establishing agreed upon protocols for prioritizing and processing requests from the CoC to HMIS Lead
- Reassess staffing structure at the HMIS Lead to maximize capacity

---

**Technical Assistance Report Findings**

**Progress Update**

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Update</th>
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<tbody>
<tr>
<td>Outline processes required for getting to baseline software functionality</td>
<td>HMIS returned to baseline software functionality with minimal customizations in August. All vendor updates have been completed.</td>
</tr>
<tr>
<td>HMIS visioning and re-commitment of roles and responsibilities</td>
<td>Initial vision session facilitated by ICF on September 10, 2018. Follow-up in early November. (see next slides)</td>
</tr>
<tr>
<td>Strengthen HMIS governance and oversight by establishing an HMIS Advisory Committee</td>
<td>This is connected to the vision session and will be completed through that process.</td>
</tr>
<tr>
<td>Increase transparency by establishing agreed upon protocols for prioritizing and processing requests from the CoC to HMIS Lead</td>
<td>Further detail included in the HMIS strategies. (Section 3)</td>
</tr>
<tr>
<td>Reassess staffing structure at the HMIS Lead to maximize capacity</td>
<td>Further detail included in the HMIS strategies. (Section 3)</td>
</tr>
</tbody>
</table>
Vision Session

- This resulted from the recommendations outlined by ICF in the July 20th report.
- ICF facilitated a 4-hr. initial vision session on September 10, 2018
- Participants included representatives from the CoC Board, SARAH Staff, HMIS Lead Staff, Haven leadership, Haven for Hope Project Management Consultant, Membership Council representatives

Focus of discussion included the following areas:
- *Number and type of current organizations*
- *Ensuring HUD compliance and ability to provide data for other funding sources*
- *Intent of HMIS and expectation for fulfilling community data needs to address homelessness*
- *Role of the HMIS Lead and expectations for meeting the various needs of existing users*
- *Structure between the CoC Board, Collaborative Applicant, and HMIS Lead*
Vision Session Next Steps

- ICF will facilitate a follow-up session in early November (*details pending*)
- Follow-up session recommendations from ICF:
  - Defining proposed scope of HMIS
  - Formalize HMIS governance committee structure
  - Consistent process for HMIS Lead in CoC Board Meetings
  - Clarifying communication and accountability structure

SECTION 4
HMIS STRATEGIES
HMIS Strategies Development

- Establish direction for HMIS between August 2018-December 2019
- Developed in response to the ICF report findings and recommendations
- Drafted with feedback from the CoC Board Members, Haven for Hope staff, SARAH staff, and ICF consultants
- Presented to the CoC Board in August and will be reviewed further during the October 25th meeting
- Final document includes 18 strategies
- Assignment of roles for each strategy is in development
- Benchmarks for outcomes are also in development
- Update on progress towards completion will be provided at the next meeting

HMIS Strategies Overview

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
</tr>
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<tbody>
<tr>
<td>Stabilize HMIS platform to reduce system inefficiency and reporting errors</td>
<td>August-February 2019</td>
</tr>
<tr>
<td>Develop processes to prioritize data requests</td>
<td>August-September 2018</td>
</tr>
<tr>
<td>Streamline communication strategy and practices</td>
<td>August-September 2018</td>
</tr>
<tr>
<td>Hire a consulting firm specializing in HMIS and HUD regulatory requirements</td>
<td>August-December 2018</td>
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<tr>
<td>Determine structure for Coordinated Entry implementation</td>
<td>August-December 2018</td>
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<tr>
<td>HUD Reporting Requirement: LSA Report</td>
<td>August-December 2018</td>
</tr>
<tr>
<td>Evaluate data quality on organizational users</td>
<td>August-December 2018</td>
</tr>
<tr>
<td>Create uniform vision for HMIS</td>
<td>August-December 2018</td>
</tr>
<tr>
<td>Research and identify high-performing HMIS Lead agencies</td>
<td>September-February 2019</td>
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</tbody>
</table>
HMIS Strategies Overview

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>PIT Count Data Updates</td>
<td>October-January 2019</td>
</tr>
<tr>
<td>Conduct an assessment of the current HMIS data usage</td>
<td>January-May 2019</td>
</tr>
<tr>
<td>Revise the existing HMIS Governance Committee</td>
<td>January 2019</td>
</tr>
<tr>
<td>Evaluate design of the current HMIS capacity and system architecture</td>
<td>January-May 2019</td>
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<tr>
<td>Build a data warehouse</td>
<td>May-December 2019</td>
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<tr>
<td>Develop research priorities and outline data needs</td>
<td>May-December 2019</td>
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<tr>
<td>Conduct focus groups to determine priorities for system enhancements</td>
<td>May-December 2019</td>
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<tr>
<td>Develop job aids to provide step-by-step guidance for data entry,</td>
<td>June-September 2019</td>
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<tr>
<td>monitoring, and accuracy</td>
<td></td>
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<tr>
<td>Conduct a 12-month evaluation of progress</td>
<td>June-July 2019</td>
</tr>
</tbody>
</table>

HMIS Strategies Overview
Outcomes for Individual Organizations

- Reduce data entry errors
- Improve staff competency in data entry
- Improve understanding on the importance of maintaining data quality and integrity
- Improve capacity to develop accurate and timely HUD reports
- Improve collective capacity to increase funding from HUD and local partners
- Increase capacity to make data informed decisions
- Improve service delivery outcomes and impact
HMIS Strategies Overview
Outcomes for System Coordination and Integration

- Improve service integration beyond collaboration to remove client barriers across industries and systems: criminal justice, mental health, homeless services, housing providers, employer partners, legal services, and other service barriers
- Shared vision across the community oriented towards reducing the impact of homelessness on individuals and families
- Inform policy leaders on needed changes to further remove broader regulatory barriers: local, state, federal
- Use data to inform research to develop evidence-based practices in homeless services system capacity
- Further strengthen the system built in San Antonio that developed capacity to shift persons from incarceration and institutionalization in mental health facilities to homeless services to improve housing outcomes and quality of life

SECTION 5
SYSTEM AND REPORT UPDATES
Vendor Upgrade

- CaseWorthy is currently beta-testing the 8.0 release.
- They have provided a general overview of functionality for administrators, users, and enhancement to existing functionality.
- We are pending access to the test environment and will provide further detail once we have identified the impact on our HMIS platform.
- Specific timelines have not been provided, but we anticipate a fall release. We are planning the implementation around report due dates and other key deadlines. If you have a specific situation that you would like for us include in the planning process, please submit a ticket with your information.
- Email notifications will be sent to users with additional details as they are available.

Upcoming Reports

- CaseWorthy has information on the following reports: APR, PATH, and LSA.
- We are currently working with CaseWorthy to test the reports and will provide additional information to users as the testing is finalized.
- We are planning to notify agencies with APR's due on October 29th of their available downloads no later than Monday, October 15th. In the event we are notified of an anticipated vendor delay, agencies will be notified within 24 hours.
- CaseWorthy is pending further guidance from HUD regarding the LSA and the anticipated release date.
Data Cleanup Goals

- Improve the current and ongoing quality of the HMIS.
- Achieve ancillary benefits in system stability, performance, and usability.
- Approach to evaluating data:
  - Identify root or dominant causes of the defect
  - Develop methods to identify affected record sets
  - Create tools/process to correct affected records, with a preference to automated processes
  - Recommend and (if possible) implement corrective and preventative actions to ensure improvements in quality going forward.
- Number of initiatives included in data cleanup: 19
  - Additional initiatives are added to the project as they are identified
- Scheduled completion: February 2019

Data Cleanup Milestones

- Administrative tools interface supporting ongoing data quality operations
- Substantial reduction in idle and unused services and program/service records
- Administrative tools to identify impacts of service removal, including exposing reports with hard-coded service ID's
- Detection and correction of “locked” client profiles
- Administrative tools to easily correct “locked” profiles interactively
- Method for identifying duplicate client profiles
Mission Statement: To break the cycle of violence and to strengthen families by providing the necessary tools for self-sufficiency through delivery of emergency shelter, transitional housing, education, effective parenting education, and specialized intervention with youth and the elderly.

THE BATTERED WOMEN AND CHILDREN'S SHELTER
Serves 3,490 annually

- 24-hour crisis intervention and emergency shelter
- Individual case management services
- Professional individual and group counseling for adults
- Therapeutic and educational services for children
- Legal services
- Parenting education
- On-site primary medical and dental care
- On-site school, Pre-K - 5th Grade
- Adult education and computer literacy program
- Prepares families to transition to independent living through transitional housing

NON-RESIDENTIAL AGENCY SERVICES

Counseling Services - Counselors provide individual and group counseling for adults and children. Therapeutic and educational services address mental health and intergenerational violence. Serves 2,700 annually

- Women's Support Group - Offering support to victims of domestic violence. Serves 5,000 annually
- S.A.F.E./Making Changes to Protect Children - A 15 week psycho-educational & process group that currently have an open CPS case. This group covers a range of topics as it relates to family violence, trauma, emotional regulation and ways to protect children.

Middle Way Parenting Education – For parents who are victims of domestic violence, involved with CPS and/or very young. Addresses mental health and the effects that domestic violence has on parents’ ability to properly provide for their children’s needs. Serves 1,200 annually

Violence Intervention Program – One of only two State-certified Batterers Intervention Programs in Bexar County, reaching both male and female perpetrators of domestic violence with a comprehensive curriculum. Serves 5,280 annually

Legal Services – Assists financially eligible victims of abuse with a full range of civil legal services in the area of family law, including protective orders, divorce, child custody and Crime Victims Compensation. Serves 715 annually

Legal Assistance to Military Personnel - Meets the specialized needs of active and veteran military service members and their dependents through partnerships with San Antonio's military installations. Serves 385 annually

Court & Military Liaison - Based at the Bexar County Courthouse, streamlines the service engagement process for domestic violence victims and perpetrators involved with the legal system. CPS and the military. Serves 2,000 annually

Celebrating Families – Psycho-educational program for families referred by CPS, Family Drug Court & Early Intervention Program. This service builds healthy living skills and provides tools to bolster children’s resiliency while working to break the cycle of chemical dependency, abuse and domestic violence. Serves 1,085 annually

Community Based Counseling – Based at Haven for Hope, provides access to comprehensive mental health counseling and therapeutic services for adult and child residents of area homeless shelters. Serves 12,454 annually

Reconnecting Youth – Targets at-risk teens on the campuses of 3 high schools with the Reconnecting Youth curriculum. Serves 160 youth annually

Volunteer Program – Volunteers are offered many opportunities with minimal monthly commitment, orientations, trainings and flexible schedules in support of FVPS programs. Over 15,000 volunteer hours annually

41 year’s providing safety and comprehensive, professional services to victims of domestic violence in Bexar County and surrounding areas

7911 Broadway, San Antonio, TX 78209
Administration (210) 930-3669 ** Shelter Hotline (210) 733-8810
www.fvps.org

VER 8/1/2018
True Counseling Health Services
1854 Lockhill Selma Road, Suite 102
Castle Hills, TX 78213
210-481-8335

TWELVE HOUR ANGER MANAGEMENT COURSE

For individuals with history of:

- Assault cases
- Domestic violence cases
- An arrest with a history of anger problems

Class Objectives:

- Understanding the aggression cycle
- Understanding how anger is a normal healthy feeling
- Expressing anger in a healthy way
- Strengthen relationships by positive communication
- Use anger to benefit you
- Assertiveness and healthy conflict resolution
- Anger and the family

Time and Dates of classes:

- Classes offered every Tuesday evening from 6 – 8 p.m.

Cost for four classes:

- $150 for six weeks or $25 per class

Location of classes: 1854 Lockhill Selma Road, Suite 102, Castle Hills, TX 78213

NOTE: At the end of the course, participants will receive a certification of completion to present to a parole officer, probation officer, or court official.

Contact: Michael Saahene, MA. LPC- Intern, LCDC-I, Program Coordinator
Call: 210-481-8335
Fax: 210-399-9901
Email: info@TrueConnectionsHS.com
http://trueconnectionshs.com