



Continuum of Care Membership Council Meeting
Tammye Treviño – Membership Council Chair

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Thursday, September 24, 2020
2:30 p.m. – 4:00 p.m.

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

1. Call to Order

- Katie Vela calls the meeting to order at 2:30pm

2. Attendance (indicated in chat box)

Jenn Serna (SARAH)	Alyssa Gooch (SARAH)
Madeline Carrola (SARAH)	Dr. Azza Kamal (SARAH)
Chelsey Viger (SARAH)	Katie Vela (SARAH)
Lynsey Tucker (AGIF-NVOP)	Tino Gallegos (COSA)
Amanda Flores (HMIS)	Tyler Shoemsmith (NEISD)
Robert Hernandez (Haven for Hope)	Eboni Jett (SARAH)
Carol Gamble (Humans R Life)	Sandra Whitely (Thrive Youth Center)
Maribel Ocana (FVPS)	Marisela Garcia (SAAF)
David Huete (Haven for Hope)	Katelyn Marshall (Catholic Charities)
Melinda Darrow (FVPS)	Viridiana Rivera (SaMMinistries)
Molly Biglari (Haven for Hope)	Heather Pullen (SA Hope Center)
Teshina Carter (SaMMinistries)	Dr. Jack Tsai (UT School of Public Health)
Marcos Carmona (SARAH)	John Gauna (Haven for Hope)
Jessica Elizondo (SaMMinistries)	Walter Willmann (DFPS PALS)
Celia Garcia (TSA)	Anel Trevino (Bexar County Health Collaborative)
Patricia Palomo (SARAH)	Paige Theriot (FVPS)
George Patrin (Serendipity Alliance)	Erika Benavides (FVPS)
Sara Wamsley (COSA NHSD)	Jozi Flournoy (AACoG)
Latoya Goodwin (Beat AIDS)	Rosie Rodriguez (TRLA)
Stephanie Espinoza (FVPS)	Morjorie White (COSA DHS)

3. Agency presentations

- Lynsey Tucker (AGIF-NVOP): Healthy Minds, Healthy Heroes (Free counseling service for Veterans)
 - Lynsey Tucker states that she is a LCSW at AGIF-NVOP with the Healthy Minds, Healthy Heroes program. It is a free counseling service for veterans, many of whom are experiencing homelessness or have been recently housed. She presents the following points:
 - Healthy Minds, Healthy Heroes is a collaboration between the TX Health and Human Services Commission and the AGIF-NVOP to provide evidence-based counseling services. The office is located at the San Pedro location, suite 201.



- They employ a broad definition of “veteran,” enabling them to be inclusive. They define veteran status as having one day of service, and they can serve any type of discharge other than dishonorable discharge. The program provides family and couples therapy but is unable to see veteran spouses for individual therapy.
- The program only asks for valid photo identification and the DD214. They provide assistance in obtaining the DD214 and do not want that to be a barrier to services.
- The most common conditions treated are stress, anxiety, depression, and primary PTSD . There are some areas outside the scope of their counseling services. For example, they cannot provide medication for major mania.
- To receive services, just call 210-248-9933. The office is open 8:30am-5:30pm. There is no referral or digital form needed. Healthy Minds, Healthy Heroes wants this to be as easy and inclusive as possible.
- Clients can expect to do paperwork with an intake specialist and experience little to no wait time. The entire process takes between one and a half and two hours and can be broken into multiple sessions.
- The program only uses evidence-based treatments: cognitive behavioral therapy, cognitive processing therapy, prolonged exposure therapy, and couples and family therapy (Drs. Gottman and Johnson).
- They want to serve individuals who would otherwise be unable to access high-quality mental health services. The program also offers weekly bus passes to prevent transportation barriers. They can provide childcare financial support (daycare or babysitter) and offer community suicide prevention training for veteran groups, agencies, case managers, and more. The community has access to a fully licensed clinician to provide that training at no cost.
- In light of COVID-19, they offer both telehealth and in-person sessions. The office asks screening questions, follows COVID-19 protocols, and offers telephone intakes.
- As for staff, Dan, Charles, and Paul are veterans. Jennifer is a veteran spouse, and Lynsey’s parents are both air force veterans. The program has a wraparound idea of military culture and support.
- George Patrín asks in the chat: “Do you provide services for veterans’ families (spouse; children), especially those without the veteran present, either due to them being part of the issue or deceased? They will not likely have the DD214.”
 - Lynsey replies: “No, we are not able to see family members without the veteran, only as part of couples or family therapy.”
- Tino Gallegos (COSA – Immigration Services)
 - Tino Gallegos introduces himself as the Immigration Liaison from the COSA. He has been in contact with the homeless administrator trying to provide services and address barriers. He makes the following points:
 - Immigration status affects access to homeless prevention services and federally-funded programs. It can be a barrier to getting an acceptable form of identification.
 - According to the Personal Responsibility and Work Occupation Reconciliation Act of 1996 (PRWORA), only certain immigrants are eligible for federally-funded programs, including Section 8, Social Security, and SNAPs.



- Immigrants, typically, have to look for resources that aren't federally funded or are privately funded because federal law will punish people who receive assistance. There was a recent policy change that took effect in February, called the Public Charge Rule. When someone applies for a green card, having accessed services in the last three years determines whether someone can get a green card. There are a lot of factors, and it's complicated because some programs count against people and others don't.
- The Real ID Act also sets forth minimum requirements to get an ID. One is the social security number requirement. The second is having a photo ID or birth certificate and proof of legal immigration status. Without that, individuals can't get a TX ID and would have to find an alternative. If someone is from Mexico, there is wider possibility of IDs, but for other countries, the applicant may be required to travel to a different city to obtain an ID.
- Tino poses the following questions to the group:
 - a. Where can immigrants who are otherwise ineligible, or people who are immigrants but missing necessary documentation (in the case of a green card holder), access services?
 - b. Would they accept a birth certificate in a different language?
- Tino would need to know the answers to these questions to assist and come up with solutions. Contact Tino at 210-722-6993 or tino.gallegos@sanantonio.gov.

4. Public Comment

- None

5. Highlights from August 27, 2020 CoC Board Meeting – Tammye Trevino

- Katie Vela shares the following highlights from the June 2020 CoC Board meeting:
 - The CoC Board of Directors met on August 27, 2020.
 - The CoC Executive Committee is continuing to recruit for SARAH's Executive Director.
 - The CoC Board of Directors voted on and approved Salena Santibanez's Boardroom Project Proposal to provide professional development to YAB members.
 - The CoC Board of Directors voted on and approved the Bexar County Community Health Collaborative as a Membership Council agency.
 - The CoC Board of Directors voted on and approved renewing the HMIS vendor contract.
 - The CoC Board of Directors voted on and approved the Priority Pool Policy.
 - The CoC Board of Directors voted on and approved the 2021 PIT Count Committee slate.
 - The CoC Board of Directors voted on and approved Phil Beckett as the Treasurer.
 - The CoC Board of Directors voted on and approved Greg Zlotnick as the Secretary.

6. Approval of Prior Meeting Minutes

Motion: Tyler Shoemith Second: Molly Biglari Abstain _____ Passed _____

CoC LEAD AGENCY UPDATES

7. SARAH Operations Update – Katie Vela



- Diversion Pilot
 - Katie Vela states that SARAH launched its Diversion Pilot Program a month ago. If you're an SAHomelink access point and have completed the diversion training, you can access flexible funds. Funding can be used for anyone seeking shelter and will become homeless with no assistance as of that day. It can also be used for currently homeless people. Reach out with any questions.
- Voucher and PLACE Openings
 - Openings in Move On
 - Move On is for people in PSH who are ready to be on their own for housing. Staff can apply on behalf of clients through their agencies.
 - Openings in place.
 - Katie Vela explains that PLACE is a rental incentive program for landlords to lease to people who have barriers to housing. PLACE covers damages or abandonment for a year. In its history, only one person had to be paid out. It's a very successful program, and there are still spots available. The first step is becoming a PLACE provider through a simple form, after which you can start enrolling people.
- ESG CARES and YHDP Updates
 - Katie Vela announces that YHDP will be starting soon. The grant agreements are in place. The orientation is planned on Monday. For CARES, TDHCA will hold a meeting in October or November to talk about distributing a second round of funding, so there could be more funding in the next couple of months. COSA has posted a letter of interest for the remaining funding.
- Coordinated Outreach
 - Katie Vela states that a lot of SARAH staff are involved in the Coordinated Outreach efforts and will have more to share in the near future. The progress is exciting, and all of the partners have been wonderful.

8. SARAH Data and Research Update – Dr. Azza Kamal

- Data Use Agreement(s)
 - Dr. Kamal states that there are two types of data requests. SARAH has a data-use agreement for de-identified data, which has been up and running on SARAH's website. Recently, SARAH has added a request process for personally identifiable data (PII). Researchers from universities and CoCs request data to track clients across systems.
 - The data request review process is led by the Data and Research Manager. It will include SARAH's Planning Coordinator, the HMIS manager, a YAB representative, and a person with lived experience. There is a training manual, SARAH will embark on training next week.
- SARAH-SAHA Coordination (DASH program)
 - Dr. Kamal reports that the SAHA and SARAH are working together for the DASH program, Data Across Sectors for Health, regarding data governance and sharing. It is a new initiative.
- New Tool: Housing Inventory Count (HIC)
 - Dr. Kamal states that the HIC is one of the federal reports that the CoC reports to HUD. The HIC only includes beds for homeless individuals and is conducted once during last ten days of January. The issue is that the data is outdated (no trends), a lot of back and forth emails to populate a spreadsheet, and a need for community training and awareness. SARAH's Senior Data Analyst leads the HIC Taskforce, which reports to the HMIS Advisory Committee. They are trying to develop standard



procedures and provide more instruction and guidance for agencies about the HIC Counts and implement an online portal/form for HIC Count submission. The numbers will be reported four times to provide information on bed usage on a quarterly basis. The new HIC data will be beneficial in seeing trends. Agencies will receive quarterly reports on bed utilization, which will help with their grant submissions, improve the CE referral process, and improve bed utilization.

- SARAH-HMIS Outreach Grid (OG) Coordination
 - Dr. Kamal explains that OG is platform for SO. It was a pilot with the COSA and will allow data to be sent to Haven for Hope. SARAH wants to make sure that any updates with data elements and compliance from HUD have the same release date. HMIS is working on roles and responsibilities.

9. SARAH Communications and Development Update – Chelsey Viger --director

- [Join the Movement to House All Youth](#)
 - Chelsey Viger introduces herself as the Director of Development and Communications at SARAH. She encourages everyone to sign on to the #Movement to House All Youth.
- Hunger & Homelessness Awareness Week Nov. 15 – 22
 - Chelsey Viger encourages agency participation and registering with SARAH to be included in the community calendar. SARAH will provide a social media toolkit and will help promote the event if agencies register with SARAH. SARAH will send the registration link during the first week of October.
- Funding raised from the Big Give
 - Chelsey Viger reports that the Big Give raised funds for technology solutions for the YAB to attend virtual meetings and events. They were able to raise almost \$3,000. Chelsey thanks everyone who donated.

10. SARAH's Equity Initiative Update– Madeline Carrola & Alyssa Gooch

- Preliminary analysis/ interpretation
 - Madeline Carrola and Alyssa Gooch present the following points:
 - Part of SARAH's Equity Initiative includes moving towards equitable representation in the CoC governance.
 - The first step was sending out a short, demographic survey to SARAH's workgroups, committees, and Membership Council members to collect information on race, gender, disability, lived experience in homelessness, age, and sexual orientation.
 - The survey opened on July 30th and was sent via email to 363 people. SARAH also created a web link to share during meetings. The survey closed on September 11th, and within that time, 117 had people submitted responses.
 - Race: 47% of participants identified as white, 44% as Hispanic or Latinx, 9% as African American or Black, and 6% identified as other people of color.
 - Gender identity: 68% of respondents identified as female and 29% identified as male. While females make up the majority of the CoC governance overall, males had a notably disproportionately higher representation in Committees and Membership Council.
 - Disability: 80% of participants indicated that they do not have a disability, which compares to 18% that do.
 - Lived Experience: 70% of respondents indicated they do not have lived experience in homelessness, and 26% do.



- Age: 3% of participants are between the ages of 18 and 24, 19% are ages 25-34, 25% are ages 35-44, 33% are ages 45-54, 11% are ages 55-64, and 4% are 65 or older.
- Sexual Orientation: 82% of respondents are straight or heterosexual, and 14% are LGBTQIA+.
- SARAH recommendations
 - Alyssa Gooch presents the following points:
 - SARAH will conduct further comparisons to both San Antonio's census data and the PIT Count. In setting recruitment targets, SARAH will seek to have a governance structure that reflects the census of San Antonio/Bexar County to acknowledge that those experiencing homelessness are equal and active members of the community. SARAH will continue to set progressive targets.
 - SARAH will use the PIT Count to understand the demographics of those experiencing homelessness. SARAH understands that pushing for more equitable representation is just the first step.
 - As a community, we need to work together to ensure that these spaces elevate and prioritize the voices of those most impacted by the decisions being made.
 - SARAH knows that there are people in the community already working to advance equity, and SARAH wants to be sure to partner. Reach out if you or someone you know would like to connect with SARAH on this work.
- Membership Council input
 - Alyssa Gooch states that SARAH commits to presenting a community timeline during the next Membership Council meeting with actionable goals to which the community can hold SARAH accountable.

HMIS LEAD AGENCY UPDATES

11. HMIS Operations – Amanda Flores (HMIS Manager)

- Data Quality Monitoring Plan procedures effective 10/01/2020
 - Amanda Flores states that Nina Gall is the HMIS System Security and Compliance Coordinator. Nina's team includes Jenni Hernandez, Trejuan Howard, and Rohan Samuel. They'll start sending data quality reports out on October 1st, which is a snapshot of what the data currently looks like and what needs to be corrected. If there are any questions, reach out. This process is new, and HMIS plans on enforcing it on October 1st. HMIS will work with new agencies. HMIS received notice from the vendor that updates have to be made; that will take place on September 31st at 8pm.
- HMIS UI changes in October
 - Amanda Flores announces that HMIS will have a new interface. They will send a video out on Friday to show how the tabs work. HMIS will have a meeting on October 1st that anyone can pop in and out of.

COMMITTEE UPDATES

12. Coordinated Entry Advisory Committee –Ebony Jett

- Ebony Jett states that she is with SARAH's System Coordination Team. The team takes gaps in the system and proposes ways to address issues.
- SAHomelink workflow update
 - Ebony Jett presents the following points:



- SAHomelink is a community coordination approach that connects people experiencing or at-risk of homeless, including domestic violence survivors, to the system at any identified location to get their housing needs assessed so that they can access services that best meet their needs.
- On the diagram, the two orange sections represent the community partners. The white box reflects what is being made by the community. SAHomelink includes access, assessment, prioritization because there is more need than resources, and the referral process to match clients with the best solution. The outcome is to get people permanently housed.
- SARAH has a workflow 2.03 version. It starts when a client presents at an access point. Diversion is first and the custom needs assessment follows, which enables staff to ask questions about known variables and prioritization. The TAY-SPDAT is for transitional-age youth ages 18-24. After the VI-SPDAT decision, the Referral Solution Score (RSS) ensures that people placed on the master waitlist are the most vulnerable in the community.
- Presentation
 - Inactivity Policy
 - Eboni Jett states that the CoC Board approved the Inactivity Policy in April to ensure people on the master waitlist were currently receiving or still needing services. Every month, client activity must be updated via services or the current living situation in HMIS. Case managers can go in HMIS and indicate that a client is experiencing homelessness and needs to be active on the waitlist. Based on community feedback, SARAH will implement a revision, 10.1, which is a 30-day activity exception for one reporting period.
 - New Orientation
 - Eboni Jett states that the community has a lot going on with funding, projects, policies, and staff. SARAH is trying to bring the information together in a condensed way to provide at one time. The new training format will provide the opportunity to have a clearer understanding and for users to become certified as skilled assessors. Eboni lists the following training topics:
 - a. SAHomelink purpose, procedures, and functionality
 - b. How organizations share SAHomelink performance
 - c. Assessment soft skills including trauma-informed care and motivational interviewing
 - d. System-wide equity and cultural competence
 - e. Diversion problem solving
 - f. Supervisory support for developing SAHomelink competency in new staff
 - g. Professional ethics and client confidentiality
 - Eboni explains that the new orientation includes a 1-day (6.5 hours) training, two and half hours of webinars (cultural competency, VI-SPDAT), and one day of shadowing and observation to practice skills, work with clients, and discuss SAHomelink policies and procedures. New hires and current SAHomelink users can benefit. The orientation goes live next week, and there will be agency-specific events and routine offerings.
 - Priority Pool
 - Eboni Jett states that the priority pool is a new policy that will minimize the amount of time a household needs to wait for a referral while ensuring that the highest needs get prioritized. The priority pool composition is based on



historical data; there are typically 35 referrals per month. The priority pool will consist of 60 people to account for an anticipated increase in volume and youth. 56% of referrals go to RRH, 24% for PSH, 14% for TH, and 6% for OPH. There will always be 60 people in the pool. 75% of referrals are from ES, and 25% are from SO, so the priority pool will reflect that makeup. In addition, individuals account for 62% of referrals, and families make up 38%.

- a. Melinda Darrow asks: “How are we identifying the most vulnerable for this pool? Is it a combination of VI-SPDAT scores and other vulnerability factors?”
 - i. Alyssa Gooch replies: “Vulnerability on the waitlist is still determined by the community prioritization tool that was adopted in May. The priority pool will include the most vulnerable by project type. Those up next on the waitlist will be pulled into the priority pool. The priority pool will then be distributed to ES and SO staff so that they know who is coming up for housing referrals.”
- o Notification of Referral Process
 - o Eboni Jett states that there will be a new notification of program availability starting in October. SARAH wanted to increase efficiency and track referrals. Currently, Marcos Carmona sends emails and requests for referrals. By Monday he sends that to the recipient. SARAH changed the process, so that whenever an agency has an availability, they will go to the website and complete a Google form. Within 48 business hours, agencies will receive a response, which will be pulled from the priority pool.

13. PIT Count Committee – Chelsey Viger

- 2021 PIT Count Save the Date
 - o Chelsey Viger states that there may be changes to PIT 2021 because of COVID-19. SARAH is still waiting to hear HUD’s guidance, which is expected to be released in October. The Committee has been working on making recommendations to the CoC Board and setting a date for PIT 2021.
- Recruiting Team Leads
 - o Chelsey Viger reports that SARAH will be recruiting team leads; team leads have experience in the homelessness industry and will be in charge of a counting team to make sure the team is accurately inputting data and following safety protocols. SARAH has trainings that team leads must attend. SARAH may be asking leads for their knowledge of known locations.
- COVID-19 Contingencies and HUD Guidance
 - o Chelsey Viger reports that SARAH is still awaiting HUD guidance. There will be more updates to share in October.

WORKGROUP UPDATES

14. Veteran Workgroup Update – Chair: Marc Wonder / Co-Chair: John Gauna

- Inactive
- John Gauna comments that Marc Wonder is awaiting word from the COSA regarding a relaxation of meeting attendance restrictions. Once they receive approval, they will reach out to partners with details. In the interim, Haven for Hope continues to refer to partners as the veteran population at Haven for Hope increases.



15. Youth Workgroup Update – Chair: Tyler Shoesmith / Co-Chair: Mandy Tyler

- Tyler Shoesmith reports that during the TEHCY virtual conference he and Mandy Tyler presented on transportation in Bexar County, in which there are 17 school districts. The last Workgroup meeting featured a great presentation on the CDC Eviction Moratorium, which is good through December 31st. School districts are experiencing lower homelessness numbers because students can move around but continue classes virtually. They will discuss what that means after December 31st. The Workgroup also discussed CE and several questions including: How will the system address equity? How do we staff the system for young people? How do we ensure youth problem solving? How do we persistently look at continuous change?

16. Family Workgroup Update – Chair: Heather Pullen / Co-Chair: Teshina Carter

- Teshina Carter reports that the Workgroup is working to find its footing. During the last meeting, the Workgroup decided to send out a survey about how to prioritize families in order to develop concrete goals. The survey will be sent through SARAH.

17. Chronic Workgroup Update – Chair: VACANT / Co-Chair: Kevin Langehennig

- Madeline Carrola reports that the Chronic Homelessness Workgroup has been discussing case conferencing and what it would like to accomplish as a Workgroup. There will be a great presentation during the October meeting.

18. Housing Strategies update – Chair: Sara Wamsley / Co-Chair: VACANT

- Sara Wamsley announces that TRLA has a Know Your Rights Session tonight. The Housing Strategies Workgroup traditionally sends out a survey in October to its members for planning and goal setting. The Workgroup will do that again. The Workgroup has a plan in progress for the tenant facing eviction prevention toolkit.

MEMBERSHIP COUNCIL BUSINESS

19. Welcome Bexar County Health Collaborative!

- Katie Vela welcomes the Bexar County Health Collaborative and states it is a great partner to so many already.

20. Housing Strategies Workgroup Co-Chair Election – Robert Hernandez

- Robert Hernandez states he has worked at Haven for Hope for the last nine years, having worked in residential and now in housing. He works with PSH and other housing programs. If there are any questions, email Robert at Robert.hernandez@havenforhope.org.

Motion: Sara Wamsley **Second:** Tyler Shoesmith **Abstain:** **Passed:** Yes

21. Issues to Report to CoC Board of Directors

- None

22. Next Membership Council Meeting Topics

- November 19, 2020 – Location TBD

23. Announcements

- Tyler Shoesmith expresses that he wants to see what the COSA is doing 30 days after the eviction moratorium ends. He would like that to be on the table for everyone to discuss.
 - o Katie Vela states that she will make it an agenda item.



o Sara Wamsley adds that it would be a great joint workgroup discussion.

24. Adjournment

- Sandra Whitley asks if there is any word on the HUD CoC Grant FY 2020.
 - o Alyssa Gooch responds that the current word is that it will be a renewal process but that SARAH is still awaiting confirmation.
- Tyler Shoemith puts forth a motion to adjourn the meeting at 3:54pm.
- The meeting adjourns at 3:54pm.

Continuum of Care Contact List		
SARAH Organization	Contact Name	Contact E-Mail
Media Inquiries	Chelsey Viger	ChelseyViger@SARAHomeless.org
Funding Opportunity Inquiries	Alyssa Gooch	AlyssaGooch@SARAHomeless.org
Coordinated Entry and Navigation	Eboni Jett	EboniJett@SARAHomeless.org
Coordinated Entry General Inquiries	CE E-Mail	CE@SARAHomeless.org
Case Conferencing	Marcos Carmona	MarcosCarmona@SARAHomeless.org
HMIS Advisory Committee	<u>Dr.</u> Azza Kamal	AzzaKamal@SARAHomeless.org
Point-in-Time Count Committee	Chelsey Viger	ChelseyViger@SARAHomeless.org
Coordinated Entry Advisory Committee	Eboni Jett	EboniJett@SARAHomeless.org
Membership Council	Madeline Carrola	MadelineCarrola@SARAHomeless.org
CoC Board of Directors	Chelsey Viger	ChelseyViger@SARAHomeless.org
General Inquiries	Contact SARAH	ContactSARAH@SARAHomeless.org
Join a Workgroup!	Madeline Carrola	MadelineCarrola@SARAHomeless.org
Housing Strategies Workgroup	Sara Wamsley	Sara.Wamsley@SanAntonio.Gov
Veteran Homelessness Workgroup	Marc Wonder	Marc.Wonder@SanAntonio.Gov
Chronic Homelessness Workgroup	Kevin Langehennig	Kevin.langehennig@havenforhope.org
Youth Homelessness Workgroup	Tyler Shoemith	TShoes@NEISD.net
Family Homelessness Workgroup	Heather Pullen	hpullen@sahopecenter.org