

# MDHA/CONTINUUM OF CARE BOARD OF DIRECTORS MEETING

## MINUTES

Friday, September 8, 2017, 11:30 am – 1:30 pm  
United Way of Dallas  
1801 North Lamar Street, Dallas, TX 75201

### **Board Members in Attendance:**

John Castañeda – Chair, Edd Eason – Vice Chair, Karen Hughes – Treasurer, Jennifer Dominguez, Shanette Eaden, Brook Etie, Regina Levine, Chris Turman for Traswell Livingston, Ikenna Mogbo, Dustin Perkins, Ricky Redd, Molly Van Ort and Robert Wright.

### **Staff & Guests in Attendance:**

Cindy Crain, Lynette Austin, Lester Collins, Rebecca Cox, Alexandra Espinosa, Victoria Jackson, James McClinton, Eryca Peters, Derek Ruhl and Cynthia Scaife; Vijay Krishnaraj - Pieces Tech, Jarred Mayrosh - Pieces Tech, Alphie Rodriguez – Pieces Tech, Walter Taylor – Dallas County, Isabel Camacho – Hope’s Door/New Beginnings, Mariah Cross – Dallas OHS and Charletra Sharp – City of Dallas.

### **Approval of Minutes**

The meeting was called to order at 11:31 am by John Castañeda, Chair. He thanked everyone for coming and asked for self-introductions of those present.

A motion to approve the minutes of the meeting of May 19<sup>th</sup>, 2017 was made by Dustin Perkins and seconded by Traswell Livingston. Motion passed.

### **HMIS PIECES Iris Implementation Update**

Cindy Crain recognized the extraordinary effort of the HMIS Team and noted that they are going to San Diego in October for the National Human Services Data Conference.

Cindy then introduced the Pieces Tech Team and Jarred Mayrosh, COO for their presentation on PIECES IRIS (*see attached*). Highlights of the presentation included:

- New Features as of September 8<sup>th</sup>: Auto Exit, Client Restrictions, Editable Encounters and Resources Assignments – all based on feedback from users.
- As of today, there has been 7,600+ referrals, 773,000+ encounters, 100+

community organizations enrolled in the system, 120,000+ active clients and 230,000+ enrollments

- The system serves as a model for the community and country; part of a large consortium of social services agencies forming a community information exchange portal
- Coming October 1<sup>st</sup>: HMIS Data Dictionary to comply with 2017 HMIS Standards, APR and CAPER reports and Form Fields

Daniel Roby commented on Client restrictions and its importance to having notifications of non-compliance issues with clients and to prevent them from check-in. An example of this is an act of violation that restricts access for specific periods of time. Alfie noted that Editable Encounters allows for easy editing of client files, ensuring clean reporting and Resource Assignments is a management tool that allows quick check-in and assignment of client resources, for which first step is happening today.

Data duplication is a challenging problem that is being worked on in IRIS, an information exchange system.

Edd Eason shared his concern about data quality of the APR this time around. Alex responded that the issue comes from imported data and was asked to submit service requests. Dustin Perkins stated that he has similar problem with APR's.

Cindy Crain and John Castañeda thanked PTI for their presentation and they were dismissed and left the meeting.

### **HMIS Governance Committee Report**

Daniel Roby noted that the Committee met in the beginning of and in the middle of implementation. It met again on August 24<sup>th</sup> and developed a customer survey of 17 questions relating to fees, data, confidence, MDHA training and participation in the system. The Committee is now reviewing the MOU for HMIS and the rollout and feedback. It is pleased with the process, progress and the ways it is looking to expand.

#### **A. Draft of revised Contributing HMIS Organization Memorandum of Understanding**

Cindy stated that the goal was to have the revised MOU's ready for review today. Now the recommended changes to the HMIS agreement will be sent to the Governance Committee, with the 3<sup>rd</sup> draft out by Monday, September 11<sup>th</sup>, and then on to the Board for review and approval.

#### **B. MDHA HMIS Administration Assessment Surveys**

Daniel encouraged agencies to take the survey by September 15<sup>th</sup>, with at least one person from daily users (front line users) and one from Senior staff or management doing so per agency.

## Performance Review and Allocations Committee (PRAC) Report

Karen Hughes, Chair of the PRAC, thanked the Committee members and noted it is a lot of work to go through this process. She also thanked staff who helped to keep process going including scorecards, copying and staffing the meeting, to assure the process met HUD requirements. She noted that there were new applicants this year.

The Committee met two times: on August 30<sup>th</sup> to receive the application packages of a box containing three notebooks (renewals, new applications and scorecards); and again on September 7<sup>th</sup> to review and make decisions. The PRAC recommendations for reallocations and budget reductions was primarily related to not fully expending funds.

Questions and answers were called for:

- Ikenna Mogbo – Metrocare asked what happened to CitySquare, was it to TH-RRH? Cindy responded that some agencies moved to the new category voluntarily or submit tow applications, one in each category. The conversion to TH-RRH was done by HUD (but that it was up to Domestic Violence (DV) and Youth programs/projects to do so), so that client choses the help they need, TH RRH or PSH. Cindy reminded everyone that in the pre-application meeting, agencies were told to consider switching or reprogramming and a couple of agencies did so without giving up TH.
- Edd Eason expressed a concern that CitySquare is losing a net of 8 beds for homeless youth. They had hoped both programs would be funded. In Tier 2, there are two special programs but not funding for their RRH and without Tier 2m will lose a total of 44 beds.

### A. CoC Priority List Approval

John Castañeda reviewed the process that included the Board voting to accept and approve the recommendation of the PRAC. Brook moved and Molly seconded the motion to approve. The motion carried unanimously.

Cindy Crain stated that HUD requires the list to be posted and written notice be given to all rejected applicants. Grant applications that are amended due to funding cuts must make changes and resubmit. She noted that this year, \$997,000 unspent money will be recaptured by HUD and that the PRAC recommendations reflect a balance of homeless needs in our Continuum.

Moving forward, Cindy noted that:

- 1) Funds not spent – giving back money is not acceptable. There was improvement this year but still over \$1 million went recaptured. MDHA staff will begin monitoring eLOCCS monthly to ensure we use all of our allocation this upcoming funding year and assist agencies where able.
- 2) Housing First – is a HUD priority and it considers the amount of non/low barrier programs in our community. MDHA will continue to examine local practices and provide assistance to improve the housing first model in out programs.

Karen Hughes noted the inability to explain Housing First in the narrative for some applicants; perhaps, some programs do not lend themselves to Housing First.

- 3) The process will continue to be more competitive year after year. New projects are coming forth that are meeting needs in the community and some receiving funds but are not performing would be reallocated. Other suggestions included improved grant writing narratives and encouraging CEOs of agencies to read the grants prior to submission.

Performance will be closely monitored by MDHA Staff. PRAC will be happy to come and share experiences. Charletra Sharp asked if feedback would be given on individual projects and Cindy said that emails would go out to individual agencies.

Shanette Eaden noted that some agencies submitted documents that are not Housing First. Ricky Redd stated that it took a lot of work, 30-35 hours, to review the applications. Tough decisions were made because we would like to fund everyone. He noted that it is a Committee of six persons, rather than one individual, who make the recommendations for funding.

John expressed his appreciation for the services of the Committee and Ken Mogbo thanked the Committee as well and is excited about looking at Housing First systematically via the use of metrics to determine that.

Carla Cleeton from CitySquare TRAC thanked the Committee for consideration being given to extra funds for doing well and shared that PSH was used primarily for rental assistance.

### **CoC Assembly Report**

Edd Eason and Dustin Perkins, Co-Chairs of the Assembly, shared the performance of the collaborative effort and noted that the survey will be going out soon, with the results to be reported at the October meeting. It will be shared with the Board at its next meeting in November.

### **Executive Committee Report**

#### **A. Completed MDHA FY 2016 Audit Report**

John Castañeda reported the results of the audit revealed no outstanding issues.

#### **B. Draft MDHA 990**

The 990, which serves as a governance tool and the Executive Committee has approved the draft. There was one question about income from in-kind source that was not in this year's schedule. John noted that that was Peebles, but it was not included this time because it has never been verified. The Board was asked to approve and it was moved by Daniel Roby and seconded by Edd Eason. The motion was approved unanimously.

## **Nominating Committee**

### A. **Dr. David Woody – The Bridge Steps**

Molly Van Ort thanked those who are serving on the Board now. She informed the Board that Dr. David Woody has been nominated to serve as a Board member, represented as the agency member, The Bridge Steps. John asked for comments and Ken Mogbo noted that since Dr. Woody is serving as Interim Director, should we wait to appoint him until The Bridge board made a permanent hire. John responded that this Board position is institutional rather than individual and although it is not clear in the Bylaws, it is addressed in the way we nominate Board members. John then proposed that Dr. Woody be nominated in his capacity as interim President and CEO of The Bridge. Edd asked is this the policy for the City's representative as well? John responded that anyone who submits their resignation is no longer on the Board, i.e. Bernadette Mitchell. The vote was called to approve the nomination of Dr. Woody and it was unanimously approved.

## **Coordinated Assessment System – Landlords and Housing**

Cindy Crain reviewed the slide presentation illustrating the supply side of housing. James McClinton, MDHA Housing Resources Director, presented and reviewed the Landlord Incentives Brochure. Cynthia Scaife, MDHA Housing Resources Liaison, shared that landlords are excited about the program, especially the mitigation fund that helps tenants get into housing with application fees, background checks, etc. She responds to leads aggressively and conducts cold calling, sometimes 7 days a week, and has been well received. She then follows through as promised and keeps them engaged. James shared that the located units are placed on Basecamp so that our agency members can have access as needed.

Cindy noted that client match is important and the Case Manager calls James or the client goes with Case Manager to meet landlords and see units. For difficult clients, those with unique needs, a search is conducted just for their situations (*see attached form on orange paper*). The goal of this effort is to increase access to housing. Edd Eason noted that it is a great help to CitySquare to have consistent access to units by using this list for its clients.

Cindy Crain shared that each agency should designate a CAS (Coordinated Assessment System) staff member who will know what demand is to match up with supply. She also shared that MDHA is currently developing a *Welcome Home Kit* for Case Manager to use when a client is housed. It is a white board that can be used for tracking important dates and responsibilities by the client. Currently, a draft of a Housing Guide for the homeless is being prepared and will be presented to them as part of the Welcome Home Kit. The CAS team will also conduct a 90-day follow-up to address any issues/concerns of the clients that will help with to ensure that they stay housed.

## **HMIS Tracking of DHA Vouchers**

Cindy shared how the HMIS system can be used to track the application and issuance of Dallas Housing Authority (DHA) Housing Choice Vouchers with homeless preference, There is a process that each organization must undergo to become an authorized housing referral agency. The hope is to prevent vouchers from “dying on the vine”. The Case Manager will simply add to the HMIS system when the client applied, was issued and housed with a voucher to be able to track it. Each agency will have the capacity to do this themselves. MDHA Housing staff members can help with finding housing for those with vouchers.

#### **Public Comment**

There were no comments from the public.

The meeting was adjourned at 1:02 pm by John Castañeda, Chair.

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