



Continuum of Care Board of Directors Meeting  
Thursday, August 31, 2023  
3:00 – 5:00 PM

*The following agenda items may only sometimes be considered in the order they appear.*

## 1. Call to Order

President Leilah Powell called the meeting to order at 3:02 p.m.

## 2. Attendance

**Present:** Leilah Powell, Phil Beckett, Tyler Shoemsmith, Greg Zlotnick, Abe Capetillo, Cacie Madrid, La Juana Chambers, Melody Woosley, Cristina Noriega, Roy Fletcher, Jack Tsai, Benjamin Franklin, Nikisha Baker and Scott Ackerson, Ann Marie Emmett (Proxy: Robert Reyna),

**Absent:** Edward Johnson, Kameron Rhys, Bobbly Blanton

**Guests:** Nina Gall, Kim Jefferies, Dr. Katerine Dillard Gonzales

**Staff:** Katie Wilson, Richard Huron, Dacey Werba, Azhalia Ramirez, Judith Andrade, and Katie Givens.

## 3. Public Comment

There was no public Comment.

## 4. Board Member Recognition

President Leilah Powell recognized Scott Ackerson for providing food to the SARA Team. She recognized Tyler Shoemsmith for his contributions and expressed gratitude to everyone who had shown support and solidarity following Billy's passing, emphasizing that the efforts made to remember him were ongoing. Leilah Powell expressed her appreciation for the collective effort, acknowledging the city and Haven for Hope for their understanding and support during a challenging time. She also recognized SAMMinistries and Nikisha Baker's offer of counseling services. President Leilah Powell called for a moment of silence for Billy Mahone.

## 5. Homelessness Updates Roundtable

*This is an opportunity to share your updates on housing and homelessness*

- Kim Jefferies discussed the record-breaking numbers in terms of providing shelter and services for individuals and families in need. Notably, they reached a significant milestone by accommodating 793 people at Haven on August 21st, coming close to that



number again on the latest night. The overflow capacity was also noted as 15 people short of the maximum capacity. With 76 families currently receiving emergency services, discussions revolved around collaboration with the Salvation Army and an upcoming roundtable discussion on family homelessness. On a positive note, the transformation campus for young adults opened, adding 28 beds to their offerings. The focus now is on transitioning individuals from the courtyard beds to the young adult program.

- Cacie Madrid informed the board members about the upcoming SADC timeline and trip schedule. She mentioned that the trip is scheduled for next year, taking place from February 26th to the 29th. To prepare for this trip, the chamber will conduct an internal review and approval process for their legislative agenda, particularly focusing on federal priorities. This review is expected to be completed by November. The primary goal of this early preparation is to familiarize the new board chair with the organization's priorities and to share them with elected officials before the trip. Cacie also discussed the process of collecting and assessing priorities from the various committees and councils, which will take place from September through October. The final recommendations for board action will be made by the Policy Counsel in November. It was emphasized that there is flexibility to make adjustments and additions to the agenda if necessary, but the aim is to have most of it finalized before the Thanksgiving holiday. Board members were encouraged to share any emerging priorities directly to ensure they are considered for inclusion in the agenda.
- Leilah Powell inquired about our methods for sharing presentations and documents, considering alternatives to emailing materials to everyone individually, such as using a SharePoint-like file system.
  - Katie Wilson explained that, currently, there is no system in place. However, SARAH is in the process of exploring the creation of digital binders and new



materials for the upcoming year, as well as investigating platforms for document storage and collaboration.

- Leilah Powell announced her upcoming role as a commissioner for the housing authority within the Opportunity Home board, which she'll be joining next week.

## SARAH NONPROFIT BUSINESS

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### 6. Consent Items

- Minutes from June 29, 2023, Board of Directors Meeting  (p. 5-13)

Motion Tyler Shoesmith Second Melody Woosley Abstain None Passed Yes

- July Financial Reports  (p. 14-19)

Motion Benjamin Franklin Second Phil Beckett Abstain None Passed Yes

### 7. CoC and SARAH Board of Directors Additional Seat

The board discussed adding an extra seat to achieve an uneven number of directors for better flexibility and quorum. They've been actively working on diversifying the board's membership based on demographics and relevant sectors. Following HUD guidelines and considering San Antonio's specific needs, they proposed creating a "mental health seat" and recruiting individuals for that category and others as needed, with the executive committee reviewing applications. No concerns or objections were raised during the discussion, indicating board agreement on the addition of the extra seat.

Motion Benjamin Franklin Second Tyler Shoesmith Abstain None Passed Yes

### 8. Executive Director Report – Katie Wilson

- Remembering Billy Mahone
- Update on SARAH'S Rebrand
- 2023 – 2024 Homeless Strategic Plan for the Alliance
- Unsheltered SNOFO Plan
- Housing Commission Alignment
- Board Development & Planning
- Kendra Scott Fundraiser
- Big Give 2023 – Wednesday, September 20 at 6 pm
- Hunger & Homelessness Awareness Week

- NSPIRE: New Housing Quality Standards
- New Staff

## CONTINUUM OF CARE BUSINESS

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### **9. CoC Notice of Funding Opportunity (NOFO) Consolidated Application Overview – Katie Wilson**

Katie Wilson provided an overview of the upcoming process related to the competition for funding. Currently, they are in the middle of the competition process, where all applications have been submitted, and the team is organizing them for review by an independent panel. This panel will score the applications, creating a ranking from top to bottom, with tier one being safer in terms of funding and tier two being more competitive nationally.

A special board meeting is scheduled for September 12 to discuss the rankings strategically. The competition also involves an extensive application process where HUD gathers data and narratives about the previous year's homelessness efforts. This application is scored on a 200-point scale, and Katie Wilson expressed confidence in their ability to excel in this aspect. Katie highlighted the need for early preparation due to various deadlines leading up to the final submission. This includes posting the priority ranking on September 13, 15 days before the final deadline. The board members will also receive the consolidated application for their review and feedback, given the complexity and length of the document. They are encouraged to provide input, particularly in new or challenging areas to improve their application.

### **10. Homeless Strategic Planning Advisory Board Report – Dacey Werba**

- Leon Valley
  - The board also discussed concerns related to Leon Valley, where homelessness was made illegal within their boundaries. The ongoing efforts involve working with Leon Valley to address this issue. There was a concern that other jurisdictions might adopt similar ordinances, but as of now, no such instances have been reported.



- Data Dashboard
  - Katie Wilson provided an update to the board members on the collaborative efforts between the city, county, TDHCA (state agency), and Sarah. These collaborative meetings focus on setting priorities, monitoring agency performance, and developing an internal data dashboard for tracking performance.
- Grievance Policy Update
  - Katie mentioned that they had their first grievance case and shared the lessons learned from the process. The policy can be applied in cases where clients are dissatisfied with agency responses or in situations involving disputes between agencies. The emphasis is on resolving issues at an earlier stage before they escalate.

## **11. Membership Council/ Community Collaboration Call Report – Scott Ackerson**

- Membership Applications Resume
  - Scott Ackerson updated the board on the Membership Council's progress. He mentioned that they had temporarily stopped accepting new applications to focus on refining the vetting process for potential partners. The vetting process is now in place, and they are resuming the review of applications. A new addition to the application process is conducting interviews with organizations, and they have already scheduled interviews with Communities Under the Bridge and the Center for Health Care Services.
  - Additionally, Scott discussed the Community Collaboration Call, which took place on August 23. During this call, participants received training from Family Service and the Center for Health Care Services.



- The next Community Collaboration Call is scheduled for October 25.

- Next Membership Council Meeting: September 19, 2023
  - Scott Ackerson informed the Board members that the Membership Council meetings have been moved to Tuesday, September 19<sup>th</sup>.

## **12. Youth Action Board Report (YAB) Report – Benjamin Franklin**

Benjamin Franklin informed the Board members of the productive listening sessions with Joshua Yates of SARA. He informed the members that the YAB was granted a tour of the Haven for Hope new youth program, which has been receiving valuable input from the youth community. The members are currently recruiting for additions to their board. They are considering hosting events at the youth program and Thrive, aiming to reconnect with their roots.

- Next YAB meeting: September 19, 2023

## **13. Lived Expertise Advisory Board (LEAB) Report – Azhalia Ramirez**

- Self-Care Project with Because Yoga
  - Azhalia Ramirez informed the Board Member of the current LEAB project that will be taking place on December 1<sup>st</sup> in partnership with Because Yoga. This event is aimed at street outreach workers, social workers, and other staff to have a small break to learn about self-care. The event will have different stations for yoga, meditation, workshops, and massages. More information will be given as the event draws closer.
- Next LEAB meeting: September 19, 2023

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### **Coordinated Entry (CE) Lead Business**






## **14. Coordinated Entry Lead Report – Eboni Jett 📎 (p. 20-21)**

Katie Wilson informed the Board Members that there will be a report in future meetings to reflect the Homeless Response Committee's work. She explained the ongoing collaboration with ICF for HMIS support and discussed a potential rotation of processes every other year, suggesting a more dynamic approach.

**15. Homeless Response System Advisory Committee Report – Melody Woosley  (p. 22-41)**

- Homeless Response System Advisory Committee Seat Slate  (p. 22-41)

These items will be sent out in an E-Vote to carefully review the applications.

- i Community Partner – Brittney Palacios, YASS  (p. 22-25)  
Motion \_\_\_\_\_ Second \_\_\_\_\_ Abstain \_\_\_\_\_ Passed \_\_\_\_\_
- ii Community Partner, Youth Focus – La Donna Sewell, UTSA  (p. 26-29)  
Motion \_\_\_\_\_ Second \_\_\_\_\_ Abstain \_\_\_\_\_ Passed \_\_\_\_\_
- iii Permanent Supportive Housing – Edward Gonzelez, HFCC (TTV)  (p. 30-33)  
Motion \_\_\_\_\_ Second \_\_\_\_\_ Abstain \_\_\_\_\_ Passed \_\_\_\_\_
- iv Permanent Supportive Housing – Angela Wilson, Casa De Care  (p. 34-37)  
Motion \_\_\_\_\_ Second \_\_\_\_\_ Abstain \_\_\_\_\_ Passed \_\_\_\_\_
- v Community Case Conferencing – David Row, COSA  (p. 38-41)  
Motion La Juana Chambers Lawson Second Cacie Madrid Abstain None Passed Yes

- Homelink Performance Report
  - Katie Wilson informed the Board members that the Homelink report is currently undergoing refinement. The pilot phase, set to conclude on October 31, remained ongoing. Once finalized, researchers would engage in a collaborative assessment to derive insights and subsequently shape the future design of the assessment tool. This iterative process aimed to enhance the effectiveness of Home Link.

- Training Framework Proposal for Standards Revision and Implementation Plan
  - Katie Wilson explained that the Training Framework ad hoc committee continued to focus on homeless response, with particular attention on formulating a comprehensive community training framework. This initiative encompassed the training needs of various tiers within the homeless response system, from executive directors to frontline staff. Collaboration from organizations such as SAMMinistries, the city, Christian Assistance Ministries, and Corazon, who were engaged in outreach standards work, added depth to this effort.
- Domestic Violence Updates
  - Katie Wilson explained that the important focus area was the ongoing work on establishing a safe case conferencing process for individuals fleeing domestic violence. This initiative aimed to ensure the well-being and security of those involved.
- Next Homeless Response System Advisory Committee Meeting: September 13, 2023

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### **Homeless Management Information System (HMIS) Lead Business**

#### **16. Homeless Management Information System (HMIS) Lead Report – Nina Gall (p. 42)**


- Chronic Data Clean Update
  - Nina Gall gave an overview of the HMIS report during the meeting. The report highlighted the stability of HMIS services data, with consistent numbers for end-user service desk tickets and training. It also noted a lower cloud migration number due to temporary issues. She informed the Board members of the completed projects, emphasizing those finished in June and July, with ongoing projects listed separately. These initiatives aimed to enhance system performance and user-friendliness. Nina Gall mentioned that 16 projects had




been completed in 2023, with five more expected in August and September. She reported the positive impact of the Homeless Data Cleanup project, which corrected chronic homeless status assessments and improved system performance metrics.

- Data Archiving Policy Update

### **17. Homeless Management Information System (HMIS) & Data Advisory Committee Report – Phil Beckett (p. 43-82)**

- HMIS Data Quality Plan  (p. 49-80)
  - Nina Gall gave an overview of the modifications to the data quality plan and policies and procedures for HMIS. The changes to the data quality plan involved reducing the monthly agency data quality cadence and implementing a requirement for access to HMIs through Membership Council participation. The policies and procedures adjustments included the removal of quarterly self-audits, the inclusion of client data security audits in data quality monitoring, and the requirement for HMIS users to be part of the Membership Council.
  - The Board members raised concerns about potential delays for agencies waiting to join the Membership Council and the impact on HMIS access.
    - Katie Wilson clarified that this requirement aimed to ensure accountability, particularly for smaller nonprofits or those without federal funding. It was also noted that existing training requirements for HMIS users remained unchanged.

Motion Tyler Shosmith Second Benjamin Franklin Abstain None Approved Yes

- HMIS Policies & Procedures  (p. 81-82)
  - Quarterly Self-Audit Policy
  - Training Procedures
  - New Agency Policy

Motion La Juana Chamber Lawson Second Benjamin Franklin Abstain None Approved

Yes

- HMIS Lead Vendor Monitoring Update
    - Phil Beckett informed the Board members of the upcoming ad hoc meeting scheduled for September 5<sup>th</sup>, 2023. Updates will be provided at the next meeting.
  - HMIS Strategic Plan Implementation & Goals
    - This item was not discussed.
  - Point-in-Time Count Update
    - Phil Beckett informed the Board Members of the ongoing discussion of the Methodology that was happening in the HMIS & Data Advisory Committee. The focus of this methodology discussion was on the technical aspects and infrastructure of data collection rather than on community outcomes.
  - Next HMIS & Data Advisory Committee Meeting: September 26, 2023
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## **18. Topics for October 26<sup>th</sup>, 2023, Board Meeting**

### **19. Announcements**

- September 12<sup>th</sup>, 2023 - Special Call for FY23 NOFO Ranking

### **20. Record of E-Votes from June/July**

- Proposal to Amend CoC and ESG Standards: Youth and Young Adult Eligibility into Housing Projects
- Training Sanctions Policy
- New Project NOFO Rubric
- Data Definitions:
  - i Permanently Housed
  - ii Returns to Homelessness
  - iii First Time Homeless

### **21. Adjournment**

- President Leilah Powell adjourned the meeting at 4:30 pm.