



City of Denton

City Hall
215 E McKinney St.
Denton, TX 76201
www.cityofdenton.com

Meeting Minutes

Human Services Advisory Committee

Friday, February 15, 2019

11:00 AM

City Hall East
Second Floor Conference Room

Members Present: Pamela Barnes, Gretchen Busl, Hannah Garcia, Rhonda Love, Amy Morgan, Roy Onyebetor, Jane Upshaw

Members Not Present: Angela Bennet-Engle, Stephen Coffey, Laura Mauelshagen, Christie Wood

Staff Present: Danielle Shaw

A Quorum was established. Hannah Garcia, Chair called the meeting to order at 11:28 a.m.

1. ITEMS FOR CONSIDERATION

- A. HSAC19-010** Consider approval of the minutes of the February 8, 2019.

Chair Garcia, asked members to consider approval of the minutes from the February 8, 2019 meeting. Hearing no changes a motion to approve was called.

Pam Barnes moved that the minutes be approved as presented. Jane Upshaw seconded the motion. The motion carried.

- B. HSAC19-013** Receive a presentations and, hold discussion with the following Human Services Grant Applicants:
- Denton County Friends of the Family
 - Monsignor King Homeless Center
 - Interfaith Ministries
 - Salvation Army - Denton
 - Giving Hope, Inc.
 - Our Daily Bread

Members reviewed the binder tab numbers corresponding to the agencies presenting today. Staff reviewed with members that in order of presentations Denton County Friends of the Family is under tab 6, Monsignor King Homeless Center is under tab 11, Interfaith Ministries is under tab 10, Salvation Army – Denton is under 16, Giving Hope, Inc. is under tab 8 and Our Daily Bread is under tab 12. Staff provided the additional responses received by email to clarify questions asked by HSAC on 2/1/19. Members held general discussion prior to the start of agency presentations.

Denton County Friends of the Family was provided with five minutes to present information to support its funding request.

Agency indicated that it is the sole provider of shelter and comprehensive services for victims of domestic violence, sexual assault, stalking, and anti-dating violence in Denton County. Services include Emergency Shelter, Outreach Services for Advocacy, Legal assistance, Counseling services and other direct services critical to the community. Agency provides services at no cost to the client and the need continues to grow in Denton County. Denton County is listed as one of the top ten fastest growing counties. Agency shared that it takes a holistic approach so it also offers batterers intervention and prevention programs and Outreach programs that provide education to schools and community groups, to help raise awareness. Agency has a thrift store to fund services and provides clients the items they need to help create safe living environments. Agency has both volunteer and internship programs to develop future services members. The agency discussed the impact of domestic violence on the community and shared a report by the Texas Department of Public Safety that there were 195,315 incidents of domestic violence and 18,112 incidents of sexual assault in 2017. Of these 880 were reported in Denton County. These are the women, children, and families the agency serves. Agency reported that its clients are living in very scary living conditions, and have economic barriers that make it difficult to leave an abusive relationship and to seek safety. Agency provided data that the Texas Council on Family Violence reports 136 women were killed by their male intimate partner in 2017 leaving 211 children without a parent due to domestic violence. Agency explained that it also provides services to prevent domestic violence. Agency highlighted a research study by the University of Connecticut and the National Research Center on Domestic Violence that asked victims what they would do if shelter was not available. Responses included homelessness, losing everything, acting out in desperation, uncertainty, and staying in the abusive environment even at that risk of death. This funding request supports the shelter by making sure it is well equipped to meet the needs of clients and to create both safety and self-sufficiency. Agency shared client story. (Staff note: in order to preserve client privacy, client stories are not included in minutes).

HSAC members took five minutes to ask the agency questions.

Members asked about the content of the Outreach Program specifically if the content includes sensitivity and confidentiality training. Agency affirmed that it is included to help assure victims, trained providers and to offer tools for providers to recognize the signs of abuse. Agency shared all the different ways the community can contact the outreach program for services. Members asked how often the agency removes people from abusive situations. Agency described the process to help the client know how to protect information and engage in safety planning. Agency was asked about Criminal Justice Department [sic CJD] grant that doubled this year. Agency explained all the additional funding opportunities that this grant provided. As a follow-up, agency was asked how it used the additional funds. Agency shared that it added salaries, services, and additional transitional housing as well as increased outreach services since it is eligible under the grant. Members asked about the funding service unit in the application to better understand how the agency would cover the funding if the City did not fund the project. Agency discussed the importance of the funding for match and the ability to expand (leverage) dollars further. Agency was asked if it could replace the funding or would it reduce services. Agency indicated it would not cut services but would seek other funding sources. Member asked a specific client question to see how agency would meet the need. Agency responded with its expertise in service to address the specific area of the power dynamic in abusive relationships which is not the same as organic brain disorders that may also result in violence. Agency said it is always looking for gaps and providing information to address other issues like this one that is not typical.

Monsignor King Homeless Center was provided with five minutes to present information to support its funding request.

Agency described that the funding provides the security officer and the agency has to fund this position. It is the single largest budget item and being without an officer for the first five hours is not an option for the agency. Agency is also asking for partial funding for a case manager jointly fund with partner, Our Daily Bread. Agency explained that the agencies decided to collaborate on the position because the agencies share clients and both agencies feel it is the best way to move people from shelter to housing. Agency does not have data yet on the effectiveness since the case manager has only been employed for two months. Agency was able to fund it this year with prior year savings, but it cannot guarantee the funding in future years.

HSAC members took five minutes to ask the agency questions.

Members agree with the agency that this is a good collaborative effort. Members asked if the case manager hours are flexible should they not get full funding. Agency indicated it would seek other funding or may eliminate other programs depending on

effectiveness and outcomes. The position is full-time but the agency was not sure if the position could reduce to less than full-time. When asked about funding sources being primarily private, agency responded that it does not currently apply for any state and/or federal funds. Agency described that it is a volunteer organization but does now have a good volunteer grant team and it hopes to expand resource development and apply for more grants. Members asked if the agency accepts youth. Agency said it generally accepts families but no one under 18 without a parent. A client story was shared. (Staff note: in order to preserve client privacy, client stories are not included in minutes). Agency was commended on its application calculation of service units. Agency acknowledged the grant team's responsibility for this. Agency clarified that the Certificate of Occupancy [sic CO] was for 100 beds but actual beds total 92. Agency was asked if it has to turn people away at any time. Agency did share in general no but it did turn away four (4) men during the most recent cold snap while referring them to Salvation Army. Members asked if they accept transgendered clients. Agency said yes and that the shelter is very low barrier. Members asked about any issues with Male to Female clients in shared space. Agency did not share any issues. Members asked if security ratio was sufficient and agency described the security hours and the camera systems coverage. When asked who is in the shelter overnight, agency shared that security is there in the first 5 hours and then volunteers are there overnight in shifts from 12-6. Agency anticipates a future need for a paid position. Agency provided further details of the security system and its volunteer policy that requires no intervention, instead, they call 911 to describe how it protects volunteers.

Interfaith Ministries was provided with five minutes to present information to support its funding request.

Agency shared what distinguishes it from other agency's is that it focuses on homeless prevention rather than rehousing the homeless. The cost is one-third less to keep someone housed rather than get that person housed after experiencing homelessness. Agency shared client story. (Staff note: in order to preserve client privacy, client stories are not included in minutes). Agency explained that families are without adequate savings to manage an emergency. People working still do not have sufficient resources to cover all the costs to get back into housing like costly deposit and fees. With an eviction becoming another barrier to housing. Agency shared that it is only able to help about five percent (5%) of the total need. Agency offers financial coaching to help with prevention. Agency detailed the domino effect of those at-risk due to gaps in wages and higher housing costs, and from increased family stress to children being unable to focus in school, etc. In addition the higher cost of homelessness affects other service providers. Agency shared that it can assist people quickly, unlike other programs, which have more stringent assistance qualification guidelines requiring more paperwork.

HSAC members took five minutes to ask the agency questions.

Agency was asked if the funding was increased could it use it. Agency responded that it could so member encouraged agency to ask for what the true need is. Agency shared that it had a one-time grant last year that allowed them to help about 53 families but that funding would not be continued. Agency was asked how a client qualifies. Agency described how it prioritizes levels including; a household with someone on life support or medically fragile, elderly, small children, a recent emergency that disrupts income or increased expenses. Agency typically does not serve chronic rent issues but those one-time assistance needs. Agency does not do mortgages either. Members asked does the agency just expend funds until depleted or budget it monthly. Agency indicated it spreads it out over the year. Agency was asked how it tracks results of funding by example how many stabilize, how many still lose housing? Agency responded that it is emergency assistance and does not provide long-term case management. Agency was asked if it does referrals and the agency shared that it does, but often there are not resources available with other agencies in order to make a referral. Agency was asked if it applies for federal grants. It explained that it did participate on a grant but other than that it does not have the capacity to manage or monitor those grants.

Salvation Army – Denton was provided with five minutes to present information to support its funding request.

Agency provided details on the funded program including the breakfast for shelter clients and the evening meals that serve both shelter clients and low- to moderate-income people who need a meal. Last year the agency serve 26,625 meals and provided 13,580 shelter bed nights. Last year they served 1,042 people of those 732 were Denton residents. Agency described its budget is balanced and performing strong. Agency provided a response to the Members questions sent earlier by email. Agency shared that if it was not fully funded it would cover costs through the Red Kettle donations to prevent disruption as much as possible. It could result in fewer served other time if budget is not covered. The agency recited the Impacts also included in the application. Agency

shared that KARE Kitchen stands for Kindness, Acceptance, Respect, and Essentials which food, shelter, and clothing builds trust and gives the agency influence to be able to make that difference in the lives of the clients it serves. The kitchen is the heartbeat of what they do.

HSAC members took five minutes to ask the agency questions.

Agency was asked what it required to access meals. Agency explained there is a check-in [sic Sign-in], and case management is available. Agency conducts a survey for outcomes but none stop a person from getting a meal. Members asked about the 20% referral follow-up and what clients say is a barrier to referral follow-up. Agency explained there are a variety of reasons that are barriers like transportation, medical issue, phone, jobs. Agency included how it helps to overcome those barriers like transportation passes. Members asked for additional information about bus passes and requirements. Agency described that bus passes are provide to clients needing transportation for essential needs like job interviews, medical appointments, etc. Agency does include income qualification requirements. Members asked about the food pantry and if staff are able to stretch funds. Agency described how in addition to seeking best prices it gets donations and other partnerships to help make dollars go further and help balance nutrition. Members asked about 3 days of food. It was clarified that clients can come in once a month to receive pantry services and they get three days of meals at each visit. Members asked the agency to explain cost per unit breakdown for what is included. Agency provided an explanation. Staff also explained the application and what should have been included in the total. Members asked for more explanation on how the agency determined the impact measures. Agency explained it is based on historical data and survey results. Agency also uses the City's Consolidated Plan. Members asked for clarification of salaries reported in the application. Members clarified that the amounts do not seem to be full-time. Members asked agency to update application page fifteen (15). Agency was asked for clarification on client data on page six (6) and page twelve (12). Agency explained ethnicity is not collected for meal program. Staff provided clarification that the agency would then not be able to report those clients as assisted under the grant.

Giving Hope, Inc. was provided with five minutes to present information to support its funding request.

Agency is asking for the same program as last year because the same need exists. Agency shared that homeless prevention is key to achieving functional zero by actually preventing people from becoming homeless in the first place. Agency discussed how it leverages two sources of funding for this program using the Emergency Food and Shelter Program (sic. EFSP) in the first part of the year due to earlier expenditure deadline and then uses the City funding for the second part of the year. Agency shared that it has assisted 50 families year to date with rental assistance and another 21 with utility assistance demonstrating the need. With the City funds another 10 households were assisted with an average of \$806 in rental assistance. Agency indicated that the changes in Emergency Solutions Grant [sic ESG] requirements to use on the Small Area Fair Market Rent rate [sic. FMR] instead of zip code FMR, therefore the agency would not be able to assist very many families if it was not for the City funding, and the flexibility to use the funding on units with higher rental rates than the Department of Housing and Urban Development [sic. HUD] allows. Agency is helping literal homeless as well. Agency also indicated that the requirements that prevent assistance can only be used for people making 30% or below Area Median Income [sic AMI], which means less people would be assisted, but with the City funds and the flexibility of serving people making higher than 30% AMI is a huge benefit and a gap filler for people who often fall in the crack. Agency shared that another benefit of the City funding was the ability to increase case management services for homeless prevention. Agency wants to "provide more than a door" and "more than a check" but to help, not just provide the immediate assistance, but additional tools to help address what led them to the agency.

HSAC members took five minutes to ask the agency questions.

Members asked for a clarification in the application stable housing for 90 Months? Agency indicated it should read 90 days. Members asked about the case management amount if it increases income for that person in the position. Agency shared that it is partial funding in the grant but the person in that portion did get an overall increase. Agency was asked how it prioritizes clients for assistance. Agency shared that it is first based on the client need, but that single mothers and veterans are a priority population. The agency also determines, if the assistance will stabilize the client and if the client has a plan beyond the assistance for the next month. Members described it as the agency's ability to leverage multiple funds. Agency added that this is the reason every client completes the same documentation, so that the agency can match the client to the most appropriate source that they are qualified

for. Agency shared that it is vital that they are also clear when a client is not eligible, that they tell them and make referral. Agency discussed and interview technique to make sure clients and staff are comfortable saying “no” when it is appropriate and being well versed in other community resources. Members asked the agency about the Pathways to Success Program. Agency shared the staff member background and that every client gets career assessment, good counseling, and assistance with application for school and available financial aid programs. Agency also helps with securing child care so their child is cared for while the family member attends school. Members asked where the program is delivered. Agency said the staff member meets with clients in multiple locations and offices in Wheeler and the Giving Hope, Inc. office. The program has two in school, one that just finished a certification program and eight (8) clients starting school in the fall surpassing the goal of eight (8) clients total. Members expressed positive remarks about the agency promoting from within. Agency shared other staff promoted from within.

Our Daily Bread was provided with five minutes to present information to support its funding request.

Agency read a prepared statement. Agency shared that it feeds the hungry. More than 1,500 people in 2018. All diverse in demographic, life experience, and background. Some are senior who live on a fixed income, some are the working poor, some are homeless, and all share a commonality. They come struggling to get by, in need of food and resource to support their livelihood, their children, their families, and as individuals. Agency described the challenges that face our community as a high rate of poverty, increasing homelessness, rapid population growth, and food insecurity, resulting in a need for our most vulnerable citizens and the demand on this agency is unprecedented. Agency continues to see an uptick in demand for its services. In 2018 meal service and clients served increased by 25%. Supportive services increased by 68%, and onsite referrals increased by 44% over 2017. The agency indicated that the past year challenged its organizational capacity but produced life changing results. Agency shared that it moved six (6) clients from homelessness to housed, provided transportation assistance to help reconnect to family support system, helped a newly housed client with cell phone and state identification to help a client obtain and maintain employment, and the agency helped a large family move to another City for a new job and housing. Agency provides modified meals to clients experiencing health issues like celiac, hypertension, diabetes and more, contributing to their overall health and wellbeing. Agency indicated that it strives to provide a program that helps people struggling with hunger, homelessness, and economic hardship to get to a better place which includes a healthy meaningful productive future. Agency shared that to ensure it is moving toward its goal it continues to evaluate its organizations structure and programs improving how it delivers services. Agency highlighted recent changes implemented in the last twelve months such as adding benefits, moving from one (1) full-time person to six (6), hired a case manager in partnership with another agency, Monsignor King Outreach Center. Agency mentioned it developed new partnerships with services providers recognizing that hunger is not the only issue its clients are struggling with in an attempt to provide a holistic approach to service. Agency has many on-site wrap-around services in collaboration across agencies hosting sixteen (16) at the agency. This is a 100% increase over 2017. Assistance at a central location reduces barriers to things like employment, housing, health care, and economic self-sufficiency. Agency reported that it added new services in 2018 including Saturday supportive services, increased access to a physician three days a week, bi-weekly mobile showers, housing, mental health, clothing, voter registration, education, financial education and coaching, adding providers who help navigate and enroll clients for assistance programs, vision screening, and case management. Agency stated that it provides meals to five (5) other providers. Agency shared that looking forward it realizes it must continue to adapt to the growing needs of the community. Its upcoming board retreat will address three topics: Marketing and Branding to move awareness that the agency is more than a soup kitchen and provide a face to homelessness; Development strategies to increase monetary and in-kind support; and Strategic Planning regarding the program and capacity, evaluating site location, expanding hours to fill gaps and meet other service needs.

HSAC members took five minutes to ask the agency questions.

Members and Agency engaged in brief discussion of the agency’s branding. Members asked about the agency’s revenue not including federal or state revenue sources. Agency indicated that as a smaller organization where the executive director wears many hats not just grant writer. Agency did share that it has budgeted for a local grant writer to expand grant writing by at least three grants asked per month. When asked, agency explained that the majority of in-kind is food about 80% and it also includes hygiene closet supplies and some kitchen supplies. Agency received significant individual and community support and as a member of Tarrant Area Food Bank, it receives a lot of corporate food donations from entities like Walmart, Sprouts, etc. Agency confirmed it was the employer when it was asked if it employs the case manager shared with MKOC? Agency was asked if the

position would be eliminated if the City did not fund it. Agency's funding is 50% of one staff and \$10,000 of shared case manager. Agency was asked about how a person qualifies for transportation assistance and what type of assistance is provided. Agency makes meals available to anyone and supportive services requires intake. Transportation assistance requires a direct transportation need like a job interview, medical visit and is generally short or one-time assistance. Members and Agency engaged in a discussion about the benefits of the case manager position and the increase in goals to help clients plan and achieve receive more than just a meal. Member inquired if Giving Hope, Inc. is a current partner. Agency affirmed that it is.

Members held general discussion about their interest in seeing more agencies combine and be better together.

The next meeting of the committee will be February 22, 2019 at 11:00 a.m.

Having no other business, the meeting was adjourned at 1:31 p.m.

Minutes Respectfully Submitted by Danielle Shaw, Staff Liaison to the HSAC

Minutes Approved: February 22, 2019