



Continuum of Care Board of Directors Meeting

Thursday, December 12, 2024

3:00 – 5:00 PM

Agenda items may be prioritized and considered in a different order.

1. Call to Order – La Juana Chambers Lawson

La Juana Chambers Lawson called the meeting to order at 3:04 PM.

Attendance

Present: La Juana Chambers Lawson, Phil Beckett, Tyler Shoesmith, Greg Zlotnick, Jason Aleman, Matthew Howard (proxy: Lauren D. Zamora), Martina Hinojosa, Nikisha Baker, Scott Ackerson, Melody Woosley (proxy Patrick Steck), Cristina Noriega

Absent: Abe Capetillo, Jack Tsai, Chief William McManus (Robert Blanton), Javier Salazar,

2. Public Comment – La Juana Chambers Lawson

No public comment.

3. Board Member Recognition – La Juana Chambers Lawson

Matthew Howard, Tyler Shoesmith, Patrick Steck, Cristina Noriega, Phil Beckett, and Jack Tsai were recognized for exemplary fulfillment of their board duties. Robert Reyna recognized Kim Jefferies for her partnership.

4. Homelessness Updates Roundtable


In response to a previous question posed by the board, Katie Wilson addressed how Close to Home works with the criminal justice system. She noted several organizations that work in this space and that Close to Home is connected with. Various initiatives were highlighted, and written standards were established to ensure barriers were reduced in the homeless response system. La Juana Chambers Lawson asked how we are highlighting these initiatives. Tyler Shoesmith thanked Katie Wilson for following up on his question from the previous board meeting. Scott Ackerson recommended having this conversation with Form Communities.

Kim Jefferies announced that Haven for Hope received trauma-informed care certification, an initiative that took 19 months.

Lauren Zamora announced that the District Attorney's office hired an LCDC to serve on community court.

Close to Home Nonprofit Business

5. Consent Items

- i) Minutes from October 24, 2024, Board of Directors Meeting  (p. 5-10)

Motion Tyler Shoemith Second Cristina Noriega Abstain _____ Passed Yes

- ii) October Financial Reports  (p. 11-17)

Motion Greg Zlotnick Second Tyler Shoemith Abstain _____ Passed Yes

6. 2025 Close to Home Annual Budget

Richard Huron noted a significant increase in total revenue, which comes from federal grants and some from the planning grant (23% increase). Close to Home saw a payroll increase in personnel. Close to Home had a significant rent increase. The other increase was in software, which aligns with the learning management system software and shows a large increase. Close to Home is spending down skilled nursing, which gives the appearance of a negative net change in assets, but in audited financial statements, this will be offset by spending. Katie Wilson also noted that health insurance went up by about 15%. Katie Wilson noted that Close to Home is in contact with the funders regarding spending down the skilled nursing fund.

Motion Robert Reyna Second Tyler Shoemith Abstain _____ Passed Yes

7. Board Member Re-election: Jack Tsai (3rd Term)

Katie Wilson noted that this will be Jack Tsai's third and final term on the board and as co-chair of the HMIS and Data Advisory Committee. Kim Jefferies commented that Jack Tsai is authoring a publication on the Haven for Hope model. Katie Wilson recommended Jack Tsai for another term.

Motion Cristina Noriega Second Robert Reyna Abstain _____ Passed Yes

8. 2025 Board of Director Meeting Dates

- February 27, 2025, from 3-5 pm (virtual)
- April 24, 2025, from 3-5 pm



- June 26, 2025, from 3-5 pm
- August 28, 2025, from 3-5 pm
- October 23, 2025, from 3-5 pm
- December 18, 2025, from 3-5 pm (Moving one week up due to Holidays)

9. Executive Director Report – Katie Wilson

Katie Wilson delivered the executive director report. She announced the three updated priority areas for the 2025 strategic plan. Close to Home is in the final phase of the strategic plan. An overview of first-quarter priorities was shared with the board of directors. Katie Wilson emphasized goals related to accessibility, domestic violence, and coordinated entry. Considerations for the first quarter of 2025 include onboarding new employees and communications. Close to Home will continue to seek support for new housing, a 2027 housing bond, and diversifying funding for the organization.

Katie Hubble announced the launch of the monthly donor program, which will be integral to raising \$75,000 in unrestricted funding. Directors heard the details of the program. Directors commended Katie Hubble for her work on this program. Greg Zlotnick emphasized that directors play an instrumental role in stewarding and giving to the organization's financials. La Juana Chambers Lawson asked if there could be a soft launch at the PIT Count to capture people who are motivated to contribute. Some board members have agreed to sign up.

Katie Wilson shared that Close to Home is located at the new office for at least seven years. Zach Espinoza and Jason Opalinski were announced as new staff. Tavia Manners was announced as Katie Wilson's executive assistant.

Katie Wilson explained her plans for leave. She explained that the team is ready to cover and is equipped to handle the PIT Count, sign checks, and so on. Patrick Steck said he was excited to build PIT Count bundles across the City of San Antonio divisions.

Katie Wilson announced two open positions: operations coordinator and communications coordinator. They need to be able to handle the calls and the people who come in.



Katie Wilson announced Close to Home involvement in the community. Events included the American GI Forum's Stand Down Event, a Billy Bundle event, and a press conference to kick off Hunger and Homeless Awareness Week.

The PIT Count registration is open. Directors were asked for feedback or if they had any questions. No questions were posed. Scott Ackerson commented that the registration was confusing. Katie Wilson said a step-by-step website would be linked before someone gets to the portal.



Coordinated Entry (CE) Lead Business

10. Coordinated Entry Lead Updates – Eboni Jett

Eboni Jett reported that coordinated entry has been focusing on SNOFO-funded projects. Close to Home launched a community initiative with SOAR. Another component was housing navigation, especially through front-door partners. Housing navigation is part of the action plan for 2025. Close to Home continues to monitor and report on performance in the community and in conjunction with the HMIS team. Eboni Jett noted the phenomenal job done by the partners in developing the training framework, which will go live soon.

La Juana Chambers Lawson asked how the directors could help mitigate any issues that could get in the way of implementation or support Close to Home.

11. Homeless Response System Advisory Committee Report – Patrick Steck

- a) Homelink Performance Report
- b) Subcommittee Priority Report  (p. 18-25)
- c) Next HRSAC Meeting: January 29, 2024
- d) Preference List for Incorporating Preference into Enrollment Workflow (Phase II)  (p. 26-34)



Patrick Steck briefly covered the Homelink Performance Report. Patrick Steck referred to the prioritized items for the Homeless Response System Advisory Committee, commenting on client preference (phase ii).

Continuum of Care Business

12. Chair Position for HMIS & Data Advisory Committee: Phil Beckett

Katie Wilson noted the need to eventually cross-train directors to serve on the HMIS and Data Advisory Committee. The directors deliberated and recommended that Phil Beckett continue to chair the committee.

Motion Tyler Shoemith Second Cristina Noriega Abstain _____ Passed Yes

13. Co-Chair Position for HMIS & Data Advisory Committee: Jack Tsai

The directors deliberated and recommended that Jack Tsai continue to co-chair the committee.

Motion Tyler Shoemith Second Robert Reyna Abstain _____ Passed Yes

14. Chair Position for Homeless Response System Advisory Committee: Patrick Steck

The directors deliberated and recommended that Patrick Steck continue to chair the committee.

Motion Robert Reyna Second Greg Zlotnick Abstain _____ Passed Yes

15. Co-Chair Position for Homeless Response System Advisory Committee: Tyler Shoemith

The directors deliberated and recommended that Tyler Shoemith continue to co-chair the committee.

Motion Phil Beckett Second Robert Reyna Abstain _____ Passed Yes

16. Alliance Equity Framework – Katie Wilson  (p. 35-40)

Katie Wilson presented the Alliance Equity Framework. The Close to Home team has been working on this for about a year in a regularly scheduled meeting. It was generated through the Close to Home team but not the governance structure. However, this was sent to the Alliance network



before being brought to the board. This is the internal and external plan to ensure Close to Home acts equitably when addressing housing and homelessness. Katie Wilson noted the changes at universities regarding the term equity but that Close to Home will continue to look at homelessness and housing through this lens. Jason Aleman asked if there had been pushback on the term equity. Katie Wilson says Close to Home hasn't, but there is the potential that it could happen. It is too soon to tell. Martina Hinojosa commented that her law firm was subject to an open records request involving anything related to diversity or inclusion, and the firm had to respond through an administrative process. Katie Wilson said Close to Home works through education, not advocacy. La Juana Chambers Lawson asked if the Alliance could define collaboration and emerge in that space. Katie Wilson noted that this framework is part of the Alliance Action Plan.

Motion Greg Zlotnick Second Jason Aleman Abstain _____ Approved Yes

17. Close to Home Non-Profit and TX-500 CoC Governance Charter – Eboni Jett  (p. 41-96)

Eboni Jett read aloud the recommended changes from the governance charter for December 12, 2024. Scott Ackerson asked about the Alliance CEO meeting to ensure the Alliance chair and co-chair would still be present. Katie Wilson said Close to Home is trying to bring in only the leadership from partnering organizations. Two new subcommittees are being added: domestic violence and performance.

Motion Tyler Shoemith Second Phil Beckett Abstain _____ Approved Yes

18. 2025 CoC Governance Calendar – Eboni Jett  (p. 97-99)

Eboni Jett presented the governance calendar for 2025, reminding the board of previous shifts in the calendar. This new calendar refines previous updates to the calendar to improve the flow of business through governance.

Motion Tyler Shoemith Second Cristina Noriega Abstain _____ Approved Yes

19. 2025 CoC Governance Committee Seat Slate – Eboni Jett  (p. 100)

Directors did not vote on this item and instead delayed it for e-voting. La Juana Chambers Lawson asked if there was an opportunity to offer a co-chair for the domestic violence subcommittee to expand the scope of work to other agencies. Katie Wilson and Eboni Jett said having the right people at the table is crucial. A big challenge is not having the right people at the table with macro lenses. That is the importance of the slate. If a person has applied for more than one seat, we could map it out before voting on it. If one person gets elected for two seats, we will see who got the second most votes. Tyler Shoemith asked if it would be appropriate to reach out to agencies and see who from their organization should hold the seat. Scott Ackerson agreed with Tyler Shoemith's point and that CEOs need to be included in this process. The concern is whether people applying for seats will speak on their agencies' behalf. The slate will be sent out for e-vote.

20. Homeless Strategic Planning Advisory Board Report – Katie Wilson

a) Alliance One Year Action Plan Implementation

Katie Wilson brought a copy of the plan they have access to to the directors' attention. Close to Home will be working on this next year, and Close to Home will bring in a consultant to start developing a five-year plan through 2030.

21. Alliance to House Everyone Membership Council Report – Scott Ackerson

Scott Ackerson briefed the directors on membership council activities. Scott Ackerson and Justin Holley applied for the chair and co-chair seats, and a vote will be held at the next Alliance meeting. Directors approved the United Way. Jason Aleman abstained from the vote.

a) Membership Council Chair and Co-Chair Applications, Vote on December 18th

b) The United Way of San Antonio  (p. 101-103)

Motion Cristina Noriega Second Greg Zlotnick Abstain Jason Aleman Approved Yes



- c) Next In-Person Membership Council Meeting: December 18, 2024

22. Lived Expertise Report – Dominic Yanas

Dominic Yanas briefed the directors on the Lived Expertise Advisory Board and Youth Action Board activities. The Youth Action Board will meet at THRIVE to rebuild.

- a) Youth Action Board
- b) Lived Expertise Advisory Board
- c) Next LEAB-YAB Meeting: December 17, 2024

23. Quality Improvement Plans Update – Amanda Garcia

Amanda Garcia briefed the directors on the QIP for St. Vincent De Paul. The grant was transferred to Endeavors, and the QIP is closed. Close to Home is developing a QIP for SAMMinistries. This is due to slow spending on certain grants and reallocation of funds that crossed the 10% threshold. Amanda Garcia noted that we will set up spending meetings and look at finances more frequently. Some of the things were out of SAMMinistries control, but Close to Home will support the agency as much as possible.

Homeless Management Information System (HMIS) Lead Business

24. Homeless Management Information System (HMIS) Lead Report – Nina Gall (p. 104)

Nina Gall presented the HMIS lead report. Key takeaways from the report included closed tickets, the utilization rate, activity for October and November, progress on the HMIS strategic plan, and nearly 100% uptime (downtime from October-November was 5 minutes).

25. Transitioning from Self Host to SaaS Updates – Nina Gall

HMIS is waiting on one item to be updated on January 6th, and the go-live date is January 18th. HMIS team members will be on call that weekend to monitor the ticketing system so challenges are addressed. The new site is up and running, and HMIS is done testing. All agencies had an opportunity to log in and test.



26. 2025 HMIS Strategic Plan (p. 105-117)



Nina Gall presented the 2025 HMIS strategic plan. The goal was to align the plan's objectives and formatting to mirror the other strategic plans for the community. La Juana Chambers Lawson commended Nina Gall for the work.

Motion Tyler Shoesmith Second Robert Reyna Abstain _____ Approved Yes

27. Homeless Management Information System (HMIS) & Data Advisory Committee Report – Phil Beckett

- a) Data Integrity Subcommittee Priorities  (p. 118)
- b) HMIS Policy Updates  (p. 119-120)

Phil Beckett presented the privacy notice text and highlighted the key changes. Directors voted for and approved the changes.

Motion Tyler Shoesmith Second Robert Reyna Abstain _____ Approved Yes

- c) Next HMIS & Data Advisory Committee Meeting: January 30, 2024

28. Record of E-Vote for CoC Builds Notice of Funding Opportunity

Katie Wilson noted that this email had already been set up.

29. Topics for the February 27, 2025 Board Meeting

La Juana Chambers Lawson asked directors to submit topics to her or Katie Wilson.

30. Announcements

Katie Wilson encouraged the directors to attend the homeless persons' memorial.

31. Adjournment

La Juana Chambers Lawson adjourned the meeting at 5:06 PM.