



Continuum of Care Board of Directors Meeting

Thursday, April 24, 2025

3:00 – 5:00 PM

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

1. Call to Order – La Juana Chambers Lawson

Scott Ackerson, on behalf of La Juana Chambers Lawson called the meeting to order at 3:05 PM.

Attendance

Present: La Juana Chambers Lawson, Phil Beckett, Greg Zlotnick, Jason Aleman, Matthew Howard, Justin Holley, Scott Ackerson, Melody Woosley, (proxy Patrick Steck), Chief William McManus (Proxy Robert Blanton), Javier Salazar (Proxy Roy Fletcher), Martina Hinajosa, Robert Reyna (Proxy Laura Montanez), Valerie Narvaez.

Absent: Abe Capetillo, Jack Tsai, Tyler Shoesmith, Cristina Noriega

Guests: Nina Gall, David Huete

Staff: Katie Wilson, Eboni Jett, Dacey Werba, Richard Huron, Katie Hubble, Tavia Manners

2. Public Comment – La Juana Chambers Lawson

Scott Ackerson, on behalf of La Juana Chambers Lawson, called for Public Comment-there was no public comment.

3. Board Member Recognition – La Juana Chambers Lawson

4. Scott Ackerson, on behalf of La Juana Chambers Lawson, led the Board in recognizing several individuals for their outstanding contributions. The Board acknowledged Jason Aleman for his consistent attendance at all HMIS & Data meetings and preparation calls, and Susie S. for her dedicated work with the HSPAB and Performance Subcommittee. Patrick Steck was recognized for his efforts in aligning the work of the Homeless Response System with City initiatives. Dr. Laura Serano and her team received appreciation for their work in establishing



performance monitoring baselines and thresholds, as well as for leading the HSPAB Ad-Hoc's cross-organizational community prevention response analysis, which involves examining 31,000 NHSD records to identify whether families experienced subsequent homelessness or sought Homelink Prevention services following NHSD intervention. Katie Wilson noted that Dr. Serano's analysis of the Homelessness Prevention Program over the past two years will be instrumental in refining strategies to better target and serve those most at risk of homelessness. The Board also recognized Robert Reyna for maintaining strong County engagement through HSPAB, and Ann-Marie for her active participation in the Performance Monitoring Subcommittee and her insightful questions that help ensure alignment. The entire Executive Team was thanked for their continued dedication to planning and problem-solving in support of Close to Home as both a nonprofit and Continuum of Care (CoC). Nina Gall and her team were commended for their work with performance monitoring data and their leadership within the HMIS & Data Subcommittees. Finally, Katie Wilson welcomed new Board Members Valerie Navaez and Justin Holley.

5. Homelessness Updates Roundtable

a) David Huete- Haven for Hope Updates


David provided an update on Haven's current capacity, emphasizing the organization's commitment to treating clients with compassion and dignity, and reflecting on its transformation from 15 years ago—when individuals were sleeping outside—to the development of a full-service campus. Approximately a year ago, Haven identified key operational metrics in its strategic plan to guide future growth in alignment with its mission and core values. The focus shifted toward ensuring every client has a bed, access to case management, and a rapid return to stable housing within the community. A major component of this initiative is their work with families. For the past four to five years, with the exception of the COVID year, Haven has been over capacity in its family services, resulting in individuals sleeping in spaces that were neither safe nor conducive to recovery. In response, Haven identified an 80-bed pod specifically designated for family overflow, which will support approximately 16 to 22 families and eliminate the need for alternative sleeping areas. This shift ensures all clients in this group are connected directly to a bed and appropriate placement. David then opened the floor for questions. Jason Aleman expressed support for David and the Haven team, commending their commitment to compassionate care. Katie Wilson



echoed this support and noted that the matter would be brought to HSPAB for further discussion on how to effectively use diversion strategies and vouchers to support families experiencing homelessness during the upcoming summer. There were no further updates.

Close to Home Nonprofit Business

6. Consent Items

- i) Minutes from February 27, 2025, Board of Directors Meeting  (p.5-15)

Motion Matt Howard Second Melody Woosley Abstain None Passed Yes

- ii) March Financial Reports  (p.16-21)

Richard provided an update noting that the organization remains aligned with the FY2025 budget and shared that daily operational costs have increased to approximately \$1,000 per day. He explained that fluctuations in cash on hand are due to minor timing differences between when invoices are received and when they are paid. His projection for FY2025 estimates approximately 44 to 45 days of daily cash on hand. The floor was opened for questions, but none were raised. A vote was taken, and the March financial reports were approved.

Motion Matt Howard Second Melody Woosley Abstain None Passed Yes

7. Executive Director Report – Katie Wilson

Katie Wilson updated the Board on efforts to track legislative developments and deepen involvement at the state level. Katie Hubble recently visited the Texas State Capitol to testify in support of HB 510, which would provide free ID replacements for individuals experiencing homelessness. The team is also monitoring SB 2624, which addresses the proximity of homeless services to schools, and HB 714, which proposes incentives for landlords working with housing voucher recipients. As developments unfold, the organization will determine appropriate opportunities to engage. Emily Marcotte, Senior Management Analyst for Mark Carmona, will send regular updates on these



bills. Scott expressed interest in receiving these updates to help keep more stakeholders informed, and Katie shared her enthusiasm for the progress in legislative tracking.

Katie also provided updates on Executive Orders and funding. She reviewed previously discussed topics including the current administration's termination of DEI programs, policies around "biological truths," a federal funding freeze, and HUD budget cuts. In response, an Ad Hoc Compliance Committee has been established to review relevant matters and make formal recommendations to the Board. Katie reported that NAEH collaborated with the National Homeless Law Center (NHLC) to review new CoC program grant agreements and produced guidance on how to comply with upcoming changes. This information will be shared at the next Ad Hoc Compliance Committee meeting on May 6. Close to Home will sign its new grant agreement on November 1, while partner agencies will not be required to sign until July, and will receive guidance accordingly. Katie also noted updates to internal Close to Home documentation and language that Board members should be aware of.

She then shared details about the upcoming "A Decade of Difference" 10-year celebration. Although the date is not yet confirmed, the Board will be notified once it's set, and members interested in helping plan the event were invited to participate. The celebration will honor the accomplishments of Close to Home and its partners.

Katie also highlighted the launch of the ID Recovery Initiative, "From Lost to Found," which began on April 15. A total of 80 appointment slots were secured with DPS via the SAPD Hope team. The initiative is funded with \$21,296 from the Alternative Giving Fund, with the largest share allocated to CAM, the primary provider of ID recovery services. She emphasized that identification is a critical step in verifying a client's citizenship.



An update was also given on the State of Homelessness event, scheduled for July 21. The later date was selected to ensure participation by newly elected city officials, providing an opportunity to present a roadmap and long-term vision aligned with their four-year terms. Katie expressed interest in inviting the new mayor but will further discuss the timing with Melody and Patrick.

Lastly, Katie shared updates on strategic planning efforts. The Close to Home Compass will guide internal staff, while alignment with the Alliance Strategic Plan and HMIS Strategic Plan will support broader system-wide goals. The organization will work to establish data baselines, form committees to support implementation, and provide regular updates at future Board meetings. The floor was opened for questions, but none were raised.

Continuum of Care Business

8. CoC, ESG, and Local Written Standards – Eboni Jett 📎 (p.22-76)

Eboni presented the redlined changes in the document, noting that a blurb had been added to clarify the rationale behind the updated language, as discussed in the previous meeting. She informed the Board that the Alliance Training Framework had been revised to remove references to equity and diversity language. Additionally, outdated terminology referring to the Homeless Strategic Plan Steering Committee was corrected to reflect its current title, the Homeless Strategic Plan Advisory Board (HSPAB). An addendum—the Foster Care Experience Resource Toolkit—was also added to the Youth and Young Adult section. When the floor was opened for questions, Patrick Steck inquired about where the written standards were located. Eboni and Dacey responded that the standards are available on both the website and the ATP Portal.

Motion Phil Beckett Second Greg Zlotnick Abstain None Passed Yes

9. Close to Home Non-Profit and TX-500 CoC Charter – Dacey Werba 📎 (p.77-135)

Dacey provided an update on changes to the TX-500 and CoC Charter, explaining that the Membership Council language had been clarified to better reflect its structure. She explained that this council consists of individuals who joined the Alliance, which is co-chaired by Justin and Scott, and clarified that when an



agency applies to join, they are becoming part of the Alliance Advisory Board under the Continuum of Care (CoC). Updates were also made to the Governance workflow, including the implementation of new templates such as monthly summary reports from subcommittees to parent committees, and planning and implementation documents as part of the problem-solving model. Objectives and activities for subcommittees were added as well. Dacey walked through the collaborative work between Close to Home and HMIS to define subcommittees, noting that many priorities will now flow between the Homeless Response System Advisory Committee (HRSAC) and the HMIS & Data Advisory Committee. For example, data definitions will be handled by the Data Integrity Subcommittee; system builds to support priorities will be routed to the Information System Support (ISS) Subcommittee; and performance tracking will go to the newly created and much-anticipated Performance Monitoring Subcommittee. Dacey also noted that, thanks to the new Governance Workflow tools, there will now be an archive log of all activity. The floor was opened for questions, and there were none.

Motion Greg Zlotnick Second Matt Howard Abstain None Passed Yes

10. Homeless Strategic Planning Advisory Board Report – Katie Wilson

a) Funding Updates

Katie presented updates on the Quarter 1 closeout and Quarter 2 priorities for both the Close to Home Compass and the Alliance Strategic Plan. She noted the creation of the Domestic Violence Subcommittee and the Performance Monitoring Subcommittee, the launch of the Alliance One-Year Action Plan and training through the Alliance Training Portal, and the convening of the Prevention Advisory Board with participation from the County, City, and United Way.

For Quarter 2, Katie outlined several key activities: conducting an RPI analysis, advancing landlord engagement and expanding PLACE programming, implementing performance monitoring for CoC grantees, and reviewing HMIS and data implementation practices. She also highlighted efforts to develop an Alliance Communications Toolkit to strengthen community messaging, produce the State of Homelessness report, refine the organizational structure, and create department-specific process plans.

Katie reviewed the Alliance Action Plan (AAP) Quarter 1 baseline data points, noting two priorities related to equity and accessibility were archived. Quarter



2 AAP priorities include prevention analysis, development of a baseline dashboard for data monitoring, implementation of the landlord engagement plan, exploration of shared housing strategies, and establishing mechanisms for collecting regular input from response system partners. Additional priorities include exploring mental health care access for youth and young adults, creating a lethality assessment plan at all Homelink Access Points for survivors fleeing domestic violence, implementing a housing navigation program, introducing a screening tool for Activities of Daily Living (ADLs), and addressing funding shortfalls due to expiring ARPA funds. Katie also emphasized ongoing monitoring of street outreach in smaller municipalities such as Leon Valley and Balcones Heights, as well as improving data quality for individuals experiencing chronic homelessness.

Scott inquired about street outreach services in the municipalities, and Katie explained that Close to Home is working with the County to share program costs. The floor was opened for questions, and there were none.

11. Alliance Advisory Board Report – Scott Ackerson

Scott provided updates in anticipation of the next meeting on May 14th, noting that with the new structure, there will be an increased emphasis on participation from executive leadership. A progress report on the Alliance One-Year Action Plan will also be presented. Scott announced that the Alliance has welcomed three new members and expressed his strong support for each of them. He highlighted the value of the cross-sector approach being demonstrated in Bexar County and shared his enthusiasm about the UH-Robert B. Green Pharmacy joining the Alliance.

a) Street Med San Antonio  (p.136-145)

Motion _____ Second _____ Abstain _____ Passed _____

The decision for Street Med is currently tabled by the Board and will be voted on again once questions are answered regarding their needs for HMIS access, if they charge clients for service, and what they believe their partnership with CAM will be, as Valerie had questions about that because she says they stopped working with them due to them charging clients and she is concerned about Street Med having access to her client's information. Scott asked if Valerie could follow up with Dom to discuss and this will be tabled for now after further review.



b) Successfully Aging and Living in San Antonio (SALSA)  (p.146-153)

Melody spoke to SALSA being a great organization, she was once on the Steering Committee, and that it's one of the only collaborative efforts around older adults. Melody also added that they are not a provider but a table of providers and people that are trying to strategically change the system. Scott also added that The Area Foundation is also supporting the Reframing Affordable Housing initiative.

Motion Valerie Narvaez Second Melody Woosley Abstain None Passed Yes

c) University Hospital-Robert B. Green Pharmacy  (p.154-161)

There was discussion from the Board about this being a great partnership, Scott added that they would like HMIS access to make sure people aren't drug shopping. Melody asked if Haven would hold the medication, but David Huete said that they are prescribers and how this would be a great benefit to Haven. Scott commented that they also are starting a dispensary of hope, which they would get donated drugs. The floor was opened for questions and there were none.

Motion Greg Zlotnick Second Valerie Narvaez Abstain None Passed Yes

d) Next In-Person Alliance Advisory Board Meeting: May 14, 2025

12. Alliance Communications Advisory Committee Report – Katie Hubble

a) Seat Slate Updates

b) Next Alliance Advisory Board Meeting: March 13, 2025

Katie Hubble is happy to report that this committee has a lot of momentum now that they are officially part of Governance. They have 17 committee seats as a need with 3 applications in, and they just dropped the newsletter announcing the open committee seats, so they are looking forward to some movement there. The next meeting is March 13th but, prior to that meeting there is some relational work that she plans on doing because there are several seats that we have identified

that she has people in mind that would be excellent to fill those. She also went over the toolkit in 2024, the Alliance created a communications plan for us all to have cohesive messaging, and they will be revisiting that plan and updating it for 2025. She also read the committee objective is to collaboratively enhance public understanding, foster empathy, and promote coordinated efforts in addressing homelessness through strategic communication on behalf of the Alliance to House Everyone. Lastly, Katie let the Board know that we are using the ATP as our communication platform as a space that the Alliance Members can communicate. Dacey also added that they would be looking for a Board Member to chair and co-chair and if interested please let her or Katie know. The floor was opened for questions and there were none.

13. Lived Expertise Report – Valerie Narvaez

- a) Youth Action Board
- b) Lived Expertise Advisory Board
- c) Next LEAB-YAB Meeting: May 13, 2025

Valerie gave the Lived Expertise report. She reported that the YAB is still being built up, and YAB members are still joining the LEAB in the meantime. The Close to Home team is focused on recruitment and rebuilding. She also reported that the LEAB has done extensive planning for integration into CoC Governance and all members have received governance training through the Alliance Training Portal and she loves that we get a bigger picture of Governance when making decisions. We have a new Co-Chair, Molly Flores, she says Molly is a doer and hungry to learn. They volunteered at CUB on Easter Sunday, representing LEAB. Valerie informed the Board that the next meeting is May 13th, and the LEAB will go over what a feedback loop can look like for bringing information to them from subcommittees and a finalized written plan.

14. Quality Improvement Plan Updates: SAMMinistries – Eboni Jett

Eboni gave the QIP Update and she said there is not a formal update but, SAMM is in the process of trying to consolidate a lot of their grants and turn them into one grant and they have asked for an extension so we can review the new



consolidated grant; they have already put it in motion with HUD and there will be an update brought to the Board in June.

Homeless Management Information System (HMIS) Lead Business

15. Homeless Management Information System (HMIS) Lead Report – Nina Gall (p.162)

Nina gave updates on the HMIS report to the Board. There is a steady increase in the number of users being served, which is increasing month over month. The total user count is 855, we have 145 available licenses before we reach the cap of 1000 users. She says they will always review to make sure that they have availability for agencies that use HMIS the most. There was a bit of fluctuation in tickets but, the current ticket count is around 45, training provided has increased month over month towards the end to align with the number of end users. They have also provided additional ad-hoc training. There was a bit of a spike in HMIS utilizations, this is the number of users that log in on any given day. The SaaS model allowed them to keep the system up and running. Nina gave the Board the numbers on the number of reports completed in February and March with 13 CoC reports, 2 State reports, 9 local reports, and 8 agency reports. She also gave updates on the HMIS Strategic plan with multi-factor authentication being completed and allowing the system to be more secured, they were able to work with Close to Home and the City of San Antonio to identify those who have become homeless after a successful prevention/intervention and they were able to provide that data to providers, they were able to develop an HMIS user directory; now users have contact information of other users to support cross agency collaboration. They also provided an additional street outreach training that allows them to better understand the date of engagement and it is available in the Alliance Training portal as well. There are two metrics in progress which are finalizing new Data Request Procedures to Effectively Prioritize Data Requests and develop mechanisms to track KPIs and are hoping to finalize everything in May and June. They also successfully submitted the 2024 performance measures, and this data is used in considerations of future federal funding, and they completed this ahead of schedule with no errors. Nina reported they also launched a system status page to let them know if there are any major system errors. They want to get users used to checking the status page instead of creating many tickets. There haven't been any major outages in quite some time. There has been a major change to the

training environment due to security flaws; so, they worked quickly to eliminate access to the training environment. Users can now practice in a live database that is isolated from the regular HMIS environment. Lastly, they completed a thorough review of all the HOPWA projects to ensure compliance. The floor was opened for questions. Katie Wilson had a couple of comments; one was about the system performance measures and how it's reported to HUD, and we highlighted a few measures in our last newsletter for reference. The retention rate is 97% for the last year and this is an important stat when having conversations about permanent supportive housing. The mechanism developed for tracking KPIs is we will have baseline measures to track everything in our Homeless Strategic Plan, our Alliance Strategic Plan and anything new coming out of Governance that has a KPI, and we will have all of these measures available to be able to evaluate and share at the Alliance Advisory Board and the CoC Board. There will be a shorter high-level report that we will provide quarterly for everyone. Scott asked for any other discussion and there was none.

16. Homeless Management Information System (HMIS) & Data Advisory Committee Report – Phil Beckett  (p.163-184)

a) Retiring the 13 Day Rule Policy Due to HUD Regulations - Nina Gall

Nina said that the local policy used to include a policy that was named the 13-day rule which utilized the data that they knew to fill in essential information. If a client was to leave the courtyard at Haven on any date April and they didn't know they needed to notify anybody that they are leaving, and they leave and don't come back; the case manager will then exit that client in their enrollment and since it's not known where they will be going when they leave; the destination will be entered as a "no destination". Because of this if the client came back to another place like the Salvation Army, the new place would need to know where they stayed the night before, as an example, staying with their sister, and the new living situation of where they stayed last night can't be used as found in the data standards. So, this policy must be retired.

Motion Phil Beckett Second Melody Woosley Abstain None Passed Yes

b) Data Ownership Policy Gaps for Reports - Nina Gall

Motion _____ Second _____ Abstain _____ Passed _____

This will be tabled and sent for an e-vote as it is not ready yet.

c) Data Integrity Subcommittee Report

i) Data Use Agreement Procedures & Matrix  (p.185-189)

Nina let the Board know that this is new procedures and a new process for better prioritizing the data requests that come in. There are a lot of requests for data on a regular basis and the only thing that was used to prioritizing the requests is the due date. There is a 2-week turnaround for all requests. They have found that sometimes the requests aren't needed in 2 weeks so their goal with this is to refine the process and have a means to prioritize the data requests with a higher priority. There will be a new data score from 0-35 to give priority. There is also a complexity matrix to use to inform the request completion along with the score. There is also a new process for offering PII requests. The floor was opened for questions and there were none.

Motion Matthew Howard Second Phil Beckett Abstain None Passed Yes

d) Performance Monitoring Subcommittee Report

e) Information System Support Subcommittee Report

f) Next HMIS & Data Advisory Committee Meeting: May 21, 2025

Phil gave the HMIS and Data Advisory Committee report. He said that The Close to Home team and HMIS team worked on defining the subcommittees clearly. The HDAC subcommittees help to ensure that the CoC's data infrastructure, system processes, and performance evaluations are clear, functional, and effective. The Data Integrity Subcommittee defines the data, the Information Systems Support Subcommittee implements changes, and the Performance Subcommittee ensures everything works as expected. This collaborative process ensures that the CoC can make data-informed decisions

that improve outcomes for individuals and families experiencing homelessness. Attached is a document with all the objectives and activities for each subcommittee for your review. Phil said he is really impressed with the work that each subcommittee is doing, and each Subcommittee gave an update using the new monthly summary report template. Each shared out where they currently are at with each priority they are working on. The Data Integrity Subcommittee had a voting item that was approved by committee and here for the Board today. "Data Use Agreement Procedures & Matrix". Also, the Data Ownership policy Gaps for Reports will not be voted on by the board but instead brought the board as an e-vote once it is written into the data quality policy. Scott opened the floor for questions and there were none.

Coordinated Entry (CE) Lead Business

17. Coordinated Entry Lead Updates – Eboni Jett

Eboni let the Board know that in the future the CE updates will become easier to report as they will align closely with the Alliance Action Plan. She apologized for the HPR not being in the packet and it will be sent out to everyone. Next month, there will be a new format for the Homelink Performance Report. The floor was opened for questions and there were none.

18. Homeless Response System Advisory Committee Report – Patrick Steck

(p.190–209)

- a) Homelink Performance Report
- b) Youth & Young Adult Homelessness Subcommittee Report
- c) Domestic Violence Subcommittee Report
- d) Outreach & Access Subcommittee Report
- e) Prevention & Homeless Providers Subcommittee Report
- f) Next HRSAC Meeting: May 21, 2025

Patrick let the Board know that the HPR report will be emailed out and gave the report of all four of the HRSAC subcommittees being stood up now and nearly full on their membership rosters. The Domestic Violence subcommittee will be going to LEAB with resource information to talk about how to best engage with clients who are fleeing domestic violence. Patrick spoke about Outreach and Access being front door and the busiest subcommittee and they are working and put together a presentation that they are shopping around that will increase engagement with non-traditional community partners. He said the higher level of care assessment because the ADL (Activities of Daily Living) assessment was being done differently by everyone and that it was approved to offer a more standardized assessment. He gave a shoutout to the Provider's subcommittee for their work on coordination for a housing provider that lost funding to place clients in homes. Scott opened the floor for questions and there were none.

19. Topics for the June 26, 2025 Board Meeting

Katie Wilson wanted to add that we would like to do an e-vote for the Data Sharing with THDSN agreement. David added that the HMIS team and the Haven Legal team take data security extremely seriously and they have been working with THN on this process for about 4 or 5 years and have gone back and forth a multitude of times. They sent back redlines and they now have them to a place where it is all in place and all the data is secure. They will only go back to 2022 on data lookbacks. The only outstanding piece is how will they exclude individuals that haven't signed an ROI, and they are actively working on it. David reported that they are extremely happy that they have gotten through this process. Nina added that they are very confident in the data sharing network at its current state and it's a mutually beneficial decision. LJ has approved an e-vote. Phil also added that he is excited and thrilled to see this come about. Melody asked when it would be ready to start, and David answered that it would happen as soon as we finish signing.

20. Announcements

Scott asked for announcements and there were none. LJ had one other question, and it was "How can we ensure the opt-out took?" Nina replied that there will be a test run before uploading the real data into the data space.

21. Adjournment



Scott Ackerson, on behalf of La Juana Chambers Lawson adjourned the meeting at 4:34 PM.