Meeting Agenda

• Meeting Intro:
  • Roll call of Steering Committee members
  • Please note that partners of The Way Home will not be called during roll call. Registration, Attendance, and Participation are monitored through the virtual meeting platform.

• Meeting Business:
  • September 2023 Meeting Minutes
  • Coordinated Access (CA) Updates & Resolutions

• CoC Updates:
  • FY23 CoC NOFO Overview
  • Continuous Quality Improvement (CQI) Committee
  • 2024 PIT Count Notice

• Meeting Wrap-Up:
  • Public comment
  • Meeting Adjourn
Business Meeting Agenda

1. Meeting Introduction
   - Call to order
   - Roll call of Steering Committee members
     • Please note that partners of The Way Home will not be called during roll call. Registration, Attendance, and Participation are monitored through the virtual meeting platform.

2. Meeting Business:
   - September 2023 Minutes
   - Coordinated Access (CA) Updates & Changes
     • 2023 Resolution 9. 2023 Coordinated Access Tool Updates
     • 2023 Resolution 10. 2023 Coordinated Access Prioritization Policy Updates

3. CoC System Updates:
   - FY23 NOFO Update
   - Continuous Quality Improvement (CQI) Committee
   - 2024 Point-in-Time (PIT) Count Notice

4. Meeting Wrap-Up:
   - Public Comment Guidelines Reminder & Public Comment
   - Next Meeting: Thursday, November 9, 2023
   - 2024 Steering Committee schedule now available; however, is subject to change.
   - 2024 CoC Meeting Packet will be released in the near future.
   - Meeting Adjourn
## Attendance

<table>
<thead>
<tr>
<th>Name</th>
<th>Representation</th>
<th>Category</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barbie Brashear, Chair</td>
<td>Harris County Domestic Violence Coordinating Council</td>
<td>Fixed Position</td>
<td>Oct. 2019 – in perpetuity</td>
</tr>
<tr>
<td>Barbie Robinson, Vice Chair</td>
<td>Harris County Public Health</td>
<td>At Large Position</td>
<td>Term 1: Jan. 2022 – Dec. 2023 V. Chair: Mar. 2022 - 2023</td>
</tr>
<tr>
<td>Samantha Maggiani</td>
<td>Harris County Office of Administration</td>
<td>Fixed Position</td>
<td>June 2023 – in perpetuity Sec.: Acting Jun. 2023</td>
</tr>
<tr>
<td>Carol Borrego</td>
<td>Fort Bend County Community Development</td>
<td>Fixed Position</td>
<td>Jan. 2021 – in perpetuity</td>
</tr>
<tr>
<td>Melissa Quijano</td>
<td>Harris County Housing Authority</td>
<td>Fixed Position</td>
<td>Aug. 2022 – in perpetuity</td>
</tr>
<tr>
<td>David Northern Sr.</td>
<td>Houston Housing Authority</td>
<td>Fixed Position</td>
<td>May 2022 – in perpetuity</td>
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<td>Marc Eichenbaum</td>
<td>City of Houston Housing &amp; Community Development</td>
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<td>Rebecca Ansley</td>
<td>Montgomery County Community Development</td>
<td>Fixed Position</td>
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</tr>
<tr>
<td>Kristine Singleton</td>
<td>Pasadena Community Development</td>
<td>Fixed Position</td>
<td>June 2023 – in perpetuity</td>
</tr>
<tr>
<td>Alan Watkins</td>
<td>Houston Housing Collaborative</td>
<td>At Large Position</td>
<td>Term 1: Jan. 2022 – Dec. 2023</td>
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<tr>
<td>Dr. Evanthe Collins</td>
<td>The Harris Center</td>
<td>At Large Position</td>
<td>Term 1: Jan. 2022 – Dec. 2023</td>
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<td>Dr. Theresa Tran</td>
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<td>At Large Position</td>
<td>Term 1: May 2022 – April 2024</td>
</tr>
<tr>
<td>Robert Birdow Jr.</td>
<td>Michael E. DeBakey Medical Center (VA)</td>
<td>At Large Position</td>
<td>Term 1: May 2022 – April 2024</td>
</tr>
<tr>
<td>Juliet Stipeche</td>
<td>Workforce Solutions</td>
<td>At Large Position</td>
<td>Term 1: July 2023 – June 2025</td>
</tr>
<tr>
<td>VACANT</td>
<td></td>
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</tr>
<tr>
<td>Kelly Young</td>
<td>Career and Recovery Resources, Inc.</td>
<td>Provider Representative</td>
<td>Term 1: June 2023 – May 2025</td>
</tr>
<tr>
<td>Kendall “Kenny” Easley</td>
<td>Collective Action 4 Youth (CA4Y) / YYA Lived Experience &amp; Advocacy</td>
<td>Youth &amp; Young Adult Consumer Representative</td>
<td>Term 1: Sept. 2022 – Aug. 2024</td>
</tr>
<tr>
<td>Gregory Dread</td>
<td>Lived Experience &amp; Advocacy</td>
<td>Consumer Representative</td>
<td>Term 2: Nov. 2022 – Oct. 2024</td>
</tr>
<tr>
<td>Jamie Wright</td>
<td>Lived Experience &amp; Advocacy</td>
<td>Consumer Representative</td>
<td>Term 1: Nov. 2022 – Oct. 2024</td>
</tr>
</tbody>
</table>
Meeting
Business
0. Meeting Materials
   - [Meeting presentation] (pdf)
   - [Meeting recording]

1. Meeting Introduction
   - Call to order
   - Roll call
     - 15/20 committee members present.
     - The topic of discussion begins at 0:22 of the meeting recording.

2. Meeting Business:
   - August 2023 Minutes
     - Pg. 5 of the meeting packet.
     - Topic discussion begins at 2:40 of the meeting recording.
     - Motion to approve moved by Bob E. and seconded by Kelly Y.
     - Motion to approve the August 2023 Minutes passed unanimously.

3. CoC System Updates:
   - FY23 NOFO Update
     - Pg. 9-10 of the meeting packet.
     - The topic of discussion begins at 3:33 of the meeting recording.
   - System Performance Measures (SPMs)
     - Pg. 11-14 of the meeting packet.
     - The topic of discussion begins at 5:44 of the meeting recording.
   - Bezos Day 1 Family Fund Update
     - Pg. 15 – 27 of the meeting packet.
     - The topic of discussion begins at 16:35 of the meeting recording.

4. Meeting Wrap-Up:
   - Public Comment Guidelines Reminder & Public Comment
     - Public comments begin at 39:30 of the meeting recording.
   - Next Meeting: Thursday, October 12, 2023
   - Meeting Adjourn
## Attendance

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Coordinated Access (CA) Update
Coordinated Access – What is it?

• A centralized, standardized process designed to:
  ✓ Coordinate program participant intake, assessment, & referrals
  ✓ Cover the CoC geographic area
  ✓ Be easily accessible by individuals/families seeking housing or services
  ✓ Identify the most vulnerable in the CoC using a standardized assessment tool

• The only way to access housing in our CoC

• Utilization of a CA tool is a HUD requirement
Sources guiding our work

- HUD Coordinated Entry Core Elements
- Coordinated Entry Policy Brief
- HUD Notice Establishing Additional Requirements for a Continuum of Care
- Coordinated Entry Process Self Assessment
- Assessment Tool for Allocation of Homeless Services Report
- VI – SPDAT Single Use
- Internal TX 700 CA Archives
  - Equity Analysis
  - Prioritization
  - Nofo
- HMIS Data ex. APR
- Experience
- Meeting with other CoC’s
The CFTH is recommending several key revisions to The Way Home’s Coordinated Access (CA) Tool to promote client experience and assessor usability. Those key revisions are as follows:

- Updates and edits to language
- Restructuring of CA assessment, including the removal of redundant questions, so that all like-categorized questions are asked in sequence.
- Rephrasing and introduction of prioritization questions
- Adjusting the marginal point to better identify the most vulnerable households.
FY24 CA Tool Update

- Adjustments Made:
  - New Max Score
  - Marginal Point Adjustment
  - Update to language (i.e., Rewording of Questions)
  - Restructuring

- New Question Consideration: Do you need assistance from someone else to take care of basic needs like cooking, eating, showering or using the restroom?
1. **Title:** 2023 Resolution 9. 2023 Coordinated Access Tool Updates

2. **Resolution Purpose:** The Coalition for the Homeless (CFTH), the lead agency to The Way Home CoC, is recommending several key revisions to our Coordinated Access Tool to enhance the client experience and assessor usability.

3. **Brief Description of Proposed Item & Purpose:** The CFTH is recommending several key revisions to our Coordinated Access Tool to promote an improved client experience and smoother assessor usability. Those key revisions are as follows:
   - Restructuring of CA assessment, including the removal of redundant questions, so that all like-categorized questions are asked in sequence.
   - Rephrasing some prioritization questions to illicit more precise information from clients.
   - Introduction of some prioritization questions based on provider input.
   - Marginal point reallocation to better identify the most vulnerable households.

   The proposed CA Tool updates were developed over time through a variety of methods including but not limited to provider input, consumer advisory board input sessions, internal coordinated access workgroups, and coordinated access provider workgroups.

4. **Date of Steering Committee Meeting:**
   Thursday, October 12, 2023

5. **Proposed Committee Resolution:**
   Approval of the proposed 2023 CA Tool updates.

6. **Approval of Steering Committee Chair**

Name: ________________________________________
Signature: ________________________________  Date: _______________________

RESOLUTION 9.2023
The CFTH is recommending the following key revisions to The Way Home’s Coordinated Access (CA) Prioritization Policy:

- Remove “score” categories from the prioritization policy
- Adjust the Diversion prioritization to prioritize first those who are experiencing literal homelessness, then those at imminent risk.
FY24 CA Prioritization Policy

- **Simplifying Eligibility:**
  - Transitioning from vulnerability score ranges to eligibility categories/status.

- **Simplifying Referral:**
  - **Action:** First identify which intervention(s) an individual or family is eligible for based on their homeless status, and then prioritize them for referral based on the vulnerability score.
  - **Outcome:** The individual or family having the highest vulnerability score and most severe service needs in a particular eligibility category, take priority.

Score equals vulnerability, not eligibility.

- ≤10 Diversion
- 10-17 RRH
- 17-28
- >28+ PSH
- >10 Diversion
- Non-Chronic Non-Disabled = RRH
- Disabled Non-Chronic = RRH or “Local Supportive Housing Funding”
- Chronic = Permanent Supportive Housing
1. **Title:** 2023 Resolution 10. 2023 Coordinated Access Prioritization Policy Updates

2. **Resolution Purpose:** The Coalition for the Homeless (CFTH), as lead agency to The Way Home CoC, is recommending that we remove categorized score ranges from the prioritization policy. Secondly, we recommend that diversion prioritization be changed to prioritize those who are experiencing literal homelessness first, then those at imminent risk.

3. **Brief Description of Proposed Item & Purpose:** Our CoC’s current housing prioritization brackets an individual or family’s for a specific housing intervention based on their vulnerability score. Unfortunately, this has resulted in 1) individuals and families being referred to projects they may not be eligible for; and 2) A range of individuals and families identified as highly vulnerable not being prioritized for referral.

   Our recommendation is that our system first identify which intervention(s) an individual or family is eligible for based on their homeless status, and then prioritize them for referral based on vulnerability score; with the individual or family having the highest vulnerability score and most severe service needs in a particular eligibility category, taking priority. Verbiage related to specific score categories will be redacted from the Order of Priority in the CoC program funding narrative to allow for a fluent referral process.

   Secondarily, we are recommending that we change Diversion prioritization to priority – Literally homeless and Second Priority – Imminently at risk of homelessness. As our CoC anticipates a reduction in intervention capacity due to the exhaustion of ARPA/CCHP funds, we recommend that this intervention align with our Housing Prioritization policy which states individuals and families with the most severe service needs and the longest lengths of time homeless are prioritized for housing.

4. **Date of Steering Committee Meeting:**
   Thursday, October 12, 2023
5. Proposed Committee Resolution:
   Approval of the proposed 2023 CA Prioritization Policy updates.

6. Approval of Steering Committee Chair

   Name: _____________________________________________

   Signature: ___________________________ Date: ____________
Anticipated Updates

Remove SOAR referral from Coordinated Access
- 88% of SOAR referrals result in a negative referral outcome
- Exacerbated waitlist

Sexual orientation questions being added to demographic location
- HUD is requiring this as a data element for CoC PSH Project enrollment.

Rebrand Coordinated Access Intake Line to a Hotline
- We have not had the capacity to serve this line
- How could we rebrand? What could its purpose be?
- Provider feedback – Referral only intake line. Not open to public.

Help Card
- More Comprehensive than street guide

Communication Plan for RRH Reduction
Anticipated Updates

Screening Criteria Updates

1) Are fleeing DV;

2) Have an enrollment or residency letter from a shelter within our geographic CoC;

3) A homeless service letter from a Collaborative Partnering agency;

4) Has open outreach enrollment in HMIS.

5) Multiple DC entries and meet the definition of literal homelessness.
CoC Updates
FY23 CoC NOFO Update
(Fiscal Year 2023 Continuum of Care [CoC] Notice of Funding Opportunity [NOFO])
FY23 HUD CoC NOFO Competition Complete!

On September 26, 2023, The Coalition for the Homeless (CFTH), Lead Agency to The Way Home Continuum of Care (CoC), submitted the FY23 CoC NOFO Consolidated Application to the U.S. Department of Housing and Urban Development (HUD)!

A note from the CFTH, Lead Agency to The Way Home:

We extend our heartfelt gratitude to our partners, stakeholders, review committee members, Steering Committee members, and all lead agency staff who have dedicated their time and efforts this NOFO season. Recognizing the added demands on top of your existing workloads, we deeply appreciate your commitment to the system and those we serve.

Should you have any questions or recommendations for enhancing next year's competition, please don’t hesitate to contact Renee Cavazos at rcavazos@homelesshouston.org. Thank you, all!

Want to better understand the NOFO?

Check out the article NOFO Explained on the CFTH's website!
Every year, the U.S. Department of Housing and Urban Development (HUD) requires each Continuum of Cares (CoC) to assess and rank the performance of CoC-funded projects within their region. This performance evaluation is then used to prioritize funding for both renewed and new projects in the Annual Notice of Funding Opportunity (NOFO) Competition. The objective of this process is to inform HUD of the CoC's funding priorities for projects in their region.

On August 3, 2023, the Lead Agency received an updated spending report for CoC-funded projects from HUD. This information and the spending concerns identified were shared with the CoC Steering Committee in a series of closed executive sessions.

As the Lead Agency to The Way Home, the Coalition for the Homeless (CFTH) took action to address underspending and met with affected agencies to develop an agreed-upon corrective action plan and/or reallocation plan for the current NOFO. Based on provider meetings and closed Steering Committee discussions, the following actions were taken in the FY23 CoC NOFO competition.
Closed Executive Session Outcomes

01
2023 Resolution 6. FY23 CoC NOFO Reallocation Recommendations

02
2023 Resolution 7. FY23 CoC NOFO Reallocation Amendment– SEARCH Homeless Services, Harrisburg Case Management Services Project

03
2023 Resolution 8. FY23 CoC NOFO Project Ranking
## FY23 NOFO Roundup

### Submission Recap
- **Date of Consolidated Application Submission:** September 26th
- **Total Funding Requested:** $57,377,441 (Excluding planning application)

### Project Breakdown – Total Projects Submitted: 57
- **General CoC Projects:** 36
- **YHDP Projects:** 10
- **Expansion Projects:** 3
- **DV Bonus Projects:** 3
- **New CoC PSH/RRH Projects:** 3

### Potential Impact
- **Additional Units if All Bonus Projects Awarded:** 570
# FY23 NOFO Roundup

## Special Thanks
- Review Committee Members
- CoC Steering Committee
- Lead Agency Staff
- Consumer Advisors
- Partner Staff

## Moving Forward
- **Upcoming:** Post-NOFO Survey Release Aiming for Continuous Improvement with Feedback as a Core Element

## Contact
- Questions or Feedback or interested in applying next year? Please Reach Out to: Renee Cavazos-
  [rcavazos@homelesshouston.org](mailto:rcavazos@homelesshouston.org)
  Or
  [NOFO@homelesshouston.org](mailto:NOFO@homelesshouston.org)
Continuous Quality Improvement (CQI) Committee
## About the CQI Committee

<table>
<thead>
<tr>
<th><strong>Ensuring Excellence</strong></th>
<th>Monitors &amp; enhances the efficacy of CoC projects including the lead agency projects.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alignment with Standards</strong></td>
<td>Reviews adherence to CoC and HUD Guidance and Standards</td>
</tr>
<tr>
<td><strong>Focus on Outcomes</strong></td>
<td>Reviews project results and assures outcome-driven delivery.</td>
</tr>
<tr>
<td><strong>Valuing Client Experiences</strong></td>
<td>Evaluates and aims to elevate client interactions and outcomes.</td>
</tr>
<tr>
<td><strong>Continuous Improvement</strong></td>
<td>Identifies, strategizes, and implements opportunities for improvement.</td>
</tr>
<tr>
<td><strong>Commitment</strong></td>
<td>Dedicated to serving consumers and TWH Partners with accountability and excellence.</td>
</tr>
</tbody>
</table>
# CQI Committee’s Role

<table>
<thead>
<tr>
<th>Focus Areas</th>
<th>Key Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Analysis</td>
<td><strong>Analyze</strong> system data, identifying actionable trends.</td>
</tr>
<tr>
<td>Quality Assessment</td>
<td><strong>Assess</strong> and ensure compliance and effectiveness of programs.</td>
</tr>
<tr>
<td>Performance Monitoring</td>
<td><strong>Monitor</strong> KPIs, highlighting successes and areas needing attention. Develop system KPI's</td>
</tr>
<tr>
<td>Process Improvement</td>
<td><strong>Enhance</strong> program efficiency through collaborative strategy development</td>
</tr>
<tr>
<td>Training &amp; Capacity Building</td>
<td><strong>Foster</strong> continuous learning and skill enhancement via varied resources.</td>
</tr>
<tr>
<td>Collaboration and Communication</td>
<td><strong>Coordinate</strong> and align initiatives with all relevant stakeholders.</td>
</tr>
<tr>
<td>Reporting and Recommendations</td>
<td><strong>Present</strong> insightful reports and actionable recommendations.</td>
</tr>
</tbody>
</table>
## Committee Structure

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<th>Role</th>
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</thead>
<tbody>
<tr>
<td>Individuals with lived experience</td>
<td>Two members from the CAC</td>
</tr>
<tr>
<td></td>
<td>One member from the YAB</td>
</tr>
<tr>
<td>One Youth Provider</td>
<td>YHDP Representative</td>
</tr>
<tr>
<td>One CoC NOFO Funded Provider</td>
<td>The Salvation Army</td>
</tr>
<tr>
<td>One CoC Partner Agencies</td>
<td>Open</td>
</tr>
<tr>
<td>Data Specialist</td>
<td>HMIS Team Leads</td>
</tr>
<tr>
<td>Two members of the CoC Steering Committee</td>
<td></td>
</tr>
<tr>
<td>Stakeholder representatives</td>
<td>from Houston, Harris, Fort Bend &amp; Montgomery County</td>
</tr>
<tr>
<td>One CoC Income Representative</td>
<td>CFTH Income Team</td>
</tr>
<tr>
<td>One CoC DV System Representative</td>
<td>HCDVCC</td>
</tr>
<tr>
<td>One Site Based Housing Representative</td>
<td>New Hope Housing</td>
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</tbody>
</table>
Next Steps for CQI Initiatives

1. **Active Recruitment for Open Positions**
   - Strengthen the CQI Team with diverse expertise!
   - **Action**: Interested individuals, please email rcavazos@homelesshouston.org for recruitment inquiries.

2. **Set Monthly CQI Meetings and Sign Off on Participation Agreements for the Performance Year**
   - **Objective**: Ensure continuous improvement and consistent team alignment.
   - **Action**: Schedule and participate in monthly CQI meetings.

3. **Review 1st Quarter Performance**
   - **Objective**: Evaluate the efficacy and outcomes of CoC agencies.
   - **Period**: July - September
   - **Action**: Analyze performance data and identify areas for improvement.

4. **If you have any questions/concerns please don’t hesitate to reach out.**
2024 Point-in-Time (PIT) Count
The annual Point-In-Time Count (PIT Count) is a requirement of the U.S. Department of Housing and Urban Development (HUD) for the local Continuum of Care (CoC) funding process to obtain a snapshot census of people experiencing homelessness in our community on one night in January. This funding provides permanent housing (i.e., Permanent Supportive Housing and Rapid Re-housing), supportive services, and planning funds to our community to assist people experiencing homelessness with greater self-determination.

The count includes people who, on the night of the count, are:

- Sheltered (living in emergency shelters or transitional housing) or
- Unsheltered (staying outdoors or in places not designed for habitation including vehicles, streets, parks, and abandoned buildings)

The PIT Count is an essential element in our effort to end homelessness, as the data gathered from this census shows us so much more than how many people are homeless in our community - we also learn more about who is homeless and why. The PIT Count presents a great opportunity to raise awareness of the myriad challenges our homeless citizens face, hear personal experiences from those experiencing homelessness, and demonstrate the compassion and generosity of our community!
Save the Date: 2024 Point in Time (PIT) Count!

**Scheduled Dates:** January 23rd - 25th (Day 1 - Day 3)

**Designated Count Night:** January 22nd

**Backup Date:** January 26th (in case of inclement weather)

**Participation Requirement:**
- All agencies that are recipients of NOFO/YHDP funding are mandatorily required to contribute volunteer(s) each day during the PIT count (this may change as we begin scheduling dates).
- **General TWH Partners** are required to ensure volunteer participation for a minimum of one day during the PIT count.
- Agencies that are part of the **system outreach workgroup** must commit to daily volunteer contributions throughout the PIT count period.

**Mandatory Trainings will be held in December and Early January 2024.**

For any questions or concerns, please contact us at: TWHPIIT@homelesshouston.org
• Speakers will be called upon in the order in which they signed up. Others will be offered an opportunity to speak following.

• Please use the “Raise Hand” function and wait to be called upon if you did not sign up to speak prior to the meeting.

• When called upon, please introduce yourself and your organization (if applicable).

• **Duration of comment: 1 minute.** This time limit will be identified with a visible timer shared on the screen, followed by the speaker being muted when the time is complete.
Thank you!

See you next month on Thursday, November 9, 2023, at 3:00 PM.