

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

HOUSING AND HEALTH SERVICES
COORDINATION COUNCIL MEETING

Room 4530
Brown Heatly Building
4900 N. Lamar Boulevard
Austin, Texas

July 9, 2014
10:00 a.m.

COUNCIL MEMBERS PRESENT:

TIMOTHY IRVINE, Chair
PAULA MARGESON
MARTHA BAGLEY
SUZANNE BARNARD
FELIX BRIONES, JR.
MEGAN CODY
DAVID DANENFELZER
AMY GRANBERRY - Participated by phone
MICHAEL GOODWIN
LAURA GOLD (for PENNY LARKIN)
JONAS SCHWARTZ
JEFF WILLIFORD

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1 Williford?

2 MR. WILLIFORD: Here.

3 MR. IRVINE: Doni Green.

4 (No response.)

5 MR. IRVINE: Mike Goodwin.

6 MR. GOODWIN: Here.

7 MR. IRVINE: Amy Granbury.

8 MS. GRANBURY: Here.

9 MR. IRVINE: Paula Margeson.

10 (No response.)

11 MR. IRVINE: Felix Briones.

12 MR. BRIONES: Here.

13 MR. IRVINE: Kenneth Darden.

14 (No response.)

15 MR. IRVINE: And James Hill.

16 (No response.)

17 MR. IRVINE: Okay. Just a logistical comment
18 I want to make, because we have been subject to the Texas
19 Open Meetings Act. The only people who are present
20 physically in the room count for purposes of a quorum.
21 But we do have a quorum, which is nine members,
22 physically present. So that is great.

23 Just the ground rules for the way we work:
24 It's pretty much a free-for-all. Anybody who has got
25 something to add, whether it is a question, a comment, an

1 idea, whatever, absolutely feel free to do it. Only one
2 request -- well, actually two requests.

3 One, come to a place at the table where you
4 can be speaking into a microphone and Penny can pick you
5 up, for purposes of recording this in the transcript.
6 And, two, identify who you are and on whose behalf you
7 are speaking. So that is pretty much all there is to
8 that protocol.

9 Let's start by just kind of reintroducing
10 ourselves, because I see a lot of new faces. You already
11 know that I'm Tim Irvine, so, Megan.

12 MS. CODY: I am Megan Cody with the Texas
13 Department of Agriculture, as part of the State Office of
14 Rural Health.

15 MS. BAGLEY: And I am Martha Bagley with DARS'
16 Division of Blind Services.

17 MR. DANENFELZER: I am Dave Danenfelzer with
18 Texas State Affordable Housing Corporation.

19 MR. SCHWARTZ: I am Jonah Schwartz with the
20 Health and Human Services Commission.

21 MR. BRIONES: I am Felix Briones. I am a
22 consumer, and a Governor Perry appointee.

23 MS. RICHARD: And I am Terri Richard with the
24 Texas Department of Housing and Community Affairs.

25 MR. WILLIFORD: I am Jeff Williford, with the

1 Government Relations with the Texas Veterans Commission.
2 I would also like to introduce Brent Flournoy, who is new
3 to the Agency, running our Housing for Texas Heroes Grant
4 Program.

5 MR. GOODWIN: Mike Goodwin. I am the governor
6 appointee for developers, San Antonio.

7 MS. LEWIS: And I am a guest. I am from the
8 University of Texas, and I have been working with Terri
9 on the videos.

10 MS. BARNARD: I'm Suzanne Barnard with the
11 Texas Department of Agriculture in the CDBG Division.

12 MS. GOLD: My name is Laura Gold. I am with
13 DADS, and I am sitting in for Penny Larkin who couldn't
14 make it today.

15 MS. YEVICH: Hi. I am Elizabeth Yevich with
16 the Texas Department of Housing and Community Affairs.
17 And I am actually going to take moment, if I may, to
18 briefly update you all.

19 The Texas Department of Housing and Community
20 Affairs is in the process of developing what is known as
21 the Five Year Consolidated Plan, and it's for the State
22 of Texas, and we work with several of the people who are
23 actually in this room for this, for HUD, because the plan
24 works with the Community Development Block Grants, which
25 Suzanne Barnard here, is with. Also, the Housing

1 Opportunities for Persons with AIDS, out of the
2 Department of State Health Services, along with two
3 programs that are with TDHCA, which are ESG, Emergency
4 Solutions Grant, and HOME Investment Partnerships.

5 And I want you to know this is a very large
6 plan. We have been working on it for six months. We
7 have another six months to go. And a draft plan is
8 actually not going to be available until TDHCA's
9 governing board approves this on August 28th.

10 However, during public input during this
11 process, while we are developing it, we are encouraging
12 people to give us input. An online forum is getting
13 ready to go up, and it's going to be available July 11th
14 through July 31st. And it is going to be off of TDHCA's
15 website.

16 We are also holding, which is unusual, a
17 public hearing before the draft is complete. And that's
18 also to receive comment on this very large plan. And
19 that is going to be on July 23rd.

20 After the draft plan is approved, then there
21 will be the traditional 30-day public comment, and there
22 will be additional hearings throughout the state.

23 So in addition to all of this initial public
24 input, I wanted to let you know this meeting today is
25 also being counted as something called a consultation.

1 And so anything from this meeting -- that's why I am sort
2 of sitting in on it -- we might incorporate thoughts or
3 ideas to inform our program activities and training
4 efforts in the future.

5 So everything today will be considered as
6 consultation for the State of Texas 2015-2019
7 Consolidated Plan. Thank you.

8 MR. IRVINE: Continuing with introductions
9 along the wall, here, why don't we start with Megan.

10 MS. SYLVESTER: Megan Sylvester, legal at
11 TDHCA.

12 MS. LAVELL: Tanya Lavelle, Advocacy, Easter
13 Seals Central Texas.

14 MR. DURAN: Spencer Duran, Texas Department of
15 Housing and Community Affairs.

16 MR. REYES: Jorge Reyes, TDHCA.

17 MS. LEE: Jamila Lee, Hogg Foundation for
18 Mental Health.

19 MR. IRVINE: Excellent. Okay. So everybody
20 knows everybody, and you will all remember all those
21 names. Right. Okay.

22 The first item of business is approval of the
23 minutes for the April 16th meeting. I would entertain a
24 motion. Mike.

25 MR. GOODWIN: So moved.

1 MR. IRVINE: Does anybody want to second that?

2 MR. BRIONES: I second it.

3 MR. IRVINE: We have a second by Felix. Okay.

4 Any discussion?

5 (No response.)

6 MR. IRVINE: Okay. Hearing none, all in
7 favor, say aye?

8 (A chorus of ayes.)

9 MR. IRVINE: Any opposed?

10 (No response.)

11 MR. IRVINE: Hearing none, the minutes are
12 unanimously approved as presented.

13 Terri, would you now present the action item
14 for approving our 2014-15 Biennial Plan.

15 MS. RICHARD: Sure. Will do. I notice there
16 were a number of people on the phone, so before I get
17 started, I just wanted to make sure. A friendly
18 reminder, please don't put your phone on hold. You can
19 mute it, though, please, so we cannot hear any noise. If
20 you do have to step away, just hang up, and you can call
21 right back in and join us again, if you would like.

22 So as far as the Biennial Plan, I really
23 appreciate everybody's input. I have had quite a bit of
24 input on the Biennial Plan; really do appreciate it.

25 I wanted to let you all know just a little bit

1 about what we have done related to the Biennial Plan. We
2 have held two public hearings. And I believe Paula is on
3 her way up, and she might want to talk a little bit about
4 the public hearing that we had in Dallas. We had a
5 number of people, particularly -- there she is. Great.
6 Perfect timing.

7 MR. IRVINE: Please note that Paula Margeson
8 has joined the meeting. Welcome.

9 MS. RICHARD: Welcome, Paula.

10 MS. MARGESON: Thank you.

11 MS. RICHARD: We were just talking about
12 public hearings related to the Biennial Plan, and I just
13 thought you might want to say a few words about the great
14 public hearing that we had in your neck of the woods.

15 And thanks to you and your staff for hosting
16 that for us up in Dallas.

17 MS. MARGESON: Well, I am glad you thought it
18 was great. That is good. I don't know what I was
19 expecting, like hordes of people taking an interest in
20 what we take an interest in. But perhaps they don't.

21 But anyway, yes, we had -- I think we had some
22 good representation, because we had some professional
23 people and some consumers, who really hadn't read the
24 plan, and I don't even know really how they found out
25 about -- I think, word of mouth, found out about the

1 hearing.

2 But the thing was that they were introduced to
3 the concept of service-enriched housing, which is a new
4 concept for them, you know, and I thought that was a good
5 thing.

6 And we did get some feedback on the plan and
7 some feedback about the QAP. So all in all, I felt like
8 it was successful. I hope you all did.

9 MS. RICHARD: Thank you. We really appreciate
10 it. I thought it was great. We did get some great
11 feedback.

12 The next day we held a public hearing here in
13 Austin. It wasn't quite as well attended, just because
14 there were some other things going on. But we did have
15 one agency that did come and attend and gave some great
16 public comment.

17 We also posted it on our website, in the
18 *Federal Register* -- I'm sorry -- the *Texas Register*. And
19 we also put it on our website, the council website. I
20 also sent out listservs. Then we also shared it with the
21 Promoting Independence Advisory Committee, those members.
22 It was distributed to those members.

23 We shared it with the Counsel for Advising and
24 Planning for the Prevention and Treatment of Mental and
25 Substance Use Disorders. We also shared it with the

1 Governor's Committee on Persons with Disabilities. I
2 sent a listserv out.

3 And we also shared it with the State
4 Independent Living Council. So, I mean, just the
5 Governor's Committee themselves, I think they had 2,700
6 people on their distribution list. So we made every
7 effort to try to distribute it to as many folks as we
8 could.

9 All in all, we ended up with four different
10 entities that commented on the plan. And so I guess I
11 would just walk you through just a few of the comments.

12 One comment came from Department of Aging and
13 Disability Services, and it was a comment about the
14 number of people that were on the interest list.

15 We had used a number that was in the document
16 that they have that was a duplicated count, so they
17 recommended that we change it to an unduplicated count.
18 So I did make that change on page 22 of the plan.

19 They also had found a typo in one of their
20 documents that then I used in this document. And so we
21 made that correction. And it was the number of new
22 waiver-slot vacancies that will be for the home and
23 community-based services program. So I made that change,
24 to make that number correct on page 33.

25 Then we had Easter Seals of Central Texas and

1 Disability Rights Texas. They had a number of comments.
2 One of the comments was about including the State of
3 Texas Comprehensive Analysis of service-enriched housing
4 finance practices final report, better known as the TAC
5 report. And so they were glad that we had included that.

6 And made some statements and some suggestions
7 about using that as a place to begin our planning in the
8 future. We did - let's see. I put that on page 22.

9 Easter Seals in particular made a comment
10 about that permanent supportive housing is not always
11 integrated. So on page 14 of the Plan, I added a
12 statement that clarified that not all permanent
13 supportive housing is integrated.

14 And so permanent supportive housing is
15 consistent with the Council's definition only if it is
16 integrated into the community. So I made that change on
17 page 14.

18 And then there was some suggestion -- and this
19 came out of the Dallas public hearing -- but then also,
20 Disability Rights Texas about including language in the
21 recommendation, and this was on page 43, about the
22 Department -- that is, TDHCA -- providing educational
23 opportunities. And you mentioned it already, the QAP.
24 It is the Qualified Allocation Plan.

25 And one of the recommendations that the

1 workgroup came up with is, gosh, we need to have more
2 people with disabilities involved in that process. And
3 some of the comments that we got back was, well, wow,
4 it's really complicated, and we don't really understand
5 it.

6 So I did add additional language in there that
7 we are going to provide some opportunities and try to do
8 some more education about the Qualified Allocation Plan.
9 One of the things I have talked about doing is maybe
10 trying to do a Cliff Notes version of the Qualified
11 Allocation Plan. So that is something I am going to try
12 to tackle maybe in the fall, to be able to share with you
13 all.

14 Then also, Disability Rights Texas mentioned
15 that I had included in the plan the Promoting
16 Independence resolution related to the aiding in barrier
17 removal program. But I had not included their resolution
18 that came to the Department about the HOME funding for
19 tenant-based rental assistance, so I did go back and put
20 that on page 44.

21 And that was the bulk of the changes that we
22 made. There were some recommendations by both Easter
23 Seals and there was also an individual -- and Jonas, I
24 think I shared with you the information that she sent in,
25 about putting in recommendations -- specific

1 recommendations about additional funding.

2 And we -- the way we talked about that is that
3 this is a coordination council, and it's beyond the scope
4 of this council to request additional funding from the
5 Legislature and to put specific recommendations about
6 additional funding. But as far as supporting agencies as
7 funding opportunities come along, then that is something
8 that is within the purview of the Council.

9 So that is the overview of the four commenters
10 and what we received and how I changed the Biennial Plan
11 as a result of those public comments.

12 Anybody have any other thoughts, changes?
13 Anything that I've missed?

14 MS. MARGESON: I am curious about your last
15 statement. It might be outside our purview, but when we
16 were working on the workgroups, we talked about various
17 other types of funding strategies or funding mechanisms
18 that could be used, you know, potentially to increase
19 service-enriched housing stock.

20 So if we were to identify that one of those
21 was really viable for the state or seemed that it had
22 good potential, we couldn't bring that to legislators and
23 make them aware of it? Or we couldn't put it in the plan
24 that it seemed like the most viable option or, you know,
25 why are we not able to do that? I don't understand that.

1 MR. IRVINE: I think we can certainly bring
2 information forward to the Legislature. I think that is
3 a key part of what this Council does. But when it moves
4 from bringing information to actually making specific
5 funding requests, that's really outside of our purview.

6 You know, each agency that seeks funding makes
7 a Legislative Appropriations Request.

8 MS. MARGESON: Right.

9 MR. IRVINE: You know, they're probably the
10 most appropriate individual vehicles, and they each
11 approach it their own unique way.

12 For example, the Texas Department of Housing
13 and Community Affairs, what we have really found is that
14 we just continue to administer our programs and seek the
15 appropriate continuation of funding for those programs.
16 One of the main reasons is that we rely chiefly on
17 federal funding sources.

18 To the extent that we have state general
19 revenue as a piece of our funding, we have found that it
20 is usually most effective when the true advocates go and
21 approach members themselves and seek funding, and then
22 the Department then follows in as a resource to talk
23 about issues of efficiency and need and so forth.

24 So I would say, to the extent that you're
25 looking at requests for general revenue, probably the

1 most impactful way to do that, like I said, is just going
2 to be to approach members directly. When you're looking
3 at other potential new funding sources, things like the
4 811 program, I think this is a great coordination
5 council.

6 And this the place where we can really sort
7 out which agency is the most appropriate agency to pursue
8 those kinds of additional funding opportunities. I know
9 that Elizabeth and others at TDHCA certainly go after
10 those things when we find them. In fact, we have got
11 another 811 request in the hopper.

12 MS. MARGESON: So for example, then, if we
13 wanted to pursue the State having its own rental
14 assistance you know, program, or allocation, could -- I
15 guess I'm wondering, those of us who are advocates on the
16 Council, do we have the freedom to go to the Legislature
17 and, with the backing of the Council for example, to say
18 that we feel this is, you know, a good option that should
19 be pursued?

20 MR. IRVINE: I think that other than agencies
21 that are administering state or federal funds, which of
22 course, cannot be used for lobbying activity, that, yeah,
23 you are unconstrained. And I think that you should
24 certainly, when you are making those kinds of visits and
25 requests, feel free to mention the participants on this

1 council as supportive resources.

2 MS. MARGESON: Okay. So this person that had
3 this comment actually wanted us to make a funding
4 request. And we certainly are not set up to do that,
5 because we don't do an LAR.

6 MR. IRVINE: Right.

7 MS. MARGESON: And we have to come to you, who
8 is, you know, sort of our oversight entity, and ask you
9 to put it in the LAR as an exceptional item or something,
10 which --

11 MR. IRVINE: And as I indicated, in our LAR we
12 are not requesting exceptional items. But we have found
13 that it is very effective that we serve as resources for
14 the members that are entertaining requests like that from
15 others, including advocacy organizations.

16 MS. MARGESON: Do you ever do exceptional
17 items, or are you just not doing them now?

18 MR. IRVINE: It has been several sessions
19 since we have done exceptional items. And actually it
20 has really worked out pretty well, as specific funding
21 needs have been identified and rolled out, that we have
22 received increased funding for things like our Housing
23 Trust Fund and our Housing Homeless Services programs.

24 Those are our two chief pieces of
25 discretionary funding; of course, the trust fund

1 including the Amy Young Barrier Removal Program, which
2 was specifically dropped into the statute and given
3 funding.

4 MS. MARGESON: So your current approach is to
5 build the funding streams that you have and not muddy the
6 water by putting --

7 MR. IRVINE: Well, when you start adding new
8 programs, it starts getting extremely complex, because
9 not only do you get the additional funding, but then you
10 also have additional staffing and other support
11 requirements that are placed on the agency.

12 So rather than expanding the funding program,
13 what you are looking at is creating something new, where
14 you need to look at issues of increasing your number of
15 employees which are dedicated to the program; increasing
16 your technology budget to support the program and so
17 forth. So, yeah, we tiptoe into those things very
18 fearfully.

19 I mean, I think that the continuing focus of
20 our agency is just to administer the programs we have got
21 with ever greater efficiency. And if we get increased
22 funding, it is all the better.

23 MS. MARGESON: Okay. Thanks for that
24 explanation. I haven't gone into that before.

25 MR. IRVINE: Sure. With respect to the QAP,

1 we will be awarding the annual competitive credits here
2 at the end of July. And we are already beginning the
3 process of developing next year's Qualified Allocation
4 Plan.

5 I think that a couple of things that will be
6 of great interest to the Council will include the
7 creation of a new -- brand new scoring item for
8 participation in the 811 program. We are cautiously
9 optimistic that we will be signing an 811 agreement
10 within the next few days to weeks, so at long last that
11 is becoming a reality.

12 So that is one of the places where I think we
13 will certainly be looking for input. Always, we are
14 looking for input on definitional issues like service-
15 enriched housing.

16 I will say that Cameron Dorsey and Jean
17 Latsha, who oversee these activities in the development
18 of the Qualified Allocation Plan, are already extremely
19 knowledgeable and engaged on issues of service-enriched
20 housing and issues of accessibility. They would be more
21 than happy to talk with any of you. If you need me to
22 facilitate getting in touch with them, you know, just
23 holler.

24 You know, I think that also one of the
25 proactive things that we have done is the adoption of the

1 2010 standards for accessibility to apply to all of our
2 programs. It's a controversial step. It's one that some
3 people argue did not need to be done, that it did not
4 require -- that it was not required to be applied to our
5 tax credit housing and so forth, but we think it's just
6 good to have a leading edge standard that applies to all
7 Texas housing. And that is what we did.

8 So I would also point out that Cameron has
9 recently had a pretty significant expansion of his
10 responsibilities. He is now overseeing not only
11 multifamily programs but also fair housing, which has a
12 tremendous intersection with activities with this
13 council, and we are developing much more robust website
14 materials and so forth to promote fair housing, including
15 housing for persons with disabilities.

16 So please, like I said, reach out to us. Talk
17 to folks if you need information. Feel free to share
18 ideas. Get engaged. And I strongly encourage the other
19 state agencies to get engaged on this and participate,
20 and coordinate with us.

21 Mike.

22 MR. GOODWIN: From the council standpoint, for
23 those of us whose mental faculties are deteriorating at
24 an ever-increasing rate, is there a way for you to check
25 to see if we have made QAP recommendations that have not

1 been incorporated, or if we have new ones that we want,
2 so that rather than just say, Do this, we might could
3 provide some sort of rationale and reason and how it
4 would work?

5 MR. IRVINE: I do recall that the Council made
6 a recommendation with regard to the definition of
7 service-enriched housing. And it is my understanding
8 that it was not directly followed, but as I said, Cameron
9 has a very much more expansive and nuanced understanding
10 of that definition than just about anybody I know, and he
11 is very engaged on promoting the purposes of the Council.

12 MS. RICHARD: I think there was another one
13 related to the marketing strategy, or marketing,
14 affirmative marketing. So I can --

15 MR. GOODWIN: Well, and didn't we do some set-
16 aside recommendations also, as far as point counts and
17 that kind of stuff?

18 MR. IRVINE: We do not believe we have
19 statutory authority to create new set-asides, other than
20 those that are in the statute.

21 MR. DANENFELZER: I do think the Council has
22 recommended it in the past, though, to prioritize
23 service-enriched housing in the Biennial Plan. But as
24 Tim said, they have not been able to integrate that
25 because of the statutory limitation.

1 MS. RICHARD: But I can certainly go back and
2 find previous recommendations. I had thought about going
3 through the QAP and doing sort of a 101 to kind of walk
4 through it. For example, what is statutory that we don't
5 have authority to change?

6 You know things that are called above the
7 line, below the line. So to do a little bit more
8 education, at least with the Council.

9 MR. GOODWIN: Well, and for those of us that
10 are not bound by the -- I will say -- by the lobby side,
11 as long as we're individuals --

12 MR. IRVINE: Go for it.

13 MR. GOODWIN: If for example, TDHCA would like
14 to have the ability -- not necessarily do it -- but would
15 like to have the ability, then the answer is okay, let's
16 pound some doors and say, Hey, would you amend the
17 statute to give TDHCA discretionary authority to make
18 adjustments or something like that.

19 I don't think it would be appropriate to push
20 something down your throat that you don't want to do.
21 But if you say, Hey, it would be nice to have that, if we
22 decided in the future, at least let him have the
23 toolmanship.

24 MR. IRVINE: Actually, I have kind of a
25 contrary view. I would say that take whatever you think

1 is good policy to your legislative members. And whatever
2 they tell us to do, we will do it.

3 MS. MARGESON: Donuts and coffee, that's our
4 priority.

5 MR. IRVINE: That is a good priority. I
6 pencil-whipped once that we probably spend a quarter of a
7 million dollars a year in lost productivity with people
8 going to Starbucks.

9 Okay. Back on track.

10 MS. RICHARD: Okay. We digress. So back to
11 the Biennial Plan, anybody have any other comments,
12 suggestions, thoughts on the Biennial Plan before we take
13 a vote?

14 (No response.)

15 MR. IRVINE: I think it's just a testimony to
16 you and your team that you did such a great job of
17 putting it together in the first place; the fact that we
18 had so little substantive change means that you have
19 really kind of scrubbed it pretty darn well. And I think
20 that folks like Easter Seals that weighed in with some
21 additional ideas, I think that's fantastic.

22 MS. RICHARD: Thank you.

23 MR. IRVINE: So I would entertain a motion to
24 adopt the plan.

25 MR. GOODWIN: So moved.

1 MS. MARGESON: Second.

2 MR. IRVINE: The motion has been made and
3 seconded. Any further discussion?

4 (No response.)

5 MR. IRVINE: Hearing none, all in favor,
6 please say aye.

7 (A chorus of ayes.)

8 MR. IRVINE: Any opposed?

9 (No response.)

10 MR. IRVINE: The plan is unanimously adopted.
11 Thank you. Congratulations.

12 MS. RICHARD: Thank you. Thanks to everyone
13 for their input, and just next steps will be to get
14 copies made and get into the office of the Governor and
15 Legislative Budget Board, and then we will do it again in
16 two years.

17 MS. MARGESON: And I do love your idea about a
18 101 on the QAP.

19 MS. RICHARD: Okay.

20 MS. MARGESON: Whether that's, you know, just
21 in writing or however you want to do it.

22 MS. RICHARD: To provide like a 101 on the
23 QAP?

24 MS. MARGESON: Yes.

25 MS. RICHARD: Okay. Yes.

1 MR. IRVINE: We'll just put that on the next
2 Council agenda.

3 MS. RICHARD: October will be timely to do
4 that?

5 MR. IRVINE: Absolutely. Sure.

6 MS. RICHARD: Okay. Great. That's great.
7 I'll get on that. Okay.

8 MR. IRVINE: Okay. You are up again.

9 MS. RICHARD: Okay. The videos. So for those
10 of you that may not have had a chance to kind of get back
11 in the swing of things, at the last couple of meetings,
12 we have talked about the Technical Assistance
13 Collaborative, and they produced some materials for us.

14 You know, the first thing they did was produce
15 the big report and make some recommendations. But then
16 we also asked them to provide some training materials.
17 And so we have -- a number of you have given feedback on
18 those.

19 We then, at the last meeting, talked about
20 okay. Now that we have the training materials, what are
21 we going to do with them.

22 And that is a huge part of what the Council is
23 charged with doing, is educating, cross-educating, and
24 trying to do some more technical assistance related to
25 housing and services staff.

1 So we talked about webinars, and, you know, we
2 kind of had some thoughts on that. And sometimes those
3 are good, not so good. And we ended up with videos. And
4 so what we did is we contracted with the University of
5 Texas just in -- I think it was in May that we contracted
6 with them.

7 And Anne Lewis is here. She has worked
8 extremely hard, and so has her team, to produce these
9 videos. And what we really envisioned is 101. And so we
10 talked about just giving -- you know, each one of the
11 videos is sort of just an overview of the topic. And
12 then for people who are more interested and want to learn
13 more or want to apply, then we direct where to go.

14 So much of trying to navigate housing and
15 services, not just in Texas, but in any state, it is
16 always a challenge. And so what we really wanted to try
17 to do was to make something that was simple, easy, short,
18 sweet, and to the point, but then could get you more
19 information when you need to.

20 So really thinking about the general public,
21 but also case managers, service coordinators, if they're
22 working with folks, maybe they are in DADS at the
23 local -- you know, one of the regional offices, and they
24 need someone that they need to assist with housing, then
25 they could go look at these videos and see what kind of

1 housing opportunities, rental assistance, those kinds of
2 things. And so these videos could be something that you
3 could watch.

4 And so we asked them to produce ten videos
5 total. And what we plan to do today was to give you a
6 little viewing of four of those videos. So total, we did
7 an overview of service-enriched housing and then some
8 information about the Council.

9 We also have a video on rental assistance. We
10 have one on emergency assistance. We have one on energy
11 assistance, home repair, fair housing, homebuyer
12 assistance, and then we have a video that gives an
13 overview of DADS services, DSHS services, of DADS
14 Department of Aging and Disability Services, Department
15 of State Health Services and Health and Human Services
16 Commission.

17 And so those are the ten videos that we are in
18 the process of producing. And what we plan to show you
19 today are four of those that we have been working on.

20 And what these are are rough cuts, so keep in
21 mind, these are not the final products. They do have
22 some -- we're going to have graphics. There is going to
23 be much more tweaking and making them prettier.

24 But we wanted to show these to you so you
25 could see where we are going with them, and get some

1 feedback.

2 And I know there are several people in this room who
3 participated in the videos, and were willing to sit and
4 be grilled by Anne, and videotaped while they were
5 getting grilled. But just to include those interviews,
6 and I think we'll let you see what you all think about
7 them.

8 But I am going to turn it over to Anne. She
9 is a senior lecturer with the Department of Radio,
10 Television and Film. She has just really done a great
11 job. We have worked very closely together. And here are
12 four of the videos.

13 And I guess, unless anybody has an objection,
14 just sort of plan to look at one, you know, get feedback,
15 and then we can go through the other three and get
16 feedback after each one, if that's okay with everyone.
17 Does that sound like a plan?

18 That way, you don't have to remember any kind
19 of suggestion you have on the first one by the time we
20 get to the fourth one. And I apologize, folks on the
21 phone. You can hear the audio; unfortunately, you won't
22 be able to see it.

23 MS. YEVICH: We'll do these with the lights
24 on, I think first. But we might -- what do you suggest,
25 Anne? Lights on or off?

1 MS. LEWIS: Either way is fine.

2 MS. YEVICH: We will try it this way.

3 MR. GOODWIN: More people will stay awake if
4 you leave them on.

5 MS. YEVICH: There we go. You can stay awake
6 for these.

7 MS. LEWIS: Let me just reiterate, these are
8 very much a work in progress. We were on a very short
9 time line. So you are seeing things that are not quite
10 where I would love for them to be. But the second one is
11 a little bit further along, so you can gather more of a
12 sense of what it will be like graphically.

13 I think the most important thing to remember
14 is that when you see a website -- when this is mounted on
15 the web, the viewer will be able to actually click on the
16 screen and go straight to that website, so there will
17 be -- so where you feel absences in the information, that
18 is colored by that kind of ability to interact with the
19 videos.

20 MS. RICHARD: One other thing I might mention.
21 We are going to do screen shots of all the Help for
22 Texans websites. And so right now you won't see
23 anything. That comes in the final part. But we walk
24 through, go here, click on this, click on that.

25 MS. LEWIS: And you will not hear my voice on

1 anything eventually. These are some corrections that
2 were made that I've ended up recording my own voice.
3 That won't be there. Okay.

4 (Pause.)

5 MS. LEWIS: Oh, we don't have audio again.
6 Now that could be a problem. We'll see. This is the
7 last time. Do you think I should go out?

8 MALE VOICE: No, it was off.

9 MS. LEWIS: Good. It just turned itself off.
10 Oh, good. Here we go.

11 (Whereupon, a short video was played.)

12 VOICE: Who is that sexy narrator? She sounds
13 real good. She's a terrific actress too.

14 MS. RICHARD: She does a good job. Anybody
15 have any thoughts, comments?

16 MR. DANENFELZER: My only thought would be
17 that when I was -- I'm very sensitive to font size. And
18 I think that once this becomes on a smaller computer
19 screen, it will be hard to read the transitions.

20 So I would just -- that is the only thing I
21 would focus on. I mean, from here, that's a giant
22 screen, and it is fairly small. And it looked to me like
23 about a 14 to 16 font. And once it gets really small, it
24 will shrink up.

25 MS. MARGESON: I was wondering, with the last

1 gentlemen that was talking about -- I think he had been
2 transitioned. And he said that, you know, the Agency
3 anticipated what his needs were.

4 But he didn't say what agency it was. And
5 that left me wondering, okay, is that -- who helped him
6 to make this all happen?

7 MS. RICHARD: I think we have a little bit
8 more about him, where he talks a little bit more about
9 relocation specialists, and I am not sure if he says STAR
10 Plus. But he talks a little bit more -- I think it is in
11 rental assistance, I believe.

12 MS. MARGESON: Okay.

13 MS. RICHARD: But it is a different video.

14 MR. DANENFELZER: Even if you don't have the
15 video, though, could you put like a subtitle or some kind
16 of information at the bottom about the agencies that he
17 might be talking about?

18 MS. MARGESON: Well, it left me wondering. I
19 mean, I don't know. I am assuming it probably was an
20 independent living center, but I don't know that.

21 MS. RICHARD: It's multiple. It's multiple.

22 MS. MARGESON: Okay.

23 MS. RICHARD: It is money follows the person.
24 So it is DADS relocation specialists. It's STAR-Plus,
25 and then -- so it was ARCIL who they worked with, and

1 then STAR-Plus.

2 And then -- so it is United Health Care. He
3 does mention United in another one. So those are the two
4 primary programs, the STAR-Plus and the DADS relocation,
5 or ARCIL, who worked with him.

6 MS. MARGESON: Okay. Well, he just said
7 agency. And I thought he -- there was some specific --
8 and then if I were a novice watching that, I would be
9 like, okay, what magic agency is this? Because I need to
10 know about it, you know.

11 MS. RICHARD: Okay. Well, I have got that. I
12 will take that back.

13 MS. MARGESON: Okay.

14 MR. IRVINE: And I would suggest maybe instead
15 of doing an overlay, perhaps just insert a chunk where
16 you have got a list of the agencies that people watching
17 the video can see, but have a narrator mention each of
18 them so that it's accessible.

19 MS. RICHARD: Okay.

20 MS. GOLD: I was wondering if that gentleman
21 was maybe being a little bit -- it sounded like some of
22 it was mental health related. So I don't know -- I mean,
23 I am assuming he's comfortable disclosing everything in a
24 video. But maybe -- I didn't know if he was being
25 purposely vague or not.

1 MS. LEWIS: I think that is part of it. He is
2 receiving mental health services as well.

3 MS. RICHARD: And you know, we were real
4 sensitive. He actually says that -- you know, he names
5 the diagnosis, but we were sensitive about putting that
6 in the video.

7 But we did use it in a way. And you will see
8 it one of the other videos. We did use it in a way so
9 that you can tell that he does receive some other kinds
10 of services.

11 MS. LEWIS: I think what is remarkable about
12 him is it's a multitude of agencies. I mean, if we were
13 going to list them all, it would almost look like the
14 Council.

15 MS. MARGESON: That is really what it takes.
16 You know, that's very typical.

17 MR. IRVINE: And that is an important message
18 to get across.

19 MS. MARGESON: It takes a village, you know.

20 MS. LEWIS: So we could add some narration to
21 say some of those are --

22 MS. RICHARD: Yes. We will take that back.
23 Ready to go on to the next one?

24 MR. SCHWARTZ: I mean, you could just make a
25 statement that says, you know, for many people, it

1 takes -- many people access multiple programs or multiple
2 agencies to put the services and supports together that
3 they need. And here is an example of some of the
4 agencies that -- or programs that people may utilize to
5 get the supports that they need.

6 MS. RICHARD: Okay. And I know that Doni is
7 not here, but she has mentioned that several times. She
8 has talked about that in the Biennial Plan.

9 MS. LEWIS: That would be, after him, as a way
10 to close out. And I think that would be very helpful.

11 MR. SCHWARTZ: That way it would get our point
12 across that it is not necessarily referring to his
13 specific services or circumstances.

14 MS. RICHARD: A good point; we'll take that
15 back.

16 MS. YEVICH: Thank you, Jonas. And we will
17 bring you in on all of our meetings from here on out, if
18 you're going to add great comments like that.

19 This is Elizabeth. I can add how much time --
20 this is just not a point and shoot. I have learned so
21 much in the last couple of weeks, putting these videos
22 together.

23 Like you are talking about the narrator.
24 Well, it was a 20-, 30-minute discussion on, are we
25 having male. Are we having female. What tone of voice?

1 How long is the voice going to be? That was one thing.

2 The tremendous amount of work that Anne has
3 done with UT and Terri has done. Terri, of course, has
4 the Biennial Plan another project you are going to hear.

5 She works under my division, the Housing
6 Resource Center, and there are the typical duties there.
7 And she has worked non-stop and day and night.

8 Anne over here, I get emails from midnight and
9 3:00 a.m. and 6:00 in the morning, as well as her team.
10 And also, Jorge Reyes, who is also in the Housing
11 Resource Center, has been a tremendous help and sat in on
12 all of these meetings. And it has just been a tremendous
13 amount of work, so I hope that shows.

14 And this is exactly what we wanted to hear
15 today, comments like this. And thank you Jonas for
16 adding in scripts, because I think, we are all at this
17 point going, what do we say where? So thank you for
18 that.

19 MR. SCHWARTZ: Yes. You are welcome. I
20 thought it was very well done.

21 MS. YEVICH: Thank you.

22 MS. RICHARD: You just don't realize how much
23 you say things like, you know, and so.

24 (General laughter.)

25 MS. YEVICH: We are still putting you up for

1 an Academy Award: you and Mike and Felix, you know.

2 MS. RICHARD: Okay. Ready to go. This one is
3 rental assistance.

4 MS. LEWIS: This has a little bit of graphic
5 work. It has graphic work and also some music. So it's
6 a little further along.

7 (Whereupon, a short video was played.)

8 MS. RICHARD: Questions?

9 MS. MARGESON: So when you're talking about
10 the demonstration project, you say that individuals have
11 to be eligible for long-term care services. But would
12 that necessarily apply to the foster kids who have aged
13 out that may have disabilities, but not those that are so
14 complex that they would need long-term services?

15 MR. DURAN: That's a good question. Yeah.

16 My name's Spencer Duran. I worked on the
17 development of the 811 program along with Laura Gold and
18 a few other folks from our Health and Human Services
19 partners.

20 And there's -- essentially for the youth aging
21 out of the foster care system, yes, they are eligible for
22 services, in a lot of cases, up to the age of 25. And
23 the way the 811 program will work is there is a referral
24 agent that will refer the individual to the program.

25 And then once they are referred to the

1 program, they are also required -- there is a relocation
2 contractor or the referral agent who's also responsible
3 for identifying long-term services and supports that they
4 may be eligible for.

5 So they would be eligible for services upon
6 move-in. But they don't have to partake in those
7 services, and they don't even have to maintain
8 eligibility for those services while they live there.

9 MS. MARGESON: So just at the time of move-in?
10 In my world, long-term care services and support is
11 identified one way. So I think I am hearing you say that
12 there could be some flexibility in that identification.

13 MR. DURAN: It would be up to our Health and
14 Human Services partnerships to define the care packages
15 that the individuals can access.

16 MS. MARGESON: Okay.

17 MS. GOLD: I do see what you're -- I think I
18 see what you are getting at, is that for the -- one of
19 the three groups, the individuals leaving institutions,
20 that's where we say they have to be eligible for long-
21 term services and supports, you know, either through a
22 DADS waiver or through STAR-Plus.

23 MS. MARGESON: Right.

24 MS. GOLD: But with the other, with
25 individuals with mental illness or youth exiting foster

1 care, they may not be accessing long-term services and
2 supports in that kind of DADS-specific way that we talk
3 about that term. Right. So that may be something we may
4 want to tweak the language a little bit.

5 I don't recall offhand any interagency
6 agreement. Do you? What term we use for -- I mean, with
7 youth with mental illness, it is DSHS services. But do
8 you remember how we exactly -- it may have been a
9 slightly different phrase.

10 MR. DURAN: Yes. So for youth aging out of
11 foster care system, they would be working with the
12 Department of DFPS and DADS type of services, and then
13 that caseworker who is working with them would then hand
14 that individual off to a local service provider, who
15 would be able to meet their needs, whatever they may be,
16 for the long-term, if they choose to participate.

17 So with each target population, there is a
18 referral agent bringing people into the program and then
19 a service coordinator who will be identified to provide
20 assistance based on what an individual needs.

21 MS. MARGESON: So, it sounds more like what
22 you are saying, then, is that they are linked to
23 supportive services or support service network. So for
24 people, you know, who have mental health issues, that's
25 one type of support service that is needed.

1 MR. DURAN: Correct.

2 MS. MARGESON: And then the foster kids may
3 have another. And then the people coming out of nursing
4 homes, of course, have their traditional long-term care.

5 MR. DURAN: Right. Through the Medicaid
6 waiver Yes. So what Laura was saying was we're using the
7 term long-term services and support; essentially what we
8 are saying is, it is not the technical term of long-term
9 services and support as defined by the Department of
10 Aging and Disability Services, it's that someone is
11 Medicaid eligible to have access to a variety of Medicaid
12 services or community-based services or Texas State Plan
13 services, or a variety of things that they need that are
14 tailored to that individual=s needs and are also optional
15 to them.

16 MS. MARGESON: But I think, especially if this
17 is used as a training tool for like, say, state agency
18 staff members, they would probably jump to the same
19 conclusion I did, because that is what that means to us.
20 You know. So if we could think of a different way to say
21 it.

22 MS. RICHARD: Sure. We need a more generic
23 term.

24 MR. DURAN: So that I guess, is community-
25 based services --

1 MS. MARGESON: That might work. But that also
2 is fast becoming sort of the same meaning.

3 MR. DURAN: Right.

4 MS. MARGESON: So what do you think, Jonas?

5 MR. SCHWARTZ: Yes. That's hard, Paula.

6 MS. MARGESON: Yes.

7 MR. SCHWARTZ: I am going to have to -- I will
8 have to give that some thought.

9 MS. RICHARD: You know, we could say something
10 about, or based on their specific needs or something like
11 that.

12 MR. SCHWARTZ: Yes. Because every service
13 really is based on an individual's individual needs and
14 preferences.

15 MS. MARGESON: Right. Does that make sense,
16 Laura?

17 MS. GOLD: Yes.

18 MS. RICHARD: Yes. Maybe supportive services.
19 Something more generic. That doesn't trigger that, yes.
20 Yes.

21 MR. DURAN: Because you are right. It's not
22 just a DADS contractor that=s -- you know, a local health
23 authority is going to be involved in this; you know, just
24 a local network of non profit organizations, you know, in
25 addition to, you know, the DADS-officially-contracted,

1 you know, relocation contractor.

2 So that is a big part of this, but it is a lot
3 more diverse, and this program reaches a lot broader
4 audience for the target populations.

5 MS. LEWIS: What if we said something like a
6 range of services and supports, rather than services and
7 supports.

8 MR. DURAN: That would work for me. That is
9 fine. I think Jonas and Laura as our Health and Human
10 Services folks on this, I mean, you all would kind of be
11 the final word, would be my preference.

12 MS. GOLD: Yeah. And if we are talking about
13 the eligibility -- was that the point where they were
14 talking about eligibility.

15 MS. MARGESON: Uh-huh.

16 MS. GOLD: Yeah. That is kind of key, is that
17 they have to be, in order to be eligible for 811, they
18 have to be eligible for those kind of services. So we do
19 want to kind of keep that clarity in there. We may have
20 to kind of mull it over and think about it.

21 MR. IRVINE: I would say you might want to
22 pick a generic phrase, you know, like, must be eligible
23 for one or more services specifically tailored to their
24 needs. Click here to find out in more depth what this
25 means.

1 MS. GOLD: Yes. Exactly.

2 MR. DURAN: Yes. In truth, we have an
3 interagency partnership agreement between the Health and
4 Human Services Commission and TDHCA, which it's like, you
5 know, ten pages of defining what that actually means. So
6 whatever kind of generic term our Health and Human
7 Services partners are comfortable with and then maybe
8 them allow them to then jump in and kind of learn more
9 about the details of all of the waivers and things like
10 that. I think that would work.

11 MS. RICHARD: Okay. I'll take that one back.
12 Any other comments? The font looks a little different on
13 that one, did you think, David?

14 Does it look a little bigger on that one? Or,
15 I don't know. It looked different to me on that one.
16 But maybe that was just --

17 MR. DANENFELZER: Yes. Well, it wasn't just
18 the font. It looked a little bit bigger.

19 MS. RICHARD: Yes. A little bigger.

20 MR. DANENFELZER: It is also bold.

21 MS. RICHARD: Bold. Yes. Okay.

22 MR. SCHWARTZ: Will there be the opportunity
23 for someone to turn on captioning?

24 MS. LEWIS: Yes.

25 MR. SCHWARTZ: Okay.

1 MS. BAGLEY: And I would say, just back on
2 that font, if it's -- you know, you are not going to be
3 able to find a font that is big enough for everybody that
4 has issues. But you want to make sure that people can
5 see it from across a normal-size room, including older
6 people who are going to have issues that don't mean that
7 they have a visual impairment necessarily. So this is
8 not too bad, but it could be better.

9 MS. MARGESON: Is there going to be the
10 opportunity for a descriptive selection?

11 MS. LEWIS: I think there is, because what we
12 were talking about is putting transcripts of the scripts,
13 including what is being seen visually on the site, so
14 that you could click and get a visual, get a description.

15 I don't quite know what devices are available.
16 But you would certainly have access to a script.

17 MS. MARGESON: If you -- just to give a feel
18 for it. Like now, if you rent a movie that was made
19 after July of last year, one of the options under
20 languages is descriptive. And it is a narration that
21 occurs not during dialogue, but tells a blind viewer
22 exactly what is happening on the screen.

23 So when I go to the movies, for example, I get
24 this little earphone that has got a transmitter, and I
25 can know everything, which was really helpful in the Life

1 of Pi, by the way. Not much talking going on between the
2 tiger and the guy.

3 But anyway, so it literally tells you
4 everything that is happening on the screen. So you know,
5 that is the latest innovation in accessibility for blind
6 people. And it is part of the ADA amendment, and I
7 think, because it is, we might want to do that.

8 I didn't even think about that, Jonas. Now
9 you're looking out for my people.

10 MS. LEWIS: I wonder -- I don't -- have you --
11 do you know anything about that for the web? -- whether
12 that is beginning to happen for the web?

13 MS. MARGESON: It does, particularly from
14 agencies that are blind sensitive, you know, that really
15 have that level of sensitivity. You know, a good consult
16 might be the American Foundation for the Blind, because
17 they are pretty up on that stuff.

18 MS. LEWIS: Okay.

19 MS. RICHARD: And it was called descriptive?

20 MS. MARGESON: Uh-huh.

21 MS. RICHARD: Visual description. Okay.

22 MR. GOODWIN: That's going to blow my image.

23 You're going to find out what I really look like.

24 MS. RICHARD: If you have any recommendations
25 for font and font size, we would appreciate it.

1 MS. BAGLEY: Our default is Arial. It's just
2 a sans serif. So I mean, this is -- that is what that
3 is.

4 MS. RICHARD: Okay.

5 MS. BAGLEY: It's just I think my comment was
6 more about size and wanting to be sensitive to older
7 people who may have age-related vision issues that would
8 not necessarily be -- could not necessarily be described
9 as blind or legally blind or visually impaired, because I
10 think that some of this is going to be very important for
11 them.

12 MS. RICHARD: So like 16, 18? Is 18 the --

13 MS. BAGLEY: I think the thing to do is to
14 maybe try some different fonts and get at the back of the
15 room like this and see. And if you have some older
16 people that you can put at the back of that room, that
17 would be good, too.

18 MS. RICHARD: Okay.

19 MR. GOODWIN: I can see here.

20 MS. LEWIS: I think it is actually quite big.
21 Our visual -- our graphic designer is pretty aware of
22 these kinds of issues. So she was really going for
23 something. I mean, this is getting --

24 MS. BAGLEY: This is better than a lot of what
25 I have seen, but I think it could be a little bit better.

1 But I mean, you know, to really -- it's not horrible. I
2 am just saying. And I have seen some that are just
3 like --

4 MS. RICHARD: We will take that one back, too.
5 Anything else?

6 (No response.)

7 MS. RICHARD: Ready to move on to the next
8 one? Okay. That is emergency, right. Or energy -- I'm
9 sorry. Energy assistance.

10 MS. LEWIS: I'm sorry. This one is missing
11 its little head title.

12 (Whereupon, a short video was played.)

13 MS. RICHARD: Comments, thoughts on that one?
14 It's a short one. Ready?

15 MR. IRVINE: We're running out of time.

16 MS. RICHARD: Yes. The next one is pretty
17 short.

18 MS. LEWIS: It's going to have the toolbars
19 eventually.

20 MS. RICHARD: Yes.

21 MS. LEWIS: This is just -- the graphic design
22 hasn't been done.

23 (Whereupon, a short video was played.)

24 MS. RICHARD: Okay. So there are six others
25 we aren't going to watch today. But did you have any

1 other like, overarching general comments? And as we move
2 forward with the other six, thought on -- you know, on
3 input on those six.

4 Think we can just take it from here, or what
5 are your thoughts on that?

6 MR. GOODWIN: Just on this one, there was one
7 of the slides that had a phrase ending in "service." But
8 that was only one third of the phrase, and the rest of
9 the phrase just kind of dropped.

10 MS. LEWIS: That is all going to be replaced
11 when we do the narration, probably.

12 MS. RICHARD: Okay. Thanks, Mike.

13 MS. BAGLEY: Terri, I would like to talk to
14 you a little bit more about the font issue.

15 MS. RICHARD: Sure.

16 MS. BAGLEY: But we don't need to take up the
17 time. And we can talk on --

18 MS. RICHARD: Great. No, I appreciate that,
19 Martha. Thank you.

20 So any other general comments? Do you all
21 want to see the other six at some point?

22 MS. BAGLEY: I do. Yes.

23 MS. MARGESON: Yes.

24 MR. GOODWIN: Yes.

25 MS. RICHARD: Okay. You all want to see all

1 of them. Okay.

2 MR. DANENFELZER: Yes. Just if we get them on
3 an FTP site or somewhere where we could just download
4 them and look at them at the office, that would be great.

5 MS. RICHARD: Okay. They are actually on
6 Vimeo, and Anne can put all ten of them. We will make
7 whatever changes that you all have suggested to all of
8 them, and then we can put them all in Vimeo. And it is
9 in an email, and you just can click on the link to go to
10 Vimeo.

11 MR. DANENFELZER: Great.

12 MS. RICHARD: And I know that what we need to
13 do, because we are under a time frame, we do need those
14 back -- the input back in pretty short turnaround, guys.

15 So I am going to ask you to give that back to
16 us quickly, which was July 15th. Okay.

17 MR. DURAN: That's close.

18 MS. RICHARD: Yes. It's right around the
19 corner.

20 MS. MARGESON: For which feedback?

21 MS. LEWIS: We're on a deadline. The contract
22 is over August 31, and we have an incredible amount more
23 work to do. So we are not going to make that contract
24 deadline without a very short turnaround on your
25 comments.

1 MS. RICHARD: And so about when do you think
2 we will be able to have all ten of them that I can put in
3 an email to send to everybody to start looking at them?

4 MS. LEWIS: They're up there now. There may
5 be a few typos in them, but they are up now on Vimeo.
6 And the password is always "housing."

7 MS. RICHARD: And I will send all of that to
8 you.

9 MR. DANENFELZER: Yes. Just send us a link so
10 we can log in. We can watch it.

11 MS. RICHARD: Okay. All right. We can go
12 ahead and send the rough cuts.

13 MR. DANENFELZER: I will have an excuse for
14 watching videos at work.

15 MS. RICHARD: There you go. Great.

16 MR. IRVINE: Just so everybody understands,
17 this isn't an arbitrary deadline we are making up. When
18 you have appropriated funds, you have to incur the
19 expenses and expend them within the program year.

20 Our fiscal year ends at the stroke of midnight
21 on the last day of August, and so if it is not done by
22 then, the money goes away.

23 MS. MARGESON: Speaking of funds, are these
24 videos coming out of the council budget?

25 MS. RICHARD: Yes.

1 MR. IRVINE: Yes.

2 MS. MARGESON: That is what I thought. So I
3 think that being the case, we are very interested in
4 seeing what the product is.

5 MS. RICHARD: Okay. You've got it. We will
6 make sure.

7 MR. FLOURNOY: Are these videos -- are they
8 going to be on the TDHCA website, or are they meant for
9 distribution, or --

10 MS. RICHARD: Well, actually, what we hoped
11 is -- for sure they are going to be on our website, but
12 we really hoped that many others will use them and put
13 them on their websites.

14 MR. FLOURNOY: Okay.

15 MS. RICHARD: So the format we are trying to
16 do is like a Youtube format that is pretty standard, so
17 we are hoping that they can be used in a multitude of
18 ways, but disseminated wherever and whenever.

19 MR. IRVINE: I think the concept is this is a
20 first very accessible level to understand service-
21 enriched housing, the programs that are folded in here,
22 the issues that are presented, both to persons accessing
23 those services and also to communities that desire to
24 provide those services.

25 And like I said, it is a first very general

1 level. And hopefully it sets the stage to where you will
2 begin to fold in with more detail, more specificity, and
3 bring the level of knowledge up for everybody.

4 MS. RICHARD: I get calls, you know, from
5 sometimes people like at an aging and disability resource
6 center, saying, could you just kind of walk me through
7 housing, like over the phone. And so now I will be able
8 to say hey, go here, and you can look at these videos.

9 MR. SCHWARTZ: I really like the style and
10 concept, and they are very well done.

11 MS. RICHARD: Great.

12 MR. SCHWARTZ: And the literacy level for the
13 videos I thought was very good.

14 MS. RICHARD: Good. Thanks, Jonas.

15 MS. MARGESON: I thought it was very good.

16 MS. RICHARD: Good. Okay. Well, great. We
17 appreciate the feedback. Thank you. Anne has certainly
18 done a great job. Okay.

19 MR. IRVINE: 2-1-1.

20 MS. RICHARD: 2-1-1. That's also funds that
21 we are going to be expending, council funds. And so what
22 we have done, I mentioned this at the last meeting. We
23 have contracted with Texas State to do analysis of the 2-
24 1-1 Texas website and call centers.

25 And so what they are going to be doing is

1 evaluating that website and the call centers,
2 particularly looking at disability services search
3 function. If you will recall, we got a Real Choice
4 Systems Change grant.

5 And part of those monies were used to have a
6 disability services search function on the 2-1-1 Texas
7 website. So that is also one thing that they are going
8 to be analyzing. So they are going to look at the
9 effectiveness of the 2-1-1 Texas Information and Referral
10 Network and its goal for providing information and
11 referral to individuals in need of services and housing.

12 So it is going to look at components of the
13 Texas Information and Referral Network and look at what
14 ones are performing optimally and should be expanded and
15 replicated in future updates and then looking at things
16 that we can improve upon with the 2-1-1 website.

17 So we met initially with the Texas State
18 team -- we met with them for the first time two weeks
19 ago. They've already started a draft, so the final
20 deliverable will be a white paper, if you will, or like a
21 research report.

22 But that will kind of walk through what things
23 they looked at. It will include the detail about the
24 data that they analyzed. HHSC has provided some data for
25 us. We are going to be meeting with them, the 2-1-1

1 folks, Beth Wick, some of her staff on Friday, to look
2 at getting some of the Texas State researchers' questions
3 answered.

4 But we are going to be looking at things like
5 the number and percent of people per month who call 2-1-1
6 and what services they were looking for, looking by what
7 county are they searching for services?

8 They are also going to be looking at what is
9 the need for those types of services in those areas, so
10 looking to see if there may be a great need in a
11 particular part of the state but yet we are not getting
12 very many calls or very many people that are accessing
13 the website. So they are going to look at some of those
14 things.

15 And then maybe looking at -- they have some
16 data that is by age, by gender, which pages that they
17 accessed when they were looking for things. So it is
18 going to be just an overall evaluation that will have a
19 white paper that will include some recommendations in
20 that.

21 So we are going to meet with HHSC next week.
22 And moving forward, they are already starting to do the
23 data mining and data crunching to look at the data. So
24 that should be an interesting paper.

25 And so they expect to have a rough draft by

1 the very end of the month of August, and I will make sure
2 and share that with all of you, too.

3 MR. IRVINE: Okay.

4 MS. RICHARD: Any other questions, comments
5 about that?

6 MR. DANENFELZER: No. That was going to be my
7 question, was the --

8 MS. RICHARD: The time line. Yes.

9 MR. DANENFELZER: So it is an FY --

10 MR. IRVINE: The same time.

11 MS. RICHARD: Yes. The same time.

12 MS. MARGESON: My question is, what is the
13 amount that the research project is costing the Council?

14 MS. RICHARD: Oh, my. I don't know that I
15 have that right in front of me. I think it was --
16 Elizabeth may remember. I want to say --

17 MS. MARGESON: Around?

18 MS. RICHARD: \$67,000.

19 MS. YEVICH: I want to say, yes, right about
20 that. Yes.

21 MS. RICHARD: Somewhere around \$67,000.

22 MS. YEVICH: Around 60-.

23 MS. MARGESON: Thousand?

24 MS. RICHARD: Uh-huh.

25 MS. YEVICH: Yes.

1 MS. MARGESON: To evaluate 2-1-1?

2 MS. RICHARD: Uh-huh.

3 MS. MARGESON: Just on the field of
4 disability?

5 MS. RICHARD: No. It's the whole website and
6 their call centers.

7 They are going to do some specific analysis
8 about the disability services, but they are going to look
9 at the entire website. Does that makes sense?

10 MS. MARGESON: Well, it makes sense.

11 MS. RICHARD: You just think it is --

12 MS. MARGESON: I just -- I don't know where I
13 was when we had this discussion, because I don't know how
14 closely it relates to what we do.

15 MS. RICHARD: Well, I think a lot of it is
16 real pertinent, because there's - often times people are
17 looking for housing and for services and looking at where
18 to go to access those.

19 So we have a 1-800 number. People call us for
20 housing. But I know that you can -- a lot of people call
21 and ask for housing on the 2-1-1 website as well, and
22 so -- and then particularly the part about having a
23 single search function to look for housing and services
24 together.

25 MS. MARGESON: Well, which state entity set

1 that 2-1-1 system up, and why are they not monitoring
2 their own system?

3 MS. RICHARD: It's a Health and Human Services
4 Commission website. I don't know exactly when it was
5 originated. But also we have -- different state agencies
6 have provided funding to help enhance that website and
7 the 2-1-1 call center.

8 So it is really looking at trying to have a
9 statewide number where you can call to access services.
10 And I know at one point a few years ago, the data was in
11 26 different databases, you know, and so trying to make
12 it just more accessible, user friendly, and more
13 comprehensive, to have more services available to people
14 at their fingertips or picking up the phone and making a
15 single call.

16 And so I just know analyzing that level of
17 data is a huge undertaking. Lots of data mining that
18 goes into looking at that.

19 We are going to be visiting the call center
20 and then also being able to make recommendations for
21 improvement. I think that is going to be a big piece of
22 it too.

23 MS. YEVICH: And, Paula, it also ties back to
24 the Council in that it goes right into what Spencer Duran
25 is going to talk about next; Section 811. All of the --

1 Section 811 of course, came from the Real Choice, and
2 Real Choice was tied in with the Council.

3 And one of the steps in the Real Choice grant
4 was to put the disability tab on the 2-1-1 website. So
5 that is another way in which it really does tie in with
6 the Council and recommendations for the past four years.
7 And I know, just again, Terri and the Council works under
8 Housing Resource Center.

9 And Housing Resource Center online staff
10 answer the phones, which is a plethora of phone calls
11 daily. I am sure all state agencies get this. Almost
12 with every phone call, what we do -- I mean, we certainly
13 have our own resources, but we also say, Call 2-1-1.

14 So and I think the thought is, and of course,
15 Jonas or other people would know this better. But the
16 thought is to have one united call center within the
17 State of Texas, and I think that's how everyone is
18 moving. So does that help?

19 MR. GOODWIN: HHSC buys the doughnuts for the
20 next meeting.

21 MS. MARGESON: Big time.

22 MR. GOODWIN: It's a payback. I think that is
23 the question. It was an HHSC function. And I don't
24 think we were really aware we were paying for the whole
25 evaluation of the entire system, but that is neither here

1 nor there. If we didn't determine anything we were
2 doing, it is a moot point. And I don't think we have,
3 financially.

4 MR. SCHWARTZ: So, Terri, this is a 2015
5 activity. Right?

6 MS. RICHARD: No. It's 2014.

7 MS. YEVICH: No, >14.

8 MR. SCHWARTZ: Okay.

9 MS. MARGESON: So we had unexpended funds, and
10 this was --

11 MS. YEVICH: Exactly. We talked about it at
12 the last meeting. There were some unexpended funds with
13 the project that we were doing, the video.

14 And that we would look into another project,
15 probably a 2-1-1 analysis with the remainder of the
16 funding that we had. At that point, we weren't quite
17 sure of what the remainder of the funds were, or what the
18 costs would come in at. It all came in.

19 So there will be no -- like as Tim is talking
20 about -- any of the funds that will not be -- any that
21 are unexpended. And at this point, they will be utilized
22 for purposes of what the Council's --

23 MS. MARGESON: So between now and September 1,
24 this huge analysis of the 2-1-1 system is going to be
25 completed.

1 MS. YEVICH: They have been working on it for
2 the past month. But yes, correct, and they are quite
3 confident. It's a good team.

4 MR. IRVINE: Okay. Do we have an update on
5 the DSHS Rental Assistance Program?

6 MS. RICHARD: Anna's not here, so I guess we
7 won't be having that.

8 MR. IRVINE: Well, that streamlines it.

9 MS. RICHARD: Yes.

10 MR. IRVINE: There's an update on 811?
11 Spencer?

12 MR. DURAN: Spencer Duran, Texas Department of
13 Housing and Community Affairs. So as you may recall, we
14 were awarded \$12 million in February of 2013 to fund
15 project-based rental assistance for extremely low income
16 people with disabilities. And this program would place
17 these project-based units in apartment complexes or
18 multifamily developments that have received funding from
19 the Department and are also being monitored by the
20 Department, so these are properties that are essentially
21 in our portfolio.

22 So we got a Notice of Funding Award in
23 February of 2013, and then in November of 2013, we
24 received the first draft of the cooperative agreement,
25 which is essentially the contract between TDHCA and the

1 U.S. Department of Housing and Urban Development, or HUD.

2 And so since November of 2013, TDHCA as well
3 as the twelve other states that were awarded funding have
4 been working with HUD to revise the program to get some
5 of the details worked out.

6 And essentially what Texas has been trying to
7 do is take the Section 811 Demonstration Project and work
8 with HUD to make it so that it is more compatible with
9 TDHCA=s multifamily programs, especially our Housing Tax
10 Credit program, because that is such a -- as Mike said in
11 the video, that is our largest resource for our
12 multifamily development, so we want to make sure this 811
13 program is compatible with our multifamily programs.

14 So since February of 2013, we have been
15 working with HUD to revise the program rules, or to
16 revise the details of the contract. But we have also
17 moved forward with actually developing products for the
18 program and other activities in support of it.

19 We have created manuals using council money to
20 support the program, and these are manuals that will
21 assist tenants and they will assist referral agents and
22 also owners and property managers.

23 So what is kind of unique about this program
24 is we don't -- it's brand new; it's a demonstration
25 project. 811 has been around for years. But this type

1 of 811 activity is brand new.

2 So there is not a lot of, you know, rules that
3 have been written. There is a few frequently asked
4 questions about it. So we thought that it would be
5 really helpful to provide these manuals to key players in
6 the project, and so we kind of drill down into some
7 detail about how to operate it.

8 So the other tangibles that we have done, we
9 have created an RFP that is currently being edited, and
10 this will be for a vendor who will help us out with our
11 rent payment processes and also help us manage the
12 program.

13 Project-based vouchers on a statewide level
14 are totally new to TDHCA and the state of Texas. There's
15 a few public housing authorities that operate project-
16 based rental assistance programs. But as far as TDHCA,
17 we haven't ever done that before, so we could use some
18 help in creating those systems.

19 We are also nearing the completion of
20 developing the Notice of Funding Availability or the
21 NOFA. And this is essentially the document that will
22 allow qualified apartment complexes and developers to
23 apply to participate in the program.

24 Along with that, we have been developing our
25 standard operating procedures to kind of tell us

1 internally how we will operate the program. And then
2 what has also been really interesting is we have been
3 having regular meetings with our Health and Human
4 Services partners, including some of the folks on the
5 Council, because this is such a -- they play such a key
6 role.

7 You know, at TDHCA, you know, we are really
8 good at doing housing. So we only want to focus our
9 efforts on housing.

10 And then the services agency do the component
11 that they are really good at, which is providing
12 services. So we have been having meetings to ensure that
13 our housing programs and their service packages are
14 compatible and ready to roll out together.

15 One of the big decisions that we have made in
16 the program is to release it -- is to release the funds
17 in two main stages. So we have permission from our board
18 of directors to move forward with releasing the NOFA and
19 also signing the cooperative agreement.

20 So we are looking at releasing the Notice of
21 Funding Availability as soon as the cooperative agreement
22 is finalized with HUD, so that will be sometime this fall
23 that we expect to roll that out.

24 We are also going to have participating in 811
25 as an option for our multifamily program. So as Tim

1 mentioned earlier, our staff draft of the QAP presented
2 to our board of directors is going to have in that draft
3 incentives for developers to participate in the 811
4 program.

5 So if someone has a deal that they want to put
6 together under our multifamily programs that are subject
7 to the 2015 QAP, then our staff draft will present --
8 will have included in it a provision to incentivize
9 participating in 811. And that board -- our Board will
10 be adopting that QAP at the November 13th Board meeting.
11 So that is when our Board will officially make the
12 decision as to whether or not to include 811 in the 2015
13 QAP.

14 And also, if you want to stay up on all things
15 811, sign up for the TDHCA email list. You can get to it
16 by going to our main home page, and it's on the left-hand
17 side under email list.

18 MR. SCHWARTZ: Spencer.

19 MR. DURAN: Yes.

20 MR. SCHWARTZ: Do you have a sense -- and Tim
21 may have a sense. But do you have a sense that the Board
22 will approve that as an option in November, when they are
23 looking at next year's QAP?

24 MR. IRVINE: You mean, adopting the scoring
25 item for participating in 811?

1 MR. SCHWARTZ: Yes.

2 MR. IRVINE: Absolutely.

3 MR. SCHWARTZ: Okay.

4 MR. IRVINE: Yes. I realize that there was a
5 lot of consternation and hand-wringing last year when we
6 decided at the last minute not to include it.

7 And, you know, I think it was a tough call.
8 But given that HUD still hasn't gotten an executable 811
9 agreement, I am kind of glad we didn't include it in the
10 current QAP.

11 MR. SCHWARTZ: Yes.

12 MR. IRVINE: I would hate for somebody to
13 receive an award worth \$20 million based on committing to
14 do something that didn't exist.

15 But we are very confident -- I would say we're
16 confident that there will be an 811 program in place here
17 very soon. And we will have a scoring item for 811
18 participation.

19 MR. SCHWARTZ: Okay. Good, good.

20 MR. DURAN: Yes. We have been working. We
21 actually have something. And I think actually last year
22 we got that -- the cooperative agreement, which is a huge
23 document. We got it right before the Board meeting. I
24 think it was maybe the same month or something.

25 MS. SYLVESTER: It was right after.

1 MR. DURAN: It was right after.

2 MS. SYLVESTER: It was right after.

3 MR. DURAN: So we had nothing to say, you

4 know. MS. SYLVESTER: And we asked the Board members
5 to make a decision. We had no documents from HUD.

6 MR. DURAN: Yes. So, thanks, Megan. Yes. So
7 we actually have a contract to look at.

8 MR. GOODWIN: How does the delay in execution
9 affect availability of dollars? Because these were 2012
10 dollars, and we are talking about the first awards going
11 out in '15. Will they still be ten-year contracts? Or
12 are we now down to seven-year contracts?

13 MR. DURAN: No. It should all be the same.
14 So everything in the -- as far as expending the funds is
15 predicated upon signing the cooperative agreement, so all
16 clocks start ticking at that time.

17 MR. GOODWIN: Great.

18 MR. DURAN: Yeah. So it is five years. So we
19 have got a five-year funding commitment, so all things
20 are still fine.

21 MR. GOODWIN: Well, hurry, or they'll be
22 changed to streetcars.

23 MR. DURAN: Yes. So once we sign the
24 cooperative agreement and then actually once we sign the
25 agreement with the properties, each individual property

1 is going to have a budget that is a five-year allocation.
2 And then obviously we hope and HUD assumes that we will
3 be able to honor these rental assistance contracts after
4 the initial five years.

5 MR. SCHWARTZ: And, Spencer, TDHCA has applied
6 for the next round of funding in this program. Correct?

7 MR. DURAN: That is correct.

8 MR. SCHWARTZ: Okay.

9 MR. DURAN: So what I -- basically what I was
10 talking about are the HUD fiscal year 2012 demonstration
11 funds. And since we have been awarded and we have been
12 talking to HUD about how this program is going to work,
13 they went ahead and released the fiscal year 2013-2014
14 funds, and TDHCA submitted an application for those funds
15 for a similar amount.

16 So we could, if we do -- so that is not a
17 guarantee. We have secured the 2012 funds. We have an
18 application in for the 2013-2014 funds, and we haven't
19 heard back.

20 There has been some rumors that perhaps we
21 will hear back at the end of August. But we don't know
22 anything official about when we will hear. But if we do
23 get those funds, then we would have then around \$24
24 million to provide rental assistance to the target
25 populations.

1 MR. WILLIFORD: And I'm sorry if I missed it.
2 What are those target populations?

3 MR. DURAN: So there is three target
4 populations that were decided upon by the 811 team, which
5 was a group of individuals who are paid for by the -- or
6 brought together by the Real Choice grant. So it is
7 state agency staff, consumers and individuals. So they
8 decided on these three target populations:

9 That is, youth with disabilities who are aging
10 out of the foster care system; there's individuals who
11 are in nursing facilities, who would like to relocate
12 out; and individuals with severe mental illness.

13 MS. RICHARD: And Doni Green participated in
14 Section 811, just so you all know.

15 MR. DURAN: Yes. So she is on.

16 MS. RICHARD: On the council.

17 MR. SCHWARTZ: And I was on the steering
18 committee as well.

19 MS. RICHARD: Okay. Thank you, Jonas.

20 MR. SCHWARTZ: I still am, actually.

21 MR. DURAN: Yes. Exactly. So we had to
22 choose per the HUD NOFA who to actually target the
23 assistance to. So we had -- we went out to the
24 community.

25 There were several in-person roundtables. And

1 the 811 team provided lots of input, because we wanted to
2 make sure that there were actually services available,
3 you know.

4 So if we were to select an individual for the
5 program, we needed to have some assurance that although
6 they don't have to participate in services, that those
7 services were available as an option. So we needed kind
8 of a conduit to select our pool from of people that had
9 services on the ready.

10 MS. MARGESON: Did that NOFA also list
11 potential categories or target populations, or were the
12 applicants just allowed to come up with their own?

13 MR. DURAN: The individual state applicants
14 were allowed to come up with their own. So for example,
15 you know, Texas, we're doing three. I think we are the
16 only state that did such a broad group of folks, such a
17 diverse target populations.

18 A lot of states are serving -- are just
19 serving their money-follows-the-person folks, or they are
20 just serving their Olmstead populations. You know, we're
21 trying to --

22 MS. SYLVESTER: There is a couple of states
23 that actually are a little bit broader than Texas.

24 MR. DURAN: Okay. Cool.

25 MS. SYLVESTER: Louisiana, for example, is

1 serving all of the target populations that we're serving
2 plus folks who are chronically homeless.

3 MR. DURAN: That's true.

4 MS. SYLVESTER: So there is a couple that
5 picked broader. But in Louisiana, they have some
6 litigation around the chronically homeless population,
7 and so they had a pool of funding to guarantee services.

8 MS. MARGESON: You know, in future, if we
9 continue to do this, I think one population that we
10 really need to look at is people with disabilities that
11 are at imminent risk of going into institutions if they
12 don't get this kind of support.

13 MR. DURAN: Yeah. And the way that the
14 program is set up, TDHCA is essentially trying to stay
15 out of the business of providing services or --

16 MS. MARGESON: Right.

17 MR. DURAN: You know, we want to make sure
18 that our programs are usable by individuals, but the
19 services are part of the Health and Human Services
20 Commission contract, so any changes to the service
21 packages would come through our service partners, because
22 it's all kind of written into our interagency agreement.
23 And you can access that on the TDHCA website to see all
24 the nuances of who is actually eligible and what service
25 packages are available to them.

1 MR. SCHWARTZ: Paula, the way that we did
2 this, and it was a very -- we spent a lot of hours and
3 took a lot of time in working to define who the target
4 populations would be, given the parameters of 811.

5 And the way that this is set up, there will be
6 individuals who, within the target groups that you talk
7 about, will be able to access this program as well.

8 MS. MARGESON: Those at risk, you're saying?

9 MR. SCHWARTZ: Yes.

10 MS. MARGESON: That's good to know.

11 MR. SCHWARTZ: So we were very careful and
12 deliberate about the way we set this up, and they were a
13 big part of our discussion.

14 MS. MARGESON: Good. I should have known,
15 since you were involved, they would be.

16 MR. SCHWARTZ: Well, and I mean, DADS was at
17 the table, and played a very big role as well.

18 MS. MARGESON: That's good.

19 MR. IRVINE: We're near the end of our agenda,
20 and it's coming up on 12 o'clock, so thanks --

21 MS. MARGESON: I do have one question, just to
22 continue to be the pain that I have been today. In the
23 TDHCA LAR, for our council budget, are we one line item,
24 or is our -- the allocation that goes to this council, is
25 it broken out?

1 MR. IRVINE: I do not know.

2 MS. YEVICH: That is actually literally in the
3 works right now, and we won't know until they approve it.

4 But it is -- the Council falls under the
5 Housing Resource Center, but it is broken out into your
6 typical budget items.

7 Now, as to whether that makes logical sense to
8 anybody but people working on these budgets in the LAR --
9 so there will be line items in there. Salary is in
10 there. That's one that I think we all understand.

11 MS. MARGESON: Right.

12 MS. YEVICH: And then there is some
13 terminology -- there's like four -- if I am remembering
14 correctly -- and it's has been several years -- like four
15 major budget categories.

16 MS. MARGESON: That is what I remembered.

17 MS. YEVICH: Right. And they are like
18 catchalls for various things.

19 MS. MARGESON: Like travel.

20 MS. YEVICH: Right. The travel, like for the
21 Council members to come in. And it's not, I don't even
22 think, called travel. But yes, it is broken out. And it
23 is in there.

24 MS. MARGESON: Can we just kind of have an
25 overview of that at the next meeting?

1 MS. YEVICH: Sure. Of course.

2 MR. IRVINE: So for the next meeting, we will
3 have tax credits and QAP 101; we'll have that updated
4 budget information.

5 And as always, anybody who has got something
6 that they would like for the Council to consider in a
7 meeting, if you don't think of it right here and right
8 now, feel free to email or call me or Terri, and we'll
9 stick it on the agenda.

10 So everybody, unless we have got more
11 business, I would admonish you to go engage on the Five
12 Year Consolidated Plan, watch your videos and provide
13 your comments, and continue to do the good work.

14 And I would entertain a motion to adjourn.

15 MR. GOODWIN: So moved.

16 MR. IRVINE: Thank you.

17 MS. RICHARD: The next meeting is October 8.

18 (Whereupon, at 12:00 noon, the meeting was
19 adjourned.)

