

**CITY OF SAN MARCOS HUMAN SERVICES GRANT  
FY 2026-2027 APPLICATION**

**I. SUMMARY INFORMATION**

Please spell out organization name and program name completely, without acronyms.

Applicant Organization: Homeless Outreach Mitigation and Emergency Center

Contact Name, Title: Hannah Durrance, Executive Director

Telephone: [REDACTED]

Contact E-Mail Address: hannah.durrance@homecentertx.com Website: homecentertx.org

Mailing Address: [REDACTED] San Marcos TX 78777

Do you have a location in San Marcos where people can walk in and ask questions about the program? If so, what is the address? 251 Umland Road Suite 120 San Marcos TX 78666

Who is authorized to execute program documents? (Name, Title) Hannah Durrance, Executive Director

Program Name: Pathways to HOME For Veterans and Disabled Households

Amount of Funds Requested: \$30,000

What percentage of the cost of this program is requested as funding through this application? 12%

**II. SHORT ESSAY QUESTIONS**

**All questions must be answered. Please type your answers. Application evaluations will be based on, but not necessarily limited to the criteria stated in each section.**

**OVERVIEW**

1. Summarize the program for which funding is being requested, the services it provides, and the clients it serves.

Pathways to HOME is a housing stabilization and supportive services program operated by H.O.M.E. Center that assists low-income veterans and individuals with disabilities in San Marcos who are experiencing homelessness or are at risk of losing housing. Funding is requested to support an integrated service model that combines street outreach, case management, mental health peer support, transportation assistance, and Community Health Worker (CHW) services to address both housing instability and healthcare barriers that prevent long-term self-sufficiency. The program engages residents through street outreach, scheduled office appointments, weekly office hours, in-home visits, and referrals from local healthcare providers, nonprofit agencies, and government partners to ensure services are accessible to individuals with mobility, medical, or transportation limitations.

Services include individualized case management, housing navigation, assistance accessing financial resources, transportation to medical and behavioral health appointments, mental health peer support, healthcare education and navigation, and assistance with applying for disability and veteran benefits, including coordination of required medical assessments. Program activities and outcomes are documented through the Homeless Management Information System (HMIS) to support coordinated care, track service delivery, and measure housing and health outcomes. Transportation services provided through the H.O.M.E. Center program can assist more than 50 households annually in accessing healthcare, mental health treatment, housing appointments, and financial assistance resources that would otherwise be inaccessible.

Some of the financial assistance provided for qualifying households is security deposit assistance, rental assistance as eviction prevention, medical assistance with prescriptions, co-payments for medical care, transportation assistance for clients who need vehicle repairs or maintenance for employment or disability related needs, motel assistance for transitional support for those working towards housing goals, and transitional support to include utility deposits, household items, furniture, assistance moving furniture and ongoing supportive services for enrolled

Pathways to HOME primarily serves extremely low-income San Marcos residents living with physical, developmental, or mental health disabilities, as well as veterans facing complex medical, behavioral health, and income-related barriers to housing stability. Since 2020, H.O.M.E. Center has assisted 25 unhoused veterans with transitioning into permanent housing that meets their income needs. In 2025, H.O.M.E. Center assisted 33 households transition into long term housing that is affordable, but many need ongoing financial assistance because of their lack of income.

By combining housing support with healthcare navigation and peer-based engagement, the program helps participants secure and maintain housing, improve health management, increase income stability, and reduce reliance on emergency systems while strengthening overall community well-being in San Marcos.

## COMMUNITY NEED AND JUSTIFICATION –20 POINTS

*Evaluation: documentation and justification of the need for the program in the City of San Marcos.*

1. Describe in detail the need for this program in San Marcos.

The need for the Pathways to HOME program in San Marcos is strongly supported by findings from the St. David's Foundation Community Health Needs Assessment (CHNA) and local Point-in-Time (PIT) Count data, both of which identify housing instability, behavioral health challenges, transportation barriers, and access to care as critical community health concerns in Hays County. The St. David's CHNA reports that historically underserved residents in Hays County experience significant barriers to healthcare access due to cost, lack of insurance, and limited transportation, with approximately 16.7% of residents under age 65 uninsured and many delaying needed medical care because of affordability challenges. Community stakeholders further identified mental health conditions such as depression and anxiety, chronic disease, and social isolation as priority health issues, all of which are closely linked to homelessness and disability. Limited public transportation was specifically cited as a major barrier preventing low-income residents from accessing healthcare, employment, food, and supportive services necessary to maintain stability.

Local homelessness data further demonstrates the urgency of targeted housing stabilization services. The 2025 Hays County Point-in-Time Count identified 179 individuals experiencing homelessness, including adults, families with children, chronically homeless individuals, and veterans, representing a substantial increase from prior counts and confirming a growing demand for housing and supportive services in San Marcos. Approximately 26% of individuals counted were unsheltered, meaning they were living outdoors, in vehicles, or in places not meant for human habitation—conditions strongly associated with worsening physical health, mental health crises, and increased emergency system utilization. The City of San Marcos Consolidated Plan also notes limited local shelter capacity and the need for expanded supportive services, transportation assistance, and housing navigation to help residents successfully transition into permanent housing.

Together, these assessments demonstrate that homelessness in San Marcos is not solely a housing issue but a public health concern disproportionately affecting veterans and individuals living with disabilities who often experience fixed incomes, chronic medical conditions, and barriers to accessing coordinated care. Pathways to HOME directly responds to these documented gaps by providing intensive case management, transportation support, benefits navigation, and housing stabilization services that address the social determinants of health identified in the St. David's assessment while helping reduce unsheltered homelessness and prevent recurring housing crises within the San Marcos community.

4. Has the need for this program been increasing in recent years?

In recent years, the need for intensive housing stabilization services such as Pathways to HOME has increased significantly due to rapid population growth, rising housing costs, and a widening shortage of affordable and accessible housing options in San Marcos and Hays County. According to the St. David's Foundation Community Health Needs Assessment, Hays County has experienced extraordinary growth, with the population increasing by 53% between 2010 and 2020, far exceeding regional averages and placing substantial pressure on housing, healthcare, and social service systems. Recent data shows this trend continuing, with the county's population rising from approximately 243,967 residents in 2020 to more than 292,000 by 2024, representing over 21% growth in just four years. As the county seat and primary service hub, San Marcos serves as the central location where the majority of individuals

experiencing homelessness are identified through annual Point-in-Time (PIT) counts and where supportive resources are concentrated.

This rapid population expansion has outpaced housing development, particularly affordable units accessible to extremely low-income residents, seniors, veterans, and individuals living with disabilities. The City of San Marcos Strategic Housing Action Plan identifies a growing challenge in maintaining safe and affordable housing options due to sustained regional growth and increasing demand that exceeds available supply. Housing costs have risen sharply, with median home values in Hays County reaching approximately \$377,000 and median rents exceeding \$1,400 per month, creating affordability gaps for residents living on fixed incomes such as Social Security Disability Insurance, Supplemental Security Income, or veteran disability benefits. For elderly and disabled households, whose incomes typically do not increase alongside market costs, these trends significantly increase the risk of eviction, housing instability, and homelessness.

The St. David's assessment further emphasizes that housing instability functions as a major social determinant of health, contributing to delayed medical care, worsening chronic illness, and increased behavioral health needs—conditions disproportionately affecting people with disabilities and aging residents. As Hays County continues to rank among the fastest-growing counties in the nation, demand for affordable and supportive housing has grown faster than infrastructure and social services can expand. The result is a measurable increase in unsheltered homelessness locally, with individuals experiencing homelessness disproportionately concentrated in San Marcos due to proximity to healthcare providers, transportation routes, and community assistance programs.

Together, population growth, escalating housing costs, and limited accessible housing inventory have intensified homelessness risks for veterans and disabled residents in recent years. Pathways to HOME directly responds to these documented trends by providing housing navigation, transportation assistance, benefits coordination, and ongoing case management designed to help vulnerable San Marcos residents secure and maintain permanent housing despite increasingly constrained housing market conditions.

## IMPLEMENTATION –15 POINTS

### *Evaluation:*

- *The application demonstrates that resources needed to manage the proposed program are available and ready.*
- *Applicant has clearly defined objectives focusing on results and measurable outcomes vs. only program activities descriptions and numbers served.*
- *Past performance of programs funded by Human Services Grants has met expectations.*

1. Are all resources in place to be able to implement this program? If not, what is missing?

H.O.M.E. Center currently has many of the foundational resources necessary to successfully implement and operate the Pathways to HOME program; however, critical gaps remain that limit the organization's ability to fully address the complex medical and behavioral health needs of participants. The organization is actively serving **nearly 100 households** through housing stabilization services that include case management, mental health peer support, transportation assistance, housing navigation, and coordinated referrals to community resources. Existing staff—including case managers and Mental Health Peer Support (MHPS) specialists who work daily with veterans and individuals with disabilities to address barriers related to homelessness, income instability, behavioral health needs, and access to essential services. These supports have enabled many participants to obtain or maintain housing stability despite increasing community need and limited system capacity.

H.O.M.E. Center also maintains transportation infrastructure necessary to support program implementation. Through a partnership with the American Red Cross Community Adaptation Program (CAP), the organization was provided a program van that is currently used to transport clients to housing appointments, medical visits, behavioral health services, benefit enrollment meetings, and other essential services. This transportation resource directly addresses one of the primary barriers identified in the St. David's Community Health Needs Assessment—lack of reliable transportation preventing low-income and disabled residents from accessing healthcare and maintaining stability. While transportation capacity is in place, many clients require additional support navigating healthcare systems once access is achieved.

Despite strong operational capacity, a significant service gap exists in providing structured medical navigation and health education for participants living with chronic medical and mental health conditions. A large percentage of individuals enrolled in Pathways to HOME experience disabilities, unmanaged chronic illness, mobility limitations, or co-occurring behavioral health conditions that directly impact their ability to remain housed. MHPS staff regularly assist individuals experiencing mental health crises and provide recovery-focused peer support; however, peer specialists are not positioned to deliver ongoing healthcare coordination, preventive health education, or medical system navigation.

The primary missing resource is dedicated funding for full time mental health peer support specialist and community health worker position. Full time staff would build upon existing services by assisting participants in understanding medical diagnoses, managing chronic conditions, coordinating communication between healthcare providers and social service systems, improving medication adherence, and ensuring consistent attendance at medical and behavioral health appointments. Many of these services, our clients already access through transportation provided by the H.O.M.E. Center van but demand is high for these services. Funding for staff would directly complement more time for peer specialists to focus on emotional support, recovery engagement, and trust-building while the

CHW addresses healthcare literacy, preventive care, and continuity of treatment.

Without funding for these positions, staff must rely on fragmented referrals and limited follow-up capacity, often resulting in missed appointments, unmanaged health conditions, and preventable medical crises that threaten housing stability. Human Services Advisory Board funding would close this critical gap by supporting an integrated service model that combines housing stabilization, transportation access, peer mental health support, and healthcare navigation. This is possible by supporting a portion of the funding for certified staff members who are qualified to assist clients with navigating their mental and healthcare challenges.

This investment would strengthen outcomes for the nearly 100 households currently served while expanding H.O.M.E. Center's ability to respond effectively to the growing medical and housing needs of veterans and individuals with disabilities in San Marcos.

2. What specific, measurable outcomes or results do you hope to achieve with this program?

Pathways to HOME is designed to produce measurable improvements in housing stability, healthcare access, and overall self-sufficiency for veterans and individuals with disabilities experiencing homelessness or housing instability in San Marcos. Through coordinated case management, transportation services, mental health peer support, and the addition of a Community Health Worker (CHW), H.O.M.E. Center anticipates achieving clear, measurable outcomes during the grant period.

H.O.M.E. Center will serve at least 150 low-income households through housing stabilization and supportive services, with a goal that at least 75% of participants obtain or maintain stable housing for six months or longer following program enrollment. The program will provide a minimum of 500 client transportation services annually using the H.O.M.E. Center program van to ensure access to medical

care, behavioral health services, housing appointments, benefit enrollment meetings, and other essential services that directly support housing stability.

The program expects that at least 65% of enrolled participants will successfully connect to primary healthcare, behavioral health treatment, or specialty medical services through coordinated transportation and CHW support. Among participants with identified medical or mental health needs, 70% are expected to demonstrate improved engagement in ongoing care, including consistent attendance at scheduled medical or behavioral health appointments.

Through benefits navigation and coordinated support, H.O.M.E. Center anticipates that **at** least 50% of eligible participants will obtain or increase income through disability benefits, veteran benefits, employment, or other financial resources that strengthen long-term housing stability. Additionally, the integrated support model is expected to result in reduced housing crises or emergency interventions for at least 65% of actively engaged participants, supported by early intervention, healthcare coordination, and peer support services.

Program outcomes will be tracked through HMIS reporting (where applicable), internal case management and financial tracking systems, transportation logs, service documentation, and participant progress assessments. These measurable results will demonstrate improved housing retention, increased healthcare access, enhanced income stability, and reduced returns to homelessness among veterans and individuals with disabilities served through the Pathways to HOME program.

6. If funding is not available at the requested amount, what is the minimum Human Services Grant funding needed to be able to run this program?

\$20,000 is needed to ensure we are able to provide direct services to our clients to include continued transportation support and financial assistance to ensure households are transitioning into stable housing and maintaining their housing stability. This would eliminate the funding for operational expenses and the meager support to fund the MHPS salary.

## **IMPACT AND COST EFFECTIVENESS –20 POINTS**

### *Evaluation:*

- *impact on the identified need*
  - *implementation costs compared to impact*
  - *use of available resources (financial, staff, volunteer)*
  - *impact compared to other applicants*
1. Programs can provide value by deeply impacting the lives of a few, with effects that may ripple through generations, or by providing smaller but meaningful impact to a larger group. Describe in detail the impact this program will have on the identified need and on San Marcos residents.

Pathways to HOME provides both deep, life-stabilizing impact for highly vulnerable households and broad community benefit by improving health outcomes, housing stability, and long-term self-sufficiency for San Marcos residents experiencing homelessness or living with disabilities. The program focuses on veterans and individuals with complex medical, behavioral health, and mobility challenges who frequently cycle between

homelessness, crisis healthcare utilization, and emergency response systems due to unmanaged health conditions and lack of coordinated support. By addressing housing instability and healthcare access simultaneously, Pathways to HOME directly responds to identified community needs outlined in local health assessments and homelessness data.

For individual households, the program delivers intensive, person-centered support that stabilizes living conditions while improving participants' ability to independently manage their health. Many program participants rely on emergency rooms as their primary source of care because they lack transportation, health literacy, or assistance navigating medical systems. Through coordinated case management, Mental Health Peer Support (MHPS), transportation services, and the addition of a Community Health Worker (CHW), participants will receive ongoing guidance in understanding medical diagnoses, scheduling and attending routine healthcare appointments, managing medications, and recognizing early warning signs of medical or mental health decline. This proactive approach shifts care away from crisis response toward preventive and routine healthcare engagement.

The CHW role is central to reducing dependency on emergency departments by helping households build practical skills necessary for long-term health management. Participants will receive education focused on chronic disease management, nutrition planning within limited incomes, understanding discharge instructions, accessing preventative care, and communicating effectively with healthcare providers. By improving comprehension of treatment plans and promoting informed decision-making, households gain the confidence and knowledge needed to manage conditions such as diabetes, cardiovascular disease, mobility impairments, and behavioral health challenges without resorting to emergency care. Transportation provided through the H.O.M.E. Center van further ensures residents can consistently access primary care, pharmacy services, and follow-up appointments that prevent medical crises.

At the community level, the program produces meaningful ripple effects for San Marcos by reducing strain on emergency medical services, hospitals, law enforcement, and crisis response systems. Stable housing combined with healthcare navigation has been shown to decrease emergency room utilization and hospital readmissions among vulnerable populations. As participants transition from crisis-based care to preventive healthcare and self-management, local healthcare systems experience reduced uncompensated emergency care costs while residents experience improved health, stability, and independence.

Pathways to HOME ultimately strengthens San Marcos by helping residents move from survival to stability. Households that achieve housing and health stability are better able to maintain income, remain connected to care, and participate in the community. Over time, this investment reduces recurring homelessness, improves public health outcomes, and empowers individuals and families with the knowledge and skills necessary to sustain their housing and manage their own medical and healthcare needs—creating lasting benefits that extend beyond individual participants to the broader San Marcos community.

2. Briefly describe other funding sources, volunteers, or in-kind donations that will be used with this program.

Pathways to HOME is supported through a combination of grant funding, community partnerships, fundraising efforts, corporate sponsorships, volunteer engagement, and in-kind contributions that strengthen program capacity and ensure responsible use of public funds. H.O.M.E. Center currently receives support from the Burdine Johnson Foundation, which helps fund operational expenses and direct client services that sustain housing stabilization and supportive service delivery. Additional funding support has been provided through the

Fayette Community Foundation, contributing to outreach and assistance for vulnerable households experiencing housing instability.

The program also benefits from a significant in-kind partnership with the American Red Cross Community Adaptation Program (CAP), which provided H.O.M.E. Center with a program van used to transport clients to medical appointments, housing placements, behavioral health services, and benefits enrollment meetings. This transportation resource expands access to critical services while reducing operational costs associated with transportation barriers.

H.O.M.E. Center further supplements program operations through community fundraisers and local corporate sponsorships, which provide flexible funding used to meet urgent participant needs such as move-in assistance, transportation fuel, emergency supplies, and housing stabilization support not covered by traditional grants. These locally driven contributions demonstrate strong community investment in addressing homelessness and supporting residents with disabilities and veterans in San Marcos.

Volunteers also play an essential role by assisting with outreach activities, community events, resource coordination, and participant engagement, allowing professional staff to focus on intensive case management and supportive services. Together, these diversified funding sources and partnerships leverage public and private investment to maximize the effectiveness and sustainability of the Pathways to HOME program for low-income San Marcos residents.

3. How many total annual unduplicated direct clients is this program expected to serve? What percentage will be San Marcos residents?

The Pathways to HOME program is expected to serve 150 unduplicated households annually, representing approximately 225 unduplicated individuals receiving direct services through housing stabilization, transportation assistance, case management, peer support, and healthcare navigation services. Based on current program enrollment and service trends, approximately 98% of participants are residents of the City of San Marcos, ensuring that program resources directly benefit local low- to moderate-income residents experiencing homelessness or housing instability. The program prioritizes serving San Marcos households due to the concentration of unhoused individuals and the location of healthcare, housing, and supportive service systems within the city.

6. Please list the agencies with which you partner to provide this program's services.

The program works closely with the Hays County Veterans Service Office and HOPE4Hays Veterans Services to support veterans through benefits navigation, financial assistance, eviction prevention, and housing stabilization services. Healthcare coordination is strengthened through partnerships with the U.S. Department of Veterans Affairs clinics in Austin, New Braunfels, and San Antonio, the St. David's Healthcare System, local medical providers, and Promo Salud, which provides community-based health education, outreach, and culturally responsive health navigation services that improve access to preventive care for underserved residents.

H.O.M.E. Center also coordinates with local partners like Southside Community Center, Breaking Bread Ministries, Community Action, Abundant Life Christian Church, Hays County Health Department, Scheib Mental Health Services, Bluebonnet Trails, and many other area agencies to ensure clients have a strong support network around them and to make the referral process easier.

H.O.M.E. Center also coordinates with the Texas Health and Human Services Commission for public benefits enrollment and with regional behavioral health providers for mental health services and crisis response. Transportation access is supported through the American Red Cross Community Adaptation Program (CAP) partnership, which provided the program vehicle used to transport clients to essential services. Additional collaboration with local nonprofits, faith-based organizations, and first responders allows Pathways to HOME to function as an integrated community effort that connects San Marcos residents experiencing homelessness or disability to housing, healthcare, and long-term stabilization resources.

## COMMUNITY SUPPORT – 15 POINTS

### Evaluation:

- *A minimum of three letters of reference that indicate strong local support for the program and the agency's ability to implement it as described in the application. Letters must be in support of the specific program requesting funding, not the agency as a whole. Letters will preferably be from San Marcos residents as well as direct clients of the program.*
- *Evidence that volunteers play a vital role in the program or agency's operation.*
- *Evidence that board members are actively involved in and supportive of the agency*

#### 1. What actions do Board members take to support the programs of the agency?

H.O.M.E. Center Board members actively support agency programs, including Pathways to HOME, through governance leadership, community engagement, and direct program involvement. In addition to providing strategic oversight and financial stewardship, Board members review program outcomes, approve organizational policies and budgets, and help ensure services remain aligned with community needs and regulatory requirements. Board members also play a key role in organizational sustainability by participating in fundraising efforts, securing community support, and cultivating relationships with donors, partners, and local stakeholders.

Beyond governance responsibilities, Board members actively volunteer at fundraising initiatives and community engagement events that support H.O.M.E. Center and other area nonprofit organizations, strengthening collaboration and expanding networking opportunities that benefit program participants. Board members regularly serve as ambassadors within the San Marcos community by promoting awareness of homelessness mitigation efforts and advocating for resources that support veterans and individuals with disabilities.

Many Board members also provide hands-on support to program operations by assisting staff during client move-ins, helping coordinate donations, and, when appropriate, meeting directly with clients to better understand community needs and program impact. This direct engagement allows Board members to remain informed about participant challenges while reinforcing a culture of service and accountability. Through leadership, volunteerism, advocacy, and direct community involvement, the H.O.M.E. Center Board ensures programs remain responsive, sustainable, and impactful for San Marcos residents experiencing housing instability.

#### 5. Briefly describe the number and role of volunteers in the program or agency's operation.

Volunteers play a vital role in supporting the operations and service delivery of H.O.M.E. Center programs, including Pathways to HOME, by expanding organizational capacity and strengthening

community involvement. H.O.M.E. Center engages more than 50 active volunteers annually, including community members, professional volunteers, faith-based partners, and college and university groups who contribute time and expertise to support program activities. College volunteer groups regularly assist with storage organization and clean-outs, preparing donated household goods, helping with client move-ins, and hosting community fundraisers that generate additional resources for program participants.

Volunteers also provide specialized professional support that enhances service quality. Licensed and experienced individuals volunteer legal counseling services to assist clients with issues such as identification recovery, benefits navigation, and housing-related concerns. Additionally, trained volunteers conduct supportive home visits, when appropriate, to help ensure quality of care, participant well-being, and successful housing stabilization following placement. Volunteers further assist with outreach events, donation coordination, and community engagement activities, allowing staff to focus on intensive case management and direct participant services. Collectively, volunteer contributions significantly strengthen H.O.M.E. Center's ability to provide comprehensive, community-centered support to veterans and individuals with disabilities served through the Pathways to HOME program.

## **COUNCIL PRIORITIES - 20 POINTS**

1. How long has this program served San Marcos residents? (10 points if at least 2 years)

Pathways to HOME has been a HOME Center project for four years.

2. In what ways does your agency actively conduct outreach to engage San Marcos residents in its programs and services? How will San Marcos residents access those services? (up to 10 points)

H.O.M.E. Center actively conducts outreach through multiple engagement strategies to ensure San Marcos residents experiencing homelessness, disability, or housing instability can easily access Pathways to HOME services. The organization conducts regular street outreach throughout San Marcos, engaging individuals and households living unsheltered or in unstable housing situations and providing direct connection to housing resources, healthcare referrals, transportation assistance, and supportive services. Outreach efforts prioritize meeting residents where they are located, including encampments, public spaces, and areas identified through community referrals.

Residents may also access services through scheduled office appointments, with dedicated public office hours available weekly, including open availability on Tuesdays, allowing individuals to meet directly with staff for assessments, case management enrollment, and service coordination. For participants with mobility limitations, disabilities, or transportation barriers, H.O.M.E. Center conducts in-home visits to provide case management, wellness checks, housing stabilization support, and service follow-up within the client's living environment.

In addition, the agency maintains strong referral partnerships with local nonprofits, healthcare providers, government agencies, and community organizations, resulting in consistent referrals both to and from partner agencies such as healthcare systems, veteran services, housing providers, and social service organizations. Community members may enter the program through partner referrals, outreach engagement, community events, or direct contact with H.O.M.E. Center staff. This multi-access

approach ensures San Marcos residents can connect to services regardless of housing status, mobility challenges, or awareness of available resources, allowing Pathways to HOME to reach individuals most in need of housing stabilization and supportive care.

### RISK - 10 POINTS

1. How many years' experience does the agency have in implementing a program of this size and complexity? (5 points if more than 5 years)

We have been implementing this program and similar programs for 4 years.

2. What percentage of the program's funding is non-City? (5 points if at least 50%)  
If H.O.M.E. Center receives funding from CDBG and HSAB grants, H.O.M.E. Center will receive 24% of its funding from the City of San Marcos.

### III. FUNDING RESTRICTIONS

**By signing this application I certify the following to be true:**

1. All Human Services Grant funding will be spent on San Marcos residents, except for school-based programs, in which case it may be spent within the San Marcos Consolidated Independent School District boundary.
2. Funding requested is not more than 50% of the total funding for the agency.
3. Funding will not be used to fund more than 20% of a full time position.
4. Agency has been in existence for at least 2 years. (This can include serving communities other than San Marcos.)

### SUBMITTAL APPROVED BY:

\_\_\_\_\_  
Signature

March 2, 2026  
\_\_\_\_\_  
Date

Hannah Durrance  
\_\_\_\_\_  
Printed Name

Executive Director  
\_\_\_\_\_  
Title

**Homeless Outreach Mitigation and Emergency Center**  
 Pathways to HOME for Veterans and Households with Disabilities  
 2026 & 2027 Program Budget

	<b>2027</b>	<b>2026</b>
<b>Beginning Balance</b>	\$ 3,700.00	\$ 35,000.00
<b>Revenue</b>		
<b>Grants</b>		
City of San Marcos HSABG 2027	\$ 30,000.00	
City of San Marcos CDBG 2027	\$ 30,000.00	\$ -
Hogg Foundation	\$ 20,000.00	\$ 20,000.00
Austin Community Foundation Grant	\$ 5,000.00	\$ -
Hays County Commission Grant	\$ 20,000.00	\$ -
Burdine Johnson Foundation	\$ 30,000.00	\$ 30,000.00
Capital Area Housing Finance Corporation	\$ 20,000.00	\$ 20,000.00
Private Donations	\$ 5,000.00	\$ 5,000.00
San Marcos Unitarian Universalist Fellowship	\$ 600.00	\$ -
Seventh Day Adventist	\$ 2,400.00	\$ 2,400.00
Burdine Johnson Foundation (Direct Services to Clients)	\$ 10,000.00	\$ 10,000.00
Health Equity	\$ 30,000.00	\$ 30,000.00
Fundraisers	\$ 5,000.00	\$ 5,000.00
<b>Total Revenue</b>	<b>\$ 211,700.00</b>	<b>\$ 157,400.00</b>
<b>Payroll</b>		
Salaries & Wages	\$ 120,000.00	\$ 95,000.00
Miscellaneous Taxes or Fees	\$ 500.00	\$ 500.00
State	\$ -	\$ 0.00
Federal	\$ 25,000.00	\$ 18,000.00
Unemployment	\$ 7,000.00	\$ 6,000.00
<b>Total Payroll</b>	<b>\$ 152,500.00</b>	<b>\$ 119,500.00</b>
<b>Operational Expenses</b>		
Technology/Office Equipment	\$ 1,000.00	\$ 500.00
Licenses and Training Related Activities	\$ 2,000.00	\$ 1,000.00
Office supplies	\$ 2,400.00	\$ 1,000.00
State and Federal Filing Fees & Insurance	\$ 4,000.00	\$ 1,000.00
Storage Unit for Furniture	\$ 4,500.00	\$ -
Miscellaneous, Insurance, Taxes or Fees	\$ 2,200.00	\$ 1,200.00
Outreach Activities	\$ -	\$ -
Community Events (Walk-HOME Community Event)	\$ -	\$ -
Other Transportation Assistance (company vehicles) EX: Insurance, fuel, maintenance, repairs	\$ 3,500.00	\$ 3,000.00
<b>Total Operational Expenses</b>	<b>\$ 19,600.00</b>	<b>\$ 7,700.00</b>

<b>Direct Services to Clients</b>		
<b>Transportation Assistance</b>		
Auto Repairs, maintenance and fuel for clients	\$ 4,500.00	\$ 3,500.00
<b>Total Transportation Assistance</b>	<b>\$ 4,500.00</b>	<b>\$ 3,500.00</b>
<b>Rental/Housing Assistance</b>		
Security Deposits	\$ 5,000.00	\$ 4,000.00
Rental Payments	\$ 8,000.00	\$ 2,500.00
Application Fees	\$ 750.00	\$ 700.00
Move-in Assistance	\$ 1,000.00	\$ 600.00
<b>Total Rental Assistance</b>	<b>\$ 14,750.00</b>	<b>\$ 7,800.00</b>
<b>Utilities</b>		
Utilities Deposits	\$ 2,000.00	\$ 1,000.00
Electric	\$ 2,000.00	\$ 2,200.00
Gas	\$ 300.00	\$ 300.00
<b>Total Utilities</b>	<b>\$ 4,300.00</b>	<b>\$ 3,500.00</b>
<b>Health and Medical</b>		
Nutritional Needs	\$ 1,200.00	\$ 1,200.00
Medical Assistance (medical and prescription co-pays)	\$ 3,000.00	\$ 2,200.00
Mental Health Peer Activities (meals, community activities, materials, etc)	\$ 2,000.00	\$ 1,000.00
Community Health Worker Activities (healthcare related activities, exercise/mobility activities, meals, materials, etc)	\$ 500.00	\$ 500.00
<b>Total Health and Medical</b>	<b>\$ 5,500.00</b>	<b>\$ 3,700.00</b>
<b>Other Services</b>		
Clothing	\$ 500.00	\$ 500.00
Miscellaneous (tents, backpacks, etc.)		
Christmas Gifts for Families		
Food	\$ 3,000.00	\$ 2,500.00
Transitional Motel Shelter	\$ 7,000.00	\$ 5,000.00
<b>Total Other Essential Services</b>	<b>\$ 10,500.00</b>	<b>\$ 8,000.00</b>
<b>Emergency Motel Shelter Project</b>		
Short Term Emergency Motel Stays		
<b>Total Expenses</b>	<b>\$ 211,650.00</b>	<b>\$ 153,700.00</b>
<b>Total Revenue</b>	<b>\$ 211,700.00</b>	<b>\$ 157,400.00</b>
<b>Surplus(Deficit)</b>	<b>\$ 50.00</b>	<b>\$ 3,700.00</b>

# Pathways to HOME Program Budget

Human Services Advisory Board Funding Request: \$30,000

Budget Category	Description of Expense	Amount Requested
Motel Assistance	Motel payments for transitional support while working toward permanent housing goals.	\$3,000
Rent & Security Deposits	Move-in assistance to secure housing for low-income veterans and individuals with disabilities	\$5,500
Eviction Prevention Assistance	Rental arrears, late fees, and short-term rental support to prevent homelessness	\$5,000
Utility Assistance	Electricity reconnection fees and payments to prevent service disconnection	\$1,500
Moving & Housing Stabilization Support	Essential furniture, beds, and household items when donations are unavailable	\$1,500
Nutritional Support	Emergency food and nutrition assistance for medically vulnerable households	\$2,000
Medical & Healthcare Related Assistance	Emergency medical needs not covered by insurance, prescriptions, or required health supplies	\$2,500
Landlord Incentives	Risk mitigation incentives encouraging landlords to accept high-risk households	\$1,000
<b>SUBTOTAL – DIRECT CLIENT SUPPORT</b>		<b>\$22,000</b>
Program Operational Support (HMIS certification, Training, MHPS Salary, etc)	Operational funds to ensure program stability	\$7,000
Program Insurance & Service Delivery Costs	Insurance and operational expenses necessary to administer transportation and direct services	\$3,000
<b>TOTAL FUNDING REQUEST</b>		<b>\$30,000</b>

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### **Budget Justification**

**Requested funds will primarily provide direct financial assistance that enables veterans and individuals with disabilities in San Marcos to obtain or maintain stable housing while addressing urgent health and basic living needs. Assistance will support housing placement, eviction prevention, utility stabilization, emergency medical expenses, nutritional support, and essential household items necessary for safe habitation.**

**Limited operational funding supports insurance and service delivery costs required to safely administer transportation and housing stabilization services. Funding for operational expenses would also provide for a portion of the Mental Health Peer Support Salary for a part-time employee and training costs for homeless management information systems to accurately track client data.**

**This funding would also provide for the user licenses and training for all staff conducting case management related interactions with clients. This investment directly supports housing retention, healthcare access, and homelessness prevention for low-income San Marcos residents served through the Pathways to HOME program.**

**Home Center  
Current Board Members for 2026**

<i>Name</i>	<i>Board Position</i>	<i>City of Residency</i>	<i>Phone</i>
Joyce Berryman	President	San Marcos	239-888-6218
Scott Cove	Vice President	San Marcos	
James Summers	Treasurer	San Marcos	
Kaycee Baker	Secretary	San Marcos	
Anita Ingle	Board Member-Volunteer Coordinator	San Marcos	

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→ 1

**H.O.M.E. Center  
2025 Board Meeting Attendance Report**

Names of Board Members	1/16	2/20	3/20	4/17	5/23	6/19	7/31
Joyce Berryman	Present	Present	Present	Present	Present	Present	Present
Scott Cove	Present	Present	Present	Present	Present	Present	Present
James Summers	Absent	Present	Present	Present	Present	Absent	Present
Kaycee Baker	Present	Present	Present	Present	Present	Present	Present
Anita Ingle	Present	Present	Present	Present	Present	Present	Present

Absentees	# missed
James Summers	3
Anita Ingle	1

**Record**

8/21	9/25	10/23	11/22	12/04	12/18
Present	Present	Present	Present	Absent	Present
Present	Present	Present	Present	Present	Present
Present	Present	Absent	Present	Present	Present
Present	Present	Present	Present	Present	Present
Absent	Present	Present	Present	Present	Present

Return of Organization Exempt From Income Tax

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

Do not enter social security numbers on this form, as it may be made public.

Go to www.irs.gov/Form990EZ for instructions and the latest information.

Open to Public Inspection

Department of the Treasury Internal Revenue Service

A For the 2024 calendar year, or tax year beginning 01/01/2024, 2024, and ending 12/31/2024, 20 24

B Check if applicable: Address change, Name change, Initial return, Final return/terminated, Amended return, Application pending. C Name of organization: Homeless Outreach Mitigation and Emergency Center. D Employer Identification number: 84-1922112. E Telephone number. F Group Exemption Number.

G Accounting Method: Cash, Accrual, Other. H Check if the organization is not required to attach Schedule B (Form 990).

I Website. J Tax-exempt status (check only one) - 501(c)(3), 501(c) ( ), 4947(a)(1) or 527.

K Form of organization: Corporation, Trust, Association, Other.

L Add lines 5b, 6c, and 7b to line 9 to determine gross receipts. If gross receipts are \$200,000 or more, or if total assets (Part II, column (B)) are \$500,000 or more, file Form 990 instead of Form 990-EZ. \$ 116,511

Part I Revenue, Expenses, and Changes in Net Assets or Fund Balances (see the instructions for Part I) Check if the organization used Schedule O to respond to any question in this Part I

Table with 21 rows and 3 columns. Rows 1-9: Revenue (Total revenue: 116,511). Rows 10-17: Expenses (Total expenses: 91,182). Rows 18-21: Net Assets (Total: 67,386).



Part V Other Information (Note the Schedule A and personal benefit contract statement requirements in the instructions for Part V.) Check if the organization used Schedule O to respond to any question in this Part V

33 Did the organization engage in any significant activity not previously reported to the IRS? If "Yes," provide a detailed description of each activity in Schedule O
34 Were any significant changes made to the organizing or governing documents? If "Yes," attach a conformed copy of the amended documents if they reflect a change to the organization's name. Otherwise, explain the change on Schedule O. See instructions
35a Did the organization have unrelated business gross income of \$1,000 or more during the year from business activities (such as those reported on lines 2, 6a, and 7a, among others)?
35b If "Yes" to line 35a, has the organization filed a Form 990-T for the year? If "No," provide an explanation in Schedule O
35c Was the organization a section 501(c)(4), 501(c)(5), or 501(c)(6) organization subject to section 6033(e) notice, reporting, and proxy tax requirements during the year? If "Yes," complete Schedule C, Part III
36 Did the organization undergo a liquidation, dissolution, termination, or significant disposition of net assets during the year? If "Yes," complete applicable parts of Schedule N
37a Enter amount of political expenditures, direct or indirect, as described in the instructions
37b Did the organization file Form 1120-POL for this year?
38a Did the organization borrow from, or make any loans to, any officer, director, trustee, or key employee; or were any such loans made in a prior year and still outstanding at the end of the tax year covered by this return?
38b If "Yes," complete Schedule L, Part II, and enter the total amount involved
39 Section 501(c)(7) organizations. Enter:
39a Initiation fees and capital contributions included on line 9
39b Gross receipts, included on line 9, for public use of club facilities
40a Section 501(c)(3) organizations. Enter amount of tax imposed on the organization during the year under:
40b Section 501(c)(3), 501(c)(4), and 501(c)(29) organizations. Did the organization engage in any section 4958 excess benefit transaction during the year, or did it engage in an excess benefit transaction in a prior year that has not been reported on any of its prior Forms 990 or 990-EZ? If "Yes," complete Schedule L, Part I
40c Section 501(c)(3), 501(c)(4), and 501(c)(29) organizations. Enter amount of tax imposed on organization managers or disqualified persons during the year under sections 4912, 4955, and 4958
40d Section 501(c)(3), 501(c)(4), and 501(c)(29) organizations. Enter amount of tax on line 40c reimbursed by the organization
40e All organizations. At any time during the tax year, was the organization a party to a prohibited tax shelter transaction? If "Yes," complete Form 8886-T
41 List the states with which a copy of this return is filed:
42a The organization's books are in care of: Rachel Durrance Telephone no. (512)214-5296
Located at: 801 River Road Apt 274, San Marcos, TX, ZIP + 4 78666
42b At any time during the calendar year, did the organization have an interest in or a signature or other authority over a financial account in a foreign country (such as a bank account, securities account, or other financial account)? If "Yes," enter the name of the foreign country: See the instructions for exceptions and filing requirements for FinCEN Form 114, Report of Foreign Bank and Financial Accounts (FBAR).
42c At any time during the calendar year, did the organization maintain an office outside the United States? If "Yes," enter the name of the foreign country:
43 Section 4947(a)(1) nonexempt charitable trusts filing Form 990-EZ in lieu of Form 1041—Check here and enter the amount of tax-exempt interest received or accrued during the tax year
44a Did the organization maintain any donor advised funds during the year? If "Yes," Form 990 must be completed instead of Form 990-EZ
44b Did the organization operate one or more hospital facilities during the year? If "Yes," Form 990 must be completed instead of Form 990-EZ
44c Did the organization receive any payments for indoor tanning services during the year?
44d If "Yes" to line 44c, has the organization filed a Form 720 to report these payments? If "No," provide an explanation in Schedule O
45a Did the organization have a controlled entity within the meaning of section 512(b)(13)?
45b Did the organization receive any payment from or engage in any transaction with a controlled entity within the meaning of section 512(b)(13)? If "Yes," Form 990 and Schedule R may need to be completed instead of Form 990-EZ. See instructions

46 Did the organization engage, directly or indirectly, in political campaign activities on behalf of or in opposition to candidates for public office? If "Yes," complete Schedule C, Part I . . . . .

Table with 3 columns: Question, Yes, No. Row 46: Yes (blank), No (x)

Part VI Section 501(c)(3) Organizations Only

All section 501(c)(3) organizations must answer questions 47-49b and 52, and complete the tables for lines 50 and 51.

Check if the organization used Schedule O to respond to any question in this Part VI . . . . .

47 Did the organization engage in lobbying activities or have a section 501(h) election in effect during the tax year? If "Yes," complete Schedule C, Part II . . . . .

Table with 3 columns: Question, Yes, No. Row 47: Yes (blank), No (x)

48 Is the organization a school as described in section 170(b)(1)(A)(ii)? If "Yes," complete Schedule E . . . . .

Table with 3 columns: Question, Yes, No. Row 48: Yes (blank), No (x)

49a Did the organization make any transfers to an exempt non-charitable related organization? . . . . .

Table with 3 columns: Question, Yes, No. Row 49a: Yes (blank), No (x)

b If "Yes," was the related organization a section 527 organization? . . . . .

Table with 3 columns: Question, Yes, No. Row 49b: Yes (blank), No (x)

50 Complete this table for the organization's five highest compensated employees (other than officers, directors, trustees, and key employees) who each received more than \$100,000 of compensation from the organization. If there is none, enter "None."

Table with 5 columns: (a) Name and title of each employee, (b) Average hours per week devoted to position, (c) Reportable compensation, (d) Health benefits, contributions to employee benefit plans, and deferred compensation, (e) Estimated amount of other compensation.

f Total number of other employees paid over \$100,000 . . . . . 0

51 Complete this table for the organization's five highest compensated independent contractors who each received more than \$100,000 of compensation from the organization. If there is none, enter "None."

Table with 3 columns: (a) Name and business address of each independent contractor, (b) Type of service, (c) Compensation.

d Total number of other independent contractors each receiving over \$100,000 . . . . . 0

52 Did the organization complete Schedule A? Note: All section 501(c)(3) organizations must attach a completed Schedule A . . . . . [X] Yes [ ] No

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

Sign Here section: Signature of officer, Date, Type or print name and title.

Paid Preparer Use Only section: Print/Type preparer's name (Tehea Harding), Preparer's signature, Date, Check [X] if self-employed, PTIN (P01371557), Firm's name (Financial Resources Group), Firm's EIN (26-4235133), Firm's address (5720 Mimosa Drive, Indianapolis, IN, 46234), Phone no. ((317)992-3129).

May the IRS discuss this return with the preparer shown above? See instructions . . . . . [X] Yes [ ] No

# HOME CENTER

## NON-DISCRIMINATION POLICY

### **Policy**

WHEREAS, HOME Center recognizes that treating all persons with respect and dignity is a fundamental core; and

WHEREAS, HOME Center acknowledges people, their values as well as their strength, diversity, and participation in all of the corporation's activities and functions involving volunteers, staff, and community institutions.

NOW, THEREFORE, BE IT RESOLVED THAT HOME Center, will not tolerate any discrimination concerning race, ethnicity, religious creed, age, marital status, familial status, national origin, ancestry, sex, mental ability, lawful source of income, sexual orientation, citizenship, gender identity, or physical disability, in respect to provisions of service, employment, or engagement of volunteers.

The foregoing resolution is hereby considered valid and effective as of the incorporation of the HOME Center.

# Texas Balance of State Homeless Management Information System Release of Information

## About HMIS

The Homeless Management Information System (HMIS), or "ClientTrack", is a secure online database used by this agency to store personal information from people who receive help. By agreeing to receive help from us, you are allowing us to collect and enter your information into HMIS. Personal information collected and entered into HMIS includes but is not limited to name, social security number, date of birth, gender, race, ethnicity, housing status, income and sources, referrals, referral outcomes, and photographs.

## About this Form

This form controls whether or not you share your information in HMIS. Sharing means that HMIS users at other agencies using HMIS can see your information. HMIS has security rules that are updated regularly to meet privacy and confidentiality laws. All HMIS users are required to sign a confidentiality agreement, agreeing to protect your privacy. A list of agencies using HMIS is at <https://www.thn.org/wp-content/uploads/2018/01/ParticipatingAgencies.pdf>. This list will change as agencies stop or start using HMIS.

By signing this form, you are allowing the sharing of your information with other agencies using HMIS for 7 years or until stopped by you. Sharing may reduce the time you have to spend answering questions. Sharing may make it easier for us to match help to your household. Sharing may also make reporting to funders easier, which may bring more funding to our community to help end homelessness.

## Your Rights

These are your rights:

- To not share your personal information
- To receive help regardless of your decision about sharing your information
- To get a copy of the Texas Balance of State Continuum of Care HMIS Privacy Policy
- To get a copy of your personal information in HMIS
- To ask us or any agency using HMIS to correct mistakes related to your personal information in HMIS
- To submit a question regarding HMIS, request to cancel the sharing you allowed, or file a grievance with our HMIS Administrator
- To submit an appeal to THN at [hmis@thn.org](mailto:hmis@thn.org)

## Sharing Outside of HMIS

Your information may be used and released outside of the system for the following reasons, whether or not you opt to share your information:

- To provide or match your household to help which includes through case conferencing or using the Housing Priority List
- To carry out administrative purposes such as legal, financial, audit, personnel, oversight, and management
- For creating de-identified information
- As required by law
- To prevent a serious threat to health and safety
- To report abuse, neglect, or domestic violence
- For research purposes
- For law enforcement purposes such as in response to a lawful and specific court order or subpoena

# Texas Balance of State Homeless Management Information System Release of Information

I agree to share my information with other agencies in HMIS. Unless otherwise noted below, please treat my age 17 or younger children's information the same as mine.

<b>Participant Signature</b>	<b>Name (Printed)</b>	<b>Date</b>
------------------------------	-----------------------	-------------

<b>Project Staff Signature</b>	<b>Name (Printed)</b>	<b>Date</b>
--------------------------------	-----------------------	-------------

**Children's Names**

1.	6.
2.	7.
3.	8.
4.	9.
S.	10.

Parent/Guardian's Notes:

Do not share my age 17 or younger children's information with other agencies in HMIS.

<b>Participant Signature</b>	<b>Name (Printed)</b>	<b>Date</b>
------------------------------	-----------------------	-------------

For Project use only:

Verbal consent obtained by phone:

**Project Staff Signature      Date** NOTE: The ROI

must be reviewed again and obtained when the household physically presents for services.

Participant does not wish to share their information:

**Project Staff Signature      Date**

P



**Homeless Outreach Mitigation & Emergency Center**

**Client Intake Form**

-To be completed by the **Head of the Household**

**First Name:** \_\_\_\_\_ **Middle Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**Suffix** \_\_\_\_\_ **Preferred Name:** \_\_\_\_\_

**Social Security Number:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Do you accept texts?** \_\_\_\_\_

**Email #:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

Do you have access to transportation? ( ) Yes ( ) No

**Dependents:** Do you have dependents? ( ) Yes ( ) No How Many? \_\_\_\_\_

**Pets:** Do you have pet(s)? ( ) Yes ( ) No **Type:** \_\_\_\_\_ **# of Pet(s):** \_\_\_\_\_

**Emergency Contacts:**

**Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Are they aware of your situation** ( ) Yes ( ) No

**Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Are they aware of your situation** ( ) Yes ( ) No

**Referred By:**

( ) Community Action Inc.	( ) Gary Job Corps	( ) Goodwill
( ) Hays Food Bank	( ) HC Women's Shelter	( ) Salvation Army
( ) SCHEIB	( ) SM Police Dept.	( ) SM Public Library
( ) Southside Community Center	( ) Other: _____	

**Demographics**

**Ethnicity:**

<input type="checkbox"/> American Indian, Alaska Native or Indigenous	<input type="checkbox"/> Asian or Asian American
<input type="checkbox"/> Black, African American or African	<input type="checkbox"/> Hispanic/Latina/e/o
<input type="checkbox"/> Middle Eastern or North African	<input type="checkbox"/> Native Hawaiian/Pacific Islander
<input type="checkbox"/> White	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Client Prefers not to answer	

Additional Race/Ethnicity Detail \_\_\_\_\_

**Gender:** Male \_\_\_\_\_ Female \_\_\_\_\_

**Veterans:**

**Are you a Veteran** ( ) Yes ( ) No

Do you have a DD214? ( ) Yes ( ) No Can you provide the DD214? ( ) Yes ( ) No

Are you receiving any **VA Benefits**? ( ) Yes ( ) No

Are you receiving any services from **Hays Veterans Office**? ( ) Yes ( ) No

**Employment History:**

(3 most recent jobs)

Head of Household

Name	Employer	Dates worked there

Other Family members


**Living Situation**

What was your **prior living situation**? (Place you were living before / choose one):

<input type="checkbox"/> Living in a place not meant for habitation (car, bus station, etc)	<input type="checkbox"/> Another Emergency Shelter , if so which one:
<input type="checkbox"/> Hotel / Motel with a voucher or subsidy, if so which voucher:	<input type="checkbox"/> Hotel / Motel without a voucher
<input type="checkbox"/> Jail, prison, or juvenile detention facility, if so which one: _____ _____	<input type="checkbox"/> Institutional Facility, if so which one: _____
<input type="checkbox"/> Family or Friend's place (not on the lease)	<input type="checkbox"/> Other

How long were you in that prior living situation?

<input type="checkbox"/> One night or less	<input type="checkbox"/> Two to six nights	<input type="checkbox"/> One week or more but less than one month
<input type="checkbox"/> One month or more but less than 90 days	<input type="checkbox"/> 90 days or more but less than 1 year	<input type="checkbox"/> One year or longer
<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Client prefers not to answer	<input type="checkbox"/> Data not collected

Approximate date your homelessness started? \_\_\_\_\_

How many times have you experienced homelessness in the last 3 years?

1  2  3  4 or more

Total number of months the client has been homeless in the past three years? \_\_\_\_\_

**Insurance**

Do you have **Health Insurance?** ( ) Yes ( ) No

If no health insurance, do you need assistance **getting Health Insurance?**

( ) Yes ( ) No

<b>Insurance Type</b>	<b>Yes</b>	<b>Applied</b>	<b>Denied</b>	<b>NA</b>
<b>Private</b>				
<b>Private Employer</b>				
<b>Private Individual</b>				
<b>Medicaid</b>				
<b>Medicare</b>				
<b>State Children's Health Insurance Program</b>				
<b>Veteran's Health Administration (VA)</b>				
<b>Other Public</b>				
<b>State funded</b>				
<b>Combined Children's Health Insurance/Medicaid</b>				
<b>Indian Health Service</b>				
<b>Other</b>				
<b>No Insurance</b>				

Medical Conditions

	Yes	No	Explanation
Do you have a <b>Disabling Condition</b> ?			
Is it documented?			
Is the disabling condition permanent?			
Do you have an Alcohol Abuse Disorder?			
Do you have a Chronic Health Condition?			
Do you have a Developmental Disability?			
Do you have a Drug Abuse Disorder?			
Do you have HIV/AIDS?			
Do you have a Mental Health Condition?			
Do you have a Physical Disability?			

**Females Only**

Are you currently Pregnant? ( ) Yes ( ) No ( ) Don't Know ( ) Prefers not to answer If yes, are you receiving prenatal care? ( ) Yes ( ) No

Due Date: \_\_\_\_\_

**Domestic Violence**

Have you experienced **domestic violence**? ( ) Yes ( ) No ( ) Don't Know

( ) Client prefers not to answer. Date Experienced: \_\_\_\_\_

Currently **Fleeing**? ( ) Yes ( ) No ( ) Don't Know ( ) Client prefers not to answer

**Household Income**

Do you have an **income**? ( ) Yes ( ) No

Do you have any **non-cash benefits** (Food Stamps, TANF, etc.)? ( ) Yes ( ) No

Income Type	Monthly Amount	Description
<b>Earned income (work)</b>		
<b>Unemployment Insurance</b>		

<b>Supplemental Security Insurance (SSI)</b>		
<b>Social Security Disability Insurance(SSDI)</b>		
<b>Veteran's Disability</b>		
<b>Private Disability Insurance</b>		
<b>Worker's Compensation</b>		
<b>TANF</b>		
<b>General Assistance</b>		
<b>Retirement (Social Security)</b>		
<b>Veterans Pension</b>		
<b>Other Pension</b>		
<b>Child support</b>		
<b>Alimony</b>		
<b>Other Income</b>		

**Non-Cash Benefits**

<b>Income Type</b>	<b>Monthly Amount</b>	<b>Description</b>
<b>Food stamps/money for food on benefits card</b>		
<b>Medicaid</b>		
<b>Medicare</b>		
<b>State Children's Health Insurance Program</b>		
<b>Special Supplemental Nutrition Program for Women</b>		

<b>Veterans Administration Medical services</b>		
<b>TANF Childcare Services</b>		
<b>TANF Transportation Services</b>		
<b>Other TANF Funded Services</b>		

**Household Expenses (list all current monthly bills)**

<b>Name of Bill</b>	<b>Monthly Amount</b>

**Current Living Situation**

<input type="checkbox"/> Living in a place not meant for habitation (car, bus station, etc)	<input type="checkbox"/> Another Emergency Shelter , if so which one:
<input type="checkbox"/> Hotel / Motel with a voucher or subsidy, if so which voucher:	<input type="checkbox"/> Hotel / Motel without a voucher
<input type="checkbox"/> Jail, prison, or juvenile detention facility, if so which one: _____ _____ _____	<input type="checkbox"/> Institutional Facility, if so which one: _____
<input type="checkbox"/> Family or Friend's place (not on the lease)	<input type="checkbox"/> Other

Is client going to have to leave their current living situation within 14 days:  Yes  No

**INTERNAL (for HOME Center staff use only):**

Are there legal barriers to obtaining housing? ( ) Yes ( ) No  
( ) eviction ( ) incarceration ( ) arrests ( ) Other \_\_\_\_\_

**Pressing problem/ Immediate Services Needed:**

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**Immediate Referrals: (include contact name)**

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**Area Services Applied for or Received in past 6 months**

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Intake/assessment Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

Program Enrollment (which one)? \_\_\_\_\_

If YES, which location? \_\_\_\_\_

Other Notes:

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Entered into HMIS? ( ) Yes ( ) No. Date Entered \_\_\_\_\_

Entered by: \_\_\_\_\_

Client ID (six digit number) : \_\_\_\_\_

# Dependent Information Form

**(This form is for additional family members)**

Head of Household: \_\_\_\_\_ Dependent #: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Suffix: \_\_\_\_\_ Preferred Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Relationship to Head of Household: \_\_\_\_\_ Email \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Ethnicity:**

<input type="checkbox"/> American Indian, Alaska Native or Indigenous	<input type="checkbox"/> Asian or Asian American
<input type="checkbox"/> Black, African American or African	<input type="checkbox"/> Hispanic/Latina/e/o
<input type="checkbox"/> Middle Eastern or North African	<input type="checkbox"/> Native Hawaiian/Pacific Islander
<input type="checkbox"/> White	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Client Prefers not to answer	

Additional Race/Ethnicity Detail \_\_\_\_\_

**Gender:** Male \_\_\_\_\_ Female \_\_\_\_\_

**Is the dependent a Military Veteran** ( ) Yes ( ) No

Do they have a DD214? ( ) Yes ( ) No Can they provide the DD214? ( ) Yes ( ) No

Are they receiving any **VA Benefits**? ( ) Yes ( ) No

Are they receiving any services from **Hays Veterans Office**? ( ) Yes ( ) No

Are they receiving services from the VA Clinic? ( ) Yes ( ) No

**Employment History: (3 most recent jobs)**

Name	Employer	Dates worked there

**Medical History**

	Yes	No	Explanation
Do they have a <b>Disabling Condition</b> ?			
Is it documented?			
Is the disabling condition permanent?			
Do they have an Alcohol Abuse Disorder?			
Do they have a Chronic Health Condition?			
Do they have a Developmental Disability?			
Do they have a Drug Abuse Disorder?			
Do they have HIV/AIDS?			
Do they have a Mental Health Condition?			
Do they have a Physical Disability?			

**Females Only**

Are they currently pregnant? ( ) Yes ( ) No ( ) Don't Know ( ) Prefers not to answer If yes, are they receiving prenatal care? ( ) Yes ( ) No

Due Date: \_\_\_\_\_

Are they enrolled in the Healthy Women Program? \_\_\_\_\_

Are they receiving benefits through WIC? \_\_\_\_\_

**Insurance**

Do they have **Health Insurance**? ( ) Yes ( ) No

If no health insurance, do they need assistance **getting Health Insurance**?

( ) Yes ( ) No

Insurance Type	Yes	Applied	Denied	NA
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<b>Private</b>				
<b>Private Employer</b>				
<b>Private Individual</b>				
<b>Medicaid</b>				
<b>Medicare</b>				
<b>State Children's Health Insurance Program</b>				
<b>Veteran's Health Administration (VA)</b>				
<b>Other Public</b>				
<b>State funded</b>				
<b>Combined Children's Health Insurance/Medicaid</b>				
<b>Indian Health Service</b>				
<b>Other</b>				
<b>No Insurance</b>				

**Specific concerns/needs for this individual?**

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# H.O.M.E. Center Pathways to HOME Policy

Pathways to HOME Program

Comprehensive Grant Compliance Policy & Procedures Manual

Veterans & Households with Disabilities

Board Approved: \_\_\_\_\_

Effective Date: \_\_\_\_\_

Review Cycle: Annual

Responsible Authority: Executive Director

Program Oversight: Board of Directors

## SECTION 1: PROGRAM AUTHORITY & COMPLIANCE

Pathways to HOME operates under the authority of the H.O.M.E. Center Board of Directors and complies with:

- Housing First principles
- Americans with Disabilities Act (ADA)
- Section 504 of the Rehabilitation Act
- Fair Housing Act
- Violence Against Women Act (when applicable)
- HUD income verification standards (when federally funded)
- 2 CFR Part 200 Uniform Administrative Requirements (when federally funded)
- Applicable Texas state grant regulations

Policies apply equally to both the Veterans and Disability-focused Pathways projects unless otherwise specified.

## SECTION 2: PROGRAM PURPOSE & OBJECTIVES

### 2.1 Purpose

To provide housing stabilization, case management, peer support, and transportation assistance (when eligible) to:

- Veterans experiencing homelessness or housing instability
- Households with documented disabilities experiencing housing instability

### 2.2 Performance Objectives

The program aims to:

- Achieve minimum 70% housing retention at 12 months
- Increase income for at least 40% of participants
- Connect eligible participants to benefits and healthcare
- Reduce returns to homelessness

### SECTION 3: ELIGIBILITY & PRIORITIZATION

#### 3.1 General Eligibility

Participants must:

- Be homeless or at imminent risk
- Meet income guidelines ( $\leq 50\%$  AMI unless funder specifies otherwise)
- Reside in service area
- Provide required documentation

#### 3.2 Veteran Program

Requires verification of veteran status. Priority for:

- Disabled veterans
- Chronically homeless veterans
- Extremely low-income veterans

#### 3.3 Disability Program

Requires documentation of disability. Priority for:

- Extremely low-income households
- Severe mental illness
- Individuals requiring accessible housing

### SECTION 4: INTAKE, ENROLLMENT & SERVICE PLANNING

#### 4.1 Required Documentation

- Intake application
- Identification
- Proof of residency
- Income verification
- Veteran or disability documentation

- Signed Release of Information

#### 4.2 Assessment

Participants receive assessment covering:

- Housing barriers
- Income and employment
- Benefits eligibility
- Accessibility needs
- Risk and safety factors

#### 4.3 Individual Service Plan (ISP)

ISP must:

- Include measurable goals
- Identify interventions
- Establish timelines
- Be reviewed monthly

### SECTION 5: SERVICE DELIVERY

Services may include:

- Housing navigation
- Case management
- Peer support (MHPS)
- Community Health Worker services
- Benefits enrollment
- Employment linkage
- Financial literacy
- Accessibility coordination
- Transportation assistance (if eligible)
- Motel shelter for transitioning into housing (if funding is available)

Service frequency based on acuity (weekly, bi-weekly, monthly).

Documentation required within 48 hours.

### SECTION 6: FINANCIAL ASSISTANCE CONTROLS

May include:

- Rent assistance to avoid eviction
- Rental Deposits and application fees
- Utilities deposits, utilities payment
- Medical Co-pays, Prescriptions, OTC drugs as recommended by physician
- Transportation assistance (including transport, repairs, maintenance, fuel assistance, etc)
- Nutritional assistance
- Household support including furniture, household items, etc.
- Accessibility modifications

#### Controls:

- Written justification
- Supervisor approval
- Direct vendor payment
- Budget reconciliation
- No duplicate benefits

## SECTION 7: TRANSPORTATION ASSISTANCE POLICY

### 7.1 Purpose

Transportation is a supportive service to reduce housing-related barriers. It is not guaranteed. Transportation agreement must be signed and on file prior to transport, except during emergency situations, including emergency response during natural disaster.

### 7.2 Eligibility

Transportation is available only to enrolled participants who:

- Have a documented disability limiting mobility; or
- Demonstrate financial hardship preventing access to transportation; or
- Require transportation for housing stabilization activities.

Transport must relate directly to:

- Housing appointments
- Medical or behavioral health visits
- Benefits enrollment
- Employment interviews
- Legal matters affecting housing

Personal errands are not permitted.

### 7.3 Scheduling Requirements

- Minimum two (2) weeks' notice required, unless medically necessary and unavoidable. Transport will not be guaranteed if minimum 2 week notice is not provided
- Exceptions require supervisor approval (emergency or time-sensitive housing opportunity).
- Requests must be documented and approved before scheduling.

Repeated no-shows may result in suspension.

### 7.4 Staff & Vehicle Requirements

Drivers must:

- Hold valid license
- Maintain clean driving record
- Provide proof of full coverage insurance (if personal vehicle used)
- Complete annual defensive driving training

Vehicles must:

- Be registered and insured
- Have functioning seatbelts
- Meet safety standards

### 7.5 Safety & Legal Compliance

All occupants must:

- Wear seatbelts
- Follow Texas traffic laws
- Refrain from drug or alcohol use before or during transport
- Follow driver instructions

Weapons and illegal substances are prohibited.

### 7.6 Transportation Removal Criteria

Transportation privileges may be suspended or revoked for:

- Refusal to wear seatbelt
- Interfering with vehicle operation
- Drug or alcohol use during transport
- Violent or threatening language
- Harassment of staff

- Refusal to follow laws
- Bringing weapons or illegal substances
- Repeated no-shows or scheduling violations

Suspension does not automatically terminate program participation.

### 7.7 Transportation Agreement Requirement

Participants must sign a Transportation Agreement acknowledging:

- Scheduling requirements
- Safety rules
- Behavioral expectations
- Consequences for violations

## SECTION 8: PARTICIPANT CONDUCT POLICY

Participants must:

- Treat staff respectfully
- Follow laws
- Refrain from threatening or aggressive behavior
- Provide truthful information
- Follow safety instructions

## SECTION 9: GROUNDS FOR PROGRAM TERMINATION

Termination may occur for:

1. Physical violence or threats of harm
2. Refusal to comply with laws
3. Drug use during program interactions creating safety risk
4. Bringing weapons to appointments
5. Fraud or falsification of documents
6. Theft or property damage
7. Repeated disruptive conduct
8. Ongoing harassment of staff
9. Loss of contact after documented outreach

Immediate termination may occur for serious safety threats.

## SECTION 10: DISCIPLINARY PROCESS

Unless immediate safety risk exists:

1. Verbal warning (documented)
2. Written warning
3. Behavioral agreement
4. Suspension of specific services
5. Termination

All actions must be documented.

#### SECTION 11: TERMINATION PROCEDURE

1. Incident documentation
2. Supervisor review
3. Written notice issued
4. Appeal opportunity provided
5. Referral resources offered when appropriate

#### SECTION 12: APPEALS PROCESS

Participants may:

- Submit written appeal within five (5) business days
- Receive review within ten (10) business days
- Request Board review as final step

Appeals must be provided in writing or in person during the regularly scheduled H.O.M.E. Center board meetings. Appeal requests should be emailed to [homecenter@homecentertx.com](mailto:homecenter@homecentertx.com). Appeal requests will be reviewed by HOME Center board members at the regularly scheduled monthly board meeting. Decisions made by the board are final and notice will be provided in writing.

#### SECTION 13: CONFIDENTIALITY & DATA SECURITY

- Records secured physically and electronically per HMIS standards
- Access limited to authorized staff per HMIS policies and procedures
- Written consent required for information sharing, including ROI on file when interacting with organizations
- Breaches reported immediately to Executive Director

#### SECTION 14: NON-DISCRIMINATION & ADA COMPLIANCE

Services provided without discrimination based on:

- Disability
- Veteran status

- Race
- Gender identity
- Religion
- Sexual orientation
- National origin
- Age

Reasonable accommodations provided.

#### SECTION 15: SAFETY & CRISIS RESPONSE

Staff must:

- Assess imminent risk
- Contact emergency services when necessary
- Document crisis incidents
- Complete incident reports within 24 hours

#### SECTION 16: MONITORING & QUALITY ASSURANCE

Program conducts:

- Quarterly file audits
- Financial reviews
- Data validation checks
- Transportation log review
- Insurance documentation verification

Corrective action plans implemented when needed.

#### SECTION 17: RECORD RETENTION

- Participant files retained minimum seven (7) years
- Financial records retained per funding source requirements
- Secure destruction after retention period

#### SECTION 18: POLICY REVIEW

Policies reviewed annually by:

- Executive Director
- Board of Directors

Board approval required for amendments.

SIGNATURE PAGE

Board Chair: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director: \_\_\_\_\_ Date: \_\_\_\_\_

Vice President: \_\_\_\_\_ Date: \_\_\_\_\_

Treasurer \_\_\_\_\_ Date \_\_\_\_\_

Secretary \_\_\_\_\_ Date \_\_\_\_\_

## Pathways to HOME Program

### Risk Management & Liability Mitigation Summary

Prepared For: Insurance Carrier Review

Organization: H.O.M.E. Center

Programs Covered: Pathways to HOME – Veterans & Households with Disabilities

Service Area: Hays County, Texas

Review Date: \_\_\_\_\_

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## 1. ORGANIZATIONAL OVERVIEW

H.O.M.E. Center operates housing stabilization programs serving:

- Veterans experiencing homelessness or housing instability
- Households with documented disabilities

Services include case management, peer support, housing navigation, limited financial assistance, and transportation assistance for eligible participants.

The organization maintains general liability insurance and implements structured internal controls to mitigate operational and transportation-related risk.

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## 2. GOVERNANCE & OVERSIGHT CONTROLS

- Board-approved written policies
- Annual policy review cycle
- Quarterly program performance monitoring
- Supervisor oversight of financial and transportation approvals
- Separation of duties in financial assistance approval and disbursement
- Document retention minimum of seven (7) years

## 3. PARTICIPANT RISK CONTROLS

### 3.1 Code of Conduct Enforcement

All participants must sign a Participant Code of Conduct outlining:

- Prohibition of violent or threatening behavior

- Prohibition of weapons and illegal substances
- Requirement to follow laws and safety instructions
- Prohibition of drug or alcohol use during program interactions

Violations may result in:

- Progressive discipline
- Service suspension
- Immediate termination for serious safety threats

### 3.2 Behavioral Risk Mitigation

- Progressive discipline structure implemented
- Behavioral agreements used when appropriate
- Immediate removal authority for safety threats
- Written termination and appeal procedures
- Incident documentation within 24 hours

## 4. TRANSPORTATION RISK MANAGEMENT

Transportation assistance is limited, structured, and controlled.

### 4.1 Eligibility Restrictions

Transportation is only provided when:

- Disability limits public transit access; or
- Financial hardship prevents access; or
- Transport is directly related to housing stabilization activities

Personal errands are not permitted.

### 4.2 Scheduling Controls

- Minimum two-week advance scheduling requirement
- Supervisor approval required
- Documentation required before transport
- Repeated no-shows result in suspension

### 4.3 Driver & Vehicle Controls

Staff transporting clients must:

- Hold valid driver's license
- Maintain clean driving record (checked annually)
- Provide proof of full coverage auto insurance (if personal vehicle used)
- Complete annual defensive driving training

Vehicles must:

- Be legally registered
- Carry active insurance
- Have functioning seatbelts for all occupants
- Meet safety standards

#### 4.4 Legal & Safety Requirements

- Seatbelt use required at all times
- No weapons allowed
- No drug or alcohol use before or during transport
- No distracted driving
- Compliance with Texas traffic laws

Refusal to comply results in removal from transportation services.

#### 4.5 Liability Structure

- When personal vehicles are used, the driver's auto insurance is primary coverage
- H.O.M.E. Center maintains general liability coverage
- All incidents require written report within 24 hours
- Supervisor review of incidents within two (2) business days

### 5. FINANCIAL RISK CONTROLS

To mitigate financial misuse:

- Written financial assistance request required
- Supervisor approval required
- Direct vendor payments only (no cash)
- Budget reconciliation monthly
- No duplicate benefits permitted
- Audit trail maintained

These controls align with 2 CFR Part 200 standards (when federally funded).

### 6. MOTEL AND TRANSITIONAL RISK CONTROLS

- All applicants must sign a release of responsibility waiver for motel stay
- All applicants must agree to adhere to motel policies
- Motel owners must carry insurance and maintain required insurance for motel guests and liabilities
- Motel payment is made on behalf of client. This is not a shelter program.

### 7. DATA SECURITY & CONFIDENTIALITY

- Secure physical and electronic records
- Password-protected systems
- Access limited to authorized personnel
- Written consent required before information sharing

- Immediate breach reporting protocol

## 8. STAFF TRAINING REQUIREMENTS

All staff complete annual training in:

- Trauma-informed care
- De-escalation techniques
- Suicide prevention
- ADA compliance
- Confidentiality
- Defensive driving (if transporting participants)

Training records maintained for monitoring and insurance review.

## 9. INCIDENT REPORTING & RESPONSE

In the event of:

- Vehicle accident
- Injury
- Threatening behavior
- Safety violation

The following occurs:

1. Immediate safety response to ensure safety of staff and clients.
2. Emergency services contacted if needed
3. Written incident report within 24 hours
4. Supervisor review
5. Corrective action implemented

Documentation retained in secure file.

## 10. TERMINATION & REMOVAL AUTHORITY

The organization maintains authority to:

- Immediately terminate program participation for violent or unlawful conduct
- Remove transportation privileges for safety violations
- Enforce progressive discipline when appropriate

This authority reduces risk exposure to staff and third parties.

#### 11. OVERALL RISK PROFILE SUMMARY

The Pathways to HOME Program maintains a moderate operational risk profile with structured mitigation controls including:

- Written governance policies
- Formal behavioral enforcement procedures
- Strict transportation controls
- Insurance documentation requirements
- Financial internal controls
- Incident reporting protocols
- Annual compliance review

Transportation services are limited, scheduled, and supervised, reducing exposure risk.

#### 12. CONTACT FOR INSURANCE INQUIRIES

Executive Director: Hannah Durrance

Phone: 512-214-5296

Email: [hannah.durrance@homecentertx.com](mailto:hannah.durrance@homecentertx.com)

# Homeless Outreach Mitigation & Emergency Center

## Pathways to HOME Program

### Risk Management & Liability Mitigation Summary

Prepared For: Insurance Carrier Review

Organization: H.O.M.E. Center

Programs Covered: Pathways to HOME – Veterans & Households with Disabilities

Service Area: Hays County, Texas

Review Date: \_\_\_\_\_

---

#### 1. ORGANIZATIONAL OVERVIEW

H.O.M.E. Center operates housing stabilization programs serving:

- Veterans experiencing homelessness or housing instability
- Households with documented disabilities

Services include case management, peer support, community health worker assistance, housing navigation, limited financial assistance, and transportation assistance for eligible participants.

The organization maintains general liability insurance and implements structured internal controls to mitigate operational and transportation-related risk.

---

#### 2. GOVERNANCE & OVERSIGHT CONTROLS

- Board-approved written policies
- Annual policy review cycle
- Quarterly program performance monitoring
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All participants must sign a Participant Code of Conduct outlining:

- Prohibition of violent or threatening behavior
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Violations may result in:

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Transportation assistance is limited, structured, and controlled.

#### 4.1 Eligibility Restrictions

Transportation is only provided when:

- Disability limits public transit access; or
- Financial hardship prevents access; or
- Transport is directly related to housing stabilization activities

Personal errands are not permitted.

#### 4.2 Scheduling Controls

- Minimum two-week advance scheduling requirement
- Supervisor approval required
- Documentation required before transport
- Repeated no-shows result in suspension

#### 4.3 Driver & Vehicle Controls

Staff transporting clients must:

- Hold valid driver's license
- Maintain clean driving record (checked annually)
- Provide proof of full coverage auto insurance (if personal vehicle used)
- Complete annual defensive driving training

Vehicles must:

- Be legally registered
- Carry active insurance
- Have functioning seatbelts for all occupants
- Meet safety standards

#### 4.4 Legal & Safety Requirements

- Seatbelt use required at all times
- No weapons allowed
- No drug or alcohol use before or during transport
- No distracted driving
- Compliance with Texas traffic laws

Refusal to comply results in removal from transportation services.

#### 4.5 Liability Structure

- Personal vehicle use: driver's auto insurance is primary.
- H.O.M.E. Center carries general liability coverage.
- Report all incidents in writing within 24 hours.
- Supervisors review incidents within two business days.

### 5. FINANCIAL RISK CONTROLS

To mitigate financial misuse:

- Written financial assistance request required
- Supervisor approval required
- Direct vendor payments only (no cash)
- Budget reconciliation monthly
- No duplicate benefits permitted
- Audit trail maintained

These controls align with 2 CFR Part 200 standards (when federally funded).

## 6. MOTEL AND TRANSITIONAL RISK CONTROLS

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Training records maintained for monitoring and insurance review.

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Documentation retained in secure file.

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- Annual compliance review

Transportation services are limited, scheduled, and supervised, reducing exposure risk.

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Executive Director: Hannah Durrance  
Phone: 512-214-5296  
Email: hannah.durrance@homecentertx.com

A Texas Non-profit Corporation

# H.O.M.E. Center

## Company Vehicle Policies & Procedures

### I. Eligibility to Drive a Company Vehicle

Employees eligible to drive a company vehicle are approved at the discretion of the company's Director. Prior to vehicle assignment, an eligible employee must prove that he or she has a valid driver's license which is not suspended or revoked and current personal liability insurance.

### II. Withdrawal of Company Vehicle Privilege

The privilege of driving a company vehicle may be withdrawn for any of the following reasons:

- Abuse or misuse of the vehicle or failure to comply with the rules and procedures stipulated in this company policy.
- A driving record which becomes deficient during the course of operating a company vehicle which, under certain circumstances, may be grounds for dismissal.
- Conviction or a guilty plea to driving a company vehicle under the influence of alcohol or an illegal controlled substance.
- Road Rage or other unsafe incidents.

### III. Driver Responsibilities

Eligible drivers are responsible for driving their vehicle in a safe and professional manner. Employees must know and abide by all driving laws in all areas where they operate their company vehicle. Additionally, employees must maintain a current, valid driver's license in the State of Texas. If for any reason, an employee's driver's license is revoked, suspended, or restricted, it is mandatory that the Human Resources manager be notified immediately.

#### Safety Guidelines

It is mandatory that seat belts be used by all occupants of a company vehicle at all times without exception. It is the company driver's responsibility to ensure that all occupants fasten their seat belts prior to operating the vehicle. Any malfunctioning seat belt should be reported for repair by the employee immediately. H.O.M.E Center reserves the right to revoke the driving privilege of any driver not complying with this policy. In addition, H.O.M.E Center expects all employees to drive defensively during business and personal travel, to obey all traffic laws, and prohibits employees from driving under the influence of drugs and alcohol, including prescription

drugs. Company vehicles should not be used to transport flammable items, firearms, or other hazardous materials. Texting while driving is not allowed in company vehicles.

#### **IV. Traffic Violations**

Excessive speeding violations and/or accident history may exclude a driver from being covered by company-provided insurance and may make them ineligible to receive a company-provided vehicle. Should you, for any reason, receive a summons for a traffic violation or a parking ticket, you must pay it as soon as possible. All traffic violations and parking tickets should be reported to the Director or Human Resources Manager as quickly as possible. Under no circumstances are traffic and parking fines to be charged to the H.O.M.E Center.

A driver with three (3) moving violations or any combination of three accidents and/ or moving violations within a three-year period will be prohibited from driving a company vehicle. Any driver with a violation associated with alcohol or drugs will be prohibited from driving a company vehicle until the "State" reissues a current and valid driver license. This type of violation may also be grounds for immediate termination at the discretion of management.

#### **V. Personal Use of a Company Vehicle**

Company vehicles are intended for H.O.M.E Center business use only. An employee may be authorized to take the company vehicle home in order to perform work for H.O.M.E Center. The employee must have advance permission from the Director. Evening and weekend travel is prohibited unless conducting company business after normal business hours. No other drivers are permitted to operate a company vehicle. Family members (non-H.O.M.E Center employees) should not be permitted to ride in the company vehicle without prior approval from the Director of H.O.M.E. Center)

#### **VI. Tolls**

Drivers should plan their routes to avoid Tollways. If driving on a tollway is unavoidable, the driver should log the route information and notify the director prior to making the trip. Violation of this rule can result in the employee being charged for the toll amount.

#### **VII. Prohibited Activities**

##### **H.O.M.E Center also prohibits:**

- The transport of a hitchhiker or stranger, except during street outreach or emergency response when working with a team or with two staff members or volunteers in vehicle. This policy must be observed for the protection of the employee and the company.
- The use of a company vehicle for anything other than the tasks pertaining to the employee's job and responsibilities at H.O.M.E Center.
- The acceptance of any form of compensation from any individual for carrying passengers or material.
- Smoking and vaping are not allowed in company vehicles.

#### **VIII. Vehicle Maintenance**

Every driver of a company vehicle is expected to maintain the vehicle in a safe operating condition. At the start of each day, the driver should do a pre-drive check to ensure that the vehicle is safe to drive i.e. tires are inflated, fluids are within acceptable levels, etc. If any warning lights comes on during use document the issue in log and notify the Director immediately.

H.O.M.E Center will schedule all regular and emergency maintenance at an authorized maintenance facility that has been selected by H.O.M.E Center.

#### **IX. Gas Card**

H.O.M.E Center may provide a gas card. The card must be returned to H.O.M.E. Center staff, the gift card form must be completed at time of purchase and the receipt must be turned into the director.

The fuel level should be checked prior to use and prior to parking for the night.

Contact the Director when the fuel level is at 1/2 tank or less so that gas can be purchased or gas card provided.

#### **X. License Plates**

H.O.M.E Center will ensure that the vehicle registration is current. Keep the vehicle registration card in the glove box.

#### **XI. Parking**

The company driver is responsible for ensuring all necessary precautions are taken to prevent damage and theft of the company vehicle and/or its contents at all times. Whenever you leave a company vehicle, please follow these precautions:

- Roll up all windows
- Lock all doors
- Do not leave merchandise and equipment in open view inside a car, which may tempt a break-in. Lock all valuable items inside the trunk when the vehicle is left unattended.

#### **XII. Driving Outside the United States**

A company vehicle may not be driven outside the U.S. for any reason.

#### **XIII. Towing**

Trailer Towing - Company vehicles should not be fitted with a trailer hitch to pull a trailer or boat without prior authorization from the Director. In addition, company vehicles should not be used to push another vehicle.

Bumper Stickers, Decals, Logos, Promotional

Bumper Stickers - No bumper or window stickers should be affixed to a company vehicle.

Only authorized H.O.M.E. Center or partner agency logos can be used on company vehicle. Any unauthorized promotional logos, business signs or other items affixed to the vehicle can lead to termination of driving privileges or termination of employment.

#### **XIV. Company Vehicle Odometers**

Company vehicle odometers shall be governed in accordance with the following federal odometer laws and regulations:

1. Change of mileage indicated on the odometer is prohibited. No person shall disconnect, reset or alter the odometer of any motor vehicle with intent to change the number of miles indicated thereon.
2. Operation of a motor vehicle with knowledge of disconnected or non functional odometer is prohibited.
3. No person shall, with intent to defraud, operate a motor vehicle on any street or highway knowing that the odometer of such vehicle is disconnected or non-functional.

Criminal penalties: Any person who knowingly and willfully commits any of the items listed above is liable to be fined not more than \$50,000 or imprisoned not more than one year, or both.

Any H.O.M.E Center employee who knowingly violates the federal laws specified above will be immediately terminated and the company may pursue available civil remedies.

#### **XV. Insurance**

Insurance cards will be kept in the glove box at all times. Only you, the employee, are authorized to drive the vehicle.

#### **WHAT TO DO IN CASE OF AN ACCIDENT**

- The driver must notify the local police and/or state motor vehicle authorities of the accident
- All accidents, no matter how seemingly inconsequential, must be reported to the Fleet Administrator.
- A H.O.M.E Center accident reporting form must be filled out as completely and as quickly as possible for submission to the Fleet Administrator.  You will be contacted by the CDS insurance carrier (Nicoud Insurance) for a verbal statement regarding the accident.
- If the employee was at fault in an accident while driving a company vehicle, there is a \$500 deductible for collision coverage which is the financial responsibility of the employee.

- If the employee grants permission for someone to drive their assigned vehicle, the employee will be considered financially responsible for all damages and vehicle repairs.

#### **XVI. Stolen Vehicle**

If your company vehicle is stolen, report the theft immediately to the local police and to the Fleet Administrator. Obtain a copy of the police report filed. Maintain one copy for your personal files and submit another to the Fleet Administrator.

Any attempted break-in or theft of items from a company vehicle must be reported to the local police department. The Company requires that the following information be provided to the Director:

- The name, badge and precinct number of the police officers responding to your call.
- A list by model and serial number of any equipment which was stolen.  The date and location of where the theft occurred.

#### **XVII. How to Report an Accident**

If you are involved in an accident, it is necessary to follow the procedure outlined below:

1. If anyone is hurt, call for medical assistance.
2. Immediately following an accident, stop and investigate what damage might have occurred to the vehicle.
3. Get the names and addresses of the owner(s) and driver(s) involved, license number and registration number of the car(s) involved and the names and addresses of any passengers in the vehicles connected with the accident.
4. Get the name of the other party's insurance company and insurance policy number.
5. Get the names and addresses of witnesses, if any.
6. If law enforcement officers are present at the scene, note their names, badge and precinct numbers. If no police officers are present, try to have one called to the scene of the accident.
7. Express no opinion as to who was at fault. Give no information except as required by law enforcement officers.
8. Sign no statements for anyone except an identified representative of the CDS insurance company covering the company vehicle.
9. Contact the Fleet Administrator and Human Resources manager within the first 24 hours preceding the accident so a preliminary accident report may be taken.
10. Keep a copy of the company's authorized accident reporting form for your records.

- 11. Complete all reports required by local law enforcement and state motor vehicle authorities. If you need help in completing these reports, request help from your local police department, state motor vehicle office, or the Human Resources manager.
- 12. If any demand, claims or summons is served to an employee involved in an accident asserting liability against the employee, contact the company Fleet Administrator immediately.
- 13. If the collision involves an unattended vehicle, you must attempt to notify the owner. If that is not directly possible, attach a note to the vehicle asking the owner to contact you. Notify the police immediately telling them that you have attempted to make contact with the owner.

There are **NO EXCEPTIONS** to the above requirements. Failure to comply with this procedure could have serious consequences for H.O.M.E Center and your association with the company.

H.O.M.E Center Accident Report

Date of Loss: \_\_\_\_\_ Time of Loss: \_\_\_\_\_

Company Vehicle Involved: \_\_\_\_\_

Year Make Model \_\_\_\_\_

VIN#: \_\_\_\_\_

Location of Accident \_\_\_\_\_

Employee (Driver's Name) \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ DOB \_\_\_/\_\_\_/\_\_\_ License # \_\_\_\_\_

Description of Accident \_\_\_\_\_

Company Vehicle Damage (Where) \_\_\_\_\_

Police Report Agency \_\_\_\_\_

Report Number \_\_\_\_\_ Officer \_\_\_\_\_

Ticket Yes or No? \_\_\_\_\_ Where is Vehicle? \_\_\_\_\_

Other Party Information:

Driver Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number(s) \_\_\_\_\_

Insurance Co. \_\_\_\_\_ Driver License #: \_\_\_\_\_

Vehicle \_\_\_\_\_

Year Make Model Vehicle License # Passenger's Name \_\_\_\_\_

Injured Y or N? \_\_\_\_\_

Address \_\_\_\_\_

Passenger's Name \_\_\_\_\_ Injured Y or N? \_\_\_\_\_

Address \_\_\_\_\_

**Company Vehicle Policy Acknowledgement Form**

H.O.M.E Center may provide a company vehicle to you to be used solely for the purpose of transacting H.O.M.E Center business. Company vehicles are intended for H.O.M.E Center business use only. An employee may be authorized to take the company vehicle home in order to perform work for H.O.M.E Center. The employee must have advance permission from the Director. Evening and weekend travel is prohibited unless conducting company business after normal business hours. No other drivers are permitted to operate a company vehicle. Family members (non-H.O.M.E Center employees) should not be permitted to ride in the company vehicle.

***INSURANCE***

Insurance cards will be kept in the glove box at all times. Only you, the employee, are authorized to drive the vehicle.

***VEHICLE MAINTENANCE***

Every driver of a company vehicle is expected to maintain the vehicle in a safe operating condition. At the start of each day, the driver should do a predrive check to ensure that the vehicle is safe to drive i.e. tires are inflated, fluids are within acceptable levels, etc. If any warning lights comes on during use, document the issue in the travel log and notify the Director immediately.

H.O.M.E Center will schedule all regular and emergency maintenance at an authorized maintenance facility that has been selected by H.O.M.E Center.

***Gas Card***

H.O.M.E Center may provide a gas card. If using a gas card, pick up a card from the director, sign for the card, return the card after purchasing fuel and provide receipt. The fuel level should be checked prior to use and prior to parking for the night. Contact the Director when the fuel level is at 1/2 tank or less so that gas can be purchased.

***LICENSE PLATES***

H.O.M.E Center will ensure that the vehicle registration is current. Keep the vehicle registration card in the glove box.

***ACKNOWLEDGEMENT***

By signing below, I acknowledge that I have read and understand the company vehicle policies and procedures and agree to keep the company vehicle clean, in good running condition and adhere to all state and local driving safety regulations. Your vehicle privileges and/or continued employment could be affected by abuse of the company vehicle policies. ***You also acknowledge that smoking is not allowed in company or leased vehicles.***

Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## H.O.M.E. Center

### Transportation Disclosure and Agreement

This Transportation Disclosure and Agreement is made effective as of

Date: \_\_\_\_\_ between Homeless Outreach Mitigation &

Emergency Center and \_\_\_\_\_

#### 1. Transportation Services:

- The Organization may provide transportation services to Volunteers/Participants for the purpose of participating in Organization-related activities, events, or programs.
- The transportation services may include but are not limited to, transportation to and from event locations, program sites, meetings, social service providers, and other designated locations related to case management and peer related activities.

#### 2. Volunteer/Participant Responsibilities:

- The Volunteer/Participant agrees to abide by all rules, regulations, and instructions provided by the Organization regarding transportation.
- The Volunteer/Participant acknowledges that they are responsible for their conduct during transportation services, and shall not engage in any behavior that may jeopardize the safety or well-being of themselves or others.
- The Volunteer/Participant must adhere to designated pickup and drop-off times and locations unless otherwise arranged with the Organization.
- The Volunteer/Participant understands that transportation services are related strictly to peer and case management activities. Transportation services does not include transportation related activities for personal activities like visiting friends, going to the library unless participating in authorized activities, or for other unauthorized purposes. Transportation can include, but is not limited to, assisting with obtaining medical services, mental health services, grocery shopping once monthly, picking up prescriptions, obtaining access to social support programs or participating in peer led activities, such as group meetings or peer events.

#### 3. Liability Waiver:

- The Volunteer/Participant acknowledges that participation in transportation services provided by the Organization may involve inherent risks, including but not limited to accidents, injuries, or property damage.
- The Volunteer/Participant hereby releases, indemnifies, and holds harmless the Organization, its officers, directors, employees, and volunteers from any and all claims, demands, liabilities, actions, or causes of action arising out of or related to the

transportation services provided, except in cases of gross negligence or willful misconduct.

**4. Insurance:**

- The Organization may carry insurance coverage for transportation services; however, the Volunteer/Participant understands that such coverage may not extend to personal injuries or property damage and is encouraged to maintain their own insurance coverage.

**5. Confidentiality:**

- The Volunteer/Participant agrees to maintain the confidentiality of any sensitive information obtained during transportation services, including but not limited to personal information of other participants, conversations, and organizational matters.

**6. Termination:**

- The Organization reserves the right to terminate transportation services to any Volunteer/Participant at its discretion, without prior notice, for violation of this Agreement or any other organizational policies.

**7. Governing Law:**

- This Agreement shall be governed by and construed in accordance with the laws of San Marcos, Texas, USA.

**8. Entire Agreement:**

- This Agreement constitutes the entire understanding between the parties concerning the subject matter herein and supersedes all prior agreements, whether written or oral.

**9. Acknowledgment:**

- By signing below, the Volunteer/Participant acknowledges that they have read and understood the terms and conditions of this Agreement and voluntarily agree to be bound by its provisions.

**10. Signatures:**

Organization Representative: \_\_\_\_\_

Date: \_\_\_\_\_

Volunteer/Participant: \_\_\_\_\_

Date: \_\_\_\_\_

## Griffith, Carol

---

**From:** Hannah Durrance <hannah.durrance@homecentertx.com>  
**Sent:** Saturday, March 7, 2026 4:40 PM  
**To:** Griffith, Carol  
**Subject:** [EXTERNAL] Re: HSAB application question

Hi,  
Sometimes, the apartment complex will ask for additional payment for high risk individuals or households who have evictions. The landlord incentive is the extra amount of expense they require for placement of people who have evictions or criminal history.  
That is the landlord incentive that is paid to the apartment complex as a higher fee on the security deposit.  
Thank you  
Hannah Durrance

On Thu, Mar 5, 2026 at 4:03 PM Griffith, Carol <[CGriffith@sanmarcostx.gov](mailto:CGriffith@sanmarcostx.gov)> wrote:

Good afternoon,

Because the CDBG and HSAB application periods happened at the same time this year, I have been contacting each agency that applied for both, to make sure the review committees have any clarification they need.

However, I have briefly reviewed the HOME Center applications and no clarification is needed. It is clear how the grant requests differ. Just wanted to make sure you knew I looked at your applications just like everyone else's.

I do have a question about one of the expenses listed on the budget, however. What do you mean by "landlord incentives" on the HSAB application? I just need to make sure that's an eligible expense.

<b>Landlord Incentives</b>	<b>Risk mitigation incentives encouraging landlords to accept high-risk households</b>	<b>\$1,000</b>
----------------------------	--	----------------

Thank you!

Carol



**Carol Griffith**

Housing and Community Development Manager | Planning & Development Services  
630 E. Hopkins St, San Marcos, TX 78666  
512-393-8147

**Please take a moment to complete the City of San Marcos [Customer Satisfaction Survey](#).**

This email, plus any attachments, may constitute a public record of the City of San Marcos and may be subject to public disclosure under the [Texas Public Information Act](#).

**CAUTION:** This email is from an EXTERNAL source. Links or attachments may be dangerous. Click the Report Spam/Phishing button in the Mimecast tab if you think this email is malicious.

## H.O.M.E. Center HMIS Standard Operating Procedure (SOP)



Structured and Cross-Referenced to THN HMIS Policies & Procedures (Revised October 2025)

Table of Contents (Update in Word)

### **SECTION 1 — INTRODUCTION & PURPOSE**

HMIS Policy Reference: THN pages 4-5

The purpose of this SOP is to formally outline how H.O.M.E. Center integrates Texas Homeless Network (THN) HMIS Policies and HUD requirements into organizational operations. This ensures accurate data entry, ethical documentation, legal compliance, and high-quality reporting.

Compliance:

- The SOP will be reviewed annually or within 30 days of THN updates.
- All staff must follow THN policies as a governing reference.
- HMIS participation strengthens housing/service coordination and federal compliance.

### **SECTION 2 — HMIS SCOPE & PROJECT ELIGIBILITY**

HMIS Policy Reference: THN pages 6-9

Authorized HMIS Projects:

1. Street Outreach
2. Emergency Motel Temporary Stay

Non-HMIS Projects:

- Pathways for Veterans
- Pathways for Disabled Households

These must be documented exclusively in the internal data system.

Compliance:

- Staff must confirm project eligibility before entering data.
- HMIS Administrator will review monthly enrollments to prevent unauthorized HMIS documentation.
- Corrections must occur within 3 business days.

### **SECTION 3 — ROLES & RESPONSIBILITIES**

HMIS Policy Reference: THN pages 5-6

HMIS Administrator Duties:

- Maintain user agreements, training records.
- Complete THN report training.
- Run monthly data quality reports: UDQ, duplicates, missing UDEs, service accuracy.
- Reconcile HMIS financial entries monthly with internal financial system.
- Ensure corrections occur within 3 business days.

Staff Duties:

- Enter accurate, timely HMIS data.
- Use HMIS only for authorized programs.
- Follow confidentiality, security, and documentation practices.

### **SECTION 4 — HMIS USER ACCESS & TRAINING**

HMIS Policy Reference: THN pages 7-8, 11-12

Training Required Before Access:

- THN New User Training
- Data Security/Ethics
- Assessments Training
- Program-specific modules

Access Rules:

- 45 days inactive → lockout
- 46-90 days → retraining
- 91+ days → full new-user training

Compliance:

- Supervisors must verify training completion.
- HMIS Administrator must disable accounts upon staff exit.

## **SECTION 5 — DATA COLLECTION REQUIREMENTS**

HMIS Policy Reference: THN pages 8–10

Required Data Elements:

- All UDEs: name, DOB, SSN, race/ethnicity, veteran, disability, prior living situation, relationship to head of household, etc.
- Program-Specific Elements: income, benefits, mental health/substance use status, Current Living Situation (CLS), etc.

Financial Data Rule:

- No monetary value assigned to non-financial services (case management, outreach, CHW/MHPS, data entry).
- Dollar amounts ONLY entered for actual expenditures (motel, rental assistance, utilities, gift/gas cards).

Internal Financial System:

- All financial data entered into the internal tracking system.
- Monthly reconciliation ensures HMIS and internal records match.

Compliance:

- Supervisors run data completeness checks.
- Administrator runs financial audits monthly.

## **SECTION 6 — DATA ENTRY TIMELINESS**

HMIS Policy Reference: THN pages 9–10, 19–20

Street Outreach:

- PII within 3 business days of engagement
- Assessments within 3 business days of enrollment

Emergency Motel:

- UDEs and assessments within 3 business days

Compliance:

- Staff expected to enter updates same day when possible.
- Supervisors check weekly for compliance.

## **SECTION 7 — ENTRY, EXIT & AUTO-EXIT**

HMIS Policy Reference: THN pages 9–10

Rules:

- Entry date = first day of service.
- Exit date = last day of service.
- Auto-exit (Outreach): 90 days of no services.

Compliance:

- Supervisors verify exit accuracy monthly.
- Staff must document exit destinations using HUD-approved categories.

## **SECTION 8 — PRIVACY, CONSENT & SECURITY**

HMIS Policy Reference: THN pages 10–18

Privacy Requirements:

- Privacy Notice displayed at all intake locations.
- Clients may refuse consent; records set to “Restrict to Organization.”

Security Requirements:

- No password sharing.
- Devices must have antivirus, firewall, encryption.
- Confidentiality agreements signed annually.

Compliance:

- Data breaches reported immediately to HMIS Administrator.
- Violations follow THN’s sanction structure.

## **SECTION 9 — DATA QUALITY REQUIREMENTS**

HMIS Policy Reference: THN pages 19–21

Monthly Administrator Tasks:

- Run UDQ, duplicate client, missing UDE, and service accuracy reports.
- Verify CLS data for outreach.
- Reconcile financial services with internal system.
- Ensure corrections within 3 business days.

Compliance:

- Supervisors address recurring staff errors.
- Retraining required when errors persist.

## **SECTION 10 — REPORTING REQUIREMENTS**

HMIS Policy Reference: THN page 21

Required Reports:

Compliance:

- HOME Center may add internal disciplinary measures based on severity.

**SECTION 14 — ANNUAL REVIEW REQUIREMENTS**

HMIS Policy Reference: THN pages 5-6, 13, 19-21

Requirements:

- Annual HMIS self-audit.
- Annual SOP review.
- Annual re-signing of HMIS agreements.
- Annual refresher training for all users.

Compliance:

- Executive Director and Administrator sign off yearly.



## INCIDENT REPORT FORM

### Date & Time of Incident

Date: \_\_\_\_\_ Time: \_\_\_\_\_

### Location of Incident

Exact Location: \_\_\_\_\_

Facility/Vehicle/Community Setting: \_\_\_\_\_

### Person Involved

Name: \_\_\_\_\_

Client / Staff / Volunteer / Other: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

### Description of Incident

Provide a detailed description of what occurred:

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### Witness Information

1. Name: \_\_\_\_\_ Phone: \_\_\_\_\_



2. Name: \_\_\_\_\_ Phone: \_\_\_\_\_

### Actions Taken

- Medical assistance requested
- Police contacted
- Director notified
- HR notified

Describe actions taken:

---

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### Follow-Up Required

- Case management follow-up
- MHPS follow-up
- CHW follow-up
- Additional reporting required

Notes:

---

### Signatures

Staff Completing Report: \_\_\_\_\_ Date: \_\_\_\_\_

Director/HR Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## H.O.M.E. Center

### Case Management Policy: Working with Unhoused Individuals

**1. Introduction and Purpose:**

This policy establishes guidelines for case managers working with unhoused individuals to ensure a consistent and effective approach to providing support and assistance. The primary goal is to empower individuals experiencing homelessness to regain stability and access appropriate resources.

**2. Client-Centered Approach:**

Case managers should adopt a client-centered approach, recognizing the unique needs, preferences, and strengths of each unhoused individual. Respect for diversity, cultural sensitivity, and non-judgmental attitudes must be integral to all interactions.

**3. Confidentiality and Privacy:**

Case managers must uphold strict confidentiality standards. Information about clients, including personal details and case histories, should only be shared with relevant team members and external parties with the explicit consent of the client, unless required by law.

**4. Assessment and Planning:**

Conduct comprehensive assessments to identify clients' needs, strengths, and goals. Develop individualized service plans collaboratively with clients, incorporating short-term and long-term objectives. Regularly review and update plans based on clients' progress.

**5. Housing First Approach:**

Prioritize securing stable housing as the primary goal. Implement a "Housing First" approach that emphasizes providing immediate access to permanent housing without preconditions, recognizing that housing is a basic human right and a critical foundation for addressing other needs.

**6. Collaboration with Stakeholders:**

Collaborate with community partners, including shelters, healthcare providers, employment services, and governmental agencies, to ensure a holistic and coordinated approach to addressing clients' needs.

**7. Trauma-Informed Care:**

Adopt a trauma-informed care approach, recognizing the prevalence of trauma among unhoused individuals. Provide services in a manner that is sensitive to trauma and avoids re-traumatization.

**8. Empowerment and Skill-Building:**

Encourage and support clients in developing skills necessary for independent living. Offer opportunities for education, vocational training, and employment assistance to enhance self-sufficiency.

**9. Crisis Intervention and Support:**

Develop clear protocols for responding to crises, such as mental health emergencies or substance use issues. Ensure case managers are trained in crisis intervention techniques and have access to appropriate resources for immediate support.

**10. Documentation and Record Keeping:**

Maintain accurate and up-to-date client records. Document all interactions, assessments, service plans, and progress notes in a secure and confidential manner, adhering to organizational and legal requirements.

**11. Continuous Professional Development:**

Provide ongoing training and professional development opportunities for case managers to stay informed about best practices, emerging trends, and evolving community resources.

**12. Compliance and Ethics:**

Case managers must adhere to all relevant ethical standards and legal requirements. Report any concerns or violations promptly to the appropriate authorities within the organization.

This policy is subject to periodic review and updates to ensure its relevance and effectiveness in addressing the needs of unhoused individuals.

Carl Cortez

San Marcos TX 78666

February 28, 2026

City of San Marcos  
Human Services Advisory Board  
630 East Hopkins Street  
San Marcos, TX 78666

Subject: Letter of Support for H.O.M.E. Center Pathways to HOME Project – Human Services Advisory Board Grant Request (\$30,000)

Dear Members of the Human Services Advisory Board,

I am writing to express my strong support for H.O.M.E. Center's application for \$30,000 in funding through the City of San Marcos Human Services Advisory Board grant to support the Pathways to HOME Project. Thank you for your time and consideration. I want to share with you the major positive impact H.O.M.E. Center has on the community and how funding for H.O.M.E. is so very important to insure those benefits continue to support this area.

I was on the verge of being homeless a year ago, alternating between living in my car and in an expensive hotel room. My resources had disappeared and I was facing being on the streets and losing my job. I was brought into contact with Hannah Durrance and H.O.M.E. Center, who were able to act quickly. They paid for a motel room while they helped me apply for an apartment that I could afford. They helped pay my first month rent and security deposit so I could move into an apartment, got me a few pieces of furniture, bought household items I needed and bought me some groceries so I could get started.

That stability helped me retain my job and begin improving my life. It could have turned out so much worse for me. Hannah has stayed in touch with me and continues to assist me as I struggle financially. My social security income is not enough to cover all my expenses each month and I have struggled.

Hannah And H.O.M.E. Center team members work hard and long hours, helping those in jeopardy, like myself. I am now a contributor to the community again. It is important that H.O.M.E. Center be able to continue with their work and help those in need. They deserve the funding that is necessary to their work.

Please, reach out to me if you need any additional information. Thank you for your time and consideration.

Yours Truly,

Carl W. Cortez, Jr.

02/27/2026

Barry A. Daughenbaugh

[REDACTED]

San Marcos TX 78666

City of San Marcos  
Human Services Advisory Board  
630 East Hopkins Street  
San Marcos, TX 78666

Dear Human Services Advisory Board Members,

After a series of bad events which led to me and my dog, Cooper, becoming homeless, I had pretty much given up. I was overwhelmed, and had no idea how to get any assistance to recover, or where to go to get help.

I met Hannah and learned she was working with a group called H.O.M.E. Center. Hannah got me set up with a case worker and they got me into a motel room. I was no longer on the streets. They helped me through the confusing process of figuring out which group could best assist in getting me back into permanent housing. They got me registered with several different agencies, including the VA in Austin.

They helped me replace several necessary documents I had lost, so I could apply for services, including housing. They helped me with the applications and helped me get to the different agencies to apply for services. They made sure I had the right forms for each place where I needed to apply. They helped me get food and showed me where to get food help. They got me signed up with the food bank.

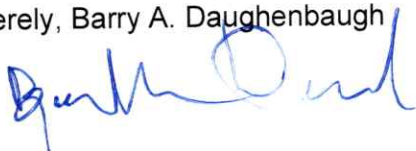
I'm not sure how long it took to get into permanent housing through the San Marcos Housing Authority and Veterans Affairs, but I finally got approved for HUDVash thanks to H.O.M.E. Center. They even helped me fill out the paperwork for my new lease when I applied for my apartment.

Without the assistance from H.O.M.E. Center, I think I would still be homeless. I am very thankful for H.O.M.E. Center and the much needed help they gave me in my time of need. Thanks to Hannah, and my caseworker, Ray, with H.O.M.E. Center, I am still in stable housing.

They still are working with me to take me to my medical appointments at the VA and they make sure I know when my appointments are. They are still helping me with applications for services so I can get the help I need because my income is too low to pay for everything without help.

Thanks to them, my mother, who passed away on Mother's Day in 2024, got to see me back in housing and recovering from my mental health crisis. I was able to spend the last year of my dog's life in stable housing with him. Cooper, my sweet dog, died in December of 2024 with him in a home where we were both safe and happy again. I am sincerely grateful for the wonderful people at H.O.M.E. Center who have helped me and many other people I have met in the past two years.

Sincerely, Barry A. Daughenbaugh

A handwritten signature in blue ink, appearing to read "Barry A. Daughenbaugh". The signature is fluid and cursive, with a large loop at the end.

Amy Kamp

San Marcos, TX 78666

Date: March 2, 2026

To: Human Services Advisory Board  
City of San Marcos  
San Marcos, Texas

Re: Letter of Support for H.O.M.E. Center – Direct Support to Clients and Operational Expenses for H.O.M.E. Center (\$30,000)

Dear Members of the Human Services Advisory Board,

I am pleased to offer this letter of strong support for the H.O.M.E. Center's request for Human Services Advisory Board funding in the amount of \$30,000 to support operational funding and direct services to the clients of H.O.M.E. Center who have medical and mental disabilities. This program serves all the residents of the City of San Marcos because it offers an invaluable resource to households that often cannot access resources themselves. This added support to our community's infrastructure builds up our community and ensures all households are stable and able to live independently.

At a time when our city is experiencing rapid growth, addressing homelessness is more urgent than ever. H.O.M.E. Center is grounded in lived experience, community engagement, and a commitment to doing as much as possible with the resources available.

When deciding whether to fund a project or organization, it's important to look at that organization's track record, and its ability to make the most use with the funding given. I feel confident based on H.O.M.E. Center's previous and current work, that this funding will benefit the city of San Marcos as a whole by strengthening access to needed services.

The funding will expand direct transportation assistance and Mental Health Peer Support Services. In my work as an organizer and volunteer offering direct support, including direct transportation assistance, I have witnessed firsthand how much of a struggle transportation can be for people who are lower income, experiencing homelessness and/or intimate partner violence, or reentering society after a period of incarceration. Reducing these barriers will pay dividends in the efficacy of the services offered.

A Mental Health Peer Support Worker providing outreach, care coordination, resource navigation, and ongoing stabilization support to residents within San Marcos city limits is invaluable, especially when engaging with unhoused and low-income community members. This program is of great benefit to people who are struggling to navigate complex and often bureaucratic and intimidating systems.

This project directly aligns with the City of San Marcos objectives by benefiting low-to moderate-income individuals and supporting the City of San Marcos' identified high-priority needs related to public services and community stability. Investment in this project will strengthen local systems of care, improve access to essential services, and advance the City's ongoing efforts to reduce homelessness and promote equitable access to health and housing resources.

I respectfully encourage the Human Services Advisory Board to approve funding for this important initiative, which will strengthen the services offered to the most vulnerable among us, and improve the quality of life for residents as a whole.

Sincerely,  
Amy Kamp



February 19, 2026

City of San Marcos Human Services Advisory Board  
630 East Hopkins Street  
San Marcos, TX 78666

Dear Members of the Human Services Advisory Board,

On behalf of PromoSalud, I am pleased to express our strong support for H.O.M.E. Center's Pathways to HOME Project. Our organizations work closely together, and we have seen the positive and lasting impact their team has on individuals experiencing homelessness and mental health challenges in San Marcos.

H.O.M.E. Center's staff are not only compassionate and dedicated—they are also trained and certified Community Health Workers (CHWs). This combination of heart and professional skill brings tremendous value to their organization. Their CHW training allows them to build trust, provide culturally grounded support, and help clients navigate health and social service systems with dignity and clarity.

We have witnessed H.O.M.E. Center help individuals stay connected to mental health care, maintain stable housing, attend appointments, and build confidence in daily living. Their consistent follow-up and trauma-informed approach ensure that people who might otherwise fall through the cracks receive steady, respectful support.

The Pathways to HOME Project fills a critical gap in our community, offering hands-on, person-centered assistance that complements clinical and social service programs. We strongly support their request for funding and believe continued investment in this work is essential for the well-being of San Marcos residents.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in cursive script that reads "Jill Ramirez".

Jill Ramirez  
Executive Director, PromoSalud



## HUMAN SERVICES ADVISORY BOARD GRANT QUARTERLY PERFORMANCE REPORT

**Agency Name:** Homeless Outreach Mitigation and Emergency Center

**Program Name:** Pathways to HOME \_\_\_\_\_

**Program Year:** 2025

**Reporting Period: (check one)**

- January through March (due April 30)
- April through June (due July 31)
- July through September (due October 31)
- October through December (due January 31)

**Submit report to:** [cgriffith@sanmarcostx.gov](mailto:cgriffith@sanmarcostx.gov)

### PROGRAM STATUS

**Please provide a written description of actions taken this period and how they helped achieve your program goals.**

H.O.M.E. Center assessed an unhoused individual with disabilities who needed assisted living services. We collaborated with multiple agencies including Southside Community Center, Adult Protective Services, Scheib Mental Health, Bluebonnet, Medicaid and BR3T. We funded a motel room after other agencies were unable to provide temporary housing based on medical/mental health related issues.

We successfully navigated getting him into a permanent assisted living facility and paid for the security deposit and moving expenses to relocate the individual.

We assisted seven households with moving into long term permanent housing with low income subsidies, housing voucher or lower cost housing options. We paid security deposit, utility deposit and/or prorated rent for these households as well as providing volunteers who assisted families with the move. We provided household items, cleaning supplies, furniture and hygiene items for households to ensure a successful transition.

We assisted four households with eviction prevention. We provided mental health peer support services, community health worker services and case management to 43 households and entered 34 new households into services during the third quarter.

Our funding was completely utilized in the third quarter. This represents the data for the annual reporting showing the use of \$20,000 to support more than 100 households and provide mental health peer support services to all clients enrolled

## PROGRAM BENEFICIARIES

For the program that received HSAB funding, please report either number of unduplicated individuals served or number of unduplicated households served.

Check one:     Unduplicated Individuals     Unduplicated Households

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Year to Date
Total Served	78	63	97		111
San Marcos Residents Served	76	63	95		107
% San Marcos Residents	97	100	98		96

## PROGRAM EXPENDITURES

For the final report of the year, please provide a bulleted list that briefly summarizes how the HSAB funding was spent.

- Household items for move-in assistance
- Prescriptions
- Medical Co-pays
- Motel Rooms for families transitioning into housing or transitional shelter
- Utilities assistance for move in support and disconnection prevention
- Rent Payment for pro-rated rent, security deposits and eviction prevention
- Groceries for temporary motel shelter and move-in support
- Storage Unit Client as part of transitional support
- Gas and transportation expenses for transporting clients to medical appointments, mental health appointments, apartments for move-in support

**Certification:**

*I certify that to the best of my knowledge and belief the information reported in this Quarterly Performance Report is factual and accurate.*

  
 \_\_\_\_\_  
 Signature

\_\_\_\_\_ 10/31/2025  
 Date

\_\_\_\_\_ Hannah Durrance  
 Printed name

\_\_\_\_\_ Executive Director  
 Title

H.O.M.E. Center Board Governance Manual

Homeless Outreach, Mitigation & Emergency Center

Adopted: \_\_\_\_\_

Last Reviewed: \_\_\_\_\_

Next Review Due: \_\_\_\_\_

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H.O.M.E. Center

**BOARD GOVERNANCE, COMPLIANCE & CONFLICT OF INTEREST MANUAL**

Legal Name: Homeless Outreach, Mitigation & Emergency Center of Central Texas

Approved By: Board of Directors

Effective Date: \_\_\_\_\_

Last Review Date: \_\_\_\_\_

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**GUIDING PRINCIPLES OF THE H.O.M.E. CENTER BOARD**

## Governance

H.O.M.E. Center must be governed by an active, responsible, and voluntary governing board to ensure effective governance over the policies and financial resources of the organization.

The Board is responsible for ensuring the organization functions ethically and legally in order to best promote the social, economic, and political empowerment of all individuals and communities and to preserve fundamental democratic principles and rights.

The Board shall operate independently and without undue influence and shall uphold fiduciary duties of care, loyalty, and obedience.

## **BOARD EXPERIENCE AND COMPOSITION**

### **Experience**

Candidates should have experience in the role or in a similar position granting them the experience or qualifications for serving in a board member capacity.

### **Skills**

Candidates should possess skills relevant to Board governance that add value to the organization. Useful skills include:

- Communication
- Critical thinking
- Collaboration
- Budgeting and financial oversight
- Social work knowledge
- Leadership

### **Connections**

Candidates should have connections in the sector that benefit the organization.

### **Passion**

Candidates should be passionate about the organization's growth and the populations served. Applicants should be effective advocates for the organization and those served.

### **Culture**

Candidates should align with the Board and organizational culture. Lived experience, knowledge of the community represented and understanding of the cultural differences in the community increases awareness about how to best serve that community.

### **Formal Qualifications**

Candidates should have formal qualifications in relevant governance topics such as:

- Social work
- Veterans services
- Homeless outreach
- Policy-making
- Advocacy

### **General Competencies**

The Board as a whole must demonstrate collective competency in:

- Public communication
- Global and community understanding
- Financial review
- Policy-making
- Strategic visioning

### **Tax-Exempt Status**

Homeless Outreach, Mitigation and Emergency Center must maintain tax-exempt status under Section 501(c)(3) of the Internal Revenue Code, as well as corresponding provisions of applicable state and local laws.

The Board is responsible for protecting the organization's tax-exempt status and preventing private inurement or excess benefit transactions.

### **Code of Ethics**

H.O.M.E. Center shall follow locally adopted codes of ethics for volunteers and staff that include provisions for ethical management, publicity, fundraising practices, and full and fair disclosure.

H.O.M.E. Center is committed to:

- a) Acting honestly, truthfully, and with integrity in all transactions.
- b) Avoiding conflicts of interest.
- c) Treating every individual with dignity and respect.
- d) Treating employees with respect, fairness, and good faith and providing conditions that safeguard their rights and welfare.
- e) Being a good corporate citizen and complying with both the spirit and letter of the law.

- f) Acting responsibly toward the communities in which we work and for the benefit of those we serve.
- g) Being responsible, transparent, and accountable for all actions.
- h) Improving the accountability, transparency, ethical conduct, and effectiveness of the nonprofit field.

### **Conflict of Interest Principles**

Homeless Outreach, Mitigation and Emergency Center is committed to clearly articulated policies addressing potential conflicts of interest for Board members and staff.

H.O.M.E. Center recognizes that Board members and employees may have broad interests and participate in many community, charitable, and business activities. The broader the individual's experience, the more valuable that individual is to the organization.

From time to time, a Board member or staff member may serve as an officer, director, trustee, consultant, or employee of an agency that potentially conflicts with the interests of H.O.M.E. Center. Situations may also arise where business or personal interests may be affected by a financial decision made by H.O.M.E. Center.

In all such cases:

- The potential conflict must be recognized and disclosed.
- Appropriate steps must be taken to prevent influence or favoritism.
- Annual written conflict of interest disclosure statements shall be completed.

These principles apply to:

- Grantmaking
- Investment decisions
- Vendor selection
- Compensation decisions
- All financial and business matters

(See full Conflict of Interest Policy)

### **Equal Opportunity Employer**

It is the express policy of H.O.M.E. Center to provide an atmosphere of equality of opportunity for all applicants and employees in all phases of personnel activities, including:

- Recruitment
- Hiring
- Job assignment
- Supervision
- Training

- Promotions
- Transfers
- Compensation
- Benefits
- Educational opportunities

H.O.M.E. Center is a nondiscriminatory organization and does not discriminate regardless of:

- Race
- Religion
- Color
- National origin
- Sex
- Disability
- Veteran status
- Age
- Marital status
- Sexual orientation
- Gender identity
- Any protected classification under law

### **Financial Accountability**

H.O.M.E. Center must complete annual tax filings as required by federal, state, and local law that H.O.M.E. Center Board Members will review prior to filing with IRS and State of Texas.

Financial statements shall:

- Be prepared in accordance with generally accepted accounting principles (GAAP).
- Comply with generally accepted auditing standards where applicable.
- Be reviewed by an independent certified public accountant when required.

The organization shall maintain comprehensive requirements for financial reporting to ensure system-wide consistency, transparency, and accountability.

### **Performance Excellence**

Every three years, H.O.M.E. Center Board Members and the Executive Director shall conduct a self-evaluation of:

- Governance practices
- Financial management systems
- Data quality and HMIS compliance
- Community impact and outcomes

Results shall be documented in Board minutes and used to improve operations.

## SECTION 2

### **ORGANIZATIONAL FOUNDATION**

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#### **2.1 Mission Statement**

H.O.M.E. Center (Homeless Outreach, Mitigation & Emergency Center of Central Texas) exists to promote the social, economic, and political empowerment of individuals and communities through ethical, lawful, and community-driven services.

The organization is committed to supporting individuals experiencing homelessness, housing instability, disability, and other barriers through outreach, advocacy, and coordinated service delivery. The primary mission of H.O.M.E. Center is to provide outreach, mitigation and emergency response in order to reduce homelessness to functional zero in Hays County.

All Board decisions, policies, and strategic initiatives shall align with and advance this mission.

#### **2.2 Vision**

H.O.M.E. Center envisions a community where:

- All individuals have access to safe, stable housing.
- Social and economic barriers are reduced through coordinated services.
- Individuals experiencing vulnerability are treated with dignity and respect.
- Systems are accountable, equitable, and responsive to community needs.

The Board shall use this vision to guide long-term strategic planning.

#### **2.3 Core Values**

H.O.M.E. Center Board Members and staff operate according to the following core values:

##### **Integrity**

We act honestly, ethically, and transparently in all operations.

##### **Accountability**

We are responsible stewards of public trust, financial resources, and community partnerships.

##### **Equity**

We promote fair access to services and opportunities without discrimination.

**Dignity**

We treat every individual with respect and compassion.

**Community Collaboration**

We value partnerships and shared responsibility in addressing homelessness and social inequities.

**2.4 Tax-Exempt Status & Legal Compliance**

H.O.M.E. Center shall maintain tax-exempt status under Section 501(c)(3) of the Internal Revenue Code.

The Board of Directors is responsible for:

- Protecting the organization's tax-exempt status.
- Ensuring no part of the organization's net earnings inures to the benefit of private individuals.
- Preventing excess benefit transactions.
- Ensuring compliance with federal, state, and local nonprofit regulations.
- Ensuring timely and accurate filing of IRS Form 990.

The organization shall operate exclusively for charitable and educational purposes consistent with its Articles of Incorporation.

**2.5 Organizational Integrity & Public Trust**

H.O.M.E. Center recognizes that nonprofit organizations operate under public trust. The Board shall ensure:

- Transparent financial reporting.
- Ethical fundraising practices.
- Accurate public communications.
- Compliance with donor intent.
- Responsible use of grants and public funds.

The Board shall safeguard the reputation and credibility of the organization at all times.

**2.6 Commitment to Equal Opportunity & Non-Discrimination**

H.O.M.E. Center is an Equal Opportunity Employer and nondiscriminatory service provider.

The organization does not discriminate based on:

- Race

- Color
- Religion
- Sex
- Sexual orientation
- Gender identity
- National origin
- Age
- Disability
- Veteran status
- Marital status
- Genetic information
- Any protected classification under law

This commitment applies to:

- Employment practices
- Volunteer engagement
- Board recruitment
- Program participation
- Service delivery

The Board shall ensure policies reflect this commitment.

## **2.7 Financial Accountability & Reporting Standards**

H.O.M.E. Center shall:

- Maintain financial records in accordance with Generally Accepted Accounting Principles (GAAP).
- Ensure segregation of financial duties.
- Conduct financial reviews or audits as required by funding thresholds or law.
- Develop comprehensive financial reporting standards to ensure consistency and transparency.

The Board shall review financial statements regularly and ensure responsible fiscal management.

## **2.8 Performance Excellence & Continuous Improvement**

Every three years, the Board shall conduct a formal review of:

- Governance practices
- Financial management systems
- HMIS compliance and data quality
- Program effectiveness and community impact

Results shall be documented in official Board minutes and used to guide improvements.

If you would like, I can now:

- Insert this directly into your Word document and regenerate the full manual
- Expand this section with strategic planning language
- Add a Logic Model or Organizational Theory of Change
- Create a formal Board Resolution adopting Section 2
- Align this section specifically with grant compliance language

Add this mission statement to Mission statement section: H.O.M.E. Center provides outreach, mitigation, and emergency response in order to reduce homelessness to functional zero in Hays County

Below is the updated Section 2.1 – Mission Statement with your new mission language formally integrated while maintaining governance tone and clarity.

You may replace the current Mission Statement section with the version below.

## **2.1 Mission Statement**

H.O.M.E. Center (Homeless Outreach, Mitigation & Emergency Center of Central Texas) provides outreach, mitigation, and emergency response in order to reduce homelessness to functional zero in Hays County.

The organization promotes the social, economic, and political empowerment of individuals and communities through ethical, lawful, and community-driven services.

H.O.M.E. Center is committed to supporting individuals experiencing homelessness, housing instability, disability, and other systemic barriers by delivering coordinated services, advocacy, and strategic interventions that advance long-term housing stability.

All Board decisions, policies, financial oversight, and strategic initiatives shall align with and advance this mission.

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## **SECTION 3**

### **BOARD STRUCTURE & AUTHORITY**

#### **3.1 Governance Authority**

The Board of Directors is the governing body of H.O.M.E. Center and holds ultimate authority over the organization's strategic direction, financial stewardship, legal compliance, executive oversight, and policy adoption.

The Board acts collectively as a governing body. No individual Board member has authority to bind the organization unless authorized by formal Board action recorded in official minutes.

The Board operates independently and without undue influence and shall exercise its authority in accordance with:

- The organization's Articles of Incorporation
- The Bylaws
- Federal and Texas nonprofit law
- IRS regulations applicable to 501(c)(3) organizations

### **3.2 Composition of the Board**

The Board shall consist of the number of directors specified in the Bylaws.

Board composition shall reflect diversity of experience, skill, background, and community representation necessary to advance the organization's mission.

Collectively, the Board shall demonstrate competency in:

- Financial oversight
- Governance and policy development
- Public communication
- Strategic planning
- Community engagement
- Legal and regulatory compliance

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### **3.3 Board Member Qualifications**

Board candidates should demonstrate:

- Relevant governance or leadership experience
- Skills in finance, communication, advocacy, social services, housing systems, or nonprofit management
- Community connections that benefit the organization
- Passion for the mission and populations served
- Cultural alignment with organizational values
- Formal qualifications where appropriate (e.g., social work, veterans services, policy-making, outreach, advocacy)

The Nominating Committee (if applicable) shall evaluate candidates to ensure the Board maintains balanced competencies.

### **3.4 Lived Experience Board Seat**

At least one Board member shall have lived experience relevant to populations served, including homelessness or housing instability.

This seat:

- Holds full voting rights
- May serve in officer capacity
- Does not require disclosure beyond voluntary identification
- Ensures authentic community voice and accountability

The Board recognizes lived experience as a critical governance asset and values experiential expertise equally with professional expertise.

### **3.5 Officers of the Board**

The Board shall elect officers as defined in the Bylaws, which may include:

- Chair (or President)
- Vice Chair
- Secretary
- Treasurer

Officer responsibilities shall be defined in the Bylaws and may include:

Chair:

- Presides over meetings
- Ensures effective governance
- Partners with the Executive Director

Secretary:

- Ensures maintenance of corporate records
- Oversees accurate meeting minutes

Treasurer:

- Oversees financial reporting
- Ensures fiscal oversight practices are followed

Officers shall act within authority granted by Board resolution and Bylaws.

### 3.6 Committees

The Board may establish standing or ad hoc committees as authorized in the Bylaws.

Committees authorized to act on behalf of the Board must:

- Operate within written charters
- Maintain meeting minutes
- Report actions to the full Board

(IRS Form 990 Part VI, Section A, Line 8 compliance)

Committees may include:

- Executive Committee
- Finance Committee
- Governance or Nominating Committee
- Program Oversight Committee

Committees may not exceed authority delegated by the Board.

### 3.7 Independence & Non-Interference

Board members shall:

- Avoid micromanaging staff
- Refrain from interfering in day-to-day operations
- Respect the operational authority of the Executive Director

The Board governs through policy and oversight, not operational management.

### 3.8 Term Length & Removal

Board member term lengths shall be defined in the Bylaws.

Grounds for removal may include:

- Failure to fulfill fiduciary duties
- Breach of confidentiality
- Violation of Conflict of Interest policy
- Repeated nonattendance
- Conduct damaging to the organization

Removal procedures shall follow Bylaws requirements.

### 3.9 Board Orientation & Training

All new Board members shall:

- Receive a Board Governance Manual
- Review the Conflict of Interest Policy
- Sign required disclosure statements
- Review IRS Form 990 governance responsibilities
- Review HMIS confidentiality standards

- Participate in orientation training

Ongoing governance education is encouraged.

## Conflict of Interest Policy

### Homeless Outreach, Mitigation & Emergency Center

To be signed by all members of the Board of Directors, Members of an Advisory Board, or paid employees who may make decisions pertaining to finances or who may collect funds intended to benefit the organization.

A conflict of interest is defined as an actual or perceived interest by a staff or Board member in an action that results in, or has the appearance of resulting in, personal, organizational, or professional gain. Officers and members are obligated to always act in the best interest of the organization. This obligation requires that any officer or member, in the performance of organization duties, seek only the furtherance of the organization mission. At all times, officers and board members are prohibited from using their job title or the organization's name or property, for private profit or benefit.

vm

- A. The officers and members of the organization should neither solicit nor accept gratuities, favors, or anything of monetary value from contractors/vendors. This is not intended to preclude bona-fide organization fund raising-activities.
- B. No officer, or member of the organization shall participate in the selection, award, or administration of a purchase or contract with a vendor where, to his knowledge, any of the following has a financial interest in that purchase or contract:
  1. The officer or member;
  2. Any member of their immediate family;
  3. Their partner;
  4. An organization in which any of the above is an officer, director or employee;
  5. A person or organization with whom any of the above individuals is negotiating or has an arrangement concerning prospective employment.
- C. **Disclosure**--Any possible conflict of interest shall be disclosed by the person or persons concerned.
- D. **Board Action**--When a conflict of interest is relevant to a matter requiring action by the Board, the interested person(s) shall call it to the attention of the Board and said person(s) shall not vote on the matter. In addition, the person(s) shall not participate in the final decision or related deliberation regarding the matter under consideration. When there is a doubt as to whether a conflict exists, the matter shall be resolved by vote of the Board of Trustees, excluding the person(s) concerning whose situation the doubt has arisen.
- E. **Record of Conflict**--The official minutes of the Board shall reflect that the conflict of interest was disclosed and the interested person(s) did not participate in the final discussion or vote and did not vote on the matter.

**Recognition of Bylaws** – The signers acknowledge they have read and understand information pertaining to Article IX – **Conflict of Interest and Compensation** of the bylaws of the organization. These bylaws are listed below and by signing this statement, the signer

acknowledges that he/she is in agreement with this section of the bylaws and will follow the guidelines of the bylaws.

## **ARTICLE IX. – Conflict of Interest and Compensation**

### **Section 1: Purpose**

The purpose of the conflict of interest policy is to protect this tax-exempt organization's, (Homelessness Outreach, Mitigation and Emergency Center), interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of the Organization or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

### **Section 2: Definitions**

- a. Interested Person  
Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.
- b. Financial Interest  
A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:
  1. An ownership or investment interest in any entity with which the Organization has a transaction or arrangement,
  2. A compensation arrangement with the Organization or with any entity or individual with which the Organization has a transaction or arrangement, or
  3. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Organization is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. Under Article IX, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

### **Section 3. Procedures**

- a. Duty to Disclose. In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.
- b. Determining Whether a Conflict of Interest Exists. After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.
- c. Procedures for Addressing the Conflict of Interest

1. An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
2. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
3. After exercising due diligence, the governing board or committee shall determine whether the Organization can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
4. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Organization’s best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

d. Violations of the Conflicts of Interest Policy

1. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
2. If, after hearing the member’s response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

**F.**

Homeless Outreach, Mitigation, and Emergency Center of Central Texas

Official Agency Title

\_\_\_\_\_  
Name of Authorized Representative

\_\_\_\_\_  
Title of Authorized Representative

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

**Homeless Outreach, Mitigation, and Emergency Center Bylaws:****ARTICLE I. NAME OF ORGANIZATION**

The name of the corporation is Homeless Outreach, Mitigation, and Emergency Center. The corporation will do business as HOME Center for short.

**ARTICLE II. CORPORATE PURPOSE****Section 1. Nonprofit Purpose**

This corporation is organized exclusively for charitable, religious, educational, and scientific purposes, including, for such purposes, the making of distributions to organizations that qualify as exempt organizations under section 501(c)(3) of the Internal Revenue Code, or the corresponding section of any future federal tax code. Homeless Outreach, Mitigation and Emergency Center will provide relief to the poor, the distressed and underprivileged; shall erect public buildings, monuments, or works, shall lessen the burden of the government, lessen neighborhood tension; work toward eliminating prejudice and discrimination, defend human and civil rights secured by the law, and combat community deterioration and juvenile delinquency through our outreach program.

Homeless Outreach, Mitigation and Emergency Center provides services to assist those who are homeless or at risk of homelessness to obtain services and resources to assist with temporary, and/or permanent housing. The group will connect clients with services for persons with special needs, disabilities and at-risk behaviors, assist with applications for local nonprofit, state or federally funded charities and entities, and provide additional support services for homeless and low-income clients. This service includes creating a safe environment where low income individuals and families can access computer stations and other forms of media in order to search for employment, apply for benefits or locate additional resources with guided support.

The specific objectives and purpose of this organization shall be:

- 1) to provide instruction on accessing services for low income individuals with special needs, disabilities and/or at-risk behaviors that prevent them from accessing permanent housing;
  - a) individual case workers will assess, provide guidance and provide support to clients
    - i) provide housing or rental advice, provide contact information for local apartments, organizations and state housing programs who assist with affordable housing options
    - ii) coordinate with local housing offices, apartments, motels or other temporary shelters to provide temporary housing solutions for displaced individuals and families
- 2) to provide facilities, equipment and a case manager to assist participants with accessing social services, health care, drug and alcohol rehabilitation and financial services;
  - a) individual case workers will assess, provide guidance and provide support to clients who need assistance locating affordable health care options or assistance with filing forms, including state or federal assistance documents
  - b) individual caseworkers will assist clients with locating affordable drug/alcohol rehabilitation services, support groups or therapy to ensure they receive access to available services for those with drug/alcohol dependencies.

- 3) Provide opportunities for participants to have free or low-cost services, including mental health therapy, financial advising, and other services provided by local groups or individuals, not excluding job or educational training;
- 4) to sponsor, host and/or participate in events and activities that offer recreational and community involvement for the low income and homeless communities

## **ARTICLE III. BOARD OF DIRECTORS**

### **Section 1. General Powers**

The affairs of the Corporation shall be managed by its Board of Directors. The Board of Directors shall have control of and be responsible for the management of the affairs and property of the Corporation.

### **Section 2. Number, Tenure, Requirements, and Qualifications**

The number of Directors shall be fixed from time-to-time by the Board of Directors but shall consist of no less than three (3) nor more than fifteen (15) including the following officers: The President, the Vice-President, the Secretary, and the Treasurer.

The members of the Board of Directors shall, upon election, immediately enter upon the performance of their duties and shall continue in office until their successors shall be duly elected and qualified. All members of the Board of Directors and/or Advisory Council must be approved by a majority vote of the members present and voting. No vote on new members of the Board of Directors, and/or Advisory Council, shall be held unless a quorum of the Board of Directors is present as provided in Section 6 of this Article.

Each member of the Board of Directors shall be a member of the Corporation and shall hold office for up to a three-year term as submitted by the Board of Directors or Nominating Committee.

Newly elected members of the board of directors who have not served before shall serve an initial pro tempore term with all duties and responsibilities of a board member until the next annual meeting. Members of the Board of Directors may serve additional three-year terms upon election in January at the annual meeting. Their terms shall be staggered so that at the time of each annual meeting, the terms of approximately one-third (1/3) of all members of the Board of Directors shall expire.

Each member of the Board of Directors shall attend at least three (3) quarterly meetings of the Board per year.

### **Section 3. Regular and Annual Meetings**

The Board of Directors shall hold eleven (11) monthly meetings and one annual meeting each year. An annual meeting of the Board of Directors shall be held at a time and day in the month of January of each calendar year and at a location designated by the Executive Committee of the Board of Directors. The Board of Directors may provide by resolution the time and place for the holding of regular monthly meetings of the Board. Notice of these meetings shall be sent to all members of the Board of Directors no less than ten (10) days, prior to the meeting date. 48 hours of notice will be given electronically in case of cancellation of any meeting, if possible.

**Section 4. Special Meetings**

Special meetings of the Board of Directors may be called by or at the request of the President or any two members of the Board of Directors. The person or persons authorized to call special meetings of the Board of Directors may fix any location, as the place for holding any special meeting of the Board called by them.

**Section 5. Notice**

Notice of any special meeting of the Board of Directors shall be given at least two (2) days in advance of the meeting by telephone, facsimile or electronic methods or by written notice. Any Director may waive notice of any meeting. The attendance of a Director at any meeting shall constitute a waiver of notice of such meeting. Neither the business to be transacted at, nor the purpose of, any regular meeting of the Board of Directors need be specified in the notice or waiver of notice of such meeting, unless specifically required by law or by these by-laws.

**Section 6. Quorum**

The presence, in person, of a majority of current members of the Board of Directors shall be necessary at any meeting to constitute a quorum to transact business, but a lesser number shall have power to adjourn to a specified later date without notice. The act of a majority of the members of the Board of Directors present at a meeting at which a quorum is present shall be the act of the Board of Directors, unless the act of a greater number is required by law or by these by-laws.

**Section 7. Forfeiture**

Any member of the Board of Directors who fails to fulfill any of his or her requirements as set forth in Section 2 of this Article by November 1<sup>st</sup> shall automatically forfeit his or her seat on the Board. The Secretary shall notify the Director in writing that his or her seat has been declared vacant, and the Board of Directors may forthwith immediately proceed to fill the vacancy. Members of the Board of Directors who are removed for failure to meet any or all of the requirements of Section 2 of this Article are not entitled to vote at the annual meeting and are not entitled to the procedure outlined in Section 14 of this Article in these by-laws.

**Section 8. Vacancies**

Whenever any vacancy occurs in the Board of Directors it shall be filled without undue delay by a majority vote of the remaining members of the Board of Directors at a regular meeting. Vacancies may be created and filled according to specific methods approved by the Board of Directors.

**Section 9. Compensation**

Members of the Board of Directors shall not receive any compensation for their services as Directors.

**Section 10. Informal Action by Directors**

Any action required by law to be taken at a meeting of the Directors, or any action which may be taken at a meeting of Directors, may be taken without a meeting if a consent in writing, setting forth the action so taken, shall be signed by two-thirds (2/3) of all of the Directors following notice of the intended action to

all members of the Board of Directors. Refer to Exhibit A to see a sample of the unanimous written consent statement.

### **Section 11. Confidentiality**

Directors shall not discuss or disclose information about the Corporation or its activities to any person or entity unless such information is already a matter of public knowledge, such person or entity has a need to know, or the disclosure of such information is in furtherance of the Corporations' purposes, or can reasonably be expected to benefit the Corporation. Directors shall use discretion and good business judgment in discussing the affairs of the Corporation with third parties. Directors will use discretion and good business judgment and observe HIPAA Laws when discussing clients. Without limiting the foregoing, Directors may discuss upcoming fundraisers and the purposes and functions of the Corporation, including but not limited to accounts on deposit in financial institutions.

Each Director shall execute a confidentiality agreement, which shall include client confidentiality, consistent herewith upon being voted onto and accepting appointment to the Board of Directors. The Board of Directors shall conduct a review of the confidentiality statement as part of its annual meeting.

Refer to Exhibit B to see a sample of the confidentiality statement.

### **Section 12. Parliamentary Procedure**

Any question concerning parliamentary procedure at meetings shall be determined by the President, Vice President and/or Secretary by reference to Robert's Rules of Order.

### **Section 13. Removal.**

- a. Any member of the Board of Directors or members of the Advisory Council may be removed with or without cause, at any time, by vote of two-thirds ( $\frac{2}{3}$ ) of the members of the Board of Directors if, in their judgment, the best interest of the Corporation would be served thereby.
- b. Each member of the Board of Directors must receive written notice of the proposed removal at least ten (10) days in advance of the proposed action.
- c. An officer who has been removed as a member of the Board of Directors shall automatically be removed from office.
- d. Members of the Board of Directors who are removed for failure to meet the minimum requirements in Section 2 of this Article in these by-laws automatically forfeit their positions on the Board pursuant to Section 7 of this Article, and are not entitled to the removal procedure outlined in Section 13 of this Article. Newly elected board members are not subject to removal for failure to meet attendance requirements in their first year to account for meetings not attended before taking a Board position.

## **ARTICLE IV. OFFICERS**

- a. The mandatory officers of this Board shall be the President, a Vice-President, Secretary and Treasurer, although the board may consist of up to 15 members. All officers must have the status of active members of the Board.

- b. The board may consist of a First Vice-President and Second Vice-President who share duties and may have up to two Secretaries, if deemed necessary.
- c. One Board member may hold multiple officer positions.

### **Section 1. President**

The President shall preside at all meetings of the membership. The President shall have the following duties:

- a. they shall preside at all meetings of the Executive Committee.
- b. they shall have general and active management of the business of the Board of Directors and/ or Advisory Board.
- c. they shall see that all orders and/or resolutions of the Advisory Board are brought to the Board of Directors.
- d. they shall have general superintendence and direction of all other officers of this corporation and see that their duties are properly performed.
- e. they shall submit a report of the operations of the program for the fiscal year to the Advisory Board and/or Board of Directors at their annual meetings, and from time to time, shall report to the Board all matters that may affect this program.
- f. they shall be an Ex-officio member of all standing committees and shall have the power and duties usually vested in the office of the President.
- g. they may serve in other capacities or roles as needed, including positions as paid staff or management

### **Section 2. Vice-President**

The Vice-President shall be vested with all the powers and shall perform all the duties of the President during the absence of the latter. There may be two Vice-President positions, if necessary, for fulfilling the needs of the organization. The Vice-President's duties are:

- a. They shall have the duty of presiding over meetings and managing responsibilities of the President in the absence of the President, as determined by the Board.
- b. they shall have the duty of chairing their perspective committee and such other duties as may, from time to time, be determined by the Board.
- c. They may serve in other capacities or roles as needed, including positions as paid staff or management

### **Section 3. Secretary**

The Secretary shall attend all meetings of the Advisory Board and of the Executive Committee, and all meetings of members, and assisted by a staff member, will act as a clerk thereof. The Secretary's duties shall consist of:

- a. They shall record all votes and minutes of all proceedings in a book or in a computer document to be kept for that purpose.
- b. They in concert with the President shall make the arrangements for all meetings of an Advisory Board, should one be needed, including the annual meeting of the organization.

- c. They may be assisted by a staff member, they shall send notices of all meetings to the members of the Advisory Board and shall take reservations for the meetings.
- d. they shall perform all official correspondence from an Advisory Board as may be prescribed by the Advisory Board or the President, should an advisory board be necessary and/or beneficial.
- e. they may serve in other capacities or roles as needed, including positions as paid staff or management
- f. There may be a Second Secretary position added to the Board or the Secretary may request an Assistant, if necessary, for fulfilling the needs of the organization

#### **Section 4. Treasurer**

The Treasurer's duties shall be:

- a. They shall submit for the Board of Directors approval of all expenditures of funds raised by an Advisory Board and/or Fundraising Committee, proposed capital expenditures (equipment, furniture, food, etc.), by the staff of the agency.
- b. They shall present a complete and accurate report of the finances raised by the Advisory Board and/or Fundraising Committee at each meeting of the members, or at any other time upon request to the Board of Directors.
- c. They shall have the right of inspection of the funds resting with any group or organization from which funds are generated under the direction of the board including budgets and subsequent audit reports.
- d. It shall be the duty of the Treasurer to assist in direct audits of the funds of the program according to funding source guidelines and generally accepted accounting principles.
- e. they shall perform such other duties as may be prescribed by the Board of Directors and/or Advisory Board or the President under whose supervision they shall be.
- f. They may serve in other capacities or roles as needed, including positions as paid staff member, management or accountant

#### **Section 5. Election of Officers**

The Nominating Committee and/or appointed board members shall submit at the meeting prior to the annual meeting the names of those persons for the respective offices of the Board of Directors and/or Advisory Board. Nominations shall also be received from the floor after the report of the Nominating Committee and/or appointees. The election shall be held at the annual meeting of the Board of Directors. Those officers elected, if never having previously held that office, shall serve a term of one (1) year, commencing at the next meeting following the annual meeting. If those officers have completed their initial 1 year term, they may be reelected to an unlimited number of 3 year terms. The members of the Nominating Committee or the appointees of the Board shall be determined by the Board of Directors.

#### **Section 6. Removal of Officer**

The Board of Directors, with the concurrence of two-thirds ( $\frac{2}{3}$ ) of the members voting at the meeting, may remove any officer of the Board of Directors and elect a successor for the unexpired term. No officer of the Board of Directors shall be removed from their office position without an opportunity to be heard and notice of such motion of expulsion shall be given to the member in writing twenty (20) days prior to the meeting at which motion shall be presented, setting forth the reasons of the Board for such expulsion.

**Section 7. Vacancies**

The Nominating Committee, or appointed Board of Director members, shall also be responsible for nominating persons to fill vacancies which occur between annual meetings, including those of officers. Nominations shall be sent in writing to members of the Board of Directors at least two (2) weeks prior to the next meeting at which the election will be held. The persons so elected shall hold membership or office for the unexpired term in respect of which such vacancy occurred.

**ARTICLE V. COMMITTEES****Section 1. Committee Formation**

The board may create committees as needed, such as committees for fundraising, housing, public relations, data collection, education and awareness, youth outreach, etc. The Board of Directors may appoint committee chairs or may appoint a board member to oversee those appointments. The Executive Committee and Treasury Committee shall oversee any other committees formed. The Chairpersons of the Committees may serve as members of the Board of Directors and shall present to the board at regular board meetings.

**ARTICLE VI. CORPORATE STAFF****Section 1: Executive Director**

The Board of Directors may hire an Executive Director who shall serve at the will of the Board. The Executive Director shall have immediate and overall supervision of the operations of the Corporation, and shall direct the day-to-day business of the Corporation, maintain the properties of the Corporation, hire, discharge, and determine the salaries and other compensation of all staff members under the Executive Director's supervision, and perform such additional duties as may be directed by the Executive Committee and/or the Board of Directors. No officer, Executive Committee member or member of the Board of Directors may individually instruct the Executive Director or any other employee. The Executive Director shall make such reports at the Board meetings and Executive Committee meetings as shall be required by the President or the Board. The Executive Director shall be an ad-hoc member of all committees.

The Executive Director may be hired at any meeting of the Board of Directors by a majority vote and shall serve until removed by the Board of Directors upon an affirmative vote of two-thirds ( $\frac{2}{3}$ ) of the members present at any meeting of the Board Directors. Such removal may be with or without cause. Nothing herein shall confer any compensation or other rights on any Executive Director, who shall remain an employee terminable at will, as provided in this Section.

**ARTICLE VII. – Conflict of Interest and Compensation****Section 1: Purpose**

The purpose of the conflict of interest policy is to protect this tax-exempt organization's (Homelessness Outreach, Mitigation and Emergency Center), interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of the Organization or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any

applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations. Refer to Exhibit C to see a sample of the conflict of interest statement.

## **Section 2: Definitions**

- a. Interested Person  
Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.
- b. Financial Interest  
A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:
  1. An ownership or investment interest in any entity with which the Organization has a transaction or arrangement,
  2. A compensation arrangement with the Organization or with any entity or individual with which the Organization has a transaction or arrangement, or
  3. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Organization is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are valued at \$50.00 or more. .

A financial interest is not necessarily a conflict of interest. Under Article IX, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

## **Section 3. Procedures**

- a. Duty to Disclose. In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.
- b. Determining Whether a Conflict of Interest Exists. After disclosure of the financial interest and all material facts, and after any discussion with the interested person, they shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.
- c. Procedures for Addressing the Conflict of Interest
  1. An interested person may make a presentation at the governing board or committee meeting, but after the presentation, they shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
  2. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
  3. After exercising due diligence, the governing board or committee shall determine whether the Organization can obtain with reasonable efforts a more advantageous

transaction or arrangement from a person or entity that would not give rise to a conflict of interest.

4. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

d. Violations of the Conflicts of Interest Policy

1. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
2. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

#### **Section 4. Records of Proceedings**

The minutes of the governing board and all committees with board delegated powers shall contain:

- a. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.
- b. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

#### **Section 5. Compensation**

- a. A voting member of the governing board who receives compensation, directly or indirectly, from the Organization for services is precluded from voting on matters pertaining to that member's compensation.
- b. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Organization for services is precluded from voting on matters pertaining to that member's compensation.
- c. No voting member of the governing board or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Organization, either individually or collectively, is prohibited from providing information to any committee regarding compensation.

- d. Physicians who receive compensation from the Organization, whether directly or indirectly or as employees or independent contractors, are precluded from membership on any committee whose jurisdiction includes compensation matters. No physician, should one be necessary, either individually or collectively, is prohibited from providing information to any committee regarding physician compensation.

### **Section 6. Annual Statements**

Each director, principal officer and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person:

- a. Has received a copy of the conflicts of interest policy,
- b. Has read and understands the policy,
- c. Has agreed to comply with the policy, and
- d. Understands the Organization is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

### **Section 7. Periodic Reviews**

To ensure the Organization operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:

- a. Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's length bargaining.
- b. Whether partnerships, joint ventures, and arrangements with management organizations conform to the Organization's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and do not result in inurement, impermissible private benefit or in an excess benefit transaction.

### **Section 8. Use of Outside Experts**

When conducting the periodic reviews as provided for in Article VII, the Organization may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

## **ARTICLE VIII. INDEMNIFICATION**

### **Section 1. General**

To the full extent authorized under the law, the corporation shall indemnify any director, officer, employee, or agent, or former member, director, officer, employee, or agent of the corporation, or any person who may have served at the corporation's request as a director or officer of another corporation (each of the foregoing members, directors, officers, employees, agents, and persons is referred to in this Article individually as an "indemnitee"), against expenses actually and necessarily incurred by such indemnitee in connection with the defense of any action, suit, or proceeding in which that indemnitee is made a party by reason of being or having been such member, director, officer, employee, or agent, except in relation to matters as to which that indemnitee shall have been adjudged in such action, suit, or proceeding to be liable for negligence or misconduct in the performance of a duty. The foregoing

indemnification shall not be deemed exclusive of any other rights to which an indemnitee may be entitled under any bylaw, agreement, resolution of the Board of Directors, or otherwise.

### **Section 2. Expenses**

Expenses (including reasonable attorneys' fees) incurred in defending a civil or criminal action, suit, or proceeding may be paid by the corporation in advance of the final disposition of such action, suit, or proceeding, if authorized by the Board of Directors, upon receipt of an undertaking by or on behalf of the indemnitee to repay such amount if it shall ultimately be determined that such indemnitee is not entitled to be indemnified hereunder.

### **Section 3. Insurance**

The corporation may purchase and maintain insurance on behalf of any person who is or was a member, director, officer, employee, or agent against any liability asserted against such person and incurred by such person in any such capacity or arising out of such person's status as such, whether or not the corporation would have the power or obligation to indemnify such person against such liability under this Article.

## **ARTICLE IX. BOOKS AND RECORDS**

The corporation shall keep complete books and records of account and minutes of the proceedings of the Board of Directors. All financial records shall be reviewed and approved by the Board's Treasurer and/or Accountant.

## **ARTICLE X. AMENDMENTS**

### **Section 1. Articles of Incorporation**

The Articles may be amended in any manner at any regular or special meeting of the Board of Directors, provided that specific written notice of the proposed amendment of the Articles setting forth the proposed amendment or a summary of the changes to be effected thereby shall be given to each director at least three days in advance of such a meeting if delivered personally, by facsimile, or by e-mail or at least five days if delivered by mail. As required by the Articles, any amendment of the Articles shall require the affirmative vote of all directors then in office. All other amendments of the Articles shall require the affirmative vote of an absolute majority of directors then in office.

### **Section 2. Bylaws**

The Board of Directors may amend these Bylaws by majority vote at any regular or special meeting. Written notice setting forth the proposed amendments or summary of the changes to be affected thereby shall be given to each director up to one week before the date of the meeting.

## **ADOPTION OF BYLAWS**

We, the undersigned, are all the initial directors or incorporators of this corporation, and we consent to, and hereby do, adopt the foregoing Bylaws, consisting of the 12 preceding pages, as the Bylaws of this corporation.

ADOPTED AND APPROVED by the Board of Directors on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

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Joyce Berryman, President - Nonprofit

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ATTEST: Kaycee Baker, Secretary - Nonprofit

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ATTEST: Scott Cove, Vice-President - Nonprofit

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ATTEST: James Summers, Treasurer - Nonprofit

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ATTEST: Anita Ingle, Committee Chair for Volunteer and Fundraising -Nonprofit

# Management Report

H.O.M.E. Center

For the period ended December 31, 2024



Prepared by

Financial Resources Group

Prepared on

March 3, 2026

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# Statement of Activity

January - December 2024

	<b>Total</b>
<b>REVENUE</b>	
GF- Contributed income	7,300.43
Corporate & Foundation grants	10,000.00
Direct (Individual) Public Support	3,911.42
Government, County & Local Grants & Contracts	21,000.00
In-kind (Non-Cash) Donations	17,191.62
Indirect (Random)Public Support	54,022.19
<b>Total GF- Contributed income</b>	<b>113,425.66</b>
Non-Profit Revenue	
BR3T - HSS-ERA II Grant	3,010.00
<b>Total Non-Profit Revenue</b>	<b>3,010.00</b>
Services	75.08
<b>Total Revenue</b>	<b>116,510.74</b>
<b>GROSS PROFIT</b>	<b>116,510.74</b>
<b>EXPENDITURES</b>	
Contract & professional fees	
Accounting fees	1,544.00
<b>Total Contract &amp; professional fees</b>	<b>1,544.00</b>
GF Expense	16,951.28
GF- funds paid for shelter on behalf of clients	714.50
GF- Funds paid for transportation	237.07
GF- Household goods for clients	358.33
Hotels and More Program	1,109.50
<b>Total GF Expense</b>	<b>19,370.68</b>
HSS Grant Expenses	546.90
Office Expenses	533.35
Bank fees & service charges	401.00
Memberships & subscriptions	80.00
Office Expenses	2,339.12
Office Rent	18,367.40
Office supplies	698.15
Purchase Reimbursement awaiting Grant Pledge	757.75
<b>Total Office Expenses</b>	<b>23,176.77</b>
Payroll expenses	2,583.86
FICA tax	612.51
Taxes	1,989.80
Wages	27,634.36
<b>Total Payroll expenses</b>	<b>32,820.53</b>
Purchases	43.29
Repairs & maintenance	1,036.37

	<b>Total</b>
Supplies	
Supplies & materials	584.55
<b>Total Supplies</b>	<b>584.55</b>
Transportation -Gas & Fuel	115.63
Travel	107.59
<b>Total Expenditures</b>	<b>79,346.31</b>
<b>NET OPERATING REVENUE</b>	<b>37,164.43</b>
<b>OTHER EXPENDITURES</b>	
HSG - City of San Marcos	
HSG-Community - Records Recovery	778.23
HSG-Community-Food	304.38
HSG-Community-Transportation and Mileage	1,464.73
HSG-Housing-Client Storage	6,559.04
HSG-Housing-Hotel Support	630.00
HSG-Housing-Move in Support	965.80
HSG-Housing-Program Expenses	475.54
HSG-Housing-Utilities and Deposits	658.68
<b>Total HSG - City of San Marcos</b>	<b>11,836.40</b>
<b>Total Other Expenditures</b>	<b>11,836.40</b>
<b>NET OTHER REVENUE</b>	<b>-11,836.40</b>
<b>NET REVENUE</b>	<b>\$25,328.03</b>

# Statement of Financial Position

As of December 31, 2024

	<b>Total</b>
<b>ASSETS</b>	
<b>Current Assets</b>	
<b>Bank Accounts</b>	
HOME Center (3972) - 1	10,210.73
<b>Total Bank Accounts</b>	<b>10,210.73</b>
<b>Accounts Receivable</b>	
Accounts Receivable (A/R)	5.00
<b>Total Accounts Receivable</b>	<b>5.00</b>
<b>Other Current Assets</b>	
Donated Goods	58,396.62
Uncategorized Asset	
GIFT CARDS- DONATED	325.00
<b>Total Uncategorized Asset</b>	<b>325.00</b>
<b>Total Other Current Assets</b>	<b>58,721.62</b>
<b>Total Current Assets</b>	<b>68,937.35</b>
<b>TOTAL ASSETS</b>	<b>\$68,937.35</b>
<b>LIABILITIES AND EQUITY</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
<b>Other Current Liabilities</b>	
<b>Payroll Liabilities</b>	
TX Unemployment Tax	1,548.00
WV Income Tax	25.00
<b>Total Payroll Liabilities</b>	<b>1,573.00</b>
<b>Total Other Current Liabilities</b>	<b>1,573.00</b>
<b>Total Current Liabilities</b>	<b>1,573.00</b>
<b>Total Liabilities</b>	<b>1,573.00</b>
<b>Equity</b>	
Opening Balance Equity	72,443.47
Retained Earnings	-30,407.15
Net Revenue	25,328.03
<b>Total Equity</b>	<b>67,364.35</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$68,937.35</b>

# Statement of Cash Flows

January - December 2024

	<b>Total</b>
<b>OPERATING ACTIVITIES</b>	
Net Revenue	25,328.03
Adjustments to reconcile Net Revenue to Net Cash provided by operations:	
Donated Goods	-17,191.62
Direct Deposit Payable	-2,575.36
Payroll Liabilities:Federal Taxes (941/944)	-664.91
<b>Total Adjustments to reconcile Net Revenue to Net Cash provided by operations:</b>	<b>-20,431.89</b>
<b>Net cash provided by operating activities</b>	<b>4,896.14</b>
<b>FINANCING ACTIVITIES</b>	
Retained Earnings	863.64
<b>Net cash provided by financing activities</b>	<b>863.64</b>
<b>NET CASH INCREASE FOR PERIOD</b>	<b>5,759.78</b>
Cash at beginning of period	4,450.95
<b>CASH AT END OF PERIOD</b>	<b>\$10,210.73</b>

H.O.M.E. Center | Year Ended December 31, 2024  
Prepared by Financial Resources Group



### **Limited Assurance Opinion**

We performed analytical procedures and inquiries consistent with a financial review engagement. We are not aware of any material modifications needed for the financial statements to conform with nonprofit accounting standards.

### **Financial Management Practices**

Positive net revenue (\$25,328), controlled expenses, diversified funding, and minimal liabilities indicate sound financial management. Opportunity exists to expand earned revenue.

### **Compliance**

Financials align with nonprofit accounting standards including revenue classification, expense tracking, and in-kind reporting.

### **Internal Controls**

Basic controls exist; however, formal policies, segregation of duties, and board oversight should be strengthened.


### **Operational Procedures**


Positive cash flow and expense management noted. Improvements recommended in forecasting and budget-to-actual tracking.


### **Conclusion**

Overall stable financial position with opportunities to strengthen controls and sustainability.

*Tehsa Harding*

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