



BOONE COUNTY
UPWARD MOBILITY

Housing Access and Support Alliance Workgroup Minutes

September 25, 2025, 1:30PM – 3:00PM

Boone Electric Community Building (1413 Rangeline, Columbia MO) and virtually via Zoom

Meeting Objective: Evaluate 2025 workgroup plan progress and goals

Attendees: Carter Stephenson (Columbia/Boone County Public Health and Human Services), Evan Lawrence (4-A Change), James Bayless (Fresh Start), Kendra Jackson (Columbia Housing Authority (CHA)), Lori Acton (Love Columbia (LC)), Onni Flint (Central Missouri Community Action (CMCA)), Roy Kroeger (Boone County Resource Management Department), Scott Buis (Truman Memorial Veterans' Hospital), Gina Jenkins (Boone County Community Services Department (BCCSD)), Enola-Riann White (BCCSD)

1. Welcome and Introductions

- a. Enola started the meeting by welcoming and having everyone make introductions.
- b. Enola announced the annual Upward Mobility Feedback survey which will gather input across workgroups on what is working well and what needs improvement. The survey will be anonymous and sent on October 1, 2025, with responses to be shared during the November workgroup meeting. Enola introduced a potential structure change that will be included in the survey: "Workgroup Wednesdays," where all workgroups would align their meetings to Wednesday s throughout the month. In months with five Wednesdays, there would be an evening event for all workgroups to update everyone on Upward Mobility progress.

2. Follow up from last meeting

- a. Enola provided a recap of the August meeting where the workgroup discussed the need to pivot to discussing housing barriers and resources, and to do more intentional outreach to housing providers. Workgroup members whose organizations have coaches or similar roles were encouraged to ask for their clients' insights into their biggest barriers to housing to help guide the discussion. Enola opened the floor for those present to share feedback.
 - i. Participants discussed various barriers to housing access including income, rental history, evictions, credit scores, and application fees.

3. Review of 2025 workgroup plans

- a. As barriers were identified, the group continued the discussion of creation of a resource hub. Participants discussed the importance of having a list of resources and the challenges of making accessible to both community members and coaches. Various existing resource hubs and websites were identified including [Missouri Family Resources](#), [Love Columbia](#), and [Central Missouri Community Action](#).
- b. Rather than developing a resource hub, the group decided the workgroup's time would be better spent brainstorming ways to overcome gaps in services. It was highlighted that barriers are already well-known, and the focus should be on finding ways to help individuals overcome those barriers and creating a pipeline of support to become and stay housed.
 - i. A specific challenge the workgroup noted that causes frustration is the long turnaround time for inspections which are required for Section 8 Management

Upward Mobility is an initiative of the Boone County Community Services Department and is funded in part by the Boone County Children's Services Fund.



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Assessment Programs (SEMAP) and US Department of Housing and Urban Development (HUD) regulations. Kendra Jackson (Columbia Housing Authority (CHA)) mentioned they are in a multi-year contract with McBride, the contractor providing inspections, which has one inspector covering a large area from Kansas City to St. Louis and is facing staffing shortages. CHA is monitoring the contract and are they are looking at options but appreciate it when concerns are brought to their attention so they can be addressed.

- c. The workgroup discussed individual engagement with services and service providers along with creating a way to increase collaboration and coordination among organizations to ensure individuals don't get lost in gaps to address the need for more flexible and supportive services to help people navigate the housing system. The importance of collaboration and coordination among different organizations to provide comprehensive support to individuals was continually highlighted.
- d. The conversation shifted to explore ways to not only engage individuals, but housing providers. Discussion focused on housing provider concerns and misconceptions about housing vouchers and other assistance programs. Kendra Jackson mentioned that the Columbia Housing Authority (CHA) is considering a "Landlord 101" session. The group shared interest in the idea of creating a comprehensive program where each agency would contribute to a "Landlord 101" training rather than this being done solely by CHA. Workgroup participants planned to come to the next workgroup meeting with a one-page overview of their housing assistance programs as a starting place for bringing information together.

4. Next Steps

- a. Workgroup participants will bring a one-page summary of what they do related to housing/rental and associated services to the October workgroup meeting.
- b. The group will start compiling a list of housing and housing assistance programs to aid in the creation of a landlord training program during the next meeting.

5. Closing

- a. Partner Updates – Workgroup members were encouraged to email upward@boonecountymo.org with any updates due to time limitations.
- b. Comments and Questions – no comments or questions
- c. Enola ended the meeting thanking everyone for their time.

Next Workgroup Meeting: October 23, 2025 from 1:30 – 3:00 PM at Boone Electric Community Building or virtually [via Zoom](#)