

A Way Home for Tulsa

CoC Leadership Council Agenda

September 22, 2020 | 9:00am | Zoom Conference Call

Agenda Item	Presenter	Time Allotted
1. Call to Order	Jeff Hall, Chair	2 min
2. Roll Call	Erin Velez	3 min
3. August Meeting Minutes Approval*	Jeff Hall, Chair	2 min
4. LC Term Limits*	Jeff Hall	3 min
5. What's Your Why?	Claudia Brierre & Greg Robinson	5 min
6. Lead Agency Report		10 min
• Staff Update	Becky Gligo	
• Data Review	Erin Willis	
7. Task Force Updates		10 min
• CES – Erin Willis		
• HMIS – Erin Willis		
• Networking – Beth Svetlic		
• Discharge Planning – Sarah Grounds		
• Street Outreach*		
8. Overflow Shelter Update	Kellie Wilson & Noe Rodriguez	10 min
9. CDC Eviction Moratorium	Kristin Maun	5 min
10. Public Comments		10 min
• Jeff Jaynes, Data Sharing		
• Jason Beaumont, Operation Direct & Connect		
11. Adjourn		



Attendance

	Name	Representation	Category	Term
<input type="checkbox"/>	James Wagner	City of Tulsa	Appointed	2 years
<input type="checkbox"/>	Karen Keith	Tulsa County Commissioner	Appointed	2 years
<input type="checkbox"/>	Jeff Hall	Tulsa Housing Authority	Appointed	2 years
<input type="checkbox"/>	Claudia Brierre	INCOG	Appointed	2 years
<input type="checkbox"/>	Melanie Stewart-Goldman	Provider Agency, U.S. Department of Veteran Affairs	Elected	1 year
<input type="checkbox"/>	Mack Haltom	Provider Agency, Tulsa Day Center	Elected	1 year
<input type="checkbox"/>	Greg Shinn	Provider Agency, Mental Health Association Oklahoma	Elected	2 years
<input type="checkbox"/>	Jim DeLong	Participant Advisory Group	Elected	2 years
<input type="checkbox"/>	Mikayla Troulakis	Youth Advisory Board	Elected	1 year
<input type="checkbox"/>	Vacant	Business/Commerce Representative	Invited	1 year
<input type="checkbox"/>	Nancy Curry	Funder Representative	Invited	1 year
<input type="checkbox"/>	Greg Robinson	At-Large Representative	Invited	2 years
<input type="checkbox"/>	Donnie House	At-Large Representative	Invited	1 year
<input type="checkbox"/>	Jeff Jaynes	At-Large Representative	Invited	1 year
<input type="checkbox"/>	Matt McCord	At-Large Representative	Invited	2 years

Next CoC Leadership Council Meeting

Tuesday, October 27th | 9:00am

AWH4T CoC Leadership Council Meeting Minutes

August 25, 2020 | 11:00am | Zoom Conference Call

Call to Order

The meeting was called to order by Jeff Hall.

Roll Call

Attendance record follows minutes.

June Meeting Minutes Approval

Mack Haltom moved to approve the June meeting minutes with no changes. Nancy Curry seconded the motion. Motion carried.

Lead Agency Report

- COVID Status Report
 - Funding Opportunities – Working on securing a lease for the JDC to reopen and offer more shelter drop-in space. We believe we will be able to use state funding for this project. The City Lights Hotel remains in operation and is doing a great job. HS co-sponsored a session on ESG funds and the recording is available. We have over 2M dollars to help with COVID relief. We will contact partners as funding becomes available.
- NOFA Update
 - We have completed an inventory of current grants and noted any changes that current grantees want to make. Those have been sent to the field office in OKC. We are now waiting to hear what HUD will do next. Last year, the grant process started in July. Since we haven't heard anything, we are just preparing for the process to start.
- Data Review
 - Working with independent contractor to build out live, interactive dashboards on our website. This will include shelter utilization, length of stay, inflow/outflow, equity and more. The PiT Count dashboard is up on the website right now.
 - We are looking at data on a weekly basis.
 - Data report is included in appendices.
 - Data will be reviewed monthly with the Leadership Council.
- HMIS
 - Working on contract with Wellsky, which will transfer to Housing Solutions in October. LC will have an opportunity to review before it is completed.
 - Southwest OK CoC is merging into our HMIS System. This will make us a complete statewide system. They are creating a plan for the OK Dept of Commerce. The Lawton teams are leading that merge.

- Governance is needed state wide. HUD approved TA for that governance change process. We will have to balance the statewide need with local needs.
- An HMIS Task force has been approved for AWH4T.
- **Street Outreach**
 - We have seen a larger presence of people outside. We have also seen our partners ability to do safe street outreach decline during COVID.
 - We administered a survey to figure out the community needs around street outreach.
 - Results are in appendices.
 - **Jeff Hall called for a motion to approve a Street Outreach Task Force. Nancy Curry moved to approve the task force. Mack Haltom seconded the motion. Motion carried.**
 - A champion and sponsor will be nominated via email.

Emergency CES Prioritization

- The CES Task Group that operated under the previous governance structure met to discuss current needs. Homebase provided different options for how other communities have put COVID prioritization in place.
- Immediate Plan, if passed, will go into effect 9/1/2020. The plan uses the VI-SPDAT and adds an element of COVID prioritization. This allows us to implement quickly without a big need for training.
- Interim Plan includes a risk screening and assessment that includes high risk screening. 80% of the affordable housing resources would use this tool. 20% will use the traditional tool.
- Discussion –
 - Can we add another assessment and not fall farther behind? We have struggled with getting the traditional VI-SPDAT completed, and the concern is that this will make our assessment rates even lower.
 - VI-SPDAT should be part of an organizations practices.
 - Communities are working quickly to respond. This version is a combination based on local needs.
 - Suggested that THD, Morton, and Mobile medical should be a part of the process.
 - This is a self-report tool that does not require diagnosis.
 - Concern over people being able to answer the questions.
- **Jeff Hall called for a motion to approve a proposal for the CES Task force to refine prioritization to include vulnerability to CV. Melanie Stewart-Goldman moved to approve the motion. Greg Shinn seconded the motion. Motion carried.**
- The ESG regulations require a specific policy on homelessness prevention services at the CoC level. This was overlooked and needs to be added to the services standards. If approved, it will go under item 2.8.3.
 - **Jeff Hall called for a motion to approve this policy. Nancy Curry moved to approve this policy. Donnie House seconded the motion. Motion carried.**

Task Force Updates

We approved the creation of 3 task forces at the previous meeting. We now have a list of people who were nominated and have agreed to serve.

Slate: (Champion/Sponsor)
HMIS – Erin Willis/James Wagner
CES – Erin Willis/Melanie Stewart-Goldman
Networking – Beth Svetlic/Mack Haltom

Jeff Hall called for a motion to approve the slate. Jeff Jaynes moved to approve the slate. Jim Delong seconded the motion. Motion carried.

Strategic Plan Progress Report

Bridget provided an update on strategic plan progress. Update presentation is included in appendices.

Move On

- Greg Shinn spoke about Move On Strategies, which are included in our strategic plan. A point allocation is in the application for including Move On strategies for renewals and new applications.
- Creates a vacancy that can be absorbed by people on the By Name list.
- PSH providers talked to Homebase about Move On strategies. It is a bit of a culture shift to talk to PSH participants about moving on.
- PSH providers have agreed that Move On strategies are part of the intake process. There are many templates for language available. Motivational interviewing can help with this process.
- Will provide an update as concrete policies or procedures are developed.

Public Comments

- Operation Direct & Connect
 - Captain Johnston gave report on Operation Direct and Connect. They are currently in planning stages.
 - Operation Direct and Connect is where service providers go out to encampments with TPD.
 - During this round, service providers will return to encampments the day after to offer services.
 - Goal to do this at the end of September or early October.
 - TPD is planning with MHAOK to ensure that this goes smoothly.
- Becky Gligo suggested moving to a monthly, one-hour meeting.
- Jeff Jaynes gave an update on the rental assistance program. 562 applications made for \$1.3M in assistance. The average wait time was 6 seconds. <https://Tulsa.nanmckay.com>
- VOA received a grant to serve 28 more veterans per year.

Meeting Adjourned

Meeting was adjourned.

Attendance

Name	Representation	Present
James Wagner	City of Tulsa	Y
Karen Keith	Tulsa County Commissioner	N
Jeff Hall	Tulsa Housing Authority	Y
Claudia Brierre	INCOG	Y
Melanie Stewart-Goldman	Provider Agency	Y
Mack Haltom	Provider Agency	Y
Greg Shinn	Provider Agency	Y
Jim DeLong	Participant Advisory Group	Y
Mikayla Troulakis	Youth Advisory Board	N
Pete Patel	Business/Commerce Representative	N
Nancy Curry	Funder Representative	Y
Greg Robinson	At-Large Representative	N
Donnie House	At-Large Representative	Y
Jeff Jaynes	At-Large Representative	N
Matt McCord	At-Large Representative	Y

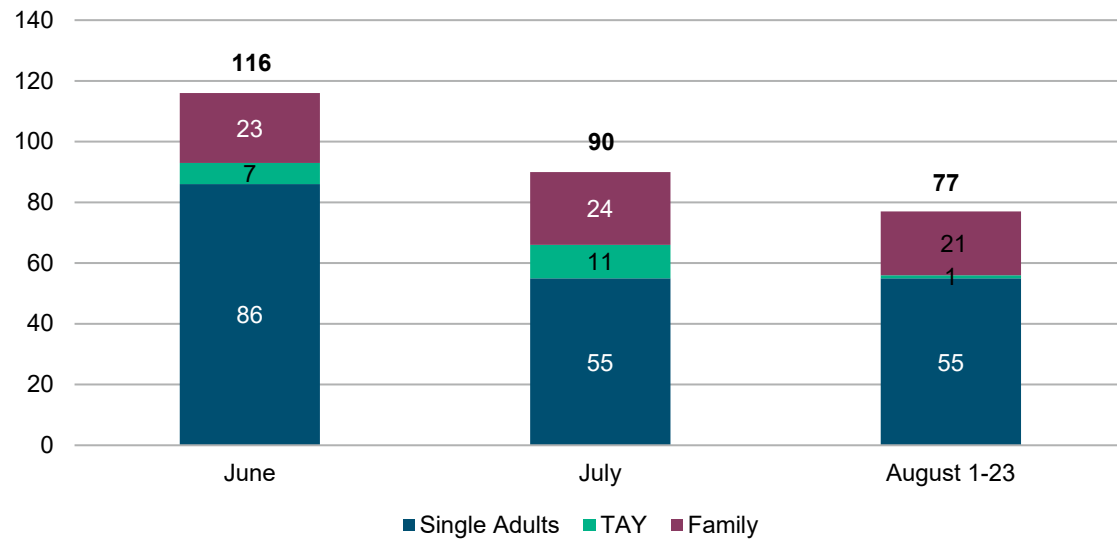
Data Update

- Secured independent contractor to build dashboard in Tableau
- Will roll out in phases:
 - Key System Indicators
 - shelter utilization, length of stay, inflow/outflow, housing placements, etc
 - Coordinated Entry
 - Equity Dashboard
 - Point-in-Time Count

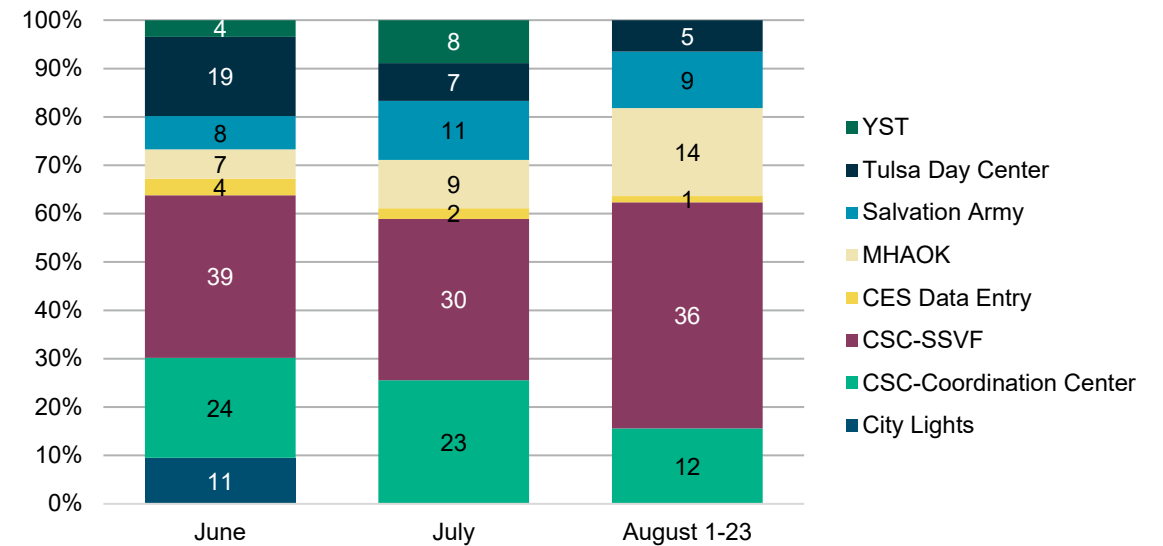


Data Report

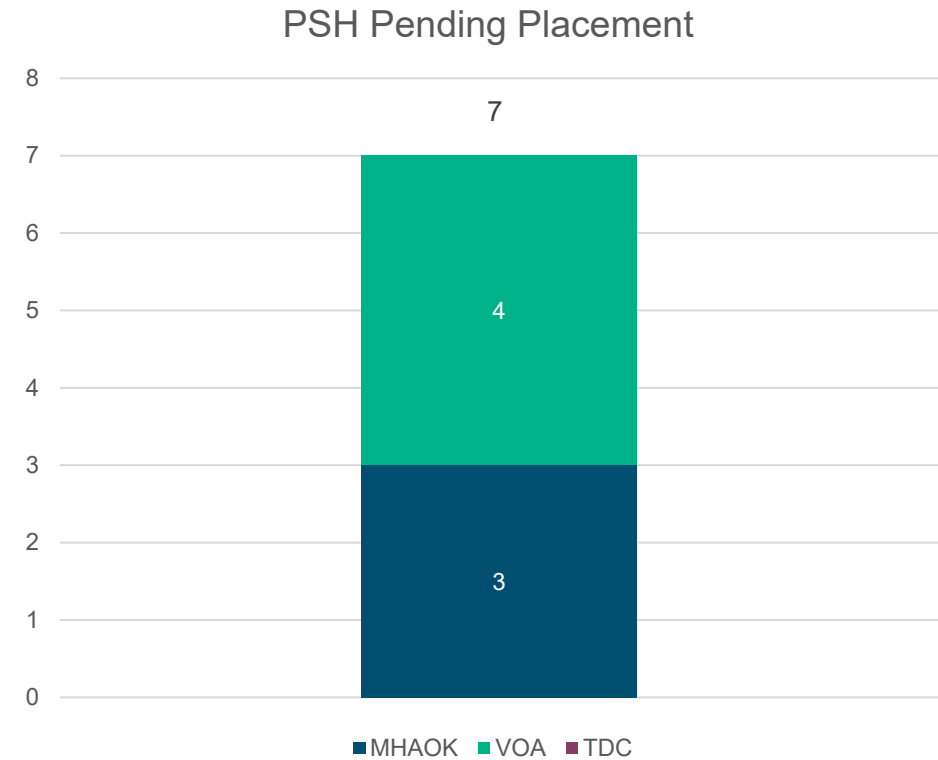
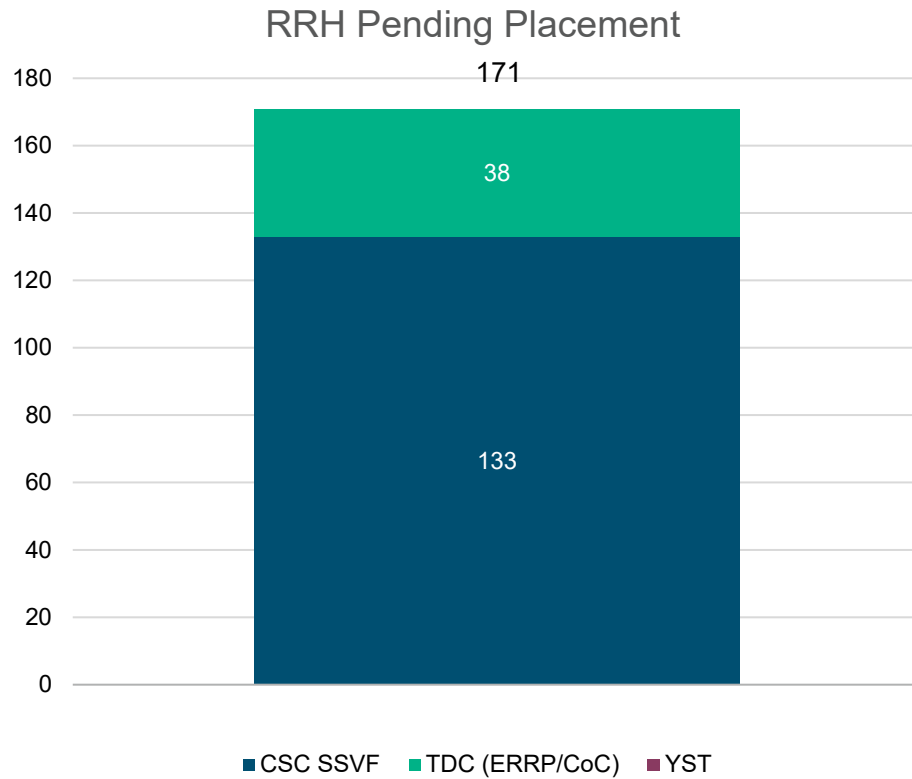
VI-SPDATs Completed



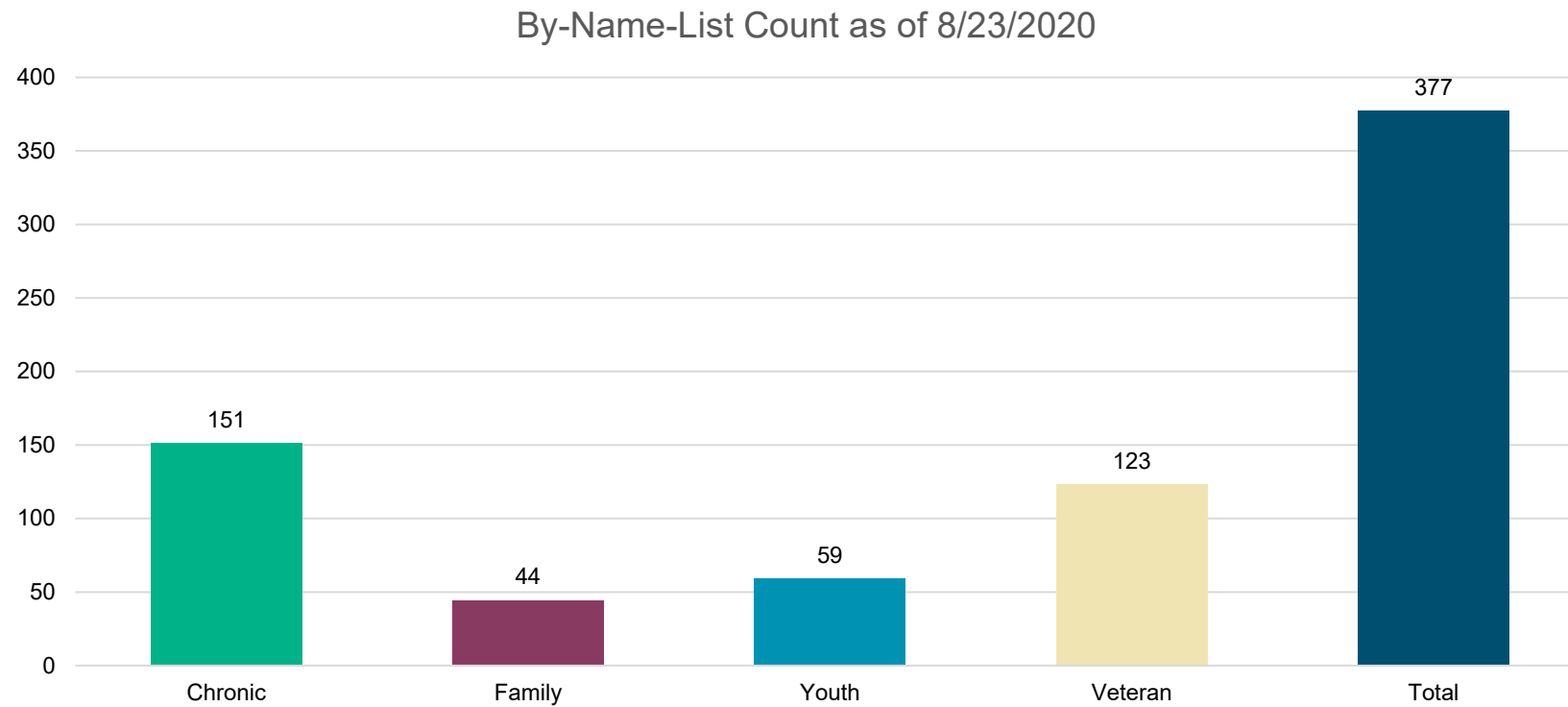
VI-SPDATs by Agency



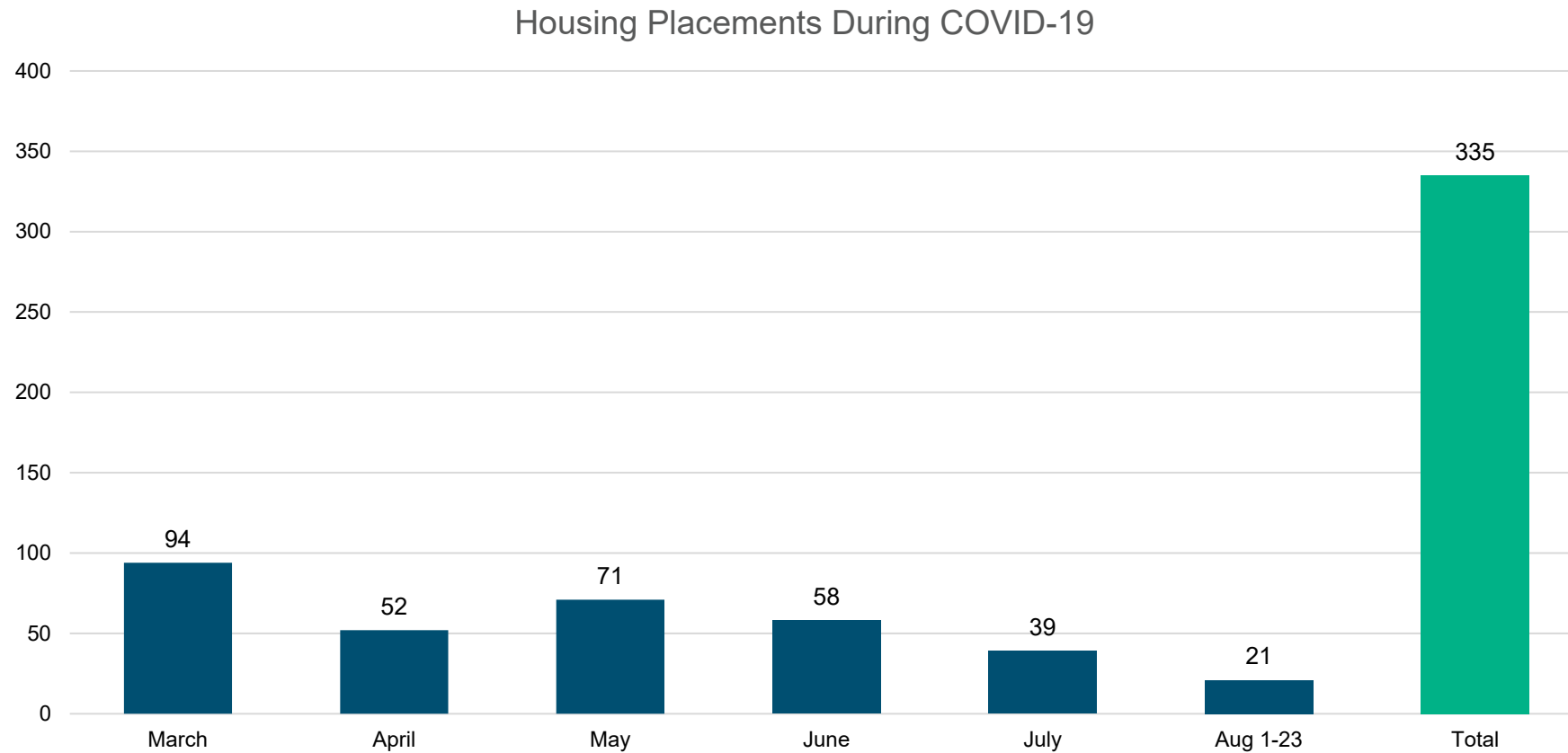
Data Report



Data Report

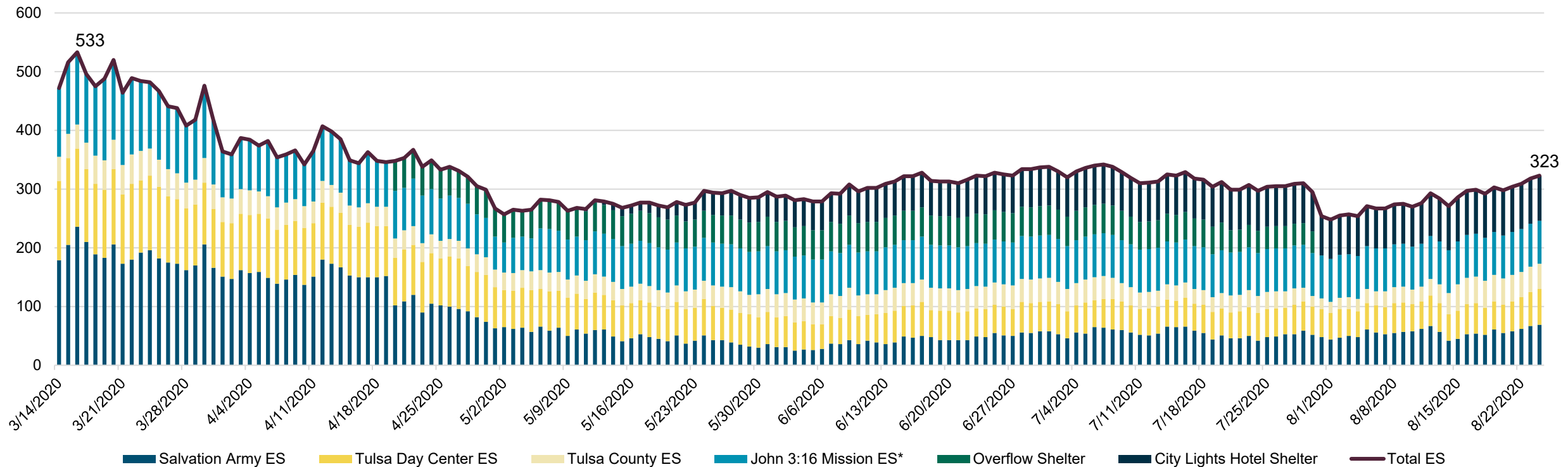


Data Report



Data Report

Emergency Shelter Utilization During COVID-19



Street Outreach Survey

Purpose

- COVID-19 impacts on unsheltered homelessness and outreach
- Opportunity to reflect & reset
- Gain community-wide feedback on the role of coordinated street outreach

Methodology

- Created by Housing Solutions & AWH4T Vice Chair
- Shared with AWH4T Members & Stakeholders
- The survey was open 8/3 – 8/12
- Post-survey deduplication for multiple responses from same outreach team

Survey Submissions by Agency

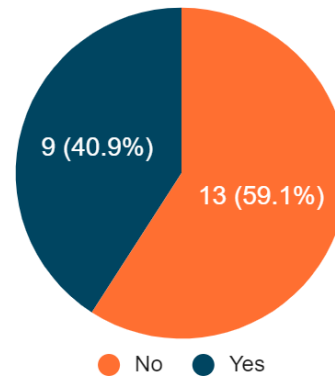
City Lights Foundation	1
Community Service Council	1
Downtown Coordinating Council	1
Family & Children's Services	1
Housing Solutions	1
Information Services OK LLC	1
Iron Gate	1
Mental Health Association Okla	5
Restore Hope Ministries	1
The Merchant	1
Tulsa Area United Way	1
Tulsa County Social Services	2
Tulsa Day Center	1
Tulsa Health Dept	1
Tulsa Housing Authority	1
Veteran Affairs	1
Youth Services of Tulsa	1
Grand Total	22



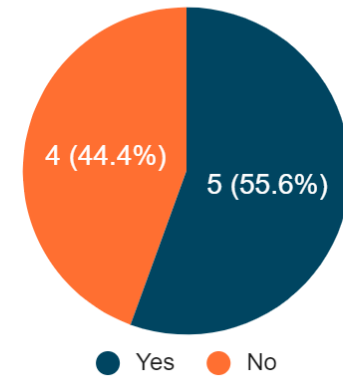
Outreach Capacity

Outreach Teams	Team Size
City Lights Foundation	1
Community Service Council (SSVF)	2
Family & Children's Services	4
MHAOK Peer Outreach Services	4
MHAOK Street Outreach	5
The Merchant	3
Tulsa Day Center	1
VA	3
Youth Services of Tulsa	5
Grand Total	28
Average Team Size	3.1

Does your agency have an outreach team?

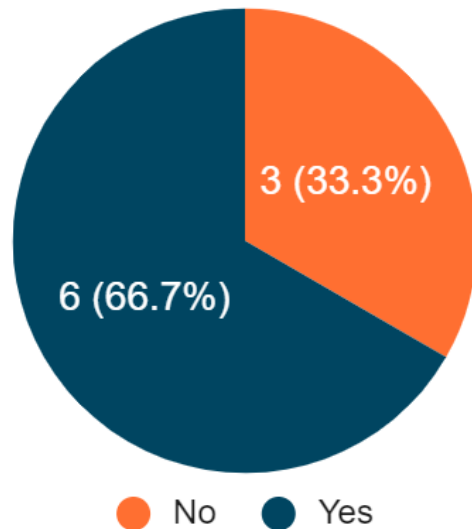


Is your agency currently conducting in-person outreach?

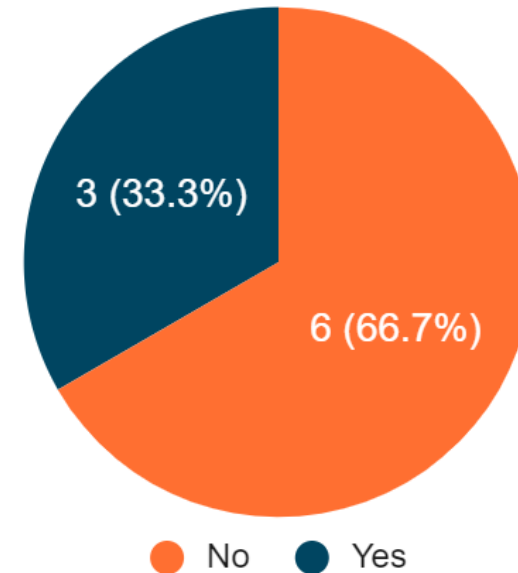


HMIS and Coordinated Entry

Does your outreach team offer the common assessment (VI-SPDAT) during outreach?



Does your outreach team enter data into HMIS?

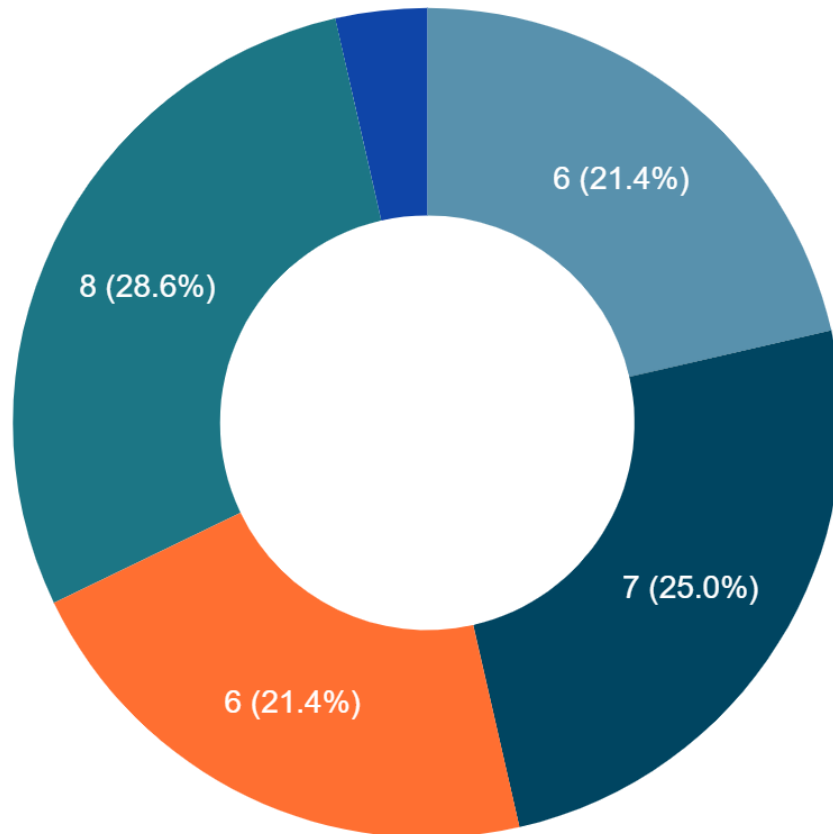


“Prioritize a data-driven approach to housing unsheltered individuals as quickly as possible...VI-SPADT and keeping HMIS updated is an absolute must.”



Challenges

What challenges to outreach have you identified?



- Lack of resources/staffing
- Lack of permanent housing options
- Lack of rapid rehousing
- Lack of safe/legal places to be unsheltered in the community
- COVID safe responses/precautions

Lack of housing and low barrier shelter options is the most significant barrier to any of our outreach work.

Themes from Open-Ended Questions

How do you envision the Coordinated Street Outreach team functioning and what partnerships are key?

“Mental Health services - reliable transportation that can pick people up; The team needs to be able to operate 'on call' as opposed to during specific hours, specific days of the week.”

“I would envision the team would run as a triage team in the field. Quick link to resources and then the members would follow up with the individuals outside of coordinated outreach...”

“Collaborative work across agencies...”

- Mental/Behavioral Health (F&CS, C&RS)
- Youth Services
- Shelters
- Mental Health Association
- Tulsa CARES
- City Lights
- Faith based organization(s)
- Working in Neighborhoods (WIN)
- Tulsa Police Department (Consultation)



Themes from Open-Ended Questions

What are your agency's street/encampment outreach needs?

"Need outreach to enter HMIS data to check against our homeless prevention data for outcome measurement."

"Technology such as hot spots for data collection and seasonal supplies such as cold weather clothing and sunscreen and bug spray for the summer. If I had a wish for outreach a four wheeler would be nice to utilize for the encampments that are in the dense wooded areas."

Hygiene | Food Packs | 'Blessing Bags' | Vehicles



Themes from Open-Ended Questions

What do you feel should be the purpose of an outreach team?

“Engage people who are unhoused and provide wrap-around services and pathway to housing.”

“...The purpose should be connecting individuals to resources and housing needs that fits the needs of the individual. Providing wraparound like services to the person and following through with individuals on care plans. I would also like to see treatment or care plans conducted on people who have been banned from the shelters so that the individual can access shelter resources in the future.”

“Client connection, services, housing placement, and to inform community decision making.”



Next Steps

What does a coordinated street outreach effort look like moving forward?

- NEW POSITION: Community Outreach & Engagement Coordinator
- Leverage ESG-CV
- Use of old Juvenile Detention Center



HMIS

- Contract
 - Transitioning from CSC to Housing Solutions in early October
 - New MOUs
- SW CoC Merger
- Governance
 - HUD approved TA!



Emergency CES Prioritization

Purpose: To ensure as many people experiencing homelessness with high-acuity needs AND who face high risks of death or illness from exposure to COVID-19 (referred to as COVID-19 high-risk) are matched to permanent housing resources as quickly as possible.

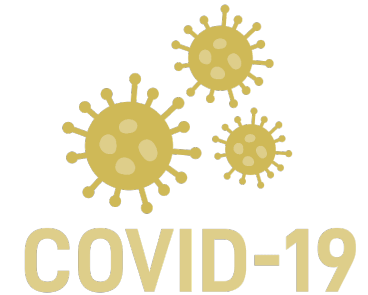
1. Immediate COVID-19 Prioritization Procedure

Effective: 9/1/2020 through 9/30/2020.

2. Interim COVID-19 Prioritization Procedure

Effective: 10/1/2020 through the end of 2020

Utilizes a *COVID-19 Risk Screening & Triage Assessment Tool*



Emergency Coordinated Entry System Prioritization Procedures due to COVID-19 Pandemic

Goal: To ensure as many people experiencing homelessness with high-acuity needs AND who face high risks of death or illness from exposure to COVID-19 (referred to as COVID-19 high-risk) are matched to permanent housing resources as quickly as possible.

Immediate COVID-19 Prioritization Procedure

This temporary prioritization procedure will be effective from 9/1/2020 through 9/30/2020.

1. Households on the community queue who meet the following two criteria will be prioritized for up to 80 percent of available supportive housing resources:
 - a. Recorded VI-SPDAT assessment score towards the top of the range for the particular housing intervention that has an opening (i.e., 6, 7, or 8 points for RRH and 14+ points for PSH); and
 - b. Staying in the quarantine and isolation hotel.
2. Standard CES operating procedures will be used to prioritize households on the community queue for up to 20 percent of available supportive housing resources.

Interim COVID-19 Matching Procedure

This interim prioritization procedure will be effective from 10/1/2020 through the end of 2020 and can be modified or extended as determined by the AWH4T Leadership Council and informed by the recommendations of the Coordinated Entry System Task Group in light of the pandemic's course and severity. The Coordinated Entry System Task Group will regularly review the plan to evaluate whether it should continue and whether any adjustments should be made to meet community needs.

2. Households on the community queue will be prioritized for up to 80 percent of available supportive housing resources based on their score on the COVID-19 Risk Screening and Triage Assessment Tool. Among those with the same score, unsheltered households will be prioritized.
3. Standard CES operating procedures will be used to prioritize households on the community queue for up to 20 percent of available supportive housing resources.

COVID-19 Risk Screening and Triage Assessment Tool

- This assessment tool is for sheltered and unsheltered persons.
- This assessment tool is for individuals as well as whole households.
- This assessment tool is designed to be administered by non-medical homeless service staff.

Introduction: Homeless service providers are working with individuals and families to talk about risks of the current respiratory infection called COVID-19 that has been spreading. We would like to use this information to help connect you with resources to improve safety. May we ask you a few questions as well as try to answer any of yours?

Prompt: The following conditions may indicate an increased risk of complications from COVID-19. Does anyone in the household have, or been told they have, any of the following risks?

<i>Item</i>	<i>Weight</i>	<i>Question Type</i>	<i>Picklist Options</i>	<i>Notes</i>
<i>Advanced age</i>	1	Picklist	50-59	Max Score of 4 for Conditions Section
	2		60-69	
	3		70+	
<i>Currently have cancer</i>	1	Picklist	Yes/No/Client Doesn't Know/Client Refused/Data Not Collected	
<i>Chronic kidney disease</i>	1	Picklist	Yes/No/Client Doesn't Know/Client Refused/Data Not Collected	
<i>COPD (chronic obstructive pulmonary disease)</i>	1	Picklist	Yes/No/Client Doesn't Know/Client Refused/Data Not Collected	
<i>Immunocompromised state (weakened immune system) from solid organ transplant</i>				
<i>Obesity (body mass index [BMI] of 30+)</i>	1	Picklist	Yes/No/Client Doesn't Know/Client Refused/Data Not Collected	Max Score of 4 for Conditions Section
<i>Serious heart condition(s), e.g., coronary artery disease, or cardiomyopathies</i>	1	Picklist	Yes/No/Client Doesn't Know/Client Refused/Data Not Collected	
<i>Sickle cell disease</i>	1	Picklist	Yes/No/Client Doesn't Know/Client Refused/Data Not Collected	
<i>Type 2 diabetes mellitus</i>	1	Picklist	Yes/No/Client Doesn't Know/Client Refused/Data Not Collected	
<i>Does not know their medical history or refuses to answer questions</i>	1	Picklist	Yes/No/Client Doesn't Know/Client Refused/Data Not Collected	
TOTAL POSSIBLE POINTS	7			

Emergency CES Prioritization

- Initial Training & Implementation led by Housing Solutions
- Ongoing oversight led by the CES Task Group
- CES Task Group will determine how long the interim plan will remain in place



ESG Regulation Policy

- Emergency Solutions Grant (ESG) regulations require specific policy on homelessness prevention services at the CoC level.
- This language previously lived in the AWH4T Written Standards.
- If approved, this will live in the Coordinated Entry section of the AWH4T Service Standards under item 2.8.3.



ESG Regulation Policy

“Homelessness prevention assistance will be provided to families and individuals who fall under the federal definition of “at-risk” of homelessness and who are eligible for such services under a provider’s criteria. Homeless prevention providers will prioritize services for families and individuals with the highest needs and barriers to retaining housing. Risk factors that determine who would be most in need of homeless prevention to avoid becoming homeless include but are not limited to the following: loss or imminent loss of employment or income, loss or imminent loss of housing, being “doubled up” in housing, and unstable family situation.

Each homelessness prevention provider shall verify the participant’s income prior to approval for initial financial assistance. Documentation of the participant’s income and expenses shall be maintained in the participant’s file, as required by 24 CFR § 576.500(e).

The amount or percentage of rent each program participant must pay and the maximum amount or percentage of rental assistance that a program participant may receive is determined on a case-by-case basis. Financial assistance is not a standard “package” and is flexible to adjust to households’ unique needs and resources as participants’ financial circumstances or housing costs change. Participants may receive up to 100 percent of rent costs depending on need, and housing may cost greater than 30 percent of participant income. Programs will work with each participant on a tailored plan to help them obtain self-sufficiency in the shortest amount of time possible.

Individual prevention assistance cannot exceed 24 months in a three-year period, and homelessness prevention providers must conduct participant evaluations at least every three months.”





Purpose

The AWH4T coordinated street outreach work has been significantly impacted by the onset of the pandemic. As the pandemic prolongs, Housing Solutions in partnership with the AWH4T Vice Chair developed this survey to reflect on the work of the AWH4T coordinated street outreach task force work and to gather feedback on the role of coordinated street outreach in order to inform future work that best meets partner and community stakeholder needs.

Methodology

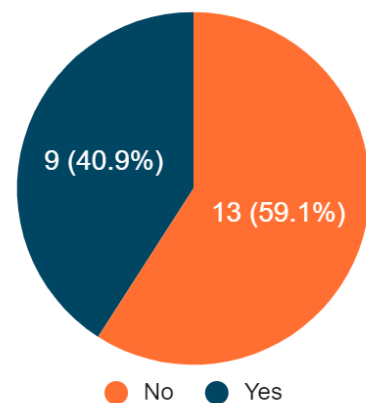
The survey was sent to the A Way Home for Tulsa distribution list and the A Way Home for Tulsa coordinated outreach work group for responses. Responses were gathered from 8/3/2020 through midnight 8/12/2020. Survey reminders were provided at the A Way Home for Tulsa All Member Meeting and via email on 8/11/2020.

For agencies that submitted multiple responses for the same outreach team, responses were deduplicated to show an accurate reflection of services offered. All open answer comment submissions are included.

Response Overview

<i>Survey Submissions by Agency</i>	Count
City Lights Foundation	1
Community Service Council	1
Downtown Coordinating Council	1
Family & Children's Services	1
Housing Solutions	1
Information Services OK LLC	1
Iron Gate	1
Mental Health Association Okla	5
Restore Hope Ministries	1
The Merchant	1
Tulsa Area United Way	1
Tulsa County Social Services	2
Tulsa Day Center	1
Tulsa Health Dept	1
Tulsa Housing Authority	1
VA	1
Youth Services of Tulsa	1
Grand Total	22

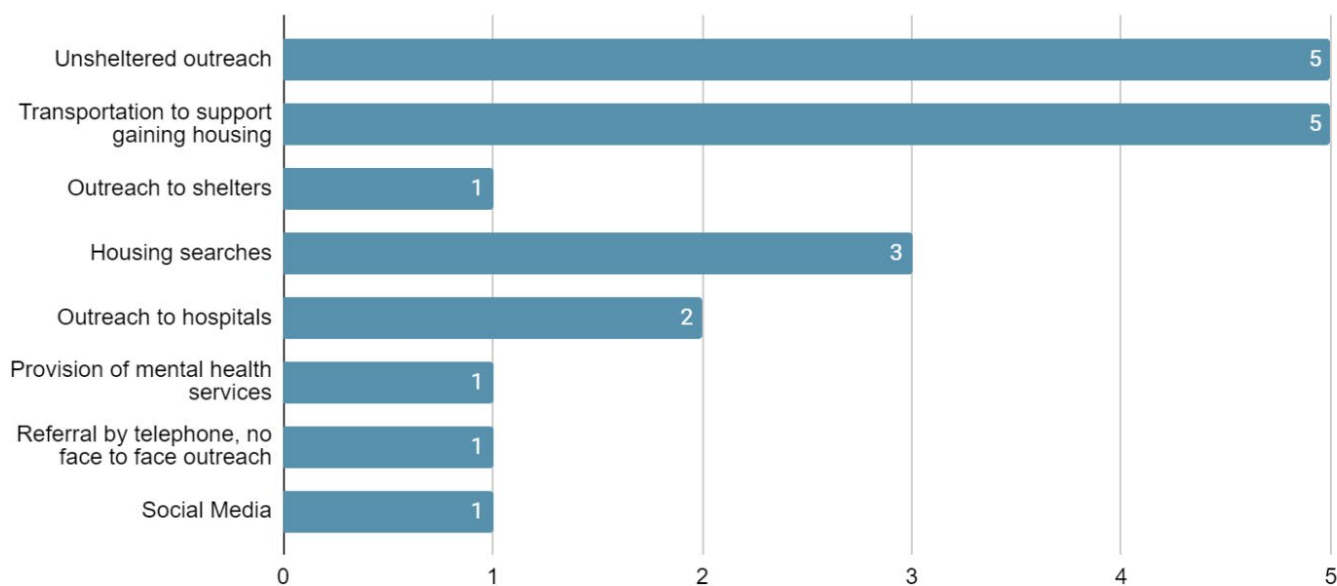
Does your agency have an outreach team?





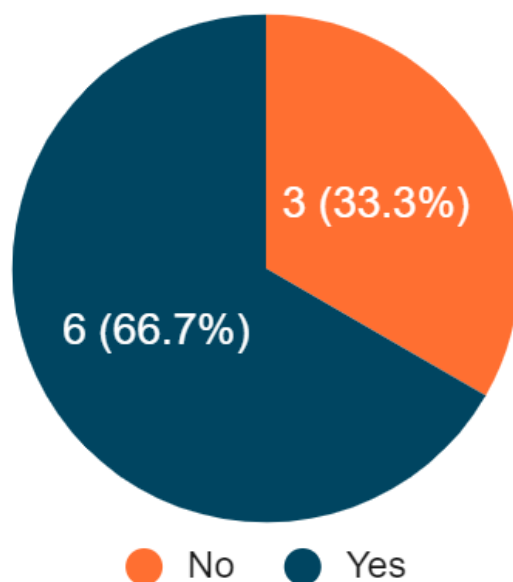
Outreach Teams	Team Size
City Lights Foundation	1
Community Service Council	2
Family & Children's Services	4
MHAOK Street Outreach	5
MHAOK Peer Outreach Services	4
The Merchant	3
Tulsa Day Center	1
VA	3
Youth Services of Tulsa	5
Total Outreach Team Members	28
Average Team Size	3.5

Type of Outreach Currently Conducted by Teams

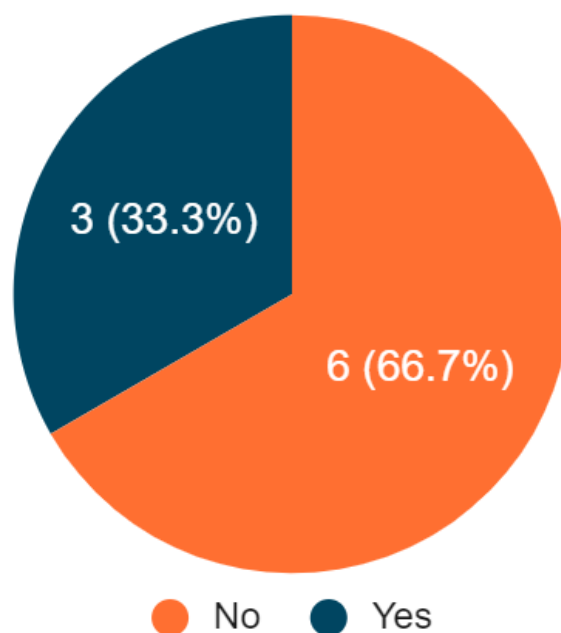




Does your outreach team offer the common assessment (VI-SPDAT) during outreach?

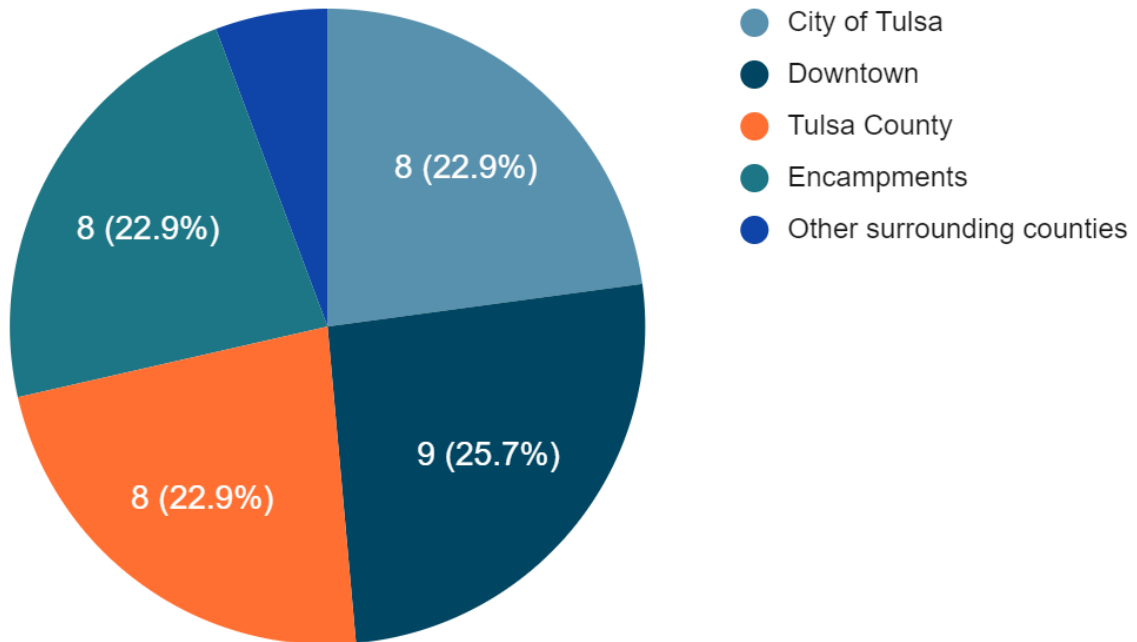


Does your outreach team enter data into HMIS?

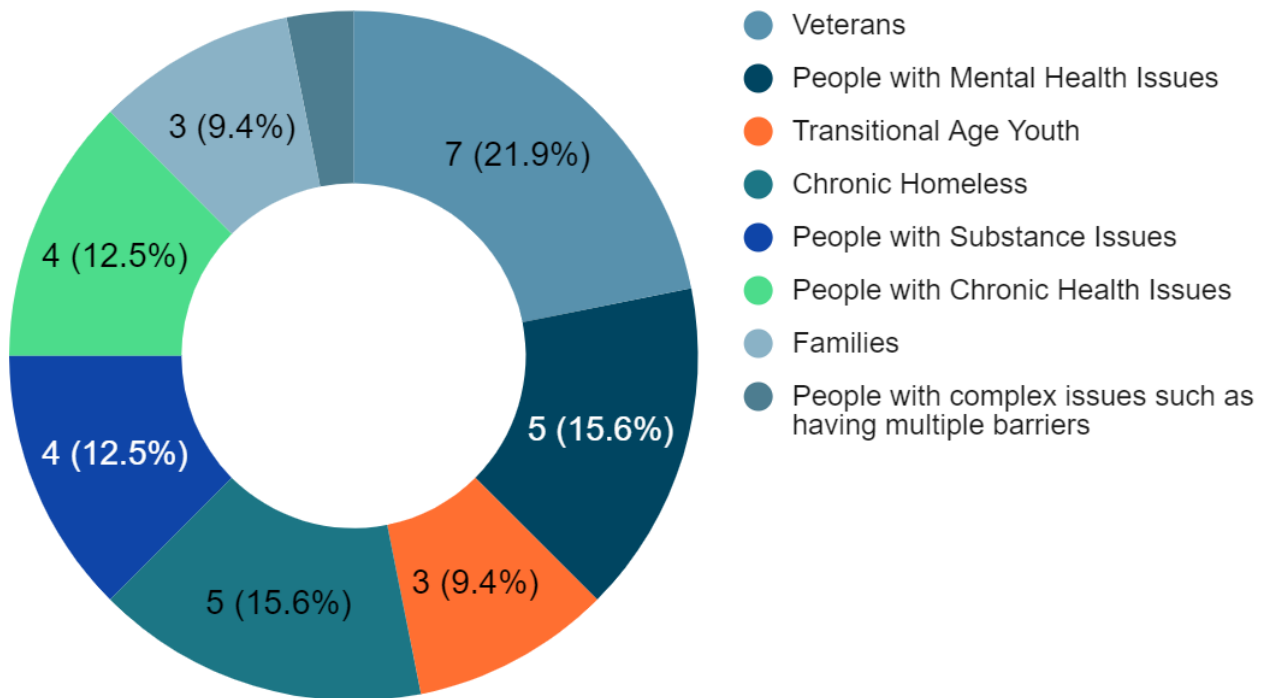




Street Outreach Geographic Coverage

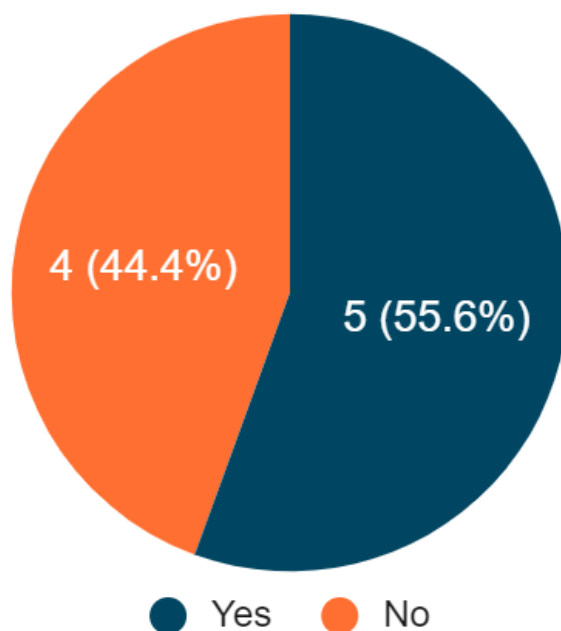


Target Populations



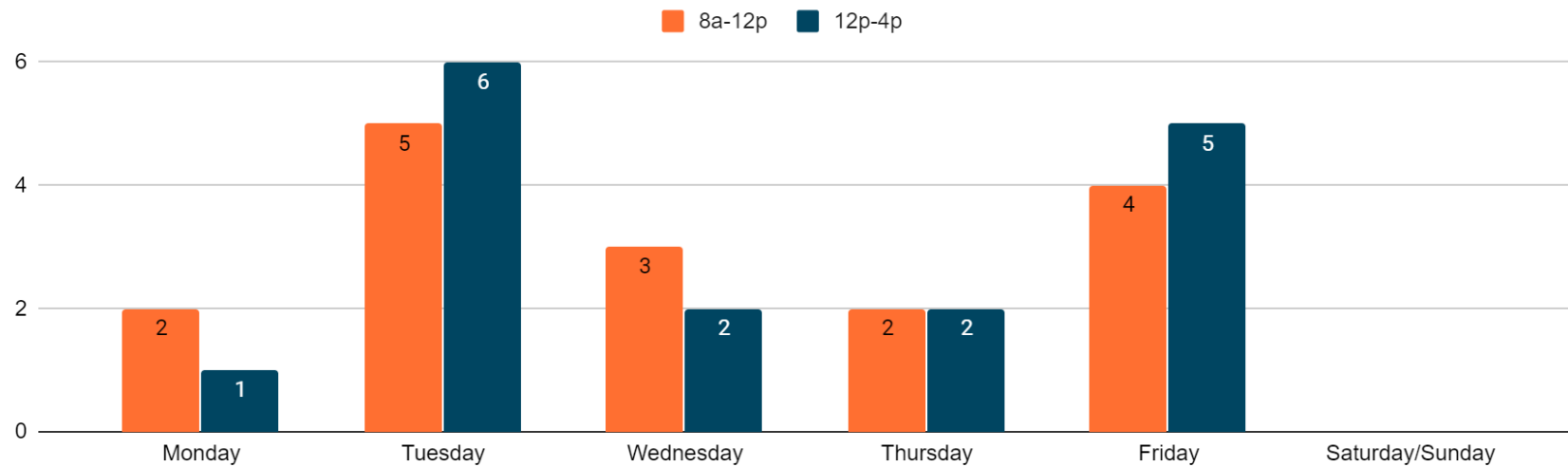


Agencies Currently Conducting In Person Outreach

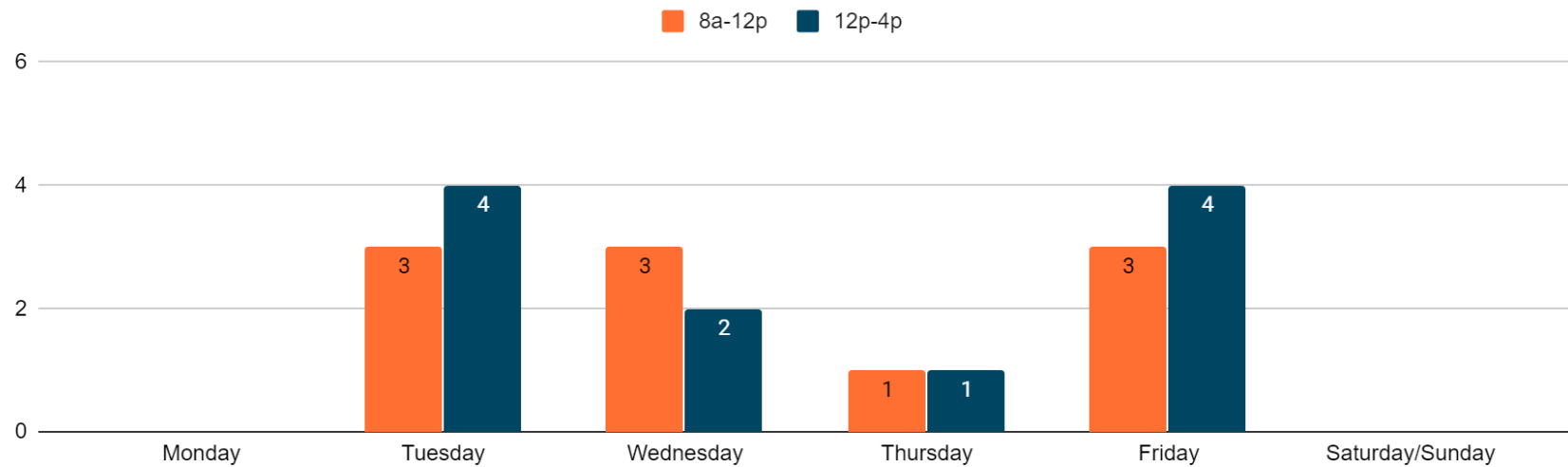




Outreach Coverage Summary Pre-COVID

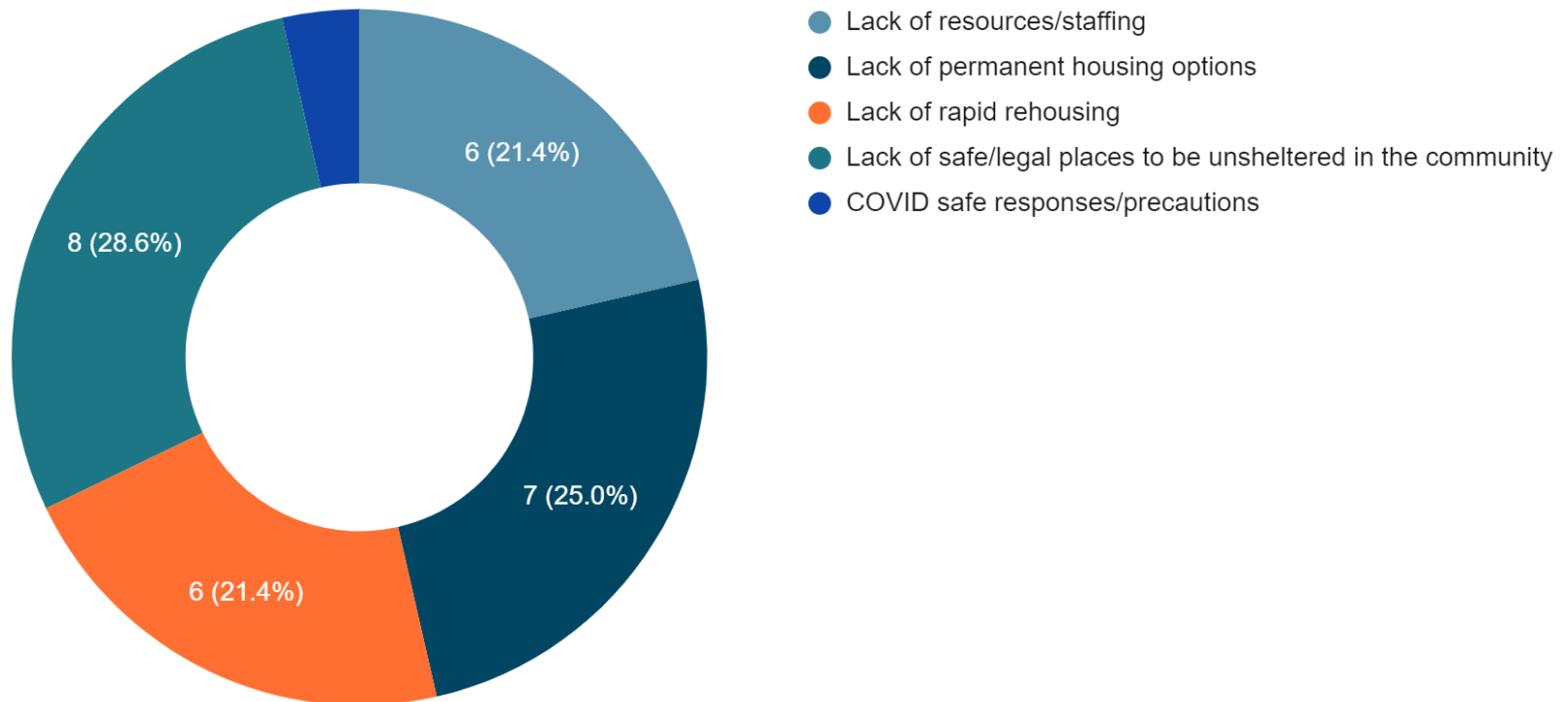


Outreach Coverage Summary During COVID



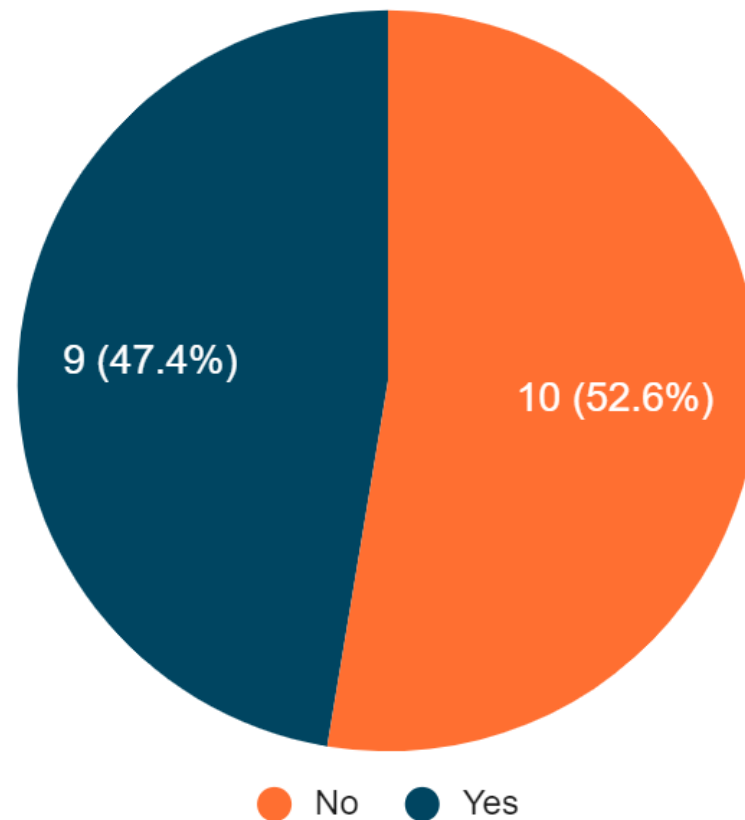


What challenges to outreach have you identified?





Does your agency have interest/need in a CoC coordinated outreach team?



3 blank responses recorded



How do you envision that team functioning and what partners are key?

Work side by side with our friends needing help

Being a part of the collective outreach efforts

Mental Health services - reliable transportation that can pick people up; The team needs to be able to operate 'on call' as opposed to during specific hours, specific days of the week.

I would envision the team would run as a triage team in the field. Quick link to resources and then the members would follow up with the individuals outside of coordinated outreach. Each member would assess the person based on the information provided to see if the person meets the criteria of the agency. There would be a lead over the whole team. The lead would provide follow up and make sure that individuals who want help get the help they need. The lead would also be responsible for providing data to stakeholders as well as contacting agencies who are not a part of coordinated outreach and finding out what resources they can provide to the community.

Key Partners: CCBHC (FCS or CRS); Youth Services; Shelters; Mental Health Association; Tulsa Cares (flex or on a consultation basis); City Lights or a faith based organization; A member from WIN (abandoned buildings are often not a part of outreach); Tulsa Police Department (Consultation)

We are interested in supporting the street outreach teams to help with food insecurity.

Partners from all agencies providing case management. Working from camp to camp housing each area and connecting resources before moving to another camp.

Unsure about previous question

offering referrals for those that wish to come to a shelter

Did not select yes as TAUW is not a direct service provider but are keenly interested in the community having a responsive 24/7 outreach team

N/A (Honestly I didn't know the answer above so I just clicked No)

We have appreciated the existing coordinated outreach team and its function in the community; MHA has been helpful with coordinating housing applications and communication for mutual clients; Day Center for the Homeless RRH program has been vital to the successful housing of clients and coordinating services for mutual services

Will discuss with my supervisor

Over the next six months we will be creating a new Downtown Management Organization and establishing a livability and safety ambassador program that functions differently than the existing Downtown PSA program. This team is intended to tie in directly with AWH4T coordinated outreach but have a broader day-to-day role in identifying individuals most in need and working directly with providers to ensure they are where they need to be in the system.

Would be nice to have to address the immediate street outreach needs throughout the community.



What are your agency street/encampment outreach needs?

Hygiene

More agency engagement

Low barrier shelter and real housing options.

Need outreach to enter HMIS data to check against our homeless prevention data for outcome measurement.

Technology such as hot spots for data collection and seasonal supplies such as cold weather clothing and sunscreen and bug spray for the summer. If I had a wish for outreach a four wheeler would be nice to utilize for the encampments that are in the dense wooded areas (just a dream).

food, hygiene items, disinfectants, trash bags, tents and sleeping bags,

Our agency needs to have a strategy that meets the HUD requirements for both ESG and CoC funding that state that Tulsa is providing outreach and services to unsheltered persons in the entire Tulsa County geographical area.

More hygiene, clothing, and blankets

As an agency, we don't have needs per se--but want to help the teams with food insecurity.

Direct contact numbers to those experiencing homelessness case managers from other agencies, those case managers doing their VI-Spadat and other relevant paperwork.

Staffing and vehicles

Outreach data gathering.

Safety training, more funding in order to obtain more food for snack packs, water etc., funding for better vehicles or to fix the ones already owned

Available blessing bags to provide to unsheltered individuals; increased mobile technology

Continue to communicate with those who are doing street outreach until I can get back out there

We would require direct collaboration with HS and access to systems (without violating HIPPA) to keep unsheltered individuals in the processes needed to be off of the streets and into housing as quickly as possible. While we will have some capacity to support technology integration, additional assistance might be required to fully integrate resources. The intention isn't for us to duplicate or overtake existing services, rather supporting broader outreach efforts with an exclusive focus on Downtown. Related but not directly is getting a grasp on secondary feeding and "outreach" occurring through missions and churches that pulls people away from resources and leaves more of a mess behind than help.

We would be willing to participate in team approach as that works well for identifying veterans. Unable to do so during the pandemic.



What do you feel should be the purpose of an outreach team?

Create relationship, building trust and move them into servers.

Connecting with people, services, and housing

To connect people with sustainable services and help people problem solve - even while they are unsheltered.

Housing

I believe in client choice, client voice. The purpose or mission should be connecting individuals to resources and housing needs that fits the needs of the individual. Providing wraparound like services to the person and following through with individuals on care plans. I would also like to see treatment or care plans conducted on people who have been banned from the shelters so that the individual can access shelter resources in the future.

Make connections with individuals in order to build trust and bridge to housing and services

To provide services and assess people where they are (street, car, encampment) and assist them with a path to permanent housing.

Ability to cast a wide net in accessing and interacting with our unsheltered population across the city on a regular basis, with hope that we can get to a position to have location-specific teams (downtown specific outreach, south, east, north, etc)

reaching people and connecting to services

To link with services.

During the pandemic, I think outreach has been the lifeline for many individuals.

To work with each client as they are found instead of traveling around town gaining numbers and VI-Spadat scores, when literally hundreds of people have already got scores and remain homeless. Hundreds.

The purpose of an outreach team should be focused on reaching out to individuals who are not connected to services, connecting them to services while focusing on long term solutions to end their homelessness.

Client connection, services, housing placement, and to inform community decision making.

To let people that are living in encampments know that they can have a better life.

engage people who are unhoused and provide wrap-around services and pathway to housing

To provide food/care for those living outside and to connect individuals/families with resources that can help them get housed and off of the street.

Educate and refer unsheltered individuals about available resources/services in the community (i.e. MH, DV, housing, medical, employment, etc);

To have multiple agencies work together to assist individuals by giving info per program/agency and what services we offer



Prioritize a data-driven approach to housing unsheltered individuals as quickly as possible per the standards established throughout the strategic planning process and the time since. VI-SPADT and keeping HMIS updated is an absolute must.

Connect individuals on streets with needed sud, mh, and housing as well as other basic needs

Additional Comments:

My additional comment is that outreach should function as a filter to the area wide shelters. That shelters should be the housing hub for the community. This would motivate individuals to seek services at the shelter and outreach would service as a team to take down barriers. I think that overall there needs to be more accountability with agencies, outreach, and shelters.

Homeless youth can be challenging to outreach because they tend to live in the shadows and don't access typical adult homeless services, so our outreach tends to look different and can be more based on word of mouth and building trust with the youth community.

THD is available to support our community partners and their outreach teams

Resource linkage isn't complete until the person is in touch with said services. Having a team that could schedule and pick individuals up in order to help then get to those resources would be a huge help in regards to making this happen.

Iron Gate is interested in working with the outreach teams as to how best we could help with food. Iron Gate is open to collaborating/supporting the outreach team as best we can.

If we make the shelters the pathway to housing we free up space and make the shelter the path to housing making them desirable to those on the street instead of store houses where people remain without housing for years and even decades. We know where hundreds of homeless are every night. We are creating an incredibly ineffective system based on data gathered from cities that are not our own and a housing first model that includes ineffective or nonexistent follow up rehousing the same people over and over while telling others they are not homeless enough for help.

thank you for your efforts to prioritize outreach and housing for unsheltered as they are often the most vulnerable among those experiencing homelessness

Please let me know how I can be of assistance moving forward. I would like to include Erin in the process of developing a scope, technology integration, and training necessities as we get this up and running over the next 6 months.

Progress Report August 2020

Strategic Plan 2020-2024

Making Homelessness Rare, Brief, and Non-Recurring

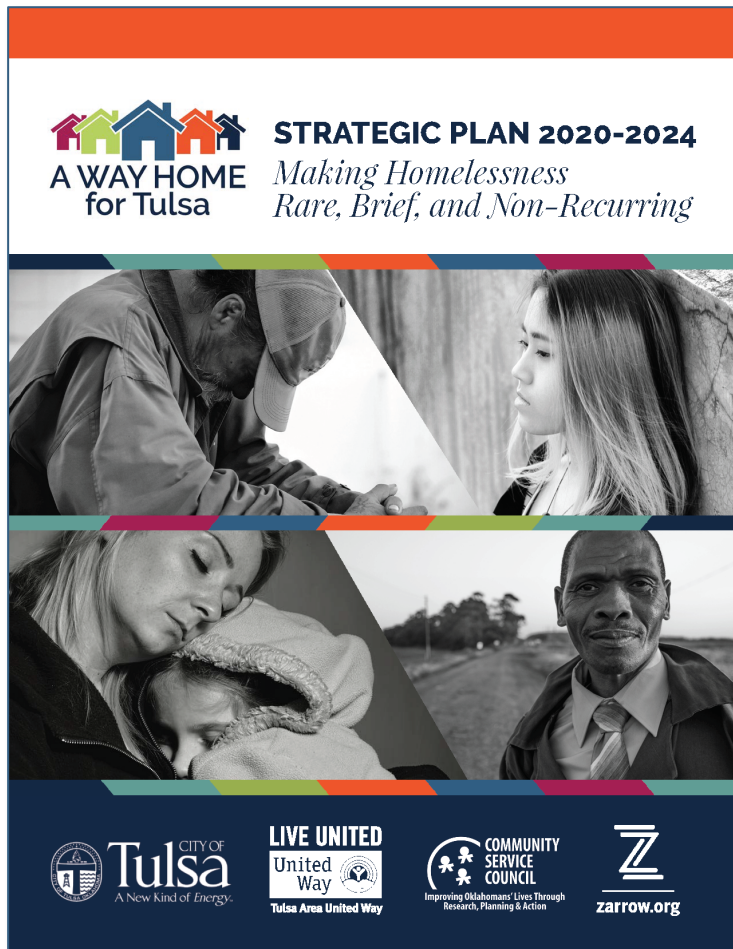


A WAY HOME
for Tulsa

Coordinated by Housing Solutions



Tulsa's Plan



Strategic Goals

- Stop Homelessness Before It Begins
- Transform the Homeless System of Care to be More Effective, Equitable, and Person-Centered
- Increase Access to Housing
- Partner Across Tulsa to Build Solutions and Access Resources

Plan Implementation Progress

Better Than Expected!



**May Need Some
Catch Up**



**On Track with
Year One
Expectations**

Format of This Presentation

After a few contextual slides in each section of this document-

Year 1 implementation plans are listed in the colorful box on the left of each slide

AWH4T's communal actions so far are listed on the right.

Goal 1

Stop Homelessness Before it Begins

We will...

Reduce unnecessary evictions and support those who are, or might be, evicted.

Improve discharge policies and supports to reduce the number of individuals that exit institutions and systems of care and end up in homelessness.

We did...

- ✓ Secure funding for rental assistance to support homelessness prevention and rehousing:
 - ✓ \$15M from County
 - ✓ Up to \$10M from state
 - ✓ Up to \$1M from Charles & Lynn Schusterman Family Foundation
 - ✓ ~\$1M in TAUW COVID-19 Relief Fund resources

Q2 Implementation Update

1: Stop Homelessness Before it Begins



Plans for 2020 in Eviction Court

- Add 2 FTE attorneys and one paralegal to be in court every day.
- Work with court for improvements like increased docket times

Related Actions in 2020

- ✓ Added **7 FTE** of legal support for tenants at eviction court and embedded **2 FTEs** of legal support in 2-1-1
- ✓ Working with **Judges' Task Force** to review challenges at eviction court and vet ideas for improvements
- ✓ During COVID-19 shelter-in-place, City implemented **local eviction moratorium**

Q2 Implementation Update

1: Stop Homelessness Before it Begins



Plans for 2020 related to Poor Eviction Practices

- Develop relevant strategies for:
 - Enforcing consequences for landlords and their legal representatives that **violate laws**
 - Identifying property owners and landlords with a disproportionate number of evictions or **egregious eviction practices**

Related Actions in 2020

- ✓ Provided **trainings** to front line staff and community members about safety in Multifamily Housing, illegal evictions, and Fair Housing during COVID-19
- ✓ Created **Tulsa County CARES Act Covered Properties Database**, a comprehensive listing of rental properties inside Tulsa County that have federally backed mortgages and federally funded subsidies to inform tenants during CARES Act eviction moratorium

Q2 Implementation Update

1: Stop Homelessness Before it Begins



Plans for 2020 related to Courthouse Support

- Work with court on dedicating space in new building for a well-advertised, highly visible office or location at the courthouse to provide legal assistance for tenants.

Related Actions in 2020

- ✓ Identified space for **new Tenant Resource Center** at old Courthouse below Alternative Courts
- ✓ Identified CSBG **funding** through CAP Tulsa
- ✓ Hiring **4 FTEs** staff under Housing Solutions structure
- ✓ Initially providing **services virtually**
- ✓ Opening in **September**

Q2 Implementation Update

1: Stop Homelessness Before it Begins



Plans for 2020 related to Identifying People in Need of Eviction Support and Public Information

- Create and distribute materials to the public about tenant rights, options and available resources
- Share information and tools as part of Business Resource Guide outreach
- Leveraging CES and 211 Eastern Oklahoma, develop a robust, centralized entity for eviction prevention information

Related Actions in 2020

- ✓ City of Tulsa Housing Coordinator undertaking tenant education work
- ✓ City and Housing Solutions website includes **materials about tenants' rights** and processes
- ✓ **Social media tool kit** and media efforts about tenant resources
- ✓ Distribution of **Business Resource Guide**
- ✓ **211 Eastern Oklahoma** connecting to legal resources for evictions
- ✓ Partnership to disseminate information with **Union and TPS**
- ✓ Worked with ACTION Tulsa and CSC for **direct mail campaign** and **volunteer organizing**.

Q2 Implementation Update

1: Stop Homelessness Before it Begins



Plans for 2020 related to Support to Landlords to Prevent Evictions

Develop strategies to

- Enhance partnership with Tulsa Apartment Association to inform landlords of resources available
- Incentivize landlords and landlord attorneys to partner in eviction prevention strategies.

Related Actions in 2020

- ✓ Push for increased usage of **Early Settlement Mediation Program (ESMP)**- free mediation to landlords & tenants
- ✓ Charles & Lynn Schusterman Family Foundation/Tulsa Area COVID-19 Response Fund **assisted tenants & landlords debts related to non-CARES Act non-payment eviction cases**
- ✓ Provide **training for landlords**- e.g., landlord rights/responsibilities, safety, and CARES Act eviction moratorium & mortgage protections

Q2 Implementation Update

1: Stop Homelessness Before it Begins



Plans for 2020 related to Eviction Prevention Funding Resources

- Enhance coordination between Legal Aid Services of Oklahoma and Restore Hope Ministries related to availability of flexible funding resources available to tenants and/or landlords
- Develop other strategies to increase the availability of flexible funding resources to tenants

Related Actions in 2020

- ✓ Obtained allocation of ESG and ESG-CV, State CARES Act, County CDBG for rental assistance for homeless prevention and rapid rehousing
- ✓ Created **Tulsa COVID-19 Response Fund** supporting utility and rent payments
- ✓ Launching **Affordable Housing Trust Fund**

Q2 Implementation Update

1: Stop Homelessness Before it Begins



Plans for 2020 related to Health Care Discharge

- Create health care inter-system task forces for information-sharing and making adjustments to current policies, processes, and communication strategies
- Provide training and information sharing opportunities staff

Related Actions in 2020

- ✓ Hospital discharge planners have coordinated services with **City Lights Hotel**
- ✓ Building towards launch of a **Hospital Discharge Planning Task Force**
- ✓ Funding from **Ascension St John Foundation** for City Lights Hotel
- ✓ Presentation at **Vulnerable Populations Task Force** with all local health care systems

Q2 Implementation Update

1: Stop Homelessness Before it Begins

Plans for 2020 related to Corrections Discharge

- Create corrections inter-system task forces for information-sharing and making adjustments to current policies, processes, and communication strategies
- Provide training and information sharing opportunities staff

Related Actions in 2020

- ✓ City Lights Hotel is coordinating with corrections system about releases
- ✓ Oklahoma Governor's Interagency Council on Homelessness planning regional Discharge Planning summits across State

Q2 Implementation Update

1: Stop Homelessness Before it Begins



Goal 1 Activities That Did Not Include Year 1 Action Steps

- Support youth exiting foster care to access employment and housing resources after they age out.
- Strengthen mentorship and peer support programs and networks, including the faith-based community.
- Extend service periods after discharge from foster care and corrections systems of care for resources
- Provide enhanced case management starting prior to release and continuing for at least six months after release
- Expand availability and variety of short-term housing models for transition period between institution and independence

Related Actions in 2020

- ✓ Creation of **short-term housing models** during COVID- Overflow Shelter at Juvenile Detention Center and City Lights Hotel
- ✓ Housing-focused case management at both
- ✓ Obtaining ongoing access to JDC and hotel space

Q2 Implementation Update

1: Stop Homelessness Before it Begins

Overall:

- ★ Eviction Court
- ✓ Poor Eviction Practices
- ★ Courthouse Support
- ★ Identifying People in Need of Eviction Support and Public Information
- ★ Support to Landlords to Prevent Evictions
- ★ Eviction Prevention Funding Resources

Q2 Implementation Update

1: Stop Homelessness Before it Begins

Overall:

- ✓ Health Care Discharge
- Corrections Discharge
- ★ Other Plan Actions Not Included in Year One Activities

Goal 2

Transform the Homeless System of Care to Be More Effective, More Equitable, and Person-Centered

We will...

Understand the need, allocate resources and support implementation at the system level.

Provide services to reduce barriers to housing.

System analysis reflects that ...

- ✓ **95%** of persons experiencing homelessness who are housed maintain housing
- ✓ At **43%**, **jobs and income growth** for CoC program participants is exceeding national average performance by 10% & trending up
- ✓ **97% increase** in **unsheltered** homelessness 2016 to 2019
- ✓ Young adults (18-24) and people who are Native American, Black or African American, or Hispanic/Latinx are not equitably served by the system of care

Q2 Implementation Update

2: Transform the Homeless System of Care



Plans for 2020 related to Coordinated Entry System (CES)

- Audit and amend CES procedures
- Change documentation practices and timeline
- Include progressive engagement
- More VI-SPDAT assessments completed
- Add benefits applications
- Build out diversion program
- Add housing-focused case manager to CES
- Add St Francis to Unite Us.

Related Actions in 2020

- ✓ Amending **CES prioritization** to address COVID-19 risk factors
- ✓ Additional **VI-SPDAT assessments** being done at Overflow Shelter and City Lights Hotel
- ✓ As part of TA to RRH program, planned updates to **CES RRH procedures**
- ✓ Forming **Task Force** to push other actions forward

Q2 Implementation Update

2: Transform the Homeless System of Care

Plans for 2020 related to Co-Location of Services

- Pilot efforts to host on-site services and benefits access opportunities

Related Actions in 2020

- ✓ **Co-located services and resources access opportunities** at Overflow Shelter and City Lights Hotel through community coordination
- ✓ Leveraging **Coordinated Outreach** relationship-building success to expand access to housing

Q2 Implementation Update

2: Transform the Homeless System of Care



Plans for 2020 related to Outcome and Service Standards

- Create, implement and monitor Outcome and Service Standards

Related Actions in 2020

- ✓ CoC approved Outcome and Service Standards
- ✓ Developed a **baseline self-assessment process** and guide
- ✓ **City Lights** performed the first fidelity self-assessment as pilot
- ✓ Provided **training** to AWH4T member agencies on assessing program fidelity
- ✓ Launched **implementation TA** for individual agencies and coordinating programmatic cohorts

Q2 Implementation Update

2: Transform the Homeless System of Care



Plans for 2020 related to Training and TA

- Develop and provide training and TA content and provide at least 12 training events
- Provide support to programs to amend policies and practices to reduce barriers to entry
- Provide support on implementing diversion

Related Actions in 2020

- ✓ **Provided trainings** on Housing Stability Planning, Strategies for Engaging Landlords, Services Standards Implementation, and four trainings on housing during pandemic.
- ✓ **Scheduling/developing trainings** on Effective, Equitable, & Person-Centered Housing Strategies, Serving Survivors of Domestic Violence, Equal Access, & Motivational Interviewing
- ✓ **Providing TA** for Tulsa Day Center to strengthen program capacity, City Lights to support onboarding & policy development, and launching other cohort TA.

Q2 Implementation Update

2: Transform the Homeless System of Care



Plans for 2020 related to System Analysis

- Create a process/tool for annual system analysis to use annually to measure equity, efficiency and effectiveness.

Related Actions in 2020

- ✓ Completed a **system analysis**, identifying underserved populations
- ✓ **Used results** in development of NOFA prioritization tool
- ✓ **Created process** for future system analyses

Q2 Implementation Update

2: Transform the Homeless System of Care



Plans for 2020 related to Medicaid

- Engage in advocacy related to Medicaid expansion and inform AWH4T members about opportunities for advocacy.

Related Actions in 2020

- ✓ Medicaid expansion passed!
- ✓ Social media support for 802

Q2 Implementation Update

2: Transform the Homeless System of Care



Goal 2 Activities That Did Not Include Year 1 Action Steps

- Allocating resources to programs that comply with Outcome and Service Standards
- Support efforts to increase minimum wage or other policies that prevent homelessness
- Co-locate health care services, substance abuse treatment, and build medical legal partnerships.
- Increase access to education and employment resources.
- Improve inter-system service coordination.
- Increase case management availability and peer/volunteer support for to expand case management reach.
- Increase access to public transportation.

Related Actions in 2020

- ✓ Morton Comprehensive Health Services offered **telemedicine, transportation and testing** for people experiencing homelessness during COVID-19, including at shelters and encampments.

Q2 Implementation Update

2: Transform the Homeless System of Care

Overall:

- ✓ Coordinated Entry System
- Co-Location of Services
- ✓ Outcome and Service Standards
- ✓ Training and TA
- ✓ System Analysis
- ★ Medicaid
- ✓ Other Plan Actions Not Included in Year One Activities

Goal 3

Increase Access to Housing

We will...

Revise policies to prioritize affordable housing.

Connect tenants to units.

We did...

- ✓ **335** successful housing placements from March 1, 2020 to August 23, 2020
- ✓ **~26%** increase in housing placements over same period last year

Q2 Implementation Update

3: Increase Access to Housing



Plans for 2020 related to Affordable Housing Policy

- Develop City of Tulsa Affordable Housing Strategic Plan
- Review local housing development policies to create strategies for affordable housing
- Complete Downtown Tulsa Housing Study
- Expand Affordable Housing Advisory Council membership to include individuals with lived experience

Related Actions in 2020

- ✓ Developed City of Tulsa Affordable Housing Strategy 2020-2024
- ✓ Completed Downtown Tulsa Housing Study

Q2 Implementation Update

3: Increase Access to Housing



Plans for 2020 related to Flexible Funding

- Implement City of Tulsa Affordable Housing Strategic Plan related to flexible funding.

Related Actions in 2020

- ✓ Creation of **City of Tulsa Affordable Housing Trust Fund** for loans, grants, developer incentives, rental assistance, and landlord incentives

Q2 Implementation Update

3: Increase Access to Housing



Plans for 2020 related to Increasing Permanent Housing Access

- Convert Altamont Apartments from Safe Haven to permanent supportive housing
- Partner with THA to identify units that will accept housing vouchers and persons with varied backgrounds
- Develop centralized unit inventory
- Develop additional Move On strategies
- Implement “Ban the Box” Initiatives

Related Actions in 2020

- ✓ Converted **Altamont Apartments** to PSH
- ✓ **THA waivers** allowed for referrals from CES to units for 20 households during pandemic
- ✓ 20% of persons **exiting Overflow Shelter** went to permanent housing
- ✓ Piloting waitlist for **centralized unit inventory**
- ✓ **Incentivized Move On** strategies in NOFA scoring tools
- ✓ MHA setting milestones for case managers to **exit 5% of their caseloads to other permanent housing**

Q2 Implementation Update

3: Increase Access to Housing



Plans for 2020 related to Landlord Engagement

- Plan landlord recruitment event
- Develop cohort of formerly homeless persons to be part of landlord recruitment strategy

Related Actions in 2020

- ✓ Sharing resources/news/training with TAA, GTAR and **100+ member landlord distribution list** to build dialogue
- ✓ Leveraging landlord trainings, Early Mediation Settlement Program, and resources for eviction prevention to **engage landlords** in increasing access to housing

Q2 Implementation Update

3: Increase Access to Housing



Goal 3 Activities That Did Not Include Year 1 Action Steps

- Develop a community-wide program to improve financial management and related skills
- Coordinate availability of necessary household items (e.g. linens, cleaning supplies, furniture) at move-in

Related Actions in 2020

- ✓ City launched Financial Empowerment Centers

Q2 Implementation Update

3: Increase Access to Housing

Overall

- ✓ Affordable Housing Policy
- ★ Flexible Funding
- ★ Increasing Permanent Housing Access
- ✓ Landlord Engagement
- ✓ Other Plan Actions Not Included in Year One Activities

Goal 4

Partner Across Tulsa to Build Solutions and Access Resources

We will...

Increase community support.

Increase state and federal support.



Q2 Implementation Update

4: Partner Across Tulsa

Plans for 2020 related to Increasing Community Support

- Engage employers by leveraging Business Resource Guide
- Create opportunities for peer support for people with lived experience
- Identify volunteer opportunities and how to communicate/coordinate/train for them
- With schools, host Resource Fair for Unaccompanied Minors/Precariously Housed Youth

Related Actions in 2020

- ✓ Continuing to partner with **Downtown Coordinating Council** and share **Business Resource Guide**
- ✓ Housing Solutions circulating regular **newsletter** via email
- ✓ **Recruited volunteers** to support tenant access to eviction hearing when location moved
- ✓ Housing Solutions recently posted a position for the **Manager of Community Outreach and Engagement**

Q2 Implementation Update

4: Partner Across Tulsa



Plans for 2020 related to Advocacy at State and Federal Levels

- Monitor opportunities for advocacy to move plan goals forward

Related Actions in 2020

- ✓ Engaged in advocacy for funding and resources at Federal and State levels
- ✓ Encouraging member participation in national advocacy efforts via newsletter

Q2 Implementation Update

4: Partner Across Tulsa



Plans for 2020 related to Improving Data and Reporting

- Create position/resource to support data analysis and sharing across systems of care
- Communicate plan progress to community
- Develop structure to report plan progress
- Define and measure success, and develop tools, benchmarks, and externally facing metrics

Related Actions in 2020

- ✓ Position of **Data and Analytics Director** created, filled by Erin Willis
- ✓ Includes data in email **newsletter**
- ✓ Meeting and training participation has been possible **via Zoom and Facebook Live**
 - ✓ E.g. 2020 Virtual PIT Count Review via Facebook Live
- ✓ **Data dashboards** under development
- ✓ Seating **HMIS and Networking Task Force**

Q2 Implementation Update

4: Partner Across Tulsa



Plans for 2020 related to Increasing Funding

- Increase competitiveness for Federal applications for funding
- Identify and pursue opportunities to fill resource gaps
- Advocate for change in use of city resources for homeless resources
- Identify specific donation requests as part of launch/plan build up (e.g., funds for certain types of services).

Related Actions in 2020

- ✓ Up to \$26+ million raised for rental assistance and homelessness prevention
- ✓ Creation of **Affordable Housing Trust Fund**
- ✓ **More than \$11 million** raised in 2020 to support AWH4T Activities
- ✓ NOFA Task Group prepared for CoC process

Q2 Implementation Update

4: Partner Across Tulsa



Plans for 2020 related to Plan Leadership

- Create Leadership Council to guide plan implementation
- Create lead agency to support and track plan implementation

Related Actions in 2020

- ✓ Seated Leadership Council
- ✓ Launched Housing Solutions
 - ✓ Growing to 10 FTEs by end of 2020
- ✓ Posted RFP for ED search

Q2 Implementation Update

4: Partner Across Tulsa

Overall

-  Increasing Community Support
-  Advocacy at State and Federal Levels
-  Improving Data and Reporting
-  Increasing Funding
-  Plan Leadership

Q2 Implementation Update

Overall

What has COVID-19 Pandemic Accelerated?

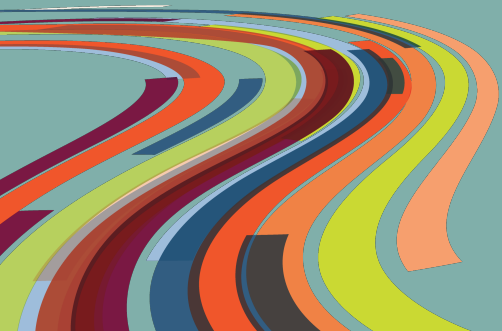
- Access to funding and resources
- Eviction prevention activities
- Housing placement activity
- Short-term housing models

What Has COVID-19 Pandemic Stalled?

- Engagement of people with lived expertise
- Building general community support
- Gathering and networking- type activities



Questions?



A WAY HOME
for Tulsa

Coordinated by Housing Solutions