A Way Home for Tulsa

Leadership Council Minutes
February 19, 2021 | 10:30 am | Zoom

Agenda Item

1. Welcome & Introduction of New Members
   - Jeff Hall called the meeting to order and welcomed the 3 new leadership council members. Mark Hogan, City of Tulsa; Keri Fothergill, Tulsa County; Cory Pebworth, QuikTrip

2. Roll Call
   - Erin Velez called roll. Quorum present.

3. Lead Agency Report
   - Staffing Update – Becky Gligo provided a staffing update for the lead agency.
     - Juliana Kitten joined the team as the Director of Emergency Housing. Juliana will head up the Hotel to Housing Program for Housing Solutions. This will allow us to consolidate all of the people who were put into hotels during the winter storm into one hotel.
     - Olivia Denton Koopman joined the team as the Director of Data & Analytics. Olivia is working to update data dashboards and streamline coordinated entry processes.
   - PiT Count Update
     - Becky Gligo reported that partners were able to complete 884 surveys. This does not include HMIS data. We did ask questions about eviction, school, and COVID-19. We will also be able see locations of surveys again this year.
   - Data Report
     - Becky Gligo reported that we have seen our inflow numbers decline slightly. We just hit 986 people housed since January 2020. The length of homelessness is also decreasing.
     - There are some standout organizations for assessment rates.
       1. City Lights – 96%
       2. Overflow Shelter – 93%
       3. Tulsa Day Center – 48% for RRH
       4. SSVF – 64%
       5. HS Outreach – 85%
       6. MHAOK Walker Hall – 100%
       7. YST non RHY – 73%
   - Funding
     - Rhene Ritter reported that we received a 3% increase in HUD Funding. The total award for Tulsa was $3,238,974. Detailed report is included after minutes.
   - AWH4T Letters of Support*

- Rhene Ritter reported that the City of Tulsa is taking requests for proposals for CARES Relief Grant. They have about $6M to give out. The following AWH4T member organizations have applied for funding.
    1. Tulsa Day Center is requesting funding to expand Rapid Rehousing (RRH) and prevention programs.
    2. Tulsa CARES is requesting funding to provide HIV and HepC nutrition assistance.
    3. Family & Children's Services is requesting funding to provide virtual healthcare connectivity.
    4. Mental Health Association is requesting funding to provide supportive employment and COVID-19 recovery resources.
    5. Family Promise is requesting funding to provide shelter and transitional housing.
    6. DVIS is requesting funding to provide domestic violence survivor relief.
    7. Iron Gate is requesting funding to provide food assistance for the grocery pantry.
  - The combined requested amount is below the available amount of funding from the city. It is possible that other agencies outside of AWH4T are submitting applications.
  - Jeff Hall called for a motion to approve the entire group of member applications. Mark Hogan moved to approve. Nancy Curry seconded the motion. Motion carried.
- COCObundle – Conveniently Contribute a Bundle of Goods
  - Housing Solutions has partnered with COCObundle to provide cleaning kits to people being housed. They were founded in 2017 to help nonprofits get items they need when they need them at a cheaper price. They can also provide winter and summer kits for people experiencing homelessness.
  - https://cocobundle.shop/pages/nonprofit-partners
- Outreach
  - Tyler Parette reported on the outreach efforts during the winter storm. Collaboration was key in keeping people safe. Teams worked to quickly get people into shelters and hotels. Partners provided food, transportation, and so many other resources. This was truly a team effort that saved lives. Juliana is going to begin working with other agencies to figure out next steps for the people who were placed in hotels.
- Landlord Tenant Resource Center (LTRC)
  - Shandi Campbell reported that the LTRC is now fully staffed with a Staff Attorney, Tim Gifford, and Case Manager, James Reynolds. They are accepting clients to receive services. Their focus over the next month will be on community outreach and engagement.

4. Y1/Y2 Updates & Planning
   - Homebase led the group through the Planning for Year Two Strategic Plan efforts. PPT is included after minutes. We will receive an update at the March meeting.
5. Task Group Updates
   - HMIS*
     - Becky Gligo reviewed the proposed HMIS Data Quality Monitoring Procedures. These are included after the minutes.

- ▪ Jeff Hall called for a motion to approve the proposed plan from the Task Group. Nancy Curry moved to approve the plan. Keri Fothergill seconded the motion. Motion carried.
- Networking*
    - ▪ Beth Svetlic reviewed the proposed Networking Plan. These are included after the minutes.
    - ▪ Jeff Hall called for a motion to approve the proposed plan from the Task Group. Mark Hogan moved to approve the plan. Mack Haltom seconded the motion. Motion carried.
- Outreach*
    - ▪ Tyler Parette reviewed the proposed Coordinated Outreach Plan. These are included after the minutes.
    - ▪ Jeff Hall called for a motion to approve the proposed plan from the Task Group. Nancy Curry moved to approve the plan. Jim DeLong seconded the motion. Motion carried.
- Coordinated Entry*
    - ▪ Becky Gligo reviewed the proposed CES Access Point Service Standards and emergency prioritization using the COVID Risk Tool. These are included after the minutes.
    - ▪ Jeff Hall called for a motion to approve the Access Point Service Standards from the Task Group. Mack Haltom moved to approve the plan. Mark Hogan seconded the motion. Motion carried.
    - ▪ Jeff Hall called for a motion to approve the use of the emergency prioritization using the COVID risk tool indefinitely. Melanie Goldman moved to approve the use of the tool. Jim DeLong seconded the motion. Motion carried.

6. Public Comments
- HOME Program
    - ▪ Greg Shinn updated the group on the HOME Program. There is a sign-on letter for agencies who are willing to support the effort. This is a national effort, led by the Home Coalition, that will increase funding for this program. This is part of the federal funding of HUD to acquire and improve real estate. Since its creation, it has provided over 1.3M affordable homes and over 1.9M jobs. It is a partnership between the developer and the City/County. It can create access to affordable housing for families and people experiencing homelessness. Every dollar invested returns 4.5 dollars in economic activity.
- Rent/Utility Assistance
    - ▪ Jeff Jaynes reported that Restore Hope is building up a major rent and utility assistance program. It will launch mid-March and will be all over Tulsa county. If anyone wants to be an outreach partner, please contact Jeff at jjaynes@restorehope.org.
- Mack Haltom commented on the community engagement we have seen over the last few weeks. *"We are going to make a huge dent in ending homelessness in Tulsa."*

7. Adjourn Meeting

Items to be voted on by Leadership Council

Attendance

Name	Representing	Category	Term	Y/N
Mark Hogan	City of Tulsa	Appointed	2 years	Y
Keri Fothergill	Tulsa County	Appointed	2 years	Y
Jeff Hall, Chair	Tulsa Housing Authority	Appointed	2 years	Y
Claudia Brierre	INCOG	Appointed	2 years	Y
Melanie-Stewart Goldman	Provider Agencies	Elected	1 year	Y
Mack Haltom	Provider Agencies	Elected	1 year	Y
Greg Shinn	Provider Agencies	Elected	2 years	Y
Jim DeLong	Participant Advisory Group	Elected	2 years	Y
	Youth Advisory Board	Elected	1 year	
Cory Pebwort	Business/Commerce	Invited	1 year	N
Nancy Curry	Funders	Invited	1 year	Y
Greg Robinson	At-Large Representative	Invited	2 years	N
Donnie House	At-Large Representative	Invited	1 year	Y
Jeff Jaynes	At-Large Representative	Invited	1 year	Y
Matt McCord	At-Large Representative	Invited	2 years	Y

FY20 HUD Continuum of Care Awards - Tulsa

Permanent Supportive Housing $2,222,678

Mental Health Association Oklahoma (250 Units) $1,393,049

Volunteers of America, Oklahoma (51 Units) $571,184

Tulsa Day Center (35 Units) $258,445

Rapid Rehousing $644,395

Domestic Violence Intervention Services $294,876

Tulsa Day Center $234,047

Youth Services of Tulsa $118,472

Transitional Housing $88,456

Mental Health Association Oklahoma (12 Units)

Housing Solutions Tulsa (lead agency) CoC Awards

Homeless Management Information System

$123,113

Coordinated Entry System

$64,368

Planning (Administration)

$ 95,964

CO CO *bundle*

CONVENIENTLY CONTRIBUTE A BUNDLE OF GOOD

WHO WE ARE + WHAT WE DO

In 2017, our founder was volunteering for a nonprofit organization and saw an issue with the donations… there was always **too much** of one thing and **not enough** of another.

She started COCObundle as a solution. We give non-profits the **flexibility** to make sure they get **what they need, when they need it**. Our partners breathe easier knowing they have high-quality items coming their way, on their terms.

COnveniently COntribute

WHAT'S IN THE BUNDLES?

Our signature bundles include **new, high quality essentials** (like towels,bedding, dishes and kitchenware) for those moving out of homelessness or housing instability. We source all of our home essentials from suppliers who manufacture for the hotel and restaurant industry because we know these products are more **durable and made to last**.

We also offer eco-friendly cleaning products, hygiene essentials, and survival packs for those currently experiencing homelessness.
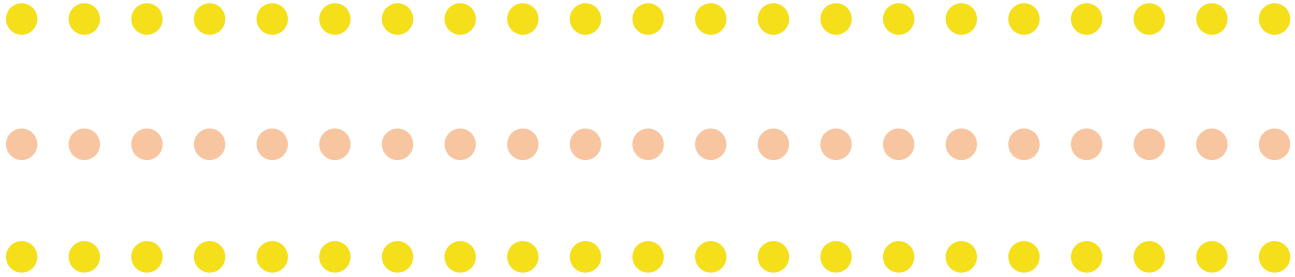
CO CO bundle

HOW WE HELP

MULTIPLE WAYS TO WORK WITH COCOBUNDLE

- Buy directly from us (bundled or bulk)

- Partner with us to engage corporate sponsors with team building events and employee match campaigns

- Create dynamic campaigns with the exact items you need through our DIY registry or Custom Platform options.

No matter how you choose to work with us, we're committed to providing the right solutions for your organization.

CO CO bundle

DIY CAMPAIGN

- Use the COCObundle registry to create a campaign for your nonprofit organization with any of the bundles we offer in our bundle shop!

- Get notifications as donors shop your registry so you can send acknowledgments.

Price: Free!

Registry Profile

Registry Title

Fall Drive for Welcome Home Kits

Public Message to Friends and Family

Big thanks to our community for helping us provide a wonderful welcome to families moving out of

5MB Max File Size

Event Date (MM/DD/YYYY)

10/01/2021

WHAT ARE YOU CELEBRATING?

✓ Wedding
New baby
Birthday
Graduation Bar or Bat Mitzvah
The life of someone who's passed
Nonprofit campaign
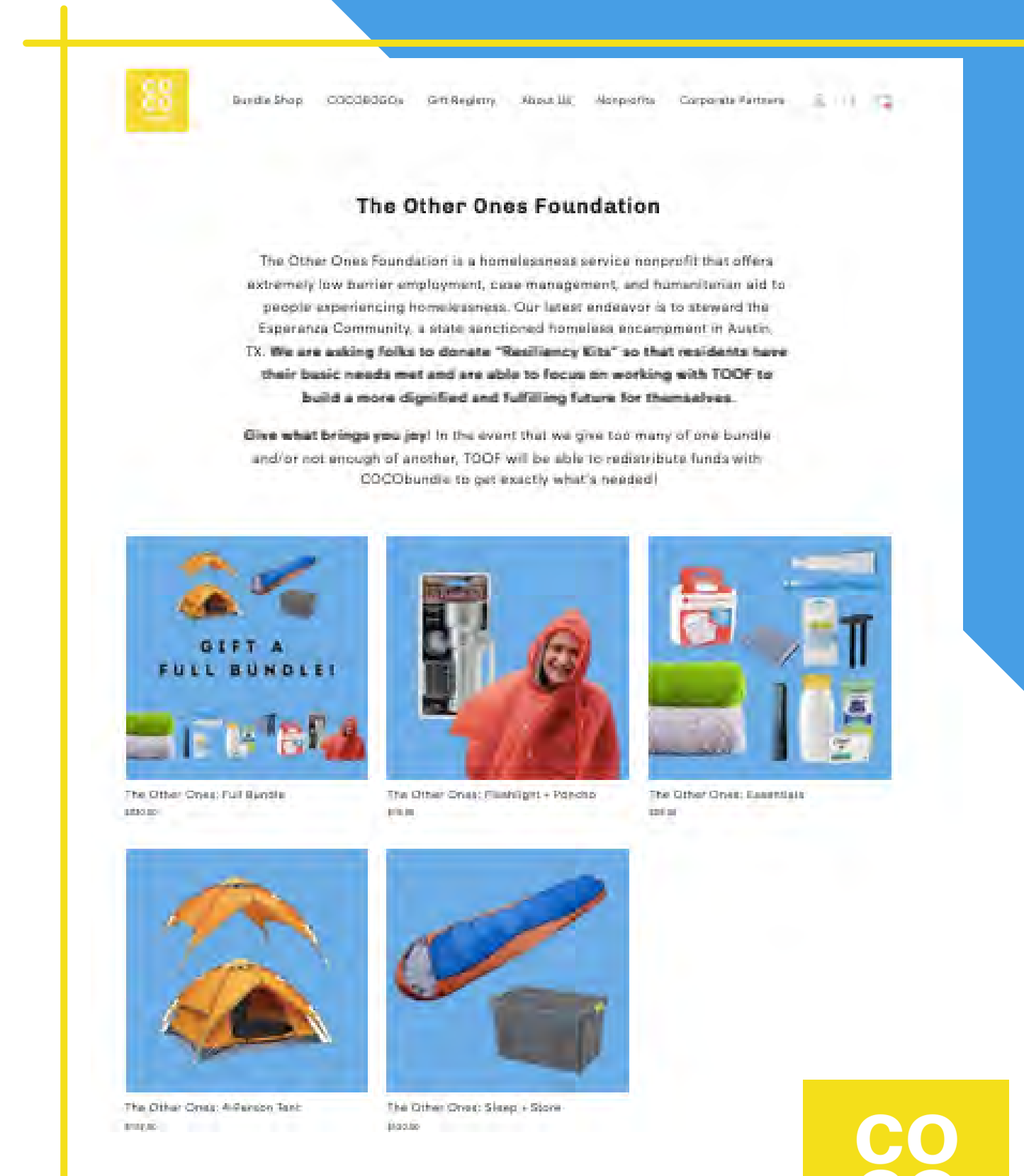Something else

CO CO bundle

CUSTOM PLATFORM

- Custom page and URL, branded for your organization.

- Select bundles from our Bundle Shop. We'll brand each of them for you and add them to your page.

- Receive image files of all your bundles (for social media, newsletters, etc.)

- Invite your community to shop directly from your page, or use our registry to create specific campaigns.

- Invite your supporters to register for items that go directly to you, in honor of their wedding, birthday, or other special events.

- Receive weekly donor reports

- Your COCObundle liaison is available to help with anything you need, **literally! COCObundle exists specifically to help our nonprofit partners so there is no request too big or too small!**

Price: $150 set up
(includes first year of service
choose monthly or yearly subscription
after first year)

ADD-ONS

CUSTOM BUNDLE CURATION (ONLY AVAILABLE FOR CUSTOM PLATFORM PARTNERS)

- Want bundles we don't have? Need to customize a bundle? Tell your liaison! We'll work with our suppliers and determine if it is something we can offer at the time! Our research is free and we only charge you if the bundle is approved by you!

$50 set up fee per bundle

MARKETING ASSETS PACKAGE

- 5 social media assets sized according to your needs (LinkedIn, Facebook, Instagram, Twitter, etc).
- Assets only (no copy).

$15 per package

NEWSLETTER ASSETS

- Up to 10 lines of copy (no assets) - **$25**
- Up to 20 lines of copy and/or up-to one custom asset - **$45**
- Over 20 lines of copy and/or up-to 3 custom assets - **$75**
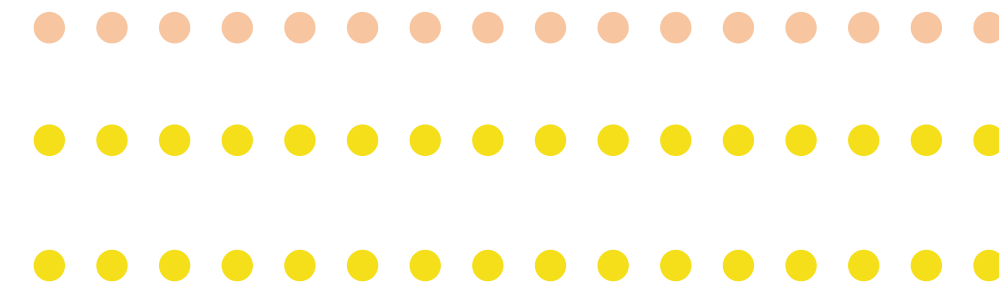
ON THE BACKEND

- COCObundle doesn't just ship as bundles are purchased. Instead, we share our backend data with you so you're empowered to make the right decisions for your organization.

- See your total credit amount at any time. Decide how **YOU** want to spend it. Don't need exactly what the community has purchased for you? Simply reappropriate the credit to the items you **DO** need.

- We ship when you're ready, pre-bundled, or in bulk! (Minimums apply)

CO
CO
bundle
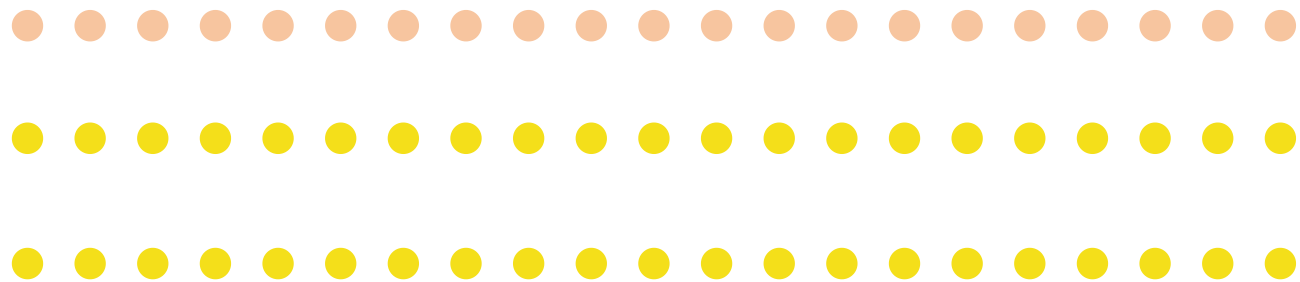
WHAT OUR PARTNERS SAY

"Working with COCObundle has made the in-kind donation solicitation and acceptance process so much more streamlined than an open call for donated items, which can often be a mixed bag and doesn't always get us what we need."

-Brittnee Crawford, Development and Communications Director

HousingPlus, New York

"The emergency bundles for those experiencing homelessness arrived at the right time and *literally* helped one of our clients avoid dying from exposure!"

-Ruby Koger, Care Manager and Outreach Coordinator

SF Community Health Center, San Francisco

"It felt so great to be able to provide NEW, high quality items to my client on their big move-in day."

-Jennifer, Case Manager

LifeWorks, Austin

COCO bundle

WHERE TO FIND US
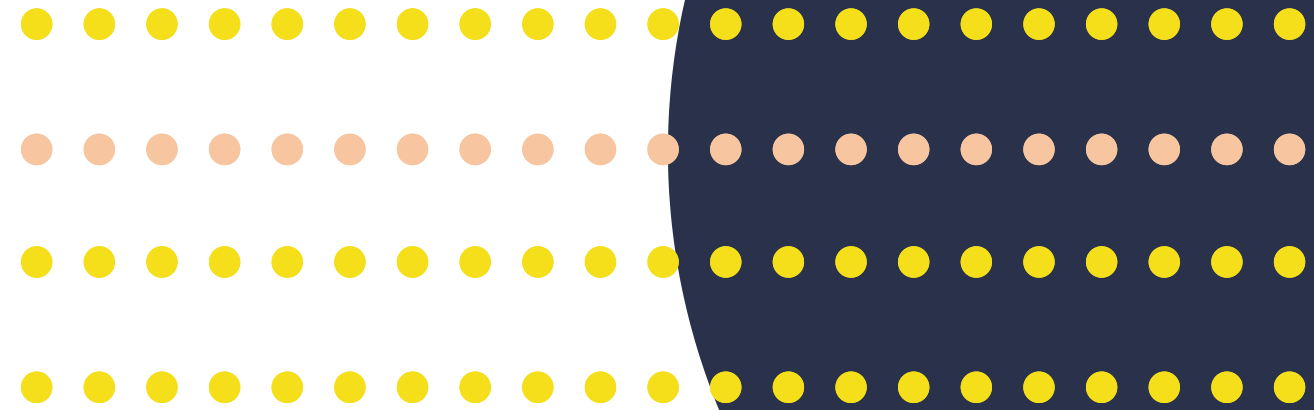
KELLY LAPLANTE
kelly@cocobundle.com
512-584-1190

INSTAGRAM: @COCOBUNDLECO
LINKEDIN: @COCOBUNDLECO

Goal One: Stop Homelessness Before It Begins

- 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.

YEAR ONE PLANS FOCUSED ON:

- ✓ Expanding eviction court resources for tenants,
- ✓ Improving tenant resources at Courthouse, and
- ✓ Improving public information sharing.

HIGHLIGHTS OF YEAR ONE ACTIONS:

- ✓ Opened **new Tenant Resource Center**
- ✓ Added **7 FTE** of legal support for tenants at eviction court and embedded **2 FTEs** of legal support in 2-1-1
- ✓ During COVID-19 shelter-in-place, County implemented **local eviction moratorium**
- ✓ **Tenants' rights education** with community partners
- ✓ Increased usage of **Early Settlement Mediation Program** (ESMP)- free mediation to landlords & tenants
- ✓ **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**

YEAR ONE OUTCOMES:

- ✓ 38% less evictions than Oklahoma County in October 2020
- ✓ 100+ landlords engaged and receiving communications

Goal One Suggested Plans for Year Two:

RECOMMENDED FOR PRIORITY BY HOUSING SOLUTIONS STAFF

EVICTION PREVENTION FOCUS

1. Capitalize on **policy-level opportunities** to reduce evictions
2. Organize and amplify the **voice of tenants** in Tulsa
3. Expand use of **Affordable Housing Wait List** to find appropriate units with quality landlords
4. Maintain virtual **Early Settlement Mediation Program** (ESMP)
5. Engage the Court to include information about **ESMP on the summons** (*Landlord Tenant Resource Center is already mentioned*)
6. **Expand use of utility records to identify households at risk** of eviction and relay targeted eviction prevention resources from water bills to electric and gas.
   o Make sure to use technology to quickly identify who is at risk, use of Asemio
7. Provide **expungement support** for people with criminal records or prior evictions.

DISCHARGE PLANNING FOCUS

8. Launch **Medical Legal Partnership** and analyze the pilot's efficacy
9. Create **corrections and health care inter-system task forces** for information-sharing and identifying potential adjustments to current policies, processes, and communication strategies
10. Provide **training and information sharing opportunities for corrections, health care, or foster care staff** about the homeless system of care
11. Apply for **Federal Youth Homelessness Demonstration Project** to access resources to support youth exiting foster care to access employment and housing
12. Building from City Lights hotel, explore **expanding availability and variety of short-term housing** models for transition period between instability and independence
13. Strengthen **mentorship and peer support programs and networks**, including the faith- based community.

OTHER POTENTIAL YEAR TWO (OR FUTURE YEAR) ACTIONS:

a. Enforcing consequences for landlords and their legal representatives that violate laws
b. Identifying property owners and landlords with a disproportionate number of evictions or egregious eviction practices
c. Partner with David L. Moss (DLM) Criminal Justice Center to reduce the number of discharges that occur at night and provide for safe discharge
d. Collaborate with agencies working with the Department of Corrections administration to adjust policies and processes that support effective transitions at discharge
e. Extend service periods after discharge from foster care and corrections systems of care for resources

f. Create opportunities for individuals leaving a system of care to connect to community resources while still in the institution or in custody.

Goal Two: Transform the homeless system of care to be more effective, equitable, and person-centered.

- **Understand the need, allocate resources and support implementation at the system level**
- **Provide services to reduce barriers to housing**

YEAR ONE PLANS FOCUSED ON:

- ✓ Service and Outcome Standards
- ✓ System Analysis
- ✓ Training and TA
- ✓ CES improvements

HIGHLIGHTS OF YEAR ONE ACTIONS:

- ✓ CES Task Force:
    - ✓ Amend **CES prioritization** to address COVID-19 risk factors,
    - ✓ More VI-SPDATs,
    - ✓ Data tracking re VI-SPDATs.
- ✓ Outreach Task Force: Rebuilding **coordinated outreach**
- ✓ CoC approved **Outcome and Service Standards**
- ✓ More than 12 **trainings** to support Service Standards implementation (so far)
- ✓ **Technical assistance** to support Service Standards implementation: one-on-one and cohort
- ✓ Completed a **system analysis**, identifying underserved populations
- ✓ Obtained funding for **Medical Legal Partnership**

VI-SPDATs Completed
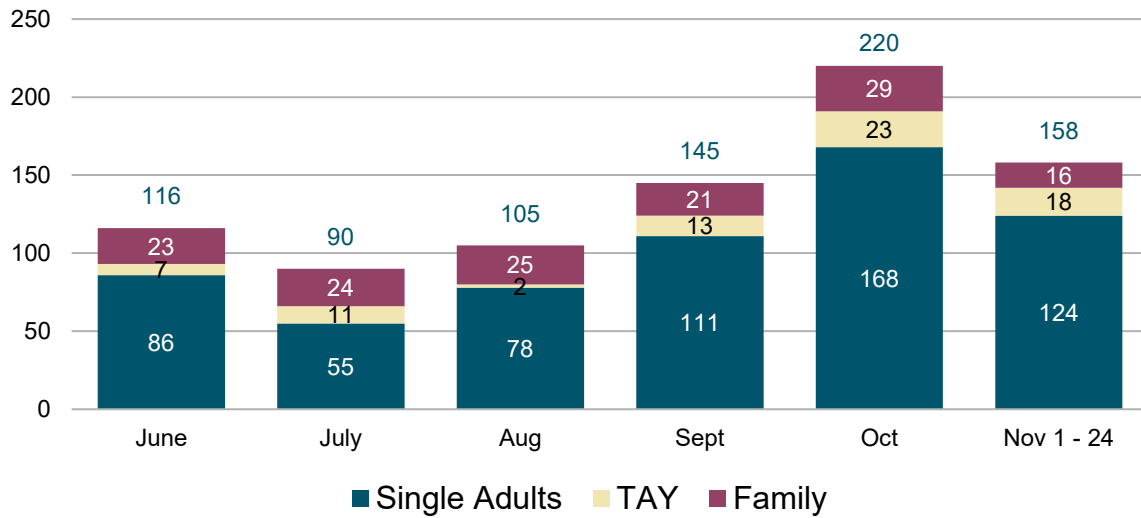
Where is your agency in terms of implementing the AWH4T Services Standards?

10 responses
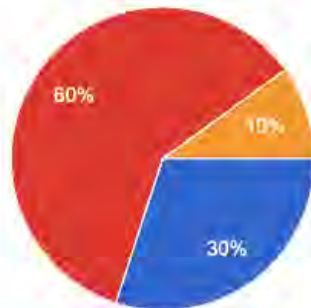
- We have not started self-assessing fidelity to the Standards
- We have started self-assessing fidelity to the Standards
- We are done self-assessing fidelity and are ready to begin implementing the Standards
- We are done self-assessing fidelity and are working on implementing the Standards

Goal Two Suggested Plans for Year Two:

RECOMMENDED FOR PRIORITY BY HOUSING SOLUTIONS STAFF

COORDINATED ENTRY SYSTEM (CES) FOCUS

1. Audit and amend CES procedures
   a. Change **documentation practices** and timeline
   b. Include **progressive engagement** processes
   c. Add **benefits applications**
   d. Build out **diversion program**
2. Continue to **increase number of VI-SPDAT assessments** completed for 95% of people enrolled in the proposed Coordinated Entry access point programs
3. Add **housing-focused case manager** to CES
4. Add St Francis to Unite Us

STANDARDS FOCUS:

5. Each provider to complete **self-assessment of Outcome and Service Standards**, with no impact to agency or funding, to identify current status and community needs.
6. Provide training to funders about the Standards.

SYSTEM/SERVICES FOCUS:

7. Complete **annual update of system analysis** and expand use of findings.
8. **Launch coordinated, housing-focused outreach**
9. Support efforts to improve **health insurance/Medicaid access** for people experiencing homelessness
10. Improve **benefits access** by including a benefits navigator on the outreach team and launching the Medical Legal Partnership
11. Establish processes to communicate with **Tulsa Police and Fire Departments** about program capacity and resources to support successful transitions and responses to trauma.
12. Create a **Tulsa Transit social service route**
13. Continue to explore **shelter alternatives**
14. Continue efforts to **implement diversion**, as relevant.

OTHER POTENTIAL YEAR TWO (OR FUTURE YEAR) ACTIONS:

a. Adopt best practice tools and practices across the system of care to identify and respond to trauma
b. Improve health care access, including behavioral health
c. Increase access to education and employment resources
d. Increase case management availability and peer/volunteer support for to expand case management reach.
e. Other transportation options: Increase access to public transportation, service provider, transportation, other (bicycles, ridesharing)
f. Support efforts to increase minimum wage or other policies that prevent homelessness

Goal Three: Increase Access to Housing

- Revise policies to prioritize affordable housing.
- Connect tenants to units.

YEAR ONE PLANS FOCUSED ON:

- ✓ Improve Tulsa's housing policy
- ✓ Affordable housing plan,
- ✓ Housing Advisory Council
- ✓ Landlord engagement

HIGHLIGHTS OF YEAR ONE ACTIONS:

- ✓ Developed **City of Tulsa Affordable Housing Strategy** 2020-2024
- ✓ Completed **Downtown Tulsa Housing Study**
- ✓ Creation of **City of Tulsa Affordable Housing Trust Fund** for loans, grants, developer incentives, rental assistance, and landlord incentives
- ✓ **THA waivers** allowed for referrals from CES to units for 20 households during pandemic
- ✓ Launched **centralized unit inventory**
- ✓ Leveraging landlord trainings, Early Mediation Settlement Program, and resources for eviction prevention to **engage landlords** in increasing access to housing
- ✓ City launched **Financial Empowerment Centers**

YEAR ONE OUTCOMES:

- ✓ At least **932 individuals** housed across system of care
- ✓ $10 million in Affordable Housing Trust Fund

Housing Placements
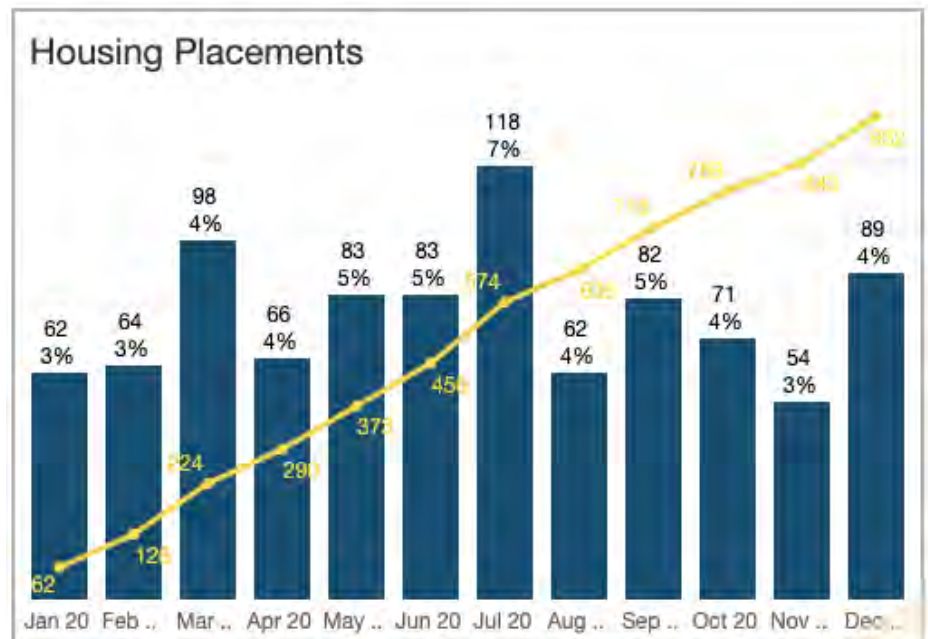
Goal Three Suggested Plans for Year Two:

RECOMMENDED FOR PRIORITY BY HOUSING SOLUTIONS STAFF

LOCAL POLICY FOCUS:

1. Continued support and marketing of the City's Affordable Housing Plan by Leadership Council and other AWH4T representatives
2. Implement "Ban the Box" Initiatives, beginning with requirements for landlord incentives in the Trust Fund
3. Track units funded by Affordable Housing incentives, including TIF, Affordable Housing Trust Fund, and Downtown Revolving Loan Fund.

LANDLORD RECRUITMENT FOCUS:

4. Expand unit inventory that will accept persons with varied backgrounds, beginning with requirements for landlord incentives in the Trust Fund
5. Partner with THA to identify quality units that will accept housing vouchers and persons with varied backgrounds
6. Fundraise for Trust Fund to reduce financial barriers to obtaining housing
7. Expand the use of project-based housing vouchers

HOUSEHOLD SUPPORT FOCUS:

8. Work within City's Financial Empowerment Centers to have specific marketing/outcomes for people experiencing homelessness
9. To reduce barriers to exiting homelessness, coordinate volunteer efforts to assure availability of necessary household items (e.g. linens, cleaning supplies, furniture) at move-in.

OTHER POTENTIAL YEAR TWO (OR FUTURE YEAR) ACTIONS:

a. Expand Affordable Housing Advisory Council membership to include individuals with lived experience
b. Develop cohort of formerly homeless persons to be part of landlord recruitment strategy
c. Develop additional Move On strategies
d. Additional housing development strategies

Goal Four: Partner Across Tulsa to Build Solutions and Access Resources

- **Increase community support**
- **Increase state and federal support**

YEAR ONE PLANS FOCUSED ON:

- ✓ Leadership Council
- ✓ Housing Solutions launch and staffing
- ✓ Community information sharing and partnering
- ✓ Data sharing
- ✓ Tracking progress
- ✓ Increase federal funding.

HIGHLIGHTS OF YEAR ONE ACTIONS:

- ✓ Seated **Leadership Council**, launched task groups
- ✓ Launched **Housing Solutions**, with growing staffing aligned with plan goals
- ✓ Housing Solutions circulating regular **newsletter** via email about local opportunities, data, & advocacy efforts
- ✓ **Created data dashboards** and performance sharing reports
- ✓ Up to **$26+ million** raised for rental assistance and homelessness prevention
- ✓ Creation of **Affordable Housing Trust Fund**
- ✓ Built partnerships with Tulsa Housing Authority, Tulsa Police Department, Tulsa Fire Department, and CSC and ACTION Tulsa

YEAR ONE OUTCOMES:

- ✓ Housing Solutions currently has **17 FTE**
- ✓ Additional local and federal funding opportunities of **$30,012,168**
  - ✓ Increase in annual funding from HUD of 15% ($391,837)
  - ✓ CARES Act Funds:
    - ✓ Up to $15M from Tulsa County for Rent Assistance
    - ✓ Up to $5 million from State of Oklahoma for rent assistance
    - ✓ $5.4 million in additional ESG-CV Funds
    - ✓ $3.8 million in state funds to City of Tulsa for Homelessness Response
    - ✓ $300,000 per year in CSBG funding for Landlord Tenant Resource Center in partnership with CAP
  - ✓ $115,465 in TAUW Social Innovation Grant for Medical Legal Partnership Program

Goal Four Suggested Plans for Year Two:

RECOMMENDED FOR PRIORITY BY HOUSING SOLUTIONS STAFF

COMMUNITY ENGAGEMENT FOCUS:

1. Relentlessly push **information about how this community is responding** to homelessness to greater community.
2. Regularly communicate **plan progress** to community, including through dashboards on Housing Solutions website.
3. Coordinate and support **capacity building** to line up community donations of time, money, or other resources to end homelessness in Tulsa
4. Further **develop partnerships with faith-based organizations** (e.g. winter shelter call to action, street outreach coordination).
5. **Engage people who are experiencing or who have formerly experienced homelessness** in local response to homelessness (e.g. peer support, policy advocacy)

FUNDING FOCUS:

6. Drive increased **inflow of federal, state and local resources** for ending and preventing homelessness.
7. Take steps to improve **Tulsa's competitiveness for federal funding** that supports responses to homelessness.

OTHER POTENTIAL YEAR TWO (OR FUTURE YEAR) ACTIONS:

a. Work to create ways to share **individuals' information across systems of care**, whether through shared data systems or data warehousing, to better understand and respond to homelessness in Tulsa
b. Build **partnerships to address homelessness** with:
   i. Employers (hiring, support for employees)
   ii. Schools
   iii. Businesses
   iv. Volunteers
   v. Other community member
c. **Monitor opportunities at state and federal level for advocacy opportunities** that moves plan goals forward, audit current state and federal legislation creating barriers to plan progress, and prioritize action
d. Further **increase city funding** dedicated to responding to homelessnes

A WAY HOME FOR TULSA
HMIS DATA QUALITY MONITORING PROCEDURES

Version History	Developed/Reviewed by	Approved by Leadership Council
Version 1	HMIS Task Group	XX/XX/XXXX

CONTENTS

PURPOSE

The goal of the Data Quality Monitoring Procedures is to outline the process by which A Way Home for Tulsa will monitor data quality across all HMIS participating agencies. These procedures are created by the AWH4T HMIS Task Group.

WHAT IS DATA QUALITY

Data quality is a measurement of the reliability and validity of client-level data gathered and entered into the A Way Home for Tulsa HMIS. Several factors influence good data quality: timeliness of entry, completeness of the data, and accuracy of the data. Adhering to a strong data quality plan will ensure better outcome reporting, easier submissions of grant performance reports such as the HUD Annual Performance Report (APR) and supports the submission of the Longitudinal Systems Analysis (LSA) and System Performance Measures Report (SPMs).

WHY DO WE NEED TO MONITOR DATA QUALITY?

Data quality is critical to the work of ending Homelessness in Tulsa. Along with the mandate that federally funded projects must enter data into HMIS, the database allows for much more than just meeting a requirement. Good data quality helps agencies and the CoC report on performance outcomes, allows for case managers to have all of the information necessary to help their clients, and provides a way to view system performance overall. Quality data is foundational to efficient collaboration across agencies, reducing duplication of services. When data quality is not where it should be, it affects the entire system. It can impact clients who may have to spend time correcting erroneous information with a case manager. It can negatively impact overall data quality scores for the CoC which could affect competitiveness in the HUD NOFA competitions. Data is a driving force in being able to end homelessness and having strong Data Quality Monitoring Procedures can help the entire system improve.

COMPONENTS OF DATA QUALITY MONITORING

TIMELINESS

Best practices for entering data into HMIS indicate that data should be entered in real time to reduce human error that can occur when there is a lag between data collection and data entry. Entering data real time, or as close to real time as possible, ensures data is available whenever it is needed—including for grant reporting and overall system monitoring.

COMPLETENESS

In order to provide the best possible service to people experiencing homelessness, complete and consistent data is critical. These procedures use the HUD Universal Data Elements as the standard data set for monitoring completeness. While data collection may look different for each project type, the benchmarks established within these procedures serve as standard goals for all projects. Complete data also includes entering the data for all clients served.

MONITORING

Monitoring data quality will occur at multiple levels. The primary and most important level is the Agency. Agencies should identify a staff member to run the data quality framework report for each of their projects at least monthly to quickly identify issues that need to resolution. Agencies will be asked to submit their data quality framework report for each project by the 10th of each month. This will give agencies time to run their reports early and correct errors prior to submission to the lead agency.

The CoC & HMIS Lead will monitor data quality reports submitted by HMIS participating agencies. Agencies operating at the highest level of data quality will be recognized monthly at the Leadership Council meeting during the data review. A full data quality report will be provided to the Leadership Council quarterly.

What	When
Agency run the Data Quality Framework Reports for each project and complete data clean up	Before the 15th of each month
CoC & HMIS Lead run Data Quality Framework for each project type and close out data metrics for the previous month	On the 15th of each month. If the 15th falls on a holiday or weekend, data will be pulled the following business day.
Leadership Council reviews data quality report	Quarterly

DATA QUALITY BENCHMARKS

BENCHMARKS

Data quality benchmarks serve as a shared goal for the community for the acceptable percentage of errors or incomplete fields in HMIS. Benchmarks are set by project type, recognizing that each project type will have different strengths and challenges in capturing and documenting information. The benchmarks outlined below reflect the goals for HMIS data quality by March 2022. Once baseline data is captured, incremental goals will be set by the lead agency to monitor progress toward the benchmarks (see Attachment A).

COMPLETENESS & TIMELINESS

Universal Data Elements by Program Type							
Goal Benchmarks for March 2022							
Universal Data Element	ES	SO	TH	RRH	PSH	CES	Prevention
Name (3.1)	≤1%	≤1%	≤1%	≤1%	≤1%	≤1%	≤1%
SSN (3.2)	≤15%	≤15%	≤15%	≤15%	≤15%	≤15%	≤15%
DOB (3.3)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Race (3.4)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Ethnicity (3.5)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Gender (3.6)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Veteran (3.7)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Disabling Condition (3.8)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Project Start (3.10)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Known Destination (3.12)	≤20%	≤20%	≤5%	≤5%	≤5%	≤20%	≤5%
Relationship to HoH (3.15)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Client Location (3.16)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Living Situation ES/SO/SH (3.917A)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Living Situation TH/PH/SSO/CE (3.917B)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Income & Sources Start (4.2)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Income & Sources Annl (4.2)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%
Income & Sources Exit (4.2)	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%	≤5%

Timeliness

This report calculates the difference between the program entry date specified for the client and the date the client's application was entered into the system. For example, if a client's Program Entry date of "April 4, 2016" was recorded on "April 9, 2016," then the report would calculate a 5 day lag time in recording data. The report groups the number of applications by program and has 5 buckets for the number of days an application has been lagging.

	ES		Outreach		TH		Rapid Rehousing		PSH		SSO		Prevention	
	Enrollment	Exit	Enrollment	Exit	Enrollment	Exit	Enrollment	Exit	Enrollment	Exit	Enrollment	Exit	Enrollment	Exit
0 Days														
1-3 Days														
4-6 Days														
7-10 Days														
11+ Days														
Benchmark	**0 Days (same day)**													

IMPLEMENTATION PLAN

When	What
February 2021	Data Quality Monitoring Procedures goes to Leadership Council for feedback and approval
March 2021	Introduce Data Quality Monitoring Procedures to HMIS participating agencies through offering of office hours and training
April 2021	First month of data quality monitoring
April – June 2021	Agencies become more comfortable with running and evaluating the data. The HMIS Data Quality Group, a group consisting of HMIS users, HMIS administrator, HMIS lead agency and the CoC lead agency, reviews the Data Quality Monitoring Procedures for process improvement. The HMIS lead agency is responsible for seating and convening this group.

ATTACHMENTS

Attachment A: Baseline and 180 Day Goals

Universal Data Element	ES		SO		TH		RRH		PSH		CES		Prevention	
Universal Data Elements by Program Type **Baseline and 180 Day Goal**														
	Baseline	180 Day Goal	Baseline	180 Day Goal	Baseline	180 Day Goal	Baseline	180 Day Goal	Baseline	180 Day Goal	Baseline	180 Day Goal	Baseline	180 Day Goal
Name (3.1)														
SSN (3.2)														
DOB (3.3)														
Race (3.4)														
Ethnicity (3.5)														
Gender (3.6)														
Veteran (3.7)														
Disabling Condition (3.8)														
Project Start (3.10)														
Known Destination (3.12)														
Relationship to HoH (3.15)														
Client Location (3.16)														
Living Situation ES/SO/SH (3.917A)														
Living Situation TH/PH/SSO/CE (3.917B)														
Income & Sources Start (4.2)														
Income & Sources Annl (4.2)														
Income & Sources Exit (4.2)														

Baseline data is run from XX/XXXX to XX/XXXX.

A WAY HOME FOR TULSA
NETWORKING TASK GROUP:
DRAFT PLAN FOR LEADERSHIP COUNCIL REVIEW

Version History	Developed/Reviewed by	Approved by Leadership Council
Version 1	Networking Task Force	XX/XX/XXXX

DESCRIPTION OF TASK FORCE

The Networking Task Force was tasked with creating procedures, tools, and engagement opportunities to address the existing gap in service provider interpersonal connection and service coordination, as well as to build relationships among Leadership Council and AWH4T Member Agencies.

TASK FORCE GOALS

Goal 1: Establish a structure to improve networking and opportunities for social connection among staff at AWH4T member agencies, Leadership Council members, & other community members.

Deliverables:

- Creation of specific avenues and/or tools for networking and social engagement.
  - Avenues or tools may include in-person or virtual options, and may include asynchronous options.
- Proposal to include responsible parties and timelines/schedules.

Goal 2: Create opportunities for Leadership Council members and other stakeholders to learn about AWH4T member agencies and staff.

Deliverables:

- Proposed structure for building community knowledge of member agencies and their work.
  - Structure may include presentations, meeting siting, or other tools.
- Proposal to include responsible parties and timelines/schedules.

Goal 3: Create structure to provide improved networking and service coordination among front-line staff cross agencies.

Deliverables:

- Creation of specific avenues and/or tools to support service coordination among front-line staff.
- Avenues or tools may include in-person or virtual options, and may include asynchronous options.
- Proposal to include responsible parties and timelines/schedules.

PROPOSED NETWORKING STRUCTURE

A. POST-LEADERSHIP COUNCIL MEETING NETWORKING GROUP

- **Description**: This group will meet immediately after Leadership Council Meetings for informal networking.
- **Intended Audience**: Anyone (targeted to agency and program leaders, include general public/new providers)
- **Coordination**: Housing Solutions administrative staff will schedule and host Zoom meetings/reserve room time/supporting break out session (i.e., either subject specific networking (e.g. new programming, difficult problems). The benefit of tacking this onto an existing meeting is that it does not require extra scheduling or much additional time from providers who will already be in attendance.

- **Meeting Content**: Sharing out, New program developments, quick presentations.
- **Meeting Frequency**: After general meetings and 2-4 more/year

B. POST-CASE CONFERENCING RESOURCE SHARING GROUP

- **Description**: This group of providers will meet immediately after case conferencing meetings to informally share information about resources to support each other's work.
- **Intended Audience**: Anyone (targeted to line staff)
- **Coordination**: Housing Solutions administrative staff will schedule and host Zoom meetings/reserve room time
- **Meeting Content**: Higher-level programmatic updates, staffing updates, identify barriers and challenges that needs policy-level attention or would benefit from shared discussion.
- **Meeting Frequency**: 3-4 times a year for each case conferencing group

C. PROVIDER COHORTS

- **Description**: Peer-based small groups to share common resources and experiences.
- **Intended Audience**: Focus of cohort determined through periodic surveys. Potential cohorts include: new staff (all that started in the past year/6 mo), outreach staff, health care, food insecurity, faith groups, job titles, affinity groups, or mixing lines and ranks.
- **Coordination**: A cohort lead will be identified for each group. Housing Solutions administrative staff will remind cohort leaders to schedule meetings monthly and will provide technological or other support as needed
- **Meeting Frequency**: Determined by cohort. These cohorts would meet regularly but also have opportunities to share documents and information with the group asynchronously (e.g. through Slack, a Facebook group, listserv or online drive).

D. SOCIAL GATHERINGS

- **Description**: These will provide purely social opportunities for people to meet and get to know one another outside of the work environment (e.g. happy hours, potlucks, etc.)
- **Intended Audience**: Open to everyone
- **Coordination**: Housing Solutions administrative staff
- **Meeting Frequency**: Quarterly (after first quarter 2021).

TASK GROUP NEXT STEPS

- Task Group proposes to meet 2-4 times in 2021 to evaluate and revise networking structure, meeting again in April to recalibrate. Attendance and participation will be tracked and feedback from participants will be gathered.
- If approved by Leadership Council, the structure will begin in February 2021 except for Social Gatherings. A first step will be to distribute the survey to identify cohort interest.

AWH4T Coordinated Outreach Services Standards

Coordinated Outreach Task Group Recommendation

These standards will replace section 3 of the A Way Home for Tulsa Services Standards.

Purpose and Goals of the Coordinated Outreach Services Standards

The primary purpose of the AWH4T Coordinated Outreach Services Standards is to improve service coordination and collaboration across partner agencies serving the unsheltered population. These standards establish a shared understanding of what coordinated outreach looks like, how it should be conducted, and what desired outcomes are for outreach across AWH4T member organizations.

Other key goals for the coordinated outreach standards include:

- Community alignment and outreach services that promote dignity;

- Everyone who conducts street outreach will have a basic understanding of how to do so in a client-centered manner;

- There will be transparency within the community and across street outreach staff about expectations for street outreach efforts, ensuring equitable treatment for all unsheltered persons and accountability for all agencies;

- Shared definitions will exist across all agencies along with shared data goals and guidelines;

- Well-documented and standardized information will be available to new outreach staff to help them find and engage unsheltered persons, determine how much time to spend in the field, and understand what data and coordination expectations they will need to meet;

- Communication will be open, clear, and consistent for street outreach staff from across organizations to work together;

- There will be consistency in outreach and access to comprehensive services for a wide group of unsheltered persons without duplication of efforts;

- Data quality for street outreach efforts will be improved in HMIS as a result of having a clear prescribed method on what, when, and how often street outreach workers will enter data; and

- AWH4T will be able to evaluate and improve how our local homeless response system is working to meet the needs of clients affiliated with street outreach efforts.

The AWH4T Coordinated Outreach Services Standards is a living document, designed to be regularly updated and evaluated in alignment with the Strategic Plan to reflect the emerging needs, challenges, and trends regarding street outreach within the community.

Defining Street Outreach

Street outreach in the A Way Home for Tulsa Continuum of Care is defined as a professional homeless services intervention focused on supporting unsheltered individuals to gain access to housing. Street outreach is conducted by various partner agencies that coordinate to deliver a robust and timely response to persons experiencing unsheltered homelessness in our community. Street outreach providers adhere

Homebase
ADVANCING SOLUTIONS TO HOMELESSNESS

to a Housing First service model and this approach is documented in written policies and procedures. AWH4T coordinated outreach is client-centered, consistent, comprehensive, and fully integrated into the coordinated entry system to achieve the best possible outcomes on the fastest possible timeline.

Street outreach seeks to engage individuals living unsheltered in a culturally competent and trauma-informed manner, provide links to appropriate services, and use diversion and problem-solving techniques to connect clients with safe housing options whenever possible. In addition to housing-focused case management, street outreach facilitates access to voluntary, individualized, wraparound services needed to stay healthy and stable, including substance use treatment, mental health care, medical services, ID recovery, benefits, and employment.

Outreach often requires time and interactions with individuals experiencing unsheltered homelessness, therefore regular follow-up is key to success. Each interaction should be seen as an opportunity for outreach staff to support the client in connecting with housing and services.

Street outreach is understood to be a critical and necessary service to people experiencing unsheltered homelessness in Tulsa County. Coordinated street outreach is an essential component of the system of care for people experiencing homelessness in the community.

Defining Coordinated Outreach

The coordinated outreach process will be spearheaded by Housing Solutions' Outreach Team. This team will establish regular communication between direct service providers, including case conferencing, taking action on immediate needs affecting direct service work, and geographic coverage collaboration across agencies providing street outreach services.

The following agencies make up the coordinated outreach effort: [LINK TO SEPARATE DOC LISTING AGENCIES, LEADS, AND CONTACT INFO]

Service-Level Coordination Among Street Outreach Providers

The Housing Solutions Outreach Team will convene and lead the general service-level coordination of street outreach staff from across organizations, including monthly meetings of Coordinated Outreach Leads. The objective of this meeting will be to share experiences among peers and learn about local trends, including new encampments, geographic areas needing focus, developments in coordinated entry, and new available resources.

The Housing Solutions Outreach team will also lead the response to the Tulsa Police Department's community alerts by addressing them directly and/or requesting the support of other outreach teams as needed. When facing a crisis situation where an individual may be a threat to themselves or the public, the Tulsa Police Department will remain on the scene to work together with the outreach team in de-escalating the situation.

The Housing Solutions Outreach Team will be responsible for staying abreast of available shelter and temporary or permanent housing options and matters regarding the Coordinated Entry System. It is the Housing Solutions Outreach Team's responsibility to disseminate this information to outreach team staff and provide updates on these topics at each Coordinated Outreach Lead meeting.

Street Outreach and the Coordinated Entry System

Street outreach staff shall complete all necessary assessments and documentation to refer an unsheltered household to housing and services through the coordinated entry system. Please refer to the AWH4T Services Standards for the Coordinated Entry System.

Coordinated outreach leads shall participate in coordinated entry case conferencing and work together with site-based access points in ensuring continuity of services.

Homebase
ADVANCING SOLUTIONS TO HOMELESSNESS

When an unsheltered household is prioritized within the top 25 households on one of the coordinated entry by-name lists, coordinated outreach leads will direct outreach staff to locate the individual, secure homelessness and disability documentation as needed, and provide transportation.

Geographic Coverage and Overlap

All AWH4T organizations engaging in outreach activities shall strategize and collaborate in order to ensure complete geographic coverage of Tulsa County. Geographic coverage strategies will account for each agency's outreach funding stream and any resulting restrictions.

When more than one street outreach team serves overlapping geographic areas, those teams shall coordinate to reduce duplication of service. This coordination will occur through a regular case conferencing meeting hosted by the Housing Solutions Outreach Team and will include considerations for the different types of outreach that may be provided. This meeting may remain separate or may be incorporated into the monthly Coordinated Outreach Lead meetings, depending on the needs of outreach staff and privacy considerations for unsheltered persons.

[DEVELOP AND ENTER HERE AN OUTREACH COVERAGE MAP]

Individual Client Care Coordination

Street outreach staff shall work effectively with other homeless service providers. Whenever street outreach staff are reallocating contact with an unsheltered person to another street outreach staff or any other staff or program from the same or different organization, all reasonable efforts shall be made to ensure that there is a complete and transparent sharing of information, as well as a warm handoff. Warm handoffs occur best when all relevant parties, including the unsheltered person, are in the same location and are sharing information transparently. Street outreach staff will use their judgement and discretion to decide how long the warm handoff should be based on each unsheltered person's situation and needs and given the limitations of staff's caseload and funding stream requirements.

The following agencies provide supportive services to unsheltered persons experiencing homelessness. Please refer to points of contact listed to coordinate access to services in cases where a street outreach client is unable to visit their offices: [LINK TO SEPARATE DOC LISTING AGENCIES, POINTS OF CONTACT, AND CONTACT INFO]

Hours of Operation

Street outreach staff shall provide service within their contractually obligated hours.

Street outreach teams shall provide outreach services at different times of the day, including early morning and evening hours, and also to provide services on weekends when operationally possible to meet the needs of the unsheltered population being served. Late evening outreach may be needed to address inclement weather and to conduct the annual Point-in-Time Count. Coordination of outreach schedules will occur through a regular case conferencing meeting hosted by the Housing Solutions Outreach Team and will include considerations for the different types of outreach that may be provided. This meeting may remain separate or may be incorporated into the monthly Coordinated Outreach Lead meetings, depending on the needs of outreach staff and privacy considerations for unsheltered persons.

In geographic areas served by multiple street outreach teams, those teams shall reasonably coordinate to provide the greatest amount of street outreach coverage each day and across multiple days of the week, including weekends, to provide the greatest opportunities for engagement with unsheltered persons.

Homebase
ADVANCING SOLUTIONS TO HOMELESSNESS

Coordinated Outreach Metrics

Coordinated Outreach Task Group Recommendation

The following metrics will be tracked in HMIS for all street outreach teams and analyzed quarterly by Coordinated Outreach Leads. The Coordinated Outreach Task Group will set benchmarks for the Leadership Council's consideration in the fall of 2021.

1. Percentage of unsheltered households enrolled in an outreach project who received a VI-SPDAT assessment within the last three months

2. Percentage of unsheltered adults enrolled in an outreach project that gained or increased cash income

3. Percentage of unsheltered persons enrolled in an outreach project that gained non-cash benefits

4. Percentage of unsheltered persons enrolled in an outreach project that gained health insurance

5. Percentage of unsheltered persons enrolled in an outreach project who obtained ID

6. Percent of unsheltered persons enrolled in an outreach project who subsequently exit to permanent housing

7. Percent of unsheltered persons enrolled in an outreach project who subsequently exit to temporary housing

8. Percent of unsheltered persons enrolled in an outreach project who subsequently exit to other positive destinations

9. Percentage of unsheltered persons enrolled in an outreach project and subsequently enrolled in permanent supportive housing, rapid rehousing, or transitional housing through coordinated entry

AWH4T Access Point Services Standards

Coordinated Entry System Task Group Recommendation

Workflow

Coordinated entry access points play a critical role in engaging people experiencing housing crises in order to address their most immediate needs, identify potential safe housing options outside the homeless system of care, and determine through assessment which supportive housing intervention might be most appropriate. The Coordinated Entry Lead Agency hosts regular system-wide training for access point staff and monthly coordination meetings to ensure equal access and shared information.

1. Intake and Initial Triage

Initial triage is focused on defining the nature of the current crisis and ensuring immediate safety. Access points support people experiencing housing crises in developing personalized, practical plans to improve safety while experiencing abuse or preparing to leave or having left abusive situations. In addition to safety planning, they provide referrals to address basic needs, such as nutrition and clothing. Access points also support households in accessing additional resources through the Unite Us system.

2. Standardized Assessment

Access points assess literally homeless households using the common assessment tools – the VI-SPDAT and the COVID-19 Risk Screening and Triage Assessment Tool – and complete the ShareLink Authorization for Use and Disclosure. They document the common assessment tools and authorization in the ShareLink Homeless Management Information System (HMIS). In addition, access points collect and enter into HMIS households' contact information and complete the HMIS Universal Data Elements.

3. Housing Problem Solving

Access points support households through creative problem-solving conversations and resource connections to quickly secure safe, permanent or temporary housing outside of the homeless system. They focus on identifying and leveraging household strengths, support networks, and other resources and serve as mediators to assist households in having difficult conversations with individuals in their support networks, such as friends and family, employers, debt collectors, and landlords. Access points connect households to short- and long-term supports and resources, including mainstream services that can address ongoing needs as well as housing search resources. They administer financial assistance for solutions that require financial support. Access points document housing problem solving services provided, financial assistance administered (including eligibility documentation), and outcomes in HMIS.

Where housing problem solving efforts are unsuccessful, access points facilitate connections and provide warm handoffs to emergency shelter, safe haven, and coordinated outreach resources.

Homebase
ADVANCING SOLUTIONS TO HOMELESSNESS

4. Coordinated Entry Referral Support

Access points assess households' housing preferences and complete potential eligibility screenings that consider their likelihood of being eligible for admission to supportive housing projects. They participate in coordinated entry case conferencing to report households' housing preferences, potential eligibility, recommended supportive housing program match, and document-ready status.

To support eligibility documentation, non-shelter-based access points document a household's current living situation in HMIS (Data Element 4.12) at each interaction with the household. For the top 25 households on each by-name list, access points collect eligibility documentation, including current and/or chronic homelessness documentation and disability documentation (as needed). Access points connect supportive housing programs and referred households by facilitating warm handoffs.