Meeting Agenda

1. Leadership Council Meeting Introduction
   - Welcome & Call to Order, Mack Haltom
   - Roll Call
2. Discussion & Approval of:
   - October 2023 Minutes*
   - 13.2023 Service Standards* - Jacob Beaumont
   - 14.2023 2024 Meeting Schedule* - Erin Velez
   - 15.2023 Data Sharing Agreement with City of Tulsa* - Travis Hulse
   - 16.2023 PIT Count Survey and Methodology* - Olivia Denton Koopman
3. Lead Agency Updates
   - Member Agency Applications, Erin Velez
     - A New Leaf, Miranda Figueroa
     - Catholic Charities, Julie Dulek
   - 2024 Vice Chair - Call for Nominations, Erin Velez
   - Change the Way You Give Update, Erin Velez
   - Data Report, Olivia Denton Koopman
4. Meeting Topics
   - Mental Health Association Update, MHA
   - Low-barrier Shelter RFP, Travis Hulse
5. Meeting Wrap-Up
   - Public Comments
   - Next LC Meeting – January 9, 2023
   - Adjourn

*Items to be voted on by Leadership Council
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Meeting Minutes

1. Leadership Council Meeting Introduction
   - Mack Haltom called the meeting to order.
   - Welcomed Sarah Grounds and Stephanie Horten to the Leadership Council.
   - Roll Call – Attendance is included after minutes.
   - CoC FY23 NOFO Competition Overview
     - Laura Evanoff gave an overview of the HUD NOFO Competition. The presentation is included in minutes.

2. Discussion & Approval of:
   - September 2023 Minutes*
     - Mack Haltom called for a motion to approve the September minutes. Beth Svetlic moved to approve. Ben Naifeh seconded the motion. Motion carried.
   - At Large Seat Vacancy, Erin Velez
     - We lost a leadership council member last month due to attendance.
     - Leadership council members need to attend 50% of the meetings within a year.
     - Per review of the votes that came through for the at-large seats for the lead agency, we want to recommend Jessie Goriola from the Tulsa United Way to fill that seat.
     - Mack called for a motion to invite Jessie Goriola to fill the open seat on the Leadership Council. Ben Naifeh moved to approve. Rhonda Clemons seconded the motion. Motion passed.
   - 12.2023 CES Prioritization, Olivia Denton Koopman
     - Since June, HS has been discussing changes to the coordinated entry system prioritization. Specifically, for the By Name List that clients fall on when they are pending housing opportunities through our Continuum of Care.
     - The approval of the new CES prioritization would be in effect with the next by-name list, which would be on October 16th.
     - HS looked at the number of individuals who have passed away over the last two years in our Continuum of Care. We saw younger ages of death for individuals who were survivors of human trafficking, domestic violence, or those with a history of child welfare, foster care, or juvenile justice. Because of this knowledge, HS is incorporating that into the prioritization questions.
     - Mack Haltom called for a motion to approve the updated Coordinated Entry System prioritization form. By name vote is recorded after minutes. Motion carried.

3. Lead Agency Updates
   - November All-Member Meeting, Erin Velez
     - In-person event
     - Meeting place TBD
• We will send out a survey to find out what topics you all would like to learn more about, at this meeting we will get into groups based on topic and you all will rotate through sessions.
• Next meeting after that will be in Dec.

Welcome YHDP Recipients, Len Dittimeier
• The new projects are Tulsa Dream Center, Black Queer Tulsa, and Tulsa Higher Education Consortium.
• Time Newton, Christy Band, John JP Brown Laura Lotta and Sarah Wyatt will be working with YHDP.
• Be on the lookout for emailed slides detailing changes that had to be made to get grant agreements signed by HUD.

NOFO Thanks, Laura Evanoff
• HS wanted to give these organizations a shout-out for their participation - Volunteers of America, Tulsa Day Center, Housing Solutions, and the Mental Health Association. Special thanks to Morton who applied for an expansion grant with DVIS that also gave our community some additional points in the collaborative application.
• We will inform you all when we hear back from HUD about our COC score and our award announcement.

Member Agency Applications, Erin Velez
• YWCA Tulsa
  a. YWCA is the refugee support service provider for the entire eastern half of Oklahoma for over 1000 immigrants, refugees, humanitarian police, and others from all walks of life.
  b. With such a large and vulnerable population settling into a city with pre-existing housing shortages, it became important for YWCA to involve themselves in ensuring their clients maintain access to safe, dignified, and affordable housing.
  c. YWCA really would love to be a resource to help ensure language access and culturally conscious services for everyone in the community. YWCA realizes there are so many factors within this population, they have so many resources that they can share.

• Madison Strategies
  a. Tulsa-based nonprofit with a mission to build and strengthen the talent and skills of job seekers. They serve by investing and engaging in creative solutions and partnerships.
  b. Housing stability comes first, before success and employment, we know people need to be stable before they can continue their journey, and we are eager to expand our work with housing partners that are strong at helping people stabilize.
c. When we first started at River West, the average income for residents there was just under $4000 a year and now it’s over $20,000. We can help improve the quality of life for people.

- Both organizations were approved for membership through the electronic vote following the meeting.

- Service Standards Task Group, Jacob Beaumont
  - There’s going to be some light reading that you’ll have in your inboxes by the end of this week that I want you to consider and provide some feedback on in the next 6 to 8 weeks.
  - The goal of the Service Standards Task Force is to rewrite our current 97-page service standards to be more client-centered and tailored to the needs of our community.
  - Our goal is that if something does not resolve an issue adequately within an agency and a client wants to elevate that to the CoC, they can.

- Data Report, Olivia
  - There has been a slight increase in client presence.
  - We are seeing a negative trend with the decrease in individuals placed for housing opportunities.
  - Black and Indigenous are still over-represented.
  - We are now in the 2024 fiscal year, which means that the LSA is coming (longitudinal systems analysis, the report card for HUD on our data quality and accuracy). We will be going through our report cards during our monthly data meetings with providers.
  - HS is working with agencies on making corrections identified in those meetings. The goal is to learn how to avoid these errors.
  - Data report is included after minutes.

4. Meeting Topics
   - Housing Strategy Update, Kian Kamas
     - The Tulsa Housing Study showed that we need 13,000 housing units.
     - We are focused on how we solve the identified demand both currently and in the future.
     - Partner Tulsa is leading the effort to develop the strategy to meet this need.
     - HS is currently working to understand how to increase Permanent Supportive Housing.
     - PT is also working on a site analysis that can be turned into an active program moving forward.
     - If anyone is interested in participating in a work session to help evaluate feedback on the recommended strategy, be on standby to receive an email.
The Mayor added that this feedback will be used to make the best plan we can to improve our ability to get more funding to help Tulsa.

Our hope is that after the initial round of internal vetting on draft strategies that will be coming back out to our housing partners, including those of you in this room, we will do some focus groups and sessions for you to provide feedback on the development strategies that are recommended to us.

We are also looking at data to help us find property sites.

HS would like to have YAB and PAG get an opportunity to speak on this topic.

Low-barrier Shelter RFP, Travis Hulse

- We have had a preproposal meeting, for anyone interested in being the operator of the low-barrier shelter and learning more about the expectations.
- There were about 20 people interested in operating this shelter.
- Main concern is how we will fund after the city’s one year. Unfortunately, we don’t know the answer to a lot of those questions, but we wanted full transparency.
- On the City of Tulsa BID website, you can see what questions were asked.
- Between now and 10/25, we are waiting to see who applies and then evaluate based on the criteria laid out in the RFP.
- Avoiding any conflict-of-interest, it will be members of this council evaluating these interviews.

5. Meeting Wrap-Up

- Public Comments
  - Jeff Jaynes with Restore Hope clarified that they do not require an eviction notice to help with rental assistance. There is a process for those who have an eviction notice and they have a separate process if someone does not have one. They have a $2.0M grant for rental assistance.

Meeting Adjourned
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## By-Name Voting Record

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A Way Home for Tulsa Data Dashboard

Housing Pathway Dashboard
Permanent Supportive Housing Need

- Permanent housing assistance with supportive services
- 11 PSH vacancies
- 1,212 individuals on Chronic By-Name List
- PSH Need: 1,201 beds

Permanent Supportive Housing (PSH)

- Individuals with Chronic Homelessness
- PSH Vacancies

Equity Data Dashboard
September was the end…
of HUD FY23

THE LEAVES ARE CHANGING

THE LSA IS COMING
A WAY HOME FOR TULSA
Request for CoC Leadership Council Committee Agenda Item

1. Brief Description of Proposed Item:

The Service Standards Task Force has completed its revision of language for Section 1.6.8 “Grievance Procedures”. They are asking you to vote to adopt these revisions at December’s Leadership Council meeting.

- *Revised* Standards that AWH4T member agencies’ internal complaint policies and procedures must meet.
- *New* Procedures for an external/CoC-level complaint process that will allow clients to escalate unresolved complaints to a neutral panel for investigation and review

2. Date of Leadership Council Meeting:

Tuesday, December 12th

3. Proposed Committee Resolution:

Approval of the updated Grievance Procedures.
1.6.8 Client Complaint Process

Overview

This section outlines:

1. The minimum requirements for internal complaint processes and procedures that A Way Home for Tulsa (AWH4T) Continuum of Care’s (CoC) member agencies must meet.

2. How a participant can engage with AWH4T CoC’s lead agency (Housing Solutions) to resolve complaints against member agencies that are not satisfactorily resolved by an agency’s internal complaint process.

3. AWH4T’s process for handling complaints made by individuals against member agencies, the lead CoC agency, the Coordinated Entry System (CES), or the Homeless Management Information System (HMIS).

Scope

1. For the purposes of this policy, a “complaint” is a formal expression of dissatisfaction from a client/program participant, towards a CoC member agency.

2. Complaints may be filed regarding many issues that include, but are not limited to acts of:
   a. Harassment;
   b. Harm/Harmful acts;
   c. Gross misconduct (examples: violence, sexual misconduct);
   d. Fair Housing Act/Legal violations;
   e. Neglect (examples: reduction or lack of access to necessary services and staff)

   that are carried out by program or agency staff towards a participant.

   PLEASE NOTE: This complaint process is not meant to address matters related to décor—such as wall color or carpeting—nor initial maintenance requests. These requests should be directed to the housing provider/landlord.

   f. In instances where maintenance requests have gone unanswered, a complaint may be filed.

3. A complaint may be filed by a program participant, resident, or their representative. A representative can be a case manager, family member, or other individual the participant designates as an advocate.
Any advocate doing advocacy in a non-legal capacity may disclose information for the individual who filed the complaint.

b. It is recommended to provide a verbal or written release of information if ongoing communication will be directed toward the representative on behalf of the client if a pre-existing one is not in place.

4. These policies cannot be used to delay removal/eviction from a program in extreme circumstances where there is the threat of harm to the health and safety of the client, staff, or another program participant/site resident. The grievance process is still available to the individual, though removal/eviction may continue.

   a. For programs that exist in scatter-site locations, if a lease lists a specific action that results in an immediate eviction - that's a legal issue that service providers might not be able to do anything about but they can and should meet with the client to walk them through their options.

**Internal Complaint Policy and Procedure Requirements**

All AWH4T partner agencies must have an internal written policy and procedure to address complaints. Complaint procedures are focused on preventing the escalation of conflicts, resolving conflicts, and improving overall program environments for both clients and staff. To this end, programs must maximize the use of informal avenues for resolving disputes whenever possible.

The following outlines the minimum requirements for an agency's internal complaint policy and procedures:

1. Where appropriate, internal agency policy and procedures must be posted at program sites in plain view of participants, at a minimum in English and Spanish. In instances where a program is embedded in scatter-site housing, or other mixed program/non-program housing, this is not required.

2. Agencies must provide an explanation of the complaint process to participants upon program admission, upon receipt of any notice of need for corrective action, and upon receiving a warning of discharge notice—verbally and in written form in a language that they understand and is accessible to individuals with hearing or visual impairments. Written and verbal explanations of the complaint policy must be made available upon request to program participants.

   a. **Additional Consideration:** Admission into a program involves a great deal of paperwork, and often a significant adjustment period. To that end, it is strongly recommended that agency/program staff have a dedicated meeting three weeks after a client has been admitted into a program to review the agency and CoC complaint policies with the client, where no other policies or paperwork will need to be reviewed and/or signed.
3. Internal complaint policy and procedures, and verbal and written explanations, must:

   a. Specifically inform participants of their right to file a complaint via the agency’s internal complaint process.

   b. Provide participants with clear procedures to file a complaint using the agency’s internal complaint process.

   c. Clearly explain the participant’s right to be represented by a third-party representative, including their case manager, family member, or other individual they wish to designate as an advocate.

   d. Include a policy regarding the confidentiality of the complaint, noting that information regarding the complaint will only be shared with the participant and necessary staff in its resolution.

   e. Include an anti-retaliation policy explaining that the participant will not receive punitive treatment as a result of filing a complaint.

   f. Provide a timeline for resolution of internal complaints that does not exceed 14 days. In instances where client health, safety, or housing access is at risk, it is expected that this timeline will be accelerated to preserve client wellbeing.

   g. Explicitly inform participants of their rights to engage in the external complaint process outlined later in this document if the client feels the agency’s internal process did not adequately resolve their complaint.

4. Recordkeeping

   a. Agencies must keep a record of all complaint forms and documentation relevant to individual complaints for a period no shorter than five (5) years.

5. Accessibility

   a. Agencies must make every reasonable effort to ensure the internal and external complaint processes are accessible to their clients. This includes making accommodations for language and disability access.

   b. Paper copies of the external CoC complaint form must be made available to clients upon resolution of the agency’s internal complaint process, and on the request of the client.
c. Agencies needing assistance in meeting the above, or other, accessibility requirements can contact Housing Solutions for recommendations.

CoC Complaint Policy

If, after completing the internal complaint process for an agency, the individual filing the complaint would like additional review on the matter, they may file a complaint with the AWH4T CoC as outlined below:

1. Filing of complaint

a. How: To file a complaint, the individual or their representative will need to complete and submit the A Way Home for Tulsa CoC Complaint form.

   i. Electronic: The complaint form can be accessed at [web address for form TBD], via phone [QR code for phone].

   ii. Paper: The complaint form can be printed off, filled out by hand, and can be submitted electronically to complaints@housingsolutionstulsa.org, or by mail to:

       Housing Solutions
       P.O. Box 4628
       Tulsa, OK 74159

   Please Note: Written complaints not submitted on the official form will be accepted. We ask that you include the best mode of contact so a CoC Lead Agency member can follow up with you to gather further information to start the complaint process.

   iii. Telephonic: If an individual needs assistance completing the complaint form, they may call Housing Solutions at (918)-322-9922. Housing Solutions staff or their representative will complete the form by telephone on the individual’s behalf.

   iv. No Wrong Door: The above are just the most common ways to convey a desire to engage in the complaint process. There is no wrong way to start the complaint process so long as a member of the lead CoC agency can readily contact the person making the complaint.

   v. All complaints will be shared with a select team of reviewers tasked with investigating complaints (more information below), and any entities deemed necessary in the investigation and resolution processes.
b. Transparency: To ensure transparency and equity, all external CoC complaints will go to the designated members of A Way Home for Tulsa’s investigation panel (see next section for panel members list).

i. Electronic: Complaints filed via the online form or QR code will be automatically forwarded to the parties listed above upon submission.

ii. Paper: Paper forms submitted via e-mail to complaints@housingsolutionstulsa.org will be automatically forwarded to the parties listed above upon receipt of email. Paper forms submitted by mail directly will be scanned in electronically and distributed to these entities within two (2) business days of receipt.

iii. Confirmation of receipt will be provided to the client and/or their representative via their preferred contact method as indicated on the complaint form.

2. Investigation of complaints

a. Investigation Panel: Complaints filed using the external CoC complaint procedure will be investigated by an investigation panel convened by A Way Home for Tulsa. Members of this panel will include one designee from the lead CoC agency (Housing Solutions), as well as the following members of the A Way Home for Tulsa Leadership Council:

i. Chair
ii. Vice Chair
iii. Participant Advisory Group designee
iv. Youth Action Board designee

1. Conflict of Interest: In instances where an AWH4T member that would normally be involved in the investigation or resolution process is a representative of, or is otherwise meaningfully involved with, the agency a complaint is filed against, they will recuse themselves. A replacement will be identified by the remaining stakeholders.

b. Timeline for Acknowledgement: The investigators will acknowledge receipt of a complaint within three (3) business days of submission and start the investigation no later than five (5) business days after submission.

i. In instances where the investigators identify that the complaint is related to a health or safety issue (e.g., violence against a client, pest infestation), or the imminent loss of housing, the investigator will acknowledge receipt and begin
the investigation within two (2) business days.

ii. In the above timeframe, the investigators will notify the following individuals of the receipt of a complaint and the beginning of the investigation process:

1. The client that has filed the complaint and/or their representative;
2. The AWH4T representative of the agency the complaint has been filed against.

c. **Investigation Process**: Investigations will entail document review, interviews, and meetings. This may include but is not limited to review of internal complaint documents submitted to the partner agency by the participant, interviews and/or meetings with program staff, the participant and/or their representatives, and other parties deemed relevant to the investigation by the investigator.

i. Participants and their representatives are asked to make every effort to engage with the investigators during their investigation. The investigators will make every reasonable accommodation to ensure full participation of the participant and/or their representative.

1. If during the investigation, the individual who filed the complaint is unresponsive to outreach for more than 10 business days, the complaint will be considered closed.
2. The investigators will make at least four (4) attempts to contact the individual using their preferred form of contact as indicated on the complaint form.
3. At any time, the individual who filed the complaint can re-engage the investigators and re-open a complaint that was closed mid-way through the investigation process.

ii. CoC member programs are expected to cooperate with all reasonable requests for documentation and participation from the investigators.

d. **Resolution**: The investigators will review the collected information and issue the recommendation(s) for resolving the complaint within 30 business days of submission.

i. Complaints regarding health and safety, or where loss of housing is imminent, will be prioritized and may be resolved on a faster timeline

ii. Resolutions may include, but are not limited to recommendations for:
AWH4T Service Standards Working Group and Task Force
Proposed Language For 1.6.8 Grievance Procedures

1. Direct resolution between the agency and the participant;
2. Participant re-assessment or re-prioritization for housing services;
3. Development of a corrective plan between the agency and A Way Home for Tulsa;
4. Adjustments to internal agency policies.

iii. Before the recommended resolution(s) finalization, the investigators will review the recommendations with the program participant and/or their representative for approval.

3. Confidentiality

a. All AWH4T Leadership Council members and other CoC stakeholders involved in the filing and resolution of complaints will keep participant and program information learned through the complaint proceedings confidential.

4. Recordkeeping and Accountability

a. The lead CoC agency will keep complaint records on file for a minimum of two (2) years.

b. The lead CoC agency will track and report on complaint trends to the A Way Home for Tulsa Leadership Council annually to inform system improvement opportunities. Complaint trends may include:

   i. Complaint types;
   ii. Complaints pending resolution;
   iii. Corrective actions plans between the CoC and partner agencies;
   iv. Needs for system-wide trainings or activities.

c. The lead CoC agency or their representative will follow up with program participants who have completed the complaint process to ensure satisfactory resolution. This will occur twice in the 30 days following the issuance of recommendations.

Accommodations

Individuals needing accommodations or other assistance with the complaint process should contact Housing Solutions at (918)-322-9922 or at complaints@housingsolutionstulsa.org.

Anti-retaliation Policy

A Way Home for Tulsa is dedicated to providing program participants with the opportunity to file complaints without fear of retaliation from the party accused or their representatives.

Retaliation includes, but is not limited to:
Proposed Language For 1.6.8 Grievance Procedures

- Harassment
- Intimidation
- Program dismissal
- Reduction in or refusal to provide services
- Violence

Complaint Process Overview

<table>
<thead>
<tr>
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<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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<tbody>
<tr>
<td>1</td>
<td>Complete Internal Agency Process</td>
<td>Submit CoC Complaint</td>
<td>Investigation</td>
<td>Resolution</td>
</tr>
<tr>
<td>2</td>
<td>Program participant or representative completes the internal complaint process for the agency they are complaining against.</td>
<td>Program participant or representative submits CoC complaint via electronic or written form.</td>
<td>AWH4T Investigation Panel initiates the investigation process.</td>
<td>Investigators will present proposed resolution(s) to the participant and for approval. Upon approval, recommended resolution(s) are issued to the agency the complaint was filed against.</td>
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A WAY HOME FOR TULSA
Request for CoC Leadership Council Committee Agenda Item

1. Brief Description of Proposed Item:

The proposed meeting schedule for A Way Home for Tulsa Leadership Council is to continue having meetings on the second Tuesday of every month from 1:30-3:00 p.m.

January 9  
February 13  
March 12  
April 9  
May 14 (All-Member)  

June 11  
July 9  
August 13  
September 10  
October 8

November 12 (All-Member)  
December 10

2. Date of Leadership Council Meeting:

Tuesday, December 12, 2023

3. Proposed Committee Resolution:

Approval of the 2024 meeting schedule.
A WAY HOME FOR TULSA
Request for CoC Leadership Council Committee Agenda Item

1. Brief Description of Proposed Item:

Data Sharing Request from City of Tulsa, Mayor’s Office: Provide City of Tulsa, Mayor’s Office with de-identified data from A Way Home for Tulsa By-Name List (BNL).

A by-name list is a comprehensive list of every person in a community experiencing homelessness, updated in real time. Using information collected and shared with their consent, each person on the list has a file that includes their name, homeless history, health, and housing needs.

Clients can be on multiple sub-population lists, depending on their unique situations and characteristics. It is possible to be on the main list but not on any of the sub-population lists.

Renewal of Data Sharing Request from the City

The Mayor’s Office at the City of Tulsa formally requests data collected for the by-name list, except for personal identifiable information, be sent electronically to Travis Hulse, Housing Policy Director, on the 1st business day of each month starting November 1, 2022. This request includes a summary of individuals by sub-population groups, including: total, rapid re-housing, chronic, family, youth, and veteran. Additionally, all unique individuals with the accompanying non-personal identifiable information.

This request is made to allow the City to more clearly understand the specific needs of those experiencing homelessness in Tulsa and enhance the ability of various city departments and the administration to better align public programs and resources as active members of A Way Home For Tulsa.

2. Date of Leadership Council Meeting:

December 12, 2023

3. Proposed Committee Resolution:

Data included in proposed BNL report:
Family Status, Days on BNL, Disability Status, Homelessness Start Date & Experience, Current Living Situation, Vulnerability Assessment Information, Gender, Primary Race, Secondary Race, Ethnicity, Veteran Status, Eviction History, History of Domestic Violence/Survivor, Juvenile Justice System Involvement, Child Welfare/Foster Care Involvement
A WAY HOME FOR TULSA
Request for CoC Leadership Council Committee Agenda Item

1. **Brief Description of Proposed Item:**

   Revised 2024 PIT count survey and proposal to conduct sheltered PIT count survey within HMIS.

   Updates include separating the sheltered count to be conducted within HMIS and applying the HUD FY24 HMIS Data Standard changes. Other questions have been consolidated within the reasons, barriers, and services needed sections. [Point-in-Time Count Survey 2024](#)

2. **Date of Leadership Council Meeting:**

   Tuesday, December 12th

3. **Proposed Committee Resolution:**

   Approval of the updated PIT Count survey and revised reporting methodology.