

CoC Leadership Council

Tuesday, December 12, 2023, at 1:30 p.m.



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*

CoC Leadership Council

Tuesday, December 12, 2023, at 1:30 p.m.



LC Attendance

	Name	Representing	Category	Term
<input type="checkbox"/>	Mack Haltom, Chair	Tulsa Day Center	Provider Representative, Elected	10/2021 - 01/2024
<input type="checkbox"/>	Mayor Bynum	City of Tulsa	Fixed Position, Appointed	09/2022 - 08/2024
<input type="checkbox"/>	James Rea	Tulsa County	Fixed Position, Appointed	09/2022 - 11/2024
<input type="checkbox"/>	Ginny Hensley	Tulsa Housing Authority	Fixed Position, Appointed	03/2022 - 02/2024
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<input type="checkbox"/>	Rhonda Clemons	Cherokee Nation	Tribal Representative, Appointed	05/2023 - 04/2025
<input type="checkbox"/>	Thomasene Osborn	Muscogee Creek Nation	Tribal Representative, Appointed	05/2023 - 04/2025
<input type="checkbox"/>	Sarah Grounds	City Lights Foundation	Provider Representative, Elected	010/2023 - 09/2025
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<input type="checkbox"/>	Benny Naifeh	Participant Advisory Group	Consumer Representative, Elected	12/2022-11/2023
<input type="checkbox"/>	Joshua Morrison	Youth Advisory Board	Consumer Representative, Elected	1/2023-12/2023
<input type="checkbox"/>	Lauren Sherry	QuikTrip Corporation	Business/Commerce Representative, Invited	04/2023 - 03/2025
<input type="checkbox"/>	Elizabeth Hall	Burnstein Family Foundation	Funder Representative, Invited	04/2023 - 03/2025
<input type="checkbox"/>	Jesse Guardiola	Tulsa Area United Way	At-Large Representative, Invited	10/2023 - 09/2025
<input type="checkbox"/>	Tim Newton	Tulsa Dream Center	At-Large Representative, Invited	04/2023 - 03/2025
<input type="checkbox"/>	Stephanie Horten	JusticeLink	At-Large Representative, Invited	10/2023 - 09/2025
<input type="checkbox"/>	Richard Alexander	Tulsa Police Department	At-Large Representative, Invited	05/2022 - 04/2024

CoC Leadership Council

Tuesday, October 10, 2023, at 1:30 p.m.



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, Oliva 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

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- 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 Dittmeier
 - 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.

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- 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.

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- 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.
- ☐ All-Member Meeting – November 14, 2023
- ☐ Next LC Meeting – December 12, 2023
- ☐ Meeting Adjourned

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CoC Leadership Council

Tuesday, October 10, 2023, at 1:30 p.m.



By-Name Voting Record

Name	Representing	12.2023 CES Reprioritization
Mack Haltom, Chair	Tulsa Day Center	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
Mayor Bynum	City of Tulsa	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
James Rea	Tulsa County	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
Ginny Hensley	Tulsa Housing Authority	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
Claudia Brierre	INCOG	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
Beth Svetlic	Youth Services of Tulsa	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
Benny Naifeh	Participant Advisory Group	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
Joshua Morrison	Youth Advisory Board	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
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Richard Alexander	Tulsa Police Department	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
Rhonda Clemons	Cherokee Nation	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R
Thomasene Osborn	Muscogee Creek Nation	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> A <input type="checkbox"/> R

A Way Home for Tulsa Data Dashboard

A Way Home for Tulsa Interactive Data Dashboard

Between August 1, 2023 and August 31, 2023, homelessness services served 2,922 individuals. Emergency Shelters, Safe Havens, Transitional Housing, and Street Outreach providers served 1,763 clients during the same time period.

Jump To:

Housing Pathways

Equity

Controls

Beginning Date Tuesday, Aug. 1, 2023

End Date Thursday, Aug. 31, 2023

Universe Individuals

Full Prior Years 1

Program Type All

Organization All

Provider All

Age Group All

Tribe All

Demographic Lens Race

1% American Indian, Alaska Native

1% Asian or Asian American

30% Black, African American, or African American

0% Multi-Racial

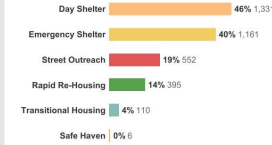
1% Native Hawaiian or Pacific Islander

52% White

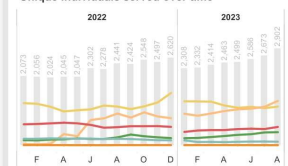
0% Other

Program type breakdown

Tuesday, August 1, 2023 - Thursday, August 31, 2023



Unique individuals served over time



324 individuals were new to our continuum

Tuesday, August 1, 2023 - Thursday, August 31, 2023



44 individuals were housed

Tuesday, August 1, 2023 - Thursday, August 31, 2023



Housing Pathway Dashboard

A Way Home for Tulsa Interactive Data Dashboard

Housing Pathways: Between August 1, 2023 and August 31, 2023, 324 individuals were new to homelessness, and 44 were housed while 1,108 resided in supportive housing.

Jump To:

Home

Equity

Controls

Beginning Date Tuesday, Aug. 1, 2023

End Date Thursday, Aug. 31, 2023

Universe Individuals

Full Prior Years 1

Program Type All

Organization All

Provider All

Age Group All

Tribe All

Demographic Lens Race

1% American Indian, Alaska Native

1% Asian or Asian American

30% Black, African American, or African American

0% Multi-Racial

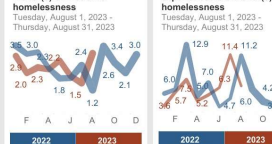
1% Native Hawaiian or Pacific Islander

52% White

0% Other

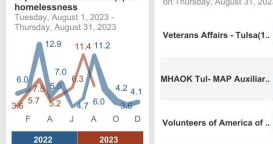
Before entering AWH4T, individuals experienced 3.1 month(s) of first-time homelessness

Tuesday, August 1, 2023 - Thursday, August 31, 2023



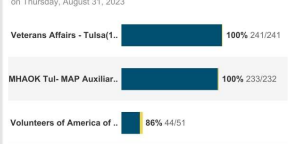
Before securing permanent housing, individuals experienced 5.6 month(s) of homelessness

Tuesday, August 1, 2023 - Thursday, August 31, 2023



Tulsa's 560 Permanent Supportive Housing units were 98% Occupied on Thursday, August 31, 2023

on Thursday, August 31, 2023



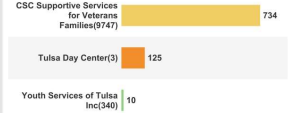
2,268 Clients on the By Name List

hover for definitions



Rapid Re-Housing served 869 clients

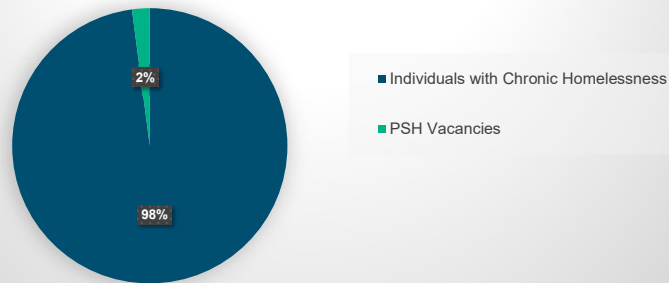
between Tuesday, August 1, 2023 and Thursday, August 31, 2023



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)



4

October 2023 Data Presentation

Equity Data Dashboard

A Way Home for Tulsa Interactive Data Dashboard

Equity within homelessness services

Between August 1, 2023 and August 31, 2023

Jump To:

Home

Housing Pathways

Controls

Beginning Date
Tuesday, Aug...End Date
Thursday, Aug...Universe
IndividualsFull Prior Years
1Program Type
AllOrganization
AllProvider
AllAge Group
AllTribe
AllDemographic Lens
Race

18% American Indian, Alaska Native, or Indigenous

1% Asian or Asian American

30% Black, African American, or African American

0% Multi-Racial

1% Native Hawaiian or Pacific Islander

52% White

0% Other

Program Demographics vs...

City of Tulsa

Race Tuesday, August 1, 2023 - Thursday, August 31, 2023

American Indian, Alaska Native, or Indigenous 14% +10%

Asian or Asian American 1% -3%

Black, African American, or African American 31% +16%

Multi-Racial 0% -9%

Native Hawaiian or Pacific Islander 1% +0%

White 54% -10%

Other 0% -5%

First-Time Homelessness and Race

10% among the homelessness services population

Tuesday, August 1, 2023 - Thursday, August 31, 2023

American Indian, Alaska Native, or Indigenous 17%

Asian or Asian American 0%

Black, African American, or African American 36%

Native Hawaiian or Pacific Islander 0%

White 47%

Other 0%

Multi-Racial 0%

Housing Placements and Race

2% among the homelessness services population

Tuesday, August 1, 2023 - Thursday, August 31, 2023

American Indian, Alaska Native, or Indigenous 11%

Asian or Asian American 0%

Black, African American, or African American 32%

Native Hawaiian or Pacific Islander 0%

White 57%

Other 0%

Multi-Racial 0%

5

5

September
was the
end...
of HUD
FY23

THE LEAVES ARE CHANGING

THE LSA IS COMING

6

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.

AWH4T Service Standards Working Group and Task Force
Proposed Language For 1.6.8 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.

AWH4T Service Standards Working Group and Task Force
Proposed Language For 1.6.8 Grievance Procedures

- a. 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 participants/site residents. 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.

AWH4T Service Standards Working Group and Task Force
Proposed Language For 1.6.8 Grievance Procedures

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.

AWH4T Service Standards Working Group and Task Force
Proposed Language For 1.6.8 Grievance Procedures

- 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.

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- 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

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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:

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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:

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

Complaint Process Overview

1	2	3	4
Complete Internal Agency Process	Submit CoC Complaint	Investigation	Resolution
Program participant or representative completes the internal complaint process for the agency they are complaining against.	Program participant or representative submits CoC complaint via electronic or written form.	AWH4T Investigation Panel initiates the investigation process.	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.

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	June 11	November 12 (All-Member)
February 13	July 9	December 10
March 12	August 13	
April 9	September 10	
May 14 (All-Member)	October 8	

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.