Meeting Agenda

1. Leadership Council Meeting Introduction
   - Welcome & Call to Order, Mack Haltom
   - Welcome Ginny Hensley as 2024 Chair
     - Thank you to Mack Haltom, 2023 AWH4T Chair
     - Thank you to Benny Naifeh, 2023 PAG Chair
   - Roll Call
     - Welcome LaCreshia Jackson, 2024 PAG Chair
     - Welcome Cari Monday, 2024 YAB Chair

2. Discussion & Approval of:
   - Approval of December 2023 Minutes*
   - 1.2024 Change the Way You Give Policy/Procedure* - Rhene Ritter/Erin Velez
   - SSVF Letter of Support* - Rachel Runfola
   - Approval of Strategic Planning Task Group* - Becky Gligo

3. Lead Agency Updates
   - Welcome New Member Agencies
     - Catholic Charities
     - A New Leaf
   - 2024 Vice Chair Nominations
   - Provider Representative Seat
     - Carrie Henderson
     - Cristopher Drake
     - Evan Dougoud
   - Data Report, Olivia Denton Koopman

4. Meeting Topics
   - Housing Strategy Update, Kian Kamas
   - Task Force Updates, Travis Hulse

5. Meeting Wrap-Up
   - Public Comments
   - Next LC Meeting – February 13, 2024
   - Adjourn

*Items to be voted on by Leadership Council
## LC Attendance

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

Meeting Minutes

1. Leadership Council Meeting Introduction
   - Mack Haltom called the meeting to order.
   - Attendance is reflected after minutes.

2. Discussion & Approval of:
   - October 2023 Minutes*
     - Mack Haltom called for a motion to approve the October minutes. James Rea moved to approve. Beth Svetlic seconded the motion. Motion carried.
   - 13.2023 Service Standards* - Jacob Beaumont
     - Jacob Beaumont reviewed the proposed changes to the Service Standards. Those can be found after the minutes and will take effect in January 2024.
     - Overview
       - **Revised**: Clearer definition of what a third-party advocate is, giving a client full discretion in who they choose to represent or assist them throughout an agency’s internal complaint process.
       - **Added**: Member agencies must include confidentiality and anti-retaliation clauses in their internal complaint policies.
       - **Added**: Member agencies must include a commitment to maintaining a 14-day resolution time frame for client complaints in their internal complaint policies.
       - **Added**: Member agencies must include in their complaint policies language that lets their clients know they have a right to file an external/CoC complaint, and how they can do so.
     - Investigation Process
       - CoC complaints will be investigated by an independent panel made up of:
         - One member from the lead CoC agency (Housing Solutions)
         - And the following members of the AWH4T Leadership Council:
           - Chair
           - Vice Chair
           - Participant Advisory Group representative to the leadership council
           - Youth Action Board representative to the leadership council
       - **If approved, Housing Solutions staff and the SSTF will create:**
         - The digital complaint form (and supporting QR code)
         - The physical complaint form
• Generate the supporting landing page needed to host the downloadable form, the relevant section of service standards on, as well as alternative ways to get a hold of the CoC to engage in the external complaint process
• The investigation form for use by the investigation panel for external complaints

   o Comments/Conversation:
     ▪ The Oklahoma Statute and Accreditation Standards for the Oklahoma Attorney General's offices say that agencies that serve clients with DV history can't acknowledge or identify an individual as a client unless we have an ROI.
     ▪ With DV clients, the confidentiality statute is sometimes a lot higher. We need to develop a solution where clients, no matter what point of entry they came in under with our CoC members, can file a complaint without barriers.
     ▪ One proposal is that the service providers state that for clients as part of their confidentiality. We could also include language that asks that service providers must have an ROI in place with the client upfront.
     ▪ In instances where an external complaint needs to be filed, they can move forward with that without stagnation because these forms have already been taken care of.
     ▪ We will also make this information part of the advocacy program, making clients aware of the ROI.

   o Mack Haltom called for a motion to approve the updated Service Standards. James Guardiola moved to approve. Benny Naifeh seconded the motion. Motion carried.

• 14.2023 2024 Meeting Schedule* - Erin Velez
  o The proposed meeting dates for 2024 are the second Tuesday of every month from 1:30-3:00. May and November will be reserved for All-Member meetings.
  o Mack Haltom called for a motion to approve the 2024 meeting dates. Elizabeth Hall moved to approve. Claudia Briere seconded the motion. Motion carried.

• 15.2023 Data Sharing Agreement with City of Tulsa* - Travis Hulse
  o Travis Hulse asked to renew the data sharing agreement with the City of Tulsa. This agreement shares disaggregated data from the by-name-list.
  o Mack Haltom called for a motion to approve the renewal of the data sharing agreement with the City of Tulsa. Benny Naifeh moved to approve. Elizabeth Hall seconded the motion. Motion carried.

• 16.2023 PIT Count Survey and Methodology* - Olivia Denton Koopman
Olivia Denton Koopman reviewed the 2024 Point-in-Time Count Survey questions and methodology. The PIT Count will take place from Jan 25-27 of 2024.

- 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.
- Mack Halton called for a motion to approve the October minutes. Benny Naifeh moved to approve. Beth Svetlic seconded the motion. Motion carried.

3. Lead Agency Updates
   - Member Agency Applications, Erin Velez
     - Two agencies asked the Leadership Council to become members of A Way Home for Tulsa. These included A New Leaf and Catholic Charities.
     - An online vote was conducted after the meeting.
       - A New Leaf – 15 Yes, 1 Abstain
       - Catholic Charities – 14 Yes, 2 Abstain
       - Both agencies approved as new members.
   - 2024 Vice Chair - Call for Nominations, Erin Velez
     - Ginny Hensley will be stepping into the Chair position in January 2024.
     - Nominations for the 2024 Vice-Chair/2025 Chair are open.
     - Erin will send out a form to agencies for the open officer role and the open Provider Representative seat.
   - Change the Way You Give Update, Erin Velez
     - The Change the Way You Give agreement has been signed by the City of Tulsa.
     - Partnership with City of Tulsa’s panhandling alternative campaign
     - For AWH4T member agencies
     - Restricted for costs directly benefiting clients which are not eligible for payment by the organization’s other funding sources
     - Agency may request funds every 6 months, up to $1,000/request
     - Fund currently has a balance of ~$8,000
     - Rhene is currently updating the policy/procedure to present at the January meeting for approval.
   - Data Report, Olivia Denton Koopman
     - Data report is included after minutes.

4. Meeting Topics
   - Mental Health Association Update - Mark Davis, MHA
CoC Leadership Council
Tuesday, December 12, 2023, at 1:30 p.m.

- Mental Health Association has partnered with Family & Children’s Services to improve wrap-around services for clients that live in HUD funded units.
- Wanted to move from maintenance to treatment, recover, and graduation to independent living.
- Will be using the Assertive Community Treatment (ACT) model to serve clients. Instead of one case manager who works to address all of someone’s needs, clients will work with a full team that all specialize in different areas. They will also have direct access to a psychiatrist.

- Low-barrier Shelter & Task Force Updates, Travis Hulse
  - Budget amendments will go to the City Council on 12/13. This includes the Emergency Rehousing Program with the Tulsa Day Center and the Priority Placement Program with the Tulsa Housing Authority. These are two items from the 9 recommendations from the 3H Task Force.
  - The Low Barrier Shelter deadline is December 20. Once those have been received, the City will evaluate the proposals and move forward from there. The CoT is now going to help acquire a facility and will be providing 3 years of funding.

5. Meeting Wrap-Up

- Public Comments
  - Two housing statements are on the Chamber’s One Voice Agenda.
    - Anti-retaliation – State Level, HB2109
    - Affordable housing – Federal Level
  - Jeff Jaynes is the AWH4T representative on the City of Tulsa’s HUD Committee. Please reach out to him if you have any questions/concerns with that process. jjaynes@restorehope.org.
  - Restore Hope continues to work on rental assistance. They are nearly out of funds from the County, but they will still be helping people with other funds.
  - The annual Memorial Service will be held at the Tulsa Day Center on December 21st at 5:30 p.m. There are about 50 names on the list this year. Everyone is welcome to attend.
  - City Lights Christmas celebration will be held on December 21st under the Maybelle Bridge. Orientation begins at 6:30pm and the holiday festivities at 7pm.

- Next LC Meeting – January 9, 2024
- Meeting Adjourned

*Items voted on by Leadership Council*
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A Way Home for Tulsa Interactive Data Dashboard

Between October 1, 2023 and October 31, 2023, homelessness services served 2,845 individuals. Emergency Shelters, Safe Havens, Transitional Housing, and Street Outreach providers served 1,654 clients during the same time period.

Program type breakdown

- **Day Shelter**: 44% 1,254
- **Emergency Shelter**: 38% 1,087
- **Street Outreach**: 18% 502
- **Rapid Re-Housing**: 16% 448
- **Transitional Housing**: 4% 114
- **Safe Haven**: 0% 7

**288 individuals were new to our continuum**

**57 individuals were housed**

Unique individuals served over time:

- 2022:
  - January: 2,001, February: 2,203, March: 2,203, April: 2,203, May: 2,203, June: 2,203, July: 2,203, August: 2,203, September: 2,203, October: 2,203
- 2023:
  - January: 2,203, February: 2,203, March: 2,203, April: 2,203, May: 2,203, June: 2,203, July: 2,203, August: 2,203, September: 2,203, October: 2,203

**Controls**

- **Beginning Date**: Sunday, October 1, 2023
- **End Date**: Tuesday, October 31, 2023
- **Universe individuals**: Full Prior Years 1
- **Program Type**: All
- **Organization**: All
- **Provider**: All
- **Age Group**: All
- **Tribe**: All
- **Demographic Lens**: Race & Ethnicity
  - White: 44%
  - Black, African American: 26%
  - American Indian: 8%
  - American Indian: 7%
  - Hispanic/Latino: 4%
  - American Indian: 2%
  - Black, African American: 2%
  - American Indian: 1%
  - Others: 4%
### Housing Pathways: Between October 1, 2023 and October 31, 2023, 288 individuals were new to homelessness, and 57 were housed while 1,138 resided in supportive housing.

#### Controls
- **Beginning Date**: Sunday, Oct 1, 2023
- **End Date**: Tuesday, Oct 31, 2023
- **Universe**: Individuals
- **Full Prior Years**: 1
- **Program Type**: All
- **Organization**: All
- **Provider**: All
- **Age Group**: All
- **Tribe**: All
- **Demographic Lens**: Race & Ethnicity
  - **White**: 44%
  - **Black, African American**: 26%
  - **American Indian**: 8%
  - **American In.: Asian**: 7%
  - **Hispanic/Lat.**: 4%
  - **American In.: Native**: 2%
  - **Black, African American**: 1%
  - **American In.: Other**: 1%
  - **Others**: 4%

#### Data Presentation

**Before entering AWH4T**
- Individuals experienced 3.2 month(s) of first-time homelessness
- Sunday, October 1, 2023 - Tuesday, October 31, 2023

**Before securing permanent housing**
- Individuals experienced 5.7 month(s) of homelessness
- Sunday, October 1, 2023 - Tuesday, October 31, 2023

**Tulsa’s 547 Permanent Supportive Housing units were 99% Occupied**
- On Tuesday, October 31, 2023

- **Veterans Affairs - Tulsa**: 100% 253/253
- **MHAOK Tul- MAP Auxiliary**: 114% 235/207
- **Volunteers of America of Tulsa**: 86% 44/51
- **Tulsa Day Center(3)**: 92% 33/36

**Rapid Re-Housing served 890 clients**
- Between Sunday, October 1, 2023 and Tuesday, October 31, 2023

- **CSC Supportive Services for Veterans Families(9747)**: 759
- **Tulsa Day Center(3)**: 121
- **Youth Services of Tulsa Inc(340)**: 10

#### 2,122 Clients on the By Name List

- **Clients on By Name List**: 2,122
- **Rapid Re-Housing By Name List**: 1,362
- **Chronic By Name List**: 986
- **Family By Name List**: 443
- **Youth By Name List (Ages 17-24)**: 277
- **Veteran By Name List**: 149
Permanent Supportive Housing Need

- Permanent housing assistance with supportive services
- 10 PSH vacancies
- 986 individuals on Chronic By-Name List
- PSH Need: 976 beds
# A Way Home for Tulsa Interactive Data Dashboard

## Equity within homelessness services
Between October 1, 2023 and October 31, 2023

### Controls
- Beginning Date: Sunday, October...
- End Date: Tuesday, October...
- Universe: individuals 1
- Program Type: All
- Parent Organization: All
- Provider: All
- Age Group: All
- Registered Tribal Citizenship: All

### Demographic Lens: Race & Ethnicity

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### First-Time Homelessness and Race & Ethnicity
9% among the homelessness services population
Between October 1, 2023 - Tuesday, October 31, 2023

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### Housing Placements and Race & Ethnicity
2% among the homelessness services population
Between October 1, 2023 - Tuesday, October 31, 2023

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A WAY HOME FOR TULSA
Request for CoC Leadership Council Committee Agenda Item

1. Brief Description of Proposed Item:

The Change the Way You Give campaign is a partnership with the City of Tulsa and Housing Solutions to provide funds as an alternative to panhandling to A Way Home for Tulsa agencies.
- Restricted for costs directly benefiting clients which are not eligible for payment by the organization’s other funding sources
- Agency may request funds every 6 months, up to $1,000/request
- Approval will come from Lead Agency
- Report will be given at monthly Leadership Council meetings
- Follow-up documentation will be given to lead agency

2. Date of Leadership Council Meeting:

January 9, 2024

3. Proposed Committee Resolution:

Approval of the policies and procedures.
January 2, 2024

Community Service Council of Greater Tulsa  
115 West 3rd Street, Suite 600  
Tulsa, OK 74103

Dear Ms. Rachel Runfola:

I am pleased that the Community Service Council of Greater Tulsa (CSC) is again applying to the Department of Veteran Affairs for the Supportive Services for Veteran Families (SSVF) grant to serve low-income veterans and their families who are homeless or at imminent risk of homelessness in the Tulsa, OK Continuum of Care. The SSVF grant allows CSC and its community partners the opportunity to provide many needed services for veterans and their families, including supportive case management, tenant support, community referrals, outreach, and linkage to VA and other public benefits.

I know CSC has a long history in community partnerships and collaborative programs serving at-risk populations. The SSVF program has followed in that tradition and established relationships with many community partners throughout the 56 counties of coverage in Oklahoma to continue the battle to end homelessness for all veterans living in those counties. They actively participate in our local Continuum of Care monthly meetings, community planning and efforts with coordinated entry. Additionally, SSVF case managers ensure all those with a housing need within the continuum are screened, assessed and referred for the best fit for each veteran’s housing need.

In 2023 the CSC SSVF Program assisted over 900 veteran households and provided over $3.4 million in temporary financial assistance to veteran families to secure permanent housing and meet the various needs essential to maintain their housing throughout the 56 counties served.

I would be happy to continue our collaborative relationship and look forward to serving veterans and their families in northeastern Oklahoma.

Sincerely,
January 9, 2024

Gatesway Foundation, Inc.
1217 East College Street
Broken Arrow, OK 74012-4204

To The Gatesway Team:

The “A Way Home for Tulsa” (AWH4T) Team is very pleased to have had the Gatesway Foundation as a member of our partnership team since 2022.

As you are perfectly aware, the Tulsa City and County Continuum of Care (CoC), known as A Way Home for Tulsa (AWH4T) serves as the local planning body that coordinates the community’s policies, strategies, and activities toward ending homelessness.

AWH4T is a collective compact of organizations and individuals that exists to plan and implement strategies that support a system of outreach, engagement, assessment, prevention, and evaluation of those experiencing homelessness, or those persons at risk of homelessness, within Tulsa City/County.

We strongly support the Gatesway Foundation’s efforts to provide group home and intermediate care facilities, as well as all the supportive services activities you provide that support our disabled population. Without your very coordinated involvement with all of our partners, we would have many more homeless persons on our streets, unable to lead meaningful, productive lives.

We understand that you propose to develop four additional group homes throughout Tulsa County in the near future. Our many partners will, undoubtedly, continue to work with you to coordinate our many activities to meet our common goals.

Thank you from our many partners for all that you do to serve our common needs to end homelessness and to support our many persons with disabilities.

A Way Home For Tulsa
P.O. Box 4628
Tulsa, OK 74159